

# Annual Student Feedback Survey 2020-21

## Report Back to Students

Between March 18 and April 4, 2021, Conestoga collected feedback from all students in full-time programs.

19,181 students were sent an email invitation

20% Response rate



29% had attended in-class activities on campus within the last two terms

3,787 students participated in the survey

±1.4% Confidence interval

### IT Services & Resources



56% report accessing IT support over the past year; the most preferred channels were email and the online chat



80% agreed that the student portal is easy to use; suggestions focused on ease of navigation, expanded content and design feedback



Of those who had used IT support, 79% said they received the solution they needed and average satisfaction ratings stand at 76%



53% would be interested in attending online Security Awareness Training



88% of students would be interested in purchasing a laptop from Conestoga at a discounted rate - Dell and Apple are top brand mentions

#### IT Expansion Priorities – Student Perspective

1. Access to more software
2. Increased internet speed
3. Outdoor WiFi coverage



### IT Services Actions

Student feedback is now providing opportunity to focus on flexibility and user experience as part of a hybrid capable teaching and learning experience model. Enhancements and improvements include: 1) Refresh and expansion of wireless coverage across multiple campuses; 2) Continued integration of the Single-Sign-On (SSO) experience (Student Portal, O365, OneDrive, eConestoga, Adobe-Creative Cloud etc.); 3) HyFlex Teaching & Learning technologies in additional classrooms at multiple locations; 4) Access to new cloud-based software and applications (OnShape, Minitab, 3DExperience etc.); 4) 24/7 Service Desk Live Chat (<https://it.conestogac.on.ca/>); 5) Upgrades to next generation classroom design with focus on power and connectivity.

### Return to Campus Preferences

Once face-to-face instruction is allowed, a hybrid learning format is preferred by over half (58%) of student respondents.

- 26% would prefer entirely on campus
- 16% would prefer entirely online



#### Service and Activity Preferences

For many of the services and activities, the most frequently selected access preference was a mix of in-person and online

##### Highest entirely on-campus preferences:

- ❖ Socialization opportunities (51%)
- ❖ Medical Care Clinic (50%)
- ❖ Co-curricular activities/events (46%)

##### Highest entirely online preferences:

- ❖ Bookstore (17%)
- ❖ Student Rights and Responsibilities (15%)
- ❖ Student Financial Services (14%)

### Actions

Planning for expanded in-person course delivery is underway for the upcoming semesters. Many online course options will be maintained, and plans are being developed to allow for flexibility when receiving student services.

## eText



**86%** report having used an eText (up from 77% last year)



**88%** of students access their eText via a **laptop** but **33%** use their **smartphone** some or all of the time



**74%** are **satisfied or very satisfied** with their eText experience; only **11%** were **dissatisfied**



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



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

## eText Actions

The eText platform has reached the highest usage level on record. Conestoga leads in implementing the eText platform across Canada; we now offer eText capability within 100 programs. We will continue to focus on supporting the growing number of programs choosing eTexts by ensuring publisher and bookstore communications are aligned to confirm detailed information is consistent and readily available to the students.

To continue supporting students with these resources, we provide live and recorded support sessions for students and faculty. Remote support sessions are offered at the start of every term through Zoom, and tutorial videos can be found promoting self-service options through our website and bookstore social media accounts. Feedback on any support issues and assistance regarding eTexts can be forwarded to [etext@conestogac.on.ca](mailto:etext@conestogac.on.ca)

## Student Affairs



The majority (**77%**) of respondents rated the **overall college environment** as good or excellent in terms of being **inclusive, welcoming and equitable** (84% among international students)



**83%** agree they are **treated equitably and fairly by faculty and staff** at Conestoga



**17%** agree they have **considered leaving** Conestoga because **they felt isolated or unwelcome**



Students would most prefer to receive information about student events, activities and supports through their **Conestoga email** and **eConestoga announcements**



**Less than half** of students surveyed knew about any current gender and sexual based violence resources offered at Conestoga



Nearly 3/4 of students (**73%**) thought **mandatory workshops** on consent and healthy relationships would be **beneficial**



The majority of students (**60%**) indicated they would be **likely** or **very likely** to attend **risk reduction programming**.

The two most commonly **suggested improvements for support and prevention services** were:

1. Offering workshops and education
2. Work to increase awareness about related issues

## Student Affairs Actions

A communication audit is currently under development to improve how we communicate with students about services. Expertise will be brought in to assist in developing and executing the plan. Student Engagement launched the new Orientation website. The new site offers a personalized experience based on program, campus, and if the student is domestic or international.

Conestoga Consent Culture is a series of workshops, events, and courses that help the Conestoga community in its pursuit to end gender-based violence. A series of five workshops teach participants to ask for consent each time, stand up against norms that uphold rape culture, and supports students by directing them to appropriate college and community resources. A Sexual and Gender-Based Violence Prevention and Response Coordinator has been hired and is leading a subcommittee to revise the college's disclosure policy and processes.

Survey results will inform our Equity, Diversity, Inclusion, and Decolonization (EDID) priorities. Conestoga's Student Engagement department is responsible for co-curricular programming to help students explore the concepts of EDID and generate greater awareness and understanding of these concepts and their impact on individuals and the college community. In addition, EDID has been formally added to the areas of support provided by the Student Rights and Responsibilities Office and its staff.