

2017-18 Annual Student Feedback Survey

Report Back to Students

The student experience is important at Conestoga. To support the development and delivery of high-quality services and facilities, the Office of Institutional Research and Planning has administered an Annual Student Feedback Survey since 2012. This online survey was administered in February 2018 to all full-time students at all campuses, and covered students' use of and satisfaction with Conestoga services including IT Services, Student Financial Assistance and Student Health and Wellness. As in previous years, we found the response to the survey provided a good representation of the entire student body.



# of Full-time Students Invited	# of Respondents	Response Rate	Confidence Interval ¹
14,301	2,567	18%	±1.8%

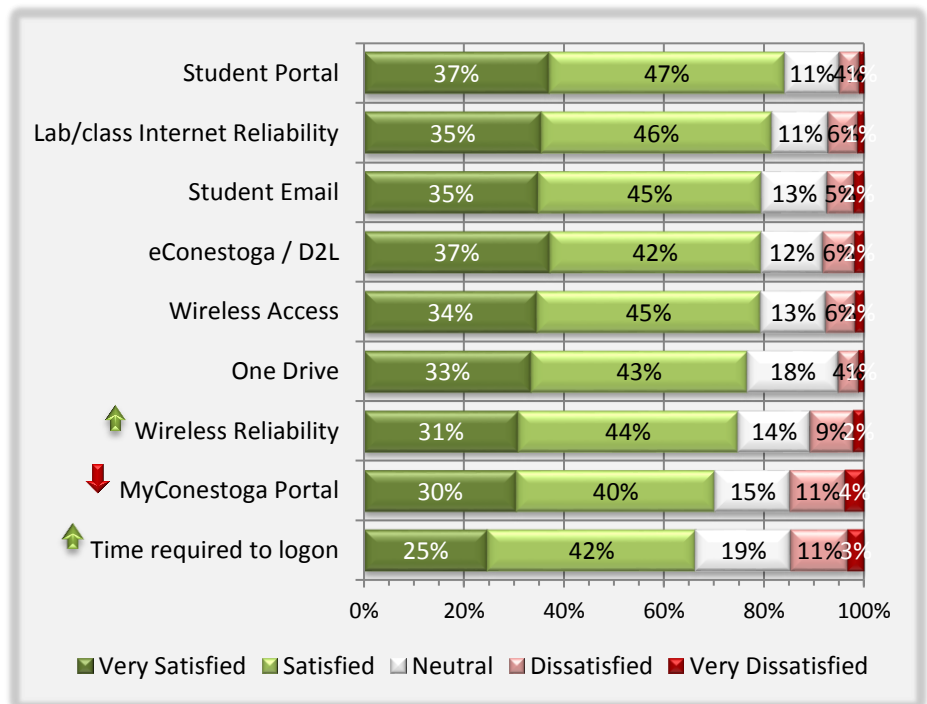
This year's results revealed the following insights...

1.0. IT Services and Resources

- 93% of students use their smart phone on campus daily – up 2 percentage points over last year
- 78% of students use laptops on campus daily or weekly – up 4 percentage points
- Approximately 62% of students have accessed IT Support (up from 58% last year); this corresponds to approximately 9,700 students who have received service in the 2017-18 academic year.
- Student satisfaction with wireless reliability and time required to logon has increased over last year (each up 9 percentage points)
- Satisfaction with MyConestoga has decreased by 11 percentage points

86% of students are satisfied or very satisfied with the ability of IT service support to solve their issue

2018 IT Services Satisfaction



Open Access Computers

- Like last year, 82% of students used Open Access computers; of these 70% report waiting less than five minutes for a computer
- When asked how space should be used within Open Access computer labs, students prioritize more computers followed by additional group work/project space

Statistically significant change between 2017 and 2018

¹ Based upon the size of the population and the sample size, the confidence interval represents the level of accuracy of the results; we can be confident that the results of the survey accurately reflect the entire student population within plus or minus 1.8 percentage points, nineteen times out of twenty.

59% of students prefer to access student info through a mobile friendly website; only 31% would prefer to install an app

Down from 28%, now only 17% of students say they are NOT aware of Conestoga's Acceptable Use of Technology Policy

IT Expansion Priorities

(Average Rank, % Top Priority)

- Every year, IT Services asks students what areas they think should be improved as part of the Technology Enhancement Fee. Items are ranked 1 to 4, higher average score equates to lower priority
- In terms of priorities for 2018-19, students most often selected Internet Speed (as a top priority), additional common areas for laptop network use and improved login/software load times
- Priorities and their order tend to vary by campus

Priority Position	Overall	Doon	Cambridge	Guelph	Waterloo
1	Increased Internet speed (3.52, 15%)	Increased Internet speed (3.55, 14%)	Improved login/software load times (3.21, 19%)	Increased Internet speed (2.76, 31%)	Increased Internet speed (3.16, 17%)
2	Improved login/software load times (3.67, 13%)	Additional common areas for laptop/tablet network use (3.66, 14%)	Increased number of open access computers (3.58, 20%)	Additional access to power outlets in classrooms (3.57, 20%)	Improved login/software load times (3.47, 11%)
3	Additional common areas for laptop/tablet network use (3.76, 13%)	Improved login/software load times (3.75, 12%)	Increased Internet speed (3.68, 12%)	Additional wireless capacity (3.73, 12%)	Additional common areas for laptop/tablet network use (3.83, 14%)
4	Additional access to power outlets in classrooms (3.90, 14%)	Additional access to power outlets in classrooms (3.83, 15%)	Access to program-related software on- or off-campus (Virtual Desktop) using your own device (3.71, 15%)	Improved login/software load times (3.88, 8%)	Access to program-related software on- or off-campus (Virtual Desktop) using your own device (4.11, 7%)
5	Access to program-related software on- or off-campus (Virtual Desktop) using your own device (4.02, 11%)	Additional access to power outlets in common areas (4.04, 9%)	Additional common areas for laptop/tablet network use (4.04, 8%)	Increased number of open access computers (4.15, 6%)	More of your courses delivered online (4.13, 14%)

IT Services: Action Items

Conestoga continues to invest in IT resources and Infrastructure to improve access to advanced technologies, and support a variety of hardware/software upgrades and initiatives necessary to maintain a safe, secure, and reliable IT environment.

In 2018, our primary focus continues to be on Information Security & Integrity. Results of our efforts are evident throughout the network including enhancements to Office 365 with larger Mailbox capacities (100GB), the introduction of Advanced Threat Protection to secure Email communications, and the upgrade of our Next Generation Firewall to enhance Intrusion Detection & Prevention. Conestoga-IT also continues to work diligently in securing the College network by rolling out improvements in Information Technology awareness training for all College Faculty & Staff.

In response to student feedback, the IT Department has addressed the #1 request – Faster Internet service by upgrading the Firewall throughput to 5Gbps and increasing the Student WiFi speed restrictions to 30Mbps for each device. Enhancements to Classroom & Lab PC performance & security have continued with the rollout of Windows 10 & Office 2016 along with Hardware upgrades across all Campuses.

2.0. eText and Technology Use

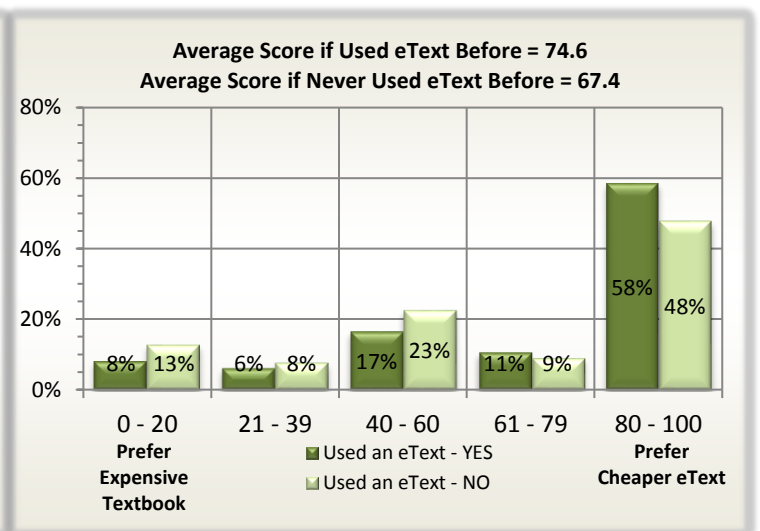
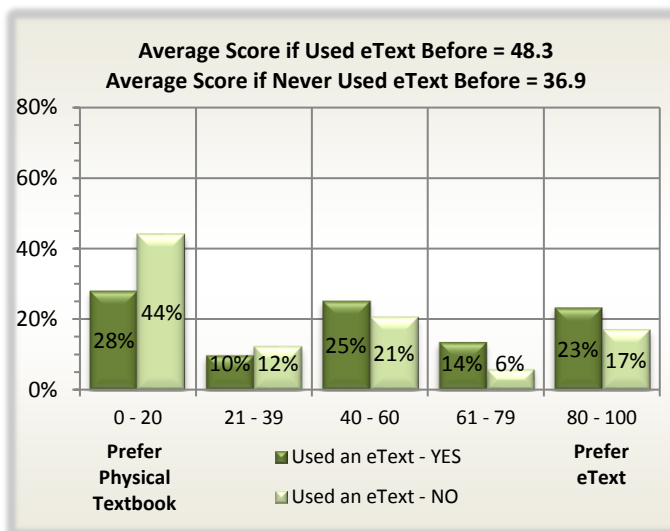
- Students who have never used an eText prefer physical textbooks
- Given the choice, the majority of students would prefer a cheaper eText to a more expensive textbook
- Students, as a group, would prefer the option to purchase a physical textbook rather than a mandatory eText, particularly younger students
- 60% of students indicated that faculty encouraged them to use technology IN CLASS to participate in class activities/exercise
- 56% of students that faculty encouraged them to use technology IN CLASS to access the course site in eConestoga
- 595 satisfied eText users provided comments, most often citing that eTexts are user friendly, portable, and provide easy access anywhere, anytime
- 276 dissatisfied eText users provided comments, most often citing a preference for a physical textbooks, poor user interface, and difficulty with reading the electronic version

71% of students are satisfied or very satisfied with eText experience; only 10% were dissatisfied

62% of students believe they learn best in-class with some online component

Would you rather use a physical text book or eText?

Would you prefer a more expensive physical textbook, or a cheaper eText that may be about half the cost?



eText: Action Items

The College is always looking at options to obtain more affordable course materials for students. Part of the process in moving to eText has been the review of textbooks and their requirements for the courses. The result has been the transition of some required textbooks to become available in the Library, the removal of textbooks entirely from courses, and the creation of Open Educational Resources (for example, COMM1085).

Students are able to obtain a physical textbook of the eText version and request an exemption from the eText fee by contacting: <http://www.conestogac.on.ca/etext/faq>

Feedback on the technical issues or concerns regarding eTexts should be forwarded to etext@conestogac.on.ca. The College is constantly working with the provider to improve all technical aspects of the eText reading experience.

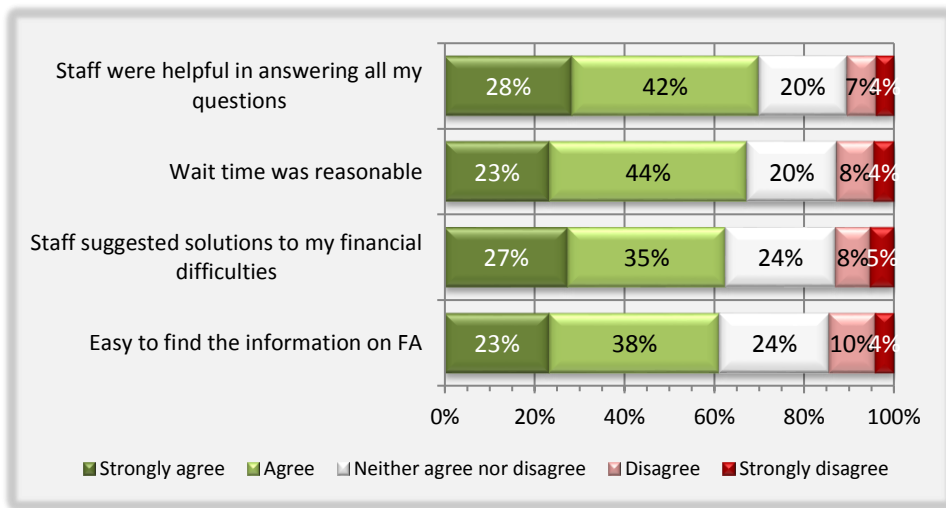
3.0. Student Financial Services

- Between 60% - 70% of students agree that Financial Services staff are helpful, they suggested solutions, that wait times are reasonable and that financial aid information was easy to find
- 53% of students applied for OSAP – up 3 percentage points since 2016
- 41% of students reported they had applied for some form of financial assistance (award, bursary, or scholarship) in the past academic year; 47% of these received some type of funding
- For more than one-third of students, the most financially difficult time of year is January/ February

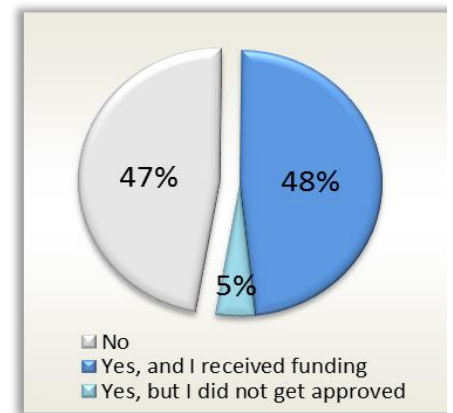
66% of students rated friendliness of staff above average or excellent – up 5 percentage points since 2016

43% of students use their awarded funds to pay for textbooks, food, or transportation they could not otherwise afford

Financial Services Service Assessments



Did you apply for OSAP?



Student Financial Services: Action Items

Student Financial Services continues to focus on delivering excellent customer service. Our commitment is to help students achieve their educational goals by providing financial support to those in need. The General Award application is available on the student portal at the start of each term and bursaries are provided each and every term to ensure students are supported throughout the year.

The OSAP program changed significantly in 2017-18 resulting in an increase in the number of students receiving OSAP funding. These positive changes will continue in 2018-19 and beyond so that more students will be eligible for funding.

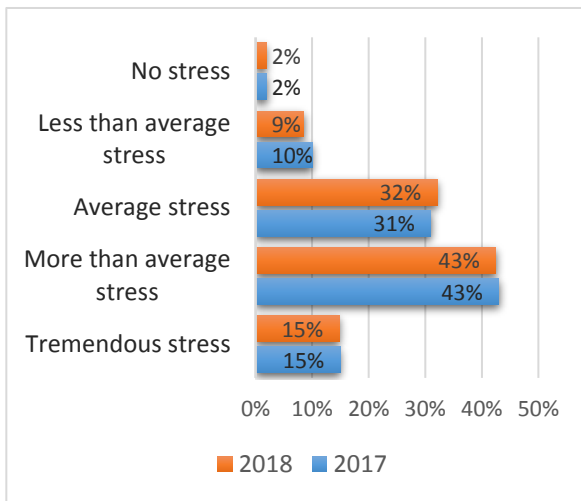
In the coming year we will be working on improving our website to make it more informative and easier to use. We are reviewing our bursary, scholarship and award processes with the goal of making the system easier for students to understand and to access.

4.0. Health and Wellness

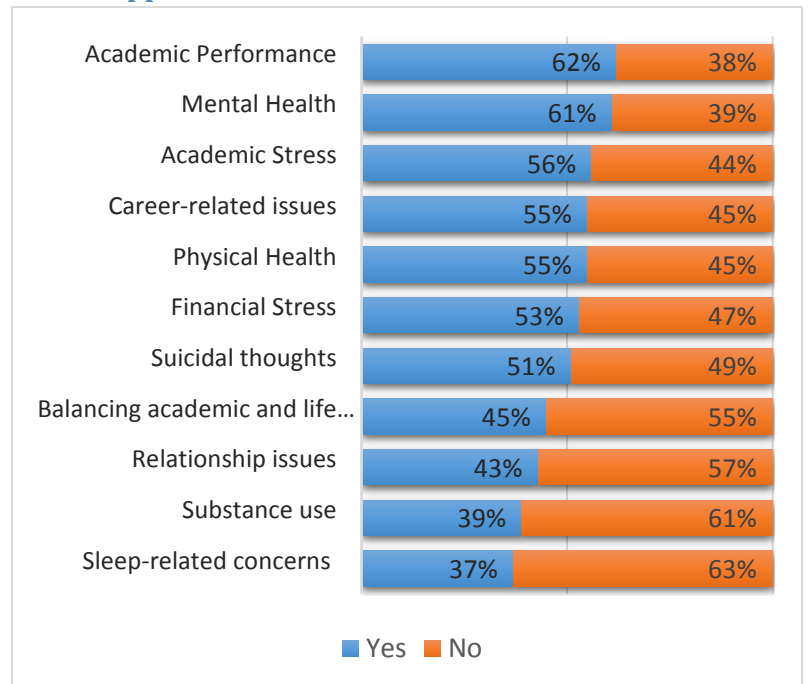
- A total of 2,121 students consented to complete the health and wellness portion of the survey.
- Within the six months prior to the survey, 57% of these students suggest that their stress level was above average (43% rating *more than average* and 15% rating *tremendous*). This result is identical to that found in 2017
- Most commonly cited sources of stress include finances, academic workload and sleep difficulties
- Students are most likely to seek support for academic performance, career-related issues, physical or mental health (55%-66% are likely or very likely)
- Students are least likely to seek support for sleep-related concerns, relationship issues or substance use (37% to 42% are likely to very likely)

Finances, academic workload and sleep difficulties cause excessive stress for the most students

Stress over the Last 6 Months



Do you know where to go at Conestoga to seek support for issues related to:



Conestoga's Response

This data has been very important in highlighting the experiences of students. It has helped to foster partnerships across the college that are intended to respond to the needs of students. In response, and through collaboration, Student Engagement will be piloting peer mentor programs to support a sense of belonging and engagement with the college and its services. Student Success is collaborating with Co-op, Career and Work-Integrated Learning, to (1) ensure there is one central and accessible way for students to ask for help, have their concerns triaged and their appointment(s) booked; and (2) provide faculty with a central online referral form. Additionally, the Hallman Mental Health Project will be launching a video series and instructional material for faculty and students.