

# 2018-19 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 March to all full-time students at all campuses, and covered students' use of and satisfaction with Conestoga services including IT Services, The Recreation Centre, 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 <sup>1</sup>
18,168	3,405	18.7%	±1.5%

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

#### 1. IT Services and Resources

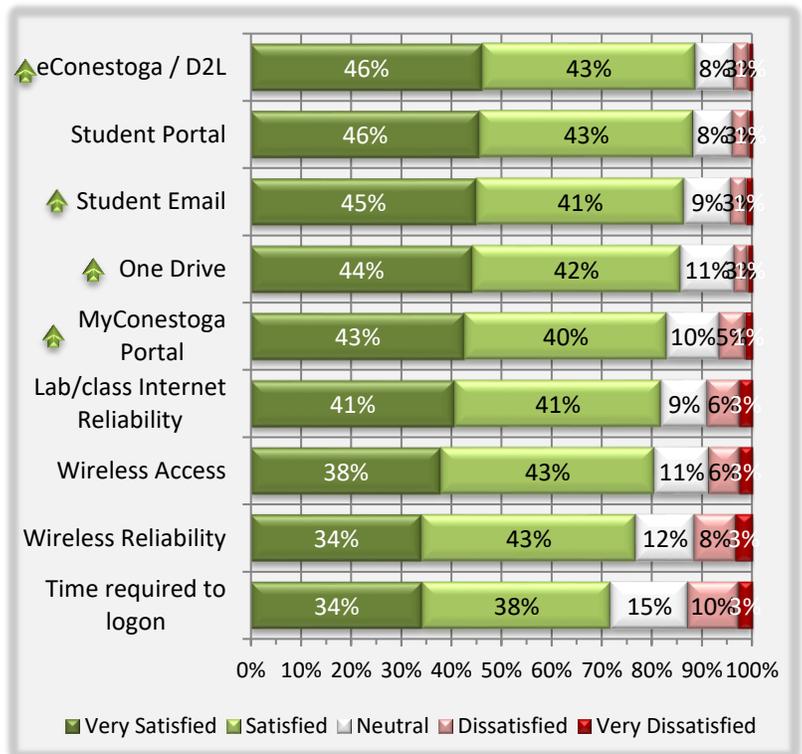
89% of students are satisfied or very satisfied with the ability of IT Support to resolve their issues

- Use of IT Support has gone up this past year, with three-quarters (75%) of students indicating they accessed IT support at least once – compared to 62% last year; this corresponds to approximately 13,600 students who have received service in the 2018-19 academic year.
- Student satisfaction with IT services and offerings has increased across the board this year – only two things (Wireless Reliability and Time Required to Logon) have satisfaction ratings below 80%.
- The most significant satisfaction increases from last year are eConestoga, Student Email, OneDrive, and the MyConestoga portal.

#### Open Access Computers

- For the last three years, 82% of students have used Open Access computers. Of these students, 66% 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.

#### 2019 IT Services Satisfaction



Statistically significant change between 2018 and 2019

<sup>1</sup> 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 1.5 percentage points, nineteen times out of twenty.

74% of students have at least one class in a classroom computer lab

International Students seem to rate their satisfaction with IT Services higher, by roughly 10 to 15 percentage points

Only 16% of students report they aren't aware of Conestoga's Acceptable Use of Technology Policy

Priority Position	Overall	Doon	Cambridge	Guelph	Waterloo	Brantford
1	Additional common areas for laptop/tablet network use (3.49, 17%)	Additional common areas for laptop/tablet network use (3.33, 20%)	Increased number of open-access computers (3.32, 26%)	Increased Internet speed (2.45, 46%)	Additional common areas for laptop/tablet network use (3.57, 18%)	Increased Internet speed (3.47, 22%)
2	Increased Internet speed (3.54, 17%)	Increased Internet speed (3.56, 16%)	Virtual Desktop to use campus software anywhere (3.76, 14%)	Improved login/software load times (3.68, 10%)	Increased Internet speed (3.66, 13%)	Increased number of open-access computers (3.64, 13%)
3	Virtual Desktop to use campus software anywhere (3.95, 12%)	Additional access to power outlets in classrooms (3.87, 12%)	Increased Internet speed (3.76, 13%)	Additional wireless capacity (3.78, 8%)	Additional access to power outlets in common areas (3.79, 14%)	Availability of after-hours (8pm to 7am or weekend) IT support (3.69, 18%)
4	Increased number of open-access computers (3.96, 12%)	Additional access to power outlets in common areas (3.97, 8%)	Additional common areas for laptop/tablet network use (3.90, 9%)	Additional access to power outlets in classrooms (4.06, 11%)	Virtual Desktop to use campus software anywhere (3.81, 12%)	Additional common areas for laptop/tablet network use (3.87, 9%)
5	Improved login/software load times (3.97, 8%)	Improved login/software load times (3.99, 8%)	Improved login/software load times (3.94, 5%)	Virtual Desktop to use campus software anywhere (4.16, 5%)	Improved login/software load times (3.92, 9%)	Virtual Desktop to use campus software anywhere (3.96, 6%)

(Average Rank, % Top Priority)

## IT Expansion Priorities

- 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 the next year, students most often selected additional common areas for laptop use or working as a top priority, followed by increased internet speed and the possibility of a Virtual Desktop.
- Priorities and their order tend to vary by campus, as shown above.

## IT Services: Action Items

*Conestoga continues to invest in resources and infrastructure towards our goal of improving access to advanced technologies and supporting initiatives necessary to maintain a safe, secure, and reliable IT environment. The continued diversification of technology (in terms of devices and needs) means greater challenges as we work to enhance levels of service and provide the support our students deserve.*

*In response to student feedback, the following initiatives have been enacted:*

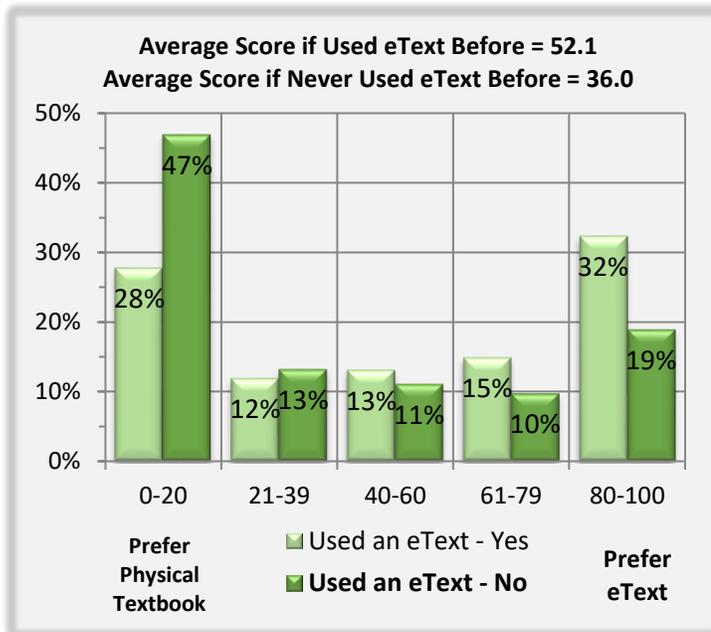
- *Internet speeds have been increased at the Guelph and Ingersoll Campuses.*
- *WiFi Infrastructure enhancements have been made resulting in improved speed, availability & reliability.*
- *Internet service redundancy has been implemented to minimize outages.*
- *The quantity of Open Access computers has been improved across all Campuses.*

*IT is working to further enhance the Academic experience with lab integration of Office 365-OneDrive, and further improvements to Microsoft's Advanced Threat Protection to secure Email communications. We continue to address student concerns with logon wait-times.*

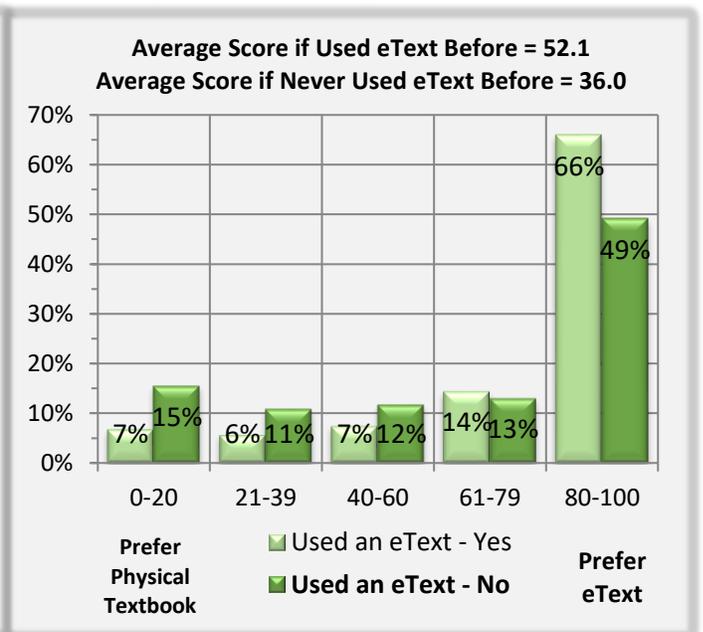
## 2. eText and Technology Use

- 68% of Conestoga Students report they have used an eText.
- Students who have never used an eText prefer physical textbooks, but those who have used an eText prefer them.
- 77% of students are satisfied or very satisfied with eText experience; only 10% were dissatisfied.
- Satisfaction with eTexts is notably higher among International students, who prefer them more than 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

Would you rather use a physical textbook 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 wants to ensure students have the required resources they need for day one. Students are delivered eTexts through their eConestoga course shells so that they do not need to worry about coming to the Bookstore to get what they need.

Part of the continued process in adopting eTexts is to work with publishers to get preferred pricing for the digital option, which can save students up to half the cost of a physical text.

There is going to be improved resources online for students in eText programs to help guide them through their experience. This will be hosted on the Bookstore website but also be found through the current eText page on the corporate site <http://www.conestogac.on.ca/etext>. We are hoping more students become aware of their options in the eText program, including the option of purchasing a physical text.

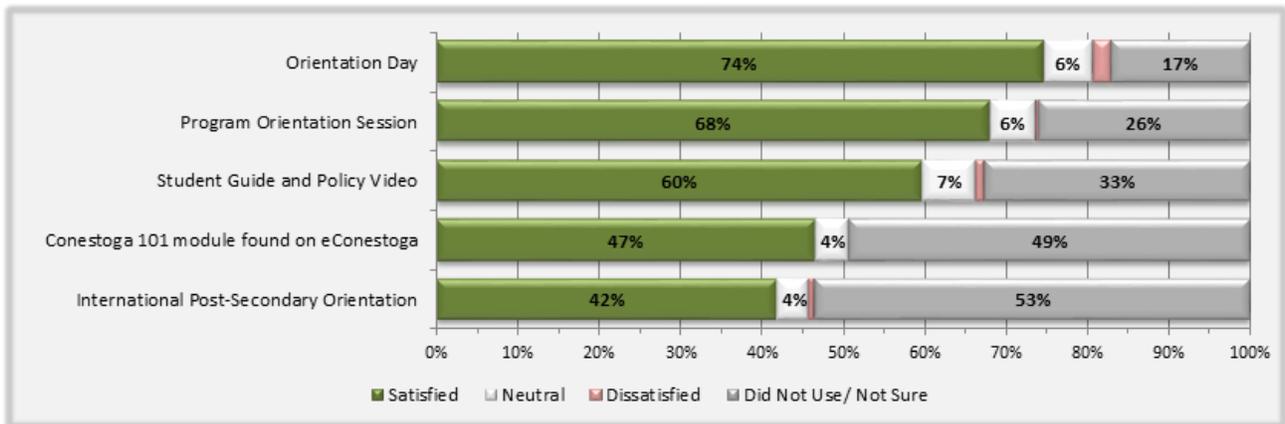
Feedback on the technical issues or concerns regarding eTexts should be forwarded to [etext@conestogac.on.ca](mailto:etext@conestogac.on.ca). The College is constantly working with the provider to improve all technical aspects of the eText reading experience.

### 3. Semester Start-up

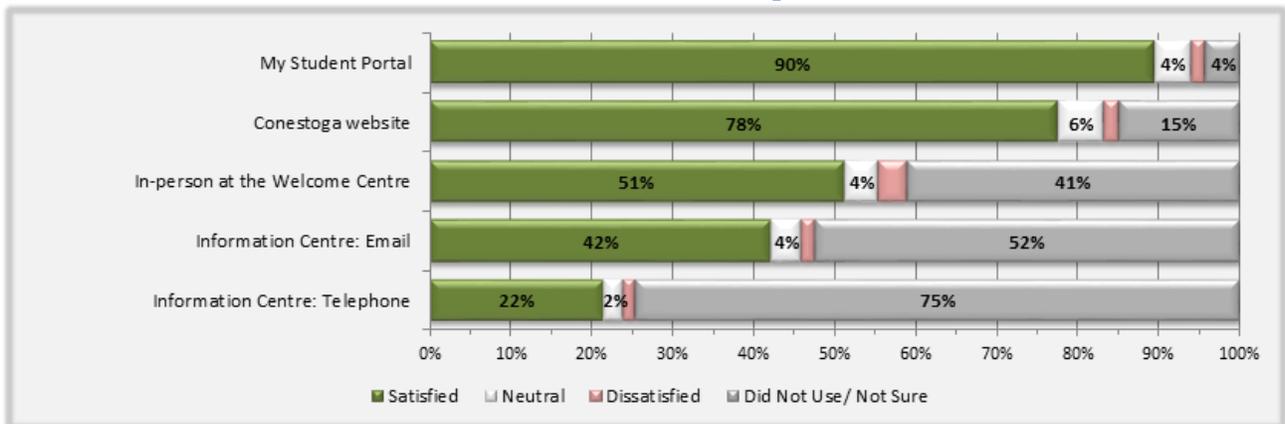
- 75% of new students who were surveyed indicated that the start-of-term communications we offer are helpful. International students appreciate our information offerings notably higher than domestic students.
- Our orientation, information offerings, websites and portals received excellent satisfaction ratings ranging between 85%-93%.
  - Approximately 83% of students indicated they participated in Orientation Day activities; 74% were satisfied with that experience.
  - 96% of students use the Student Portal to get their timetables and other information as classes begin.

Almost **twice as many** students ask questions to Conestoga’s Information Centre by email (42%) than by telephone (22%)

#### Use and Satisfaction with Semester Start-up Services – LEVEL 1 Students Only



#### Use and Satisfaction with Semester Start-up Services – ALL Students



### Semester Start-up: Action Items

One of our priorities at Conestoga is ensuring that students get the support they need. Information should be relevant and easily accessible and students who need specific assistance should have timely access to it. We’re pleased that our communications and information offerings have been well-received by students and we are planning to build on this success to make them even better – more accessible and visible to all students. Based on this feedback, we’re working on the following:

- Tailoring communications so students only get the information they need, when they need it
- Updating our Portal to provide better access to more relevant information for students and applicants
- Increasing the availability of self-serve options so students can easily navigate the start-up process

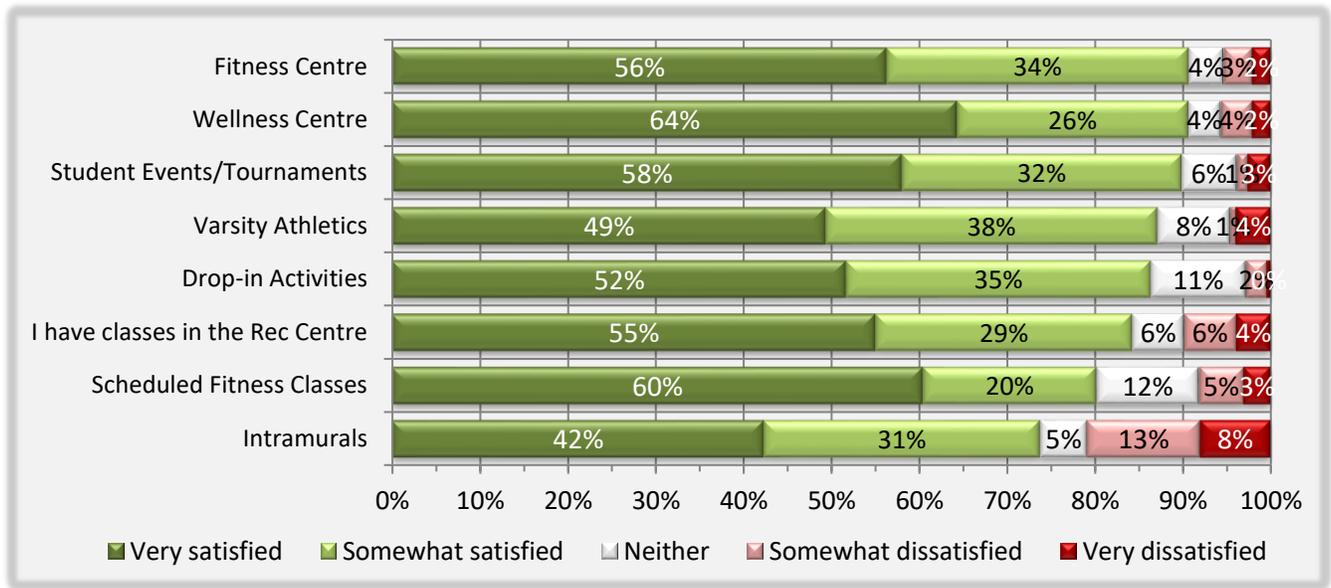
## 4. Recreation Centre

- 54% of students at Doon and Cambridge campuses reported they have accessed services or programming at our Doon Recreation Centre in the past academic year.
- Nearly 80% of those who reported accessing the Recreation Centre indicated they used the Fitness Centre. The next most-cited service used was the Wellness Centre, by 22%.
- Virtually all Recreation Centre offerings received satisfaction ratings above 80%.
- When asked about the types of Fitness Programming students would most like offered in the future, the top response was clearly to increase our yoga offerings. Sports, weights, and various track, field and competitive programming followed close behind.
- The top two reasons cited why students don't use the Recreation Centre were "I don't have time" and "I don't go [over] there".

Use of the Recreation Centre by Gender:  
**50% Female**  
**57% Male**

Use of the Recreation Centre by age category:  
**65% aged 19 and under**  
**54% aged 20-29**  
**31% aged 30+**

Satisfaction with Recreation Centre Offerings



### Recreation Centre: Action Items

*This data has provided invaluable insight for the Athletics and Recreation department in identifying and allowing us to better meet the needs of students. Athletics and Recreation will continue to collaborate with College partners to provide accessible wellness and recreation programming.*

*In 2019, we will work to enhance the variety of Fitness and Wellness programming, provide regular fitness centre orientations and workshops for new and interested members, and with the implementation of a new website and registration portal will provide better access to schedules and Recreation Centre activity in general. In response to student feedback, we will make adjustments and improvements to our Fitness Classes, Intramural programming, Fitness Centre equipment selection, and Student Events. We strive to create a superior experience for our students and guests, and this data supports and informs our decisions to do so. Everyone is encouraged to visit our website for information on programming, events and to register:*

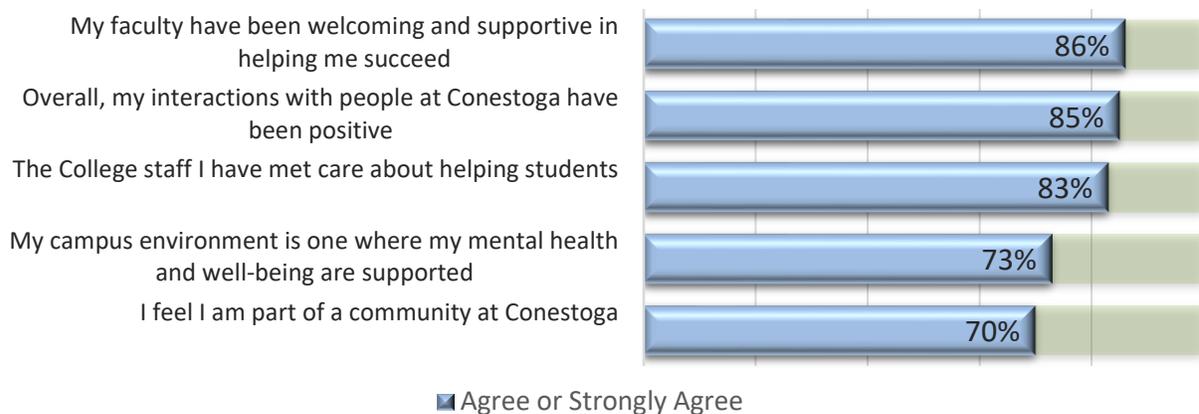
<https://conestoga.prestosports.com/landing/index>

## 5. Health and Wellness

- A total of 3,001 students completed the mental health portion of the 2018-19 Annual Student Feedback Survey.
- Students indicated that they appreciate:
  - That mental health services and supports exist at Conestoga’s campuses
  - That the College advertises these services to students
  - That mental health and wellness workshops, activities and events that are offered on campus
  - That there are helpful employees here
  - The warm environment or atmosphere at Conestoga
  - Supportive spaces on campus, such as the Breathing Space (a student wellness lounge located in Doon 1A107).

On average, students rated their awareness of how to access mental health supports on campus as **6 out of 10**.

### Percent of respondents who selected “agree” or “strongly agree” to the following questions:



Students shared several factors that would prevent them from seeking support if needed. The most common responses included:

- Accessibility of services – students find wait times, the location of services, and hours of service to be a challenge. This was a key theme at all campuses, and most prominent among students based at satellite campuses.
- Lack of awareness and understanding of what services currently exist, what kinds of support they provide, whether they should ask for help or not, and how to contact or locate services. Students also noted that employees often are unable to help them find the supports they need.
- Stigma. Some students shared that they were concerned about privacy of services and would feel embarrassed about accessing a service or be concerned about potential judgment from others.
- Time constraints – juggling multiple priorities or feeling too busy to access a support service.
- Hesitation to request a service (for reasons other than mental health stigma), such as: shyness; lack of motivation; having had a negative experience with a mental health or wellness service on or off campus in the past; preferring to talk with trusted family, partner or friends; or, not feeling certain that the service will be helpful.
- Some students noted that available services do not fit with their beliefs, culture or language, or that they were concerned there may be a cost associated with the service.
- A small number of students indicated that they require specialized mental health services that are not available on campus.

Students were asked where Conestoga can improve in promoting and supporting student mental health and well-being. The following themes were shared:

- Promote mental health services more, and make it easier to find the supports we need
- Make it easy to access Counselling and other types of support
- Offer more workshops, events and groups focused on mental health, stress management and coping skills
- Share information about services and supports in our classes
- Ensure our instructors understand what services are available, know how to help students find these services, and have enough time to listen and help
- Offer more opportunities for social connection, ways to build community, and ways to have fun together
- Provide space that supports well-being at school (e.g., quiet rooms, connection to nature, comfortable spaces, etc.)
- Workload management within our courses, and effective scheduling, leaving enough time in our schedules that we can access services and supports when they are needed

## **Student Mental Health and Well-Being: Action Items**

*Student and employee feedback will inform the development of a Student Mental Health and Well-Being Strategy for Conestoga College. This feedback was gathered as part of a broad consultation process to hear from students and employees about the current “landscape” of student mental health and well-being at Conestoga. Other engagement methods included interviews, interactive focus groups and hallway surveys, as well as an employee survey. In total, 3,381 pieces of feedback were shared by students across all campuses. Findings will be presented to senior leadership in Fall 2019, along with recommendations for next steps. Please contact Heather Callum, Project Manager Student Wellness with any questions: [hcallum@conestogac.on.ca](mailto:hcallum@conestogac.on.ca) or 519-748-5220 x 3003.*