

Annual Student Feedback Survey 2019-20

Report Back to Students



Conestoga completes the Annual Student Feedback Survey each year to assess student experience.



Administered March 2-21, 2020 to all full-time students.

The survey covered the following areas:



IT Services



eText



Student Financial Services



Student Wellness



Library Services

# of Full-time Students Invited	# of Respondents	Response Rate	Confidence Interval
21,822	4,812	22.1%	±1.25%

IT Services & Resources



63% reported they use up to two WiFi-capable devices while on campus.



69% reported accessing IT support over the past year. This translates to about **14,900** students being served at least once in the last academic year.



Of those who had used IT support, **83%** said they **received the solution they needed**, and average satisfaction ratings stand at **82%**.



International respondents rated their satisfaction with IT Services higher than domestic respondents.



56% reported they were **highly concerned** about cyber security and information privacy.



90% were **satisfied** with the availability of black & white printers on-campus. Only **62%** said the same for the availability of colour printers.



43% reported using open access computers more than once per week.



82% have used Open Access computers; **66%** waited less than 5 minutes to use one.

IT Expansion Priorities – Student Perspectives

1. Increased Internet Speed
2. Additional common areas for laptop use
3. Create a virtual desktop

IT Services: Action Items

The IT Department has played a pivotal role in enabling numerous functions to transition seamlessly & efficiently to a remote model. Student feedback has provided us with the opportunity to focus our efforts in enhancing the College experience through the following improvements:

- Enhancements have been made to provide remote access to Computer Labs & Virtual Desktops for access to specialized software.
- Additional online services have been added, including Zoom conferencing & enhancements to Microsoft Teams.
- **Adobe-Creative Cloud** licensing is now available for all students to use on personal devices.
- Several Academic environments have been upgraded to support the **HyFlex Learning model**. This hybrid approach to teaching & learning allows students the option of attending sessions in the classroom, participating online, or doing both.
- A number of College registration forms have been upgraded to enable electronic submission further enhancing the remote capabilities.
- The IT Service Desk is now operated by Buchanan Technologies providing 24/7 technical support
- The IT Department is working to further meet the challenges of COVID-19 by offering outdoor Wi-Fi. This service is currently available at **Doon Campus** in Parking Lot #14 & surrounding areas.

Further improvements are underway to streamline the Student Portal, web content, and software availability for the continued success of our Students.

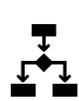
eTexts

 **77%** reported they have used an eText.

 Students who have never used an eText prefer physical textbooks but those who have used an eText prefer them.

 **76%** are satisfied or very satisfied with their eText experience; only **9%** were dissatisfied.

 Given the choice, most students would **prefer a cheaper eText** to a more expensive textbook.

 Students would still **prefer the option to purchase a physical textbook** rather than a mandatory eText, particularly younger students.

eTexts: Action Items

Participating programs deliver eTexts through their eConestoga course shell to ensure students have the required resources starting day one.

Consistent and effective communications will continue to be the focus as the number of programs moving to the eText model grows; working to ensure publisher and bookstore communications are aligned so that all information given is consistent. As the eText technical implementation relies on many players, it is important to consistently find process improvements to minimize errors. For example, several high enrollment courses will trial the use of a single access code for the entire class versus individual codes for each student.

Supports for students and faculty can now be found on the Bookstore website. Remote support sessions are being offered every term through Zoom. Feedback on the technical issues or concerns regarding eTexts should be forwarded to etext@conestogac.on.ca

Student Financial Services

 **66%** of domestic respondents applied for OSAP.

 **35%** indicated they contacted Student Financial Services over the past year – this equates to roughly **7,500 students being served**.

 Between **65%-75%** agreed that Financial Services staff were **helpful**, they **suggested solutions** to financial difficulties, the **wait times were reasonable**, and that financial aid **information was easy to find**.

 **42%** reported they had applied for some alternate form of financial assistance (award, scholarship or bursary).

 **48%** indicated they used this financial assistance to pay for textbooks, food or transportation they could not otherwise afford.

94% of those who applied for OSAP received funding

For one-third of respondents, the **most financially difficult time of year** was:



Student Financial Services: Action Items

Student Financial Services continues to focus on delivering excellent and quality customer service. Our commitment is to provide students with accurate, helpful, and timely financial aid information. With knowledge and expertise, we endeavor to help students navigate the complexities of OSAP processes and requirements.

The General Award application is available on the student portal for three weeks during each term to ensure that eligible students receive financial support throughout the academic year. We are continuing to review our bursary, scholarship and award processes with the goal of making the system easier for students to understand and to access.

In the coming year we will be working on devising an effective communication strategy to provide students with relevant information. This includes improving the Student Financial Services website to make it more informative and user-friendly. Our departmental strategic plan includes developing innovative ways to engage and inform students of the available financial aid programs.

Student Wellness at Conestoga

Many respondents, ranging from **65%** to **84%**, agree or strongly agree with statements related to **belonging on campus, a supportive campus environment and support from faculty and staff members.**



High levels of confidence

locating or accessing support for:

- ❖ Academic Help
- ❖ Personal Problems
- ❖ Finding information on activities outside the classroom



Low levels of confidence

locating or accessing support for:

- ❖ Financial issues
- ❖ Housing or transportation issues



Students were asked an open-ended question asking if there was anything they would like to share about student mental health and well-being at Conestoga.



The most common response **was improved awareness of mental health support options** followed closely by **suggestions on how to improve supports for students.** Many students expressed **satisfaction** with how Conestoga is currently supporting student mental health and well-being.

Students preferred traditional means of receiving information about wellness supports and services including email, college portals, college website, posters and information shared in class.



Student Wellness: Action Items

In 2019-2020 there has been intentional focus on improving student mental health and well-being through the work of the President's Advisory Committee on Student Mental Health. Several key priorities were identified by the committee based on consultations with students and employees. There has been great work within the priority, **Mental Health Awareness, Education and Skilling Building for Students**, as Conestoga's Wellness Services expanded to ensure services included virtual appointments, availability of same day appointments in Counselling, and the use of multiple platforms to teach skills and workshops. Wellness Services have been promoted through social media, website, Conestoga101 and on the new Conestoga Ready app in order to improve knowledge of supports and resources.

Increasing Employee Capacity to Support Student Mental Health is another priority. A professional development workshop has been offered to help staff and faculty better support Conestoga students and increase knowledge of resources available. Promotion has begun for a free online course to help increase employee knowledge of how to recognize, respond and refer a student to available resources. In addition, in order to create a streamlined support system, Student Success Advisors have been connected to each academic program area to assist both faculty and students with accessing supports easily.

Library Services



85% agreed Library staff **are knowledgeable and ready to provide service.**



75% agreed the library has the **required resources** and they are **easy to access** from home or school.



Only around **50%** agreed the library had **enough space** for quiet study or group collaboration.



Of those who used Library services, **74% to 75%** were **satisfied or very satisfied** with the various service offerings.



When reviewing student comments, the most common responses related to increasing the Library's space and decreasing noise levels.

Library Services: Action Items

The Library is pleased that Conestoga students continue to be satisfied with the quality of services and resources that we provide to support and enrich learning, teaching, and research.

Despite recent renovations to the Doon, Cambridge and Waterloo libraries, we understand that a general shortage of student study spaces at all campus locations is an ongoing issue. The Library remains committed to continuing to work within college space allocation processes to discuss increasing the availability of student study and group workspace across campuses.

In moving forward, we are investigating the use and design of all our spaces, the possibility of implementing online seat reservations for assigned areas during peak hours and other initiatives to decrease noise/acoustic issues.