

# Fall 2020 Student Start-up Survey Results

In week three of the Fall semester, Conestoga collected feedback from all students in full-time cohort programs.

**19,196** students were sent an email invitation

**7,706** students participated in the survey

**40%** Response rate

## Living & Working



**11%** of respondents are living outside of Canada



**5%** of domestic respondents and **12%** of international respondents are living off-campus alone



**28%** of respondents are unemployed and seeking work (down from 46% in Winter 2020)

## Device & Internet Access



**6%** of respondents, largely returning international students, only have a smartphone to access their courses



**99%** of respondents have access to internet but only **46%** indicate it's reliable high-speed



**9%** of respondents reported they did not have access to the applications/software they needed for their classes (at week 3)

## Preparing for Fall Classes



**54%** of respondents found start-of-term communications helpful; **12%** did not



**70% - 89%** of new students were satisfied with the various transitions supports offered



**52%-62%** of international students with housing concerns are aware of the housing resources offered by Conestoga



**81%** of new students had used Conestoga101 by week 3



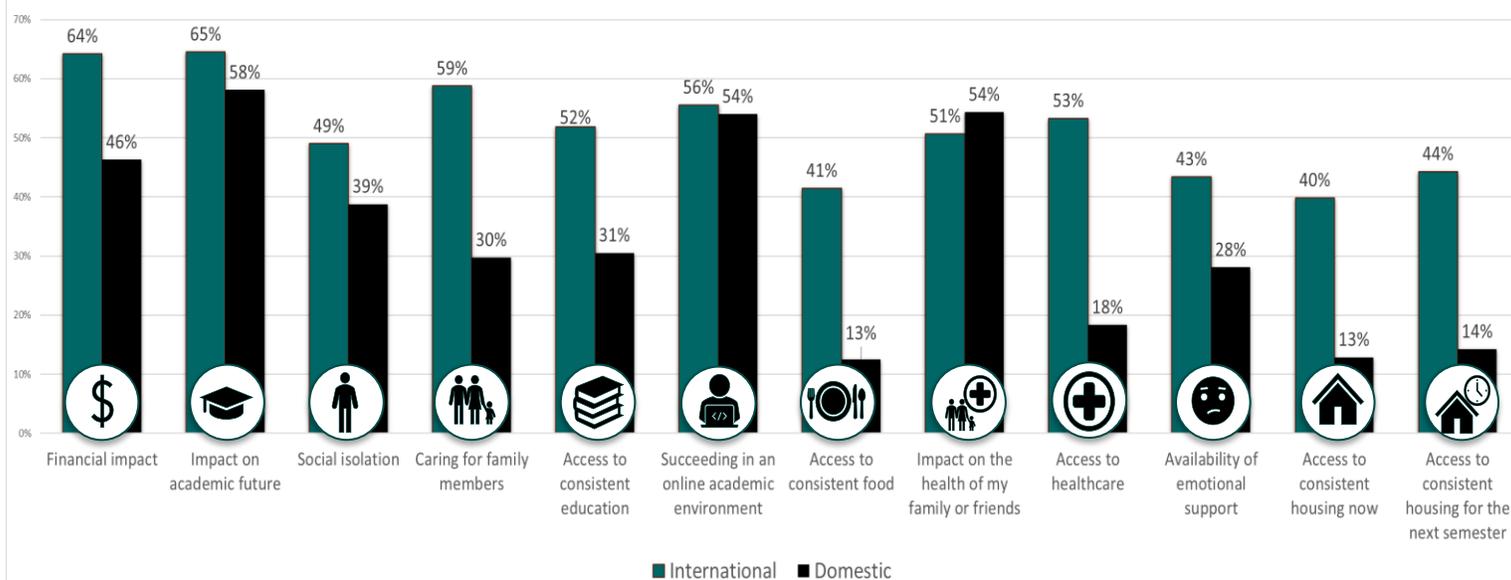
**86%** of respondents agree their faculty have been welcoming and supportive in helping them succeed

## Conestoga's Actions

*When Conestoga closed in March, the college loaned 650 laptops to students to support the continuation of their studies. In Fall 2020, 400 students have been loaned a college laptop. Six formal transition events and 20 transition workshops were held to welcome new students this Fall. The Conestoga Ready app was developed and downloaded by nearly 1,500 students.*

*Supporting the conversion to remote course delivery, since September, the Library's Teach me Tech service has provided support to more than 1,500 students through the various online chat forums ([Tech Help](#), [askON](#)), there have been 4,200 site visits to the new [Digital Skills Toolkit](#) and 455 attendees at the 19 weekly [TeachMeTech](#) online workshops offered to date.*

## COVID Impacts - Percent of Respondents Highly Concerned\*



\*Percentage of students rating 4 or 5 on the following scale: 5-A great deal 4-Considerably 3-Moderately 2-Slightly 1-Not at all

Overall, since the summer survey, there has been a **7%** average percentage point decrease among international student concerns and a **6%** average decrease among domestic student concerns

## We provided respondents with a general-purpose open-ended question about how Conestoga could assist students.

### Comments related to online teaching and learning were the most frequently cited suggestions

*"Teachers need a forum for responding to questions. While they shouldn't be obligated to stay online, there needs to be a forum for communication (i.e a place to ask questions about assignments, lectures, etc.) where they have a duty to respond within 24 hours or something like that. Not being able to go into the class or office hours makes us lose that opportunity."*

*"I would rather have longer lectures and synchronous discussions so that we actually cover the material, rather than being left to our own devices to figure out what we are supposed to be learning."*

*"The profs need to realize that because we aren't in class with them, they need to provide more practice work and provide answers to them, so the students know if they are doing it correctly."*



### Conestoga's Actions

Throughout Fall 2020, Teaching & Learning has offered synchronous, online training sessions on remote teaching and assessment practices to nearly 700 faculty. Popular workshop series include the Conestoga Faculty Orientation Program, Engaging and Retaining Students in a Remote Semester, and Enhancing Teaching and Learning with Visuals.

The Quick-Student Appraisal of Teaching form was used in all classes during week 5 of the fall semester to provide faculty with early feedback about student experiences within their class.

## Fees, tuition and financial assistance were also commonly mentioned

*“Most of my friends suffer from financial disabilities where we are concerned about housing and food. Conestoga can help the students financially by reducing the tuition fees. if we are financially supported even a little bit that would uplift a great deal of stress and concern.”*

*“We all know that right now very tough time is going. but yes Conestoga can help me in various ways. They can give gift and grocery vouchers, by giving some discount in fess, giving laptop loans for easy access.”*

### Conestoga's Actions

*By mid-April, Student Affairs launched the COVID-19 Emergency Bursary. \$1.4 million dollars has already been distributed to almost 6,000 students. Together with the CSI, a further \$268,000 in grocery gift cards have been handed out.*

*For more information about ongoing student support visit: <https://www.conestogac.on.ca/student-financial-services> or contact your Student Success Advisor.*

How can  
Conestoga help?



## Students supports were often cited

*“Really appreciated the emails outlining resources. Might be worth a follow up email later in the fall reminding people of services offered by the school”*

*“I feel counselling or support for students should be advertised more. Last semester when I was experiencing an emotional time, I didn't know counselling was available until the last few weeks of the semester”*

*“Conestoga has been doing an excellent job in supporting me. I have found the Student support chat, very efficient and helpful”*

### Conestoga's Actions

*In response to the College closure, all student services were quickly converted to remote delivery. A new [page](#) on the website clearly outlines all services, their hours and how to access them. This spring, the College launched a central Student Success Advisor mode to ensure all students have an advisor who can provide support with academic and personal success. We have shifted further funding into health and wellness and have added staff for promotion and programming as well as staff to focus on sexual and gender-based and interpersonal violence. We have added a second nurse practitioner so we can ensure students have access to good quality continuous medical care either remotely or in person.*

*So far this fall, 932 students have received support from a Learning Skills Advisor, 235 students have received help from Math consultants, 511 students have received support from Peer Tutors and Peer-Assisted Learning leaders and 1,952 student have received health and wellness supports (medical care, counselling, etc.).*