



2023



YEAR-END SURVEY

REPORT



CONTENTS

EXECUTIVE SUMMARY 8

METHODOLOGY	8
DEMOGRAPHICS	9
ACCESSIBILITY & ACCOMMODATIONS	10
EMPLOYMENT	10
TRANSPARENCY & ACCOUNTABILITY	10
CSI SUPPORT SERVICES	11
STUDENT NUTRITIONAL ACCESS PROGRAM (SNAP)	11
SCHOLARSHIPS	11
OVERALL	12
CSI EXTENDED HEALTH AND DENTAL PLAN	12
OPT-OUT PROCESS	13
COLLEGE INTERNATIONAL HEALTH INSURANCE PLAN (CIHIP)	13
DIALOGUE	14
LEGAL PROTECTION PLAN	14
OPT-OUT PROCESS	14
HEALTH & WELLNESS	14
LEADERSHIP	15
EVENTS	15
CSI COMMUNICATIONS	16
FOOD SERVICES	16
ACADEMIC FAIRNESS	17
HOUSING	18
TRANSPORTATION	19
MUNICIPAL AFFAIRS & SAFETY	20
INDIGENOUS SERVICES	21
CSI OVERALL	22

INTRODUCTION 23

STRATEGIC ENDS	23
----------------------	----

METHODOLOGY 24

SURVEY FOCUS & DESIGN	24
DATA COLLECTION	25
ANALYSIS	26
CHANGES APPLIED FOR THE 2023 CSI YEAR-END SURVEY	28
LIMITATIONS	28

DEMOGRAPHICS 30

QUESTION 3: ARE YOU A DOMESTIC OR INTERNATIONAL STUDENT?	31
QUESTION 4: WHAT CAMPUS ARE YOU REGISTERED TO ATTEND AS YOUR MAIN CAMPUS?	32
QUESTION 6: IS ENGLISH THE LANGUAGE YOU ARE MOST COMFORTABLE WITH IN TERMS OF READING, WRITING, AND SPEAKING?	33
QUESTION 8: ON AVERAGE, HOW OFTEN ARE YOU ON CAMPUS?	34
QUESTION 9: WHAT SCHOOL OF STUDY DOES THE PROGRAM YOU ARE ENROLLED IN BELONG TO?	35
QUESTION 10: WHAT YEAR OF STUDY OF YOUR PROGRAM ARE YOU ENROLLED IN?	36
QUESTION 11: WHAT TYPE OF PROGRAM ARE YOU ENROLLED IN?	37
QUESTION 12: WHAT IS YOUR AGE?	38
QUESTION 13: ARE YOU TRANSGENDER, NON-BINARY, GENDER NON-CONFORMING, AND/OR TWO SPIRIT?	39
QUESTION 14: WHAT IS YOUR GENDER? SELECT ALL THAT APPLY.	40
QUESTION 15: WHAT IS YOUR SEXUALITY (A PERSON'S IDENTITY IN RELATION TO THE GENDER(S) TO WHICH THEY ARE SEXUALLY AND/OR ROMANTICALLY ATTRACTED TO)? SELECT ALL THAT APPLY.	41
QUESTION 16: WHAT IS YOUR RACE OR ETHNICITY? (SELECT ALL THAT APPLY) IF YOU CONSIDER YOURSELF TO BE A PART OF A GROUP BUT THE COUNTRY YOU/YOUR FAMILY ARE FROM ISN'T LISTED, STILL SELECT THAT OPTION.	42
QUESTION 17: DO YOU HAVE A DISABILITY? A DISABILITY IS A PHYSICAL, SENSORY, MENTAL HEALTH, OR COGNITIVE CONDITION THAT IMPACTS YOUR DAY-TO-DAY LIFE. INCLUDE BOTH SELF-DIAGNOSES AND FORMAL DIAGNOSES.	43
QUESTION 18: WHICH OF THE FOLLOWING CATEGORIES BEST DESCRIBES YOUR EMPLOYMENT STATUS?	44
QUESTION 19: WHAT DO YOU EXPECT YOUR TOTAL INCOME (IN CANADIAN DOLLARS) TO BE FOR THE CALENDAR YEAR OF 2023 (JANUARY 2023 – DECEMBER 2023)?	45
QUESTION 20: WHAT FINANCIAL RESOURCES/METHODS ARE YOU USING TO PAY FOR YOUR EDUCATION AND BASIC NECESSITIES SUCH AS FOOD, TRANSPORTATION, AND HOUSING? (SELECT THE TOP 3 THAT APPLY)	46

ACCESSIBILITY & ACCOMMODATIONS..... 48

QUESTION 21: DO YOU HAVE A FORMAL ACCOMMODATION PLAN FOR YOUR DISABILITY WITH CONESTOGA ACCESSIBLE LEARNING SERVICES?	48
QUESTION 22: DOES YOUR ACCOMMODATION ALIGN WITH WHAT YOU WERE EXPECTING TO RECEIVE?	49
QUESTION 23: WHY DO YOU NOT HAVE AN ACCOMMODATION? SELECT ALL THAT APPLY.	50

EMPLOYMENT 51

QUESTION 24: HOW MANY JOBS DO YOU WORK?	51
QUESTION 25: ON AVERAGE, HOW MANY HOURS TOTAL DO YOU WORK PER WEEK? FOR EXAMPLE, IF YOU WORK TWO PART-TIME JOBS AT 20 HOURS PER WEEK, YOU WOULD WORK 40 HOURS TOTAL PER WEEK.	52

TRANSPARENCY & ACCOUNTABILITY 53

QUESTION 26 & 27: ARE YOU AWARE THAT... ..	53
QUESTION 28 & 29: DO YOU FEEL THAT.....	55
QUESTION 30: PLEASE RATE HOW MUCH YOU AGREE WITH THE FOLLOWING STATEMENTS:.....	56

CSI SUPPORT SERVICES 57

QUESTION 31, 33, 39, 41, 46, & 107: ARE YOU AWARE OF THE FOLLOWING CSI SERVICES AND LOCATIONS ON YOUR CAMPUS?	58
QUESTION 32: HOW DID YOU BECOME AWARE OF THE CSI SERVICE HUB ON YOUR CAMPUS?	60
SUPPORT SERVICES: STUDENT NUTRITIONAL ACCESS PROGRAM (SNAP)	61
QUESTION 34: HOW DID YOU BECOME AWARE OF SNAP? SELECT ALL THAT APPLY.	61
QUESTION 35: HAVE YOU ACCESSED SNAP?	62
QUESTION 36: WHY HAVE YOU NOT USED SNAP? SELECT ALL THAT APPLY.	63
QUESTION 37: HAVE YOU ACCESSED ANY OFF-CAMPUS FOOD PROGRAMS, SUCH AS A FOOD BANK, COMMUNITY KITCHEN, COMMUNITY GARDEN, ETC.?	64
QUESTION 38: WHY DID YOU CHOOSE TO USE AN OFF-CAMPUS FOOD PROGRAM? (SELECT ALL THAT APPLY)	65
SUPPORT SERVICES: STUDENT EMERGENCY RELIEF FUND	66
QUESTION 40: HOW DID YOU BECOME AWARE OF THE STUDENT EMERGENCY RELIEF FUND? SELECT ALL THAT APPLY.	66
SUPPORT SERVICES: SCHOLARSHIPS	67
QUESTION 42: HOW DID YOU BECOME AWARE OF THE SCHOLARSHIPS AVAILABLE FROM CSI? SELECT ALL THAT APPLY.	67
QUESTION 43: HAVE YOU APPLIED FOR SCHOLARSHIPS, BURSARIES, AND/OR AWARDS THROUGH THE MY AWARDS APPLICATION AT CONESTOGA COLLEGE?	68
QUESTION 44: WHY DID YOU NOT APPLY FOR SCHOLARSHIPS, BURSARIES, AND/OR AWARDS USING THE MY AWARD APPLICATION? SELECT ALL THAT APPLY.	69
QUESTION 45: HOW WAS THE PROCESS OF USING THE MY AWARDS APPLICATION?	70
SUPPORT SERVICES: SPIRITUAL ROOMS	71
QUESTION 47: HOW DID YOU BECOME AWARE OF CSI'S SPIRITUAL ROOMS? SELECT ALL THAT APPLY.	71
SUPPORT SERVICES: OVERALL	72
QUESTION 48: WHAT IS YOUR SATISFACTION WITH THE AVAILABLE SUPPORT SERVICES AND PROGRAMS FROM CSI?	72
QUESTION 49: DO YOU FEEL THAT THE SERVICES OFFERED BY CSI ARE RELEVANT TO YOU AND YOUR NEEDS?	73
QUESTION 50: WHAT ADDITIONAL SUPPORT SERVICES/PROGRAMS WOULD YOU BE INTERESTED TO SEE OFFERED BY CSI?	74
QUESTION 51: WHAT TYPE OF STUDENT SPACES/RECREATIONAL AREAS WOULD YOU LIKE TO SEE CSI CREATE OR SUPPORT THE CREATION OF ON YOUR CAMPUS?	75

CSI EXTENDED HEALTH AND DENTAL PLAN 77

QUESTION 52: ARE YOU AWARE OF THE CSI EXTENDED HEALTH AND DENTAL PLAN?	78
QUESTION 53: HOW MUCH DO YOU AGREE WITH THE FOLLOWING STATEMENT: "CSI'S EXTENDED HEALTH PLAN COVERAGE IS AFFORDABLE TO ME."	79
QUESTION 54: HOW DID YOU BECOME AWARE OF THE CSI EXTENDED HEALTH AND DENTAL PLAN? SELECT ALL THAT APPLY.	80
QUESTION 55: HOW INFORMED DO YOU FEEL ABOUT THE FOLLOWING ASPECTS OF YOUR CSI EXTENDED HEALTH AND DENTAL PLAN?	81
QUESTION 56: IF YOU ENROLLED DEPENDENTS ON THE CSI EXTENDED HEALTH AND DENTAL PLAN, PLEASE RATE HOW THE PROCESS WAS.	82
QUESTION 57: DO YOU FEEL THAT THE AMOUNT OF COVERAGE OFFERED PER SERVICE FOR CSI'S EXTENDED HEALTH AND DENTAL PLAN MEETS YOUR NEEDS?	83
QUESTION 58: WHAT IS YOUR SATISFACTION WITH CSI'S EXTENDED HEALTH AND DENTAL PLAN?	84
QUESTION 59: HOW CAN THE CSI EXTENDED HEALTH AND DENTAL PLAN BE IMPROVED?	85
CSI EXTENDED HEALTH AND DENTAL PLAN OPT-OUT PROCESS	86
QUESTION 60: PLEASE RATE HOW THE OPT-OUT PROCESS WAS.	86

QUESTION 61: HOW CAN THE OPT-OUT PROCESS BE MADE EASIER OR IMPROVED?87

COLLEGE INTERNATIONAL HEALTH INSURANCE PLAN (CIHIP) 88

QUESTION 62: AS AN INTERNATIONAL STUDENT, ARE YOU AWARE OF CIHIP? 89

QUESTION 63: HOW DID YOU BECOME AWARE OF CIHIP? SELECT ALL THAT APPLY. 90

QUESTION 64: HOW INFORMED DO YOU FEEL ABOUT THE FOLLOWING ASPECTS OF CIHIP? 91

QUESTION 65: IF YOU SELF-ENROLLED OR ENROLLED DEPENDENTS ON CIHIP, PLEASE RATE HOW THE PROCESS WAS..... 92

QUESTION 66: HOW WOULD YOU RATE YOUR SATISFACTION WITH CIHIP? 93

QUESTION 67: HAVE YOU BEEN DENIED A CLAIM BY CIHIP?..... 94

QUESTION 68: WHY WERE YOU DENIED YOUR CLAIM? SELECT ALL THAT APPLY. 95

QUESTION 69: HOW MUCH DO YOU AGREE WITH THE FOLLOWING STATEMENT: "CSI'S HEALTH PLAN COVERAGE IS AFFORDABLE TO ME." 96

QUESTION 70: HOW CAN CIHIP BE IMPROVED?..... 97

DIALOGUE..... 99

QUESTION 71: HAVE YOU EVER USED DIALOGUE, THE FREE ONLINE PLATFORM/MOBILE APP THAT ALLOWS CONESTOGA STUDENTS ENROLLED ON A CSI HEALTH PLAN TO CONNECT VIRTUALLY TO DISCUSS THEIR MEDICAL NEEDS? 99

QUESTION 72: IF YOU HAVE NOT USED DIALOGUE, WHY NOT? SELECT ALL THAT APPLY. 100

LEGAL PROTECTION PLAN 101

QUESTION 73: ARE YOU AWARE OF THE CSI LEGAL PROTECTION PLAN?..... 101

QUESTION 74: HOW DID YOU BECOME AWARE OF THE CSI LEGAL PROTECTION PROGRAM? SELECT ALL THAT APPLY. 102

QUESTION 75: HOW INFORMED DO YOU FEEL ABOUT THE FOLLOWING ASPECTS OF YOUR CSI LEGAL PROTECTION PLAN?
..... 103

CSI LEGAL PROTECTION PLAN OPT-OUT PROCESS..... 104

QUESTION 76: PLEASE RATE HOW THE OPT-OUT PROCESS WAS.104

QUESTION 77: HOW CAN THE OPT-OUT PROCESS BE MADE EASIER OR IMPROVED?105

HEALTH & WELLNESS SERVICES 106

QUESTION 78: HOW LIKELY ARE YOU TO USE AN ON-CAMPUS VENDING MACHINE WITH OVER-THE-COUNTER MEDICATION (SUCH AS ADVIL, TYLENOL, ASPIRIN, ETC.) IF IT WAS AVAILABLE? 106

QUESTION 79: HOW LIKELY WOULD YOU BE TO USE ANY OF THE FOLLOWING WELLNESS SERVICES AT AN ON-CAMPUS, IN-PERSON WELLNESS OFFICE? 107

QUESTION 80: HOW CAN MENTAL HEALTH SUPPORTS AND SERVICES BE IMPROVED AT CONESTOGA COLLEGE? 109

LEADERSHIP 111

QUESTION 81: ARE YOU AWARE OF THE OPTIONAL CSI CLUBS & SOCIETIES FEE?..... 111

QUESTION 82: ARE YOU AWARE OF HOW TO... 112

QUESTION 83: WHAT TYPES OF LEADERSHIP AND CAREER DEVELOPMENT OPPORTUNITIES AND WORKSHOPS ARE YOU MOST LIKELY TO PARTICIPATE IN? SELECT UP TO THREE CHOICES. 113

EVENTS 115

QUESTION 84: ARE YOU AWARE OF THE OPTIONAL CSI EVENTS FEES? 116

QUESTION 85: WHAT PERKS WOULD YOU LIKE TO RECEIVE AS INCENTIVE FOR PAYING THE OPTIONAL CSI EVENTS FEE?

SELECT YOUR TOP THREE. 117

QUESTION 86: HOW DO YOU NORMALLY LEARN ABOUT CSI EVENTS? SELECT ALL THAT APPLY. 118

QUESTION 87: WHAT TOP THREE FACTORS MOTIVATE YOU TO GO TO A CSI EVENT? 119

QUESTION 88: WHAT TYPE OF CSI EVENTS ARE YOU MORE INTERESTED IN ATTENDING? 120

QUESTION 89: WHAT FACTORS LIMIT OR PREVENT YOU FROM GOING TO A CSI EVENT? SELECT ALL THAT APPLY. 121

QUESTION 90: DID YOU KNOW THAT YOU CAN ATTEND EVENTS HAPPENING AT OTHER CAMPUSES, EVEN IF THEY'RE NOT YOUR REGISTERED CAMPUS? 123

QUESTION 91: IF YOU COULD BRING A NON-CONESTOGA STUDENT AS A GUEST TO AN EVENT, WOULD YOU BE MORE LIKELY TO ATTEND THAT EVENT? 124

QUESTION 92: WHAT HOBBIES/INTERESTS-FOCUSED EVENTS WOULD YOU BE INTERESTED IN ATTENDING? SELECT ALL THAT APPLY. 125

QUESTION 93: WHAT SPECIFIC EVENTS OR TOPICS OF DISCUSSION WOULD YOU LIKE CSI TO HOST? 126

CSI COMMUNICATIONS 129

QUESTION 94: WHAT SOCIAL MEDIA PLATFORMS WOULD YOU FOLLOW CSI ON? SELECT ALL THAT APPLY. 129

QUESTION 95: WHAT FACTORS WOULD INCREASE THE LIKELIHOOD OF YOU STOPPING AT A CSI PROMOTIONAL BOOTH?

SELECT ALL THAT APPLY. 130

FOOD SERVICES 132

QUESTION 96: WHICH OF THE FOLLOWING FOOD PREFERENCES/RESTRICTIONS APPLY TO YOU? SELECT ALL THAT APPLY. 133

QUESTION 97: WHAT IS YOUR SATISFACTION WITH THE AVAILABLE FOOD OFFERINGS ON YOUR CAMPUS? 134

QUESTION 98: HOW IMPORTANT IS IT TO YOU THAT THE FOOD ON CAMPUS IS... 135

QUESTION 99: WHAT TYPE OF FOOD/BEVERAGE OFFERINGS AND SERVICES, INCLUDING RESTAURANTS, WOULD YOU LIKE TO SEE ON YOUR CAMPUS? 137

QUESTION 100: ON AVERAGE, HOW MANY MEALS PER WEEK DO YOU BUY ON CAMPUS? 138

QUESTION 101: ARE YOU AWARE OF ANY OF THE FOLLOWING CSI FOOD SERVICES? 139

QUESTION 102: WHAT WOULD MAKE YOU LIKELY TO GO TO THESE PLACES? 140

QUESTION 103: WHAT IS YOUR SATISFACTION WITH THE AVAILABLE FOOD SERVICE OUTLETS ON YOUR CAMPUS? 143

QUESTION 104: WHAT IS THE CONVENIENCE OF THE FOOD SERVICES AT YOUR CAMPUS? 144

QUESTION 105: WHAT IS THE AFFORDABILITY OF THE FOOD SERVICES AT YOUR CAMPUS? 145

QUESTION 106: WHAT IS THE CULTURAL RELEVANCY OF THE FOOD SERVICES OFFERINGS AT YOUR CAMPUS? 146

CSI EMPLOYMENT OPPORTUNITIES 147

QUESTION 108: HOW DID YOU BECOME OF CSI'S CO-OP AND PART-TIME JOB OPPORTUNITIES? SELECT ALL THAT APPLY. 147

ACADEMIC FAIRNESS 149

QUESTION 109, 114: ARE YOU AWARE OF...	149
QUESTION 110: HAVE YOU PARTICIPATED IN THE ACADEMIC APPEALS PROCESS?	151
QUESTION 111: WHY DID YOU USE THE ACADEMIC APPEALS PROCESS?	152
QUESTION 112, 113: DID THE ACADEMIC APPEAL PROCESS...	153
ACADEMIC FAIRNESS: STUDENT ADVOCATES PROGRAM	154
QUESTION 115: HOW DID YOU BECOME AWARE OF CSI'S STUDENT ADVOCATES PROGRAM? SELECT ALL THAT APPLY.....	154

HOUSING 155

QUESTION 116: WHAT IS YOUR CURRENT HOUSING STATUS?	157
QUESTION 117: WHAT ARE YOUR BIGGEST SAFETY CONCERNS WITH THE NEIGHBOURHOOD YOU CURRENTLY LIVE IN? SELECT ALL THAT APPLY.	158
QUESTION 118: WHAT BEST DESCRIBES YOUR CURRENT HOUSING SITUATION?	159
QUESTION 119: WHAT BEST DESCRIBES THE TYPE OF HOUSING YOU ARE PERSONALLY RENTING?	160
QUESTION 120: IF YOU WANTED TO LIVE IN CONESTOGA COLLEGE STUDENT RESIDENCE, WHAT BARRIERS PREVENT YOU FROM DOING SO? SELECT ALL THAT APPLY.	161
QUESTION 121, 122: HOW MANY BEDROOMS ARE IN YOUR RENTAL UNIT?	163
QUESTION 123: HOW MANY PEOPLE DO YOU SHARE A BEDROOM WITH?	164
QUESTION 124: HOW MANY PEOPLE, IN TOTAL, DO YOU SHARE HOUSING WITH?	165
QUESTION 125: HOW FAMILIAR ARE YOU WITH YOUR RIGHTS AND RESPONSIBILITIES AS A TENANT?	166
QUESTION 126: DO YOU SHARE A KITCHEN AND/OR BATHROOM WITH YOUR LANDLORD, OR ANY OF THEIR IMMEDIATE FAMILY?	167
QUESTION 127: HOW MUCH DO YOU PAY PER MONTH IN RENT (IN CANADIAN DOLLARS)?	168
QUESTION 128: HOW MUCH DO YOU AGREE WITH THE FOLLOWING STATEMENT: "I AM CONFIDENT I WILL BE ABLE TO MAKE ALL OF MY RENT PAYMENTS, ON TIME, THROUGHOUT MY ENTIRE LEASE TERM."	170
QUESTION 129: HAVE YOU EVER HAD A NEGATIVE INTERACTION WITH YOUR LANDLORD? SELECT ALL THAT APPLY.	171
QUESTION 130: HOW WAS THE PROCESS OF FINDING A PLACE TO LIVE?	172
QUESTION 131: HOW IMPORTANT ARE THE FOLLOWING ASPECTS WHEN CHOOSING WHERE YOU WOULD LIKE TO LIVE?	173
QUESTION 132: THINKING OF YOUR IDEAL RENTAL SITUATION, HOW DO THE FOLLOWING ASPECTS OF YOUR CURRENT RENTAL COMPARE?	174

TRANSPORTATION 176

QUESTION 133: WHAT IS YOUR MOST COMMONLY USED METHOD OF TRANSPORTATION?	177
QUESTION 134: WHAT IMPACTS YOUR DECISION TO USE YOUR MOST COMMON METHOD OF TRANSPORTATION? SELECT YOUR TOP 3.	178
QUESTION 135: HOW SAFE DO YOU FEEL USING YOUR MOST COMMON METHOD OF TRANSPORTATION?	179
QUESTION 136: HOW LIKELY ARE YOU TO USE A CAR SHARE PROGRAM IF AVAILABLE ON CAMPUS?	180
QUESTION 137: HOW LIKELY ARE YOU TO USE AN E-BIKE/E-SCOOTER SHARE PROGRAM IF ONE WAS AVAILABLE ON OR NEAR YOUR CAMPUS?	181
QUESTION 138: DID YOU ACCESS NEURON, THE ORANGE E-BIKES AND E-SCOOTERS DURING THE TIME THEY WERE AVAILABLE?	182
QUESTION 139: WHAT IS THE LIKELIHOOD YOU WILL USE NEURON WHEN THE E-BIKES/E-SCOOTERS RETURN?	183

QUESTION 140: DO YOU USE THE CSI OPERATED SHUTTLES?.....	184
QUESTION 141: HAVE YOU USED THE CSI SHUTTLES IN THE PAST?	185
QUESTION 142: WHY DO YOU NOT USE THE CSI SHUTTLES? PLEASE PICK YOUR TOP 3 REASONS.....	186

MUNICIPAL AFFAIRS & SAFETY..... 187

QUESTION 143: PLEASE RANK THE FOLLOWING MUNICIPAL/REGIONAL SERVICES IN ORDER OF MOST IMPORTANT TO LEAST IMPORTANT.	188
QUESTION 144: WHAT IS THE LIKELIHOOD OF YOU STAYING IN YOUR LOCAL CAMPUS COMMUNITY LONG-TERM AFTER FINISHING YOUR PROGRAM?.....	190
QUESTION 145: HOW SAFE DO YOU FEEL IN YOUR LOCAL CAMPUS COMMUNITY?	191
QUESTION 146: HAVE YOU EVER INTERACTED WITH MEMBERS OF THE LOCAL POLICE FORCE? SELECT ALL THAT APPLY....	192
QUESTION 147: THINKING OF YOUR MOST RECENT EXPERIENCE, HOW WOULD YOU RATE YOUR INTERACTION WITH MEMBERS OF THE POLICE FORCE?	193
QUESTION 148: DOES THE PRESENCE OF SECURITY GUARDS IN UNIFORMS ON CAMPUS IMPACT YOUR FEELINGS OF SAFETY?	194
QUESTION 149: WHAT WOULD MAKE YOU FEEL SAFE ON YOUR CAMPUS?	195
QUESTION 150: WHAT TYPES OF EVENTS FOCUSED ON SAFETY AND RIGHTS WOULD YOU ATTEND? SELECT YOUR TOP THREE.	196

INDIGENOUS SERVICES 198

QUESTION 151: WHICH OF THE FOLLOWING PROGRAMS AND/OR INITIATIVES AT CONESTOGA COLLEGE IN SUPPORT OF INDIGENOUS COMMUNITIES, PEOPLES, FACULTY, AND STUDENTS ARE YOU AWARE OF? SELECT ALL THAT APPLY.	199
QUESTION 152: WHAT IS YOUR SATISFACTION WITH CONESTOGA COLLEGE'S EFFORTS TO RECONCILE AND EMPOWER INDIGENOUS COMMUNITIES, PEOPLES, FACULTY, AND STUDENTS?	200
QUESTION 153: WHAT STEPS WOULD YOU LIKE TO SEE CONESTOGA COLLEGE AND/OR CSI TAKE TO RECONCILE WITH AND EMPOWER INDIGENOUS COMMUNITIES, PEOPLE, FACULTY, AND STUDENTS?	201

CSI OVERALL 203

QUESTION 154: HOW WELL DO YOU UNDERSTAND WHAT THE FOLLOWING CSI FEES PROVIDE?.....	204
QUESTION 155: HOW IMPORTANT ARE THE FOLLOWING CSI SUPPORT SERVICES AND PROGRAMS TO YOU?.....	206
QUESTION 156: HOW IMPORTANT ARE THE FOLLOWING ISSUES TO YOU?	208
QUESTION 157: HOW SATISFIED ARE YOU WITH THE CURRENT STATE OF THE FOLLOWING ISSUES?	209
QUESTION 158: DO YOU HAVE AN ADDITIONAL FEEDBACK YOU WOULD LIKE TO SHARE WITH CSI?.....	211

EXECUTIVE SUMMARY

Conestoga Students Inc.'s (CSI) success is based on its members' engagement. For 50 years, CSI has actively engaged its membership in shaping the student-led and student-driven organization to serve their needs and wants.

The 2023 CSI Year-End Survey was completed in the Fall 2023 semester and is in its fourth year of administration. Specifically, the survey allows the CSI Board of Directors to evaluate the effectiveness of the supports and programming provided under the strategic ends to ensure it represents the membership's desires.

CSI's mission is to enhance student satisfaction and success by providing a variety of student services at a cost justified by the results, which CSI accomplishes through the lens of four specific strategic ends:

1. Students have services, support and resources.
 1. Services that meet the demand of the membership.
 2. Academic support, including appeals, code of conduct, and academic concerns.
 3. Resources that aid to academic success.
 4. Health care at a reasonable cost.
 5. Housing services that support safe, affordable, and accessible accommodation for all students.
2. Students have the opportunity to participate in recreational activities and have access to study spaces and student lounges on campus.
 1. Recreational activities and events.
 2. Places to study, relax and socialize.
3. Students are heard and represented.
 1. The student Board of Directors advocate on behalf of the membership.
 2. Student issues are solicited, heard, and brought to the College and all levels of the Government.
 3. Feedback is critical for growth within CSI and the College.
4. Students have access to skills development.
 1. Students have access to grow their personal and professional skills.

METHODOLOGY

The survey consisted of 158 questions covering all major CSI service areas, programming, communications, and various member priority topics such as transportation, housing, truth and reconciliation, and accountability. The survey also included demographic questions to assist in understanding the variations in responses by specific demographic factors such as age, income, race, etc.

The survey was distributed to all CSI members, totalling 40,719 eligible survey participants, and received 4,839 total responses. Responses were then filtered based on completeness and quality, resulting in 3,185 valid responses and a 7.8% response rate. Though total valid responses are up from the 2022 Year-End Survey (which received 2,448 valid responses), the response rate decreased 1.8%.

The survey results provide various forms of analysis to best contextualize and compare data to previous years. All but the open-ended questions are presented as either “top-box” (i.e., the top two positive responses are combined), weighted averages, or typical averages. All statistics marked with “*” are statistically significant. Open-ended questions were coded in a semi-inductive method, where codes were made based on the first several hundred, and then searches were used with key words for efficiency. Open-ended questions are presented quantitatively, reflecting the frequency of codes due to the number of responses.

Several changes from 2022 were made, including removing neutral options, re-labelling questions, and the removal/addition of questions based on CSI departmental needs. While every reasonable effort has been made to reduce the limitations, several key limitations are identified, including differences in open-ended coding, participant misunderstanding, question assumptions, and survey length.

DEMOGRAPHICS

These questions provide a holistic perspective of the demographic composition of the students who responded to the CSI Year-End Survey. They demonstrate the strong presence of international students in the Conestoga College community, the diversity of the student population by age, sexual orientation, program of study, and the growing distribution of students across various campuses. Some demographic identifiers of note for the survey include:

- The majority of students are international students (71.6%).
 - This is up from 57% in 2022.
- Most students are on campus everyday, or almost everyday (55.9% of students are on campus 4-5 days a week).
 - Those at Doon and Waterloo are the least likely to be on campus often, while those at Reuter and Cambridge are the most likely to be.
- 68.7% of students are in their first year, an increase of almost 10% from 2022.
- The majority of students are under 30 (76.1%).
- 2% of students are transgender, non-binary, gender non-conforming, and/or Two-Spirit.
- Approximately 13.2% of students are LGBTQ+.
- The majority of students are South Asian (50.8%).
 - This is an increase of 8.8% from 2022.
- The proportion of students with European heritage is 18.9%, a decrease of 11.1% from 2022.
- Black and/or African students almost doubled in proportion from 2022 (6.5% to 11.7% in 2023).
- 9.5% of students have a disability.
 - Domestic students and women were more likely to indicate they have a disability.
- 57.8% of students are unemployed, and 51.6% of students are looking for employment.
 - This has gone up significantly from 2022, where 35% of students were unemployed.

- Up to 87.4% of students are below the Low-Income Cut-Off (LICO) line, a potential increase of up to 4.4%
- The majority of students rely on personal savings (57.4%), employment income (32.1%), and/or non-repayable money from support networks (23.6%) in order to afford tuition and other necessities.

ACCESSIBILITY & ACCOMMODATIONS

These questions provide an overview of the experiences of students with disabilities regarding accommodations. The following questions were only shown to those who indicated they have a disability, and highlights include:

- The majority of students do not have a formal accommodation plan (65.2%).
- Those who did have an accommodation plan were most likely to say the accommodation plan aligned with their expectations (90.7%).
 - Men were more likely than women to say their accommodation plan met their expectations.
- Of those who did not have an accommodation plan, they were most likely to say they did not want to go through the burden of applying (45.7%).
 - This was more common for domestic students (49.4%, compared to 18.5% of international students.
 - International students were more likely to state they did not know where to go (59.3% vs. 25.9%).

EMPLOYMENT

These questions provide an overview of the experiences of students who indicated they were employed and were only asked to those who stated they were employed. The highlights include:

- The majority of students only work one job (85.3%).
 - Domestic students were more likely to be working 2 jobs compared to international students, as were women when compared to men.
- The average total hours worked per week is 21.1 hours, with domestic students working slightly more per week than international students.

TRANSPARENCY & ACCOUNTABILITY

These questions provide an overview of students' general understanding of CSI and its accountability to students. In 2022, these questions were asked at the end of the survey, however they were moved to the beginning to reduce question order bias (i.e., one question asks students if they feel CSI provides them the opportunity to give feedback. At the end of a survey, this may result in false positives as students have just given feedback, whereas, at the beginning of a survey, this may encourage students to think beyond the current survey). Highlights include:

- Almost all students (95%) were aware that CSI is their official student association.
 - This has increased by 10% from 2022.

- Students are more likely to say that CSI provides value to the student experience overall (82.1%) than they were to say that CSI provides them value personally (60.9%).
 - Both overall value and personal value decreased slightly from 2022.
- 88.9% of students felt that CSI provides them with the opportunity to share feedback.
- 86.5% of students felt that the CSI Board of Directors is transparent.
- 78% of students felt heard and represented by CSI.

CSI SUPPORT SERVICES

These questions provide an overview of general awareness of and satisfaction with CSI's support services. This section also included the Student Nutritional Access Program (SNAP), Student Emergency Relief Fund, scholarships, spiritual rooms, and the overall satisfaction students have with CSI's support services. Not all questions are asked to all students, usually based on their awareness/usage of services. For example, students who stated they were unaware of SNAP skipped questions regarding how they became aware, if they have used it, and why. The majority of questions were asked to all students, and highlights include the following:

- Level of awareness of CSI's services is, for the most part, increasing.
 - Those at Reuter were fairly consistently the least aware of almost all CSI services.

STUDENT NUTRITIONAL ACCESS PROGRAM (SNAP)

- Approximately 1/3 of students have accessed SNAP.
 - International students were 4x more likely to have accessed SNAP than domestic students.
- Of those who have not accessed SNAP, the top three reasons for not doing so were:
 - Feeling as if others needed the service more than them (30.5%)
 - Unawareness (23.1%)
 - Not needing the service (20%)
- 20.4% of students have accessed an off-campus food program.
 - This is an overall increase of 6.2% from 2022.
 - Those at Brantford were the most likely to use an off-campus food program (35.9%).
 - Those who accessed SNAP were also more likely to use an off-campus food program (42%, compared to 18.1% of those who have not accessed SNAP).

SCHOLARSHIPS

- The majority of students who are aware of scholarships have also applied for one (58.8%), an increase of almost 6% from 2022.
- The main reason students did not apply was because they believed they were ineligible.
 - Domestic students and those at Guelph were the most likely to believe they were ineligible.

OVERALL

- 84.5% of students were satisfied with the available support services and programs, however, only 66.5% of students felt the services were relevant to their needs.
 - Domestic students were less likely to be satisfied with the support services and programs offered, as well as the least likely to feel the services are relevant.
- When asked what additional support services/programs they would like to see, the top five most commonly cited ideas were:
 - Career development (24.3%)
 - Food offerings/support (17.5%)
 - Financial aid (13.3%)
 - Events (11%)
 - Health care (9.3%)
- When asked about what student/recreational spaces students would like to see, the top five most commonly suggested areas were:
 - Fitness (45.3%)
 - Library/study (14.8%)
 - Relaxing, lounge, and/or club spaces (10.9%)
 - Eateries/cafeterias (9.2%)
 - Art/creative areas (5.9%)

CSI EXTENDED HEALTH AND DENTAL PLAN

These questions provide an overview of student experiences with CSI's Extended Health and Dental Plan, though not all questions were asked to all students, nor were all options available to all students. For example, international students were not presented with the opt-out option in the awareness question, as they are not allowed to opt-out. Those who indicated they were unaware of the plan were not asked further questions about the plan.

Highlights from this section include:

- 35.4% of students are unaware of the Extended Health and Dental Plan, a slight increase from 2022.
- When provided context about the cost of the plan, 74.5% indicated that the plan was affordable for them.
 - International students were more likely to say the plan was affordable.
- Students were most informed about their coverage (86.3%), but least informed about where the plan is accepted (68.9%).
- 36.9% of students did not enroll a dependent, but 83.1% of those who did enroll a dependent found it to be easy.
- The majority of students (82.8%) felt that the amount of coverage offered met their needs.
 - Those who did not most commonly cited increases for dental, vision, and mental health supports such as therapy.
 - Women and those with disabilities were more likely to feel as though the amount of coverage offered did *not* meet their needs.
- 89% of students are satisfied with the plan.

- Domestic students and those with disabilities were less likely to be satisfied with the plan.
- When asked what could be improved about the plan, the top five most commonly cited ideas were:
 - Awareness (40.3%)
 - Expanding coverage (12.3%)
 - Increasing existing coverage limits (12.1%)
 - Increasing dental (8.3%)
 - Reducing the fee cost (6.3%)

OPT-OUT PROCESS

- 75.1% of those who opted out said the process was easy.
- Of the comments left on how the process can be made easier, the top three comments were regarding:
 - Faster refunds (18.2%)
 - Ease of finding information (15.2%)
 - Clearer instructions (12.1%)

COLLEGE INTERNATIONAL HEALTH INSURANCE PLAN (CIHIP)

These questions provide an overview of student experiences with CIHIP, which was only asked to international students. This section is somewhat unique as students who indicated they were unaware of CIHIP were still asked the majority of the questions in the CIHIP section. Highlights from this section include:

- Most international students (85.6%) are aware of CIHIP.
 - Women and those with disabilities were more likely to be aware.
- Students were most informed about their coverage (80.8%) and least informed about where the plan is accepted (62.7%).
- 83% of students are satisfied with CIHIP.
 - Women and those with disabilities were less likely to be satisfied.
- The majority of students have not made a claim through CIHIP (80.1%)
- 6.6% of students have been denied a claim by CIHIP.
 - Women and those with disabilities were more likely to be denied a claim.
 - The three most common reasons students were denied a claim were:
 - Service/treatment was related to a pre-existing condition (26.7%)
 - Service/treatment is not covered by CIHIP (21.3%)
 - Claim was missing information (16.7%)
- Once provided context of the cost of CIHIP, 65.7% of students indicated the fee was affordable to them.
- When asked how CIHIP could be improved, the top five most frequently cited comments were regarding:
 - Awareness (37.5%)
 - Fee cost (31.4%)
 - Expanding coverage (9.9%)
 - In-network providers (6.9%)
 - Claim payments (4.4%)

DIALOGUE

These questions were regarding Dialogue, a free online platform/mobile app that allows students to connect virtually to discuss medical needs. As this is part of the CSI Extended Health and Dental Plan, the questions regarding Dialogue were only shown to those who were opted into the plan. The highlights for this section include the following:

- The majority of students (83.9%) have not used Dialogue.
 - Of those who have used it, it is relatively equally regarding if they have only used it once or multiple times.
 - International students were more likely to have used it than domestic students.
- Of those who have not used Dialogue, the three most common reasons were:
 - Lack of awareness (76.1%)
 - Not needing it (22.4%)
 - Not wanting virtual health care (6.5%)

LEGAL PROTECTION PLAN

These questions provide an overview of student experiences with CSI's Legal Protection Plan. Students who indicated they were unaware skipped the remainder of the section, while those who indicated they opted out were only shown questions regarding the opt-out process. Highlights include the following:

- Almost $\frac{3}{4}$ of students are unaware of the plan.
 - Domestic and international students had the same level of awareness, but domestic students were more likely to opt-out.
- Of those enrolled and aware of the plan, 81.3% felt informed about its coverage, while 78.6% felt informed about how to access the plan.

OPT-OUT PROCESS

- 87.3% of those who opted out found it easy to do so.
- The most commonly cited improvements for the opt-out process were:
 - Clearer directions (31.3%)
 - Awareness (18.8%)
 - Faster refunds (18.8%)
 - Website usability (18.8%)

HEALTH & WELLNESS

This section focused on various potential health and wellness initiatives and was asked to all students. The highlights of the section include the following:

- Only a slight majority of students indicated they would use an on-campus vending machine with over-the-counter medication.
 - Those at Brantford were the most likely to say they would use it (63.1%).
- The top three most likely to be used services at a wellness office were:
 - Eyecare services
 - Massage therapist
 - Nutritionist/dietician

- Across the various potential services, domestic students were less likely to indicate they would use the various services.
- Those at Brantford were the most likely to indicate their usage for the majority of services, while those at Reuter and Cambridge were the least likely to.
- When asked how mental health supports and services could be improved, the top three most common comments were regarding:
 - Awareness (34.7%)
 - Counselling (33.7%)
 - Physical health (5.6%)

LEADERSHIP

The questions in this section provided an overview of student experiences with leadership and highlights from this section include:

- 59.9% of students were aware of the Clubs and Societies Fee
 - International students and those at Waterloo were the most likely to be aware.
- The majority of students are unaware of how to join a club (57.8%) or how to start one (71%).
- The top three types of leadership and career development opportunities students are most likely to attend are:
 - Volunteer opportunities on their main campus (62.7%)
 - Career development workshops (44.6%)
 - Leadership skills workshops (40.9%)
- Those at Reuter were the least likely to indicate their participation in leadership and career development opportunities.

EVENTS

This section provided an overview of student experiences with CSI events and highlights from this section include:

- 62.9% of students are aware of the optional events fee.
 - International students and those at the Waterloo campus were the most likely to be aware.
- The top three perks students would like to receive for paying the optional fee were:
 - Free/discounted tickets (66.8%)
 - Event swag (30%)
 - Access to free/discounted tickets to non-CSI events (27.8%)
- Those at the Downtown Kitchener campus were the most interested in free/discounted tickets (for both CSI and non-CSI events), while those at Reuter were the most interested in free event swag.
- Event theme is the top motivator for students to attend CSI events (43.4%), followed by wanting to try something new (41.2%) and free food (40.5%).
- Students are slightly more interested in small events, over large events (56.9%).
 - Brantford students are the most interested in small events (65%), while Cambridge students are the least interested (52.1%).
- Time of the event is the most common barrier for attending events (52.9%).

- 60.2% of students are aware that they can attend events at other campuses.
 - 60.1% of students are interested/have attended an event at other campuses.
 - International students are more likely to both know and be interested in attending events at other campuses.
- The majority of students (71.7%) would be more likely to attend CSI events if they could bring a non-Conestoga student guest.
 - International students, women, and those with disabilities were all more likely to attend events if they could bring a guest.
- When asked what specific events/theme weeks students would like CSI to host, the majority responded with existing theme weeks.
 - New events/theme weeks included:
 - Arts
 - International student supports
 - Food
 - Finances
 - Academics

CSI COMMUNICATIONS

The questions in this section focused on CSI communications and were asked to all students. Highlights from the section include the following:

- Students are most likely to say they would follow CSI on Instagram (79.5%), followed by Facebook (22.6%), and YouTube (18.2%)
 - Students were more likely to state they would not follow CSI on any social media platform (11.2%) than other options.
- The three most common reasons students stop at CSI promotional booths are:
 - Interesting topic (53.8%)
 - Free food/swag (44%)
 - Conest/ability to win prizes (40.5%)
- Those at the Cambridge campus are the most likely to stop if it has an interesting topic and/or free food/swag, while those at Brantford are the most likely to stop if it has a contest/the ability to win prizes.

FOOD SERVICES

These questions provide an overview of student experiences with food offerings on campus. Campuses without food offerings, such as Downtown Kitchener, were not shown these questions. Additionally, students who indicated they did not typically eat on campus were not shown subsequent questions regarding the offering availability, affordability, etc.

Highlights from this section include:

- 40% of students do not have any food preferences/restrictions.
 - The most common food preferences/restrictions were vegetarian (35%), halal (12.6%), and plant-based (9.2%)
 - Of those who indicated they have a food preference/restriction, those who indicated they were plant-based were the most likely to be satisfied, while those who indicated they were kosher were the least likely to be satisfied.

- Affordability is the most important aspect regarding food on campus, while appropriateness to culture is the least important aspect.
- When asked what type of food/beverage offerings and services, including restaurants, students would like to see on campus, the most common response was fast food brands (82.9%).
 - Out of the various fast food chains, McDonalds (27.5%), Tim Horton's (20.5%) and Subway (12%) were the most common responses.
- The majority of students only have a few meals on campus per week, with almost a third not eating on campus in an average week.
 - International students were more likely to eat on campus, as were those at the Reuter campus.
- Students were most likely to be aware of The Venue (67.6%), and least aware of the Reuter Market (46.1%).
- When asked what would make students likely to go to CSI food offering locations, discounts offered was the most commonly cited motivator.
- 85.2% of students are satisfied with the availability of food service outlets on campus before 4PM, however, this drops to 63.1% after 4PM.
- Most students (83.9%) felt the food service outlets on campus were convenient.
- Only 68.1% of students felt that food on campus was affordable, and 68.9% of students felt the food offered was culturally relevant.
 - Latine students/students of Latin American descent were the least likely to find the food offerings culturally relevant (39.6%), while South Asian students/students of South Asian descent were the most likely to find the offerings culturally relevant (79.9%)

ACADEMIC FAIRNESS

These questions provide an overview of student experiences regarding academic fairness. Only students who indicated they were aware of the Student Advocate program were asked how they became aware of it. Highlights from this section include:

- The majority of students are not aware of the appeals process or the Student Advocate program (59.4% and 59.2% were unaware, respectively)
 - This is a considerable drop in awareness regarding the appeals process from 2022.
 - Those at Reuter were the least likely to be aware of both the appeals process and Student Advocate program.
- Of the students who are aware of the appeals process, almost ¼ of students have participated in it.
 - International students are more than twice as likely to participate in it.
 - Those at Waterloo are the most likely to participate in the process.
 - This also indicates an increase of 6.3% from 2022.
- The majority of students found the appeals process easy to follow (86.9%) and that it led to a result they were satisfied with (82.9%).
 - Both have gone down slightly since 2022.

- Of those who used the Student Advocates program, they were significantly more likely to say the process was easy (93.5%) and led to a satisfactory result (91.9%).

HOUSING

These questions provide an overview of student experiences with housing, and not all questions were shown to all students. For example, those who lived with family, owned their place, or did not have a stable living arrangement were not shown the majority of the questions, as they focused on renting. Additionally, only those who did not have a stable living arrangement were shown question 118. Highlights include:

- The majority of students are renters (57.6%).
- Almost 10% of students do not have a stable living arrangement, a 5.1% increase from 2022.
 - Over 2/3 of these students had temporary accommodations.
 - International students were almost 8x more likely than domestic students to indicate they did not have a stable living arrangement.
- Almost half of students do not have any safety concerns about their neighbourhood. Those who did have safety concerns were most likely to cite theft (17.6%), poor street lighting (17.3%), and/or speeding cars (14.2%).
 - International students are almost twice as likely to be concerned about discrimination/harassment.
 - Those with disabilities were more likely to have safety concerns.
 - Those at the Waterloo campus were the least likely to have safety concerns, while those at the Brantford campus were the most likely to.
- Almost $\frac{3}{4}$ of those renting are renting a bedroom in a shared dwelling (i.e., lodging house)
 - Only 6% of students live in residence.
 - Those who did live in residence were more likely to be domestic students.
- When asking those who do not live in residence, why they did not the most common response was that residence is too expensive (63.5%).
- Those living in a shared dwelling were most likely to be living in a 3-bedroom unit, while those living in a private dwelling were more likely to be living in a 2-bedroom unit.
 - Domestic students were more likely to be living in 4+ bedroom units.
- 44.9% of students were sharing a bedroom with one other person.
 - Domestic students were more likely to *not* share a bedroom (69.7%, compared to 13.3% of international students)
 - Those at the Downtown Kitchener campus were the most likely to be sharing a room, while those at Reuter were the least likely.
- 96.9% of students live with at least one other person.
 - The most common response was living with three other people (17.7%)
- Domestic students were more likely to live with three or less people.
- Ultimately, international students are more likely to be living with more people, in smaller units, leading to higher rates of crowding and less privacy.

- The majority of students (80%) are familiar with their rights and responsibilities as a tenant.
- 43.4% of students share a kitchen/bathroom with their landlord/a member of their landlord's immediate family, meaning that significant portions of the Ontario Residential Tenancy Act does not apply to them.
 - This is a significant increase from 2022.
- The average cost of rent for students is \$720.29, a decrease of \$61.35 from 2022.
 - Those at Brantford had the lowest average rent, while those at Reuter had the highest.
 - Those at Reuter were more likely to live alone, not share a bedroom, and/or live in a private dwelling, likely explaining this higher cost.
 - Those who shared a bedroom had a lower average rent than those who did not.
- Almost a third of students are not confident that they will be able to make all of their rent payments on time.
 - Women and those with disabilities were less likely to be confident in their ability to pay rent on time throughout their lease.
- The majority of students (73.6%) have not had a negative interaction with their landlord.
 - Of those who did have a negative interaction, the most common cause was:
 - Inadequate repairs (12.4%)
 - Unresponsive (10.3%)
 - Entered unit without 24-hours notice (7.7%)
 - The more familiar students were with their rights and responsibilities as a tenant, the less likely they were to have a negative interaction.
- Only 27.7% of students found the process of finding a place to live easy.
 - International students were more likely to find it difficult, as were those attending the Downtown Kitchener campus.
- When asked how important various aspects were when choosing where to live, the price of rent, the quality of unit, and the proximity to public transit were the top three most important aspects.
 - When asked how satisfied they regarding the same aspects of where they currently live, students were least satisfied with the price of rent.

TRANSPORTATION

These questions provide an overview of student experiences with transportation, and not all questions were shown to all students. For example, those who attended a campus that was not serviced by CSI shuttles were not shown questions regarding them. Highlights include:

- Over 2/3rds of students rely on public transit, an increase of 11.3% from 2022.
 - International students are more likely to use public transit, while domestic students are more likely to use vehicles.
- Affordability was the most commonly cited impact on students' decision to use their common method of transportation (66.6%), followed by convenience (56.7%) and accessibility (35.1%)
 - Public transit users were more likely to cite affordability than drivers.

- Divers were more likely to cite convenience, travel time, and/or personal safety.
- 95.7% of students feel safe using their method of transportation.
 - Bike riders were the least likely to feel safe, with 18.2% indicating they felt unsafe.
 - Those with disabilities and domestic students who are woman were also more likely to feel unsafe.
- Only a slight majority of students (58.4%) indicated they would use a car share program if it was available.
 - International students were more likely to say they would use it.
- Students not in the Waterloo Region were asked if they would use an e-bike/e-scooter share program if one was available, and 65% indicated they would use such a program.
 - International students were more likely to say they would use it.
- Students in the Waterloo Region were asked if they had used Neuron, an e-bike/e-scooter share program.
 - The majority of students (71.3%) are aware of it, though most have not used it.
 - International students were more likely to both know of Neuron and to have used it, as were students at the Waterloo campus.
 - 52.9% said they would use Neuron when it returned in the Spring of 2024, with those at the Downtown Kitchener campus being the most likely.
- Only 18.7% of students use CSI's shuttles.
 - Of those who do not use it, 5.2% used to use CSI's shuttles.
 - When asked why they did not use them, the top three most common responses were that other transit was more convenient (41.1%), shuttles did not go where they needed to go (33.1%), and/or that they had access to a personal vehicle (25.1%)

MUNICIPAL AFFAIRS & SAFETY

This section focused on both municipal/regional services, community connection, and safety both on and off campus. The majority of questions were asked to all students, with only the question regarding rating police interaction hidden to those who indicated they have not interacted with the local police. Section highlights include:

- Affordable housing was the most important municipal/regional service, while garbage collection was the least important.
 - Domestic students were more likely to rate the categories higher than international students with the exception of active transportation and public transit.
- 62.6% of students indicated they would likely stay in their community long-term after their program.
 - International students were more likely to indicate as such, as were those attending the Downtown Kitchener campus.
- The vast majority of students (95.7%) feel safe in their campus' community.
 - International students were more likely to feel safe.

- Those with disabilities were less likely to feel safe, as were domestic students who are women.
- Waterloo and Guelph campuses had the highest feelings of safety.
- Almost $\frac{3}{4}$ of students have not interacted with members of the local police force.
 - Domestic students were more likely to interact with police, as were men.
- The majority of those who have interacted with police found the interaction to be positive.
 - International students were more likely to find it positive.
 - Domestic students with disabilities were more likely to find the interaction to be negative than domestic students without disabilities.
- Regarding the presence of uniformed security guards on campus, the majority of students (74.6%) indicated that they improved their feelings of safety.
 - International students were more likely to feel safe, as were women.
 - International students with disabilities were less likely to feel safe, as were Indigenous students.
- When asked what would improve their feelings of safety on campus, the top three most common responses were regarding increasing the presence of guards (61.4%), security cameras (13.2%), and the friendliness/welcoming atmosphere of campus (10.2%)
 - It should be noted that, though the majority of students called for increasing the number of guards, 1.2% did call for decreasing guards, and many of these comments reflected explanations related to various aspects of their social identity (i.e., being LGBTQ+, racialized, etc.) and feeling unsafe *because of* the guards.
- Students indicated that the events focused on safety and rights they would be the most likely to attend were:
 - Self-defence classes (51.1%)
 - General know-your-rights workshops (36.7%)
 - Tenant rights workshops (33.2%)

INDIGENOUS SERVICES

This section focuses on Conestoga College's and CSI's Indigenous services. While all questions were asked to all students, Indigenous student responses are incorporated and given priority throughout the section. Section highlights include the following:

- Both Indigenous students and students overall are more likely to not be aware of any programs/initiatives than they are to be aware of one (29.4% and 44.9%)
 - Indigenous students were most likely to be aware of academic support services (26.5%), bursaries and scholarships (23.5%), and/or traditional counselling (20.6%)
 - Indigenous students were generally more aware of the services offered than non-Indigenous students.
- 73.5% of Indigenous students are satisfied with Conestoga College's efforts to reconcile and empower Indigenous communities.
 - Looking at students overall, this increases to 90%.

- Indigenous men and Indigenous students with disabilities were less likely to be satisfied.
- When asked what steps could be taken by Conestoga College and/or CSI, the responses from Indigenous students were as follows:
 - Increasing awareness for existing services (39.1%)
 - Events (29%)
 - Education for settlers (12.5%)
 - Financial aid (12.5%)
 - Representation (12.5%)
 - Working with local Indigenous communities (12.5%)

CSI OVERALL

These questions provide an overview of student experiences with CSI overall, focusing on their understanding and value of fees, as well as the importance put on and satisfaction with several issues. Highlights include:

- Students understand the Extended Health and Dental Plan Fee best, and the Advocacy Fee worst.
 - With the exception of CIHIP, the level of understanding students have for all fees have gone down since 2022.
 - However, all fees have a weighted average above 2.5, meaning there is a trend towards understanding.
- All services are highly valued as all options had a weighted average over 3, with employment opportunities being the highest and events the lowest.
- All issues asked about were considered very important (with all weighted averages above 3), with quality of education being the most important and EDI as the least.
 - Comparing to 2022, the top two issues (quality of education and cost of tuition and ancillary fees) remained the same, while student employment rose in 2023 from fifth to third.
- While students rated their satisfaction with all issues lower than the level of importance, student satisfaction did not drop below a weighted average of 2.5.
 - Students were most satisfied with the quality of their education, and least satisfied with student employment opportunities.
- When asked about any additional feedback they would like to share, the top five most common themes amongst the comments were:
 - Increased employment development and opportunities (31.2%)
 - Awareness of CSI and college services (16.4%)
 - Cost of tuition and fees (7.8%)
 - Food support (7.8%)
 - Events (7.3%)

INTRODUCTION

Conestoga Students Inc.'s (CSI) success is based on its members' engagement. For 50 years, CSI has actively engaged its membership in shaping the student-led and student-driven organization to serve their needs and wants.

Through the active engagement of membership, CSI has been able to provide a wide array of services and programming, such as wellness support, professional development opportunities, and social engagement activities. The CSI Year-End Survey provides the Board of Directors with the necessary insights to continue to build on past successes and adapt services and programming to meet the membership's desires.

The 2023 CSI Year-End Survey was completed in the Fall 2023 semester and is in its fourth year of administration. Specifically, the survey allows the CSI Board of Directors to evaluate the effectiveness of the supports and programming provided under the strategic ends to ensure it represents the membership's desires.

The specific objectives of this survey included the following:

- Measuring member awareness of CSI services and programming
- Gaining an understanding of member priorities
- Soliciting member feedback on current services and programming
- Gauging member interest in future initiatives
- Providing an open platform for members to share feedback

This report will outline the survey's methodology and report key findings to assist CSI in fulfilling its mission and providing transparency to membership.

STRATEGIC ENDS

CSI's mission is to enhance student satisfaction and success by providing a variety of student services at a cost justified by the results.

CSI accomplishes this mission through the lens of four specific strategic ends, which were updated to include housing and advocacy based on the feedback received from the 2021 CSI Year End Survey:

1. Students have services, support and resources.
 - a. Services that meet the demand of the membership.
 - b. Academic support, including appeals, code of conduct, and academic concerns.
 - c. Resources that aid to academic success.
 - d. Health care at a reasonable cost.
 - e. Housing services that support safe, affordable, and accessible accommodation for all students.
2. Students have the opportunity to participate in recreational activities and have access to study spaces and student lounges on campus.
 - a. Recreational activities and events.

- b. Places to study, relax and socialize.
- 3. Students are heard and represented.
 - a. The student Board of Directors advocate on behalf of the membership.
 - b. Student issues are solicited, heard, and brought to the College and all levels of the Government.
 - c. Feedback is critical for growth within CSI and the College.
- 4. Students have access to skills development.
 - Students have access to grow their personal and professional skills.

METHODOLOGY

SURVEY FOCUS & DESIGN

The survey consisted of 158 questions covering all major CSI service areas, programming, communications, and various member priority topics such as transportation, housing, truth and reconciliation, and accountability. The survey also included demographic questions to assist in understanding the variations in responses by specific demographic factors such as domestic/international student designation, gender, dis/ability, etc.

Questions were created and reviewed through the collaborative efforts of CSI staff from all departments and the Board of Directors.

The survey utilized a variety of question types to solicit member feedback in the way that most made sense. When necessary, closed-ended questions were provided with an “other” option to allow members to ensure their feedback could be collected in totality. Question types included:

- Open-ended questions
- Multiple Choice
- Likert Scale
- Matrix Questions

The survey was designed as 15 sections, in the following order:

- Demographics
- Transparency & Accountability
- Support Services
- Health & Wellness
- Leadership & Career Development
- Events
- Communications
- Food services
- Employment Opportunities
- Academic Fairness
- Housing
- Transportation

- Municipal Affairs & Safety
- Indigenous Services
- Overall

The survey employed “logic,” through which the survey was shortened based on the survey responses. For example, only international students were shown questions regarding to CIHIP, or those who indicated they were unaware of a service were not asked how they became aware of it. The average time to complete the survey was just over 30 minutes.

DATA COLLECTION

The survey was distributed to all CSI members, totalling 40,719 eligible survey participants, and received 4,839 total responses. Responses were then filtered based on completeness and quality, resulting in 3,185 valid responses, or a 7.8% response rate. Though total valid responses are up from the 2022 Year-End Survey (which received 2,448 valid responses), the response rate decreased 1.8%.

The survey was accessible through a URL link generated by SurveyMonkey that limited responses to one response per IP address to prevent duplicate responses. The survey was distributed using various digital channels:

- Direct email to CSI members through their Conestoga College email addresses
- Social Media
- CSI Website
- Targeted CSI-affiliated groups

The direct email method assured that each CSI member would receive the survey invitation, while the remaining digital methods would be a secondary source of data collection.

The majority of survey respondents (52.8%) accessed the survey via the first direct email that was sent on November 20, 2023. The next most common method was through the third email sent Friday Dec 1, 2023 (24.9%), followed by social media (6.9%), other links (5.1%), in-person advertisements via a QR code (4.6%), and the second email sent on November 27, 2023 (1.1%).

The survey opened on Monday, November 20, 2023, and closed on Sunday, December 3, 2023. Most students completed the survey the first day it was open, with a small uptick December 1, 2023.

The survey was incentivized with \$15,000 of prizes given to randomly selected participants, with prizes including:

- Grand prize of free tuition (up to \$5,000)
- 13 top prizes, including AirPods, Sony headphones, air fryers, and a semester bus pass.
- 10 prize packs, ranging in value up to \$200.
- 5 \$100 gift cards
- 10 \$50 gift cards

Additionally, the first thousand students to complete the survey received a \$5 gift card as a thank you. To facilitate the prize process, students were redirected to an additional survey at the end to provide their contact information. This allowed the survey data to remain anonymous but could only be accessed by completing the survey. The prize survey saw 3,162 responses, which is under the valid responses.

ANALYSIS

Throughout the survey results, various forms of analysis are provided to best contextualize and compare data to previous years. Given the size of the survey (both in terms of total valid responses and number of questions), only selected demographic breakdowns are provided. These are based on various campuses, gender, dis/ability, and international and domestic divide, though some questions may provide other relevant comparisons. Not all questions have all demographic breakdowns, typically because there is no difference between the groups and/or because they are already reflected. For example, domestic students are more likely to be women and/or have a disability. Therefore, when gender and dis/ability are not presented, it can be assumed to be a similar divide as domestic and international.

The majority of questions are presented using a “top box” method, which combines the top two options. For example, a question about the affordability of food on campus might have four options: very affordable, affordable, unaffordable, and very unaffordable. In top box scoring, the total proportion of respondents who selected very affordable and affordable are presented together. The benefits of presenting data in this manner are that it is often easier to understand and allows for an easier comparison between groups and surveys.¹ One drawback, however, is that it can often simplify the results and effectively removes those in the “bottom box” from the analysis.² To address this, graphs are included with the original options provided to respondents.

In many of the comparisons made, either sentences or specific comparisons will be marked with a “*”. This is to note that the comparisons being made are statistically significant (95% confidence level, $p < 0.05$). **This is not to imply that non-statistically significant results are not important;** rather statistically significant represents a particular statistic threshold. There are multiple reasons why results would not be significant, including lower response rates.

All percentages have been rounded to two decimal places, which can result in totals that do not equal 100%. Some questions, such as “select all” questions, will have totals potentially significantly higher than 100%, as respondents could select multiple options and are therefore represented in the data numerous times. Multiple-choice questions that only allowed one selection may be slightly over or under 100% due to rounding.

In addition to the top box method, weighted averages are also included in several questions, particularly long questions where comparing all four response options would be infeasible. A

¹ Greg Timpany, “Top Box as a Measure For Conveying Scores to Survey Scales,” QuestionPro (blog), October 19, 2015, <https://www.questionpro.com/blog/top-box-as-a-measure-for-conveying-scores-to-survey-scales/>.

² Timpany, “Top Box Measure.”

weighted average differs from a typical average because a weighted average takes into account the relative importance/frequency of the response options. For example, domestic students responded to the survey in a much lower frequency than international students. A weighted average would ensure that domestic student opinions are included in a similar manner to international students. In contrast, a typical average could result in domestic student opinions being reduced in strength purely because of the size difference between the two groups. Weighted averages range from 1 (strong negative) to 4 (strong positive). For example, if a weighted average was 1, that would mean every single respondent selected the strong negative option. As such, weighted averages over 2.5 should be considered good, as this means the majority of respondents selected one of the positive options. Weighted averages over 3 should be considered excellent, as a portion of responses would have to be a strong positive to result in a weighted average over 3.

Though weighted averages are preferred, there are several questions that include a typical average. These are usually numeric, write-in questions (such as the cost of rent, or hours typically worked in a week). In these cases, demographic breakdowns are also presented to provide a contextual understanding of the difference between various groups. In addition to typical averages, the overall median is also included. As averages include all numbers, including low/high outliers, averages do not always provide the most representative “average.” Medians, however, are often more representative of typical experiences as they remove the low/high outliers. Averages provide a more accurate sense of the total scope of data, whereas medians provide a more reliable guide of expectations.

Finally, the open-ended responses were coded in a semi-inductive method. First, all comments were searched to remove non-responses, using various code words such as “no,” “nothing,” “don’t know,” etc. The first few hundred comments were then coded, either as non-response or into categories related to their content. These new categories were then used to create new search terms, both for non-responses and for categories based on commonly reoccurring terms. For example, “Yes” was found to be a common non-response, and therefore was added to search terms for all open-ended comments, while “canteen” was found to be common in responses related to food. Additionally, when there were open-ended questions that were similar in nature (such as questions 50 and 51, related to additional CSI services and additional student spaces), whichever question was coded second borrowed relevant search terms. Once searching was completed, the remaining uncoded comments were sorted through and categorized as needed. For ease, all non-response comments are removed from analysis and graphs.

Due to the scale of this survey, all open-ended questions have been presented in quantitative form, reflecting the frequency of categories. **This is not to imply that less frequent comments are less important;** rather, they are simply less frequent. For example, LGBTQ+ students make up a small percentage of respondents, and therefore comments related to their specific experiences are less frequent simply because of a smaller number of respondents. Therefore, the open-ended questions are meant to provide general overview but should be understood within the greater context of not just the entire Year-End Survey, but also other CSI research, student comments, and community knowledge.

CHANGES APPLIED FOR THE 2023 CSI YEAR-END SURVEY

Various changes were made from 2022 to 2023. Each close-ended question provides a direct comparison to its predecessor if it has one. However, some of the high-level changes include the following:

- Neutral options were removed from all questions.
 - The removal of neutral options can often force participants to use cognitive effort, increasing reliability.³
- Several questions were removed based on feedback from departments for a variety of reasons, including but not limited to the following:
 - No longer offering services;
 - Previous data is still relevant and unlikely to change (i.e., the question had been asked multiple times during the course of CSI's Year-End surveys and remained relatively stagnant); and/or
 - The data garnered from the question was unlikely to be able to affect department change (such as event times, which have to consider staff scheduling, as well as space availability).
- Several questions were added based on feedback from departments, which can be identified in the direct comparison section as they will be marked as having no predecessor.

LIMITATIONS

While every reasonable effort was made to reduce limitations, the following were identified:

- Open-ended questions may be interpreted differently than the context the respondent intended it to be interpreted by.
- Every effort was made to use plain English to create questions and to reduce potential comprehension barriers for members who do not identify English as their primary language, but it cannot be guaranteed that non-native English speakers understood the questions.
 - As will be discussed however, the majority of respondents (96.4%) stated that English was the language they were most comfortable using.
- Some questions relied on the assumption members are aware of their status within the college for being classified under specific schools of study, year of study, or programs such as the CSI Health and Legal Plans. Members who were unaware of their status may not have been able to respond to these questions properly, providing a misleading self-identified response.
- The length of the survey may have caused people to answer questions less accurately in order to complete it in a shorter amount of time.

It should be noted that this survey is considered quality assurance, *not* a formal academic survey. As such, though comparisons can be discussed, no formal conclusions can be made.

³ Melinda Edwards and Brandon Smith, "The Effects of the Neutral Response Option on the Extremeness of Participant Responses" *Journal of Undergraduate Scholarship* 6 (2014), <https://blogs.longwood.edu/incite/2014/05/07/the-effects-of-the-neutral-response-option-on-the-extremeness-of-participant-responses/>.

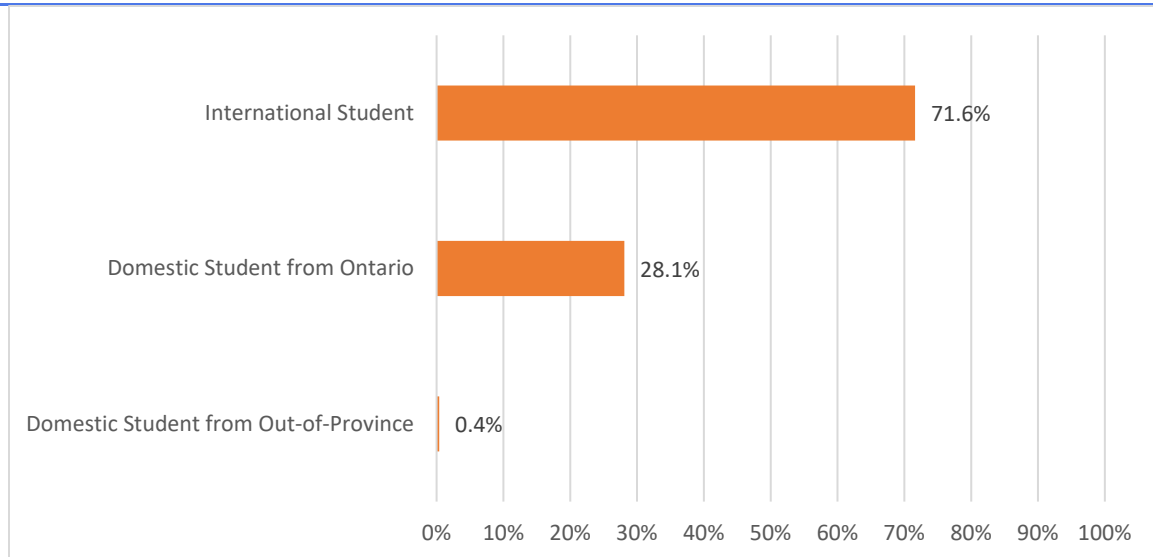
The focus of this survey, and its results, is to allow CSI to hear from as many students as possible and understand what student groups or service areas may need to change or update their methods, as well as which groups or service areas are doing well.

DEMOGRAPHICS

The following questions provide a holistic perspective of the demographic composition of the students who responded to the CSI Year-End Survey. They demonstrate the strong presence of international students in the Conestoga College community, the diversity of the student population by age, sexual orientation, program of study, and the growing distribution of students across various campuses. Some demographic identifiers of note for the survey include:

- The majority of students are international students (71.6%).
 - This is up from 57% in 2022.
- Most students are on campus everyday, or almost everyday (55.9% of students are on campus 4-5 days a week).
 - Those at Doon and Waterloo are the least likely to be on campus often, while those at Reuter and Cambridge are the most likely to be.
- 68.7% of students are in their first year, an increase of almost 10% from 2022.
- The majority of students are under 30 (76.1%).
- 2% of students are transgender, non-binary, gender non-conforming, and/or Two-Spirit.
- Approximately 13.2% of students are LGBTQ+.
- The majority of students are South Asian (50.8%).
 - This is an increase of 8.8% from 2022.
- The proportion of students with European heritage is 18.9%, a decrease of 11.1% from 2022.
- Black and/or African students almost doubled in proportion from 2022 (6.5% to 11.7% in 2023).
- 9.5% of students have a disability.
 - Domestic students and women were more likely to indicate they have a disability.
- 57.8% of students are unemployed, and 51.6% of students are looking for employment.
 - This has gone up significantly from 2022, where 35% of students were unemployed.
- Up to 87.4% of students are below the Low-Income Cut-Off (LICO) line, a potential increase of up to 4.4%.
- The majority of students rely on personal savings (57.4%), employment income (32.1%), and/or non-repayable money from support networks (23.6%) in order to afford tuition and other necessities.

QUESTION 3: ARE YOU A DOMESTIC OR INTERNATIONAL STUDENT?⁴



Quick Takeaways: Almost $\frac{3}{4}$ of students are international students, with just over 28% being Ontario domestic students, and less than half a percentage being domestic students from a different province. In looking at College enrolment data, international students make up 77.7% of Conestoga students,⁵ meaning that they are slightly underrepresented in the CSI Year-End Survey.

Looking at demographic breakdowns, women are more likely to be domestic students (60.7% of domestic students are women, while 33.5% of domestic students are men), while international students are more likely to be men (54% of international students are men, while 44.8% are women).^{*} Domestic students were also more likely to state they had a disability (86.1% of domestic students indicated they had a disability, compared to 12.5% of international students).^{*}

Across the various campuses, those at Reuter were most likely to be domestic students (83.3% of Reuter students were domestic), while those at the Downtown Kitchener campus were most likely to be international students (97.5%).^{*}

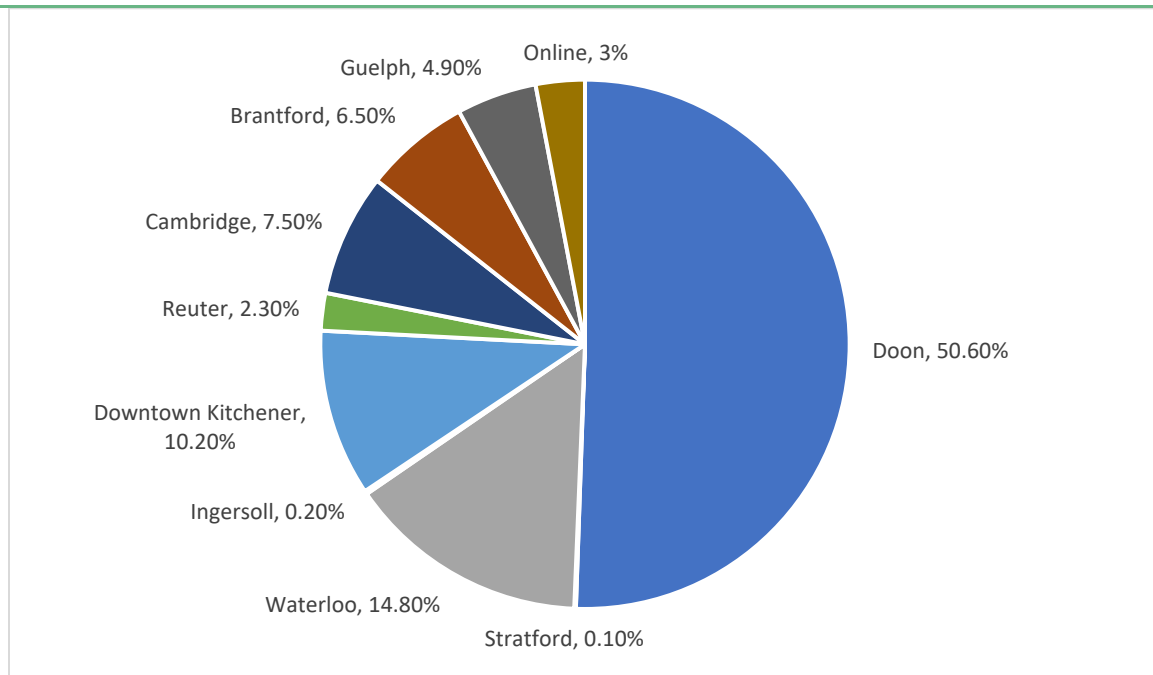
Because of these various domestic/international student breakdowns, several analyses (such as gender, dis/ability, and campus) reveal similarities across the survey results.

Compared to CSI Year-End Survey 2022: International student enrolment has risen significantly: last year 57% of respondents were international students, and 42% were Ontario domestic students. Similarly to last year, however, international students remain slightly underrepresented, and Ontario domestic students are slightly overrepresented in the survey data.

⁴ Due to the small sample size, domestic students from out of province have been removed from subsequent analysis.

⁵ Emery, Mike, 10 Day Count as of September 20, 2023 Full-Time Post-Secondary Enrolment Count. Kitchener, ON: Conestoga College, September 20, 2023

QUESTION 4: WHAT CAMPUS ARE YOU REGISTERED TO ATTEND AS YOUR MAIN CAMPUS?⁶



Quick takeaway: The self-identified home campus locations among respondents align closely with the current distribution of students across campuses, however, some campuses are over/underrepresented. For example, the survey saw 7.5% of students indicate Cambridge as their main campus, compared to 4.6% of enrolled students. Brantford, on the other hand, is underrepresented by 1.6%.

Campus	Percentage of Men	Percentage of Women
Brantford	46.6%	52.9%
Cambridge	64.3%	33.6%
Doon	42.2%	55.1%
Downtown Kitchener	46.5%	55.1%
Guelph	65.6%	31.9%
Reuter	76.4%	13.9%
Waterloo	55.7%	41.3%

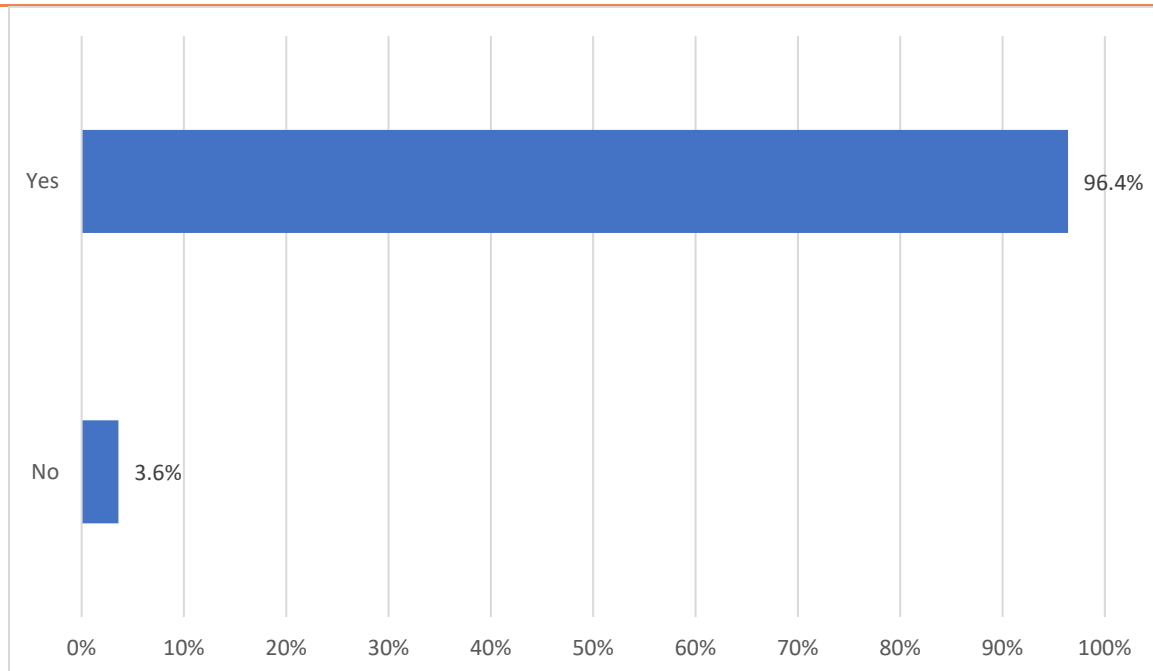
Those with disabilities are more likely to attend Doon or Reuter, compared to students without disabilities (59.7% vs. 49.8% for Doon, 5% vs. 1.8% for Reuter).*

Compared to CSI Year-End Survey 2022: The order of campuses from most to least attended remained the same, however specific representation varied minorly, with some campuses going down this year (Doon [-3.3%], Cambridge [-3.2%], Ingersoll [-0.6%], Stratford [-0.7%],

⁶ Due to the limited number of responses, all analysis that are broken down by campus do not include results from those attending Conestoga online, at Ingersoll, or at Stratford.

and Waterloo [-1.1%]), and others increasing (Brantford [+2.2%], Downtown Kitchener [+2.4%], Guelph [+1.5%], Reuter [+0.8%], and online [+0.2%]).

QUESTION 6: IS ENGLISH THE LANGUAGE YOU ARE MOST COMFORTABLE WITH IN TERMS OF READING, WRITING, AND SPEAKING?

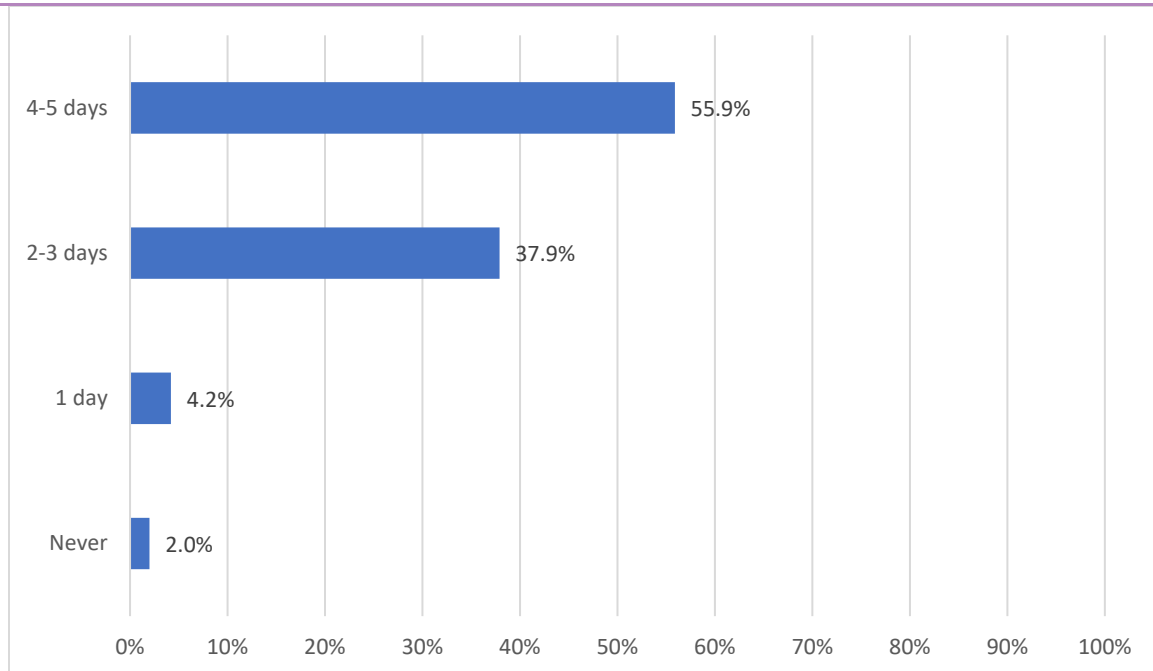


Quick takeaway: The vast majority of students cited English as the language they were most comfortable with in terms of reading, writing, and speaking. In terms of those who English is not the most comfortable language for them, the top five responses were: Spanish (23.3%), not listed (15.5%), Portuguese (14.6%), Mandarin (8.7%), and Filipino (4.9%). Among the not listed responses, Chinese, Arabic, and Malayalam were the most commonly cited languages.

Domestic and international students are most comfortable with English at similar rates (97.2% for domestic students, 96.1% for international students). Women were more likely to indicate English is *not* the language they are most comfortable in (4.3% indicated “no”), as were those at Cambridge (5%).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 8: ON AVERAGE, HOW OFTEN ARE YOU ON CAMPUS?

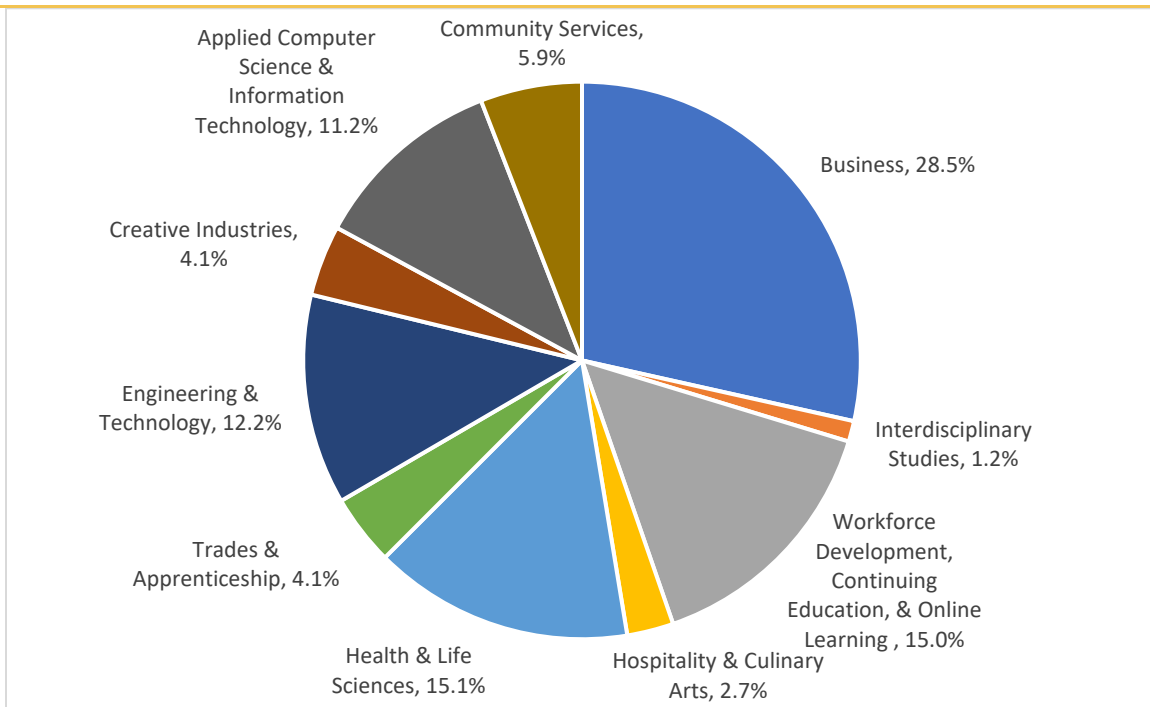


Quick takeaway: The majority of students are on campus everyday, or almost everyday. Broken down by campus, only Doon and Waterloo fall below the average for 4-5 days a week, and Reuter and Cambridge campuses have the highest proportion of students spending 4-5 days a week on campus, likely reflecting the hands-on nature of programs offered at these campuses.

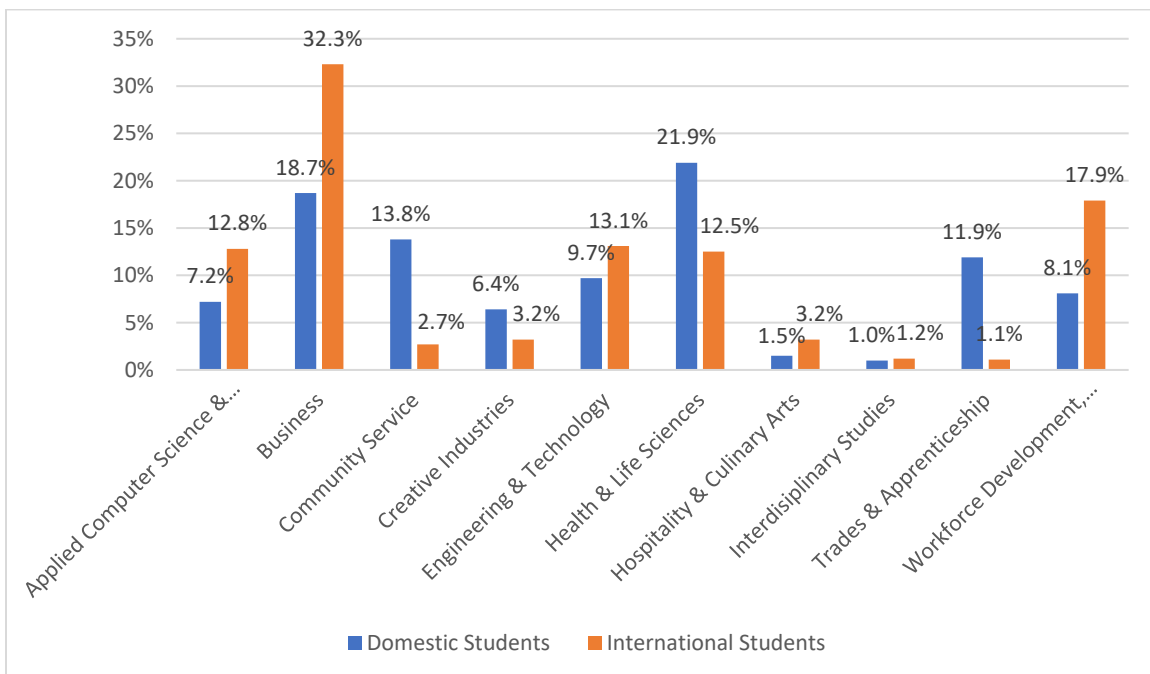
Men were more likely than women to indicate they spend 4-5 days a week on campus (61.6% vs. 49.8%), as were both international students when compared to domestic students (58.4% vs. 48.7%), and those without disabilities (56.7% spend 4-5 days a week on campus, compared to 47.6% of those with disabilities).

Compared to CSI Year-End Survey 2022: The amount students are on campus has increased, likely reflecting a more wholesome return to pre-pandemic operations for Conestoga College. Those spending 4-5 days on campus per week rose by over 13%, whereas all other options dropped by approximately 4% each.

QUESTION 9: WHAT SCHOOL OF STUDY DOES THE PROGRAM YOU ARE ENROLLED IN BELONG TO?



Quick takeaway: The overall sample is somewhat aligned with Conestoga enrollment data, however, some schools are over/underrepresented. Most notably, Engineering & Technology represents 12.2% of survey respondents, but only 5.3% of Conestoga students.



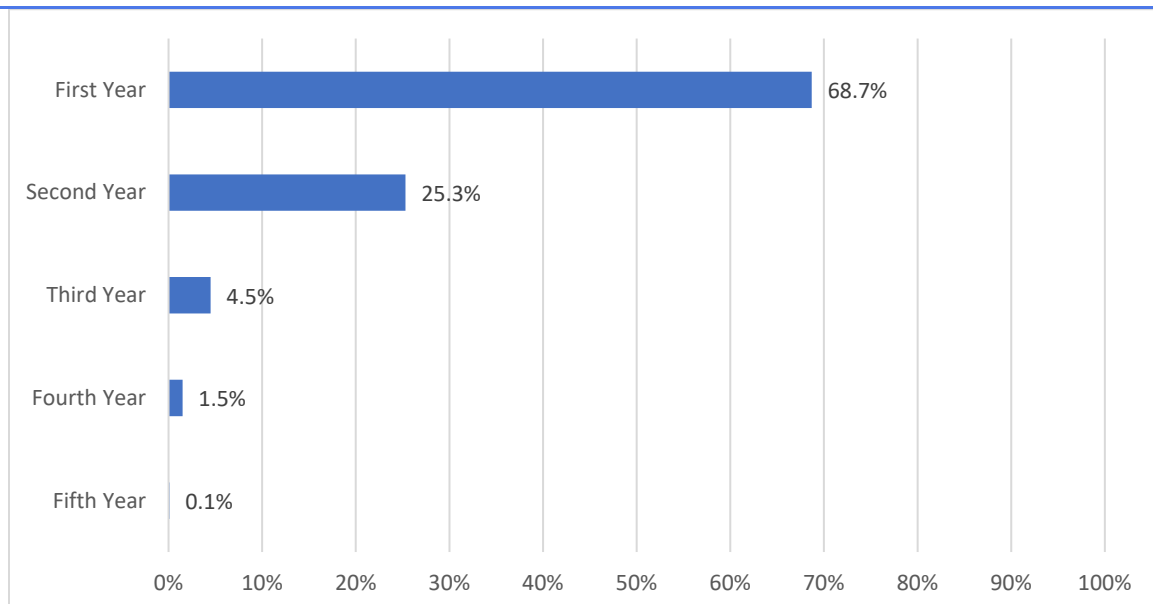
All comparisons, except interdisciplinary studies, are significant. International students are most likely to be enrolled in a business program, whereas domestic students are most likely to be enrolled in a health and life sciences program.

Women are most likely to also be enrolled in a business program (30.3%, men are also most likely to be enrolled in business but at lower rates [27%]),* an interesting note given that most women are domestic, and least likely to be enrolled in a trades and apprenticeship program (1.3%). Ignoring interdisciplinary studies, men are least likely to be enrolled in hospitality and culinary arts (1.8%).

Those with disabilities are most likely to be enrolled in health and life sciences (21.9%), and least likely to be enrolled in hospitality and culinary arts (3.3%).

Compared to CSI Year-End Survey 2022: Once more, there is an overrepresentation of responses from engineering and technology, however, it, along with several other schools, have gone down in proportion from 2022: engineering and technology (-1.6%), health and life sciences (-0.7%), hospitality and culinary arts (-0.2%), trades and apprenticeship (-1.6%), and community services (-0.1%). Four schools of study have increased in proportion: applied computer science and information technology (+ 0.2%), business (+2.7%), creative industries (+0.4%), and interdisciplinary studies (+0.7%), while workforce development has remained stable.

QUESTION 10: WHAT YEAR OF STUDY OF YOUR PROGRAM ARE YOU ENROLLED IN?

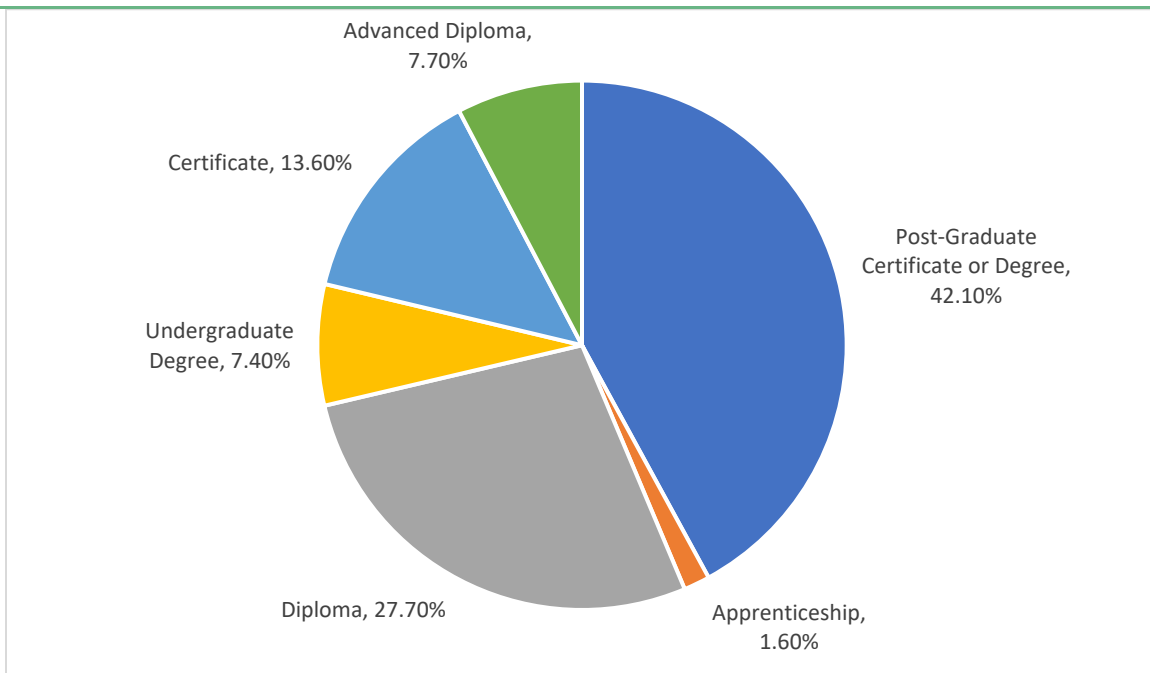


Quick Takeaway: Though year enrolment is in the same order as Conestoga College (i.e., first-year students make up the most of both college enrolment and survey respondents), first and second-year students are slightly underrepresented by 3.7% and 0.5%, respectively. Third- and fourth-year students are overrepresented by 2.3% and 0.9%, respectively. The college does not track fifth-year and beyond.

International students were more likely than domestic students to be in their first year (74.1% vs. 55%), as were men when compared to women (69.9% vs. 67.6%) and those without disabilities when compared to those with disabilities (69.9% vs. 57.4%).

Compared to CSI Year-End Survey 2022: The proportion of first-year students who responded to the survey rose significantly, by almost 10%, while second-year student respondents dropped by 6%.

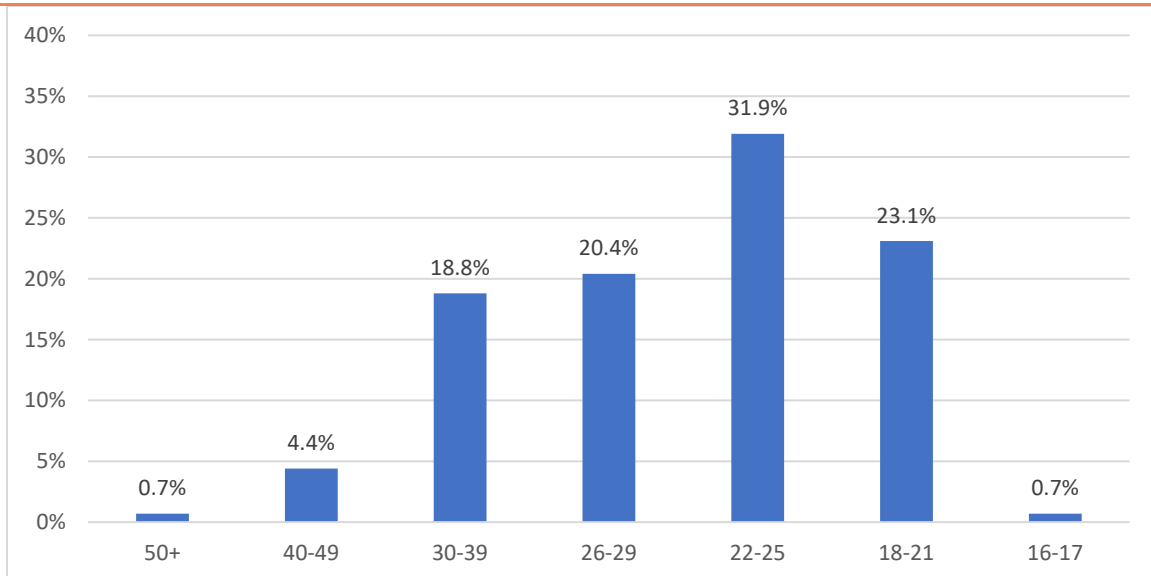
QUESTION 11: WHAT TYPE OF PROGRAM ARE YOU ENROLLED IN?



Quick takeaway: The majority of students are enrolled in a post-graduate program, followed by a diploma. Those with a disability were most likely to be enrolled in a diploma program (43.2%, compared to 26% of those without a disability), while those without a disability were more likely to be enrolled in a post-graduate program (46.1%, compared to 9.2% of those with a disability).* Domestic students were more likely to be enrolled in any program other than post-graduate programs than international students, with the majority in diploma programs (36.8%).* International students made up 57.2% of post-graduate students, while domestic students made up only 3.9%.*

Compared to CSI Year-End Survey 2022: This question underwent minor changes, including removing an “other” option, adding an apprenticeship option, and adding “post-“ to the graduate option for clarity. The proportion of students enrolled in post-graduate programs increased significantly, from 28.4% to 42.1%, while all other programs decreased: diploma students decreased by 3.4%, undergraduate degree by 3.3%, certificate by 0.8%, and advanced diploma by 5.2%.

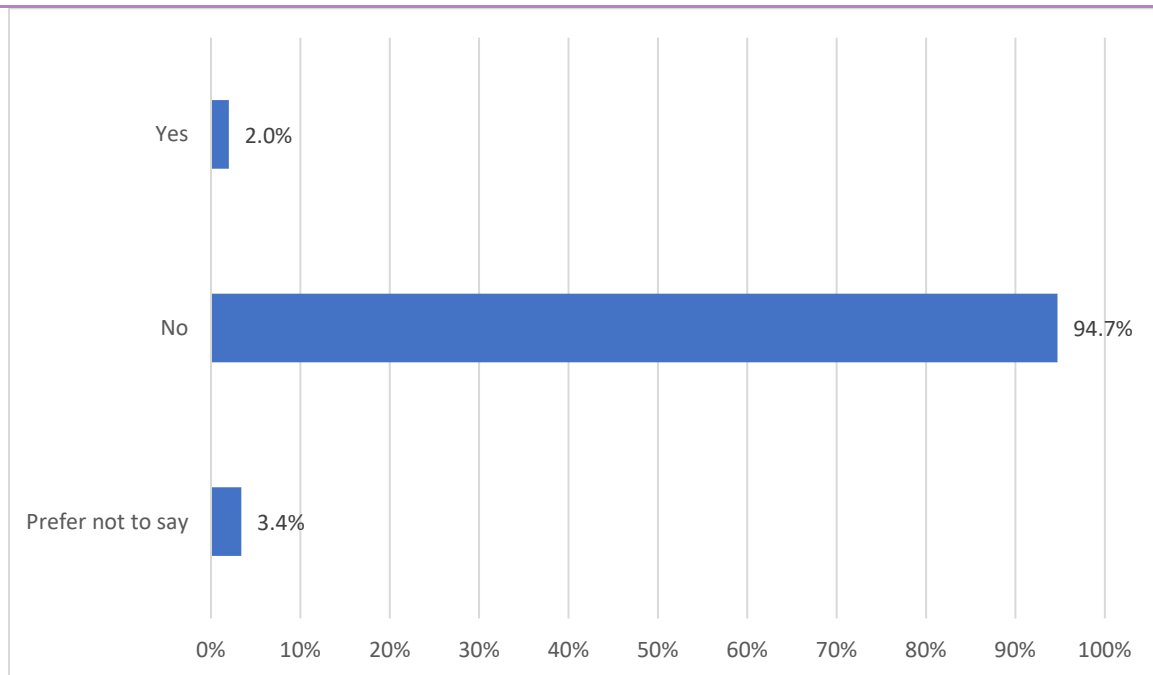
QUESTION 12: WHAT IS YOUR AGE?



Quick takeaway: For analysis ease, 50-59 and 60+ categories were combined, due to the low response rate. Women were more likely to be over 30 (30%, compared to 18% of men).* Domestic students were more likely to be 21 and younger (42.8%, compared to 16.1% of international students), while international students were more likely to be between 22-29 years old (60.6% vs. 31.5% of domestic students). Those at Cambridge and Reuter were most likely to be 21 and under (41.7% each), while those at Brantford were most likely to be over 30 (32%).

Compared to CSI Year-End Survey 2022: While the majority of students are still between the ages of 18 and 29, the proportion of students in this age range has gone down slightly from 2022 by 3.5%, while the proportion of students over 30 has gone up slightly from 20.9% to 23.9%.

QUESTION 13: ARE YOU TRANSGENDER, NON-BINARY, GENDER NON-CONFORMING, AND/OR TWO SPIRIT?



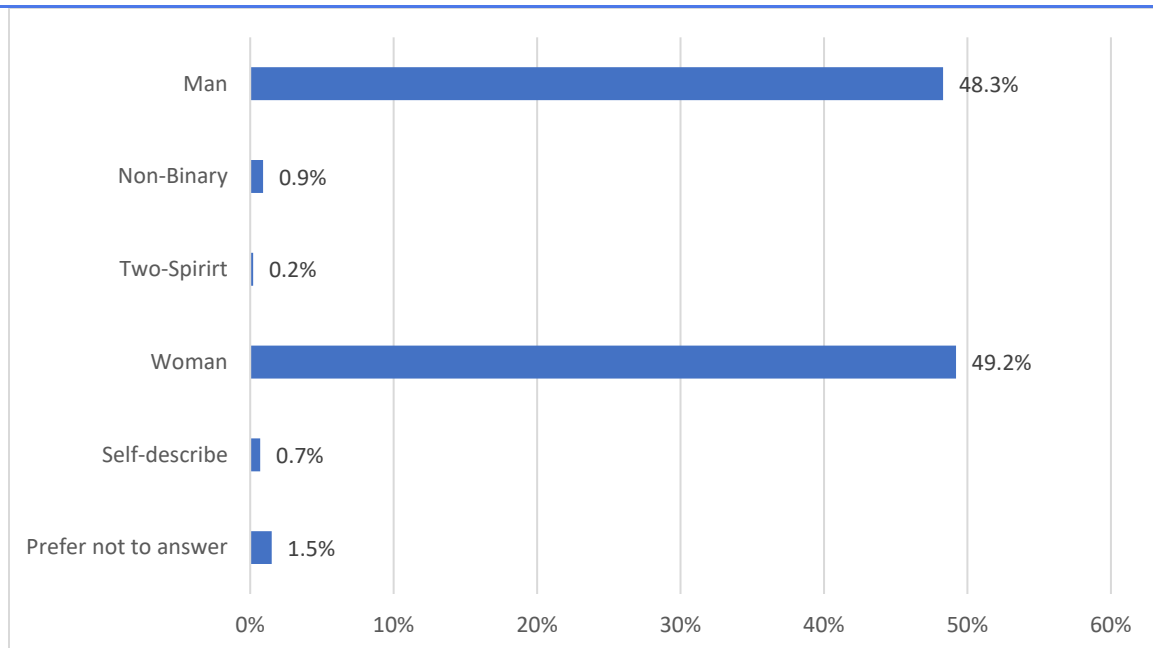
Quick Takeaway: Trans people continue to represent small proportions of Conestoga students, likely reflecting systemic transphobia and the barriers to higher education that many trans, non-binary, gender non-conforming, and Two-Spirit people face, particularly in the increasingly hostile social-political landscape.⁷

Looking at various campus and demographic breakdowns, those at Reuter were most likely to state that they are transgender (8.3%), while those at Waterloo were the least likely to be trans (2.1%).* Domestic students were also more likely to indicate they are trans, with 5.4% of domestic students being trans compared to 0.6% of international students.* Finally, men were more likely to indicate they are trans (1.2%) compared to women (0.5%).*

Compared to CSI Year-End Survey 2022: Following best practice and lived experience, this question was asked before asking what participant's gender was, and was broadened to include language of non-binary, non-conformity, and Two-Spirit people. In terms of the results, the proportion of trans students has remained the same since 2022.

⁷ Bauer GR, Scheim AI, for the Trans PULSE Project Team. *Transgender People in Ontario, Canada: Statistics to Inform Human Rights Policy*. London, ON. 1 June 2015.

QUESTION 14: WHAT IS YOUR GENDER? SELECT ALL THAT APPLY.⁸



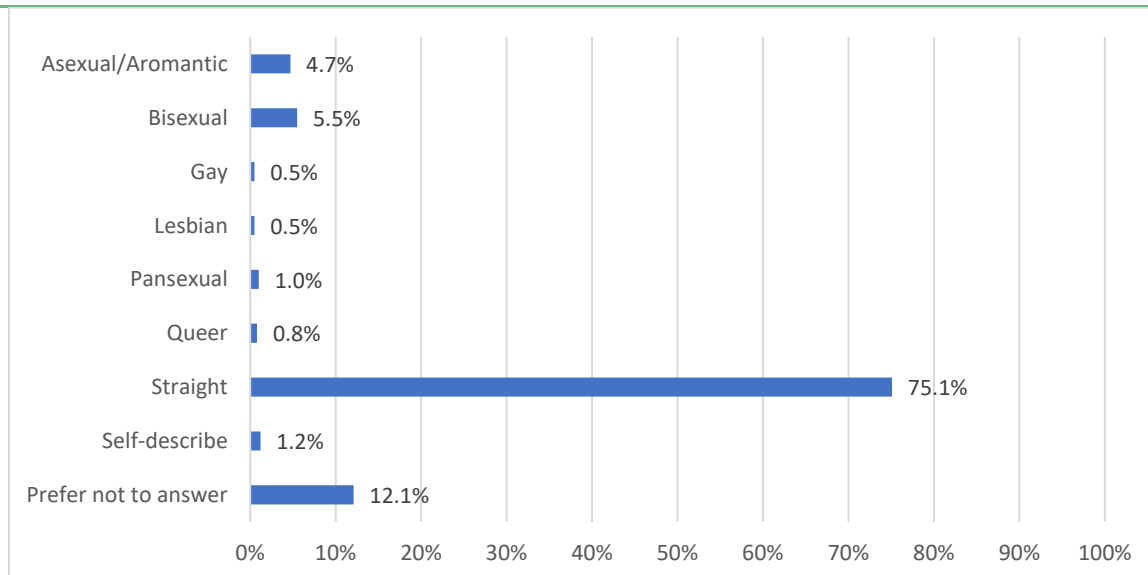
Quick Takeaway: The binary gender divide is relatively equal. Under self-describe, the majority of responses were either specific, non-binary genders (i.e., genderfluid, genderqueer, and/or trans masculine) or woman/man. Some responses included language such as “normal” or their sexual orientation.

Women were more likely to indicate they had a disability, with 60.7% indicating as such, compared to 29% of men who indicated they had a disability.*

Compared to CSI Year-End Survey 2022: The question was reformatted to a select all, to reflect that some people may use multiple genders. The binary gender divide is relatively similar to 2022, reflecting little change.

⁸ Due to the small sample sizes, analysis that include reference to gender only include responses from those who selected “man” or “woman.”

QUESTION 15: WHAT IS YOUR SEXUALITY (A PERSON'S IDENTITY IN RELATION TO THE GENDER(S) TO WHICH THEY ARE SEXUALLY AND/OR ROMANTICALLY ATTRACTED TO)? SELECT ALL THAT APPLY.



Quick takeaway: After accounting for multiple selections (i.e., the same participant selecting both “Asexual/Aromantic” and “Bisexual”), LGBTQ+⁹ people represent approximately 12.2% of students.¹⁰ Again, this disparity likely reflects systemic queerphobia that creates specific barriers to higher education for LGBTQ+ people.¹¹ Men were more likely to indicate they were heterosexual (80.7%) compared to women (73.4%),* as were international students (75.7%), compared to 73.6% of domestic students). Those at Reuter were the least likely to indicate they are heterosexual (69.4%), while those at Waterloo were the most likely to (78.7%).

Compared to CSI Year-End Survey 2022: The representation of LGBTQ+ people has decreased slightly from 2022, as they represented 15.3% of students last year. This may reflect the higher proportion of international students, particularly from various Asian cultures. This is not to suggest that Asian people cannot be, and are not, LGBTQ+ (as this is categorically false), but rather that, due to historic and ongoing colonialization efforts, LGBTQ+ people from these cultures may be hesitant to identify themselves as such (which could be seen through the percentage of international students who selected prefer not to

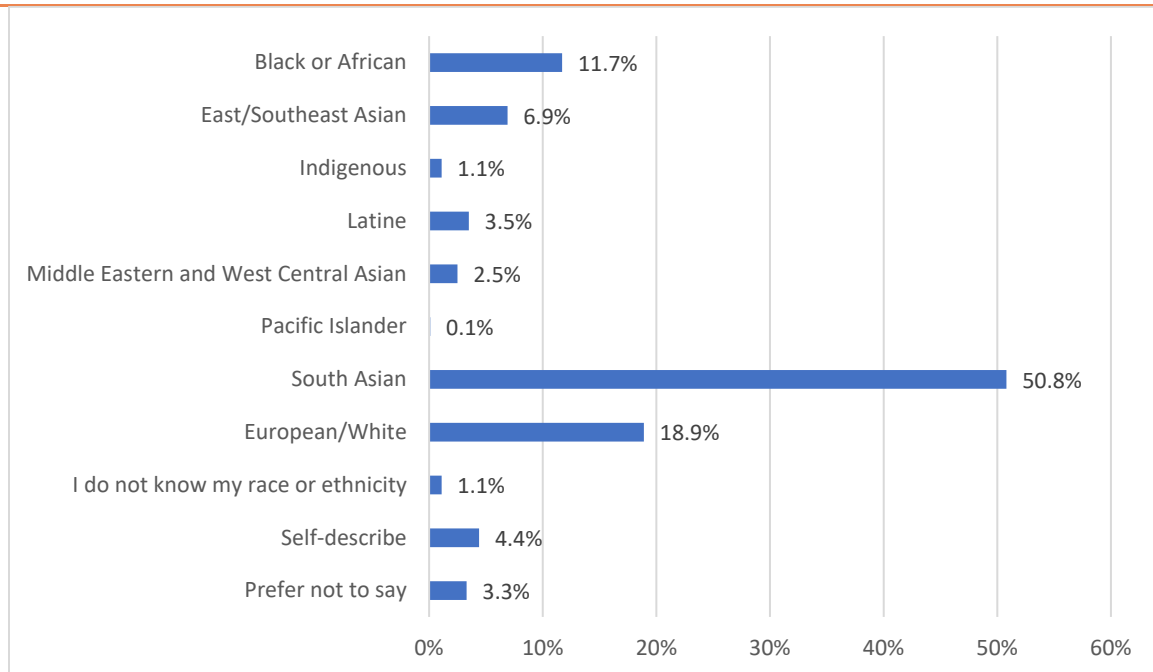
⁹ Given that the question asks specifically about sexual orientation (and not gender), the “T” is not reflected in LGBTQ+ here. Instead, trans people are reflected in questions regarding gender.

¹⁰ As respondents could select multiple options, they may be reflected twice in the graph. To calculate based on participants, not total selections, SPSS was used. First, if participants selected anything other than just straight, self-describe, and/or prefer not to answer, participants were coded as “LGBTQ+” (12.2%). Next, if they selected just self-describe and/or prefer not to answer, they were coded as “NA” (7.7%). Finally, if participants only selected straight, they were coded as heterosexual (74.6%). Due to this, both the graph and other statistics in this section may include participants who are reflected in both heterosexual and LGBTQ+ groupings.

¹¹ Woodford, M. R., Coulombe, S., Schwabe, N., and the Canadian Centre for Gender and Sexual Diversity. (2019, May 2). *LGBTQ2 Health Policy: Addressing the Needs of LGBTQ2 PostSecondary Students*. Brief submitted to The House of Commons Standing Committee on Health, Government of Canada.

say, which was 13.9%, compared to 7.7% of domestic students).^{*} Additionally, this question was reformatted to select all that apply to reflect that some people may use multiple sexual and/or romantic orientation terminology for themselves.

QUESTION 16: WHAT IS YOUR RACE OR ETHNICITY? (SELECT ALL THAT APPLY) IF YOU CONSIDER YOURSELF TO BE A PART OF A GROUP BUT THE COUNTRY YOU/YOUR FAMILY ARE FROM ISN'T LISTED, STILL SELECT THAT OPTION.



Quick takeaway: South Asian students make up the majority of students, albeit by a small margin, with European/white students making up the second highest proportion of students, and Black and/or African students rounding out the top three. Those at Reuter were the most likely to indicate they have some European heritage (62.5%),¹² while those at Downtown Kitchener were the least likely to (2.5%).^{*} Domestic students were significantly more likely to indicate they have at least some European heritage at 63.8%, compared to only 1% of international students.

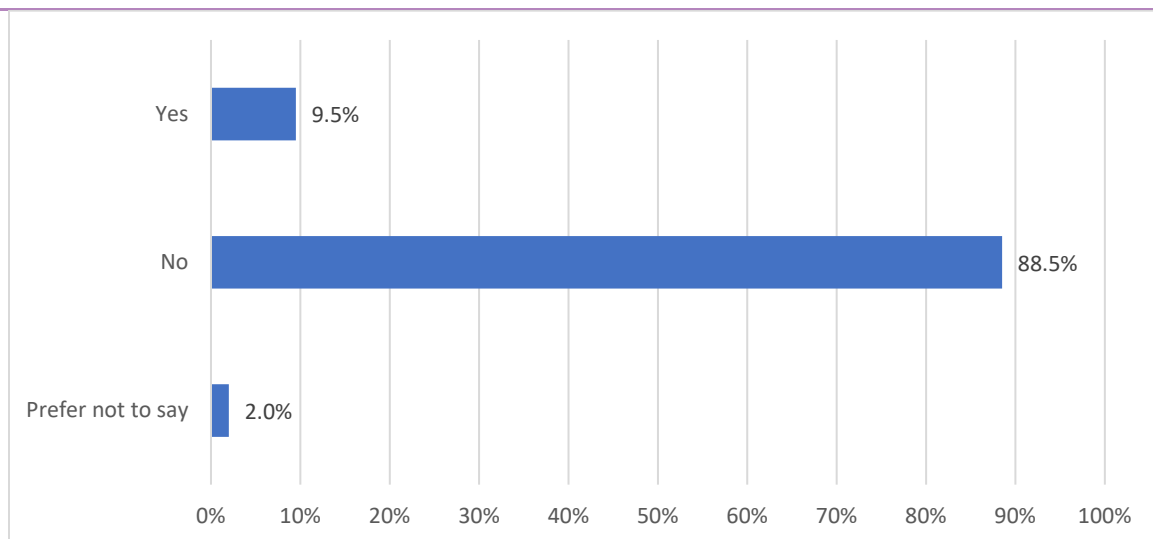
After accounting for multiple selections (i.e., the same participant selecting both “Black or African” and “European/White”), racialized people represent 74.9% of students.¹³

¹² As the question was formatted as a select all, the analysis provided in the chart and by comparison cannot provide information about if all those who selected European/white are “white,” as those who are multiracial might select European/white and additional ethnicities. It’s also important to note that race is a social construct and therefore the way racism manifests can be felt very differently due to issues like colourism. For example, a very dark Southeast Asian person may be read as Black and therefore experience aspects of anti-Black racism – even if they do not identify as such.

¹³ Similarly to sexual orientation, SPSS was used to account for multiple selections and provide a binary breakdown along white/racialized divide. First, if participants selected anything other than just white, do not

Compared to CSI Year-End Survey 2022: South Asian students continue to make up the highest proportion of students, however, this has increased by 8.8% from 2022. Those of European descent decreased from 30% to 18.9%, as did those of East/Southeast Asian descent (from 8%). Black and/or African students almost doubled from 6.5%. Indigenous students also decreased by 0.4%.

QUESTION 17: DO YOU HAVE A DISABILITY? A DISABILITY IS A PHYSICAL, SENSORY, MENTAL HEALTH, OR COGNITIVE CONDITION THAT IMPACTS YOUR DAY-TO-DAY LIFE. INCLUDE BOTH SELF-DIAGNOSES AND FORMAL DIAGNOSES.¹⁴



Quick takeaway: Almost 10% of students indicated they have some form of disability, either formally diagnosed or self-diagnosed. As CSI did not ask about the type of disability, or diagnosis status (although that is partially asked in a later question regarding those who do not have an accommodation plan with the college), it is impossible to know what types of disabilities (physical, sensory, mental health, or cognitive) are most prevalent. Additionally, the survey does not ask students if they identify as “disabled,” which can also have an impact on student experiences in post-secondary education.¹⁵

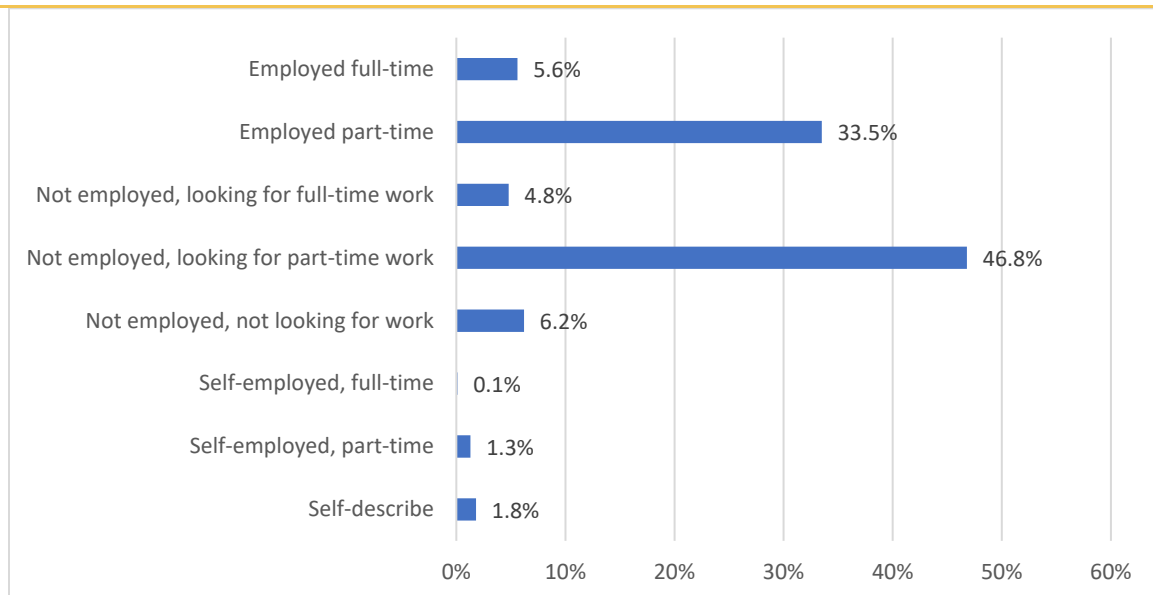
Compared to CSI Year-End Survey 2022: This is the first time CSI has asked questions about disability.

know, self-describe, and/or prefer not to answer, participants were coded as “racialized” (74.9%). Next, those who selected just unknown, self-describe, and/or prefer not to answer were coded as “NA” (7.7%). Finally, those who selected just European/white were coded as “white” (17.4%).

¹⁴ Due to the small sample size, questions that break down analysis based on those with disabilities and those without do not include those who preferred not to say.

¹⁵ Isabel Krakoff, Lauren Munro, Katie Cook, Nathan R. G. Barnett, Cameron McKenzie, Harrison Oakes, Eric Van Giessen, Michael R. Woodford, & other members of the Disability Report Working Group & the Thriving On Campus team (2022). *Thriving On Campus: The Role of Disability in 2SLGBTQ+ Students’ Experiences*. Thriving On Campus, Wilfrid Laurier University: Kitchener, ON.

QUESTION 18: WHICH OF THE FOLLOWING CATEGORIES BEST DESCRIBES YOUR EMPLOYMENT STATUS?



Quick takeaway: The majority of students are not working (57.8%); however, the majority of those students are looking for work. For those who are employed, they are most likely to be working part-time. In terms of the self-describe option, common responses included seasonal/co-op, or being off work due to disability/caregiving responsibilities.

Domestic students were more likely to be employed than international students, both at the full-time level (11.3% vs. 3.3%) and the part-time level (38.7% vs. 31.6%). International students were also more likely to be looking for employment if they were not employed (only 2.1% of international students were not looking for employment, compared to 16.4% of domestic students).

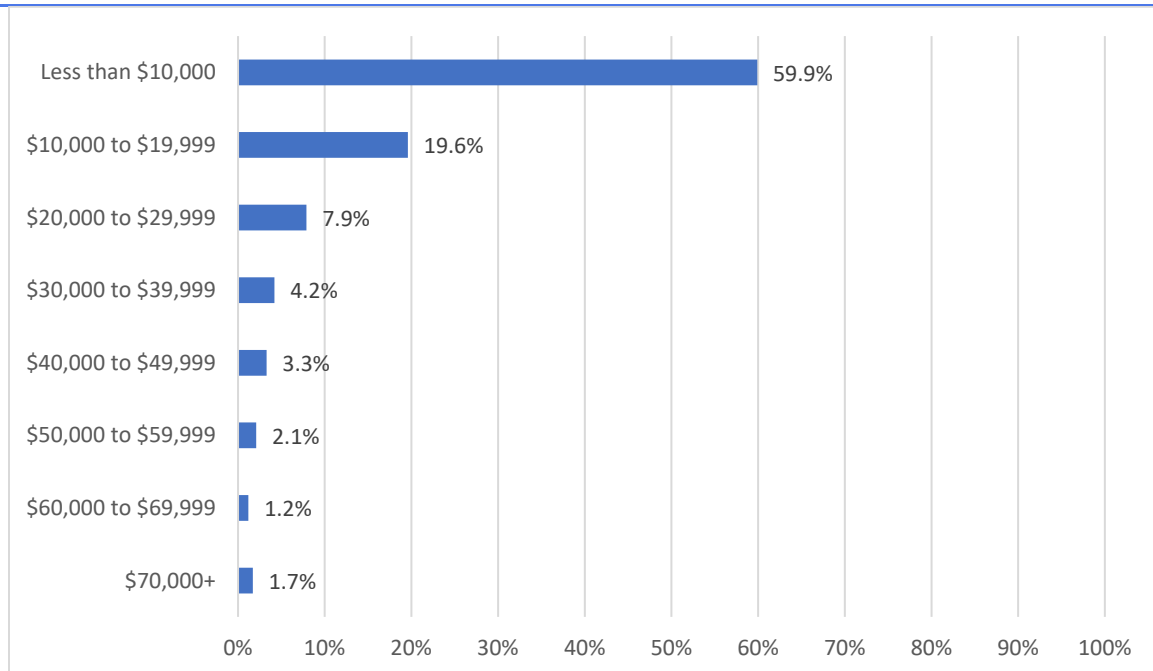
Those at Reuter were the most likely to be working full-time (34.7%), likely reflecting the apprenticeships offered at this campus, while those at Guelph were the most likely to be working part-time (48.4%).* Those at the Downtown Kitchener campus were the most likely to be looking for part-time work (53.9%), while those at Cambridge were the least likely to be looking for work (11.8% indicated they were not looking for employment).

Those with disabilities were more likely to be employed part-time (41.6%, compared to 32.8% of those without disabilities working part-time), but were also more likely to not be looking for work (17.8%, compared to 4.9%).* While seemingly contradictory, this may highlight the additional costs many individuals with disabilities face (leading them to seek out part-time employment), as well as the fact that employment can create additional barriers for those with disabilities while attending school.

Compared to CSI Year-End Survey 2022: Employment rates have gone down compared to 2022, where 6.9% of students were working full-time, and 54% were employed part-time. This mimics informal conversations and trends heard by CSI, as the increase in students at

Conestoga has created a highly competitive job market, which particularly disadvantages those looking for employment for the first time (either in general, or in Canada for international students). Those not looking for employment have also decreased by 2.9%, likely reflecting the higher cost of living and a need for increased income.

QUESTION 19: WHAT DO YOU EXPECT YOUR TOTAL INCOME (IN CANADIAN DOLLARS) TO BE FOR THE CALENDAR YEAR OF 2023 (JANUARY 2023 – DECEMBER 2023)?



Quick takeaway: As the options present \$10,000 ranges, it is difficult to assess directly, however, anywhere between 79.5% and 87.4% of students are below the LICO for 2023 (\$27,524).¹⁶ Given that the LICO is towards the higher end of the \$20-29,999 range, it likely means the percentage of students below the LICO line is also on the higher end of the range presented.

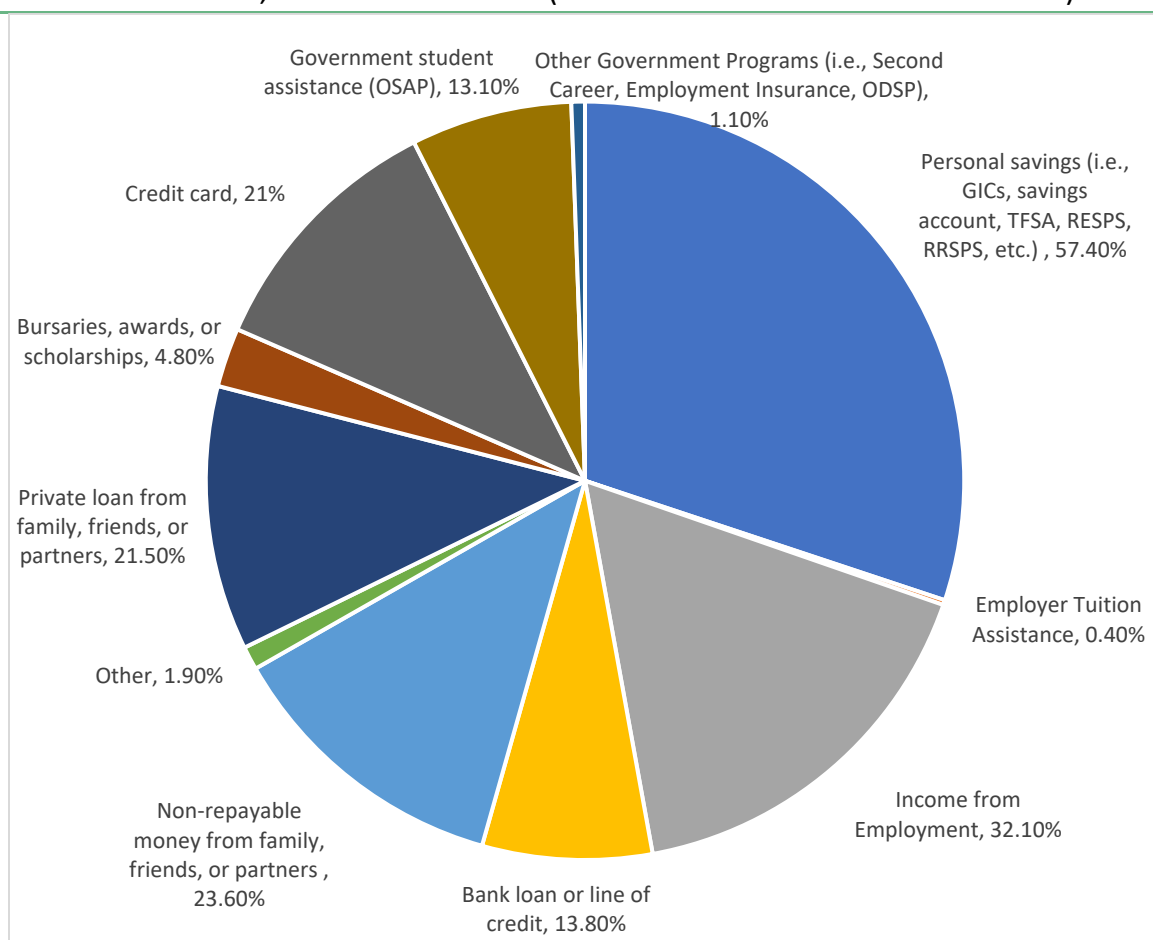
International students are more likely to make less than \$30,000, with 88.8% indicating as such, while 84.4% of domestic students stated the same. Looking at those who expected to make less than \$30,000 in 2023, international students were also more likely to indicate less income than domestic students. For example, 64.1% of international students stated they would make less than \$10,000, while only 49.9% of domestic students indicated the same.* Conversely, 10.9% of domestic students indicated they would make between \$20,000 and \$29,999, while only 6.7% of international students indicated the same.*

¹⁶ Al Parsai, "LICO Table 2023 - Low-Income Cut-Off for Immigration to Canada," Parsai Immigration Services, February 4, 2023, <https://www.settler.ca/english/lico-table-2023/>.

Those at Reuter campus were the least likely to be making less than \$30,000 (with 66.7% of students indicating they would make less than \$30,000), while those at Waterloo were the most likely to indicate they would make less than \$30,000 (90.3%).*

Compared to CSI Year-End Survey 2022: Approximately 83% of students were below the LICO, meaning that the percentage of students below LICO could have risen by as much as 4.4%, reflecting the lower percentage of students with employment as well as the stagnant nature of wages, even in the current cost of living crisis.

QUESTION 20: WHAT FINANCIAL RESOURCES/METHODS ARE YOU USING TO PAY FOR YOUR EDUCATION AND BASIC NECESSITIES SUCH AS FOOD, TRANSPORTATION, AND HOUSING? (SELECT THE TOP 3 THAT APPLY)



Quick takeaway: The majority of students rely on personal savings to afford tuition and basic necessities, followed by employment and non-repayable loans from their support network. These responses highlight many of the barriers for students, often needing to rely on their ability to save money before attending Conestoga or having access to generational wealth. Employment can also pose a barrier, particularly to students with disabilities, caregiving responsibilities, and/or those who are unable to work and attend school at the same time.

Various different campuses relied on different methods of funding:

- Those at the Reuter campus were the most reliant on four different methods of funding:
 - Income from employment, 45.8%
 - Bursaries, awards, and scholarships, 8.3%
 - Non-student specific forms of government funding, 12.5%
 - Employer tuition assistance program, 1.4%
- Those at Brantford were the most reliant on two different methods of funding:
 - Personal savings, 66%
 - Non-repayable loans from support systems, 26.7%
- Those at the Downtown Kitchener campus were the most reliant on two different methods of funding:
 - Private loans from support systems, 24.9%
 - Bank loan or line of credit, 18.8%
- Those from Waterloo were the most reliant on credit cards at 24.7%
- Those from Cambridge were the most reliant on student-specific government loans (OSAP) at 16.4%

Domestic students were more likely than international students to rely on income from employment (45.4% vs. 27%), scholarships (15% vs. 0.7%), and/or both forms of government assistance (49.1% vs. 0.3%).* International students were more likely to rely on personal savings (64.3% vs. 40.5%),* non-repayable loans from support systems (25.6% vs. 18.7%),* private loans from support systems (27.1% vs. 7.1%),* bank loan (17% vs. 5.6%),* and credit cards (21.5% vs. 19.9%). Ultimately, international students are more likely to be reliant on loan structures, some of which (such as credit cards) are particularly precarious.

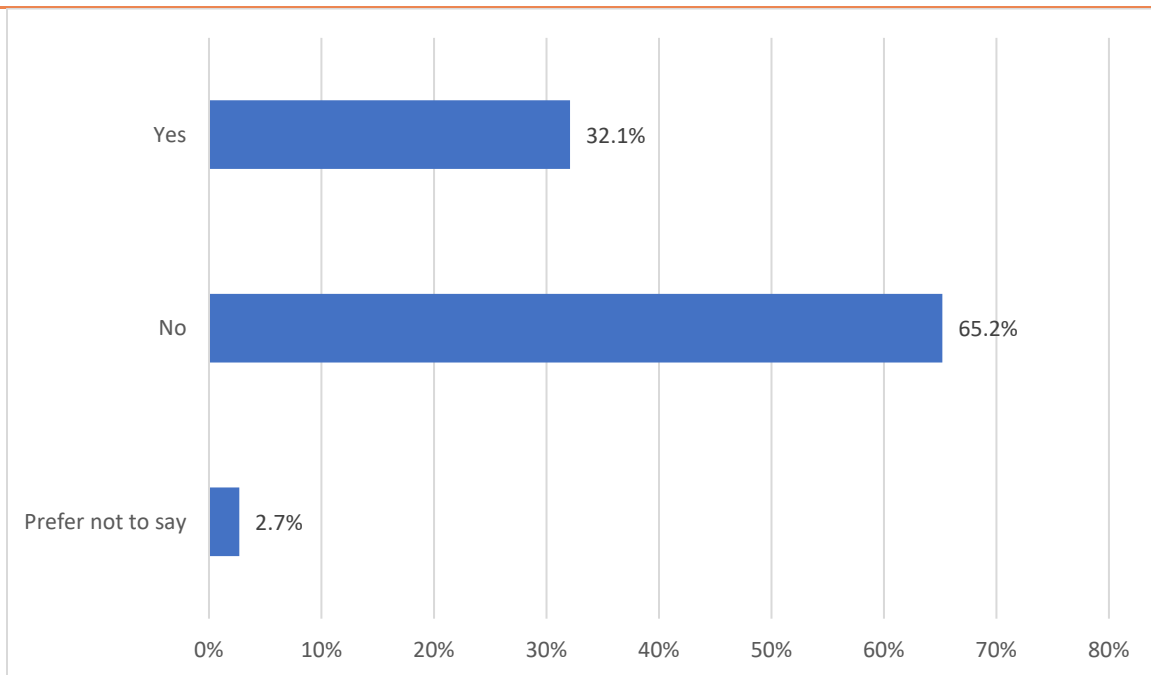
Compared to CSI Year-End Survey 2022: Previously, most students relied on income from employment (51.8%), however, this has dropped by almost 20%, likely reflecting a similar drop in student employment. Personal savings reliance increased by over 20%, potentially making up this difference. Non-repayable money from support networks increased by 2%, while private loans from support networks remained relatively stable. Reliance on credit cards decreased by 1%, as did reliance on bank loans or lines of credit. One of the biggest decreases, however, was the reliance on OSAP, which dropped over 20% - likely reflecting the changing student demographics, as domestic students represent increasingly small proportions of students.

ACCESSIBILITY & ACCOMMODATIONS

The following questions provide an overview of the experiences of students with disabilities regarding accommodations. The following questions were only shown to those who indicated they have a disability, and highlights include:

- The majority of students do not have a formal accommodation plan (65.2%).
- Those who did have an accommodation plan were most likely to say the accommodation plan aligned with their expectations (90.7%).
 - Men were more likely than women to say their accommodation plan met their expectations.
- Of those who did not have an accommodation plan, they were most likely to say did not want to go through the burden of applying (45.7%).
 - This was more common for domestic students (49.4%, compared to 18.5% of international students).
 - International students were more likely to state they did not know where to go (59.3% vs. 25.9%).

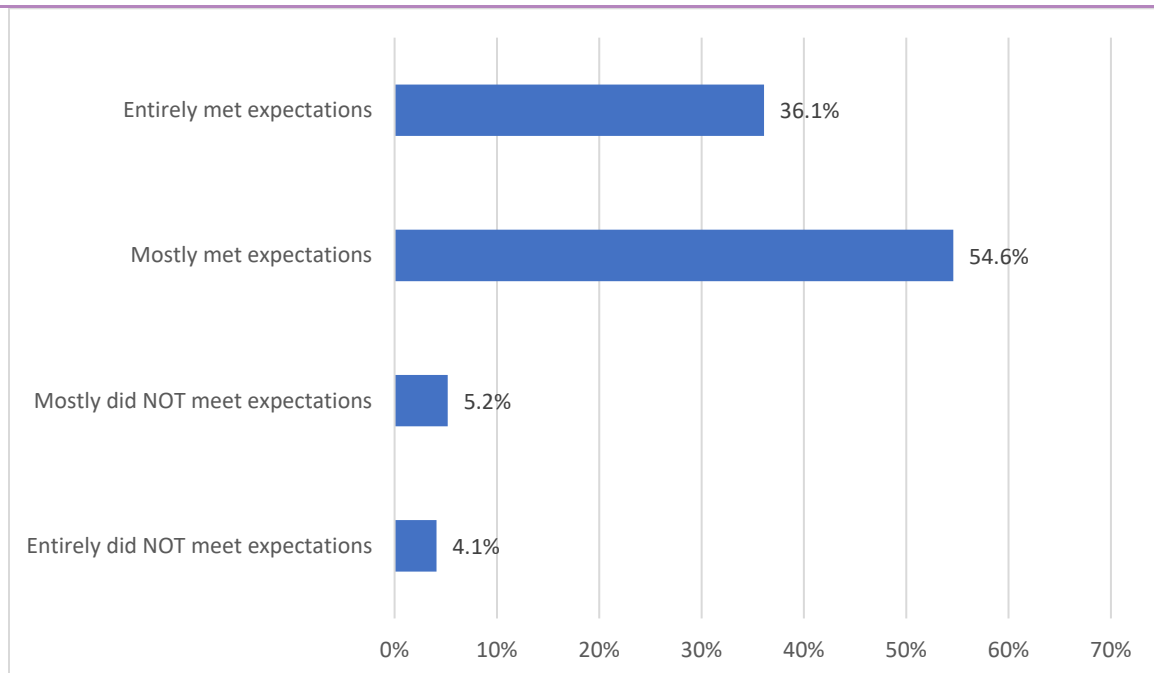
QUESTION 21: DO YOU HAVE A FORMAL ACCOMMODATION PLAN FOR YOUR DISABILITY WITH CONESTOGA ACCESSIBLE LEARNING SERVICES?



Quick takeaway: Among those who stated they have a disability, approximately a third had a formal accommodation plan, which was relatively stable when comparing gender (men/women) and domestic/international students.

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

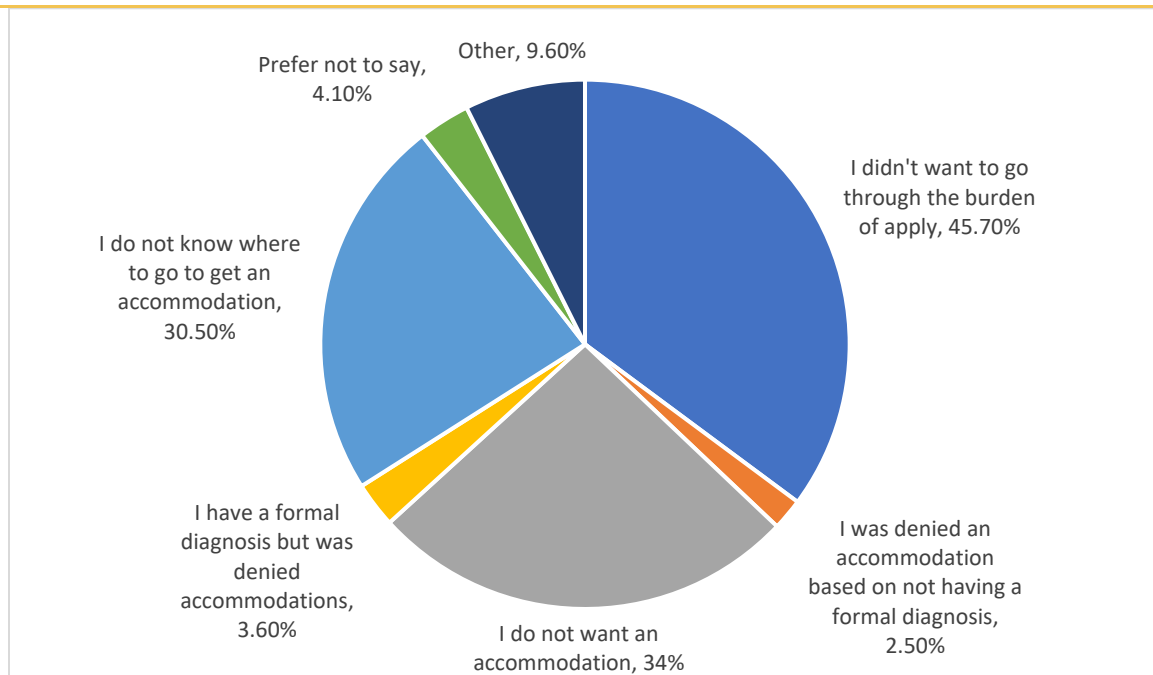
QUESTION 22: DOES YOUR ACCOMMODATION ALIGN WITH WHAT YOU WERE EXPECTING TO RECEIVE?



Quick takeaway: Among those who stated they do have a formal accommodation plan, the majority of students (90.7%) felt their accommodation at least mostly met their expectations. Among gender lines, 9.6% of women felt their accommodation mostly/entirely did not meet their expectations, compared to 0% of men, however, the expectations for domestic and international students were relatively similar.

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 23: WHY DO YOU NOT HAVE AN ACCOMMODATION? SELECT ALL THAT APPLY.



Quick takeaway: Responses under “other” included having a diagnosis, but not the necessary paperwork, in the process of applying, not having the time to apply for an accommodation, scared because of past experiences with accommodation requests, and/or not knowing where/how to apply.

Given the high prevalence of not wanting to go through the burden of applying, this may reflect a student need for changes and/or better information regarding the accommodation process at Conestoga College, to ensure students with disabilities can access accessibility supports that encourages equitable access to education as required by human rights legislation.

It should be noted that the reason why students with disabilities did not have an accommodation was not spread equally. Domestic students were much more likely to reflect not wanting to go through the burden of applying (49.4%, compared to 18.5% of international students), while international students were more likely to state they did not know where to go (59.3%, compared to 25.9% of domestic students).

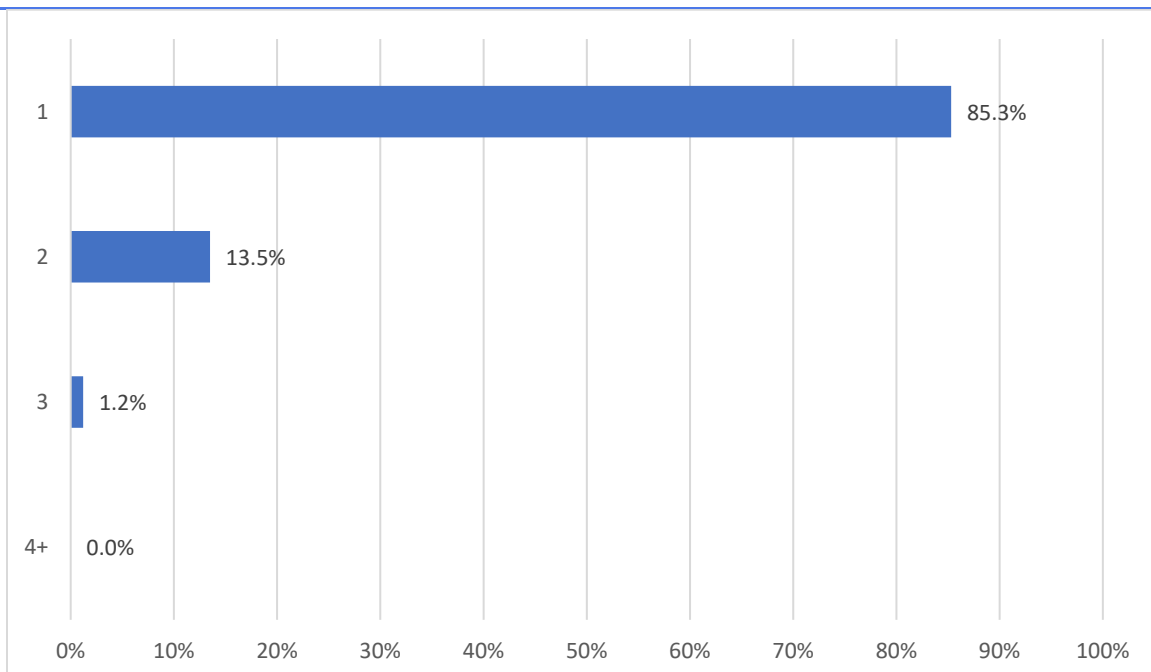
Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

EMPLOYMENT

The following questions provide an overview of the experiences of students who indicated they were employed and were only shown to those who stated they were employed. The highlights include:

- The majority of students only work one job (85.3%)
 - Domestic students were more likely to be working 2 jobs compared to international students, as were women when compared to men.
- The average total hours worked per week is 21.1 hours, with domestic students working slightly more per week than international students.

QUESTION 24: HOW MANY JOBS DO YOU WORK?



Quick takeaway: The majority of students only work one job, however this is not felt equally. For example, women were more likely to work 2 jobs, when compared to men (15.9% of women worked 2 jobs, compared to 10.8% of men).* Additionally, domestic students were more likely to work 2 jobs (17.5%), compared to international students (11.1%).* This may reflect the legal restrictions on international student working hours, or the fact that domestic students are more likely to be women.

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 25: ON AVERAGE, HOW MANY HOURS TOTAL DO YOU WORK PER WEEK? FOR EXAMPLE, IF YOU WORK TWO PART-TIME JOBS AT 20 HOURS PER WEEK, YOU WOULD WORK 40 HOURS TOTAL PER WEEK.

Quick takeaway: The total average hours worked per week is 21.1 hours, with a median of 20 hours per week. The highest number of hours worked per week was 80, while the lowest number was 0. The lowest number might reflect someone who works seasonally, and, therefore, during the semester does not work but is technically employed.

Looking at domestic and international students, domestic students, on average, worked 22.2 hours per week, compared to a 20-hour average for international students – likely reflecting the legislative barriers for international students to work longer hours per week.

Across the various campuses, Doon students work an average of 19.7 hours per week, Waterloo students work an average of 19.9 hours per week, Guelph students work an average of 20.6 hours per week, Brantford and Cambridge students work an average of 20.7 hours per week, Downtown Kitchener students work an average of 23.5 hours per week, and Reuter students work the highest number of hours per week on average at 33.9 hours per week.

Men worked slightly more on average than women, with men working 21.6 hours per week and women working 20.9 hours per week.

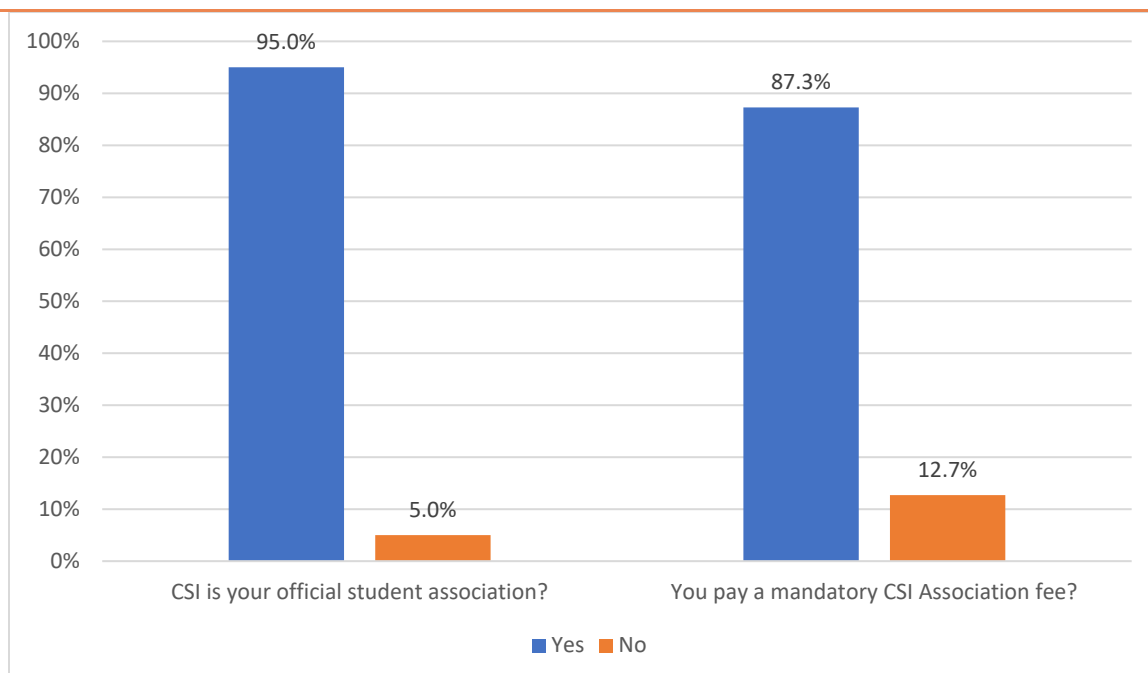
Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

TRANSPARENCY & ACCOUNTABILITY

The following questions provide an overview of students' general understanding of CSI and its accountability to students and were shown to all students. In 2022, these questions were asked at the end of the survey, however, the following questions were moved to the beginning to reduce question order bias (i.e., one question asks students if they feel CSI provides them with the opportunity to give feedback. At the end of a survey, this may result in false positives as students have just given feedback, whereas at the beginning of a survey, this may encourage students to think beyond the current survey). Highlights include:

- Almost all students (95%) were aware that CSI is their official student association.
 - This has increased by 10% from 2022.
- Students are more likely to say that CSI provides value to the student experience overall (82.1%) than they were to say that CSI provides them personally value (60.9%).
 - Both overall value and personal value decreased slightly from 2022.
- 88.9% of students felt that CSI provides them with the opportunity to share feedback.
- 86.5% of students felt that the CSI Board of Directors is transparent.
- 78% of students felt heard and represented by CSI.

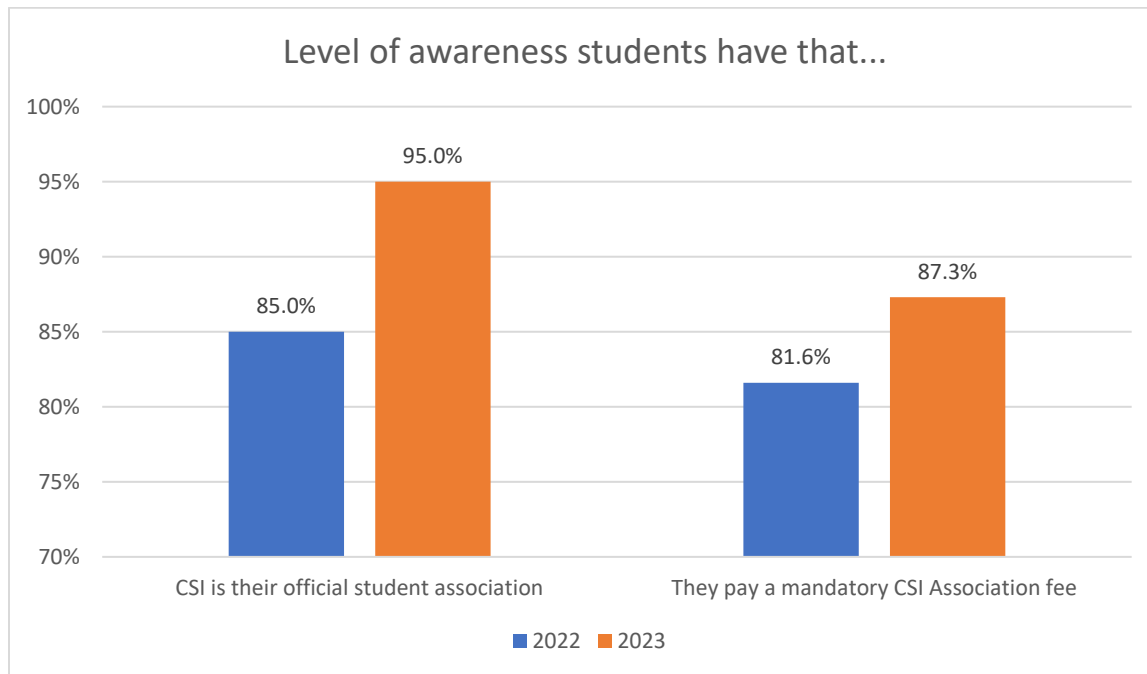
QUESTION 26 & 27: ARE YOU AWARE THAT...



Quick Takeaway: The vast majority of students are aware that CSI is their official student association, with slightly less being aware that they pay a mandatory fee. International students were more likely to be aware of both (97.3% and 91%, respectively), compared to domestic students (89% and 77.7%, respectively). Those on the Reuter campus were the least likely to know CSI was their student association (88.9%) and that they pay a mandatory

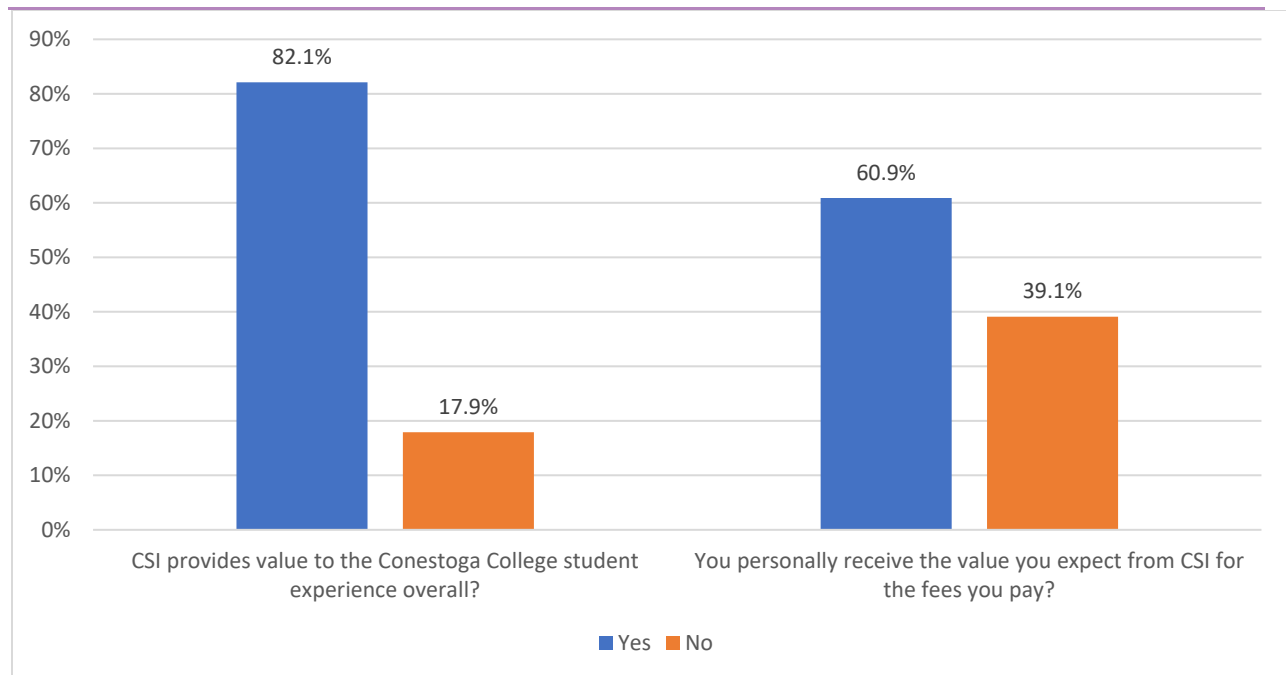
fee (69.4%), while those at Brantford were the most likely to know both facts (97.6% and 91.8%).

Compared to CSI Year-End Survey 2022:



Overall awareness has increased, with 85% being aware of CSI and 81.6% being aware of the fee in 2022. While Reuter remains the least aware, the awareness level has risen dramatically. In 2022, only 61.1% of Reuter students knew CSI was their official student association, and only 42% knew about CSI's mandatory fee.

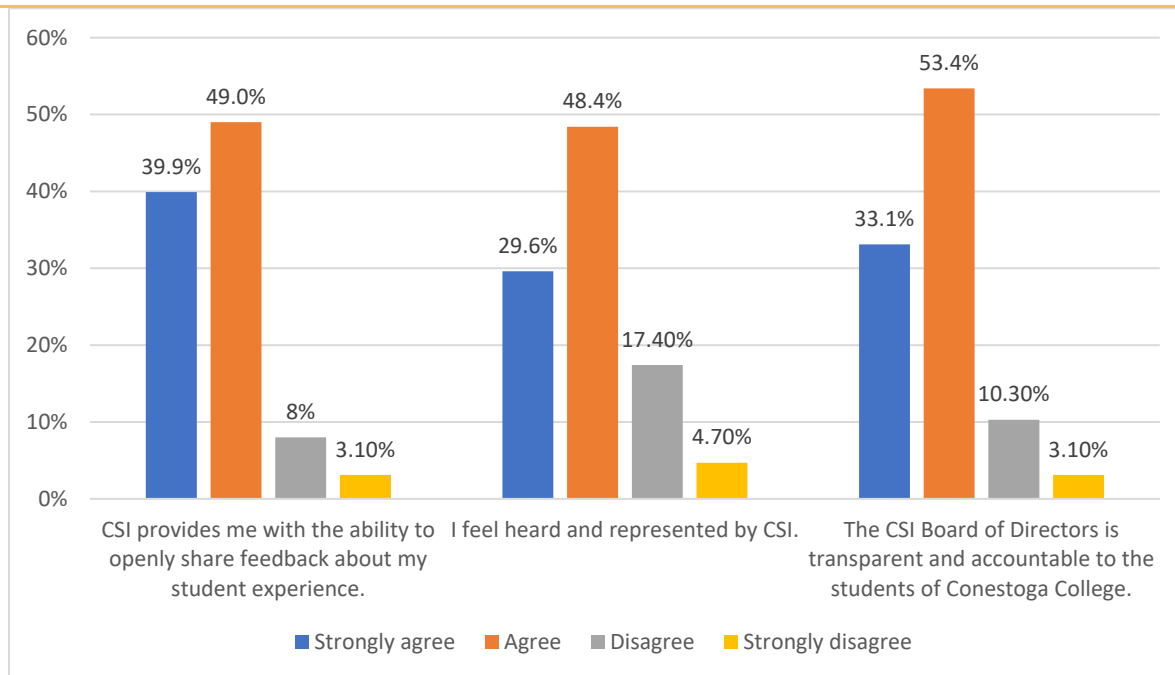
QUESTION 28 & 29: DO YOU FEEL THAT...



Quick Takeaway: Most students feel that CSI provides value to the Conestoga student experience overall; however, only 60.9% of students felt they had personally received the value they pay for, and women were more likely to feel as if they had not received the value they paid for compared to men. In both cases, international students were more likely to say that CSI provides value to the student experience overall (86.4%) and that they personally received the value they pay for (68%), when compared to domestic students (71.1% and 42.8% respectively). Those on the Reuter campus felt the least like CSI provided both overall and personal value, at 72.2% and 45.8% respectively, while those on the Brantford campus felt like CSI added to both overall and personal value the most (86.4% and 68.5%).

Compared to CSI Year-End Survey 2022: CSI's value on the overall Conestoga experience has gone down slightly from 84.8%, as has personal value (from 63.9%).

QUESTION 30: PLEASE RATE HOW MUCH YOU AGREE WITH THE FOLLOWING STATEMENTS:



Quick Takeaway: Overall, most students believe that:

- CSI provides them with the ability to share feedback (88.9%);
- they are heard and represented by CSI (78%); and
- the CSI Board of Directors is transparent and accountable (86.5%).

In all three statements, international students were more likely than domestic students to agree, and, when they agreed they most often agreed more strongly (that is, international students were more likely to “strongly agree,” when domestic students were more likely to “agree”).

Compared to CSI Year-End Survey 2022: The second statement, “I feel heard and represented by CSI,” was not included in the 2022 version. The proportion of students who feel like CSI allows them to provide feedback increased by almost 10%, while the percentage of students who felt that the Board of Directors is transparent and accountable increased by almost 20%. One potential explanation for these large increases is the removal of a neutral option (“neither agree nor disagree”), which forces participants into making a decision. The questions were also reformatted slightly, into statements and to remove leading language that could have previously attributed to false positives. The location of the questions also moved, from the end of the survey to the beginning, to address potential question order bias (i.e., asking if the ability to share feedback at the end of a feedback survey could increase false positives). However, even with the measures to address previous false positives, the proportion of students who agreed still increased, likely reflecting positive CSI changes.

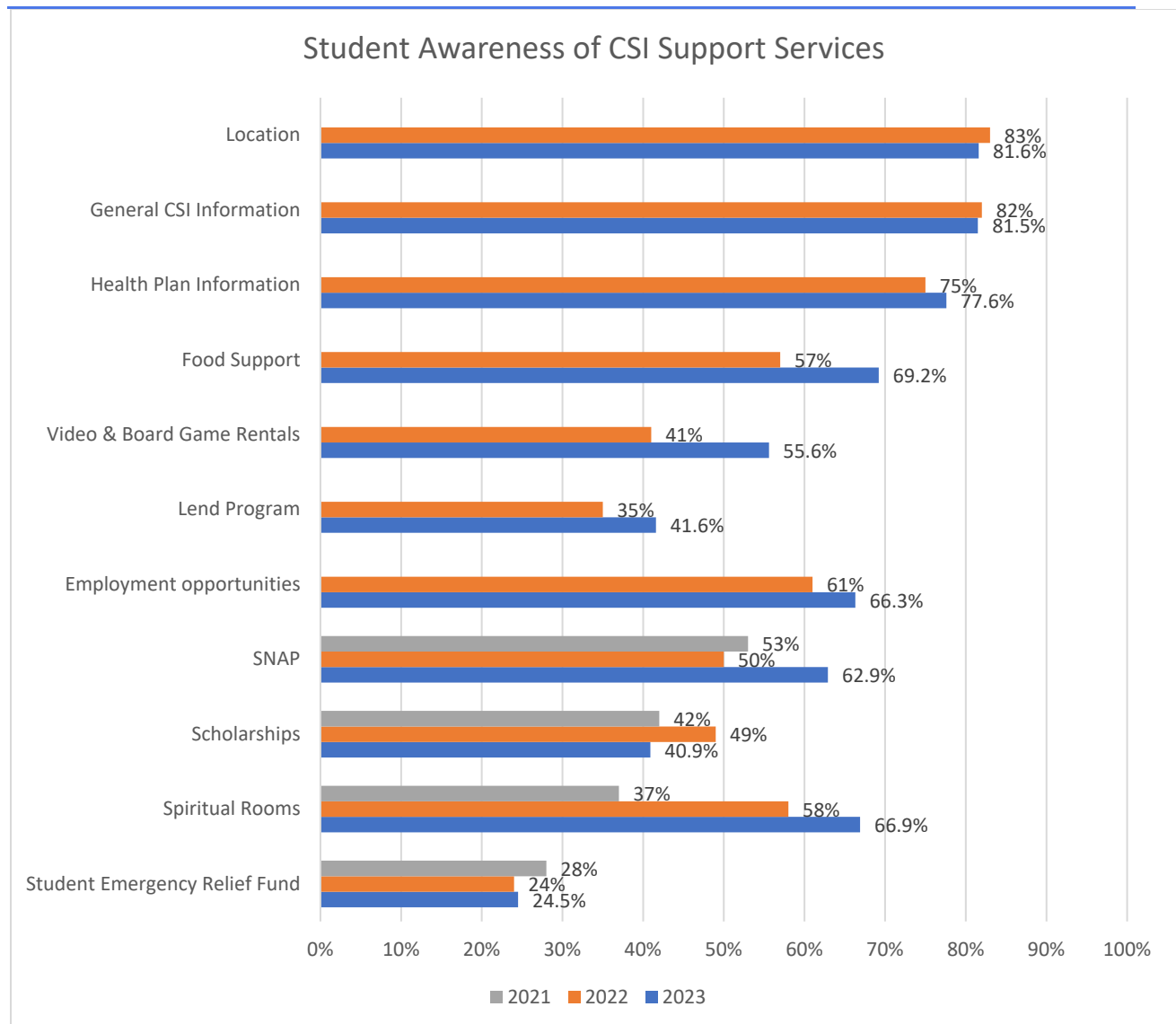
CSI SUPPORT SERVICES

The following questions provide an overview of general awareness and satisfaction with CSI's support services. This section also includes the Student Nutritional Access Program (SNAP), Student Emergency Relief Fund, scholarships, spiritual rooms, and the overall satisfaction students have with CSI's support services. Not all questions are asked to all students, usually based on their awareness/usage of services. For example, students who stated they were unaware of SNAP skipped questions regarding how they became aware, if they have used it, and why. The majority of questions were asked to all students, and highlights include the following:

- Level of awareness of CSI's services is, for the most part, increasing.
 - Those at Reuter were fairly consistently the least aware of almost all CSI services.
- Student Nutritional Access Program (SNAP)
 - Approximately 1/3 of students have accessed SNAP.
 - International students were 4x more likely to have accessed SNAP than domestic students.
 - Of those who have not accessed SNAP, the top three reasons for not doing so were:
 - Feeling as if others needed the service more than them (30.5%);
 - Unawareness (23.1%); and/or
 - Not needing the service (20%).
 - 20.4% of students have accessed an off-campus food program.
 - This is an overall increase of 6.2% from 2022.
 - Those at Brantford were the most likely to use an off-campus food program (35.9%).
 - Those who accessed SNAP were also more likely to use an off-campus food program (42%, compared to 18.1% of those who have not accessed SNAP).
- Scholarships
 - The majority of students who are aware of scholarships have also applied for one (58.8%), an increase of almost 6% from 2022.
 - The main reason students did not apply was because they believed they were ineligible.
 - Domestic students and those at Guelph were the most likely to believe they were ineligible.
- 84.5% of students were satisfied with the available support services and programs, however, only 66.5% of students felt the services were relevant to their needs.
 - Domestic students were less likely to be satisfied with the support services and programs offered, as well as the least likely to feel the services are relevant.
- When asked what additional support services/programs they would like to see, the top five most commonly cited ideas were:
 - Career development (24.3%)
 - Food offerings/support (17.5%)

- Financial aid (13.3%)
- Events (11%)
- Health care (9.3%)
- When asked about what recreational spaces students would like to see, the top five most commonly suggested areas were:
 - Fitness (45.3%)
 - Library/study (14.8%)
 - Relaxing, lounge, and/or club spaces (10.9%)
 - Eateries/cafeterias (9.2%)
 - Art/creative areas (5.9%)

QUESTION 31, 33, 39, 41, 46, & 107: ARE YOU AWARE OF THE FOLLOWING CSI SERVICES AND LOCATIONS ON YOUR CAMPUS?



Quick Takeaway: Students are most aware of the CSI service hub locations, followed closely by general CSI information, while the Student Emergency Relief Fund and the lend program are what students are least aware of. Among all services, international students are more aware than domestic students, as are men and those without disabilities.

Looking across the various campus, those at the Reuter campus had the lowest level of awareness for all services except for game rentals, while those at the Doon campus had the lowest level of awareness:

- Location, 62.5% of students at Reuter were aware.
- Lend program, 31.9% of students at Reuter were aware.
- Food support, 58.3% of students at Reuter were aware.
- Health plan information, 45.8% of students at Reuter were aware.
- General CSI information, 63.9% of students at Reuter were aware.
- Video and board game rentals, 49.3% of students at Doon were aware.
- SNAP, 43% of students at Reuter were aware.
- Student Emergency Relief Fund, 13.9% of students at Reuter were aware.
- Scholarships, 36.1% of students at Reuter were aware.
- Spiritual rooms, 41.7% of students at Reuter were aware (it should be noted, this question was not shown to students at Brantford as its spiritual room is a new offering from CSI).
- Employment opportunities, 37.5% of students at Reuter were aware.

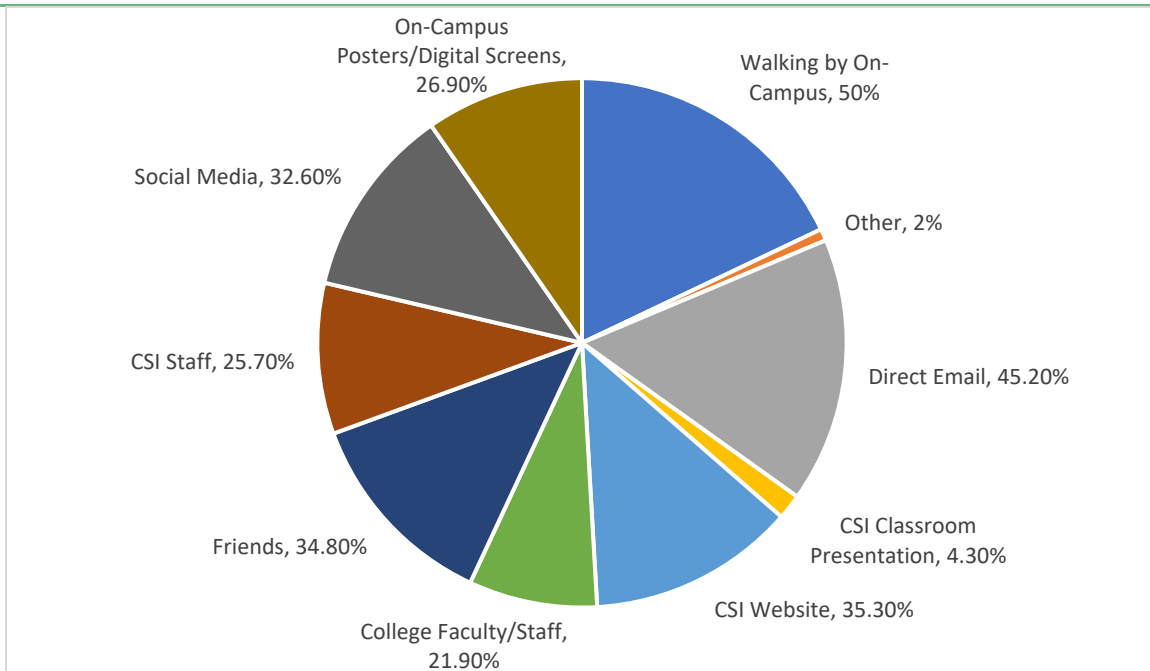
The campuses with the highest level of awareness of CSI's several services varied across many campuses:

- Location, 89.5% of students at Cambridge were aware.
- Lend program, 52.9% of students at Guelph were aware.
- Food support, 72.3% of students at Downtown Kitchener were aware.
- Health plan information, 81.5% of students at Guelph were aware.
- General CSI information, 84.9% of students at Downtown Kitchener were aware.
- Video and board game rental, 75.8% of students at Guelph were aware.
- SNAP, 68.6% of students at Doon were aware.
- Student Emergency Relief Fund, 29.9% of students at Guelph were aware.
- Scholarships, 48.5% of students at Brantford were aware.
- Spiritual rooms, 77.7% of students at Guelph were aware.
- Employment, 74% of students at Cambridge were aware.

Compared to CSI Year-End Survey 2022: With the exception of CSI hub desks, general CSI information, and scholarships, all CSI support services have seen an increase in student awareness. Questions related to printing, copying, binding, and laminating were removed as CSI has stopped offering these services. Overall, there is a relatively upward trend of student awareness about the various support services CSI offers. Some dips between 2021 and 2022 for programs such as SNAP and the Student Emergency Relief Fund could be explained by the renaming of these services – therefore, as older students graduate and

students become more acclimated to new names, the service awareness likely increases as well.

QUESTION 32: HOW DID YOU BECOME AWARE OF THE CSI SERVICE HUB ON YOUR CAMPUS?



Quick takeaway: This question only covers services asked about in question 31: location, general CSI information, health plan information, food support, lend program, and video/board game rentals. Overall, three most common ways students became aware of these services were by:

1. Walking past on-campus (50%),
2. Direct email (45.2%), and/or
3. CSI's website (35.3%).

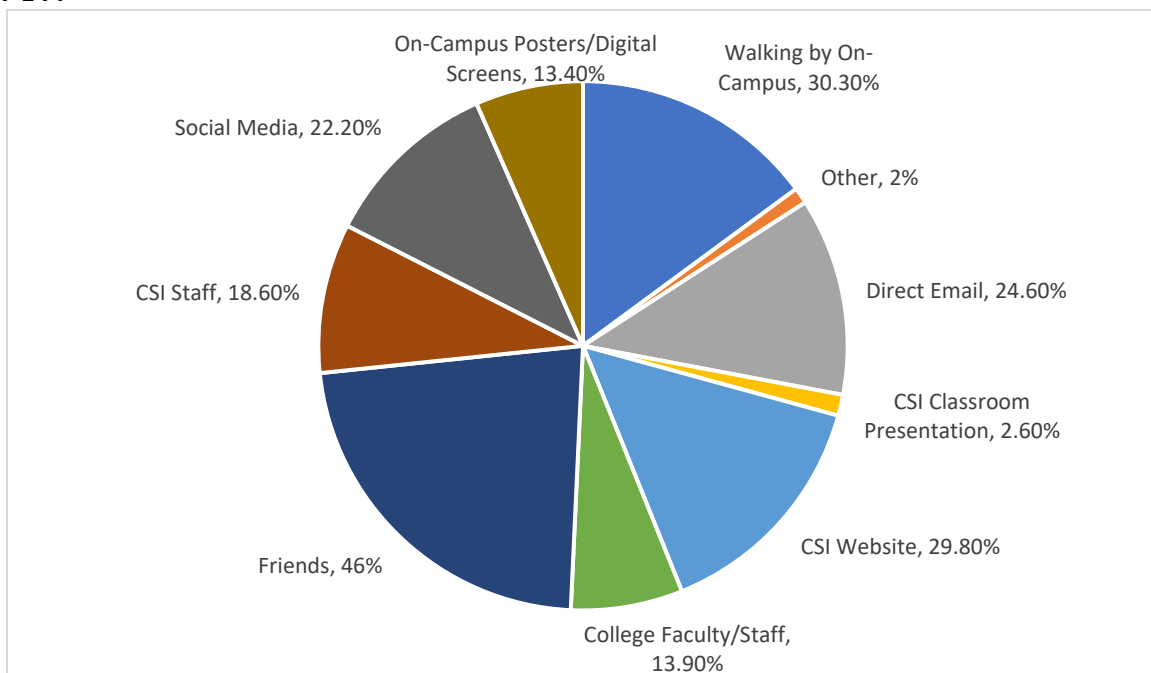
Domestic students were slightly more likely than international students to become aware of these services via walking by on-campus (51.9% vs. 49.4%), and/or direct email (45.5% vs. 45.1%), while international students were much more likely to learn about the services through CSI's website (40.5% of international students, compared to 18.2% of domestic students*).

Across the various campuses, walking by on-campus was most effective at reaching students on the Cambridge campus and least effective on the Brantford campus (62.6% vs. 38.6%).* Conversely, direct email was most effective at reaching Brantford students (50.8%), and least effective reaching Cambridge students (35.2%).* Finally CSI's website was most effective for Guelph students, and least effective for Reuter students (38.9% vs. 16.7%).*

Compared to CSI Year-End Survey 2022: In 2022, the top three ways students became aware of CSI Service Hubs were by walking past on-campus (50.1%), direct email (46.6%), and friends (33.6%). In 2023, CSI's website has replaced friends in the third spot, increasing by 2% from 33.3%, though the proportion of those who learned via their friends also increased from 2022 by 1.5%. Both walking by on-campus and direct email went down slightly by 0.1% and 1.4% respectively.

SUPPORT SERVICES: STUDENT NUTRITIONAL ACCESS PROGRAM (SNAP)

QUESTION 34: HOW DID YOU BECOME AWARE OF SNAP? SELECT ALL THAT APPLY.



Quick Takeaway: The top three ways students become aware of SNAP are:

1. Through their friends (46%),
2. Walking by it on campus (30.3%), and/or
3. CSI's website (29.8%).

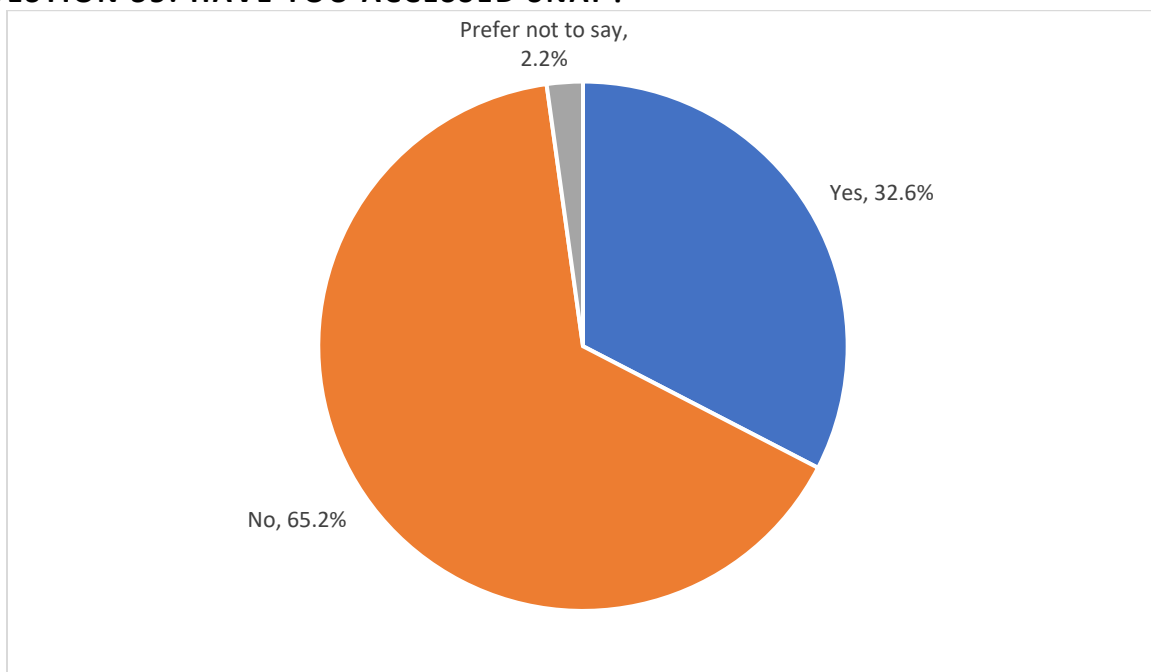
Domestic students were more likely to become aware of SNAP by walking past it on campus (44.5% vs. 26.8% of international students), while international students were more likely to learn about SNAP via friends (54.2% of international students, compared to 13.5% of domestic students) and CSI's website (33.3% vs. 15.5%).* Those who have accessed SNAP were also more likely to hear about it via friends (63.7%, compared to 37.2% of those who have not used SNAP).

Women were more likely than men to learn about SNAP by walking past it on campus (32.2%), as were those with disabilities when compared to those without disabilities (47.3% vs. 28.9%). This could be because both women and those with disabilities are more likely than men to attend the Doon campus, which has a physical food bank location, whereas

other campuses do not. This is further supported by the fact that those at Doon are the most likely to have learned about SNAP by walking by on campus (34.3%). Those at the Downtown Kitchener campus were the most likely to hear about SNAP via friends (58.5%)*, while those at Guelph were the most likely to learn about it via CSI's website (40%).

Compared to CSI Year-End Survey 2022: In 2022, the top three ways students became aware of SNAP were via friends, CSI's website, and social media. Social media has dropped considerably, from 32% to 22.2% and is now the fifth most common way students become aware of SNAP. Additionally, awareness via friends has increased by 10%, while walking by on campus has decreased by 3.3%.

QUESTION 35: HAVE YOU ACCESSED SNAP?

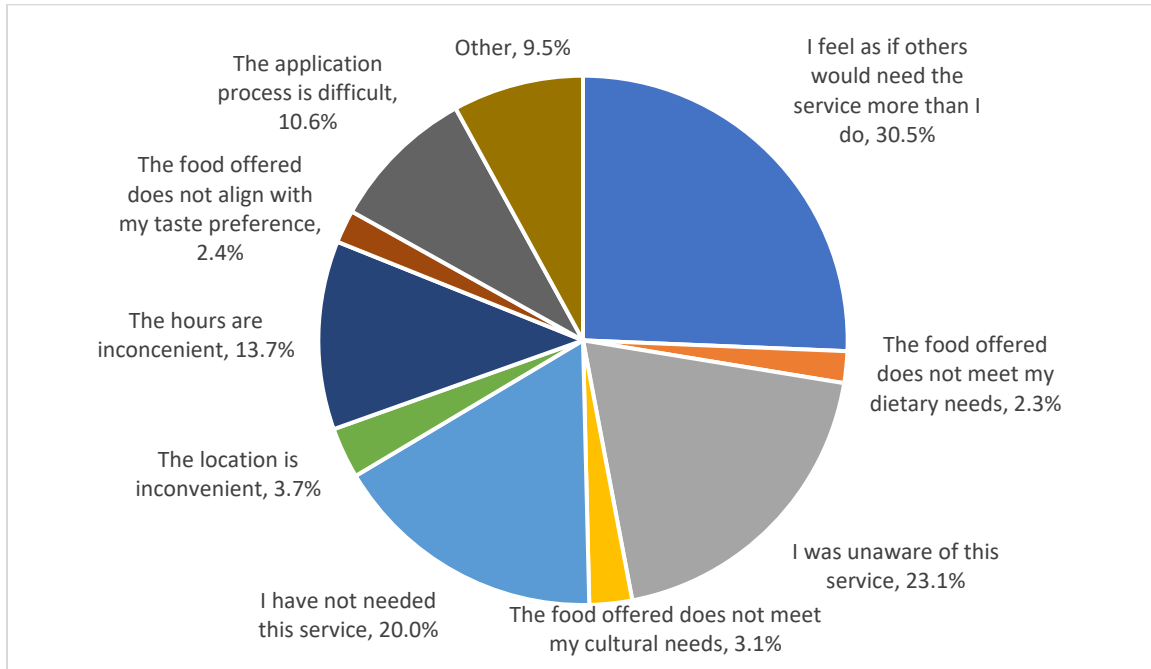


Quick Takeaway: Almost a third of students have accessed SNAP, though this is not equally felt by students. International students were almost four times more likely to have accessed SNAP than domestic students,* and those at the Cambridge campus were more likely than those at other campuses to say they have accessed SNAP at 43.8%. Interestingly, those with disabilities were less likely to say they accessed SNAP (19.9% accessed, compared to 34% of those without disabilities).* This may reflect the fact that those with disabilities are more likely to be domestic students. Among domestic students only, those who also indicated they have a disability were slightly more likely than domestic students without a disability to have accessed SNAP (12% vs. 10%). Similarly, looking at just international students, those with a disability are also more likely to have accessed SNAP than international students without disabilities (51.9% vs. 38.1%).

Compared to CSI Year-End Survey 2022: While this is the first time that CSI has asked this question in the year-end survey, CSI has seen an approximately 3% yearly increase in

students accessing SNAP, even after controlling for enrollment over the past 3 years.¹⁷ If the survey results are entirely accurate to this academic year (that is to say, approximately a third of all students [not just survey respondents] have accessed SNAP within this academic year), this would indicate an increase of over 20%. While the access rate is likely lower (as this would include students who have been at Conestoga for multiple years, they may have accessed SNAP previously and not this year), there is a startling trend towards food insecurity.

QUESTION 36: WHY HAVE YOU NOT USED SNAP? SELECT ALL THAT APPLY.



Quick Takeaway: The main reason why people have not used SNAP was because they believed others needed it more, a common barrier many face and a direct challenge to an increasingly prevalent narrative that paints both food bank users in general, and international students in particular, as taking advantage of food banks.¹⁸ This rationale was also selected over 10% more than not needing the service, meaning that there is a clear barrier to those who need the service, but are self-selecting out instead.

“Other” responses included references to applying but being denied, insufficient supply, not knowing how to apply, and repeat options (i.e., hours are inconvenient, unaware of the service, etc.).

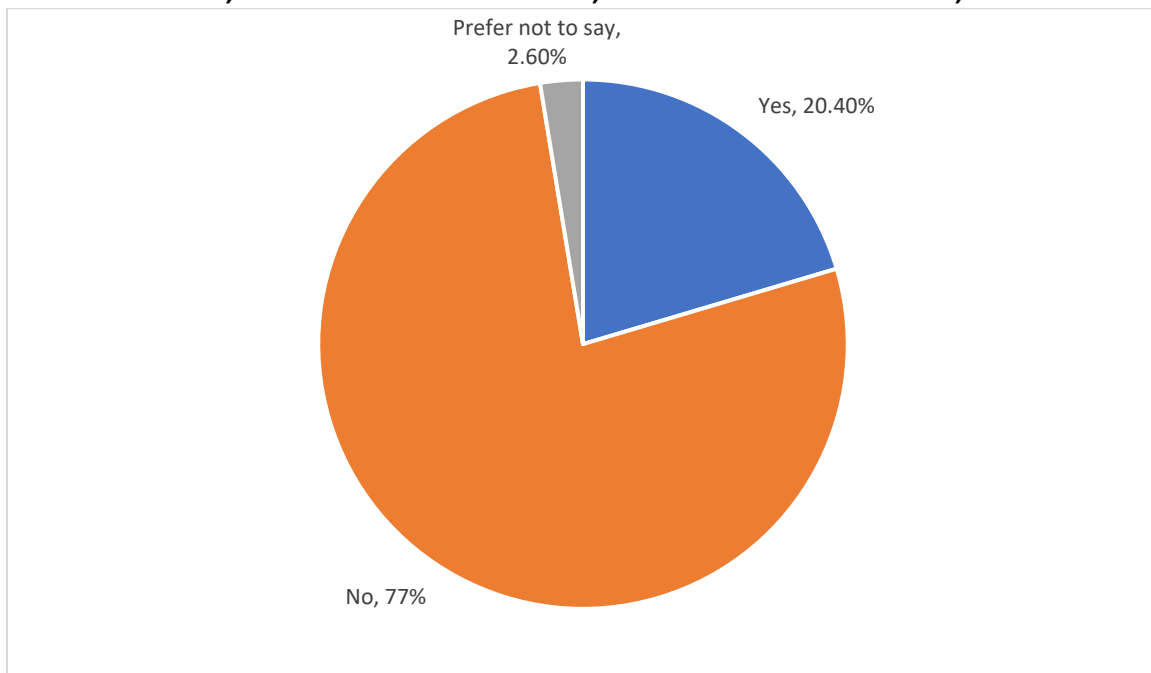
Compared to CSI Year-End Survey 2022: This question was reformatted and attached to logic differently than it was in 2022, making a comparison difficult, but not impossible. In

¹⁷ Barnett, Nathan R.G., and Justin McLaughlin, *2023 Food Security Report*. Kitchener: Conestoga Students Inc, forthcoming.

¹⁸ Takagi, Andy and Nicholas Keung, “These International Students Had to Skip Meals to Survive in Canada. Food Banks Helped Save Them,” *Toronto Star*, November 18, 2023, https://www.thestar.com/news/canada/these-international-students-had-to-skip-meals-to-survive-in-canada-food-banks-helped-save/article_134a311d-3026-5c6e-9dd9-fe3e70514c2e.html.

2022, 50% of respondents indicated they did not need the service, which has dropped 30% - once more highlighting the rising rates of food insecurity at Conestoga College. Unawareness was not an option available in 2022, but many of the “other” responses (9.5%) reflected a lack of awareness, potentially indicating a decrease in awareness. Hour inconvenience has increased slightly, meaning that there may be a need to assess the hours of operation (for physical locations and pick ups) and/or informing students on timeline expectations (for services like gift cards). The location inconvenience decreased by over 4%, likely reflecting the change in services towards virtual gift cards. Application process difficulty increased slightly, though this could potentially reflect the increased volume of applications, leading to higher denial rate that could be expressed in this option or “other.” In 2022, not liking what was offered was one option, and represented 1.5% of responses. In this iteration, this was separated out based on cultural, dietary, and taste needs; however, all three have increased.

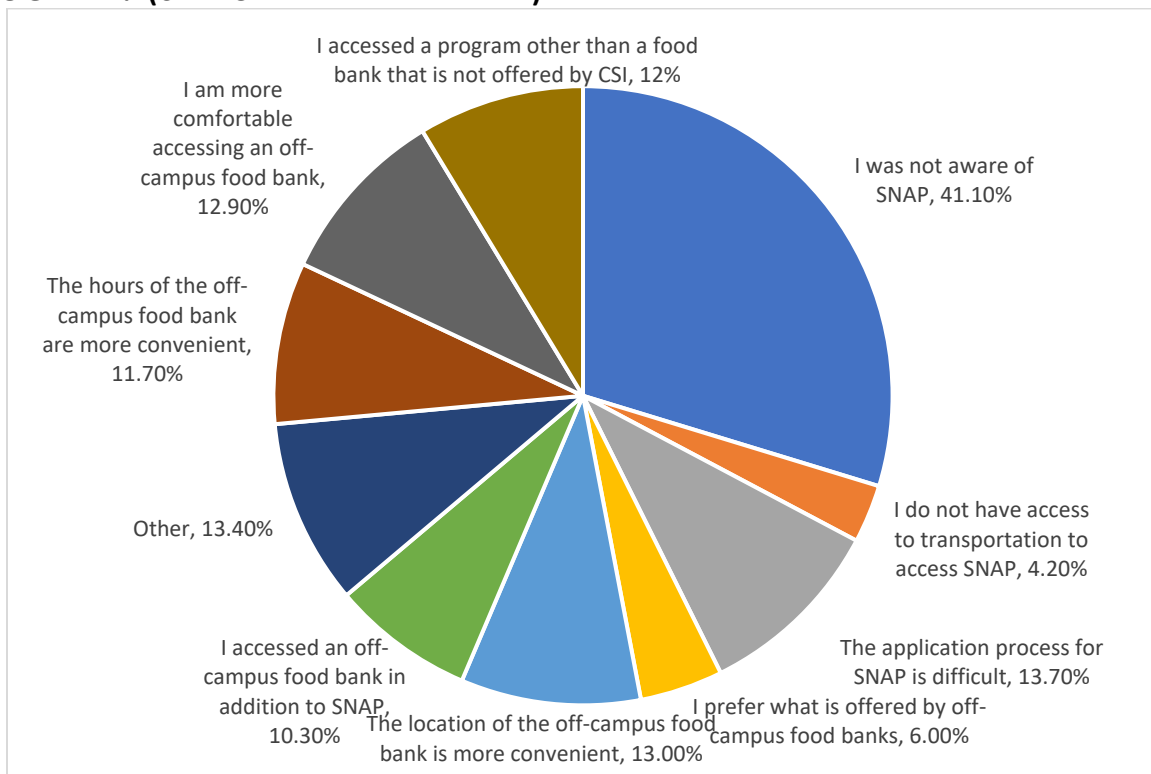
QUESTION 37: HAVE YOU ACCESSED ANY OFF-CAMPUS FOOD PROGRAMS, SUCH AS A FOOD BANK, COMMUNITY KITCHEN, COMMUNITY GARDEN, ETC.?



Quick Takeaway: The majority of students have not accessed any off-campus food supports, though this varies. Those at Brantford were the most likely to have accessed an off-campus food support program, with 35.9% of students indicating yes, while those at Reuter were the least likely to (only 9.7% of Reuter students indicated they had).^{*} Additionally, international students were significantly more likely to access an off-campus food support program, with 24.5% of international students stating they had used one, compared to 10% of domestic students.^{*} Students who had accessed SNAP were also more likely to use an off-campus food support, with 42% of students who accessed SNAP saying they had accessed an off-campus food support program, compared to 18.1% of students who had not accessed SNAP.

Compared to CSI Year-End Survey 2022: In 2022, 14.2% of students had accessed an off-campus food bank, indicating an increase of 6.2%. However, the wording of the question since 2022 has changed slightly. Previously, CSI asked about accessing an off-campus food bank, whereas in 2023 CSI asked about food support programs such as food banks, community kitchens/gardens, or other programs. While this could explain the increase, it is also important to note that food insecurity across the Conestoga College student population is on the rise, as reflected in both this report and CSI's food insecurity report.

QUESTION 38: WHY DID YOU CHOOSE TO USE AN OFF-CAMPUS FOOD PROGRAM? (SELECT ALL THAT APPLY)



Quick takeaway: The main reason why students used an off-campus food program was because they were unaware of SNAP (41.1%). Not including unawareness, the top three reasons why students used off-campus food programs were:

1. The application process for SNAP was too difficult (13.7%),
2. Other (13.4%), and/or
3. The location of the off-campus food program is more convenient (13%).

Common responses to “other” included unawareness, being denied SNAP, off-campus food programs offering more support, and not knowing how to access SNAP at campuses other than Doon.

Domestic and international students had similar levels of awareness (41% for international students, 40.5% for domestic students), however, international students were more likely to indicate the application process as difficult (15% for international students, compared to 5.6% for domestic students*). Domestic students were more likely to indicate the location of

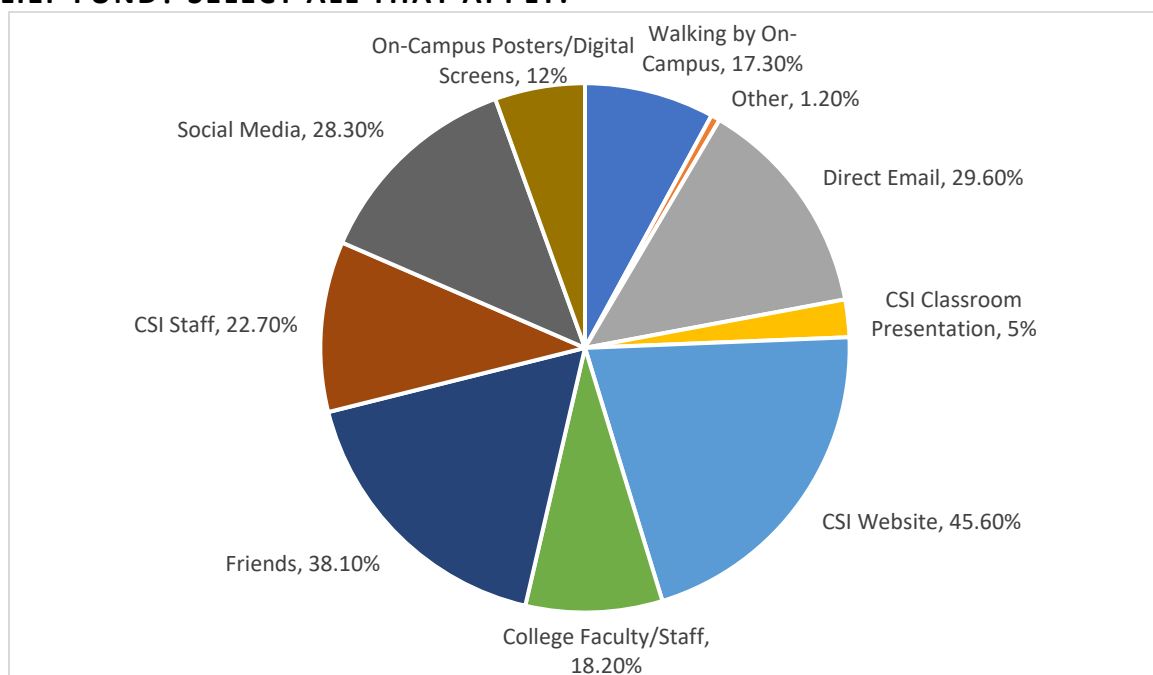
the off-campus program to be more convenient (19.1% compared to 12.7%). It should be noted that 11.3% of international students indicated they accessed an off-campus food program in addition to SNAP, compared to 3.4% of domestic students.

Those at Doon were the most likely to be aware of SNAP with only 34.7% of students indicating they were unaware, while those at Guelph indicated the highest level of unawareness (52.6%).* Those at the Downtown Kitchener campus were the most likely to indicate the application process was difficult (24.3%), while those at the Brantford campus were the most likely to state that the location of the off-campus program was more convenient (16.2%).

Compared to CSI Year-End Survey 2022: In 2022, the level of awareness was 49%, meaning awareness has increased 7.9%. Not including awareness, the top three reasons why students used an off-campus food bank in 2022 were that the location was more convenient (28.7%), the hours were more convenient (23.4%), and the application process was too difficult (14.4%). All reasons have decreased, which may reflect changes CSI has made to SNAP in order to best serve student needs.

SUPPORT SERVICES: STUDENT EMERGENCY RELIEF FUND

QUESTION 40: HOW DID YOU BECOME AWARE OF THE STUDENT EMERGENCY RELIEF FUND? SELECT ALL THAT APPLY.



Quick takeaway: Of those who indicated they were aware of the Student Emergency Relief Fund, the top three most common ways were:

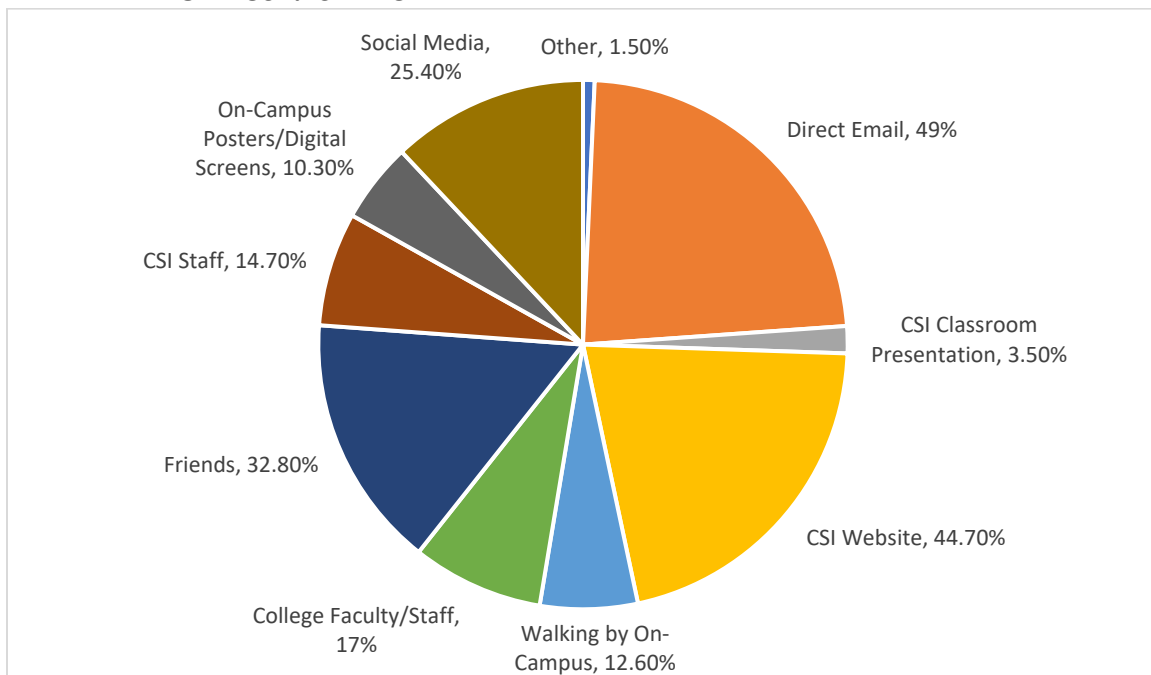
1. CSI's website (45.6%),
2. Friends (38.1%), and/or
3. Direct email (29.6%).

Across the various campuses, those at Reuter were the most likely to learn about the program via CSI's website (80%), while those at Waterloo were the least likely to (38.1%). Friends were most effective on the Downtown Kitchener campus (62.5%), and least effective on the Reuter campus (20%). Finally, direct email was also the least effective on the Reuter campus (0%), and most effective on the Waterloo campus (33.6%). International students were more likely than domestic students to learn about the program via CSI's website (47.9% vs. 35.8%)* and/or friends (44.5% vs. 11.9%)*, while domestic students were more likely to learn about it from direct emails (33.1% for domestic students, compared to 28.7% of international students).

Compared to CSI Year-End Survey 2022: In 2022, the top three ways students became aware of the Student Emergency Relief Fund were CSI's website (48%), social media (34%), and friends (33%). While CSI's website has remained the most common way students become aware of this service, it has decreased in proportion by 2.4%. Social media dropped by 5.7%, while friends increased by 5.1%. In 2022, 28% of students were aware of the Student Emergency Relief Fund via direct email, and this has increased by 1.6%.

SUPPORT SERVICES: SCHOLARSHIPS

QUESTION 42: HOW DID YOU BECOME AWARE OF THE SCHOLARSHIPS AVAILABLE FROM CSI? SELECT ALL THAT APPLY.



Quick takeaway: The most common way students became aware of CSI's scholarships were:

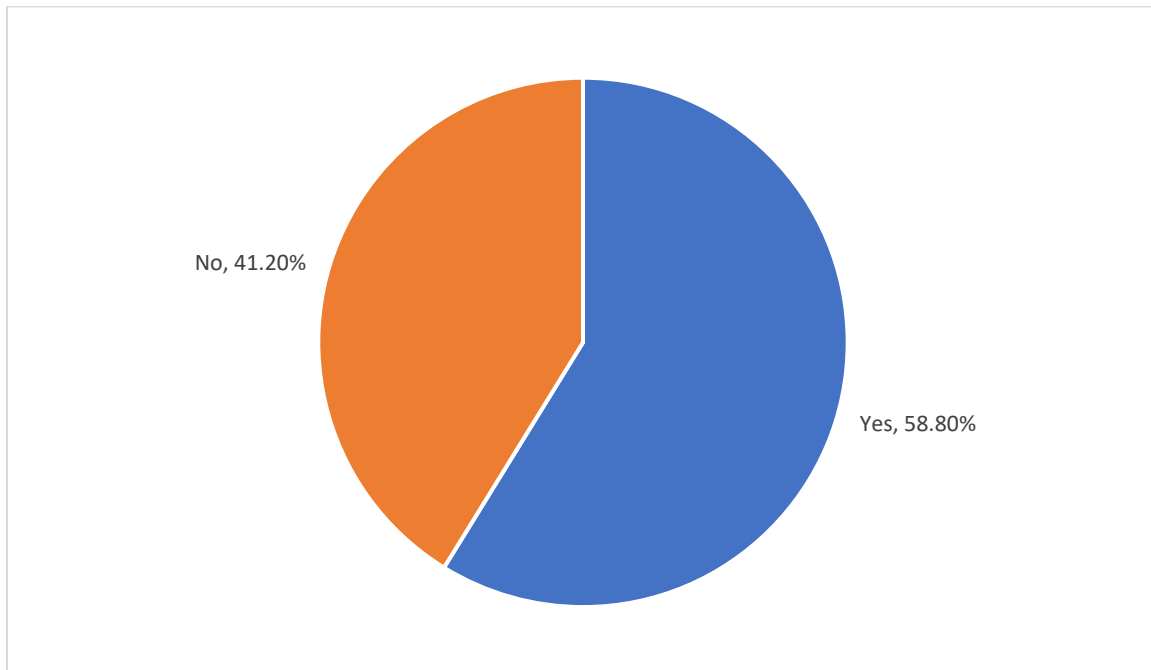
1. Direct email (49%),
2. CSI's website (44.7%), and/or
3. Friends (32.8%).

Similarly, domestic students were more likely to become aware via direct email (57.6% vs. 46.2%), while international students were more likely to become aware via CSI's website (50.7% vs. 26.7%) and/or friends (37.8% vs. 18.5%).

Across the various campuses, all three methods were the most effective in reaching those at the Downtown Kitchener campus (51.9% for direct email, 50.4% for CSI's website, 39.7% for friends), and least effective in reaching those at the Reuter campus (26.9% for direct email, 34.6% for CSI's website, 19.2% for friends).

Compared to CSI Year-End Survey 2022: The top three methods have remained the same since 2022, however the proportions have changed slightly. 57% of students became aware of CSI's scholarships via direct email in 2022, indicating a drop of 8%. CSI's website and friends both increased, by 3.7% and 5% respectively.

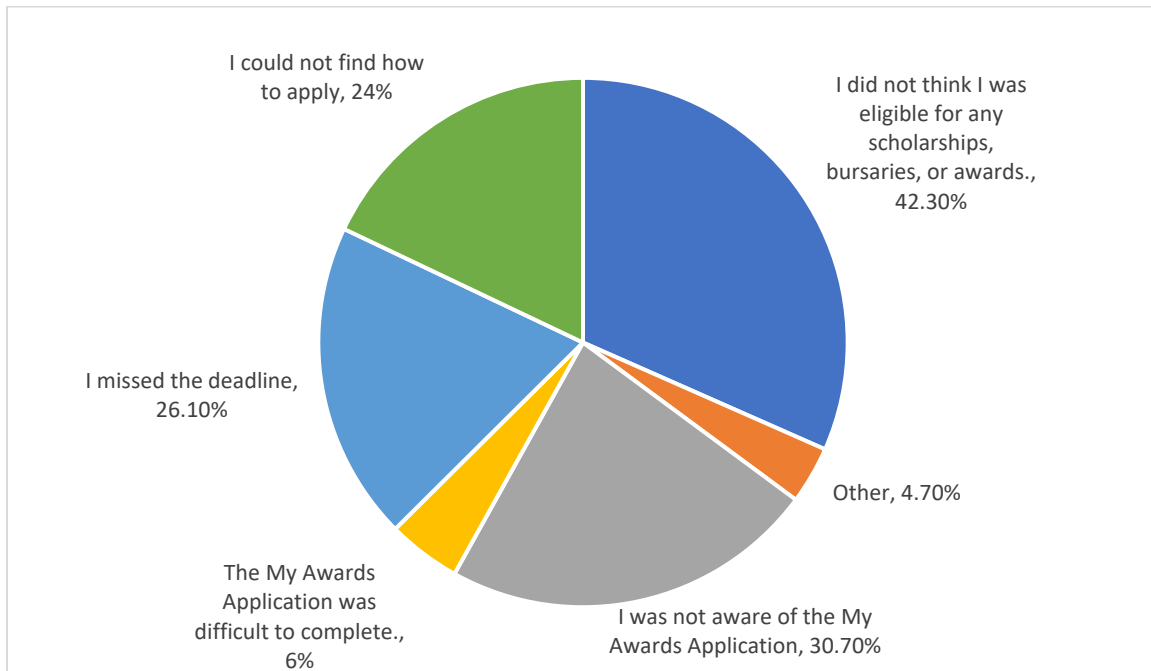
QUESTION 43: HAVE YOU APPLIED FOR SCHOLARSHIPS, BURSARIES, AND/OR AWARDS THROUGH THE MY AWARDS APPLICATION AT CONESTOGA COLLEGE?



Quick takeaway: Out of students who were aware that CSI offers scholarships, the majority of them have applied via the My Awards Application. Those at the Guelph campus were the most likely to have applied (67.7%), while those at Reuter were the least likely to (34.6%). Domestic students were only slightly more likely to apply, with 62.1% of domestic students having applied compared to 57.7% of international students.

Compared to CSI Year-End Survey 2022: Since 2022, the proportion of students who have applied for scholarships has increased by 5.9% from 52.9%,

QUESTION 44: WHY DID YOU NOT APPLY FOR SCHOLARSHIPS, BURSARIES, AND/OR AWARDS USING THE MY AWARD APPLICATION? SELECT ALL THAT APPLY.



Quick takeaway: The top three reasons why those who were aware of scholarships but did not apply were:

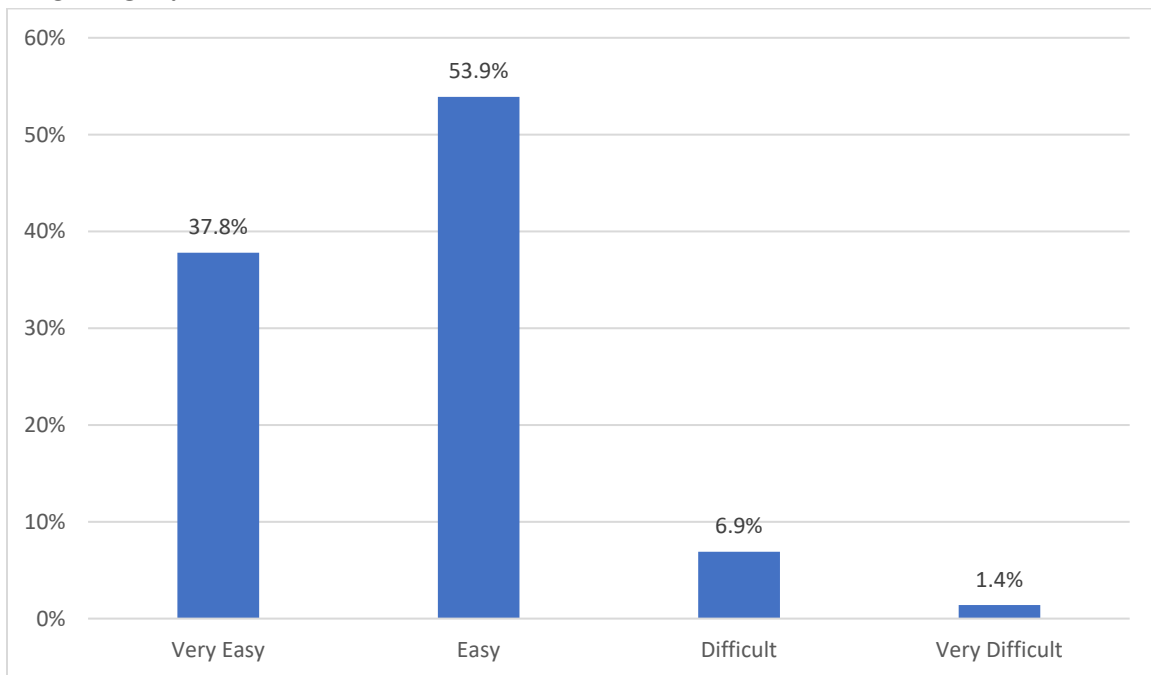
1. Thinking they were ineligible (42.3%),
2. Unaware of the application process (30.7%), and/or
3. They missed the deadline (26.1%).

Domestic students were more likely to think they were ineligible (50.4%, compared to 39.5% of international students)* and/or to miss the deadline (32% vs. 24.4%), while international students were more likely to be unaware of the application process (34.9% of international students were unaware, compared to 17.6% of domestic students).

Those at Reuter were the most likely to be unaware of the application process (47.1%), those at Guelph were the most likely to think they were ineligible (45%), and those at Cambridge were the most likely to miss the deadline (34.2%).

Compared to CSI Year-End Survey 2022: The lack of awareness of the application process has decreased from 2022, when it was 46.4%, however the proportion of those who thought they would be ineligible has increased (by 0.9%), as has those who missed the deadline (+3.3%).

QUESTION 45: HOW WAS THE PROCESS OF USING THE MY AWARDS APPLICATION?

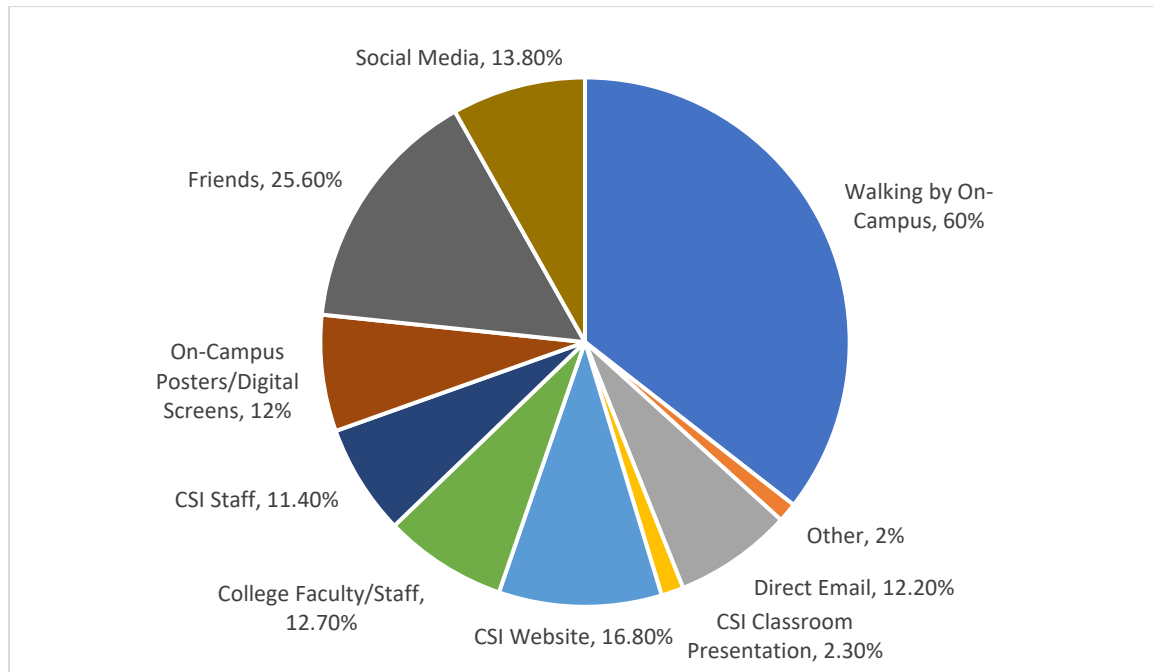


Quick takeaway: The majority of students (91.7%) of students who have applied for a scholarship found the process to be easy. There were no differences based on domestic/international status, however those at Brantford were the least likely to find the process easy (77% found it easy) and those at Reuter were the most likely to find it easy (100%).

Compared to CSI Year-End Survey 2022: The question was reformatted slightly to remove a neutral option. Since 2022, the proportion of students who found the process easy has increased by 20%, and the proportion of students who found the process difficult has remained the same. This increase is likely due to the removal of the neutral option (as if it had gotten easier, the proportion of students who found it difficult would also go down).

SUPPORT SERVICES: SPIRITUAL ROOMS

QUESTION 47: HOW DID YOU BECOME AWARE OF CSI'S SPIRITUAL ROOMS? SELECT ALL THAT APPLY.

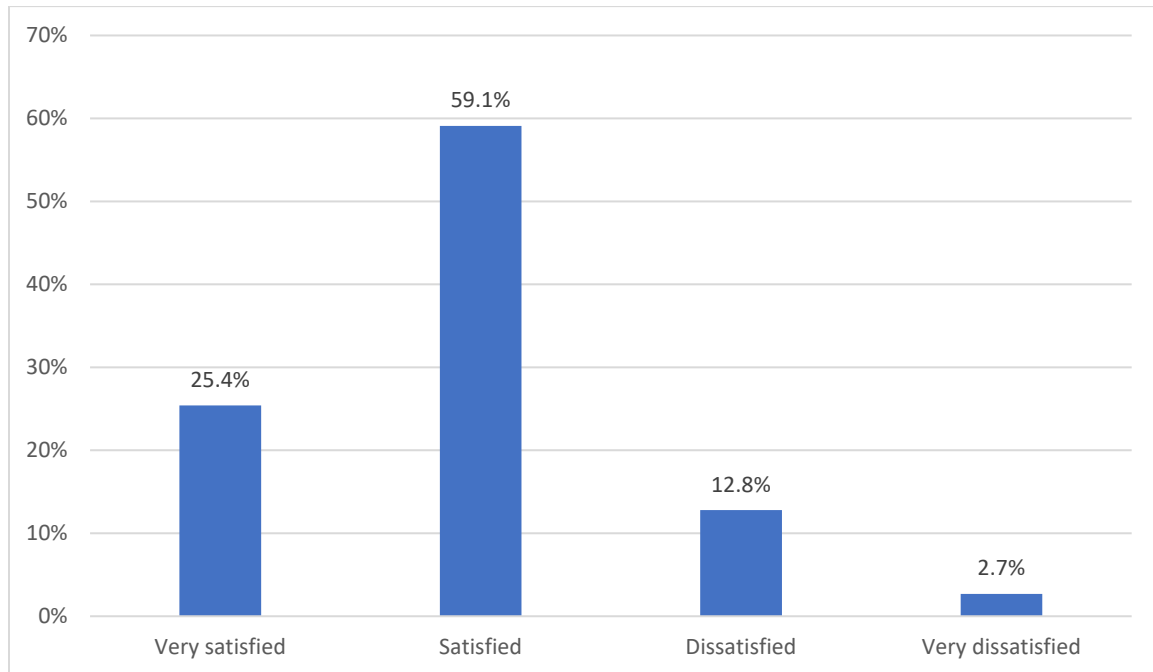


Quick takeaway: The majority of students (60%) became aware of CSI's spiritual rooms by walking past on-campus. The next most common ways students became aware were by their friends (25.6%), and CSI's website (16.8%). Across the various campuses, walking by on-campus was the most effective for students at the Downtown Kitchener campus (66.5%) and least effective for students at the Waterloo campus (54.2%).* Friends were the most effective on the Doon campus, and least effective on the Reuter campus (27.7% vs. 16.7%). CSI's website was the most effective on the Cambridge campus (22.3%) and least effective on the Reuter campus (3.3%).* Domestic students were more likely than international students to become aware of the spiritual rooms by walking past on-campus (64% vs. 58.9%), and international students were more likely to become aware of them by friends (29.8% vs. 12.4%)* and/or CSI's website (18.7% vs. 10.6%*).

Compared to CSI Year-End Survey 2022: In 2022, the top three methods were also walking by on-campus (60.1%), friends (22.1%), and CSI's website (22%). Out of these options, both walking by on-campus and CSI's website have decreased by 0.1% and 3.2% respectively. Friends have increased in proportion by 3.5%.

SUPPORT SERVICES: OVERALL

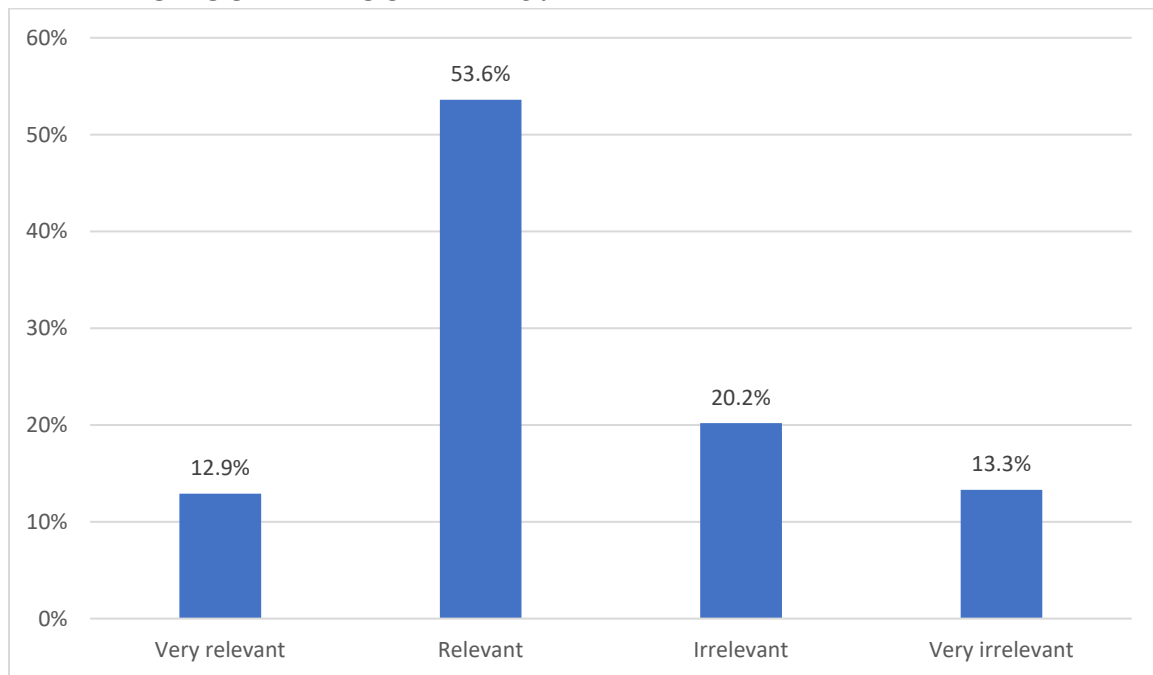
QUESTION 48: WHAT IS YOUR SATISFACTION WITH THE AVAILABLE SUPPORT SERVICES AND PROGRAMS FROM CSI?



Quick takeaway: Overall, there is a high level of satisfaction with the available support services and programs, with 84.5% of students indicating they were at least satisfied. International students were slightly more likely to indicate their satisfaction (85%) compared to domestic students (83.4%), but they were more likely to indicate they were very satisfied compared to domestic students (29.2% for international students, 15.7% for domestic students).^{*} Looking at a campus breakdown, though almost all campuses had an approximately 80% satisfaction level, the Reuter campus had the lowest weighted average at 2.9, while the Cambridge campus had the highest weighted average at 3.2.

Compared to CSI Year-End Survey 2022: In 2022, 68.8% of students indicated that they were either satisfied or very satisfied with CSI's services, indicating an increase of 15.7%. Part of this may be attributed to the removal of a neutral option, but likely also reflects the increase in CSI services and their capacities as well.

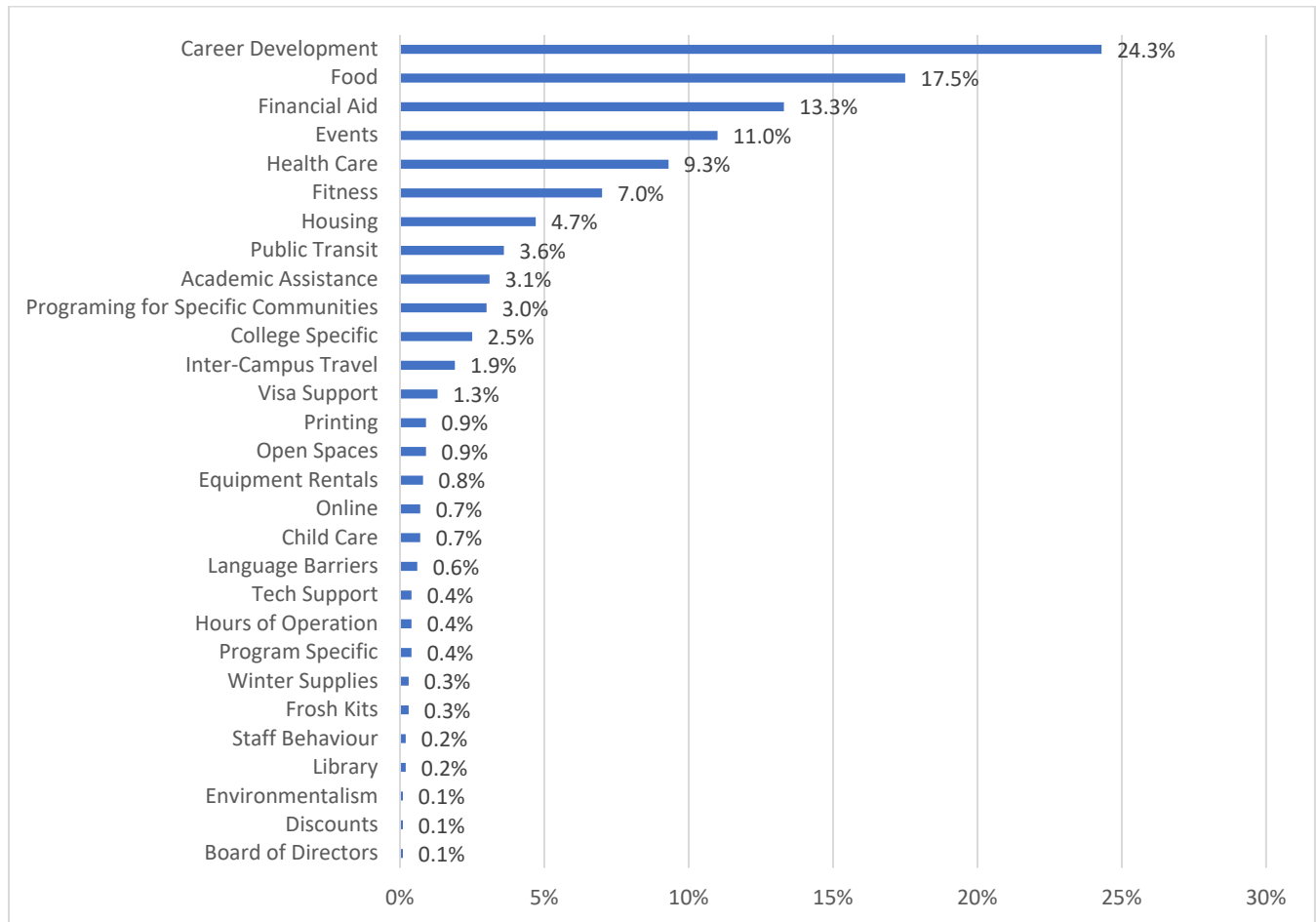
QUESTION 49: DO YOU FEEL THAT THE SERVICES OFFERED BY CSI ARE RELEVANT TO YOU AND YOUR NEEDS?



Quick takeaways: 66.5% of students feel that CSI's services are relevant to their needs, however, this varies greatly: only 50.1% of domestic students feel that CSI's services are relevant to their needs, while 72.9% of international students feel the services are relevant. Additionally, those with disabilities were less likely to find CSI's services relevant (56.8%) compared to those without disabilities (67.8%). Those at the Doon campus were most likely to feel that the services were relevant at 69.3%, while those at Reuter were the least likely to find the services relevant at 51.4%. Doon's higher relevancy may reflect that this is the main campus, and, therefore, has a wider range of services that can meet a wider range of student needs, compared to Reuter, a newer and smaller campus.

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 50: WHAT ADDITIONAL SUPPORT SERVICES/PROGRAMS WOULD YOU BE INTERESTED TO SEE OFFERED BY CSI?



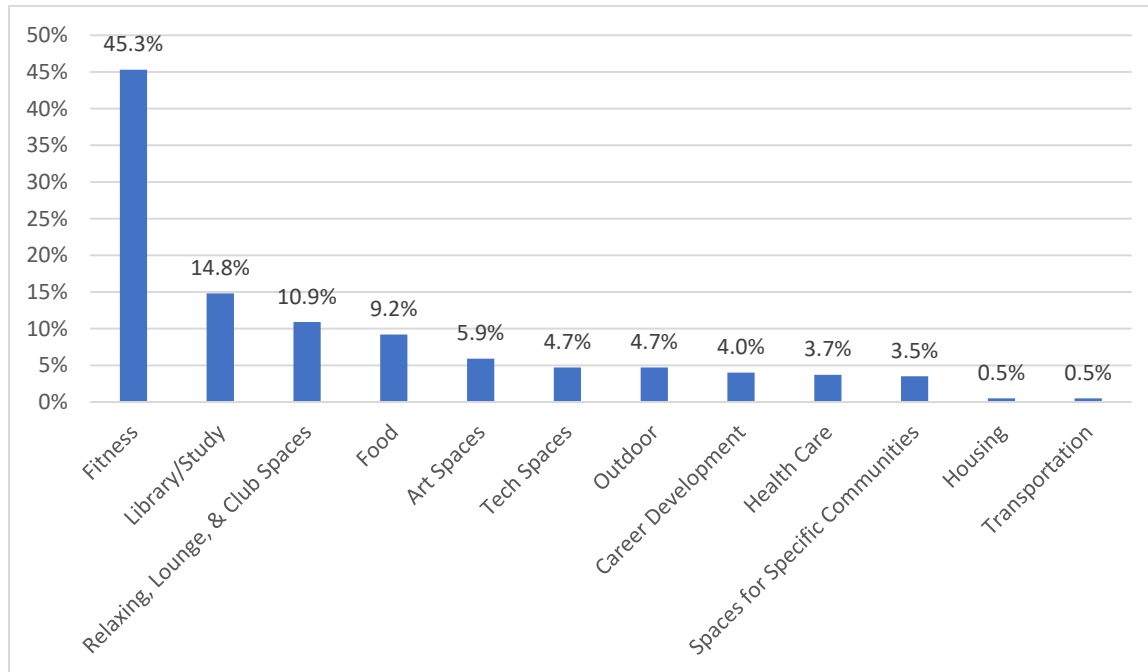
Quick takeaway: In total, 1,759 comments were left, though 663 were removed from analysis. These comments were removed for a variety of reasons, including non-responses (i.e., “N/A”), awareness, calls for research, comments too general (i.e., “facilities”), and/or comments that did not directly relate to support services/programs.

Out of the remaining comments, the majority (24.3%) focused on services/programs related to career development, such as resume workshops/help, volunteer experience, networking, references, and increasing CSI job opportunities. The next highest frequency of comments related to food, including increasing the food bank supports, food discounts, more diverse food options for sale on campuses, and increasing the presence of restaurants on campuses.

The third most commonly cited concept was financial aid, including reference to scholarships (potentially representing a need to increase the intensity of advertisement, given that only 40.9% of students are aware of CSI scholarships), emergency funding, and providing loans to students. Next, events were cited by 11% of comments, however, this category only reflects general event comments as more specific comments were included in

other categories (for example, comments regarding more events for LGBTQ+ communities are included in programming for specific communities instead of events). Rounding out the top five, health care was represented in 9.3% of comments. These comments called for things like increased counselling availability, therapy dogs, sexual health supplies (i.e., condoms, at-home testing, etc.), support groups, and more.

QUESTION 51: WHAT TYPE OF STUDENT SPACES/RECREATIONAL AREAS WOULD YOU LIKE TO SEE CSI CREATE OR SUPPORT THE CREATION OF ON YOUR CAMPUS?



Quick takeaway: In total, 1,670 comments were left, though 553 were removed from analysis. These comments were removed for a variety of reasons, including non-responses (i.e., “N/A”), awareness, calls for research, comments too general (i.e., “engagement”), and/or comments that did not directly relate to student spaces/recreational areas (i.e., calls for new programs).

The majority of comments referenced increased fitness/sport areas, such as pools, tennis (both table tennis and lawn tennis), cricket field, soccer field, and yoga rooms. Many of the comments also reflected the diversity of campus offerings, with comments mentioning that some students needed to be able to travel to Doon to access facilities that exist there (both related to fitness and otherwise). The second most commonly cited area referenced library and/or quiet study spaces, partially reflected in the relaxing, lounge, and club spaces category as well. The main difference between these comments is that library/study spaces made explicit reference to study/quiet areas, as relaxing, lounge, and club spaces focused more on areas that allowed students to get together for recreational purposes. Ultimately, many of these comments reflected the growing student population that, on many campuses, have already outgrown the existing infrastructure.

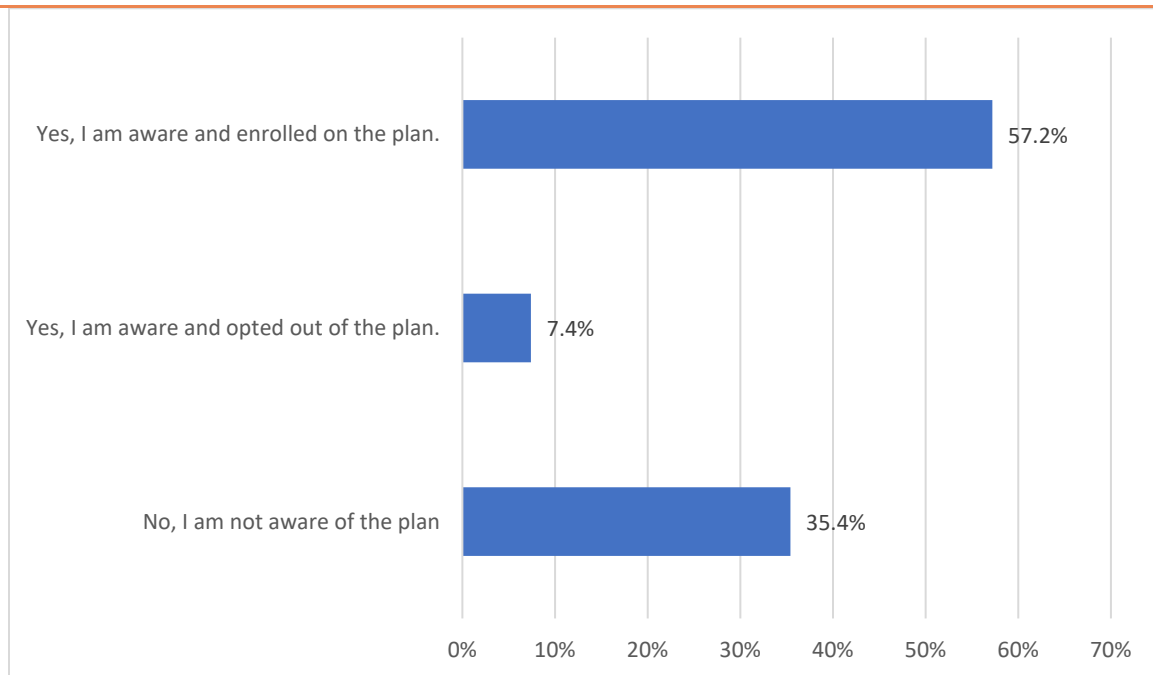
The fourth most common comment reflected more food spaces, including restaurants, eating areas, and communal food spaces (i.e., microwaves, fridges, etc. for student access). Rounding out the top five are comments calling for spaces dedicated to arts, including pianos/other musical instruments available in common areas, rooms with visual art supplies, and dance studios.

CSI EXTENDED HEALTH AND DENTAL PLAN

The following questions provide an overview of student experiences with CSI's Extended Health and Dental Plan, though not all questions were asked to all students, nor were all options available to all students. For example, international students were not presented with the opt-out option in the awareness question, as they are not allowed to opt-out. Those who indicated they were unaware of the plan and those who opted out of the plan were not asked further questions about the plan. Highlights from this section include:

- 35.4% of students are unaware of the Extended Health and Dental Plan, a slight increase from 2022.
- When provided context about the cost of the plan, 74.5% indicated that the plan was affordable for them.
 - International students were more likely to say the plan was affordable.
- Students were most informed about their coverage (86.3%), but least informed about where the plan is accepted (68.9%).
- 36.9% of students did not enroll a dependent, but 83.1% of those who did enroll a dependent found it to be easy.
- The majority of students (82.8%) felt that the amount of coverage offered met their needs.
 - Those who did not most commonly cited increases for dental, vision, and mental health supports such as therapy.
 - Women and those with disabilities were more likely to feel as though the amount of coverage offered did *not* meet their needs.
- 89% of students are satisfied with the plan.
 - Domestic students and those with disabilities were less likely to be satisfied with the plan.
- When asked what could be improved about the plan, the top five most commonly cited ideas were:
 - Awareness (40.3%)
 - Expanding coverage (12.3%)
 - Increasing existing coverage limits (12.1%)
 - Increasing dental (8.3%)
 - Reducing the fee cost (6.3%)
- Opt-out process
 - 75.1% of those who opted out said the process was easy.
 - Of the comments left on how the process can be made easier, the top three comments were regarding:
 - Faster refunds (18.2%)
 - Ease of finding information (15.2%)
 - Clearer instructions (12.1%)

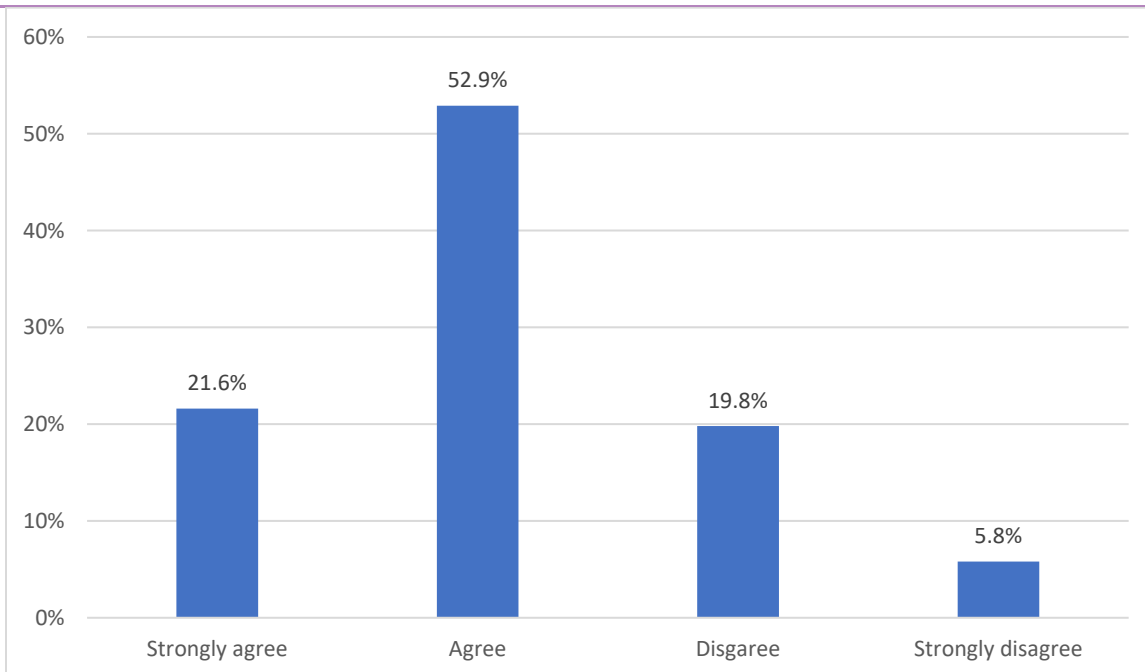
QUESTION 52: ARE YOU AWARE OF THE CSI EXTENDED HEALTH AND DENTAL PLAN?



Quick Takeaway: The majority of students (64.6%) are aware of the Extended Health and Dental Plan, and the awareness level remained relatively stable across gender, dis/ability, domestic/international, and campus lines.

Compared to CSI Year-End Survey 2022: The level of awareness has slightly decreased from 69%, however, international student awareness of the plan has increased from 61% to 65.7%. This may be attributed to the removal of the opt-out answer for international students, as they are not eligible to opt-out of the plan. In 2022, 8% of international students selected the opt-out option.

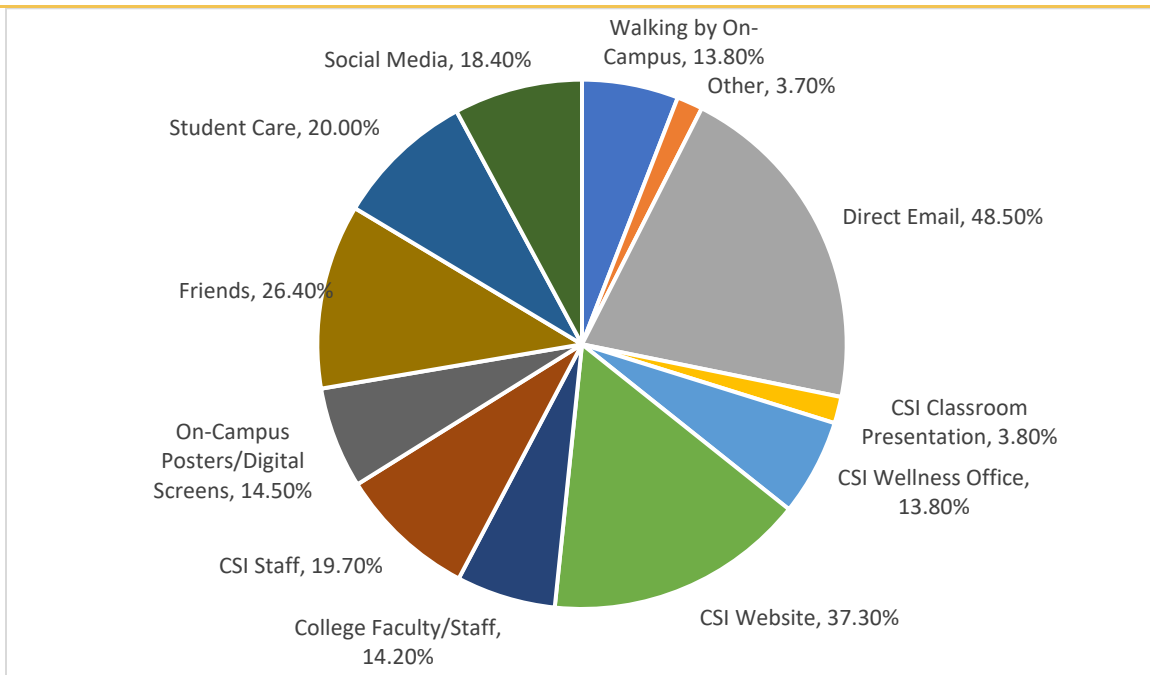
QUESTION 53: HOW MUCH DO YOU AGREE WITH THE FOLLOWING STATEMENT: “CSI’S EXTENDED HEALTH PLAN COVERAGE IS AFFORDABLE TO ME.”



Quick Takeaway: To help students better contextualize the fee, they were also provided the cost and a small sample of the types of services covered by the plan. Students were also provided information about how much the fee is prorated for Spring and Winter start dates. The majority of students (74.5%) agreed that the plan is affordable, however domestic students were less likely to agree that it was affordable than their international counterparts (71.4% and 75.8% respectively). This is interesting, given the higher fee costs for international students compared to domestic students, but could represent different value each group has for the plan. For example, international students may hold a higher value of the plan and, therefore, may be more likely to consider its affordability within that context than domestic students – who may otherwise have access to healthcare through parental and/or spouses. However, as the survey did not ask students if they believed the plan was valuable and/or worth the fee they pay, it is impossible to know for sure. The affordability was relatively stable across various demographic groups, with the exception of those studying at the Reuter campus, where only 63.9% of students agreed it was affordable.

Compared to CSI Year-End Survey 2022: In 2022, CSI asked about the affordability in regard to the health plan overall, as opposed to separating it out based on CIHIP and the Extended Health Plan. 62% of students indicated they thought the health plan was affordable, and 7.6% indicated they did not think the plan was affordable. The question also originally had a neutral option, which was removed this year.

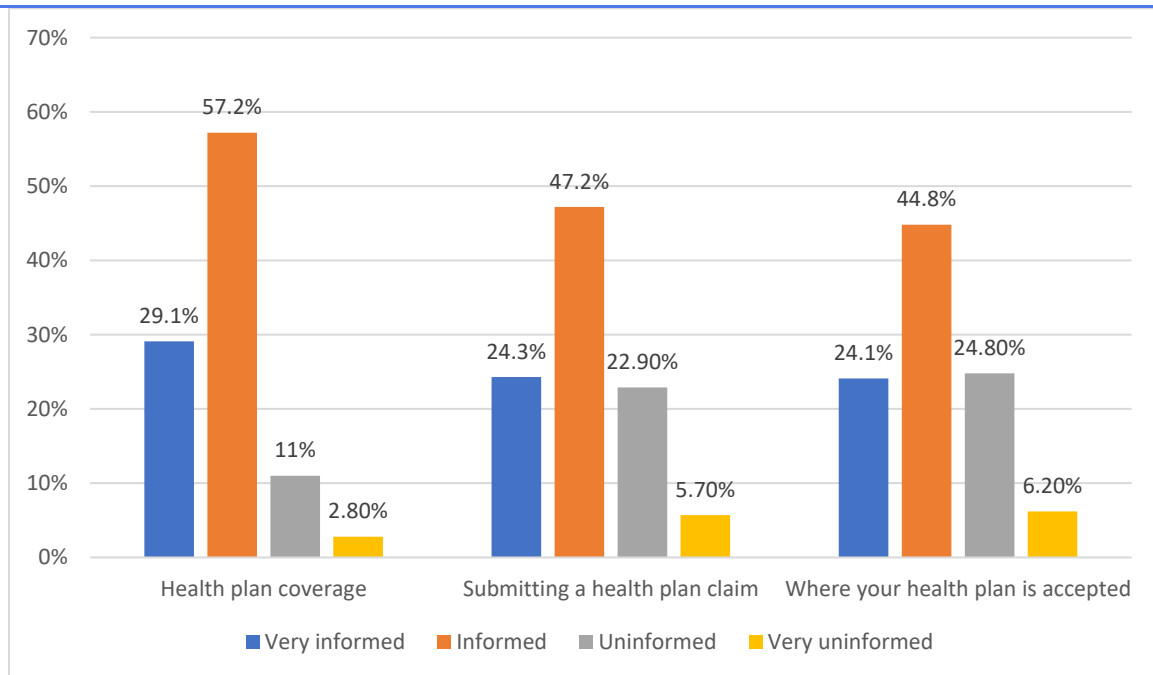
QUESTION 54: HOW DID YOU BECOME AWARE OF THE CSI EXTENDED HEALTH AND DENTAL PLAN? SELECT ALL THAT APPLY.



Quick takeaway: The majority of students became aware of the Extended Health and Dental Plan via direct email, with almost half (48.5%) of students indicating as such. The other top methods that students became aware of the Extended Health and Dental Plan was via CSI's website (37.7%) and friends (26.4%). Direct email was most effective for those at the Brantford campus (57.1% of Brantford students were aware of the plan because of direct email), and least effective at the Reuter campus (31.6%). Those at the Guelph campus were the most likely to become aware of the plan via CSI's website (40.4%), and those at the Downtown Kitchener campus were the most likely to become aware via friends (33.8%).

Compared to CSI Year-End Survey 2022: In 2022, the top three ways students became aware of the Extended Health and Dental Plan was via direct email (52.4%), CSI's website (34.6%), and Student Care (25.2%). Friends has increased from 20.2% in 2022, becoming the third most common way students became aware of the Extended Health and Dental Plan (from fourth). Student Care decreased by 5.2% from 25.2%, moving to the fourth spot. Direct email, while still the most common way students learn about the Extended Health and Dental Plan, decreased by 3.9%, and CSI's website increased by 2.7%.

QUESTION 55: HOW INFORMED DO YOU FEEL ABOUT THE FOLLOWING ASPECTS OF YOUR CSI EXTENDED HEALTH AND DENTAL PLAN?



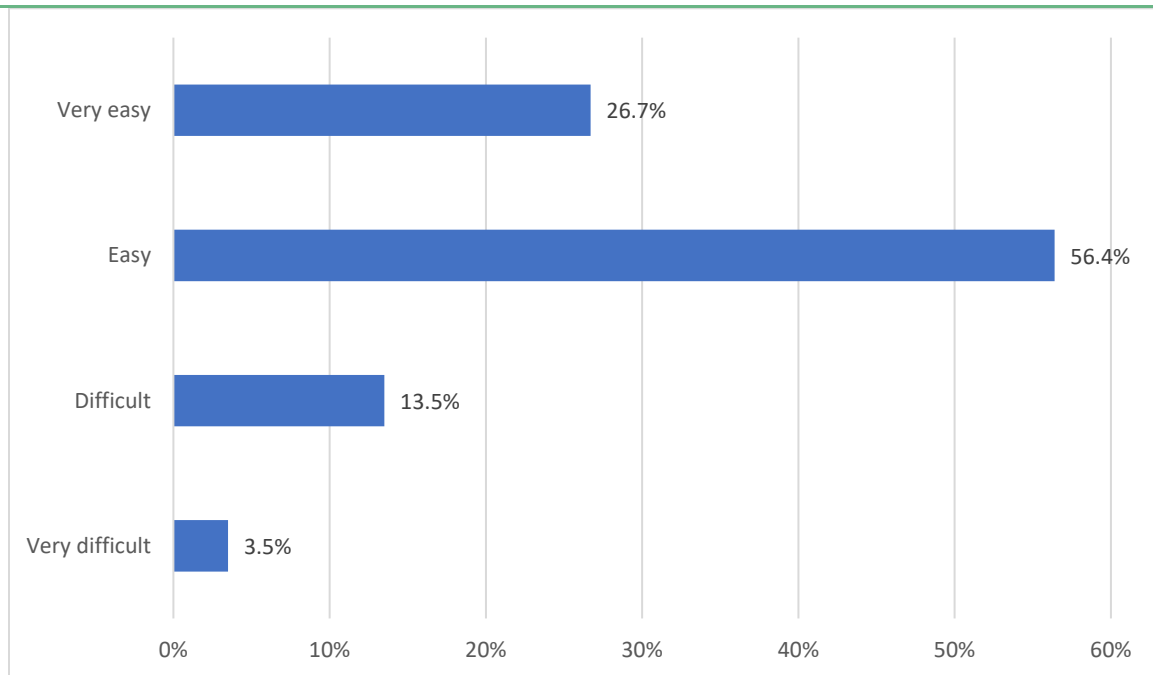
Quick takeaway: Overall, students feel informed about the various aspects of their plan:

- 86.3% on the coverage,
- 71.5% on submitting a claim, and
- 68.9% about where their plan is accepted.

Given that this is the first time many, particularly many young people, have to deal with health insurance, this level of awareness highlights the hard work CSI has put in for students. Once more, domestic students indicated a lower level of awareness than their international counterparts on all three aspects: 73.7% vs. 88.9% on coverage; 61.8% vs. 73.4% on submitting a claim; and, 57.1% vs. 71.5% on where the plan is accepted.

Compared to CSI Year-End Survey 2022: Direct comparison to 2022 is complicated and unlikely to provide reliable information, as the question was reformatted to follow best practices. Previously, respondents were given five options: extremely informed, very informed, moderately informed, slightly informed, and not at all informed. However, four out of the five options indicated at least some level of being informed, which could skew false positives and make top box comparisons irrelevant.

QUESTION 56: IF YOU ENROLLED DEPENDENTS ON THE CSI EXTENDED HEALTH AND DENTAL PLAN, PLEASE RATE HOW THE PROCESS WAS.

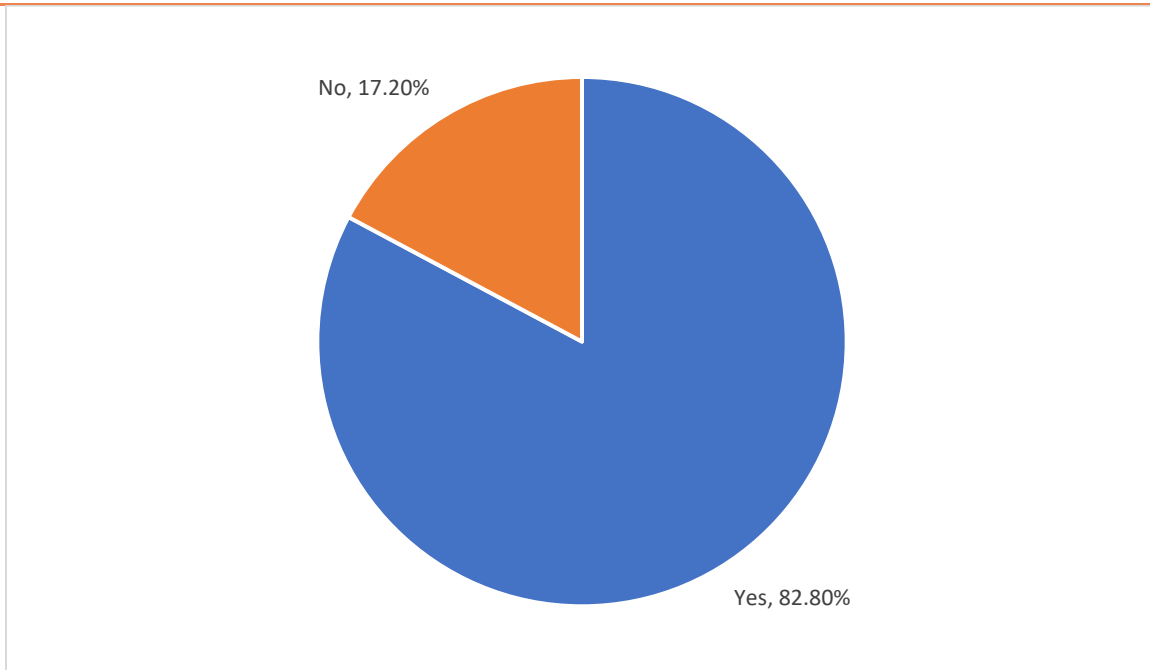


Quick takeaway: 36.9% of respondents did not enroll a dependent. Out of those who did enroll a dependent, 83.1% found it to be easy or very easy. Men were slightly more likely to add dependents (34.7% did not enroll one, compared to 38.6% of women who did not enroll a dependent), and were more likely to find the process easy (88.1% of men who enrolled a dependent found it easy, compared to 77.7% of women who enrolled a dependent). International students were also more likely to enroll a dependent (35.1% of international students did not enroll one, compared to 45.8% of domestic students), and were also more likely to find the process easy (83.5% of international students who enrolled a dependent found it easy, compared to 80.9% of domestic students).

Those at the Guelph campus were the least likely to enroll a dependent (41.5% did not enroll one), while those at the Brantford campus were the most likely to enroll a dependent (31.8% did not enroll one). Out of those who did enroll a dependent, those at the Waterloo campus were the most likely to find it easy (85.5%), while those at the Guelph campus were less likely to find it easy (76.6%).

Compared to CSI Year-End Survey 2022: The question was reformatted slightly to remove a neutral option. Previously, 61% of students found it easy or very easy to enroll dependents, indicating an improvement of 22.1%. However, only 8.2% of students in 2022 found it difficult or very difficult to enroll a dependent, whereas this increased to 17%. It is likely that the removal of a neutral option is a contributing factor to the changes.

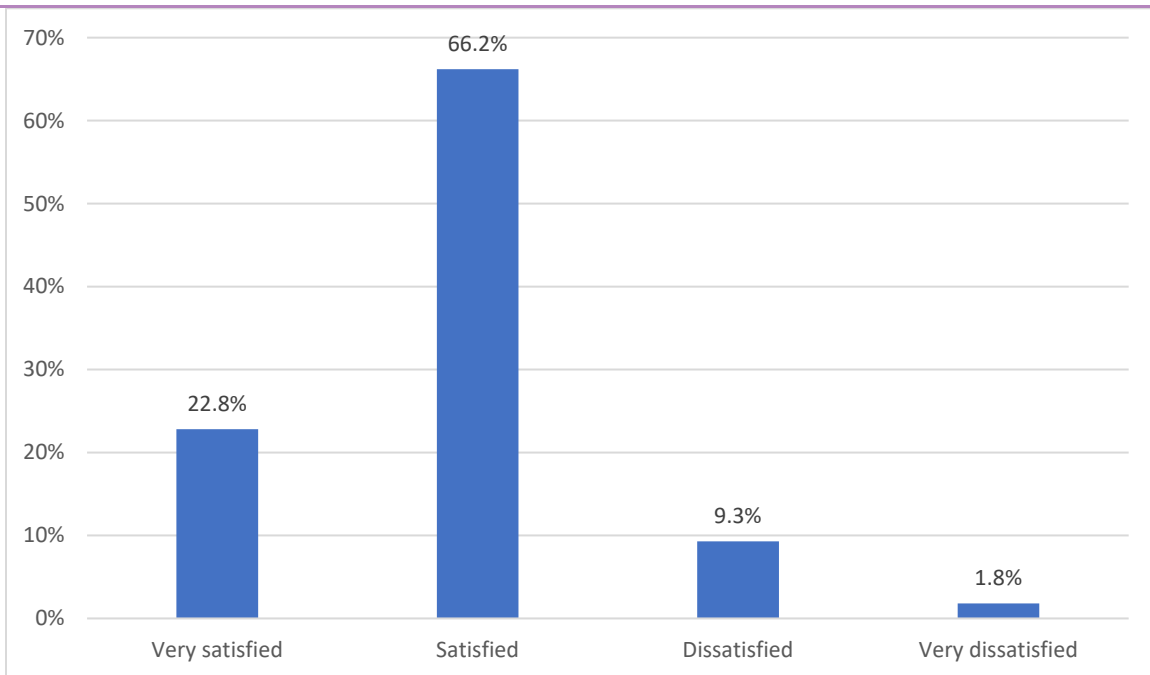
QUESTION 57: DO YOU FEEL THAT THE AMOUNT OF COVERAGE OFFERED PER SERVICE FOR CSI'S EXTENDED HEALTH AND DENTAL PLAN MEETS YOUR NEEDS?



Quick takeaway: Respondents who selected “no” were also required to leave feedback about what coverage they felt could be increased and/or decreased. The most common responses included increasing coverage for dental, eye care, and mental health supports such as therapy. Women were more likely to indicate the health plan did not meet their needs at 19.3%, compared to men at 14.8%.* Additionally, domestic students were more than twice as likely than international students to indicate that the plan did not meet their needs, as were those with disabilities compared to those without. These differences may be explained (particularly in the case of women and/or those with disabilities) by the diverse health needs that are often not met by the healthcare system as a whole, as well as insurance providers in particular.

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

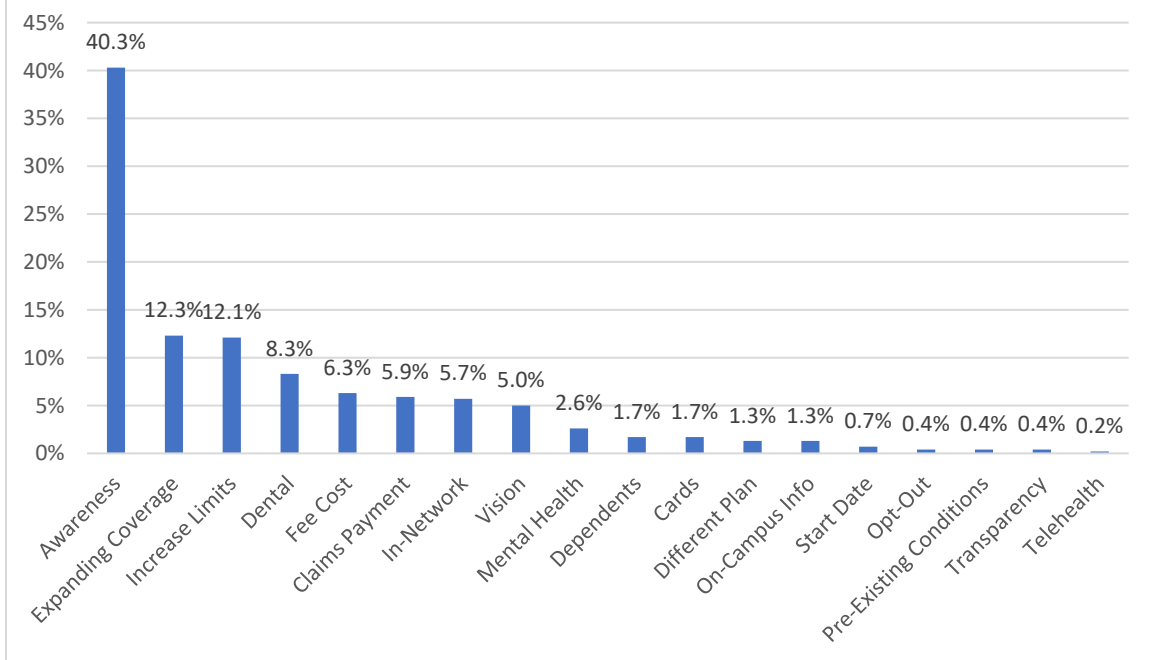
QUESTION 58: WHAT IS YOUR SATISFACTION WITH CSI'S EXTENDED HEALTH AND DENTAL PLAN?



Quick takeaway: There is a high level of satisfaction with the health plan, with 89% of students indicating they were at least satisfied. Again, this varied along key demographics: students with disabilities were more likely to be dissatisfied than students without disabilities (25.2% vs. 10%), as were domestic students when compared to international students (17.6% vs. 9.7%).*

Compared to CSI Year-End Survey 2022: Again, the question was reformatted slightly to remove a neutral option. The overall satisfaction in 2022 was 60.8%, indicating a potential increase in satisfaction of 19.2%. However, dissatisfaction also increased, from 8.3% to 11.1%. This is likely partially due to the changes to the question.

QUESTION 59: HOW CAN THE CSI EXTENDED HEALTH AND DENTAL PLAN BE IMPROVED?



Quick takeaway: Overall, 905 comments were received, however, 361 were removed due to a variety of reasons, including non-responses (i.e., “N/A”), comments too general to categorize (i.e., “improving”), comments outside of the control of CSI and/or the insurance provider (i.e., the availability of doctors/appointment times), calls for research, and comments otherwise not related to the Extended Health and Dental Plan.

By a large margin, the most commonly cited improvement was awareness, reflecting over 40% of the comments received. Though this closely aligns with question 52 (35.5% of students stated they are unaware of the Extended Health and Dental Plan), those students were not shown this question. While some of the awareness comments didn’t reflect the respondent’s ignorance of the plan but rather that they knew many people who were unaware of it, many of the comments reflected personal unawareness. This could be that they accidentally selected they were aware (for international students, potentially mixing up the Extended Health Plan and CIHIP), or that, upon exposure to the survey questions, they realized there were many aspects of the plan they were unaware of.

The next two common comments related to expanding coverage (expanding the plan to include new services not presently covered) and increasing the limits (covering a higher percentage of a fee and/or increasing the cost covered per service appointment and/or service year). These categories do not include references to dental, vision, or mental health care, as these are separated into their own categories, and instead they reflect general calls for expanding/increasing coverage.

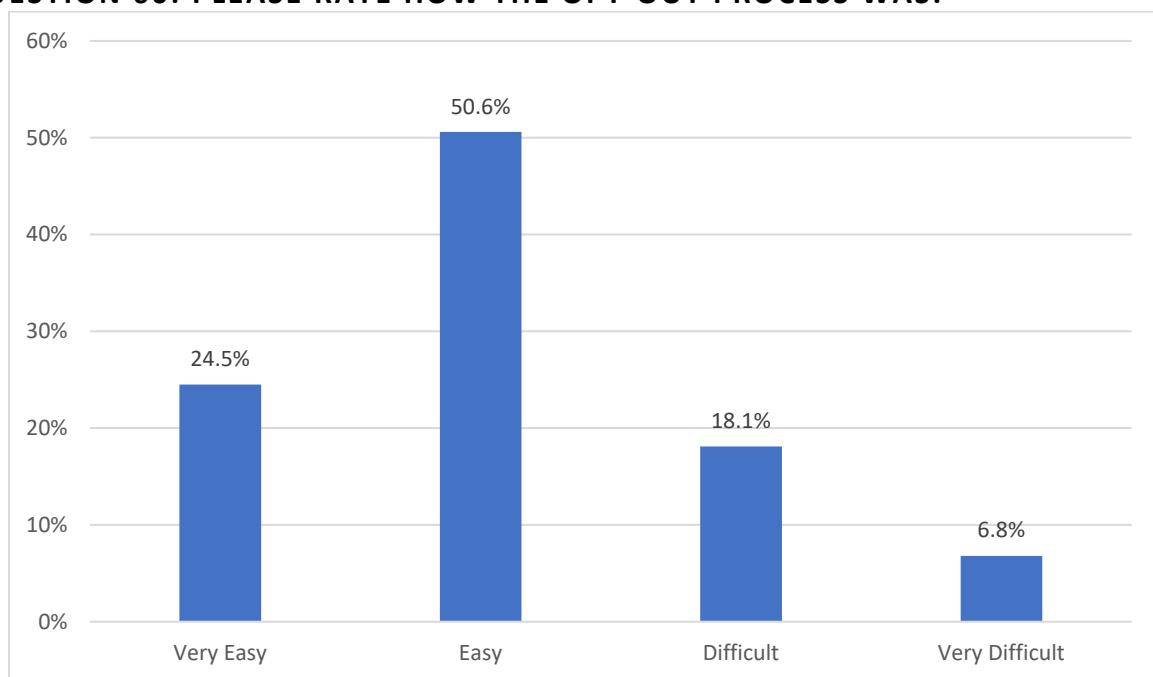
The fourth most commonly cited improvement was dental, both in terms of the limit and what aspects of dental are covered.

Rounding out the top five is the cost of the Health and Dental Plan, which all comments in this category called to reduce. Given the previous categories calling for expanding/increasing coverage, this comment reflects the difficult balance between insurance coverage and the cost CSI is facing.

Though not in the top five, comments relating to in-network providers represented 5.7% of comments, with a majority of comments reflecting a disparity between in-network providers in Waterloo Region compared to Guelph and Brantford.

CSI EXTENDED HEALTH AND DENTAL PLAN OPT-OUT PROCESS

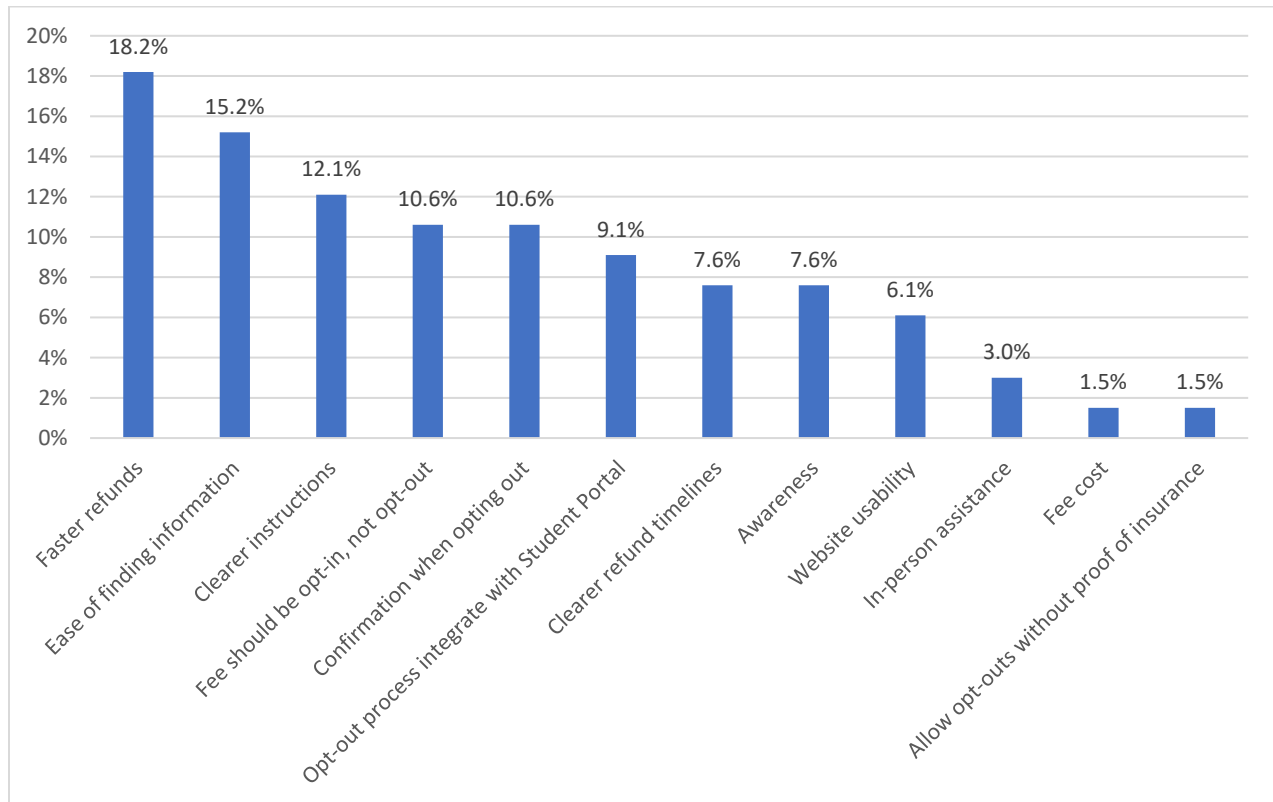
QUESTION 60: PLEASE RATE HOW THE OPT-OUT PROCESS WAS.



Quick takeaway: Of the domestic students who indicated that they opt-out of the Extended Health and Dental Plan, the majority of them (75.1%) found the process easy. Those with disabilities were less likely to find the opt-out process easy, with 70.2% indicating it was easy compared to 78.7% of those without disabilities. There were minor differences between men and women, and a campus breakdown cannot be provided due to small sample sizes from some of the campuses.

Compared to CSI Year-End Survey 2022: The question was reformatted slightly to remove a neutral option. In 2022, 56% of students found the opt out to be easy, while 11.2% of students found it difficult. The proportion of students who found the opt out process easy has increased by 19.1%, however the proportion of students who found it difficult has also increased from 11.2% by 13.7% to 24.9%. These changes are likely due to the removal of the neutral option.

QUESTION 61: HOW CAN THE OPT-OUT PROCESS BE MADE EASIER OR IMPROVED?



Quick takeaway: In total, 93 comments were received, however 27 were removed due to a variety of reasons, including non-responses (i.e., “N/A”), comments too general to categorize (i.e., “simplifying”), and comments otherwise not related to the opt-out process for the Extended Health and Dental Plan.

The most common response was regarding the wait time between students opting-out and when they receive their refund. Several of these comments are also reflected in the confirmation category (i.e., getting a confirmation email that their opt-out has been received, approved, etc.), as well as the category for the fee to be done as an opt-in, as opposed to an opt-out process.

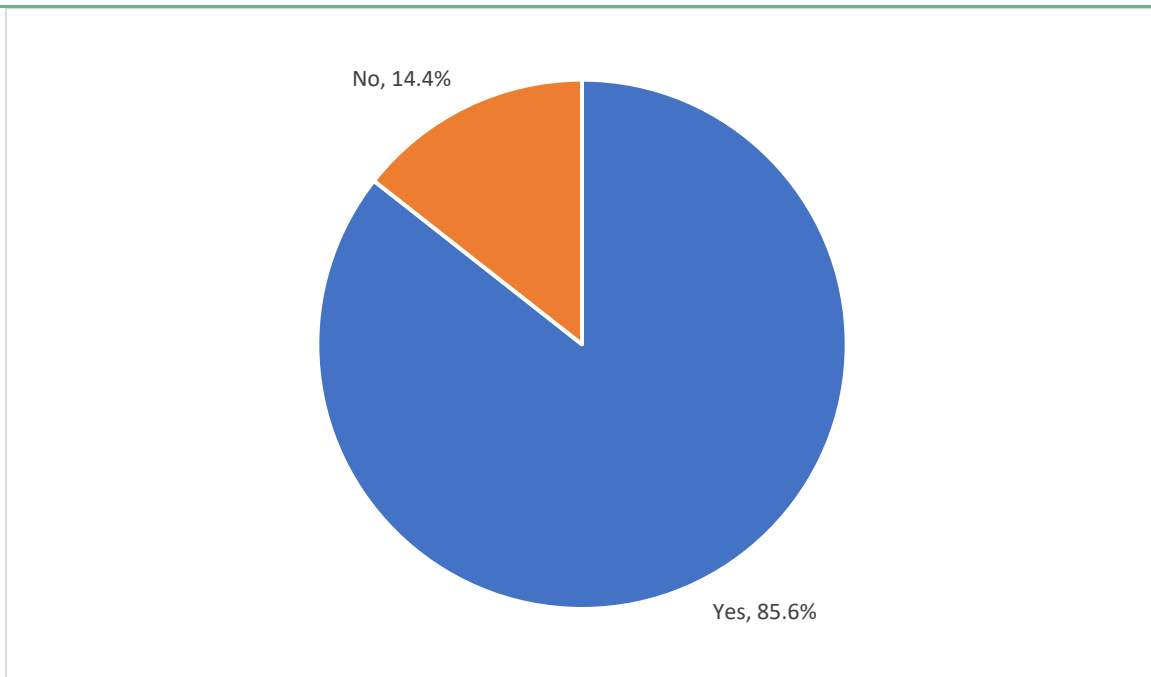
The next most common response was regarding the ease of finding information, and many of these comments focused on how students felt they had many “hoops to jump through” to get an answer to questions. The third most common response was regarding clearer instructions, such as providing pictures and a step-by-step walk through.

COLLEGE INTERNATIONAL HEALTH INSURANCE PLAN (CIHIP)

The following questions provide an overview of student experiences with CIHIP, which were only asked of international students. This section is somewhat unique as even if students indicated they were unaware of CIHIP, they were still asked the majority of the questions in the CIHIP section. Highlights from this section include:

- Most international students (85.6%) are aware of CIHIP.
 - Women and those with disabilities were more likely to be aware.
- Students were most informed about their coverage (80.8%) and least informed about where the plan is accepted (62.7%).
- 83% of students are satisfied with CIHIP.
 - Women and those with disabilities were less likely to be satisfied.
- The majority of students have not made a claim through CIHIP (80.1%)
- 6.6% of students have been denied a claim by CIHIP.
 - Women and those with disabilities were more likely to be denied a claim.
 - The three most common reasons students were denied a claim were:
 - Service/treatment was related to a pre-existing condition (26.7%)
 - Service/treatment is not covered by CIHIP (21.3%)
 - Claim was missing information (16.7%)
- Once provided context of the cost of CIHIP, 65.7% of students indicated the fee was affordable to them.
- When asked how CIHIP could be improved, the top five most frequently cited comments were regarding:
 - Awareness (37.5%)
 - Fee cost (31.4%)
 - Expanding coverage (9.9%)
 - In-network providers (6.9%)
 - Claim payments (4.4%)

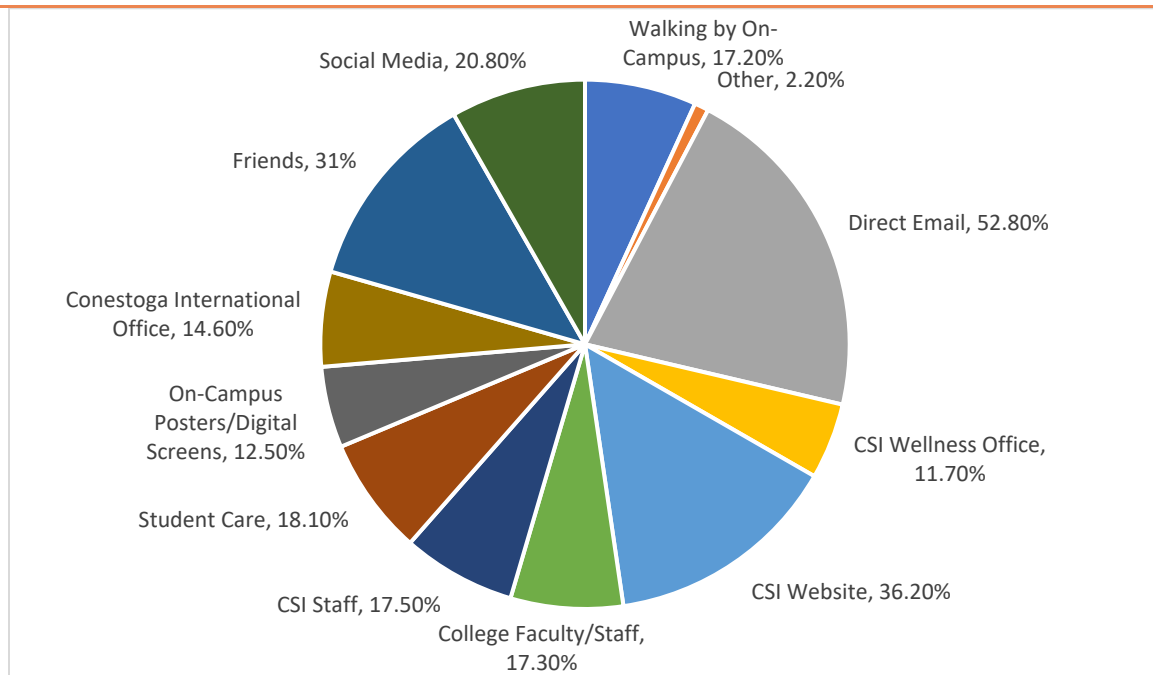
QUESTION 62: AS AN INTERNATIONAL STUDENT, ARE YOU AWARE OF CIHIP?



Quick takeaway: International students, as a majority, are aware of CIHIP. Women were slightly more likely to be aware than men (88.7% vs. 83%)*, as were those with disabilities (89.5% vs. 85.5% for those without disabilities). Awareness levels were relatively stable across campuses.

Compared to CSI Year-End Survey 2022: Awareness of CIHIP was 88.6% in 2022, meaning there has been a decrease of 3% between the two years.

QUESTION 63: HOW DID YOU BECOME AWARE OF CIHIP? SELECT ALL THAT APPLY.

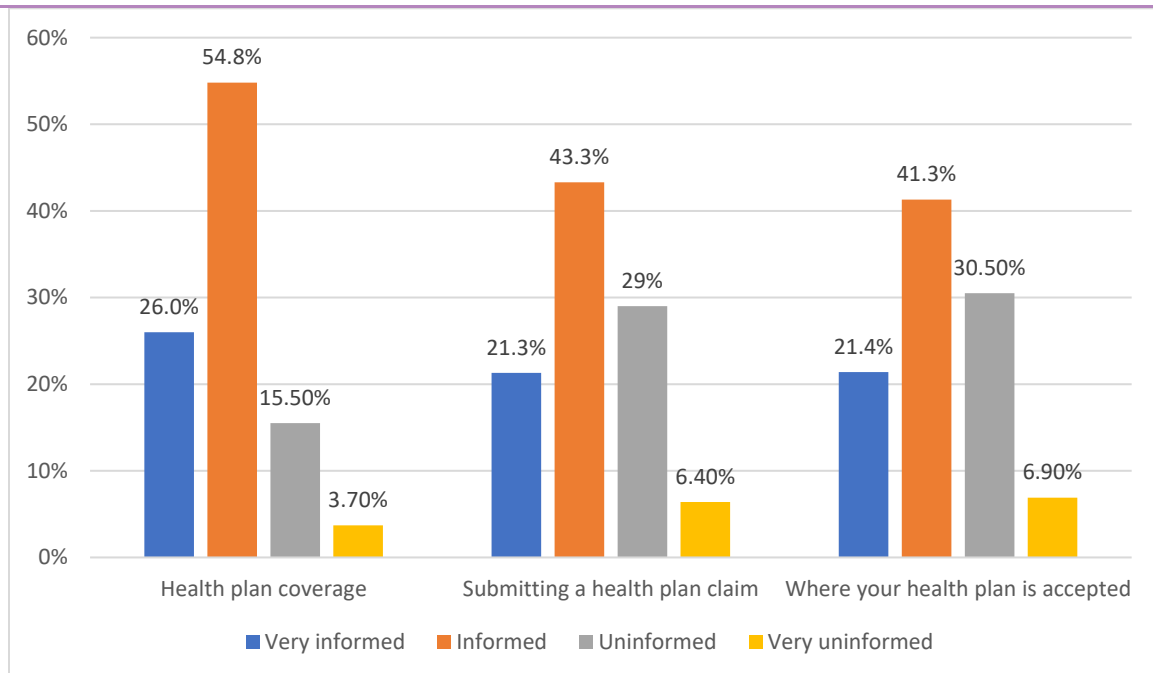


Quick takeaway: Of the international students who were aware of CIHIP, the majority of them (52.8%) became aware via direct emails. The next most common method was through CSI's website (36.2%), followed by friends (31%). Women were slightly more likely than men to become aware of CIHIP via direct email (55.5% of women, compared to 50.3% of men),* while men were more likely to learn about CIHIP from the CSI website (38% vs. 34.1%) and/or friends (33.7% vs. 27.8%*).

Students at the Reuter campus were the most likely to have learned about CIHIP via direct email (55.6%) and/or CSI's website (44.4%), while those at the Cambridge campus were the most likely to become aware of CIHIP through friends (34.6%).

Compared to CSI Year-End Survey 2022: The top three methods of how students became aware of CIHIP in 2022 were also direct email (57.9%), CSI's website (40%), and friends (31.8%). Friends have gone up 0.8%, but both direct email and CSI's website have decreased by 5.1% and 3.8% respectively.

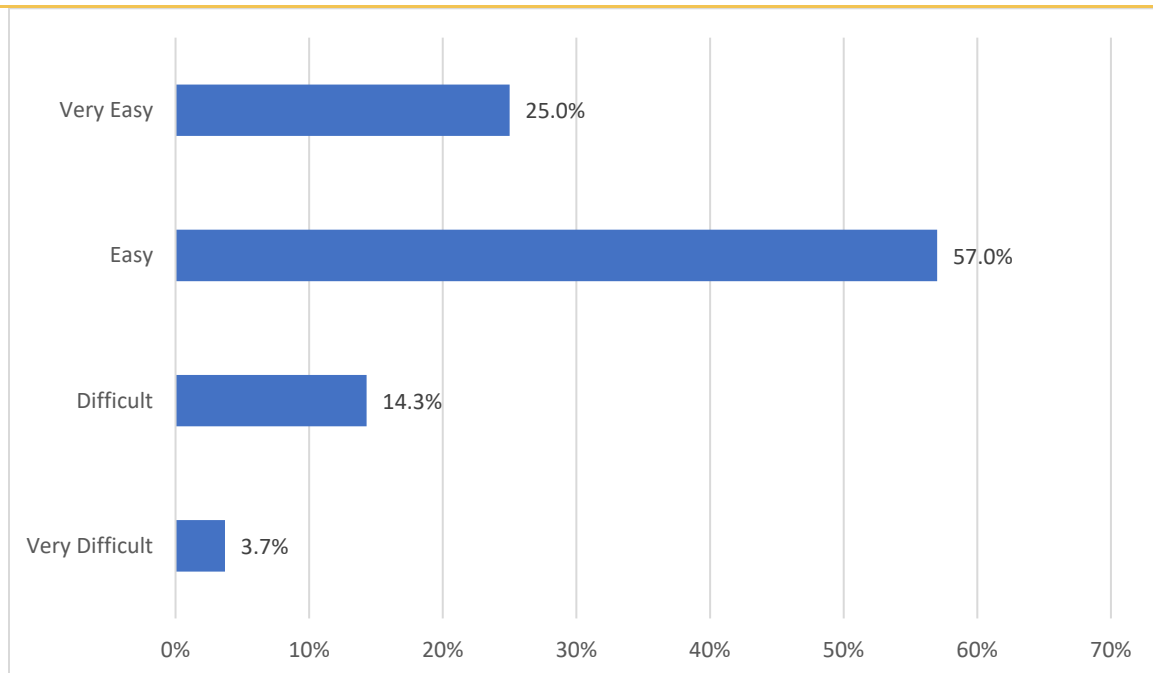
QUESTION 64: HOW INFORMED DO YOU FEEL ABOUT THE FOLLOWING ASPECTS OF CIHIP?



Quick takeaway: Overall, international students are informed about the various aspects of CIHIP: 80.8% felt informed on the plan coverage; 64.6% on submitting a claim; and 62.7% on where the plan is accepted.

Compared to CSI Year-End Survey 2022: Direct comparison to 2022 is complicated and unlikely to provide reliable information, as the question was reformatted to follow best practices. Previously, respondents were given five options: extremely informed, very informed, moderately informed, slightly informed, and not at all informed. However, four out of the five options indicated at least some level of informed, which could skew false positives and make top box comparisons irrelevant.

QUESTION 65: IF YOU SELF-ENROLLED OR ENROLLED DEPENDENTS ON CIHIP, PLEASE RATE HOW THE PROCESS WAS.

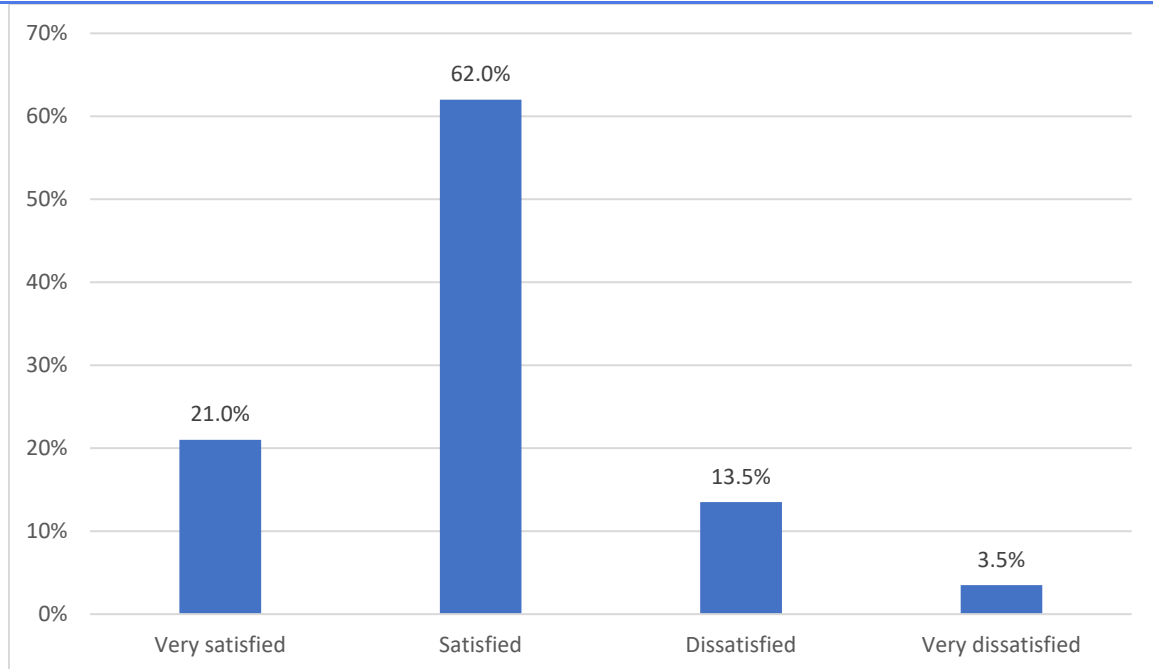


Quick takeaway: 36% of students did not enroll a dependent, with those at Cambridge the least likely to enroll a dependent (42.5% did not enroll) and those at Reuter the most likely (27.3% did not enroll). Men and women enrolled dependents at similar rates, while those with disabilities were less likely to enroll dependents when compared to those without disabilities (47.4% of those with disabilities did not enroll a dependent, compared to 35.7% of those without disabilities).

Of those who did enroll a dependent, 82% found the process to be easy. Those at Reuter were the least likely to find it easy (with 75% finding it easy), while those at Cambridge were the most likely to find it easy (87%). Men were also more likely to find the process easy, with 85% of men stating it was easy compared to just 57.1% of women.

Compared to CSI Year-End Survey 2022: This question was reformatted slightly to remove a neutral option. In 2022, 59.3% of students indicated they found it easy to enroll dependents, while 8.2% found it difficult to enroll dependents. Given that both the proportion of students who found it easy and difficult to enroll dependents went up, this likely reflects the changes made to the question.

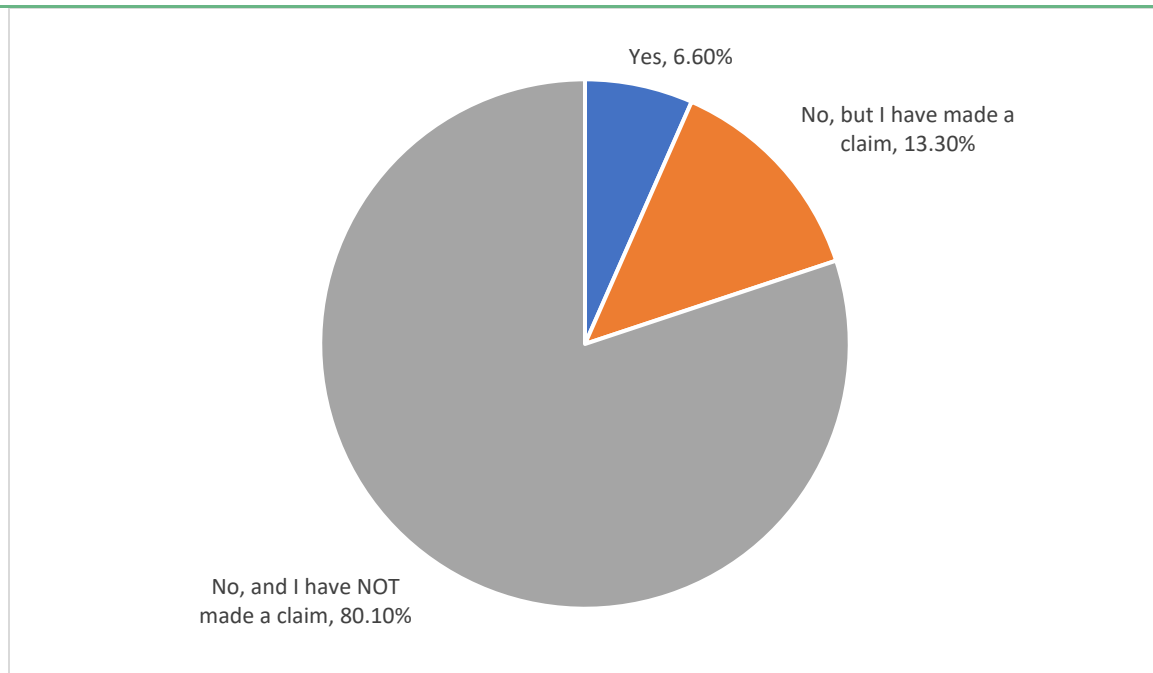
QUESTION 66: HOW WOULD YOU RATE YOUR SATISFACTION WITH CIHIP?



Quick takeaway: Overall satisfaction is 83%, though those with disabilities and women were less likely to indicate their satisfaction. As mentioned previously, this could reflect the diverse health needs of these populations that are often not met by the medical sector as a whole.

Compared to CSI Year-End Survey 2022: As before, this question was slightly reformatted to remove the neutral option. Satisfaction has gone up from 63.1%, however, dissatisfaction has also increased from 7.9% to 17%. This likely reflects the removal of the neutral option.

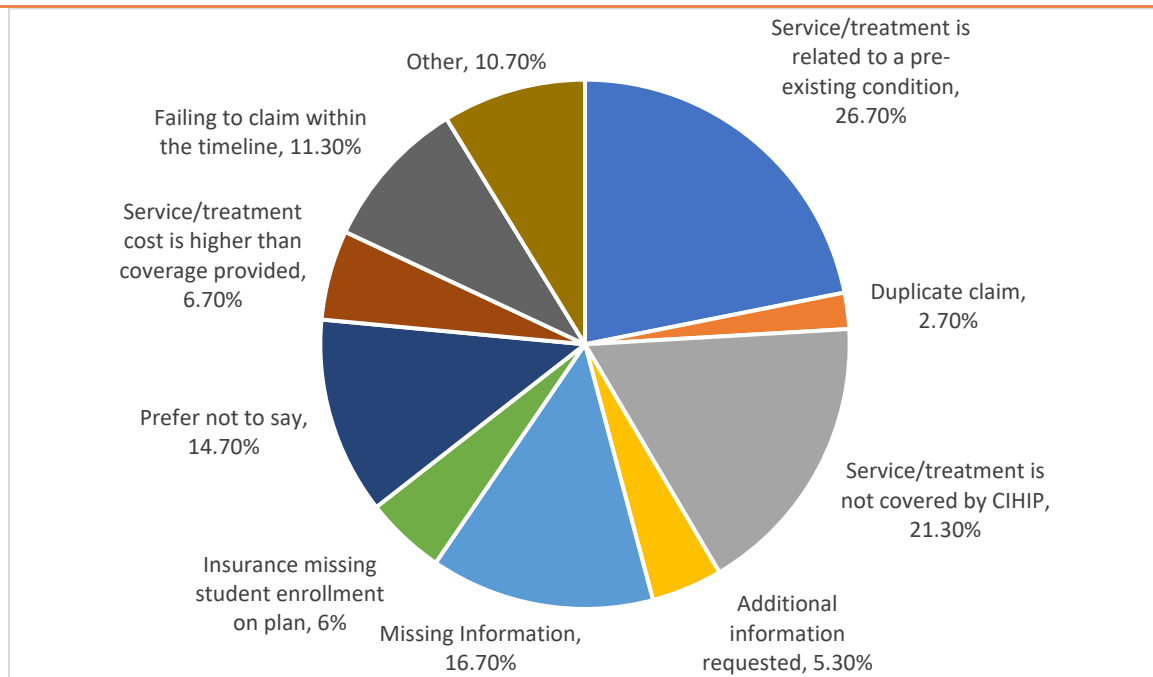
QUESTION 67: HAVE YOU BEEN DENIED A CLAIM BY CIHIP?



Quick takeaway: The majority of students (93.4%) have not been denied a claim, though the majority of them have not made a claim. Students with disabilities were more likely to be denied a claim (10.5%, compared to 6.6% of those without disabilities), as were women (7.6% vs 5.5%*).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 68: WHY WERE YOU DENIED YOUR CLAIM? SELECT ALL THAT APPLY.



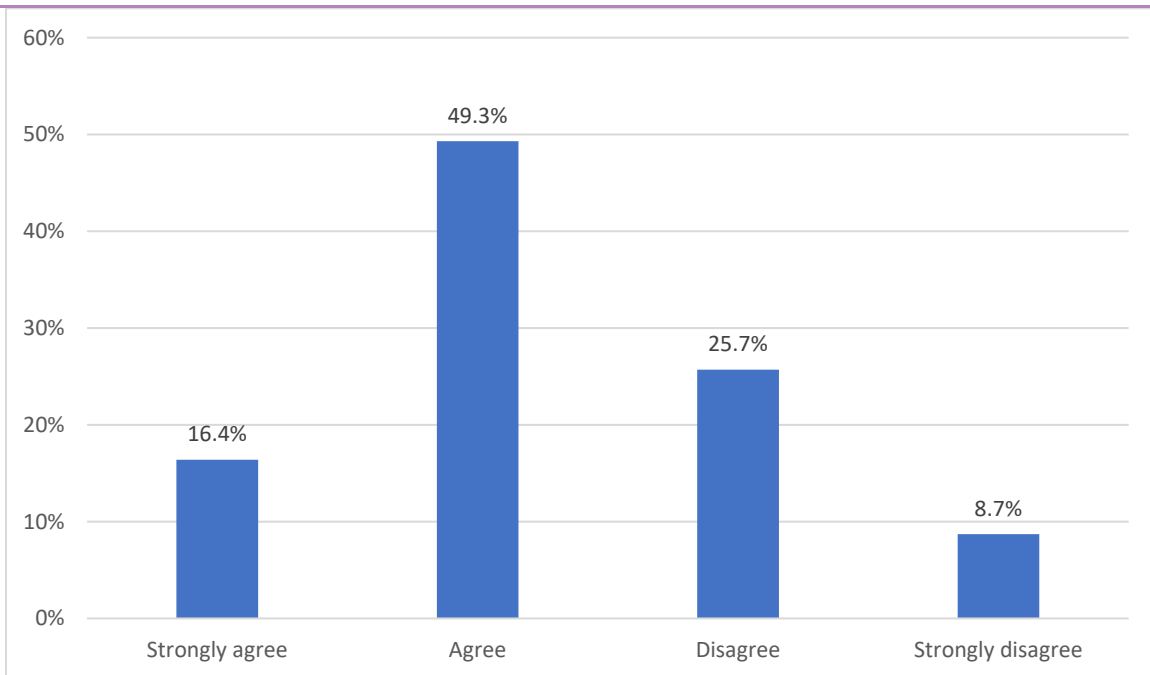
Quick takeaway: Out of those who said they had been denied a claim, the top three cited reasons that students had been denied a claim were because:

1. The service/treatment was related to a pre-existing condition (and therefore not covered) (26.7%),
2. The service/treatment was not covered by CIHIP (21.3%), and/or
3. The claim was missing information (16.7%).

Men were more likely to be denied due to pre-existing conditions (29.4%, compared to 24.4% of women) and/or missing information (25% vs. 10.3%)*, while women were more likely to be denied due to the service/treatment not being covered by CIHIP (25.6% of women, compared to 17.7% of men).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

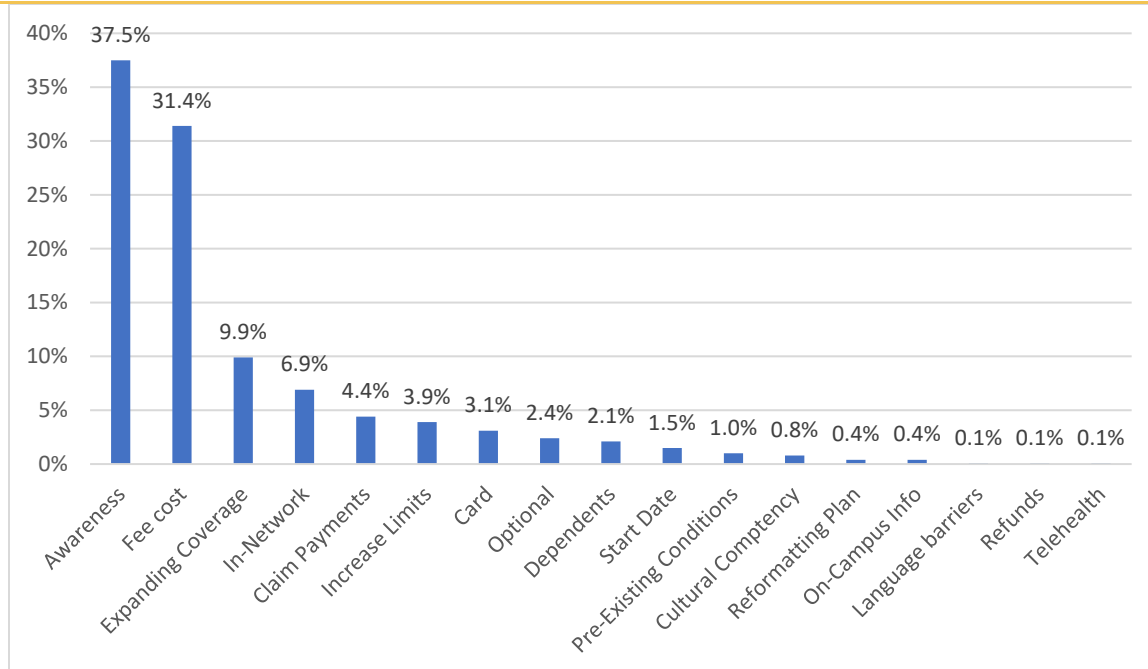
QUESTION 69: HOW MUCH DO YOU AGREE WITH THE FOLLOWING STATEMENT: "CSI'S HEALTH PLAN COVERAGE IS AFFORDABLE TO ME."



Quick takeaway: To help students better contextualize the fee, students were provided the cost and a small sample of the types of services covered by the plan. Students were also provided information about how much the fee is prorated for Spring and Winter start dates. The majority of international students (65.7%) stated that CIHIP was affordable, however, this is lower than the Extended Health Plan. Additionally, those with disabilities were more likely to indicate that it was not affordable, with 44.7% disagreeing, while only 34.2% of those without a disability disagreed.

Compared to CSI Year-End Survey 2022: In 2022, CSI asked about the affordability in regard to the health plan overall, as opposed to separating it out based on CIHIP and the Extended Health Plan. Overall, 62% of students in 2022 indicated they thought the health plan was affordable, and 7.6% indicated they did not think the plan was affordable. The question also originally had a neutral option, which was removed this year.

QUESTION 70: HOW CAN CIHIP BE IMPROVED?



Quick takeaway: Overall, 1,119 comments were received, however 399 were removed due to a variety of reasons, including non-responses (i.e., “N/A”), comments too general to categorize (i.e., “improving”), comments outside of the control of CSI and/or the insurance provider (i.e., the availability of doctors/appointment times), calls for research, and comments otherwise not related to CIHIP.

Comments regarding awareness of the plan are the most commonly cited comments, much higher than the results from question 62, which reflected only 14.4% of respondents being unaware of CIHIP. This could reflect comments from respondents that are citing other’s unawareness (as opposed to their own), or respondents being unaware of specific elements of the plan (as opposed to the plan as a whole).

The next most commonly referenced concept was the cost of the fee, and all fee cost comments called for a reduction in the fee cost. Given that CIHIP is only for international students, this may reflect that their tuition fees are already significantly higher than domestic students, and therefore, additional fees like CIHIP are felt uniquely.

Similarly to the Extended Health Plan, the third most common comment referenced expanding coverage to include new services, however, it should be noted that many of these expansions included references to dental, vision, mental health care, and other paramedical services that would be covered by the Extended Health Plan, not CIHIP.

The fourth most common comment related to the in-network providers, with calls for this to be expanded (particularly for non-Waterloo Region campuses).

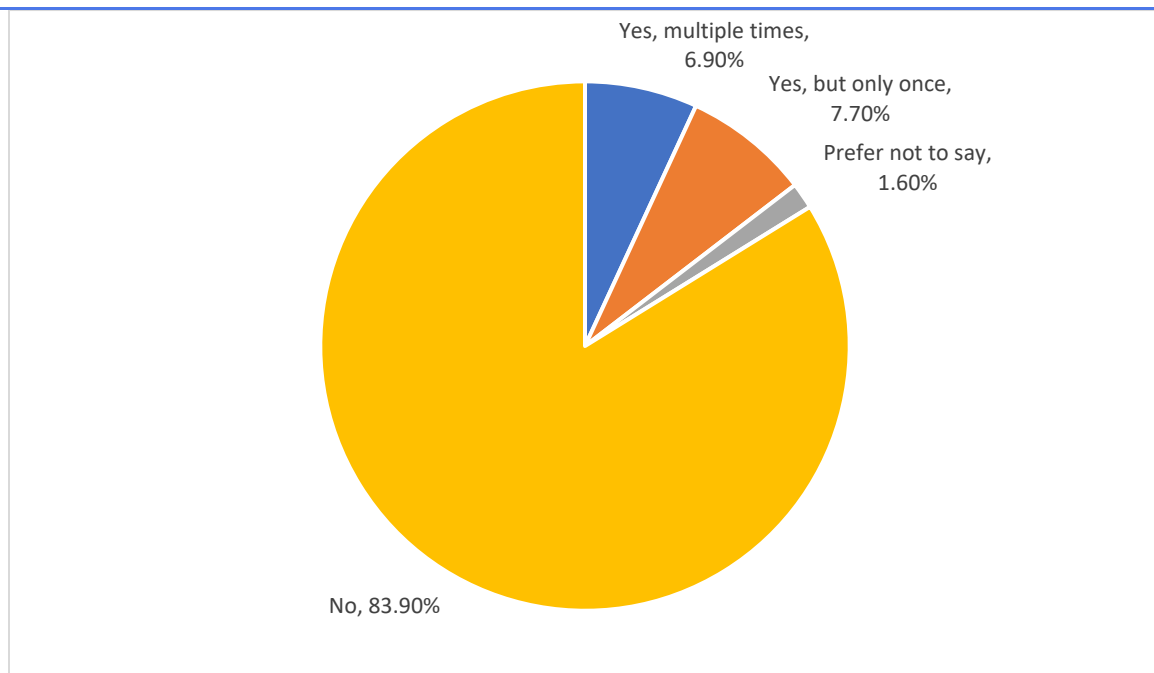
Finally, the fifth most frequent comment related to claim payments, calling for more transparency, speed in the processing, and general improvements to streamline the process.

DIALOGUE

This section focused on questions regarding Dialogue, a free online platform/mobile app that allows students to connect virtually to discuss medical needs. As this is part of the CSI Extended Health and Dental Plan, the questions regarding Dialogue were only shown to those who were opted into the plan. The highlights for this section include the following:

- The majority of students (83.9%) have not used Dialogue.
 - Of those who have used it, it is relatively equally regarding if they have only used it once or multiple times.
 - International students were more likely to have used it than domestic students.
- Of those who have not used Dialogue, the three most common reasons were:
 - Unawareness (76.1%)
 - Not needing it (22.4%)
 - Not wanting virtual health care (6.5%)

QUESTION 71: HAVE YOU EVER USED DIALOGUE, THE FREE ONLINE PLATFORM/MOBILE APP THAT ALLOWS CONESTOGA STUDENTS ENROLLED ON A CSI HEALTH PLAN TO CONNECT VIRTUALLY TO DISCUSS THEIR MEDICAL NEEDS?

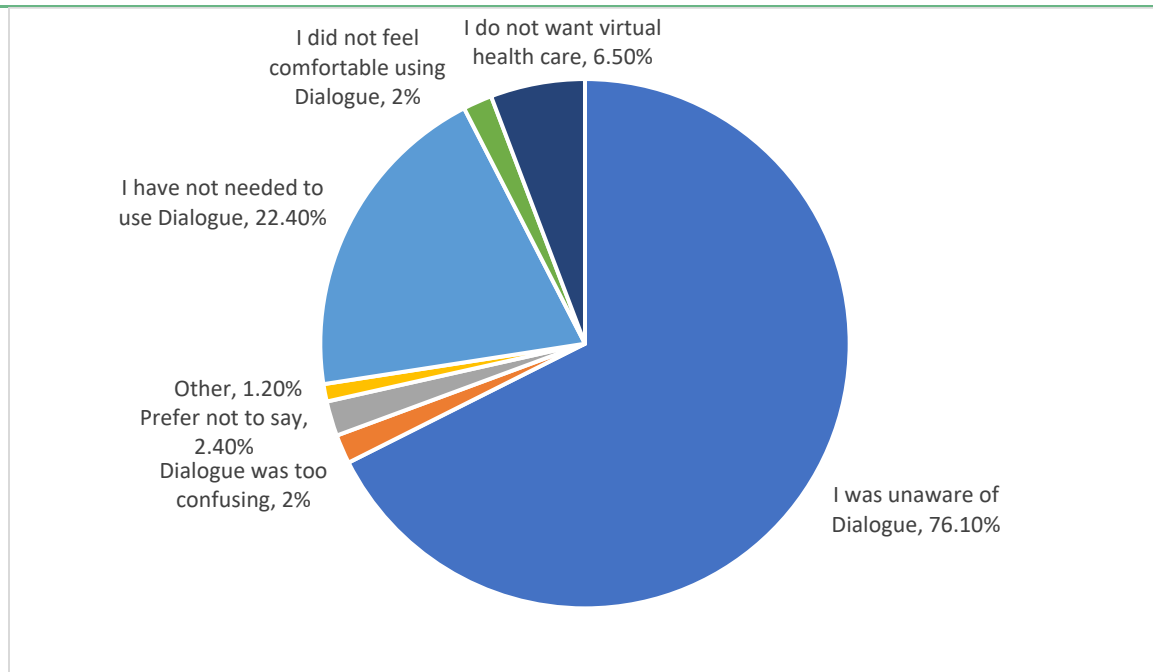


Quick takeaway: The majority of students have not used Dialogue, and it is relatively equal regarding whether or not students who do use it, use it multiple times. International students were slightly more likely to use Dialogue than domestic students (15.6% of international students used Dialogue at least once, compared to 10.3% of domestic students), which may reflect the difficulty in finding primary care providers in the area. The proportion of students using Dialogue at different campuses was relatively stable, with those

at Brantford the most likely to have used it at least once (19.5%), and those at Reuter the least likely to have used it (7.2%).

Compared to CSI Year-End Survey 2022: In 2022, the question was asked about students' familiarity with dialogue, as opposed to their usage.

QUESTION 72: IF YOU HAVE NOT USED DIALOGUE, WHY NOT? SELECT ALL THAT APPLY.



Quick takeaway: Out of those who said they have not used Dialogue, over 75% of them indicated it was because they are unaware of Dialogue. The next most common reason was they have not needed it (22.4%), followed by not wanting virtual health care (6.5%).

International and domestic students had the same level of awareness, however domestic students were more likely to say they have not needed it (25% of domestic students, compared to 21.5% of international students) and/or that they do not want virtual health care (9% vs. 5.7%*).

When comparing students with disabilities to those without, those with disabilities were more likely to not want virtual care (9.5% vs. 6.2%), and that they did not feel comfortable using Dialogue (4% vs 1.8%*).

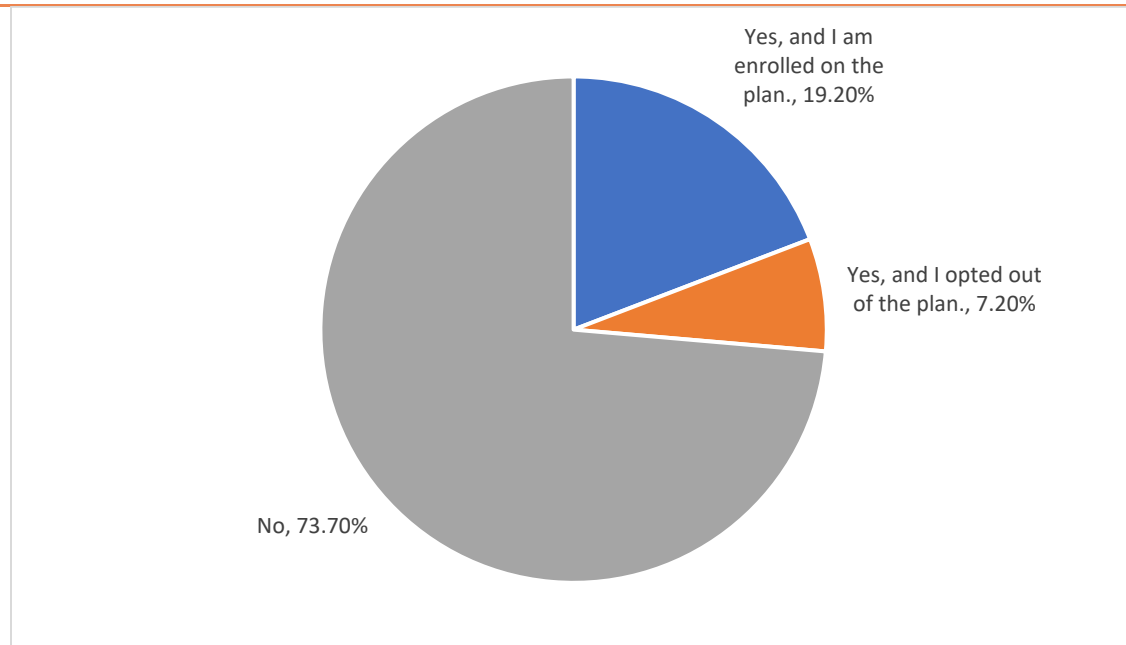
Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

LEGAL PROTECTION PLAN

The following questions provide an overview of student experiences with CSI's Legal Protection Plan. Students who indicated they were unaware skipped the remainder of the section, while those who indicated they opted out were only shown questions regarding the opt-out process. Highlights include the following:

- Almost $\frac{3}{4}$ of students are unaware of the plan.
 - Domestic and international students had the same level of awareness, but domestic students were more likely to opt-out.
- Of those enrolled and aware of the plan, 81.3% felt informed about its coverage, while 78.6% felt informed about how to access the plan.
- Opt-out process:
 - 87.3% of those who opted out found it easy to do so.
 - The most commonly cited improvements for the opt-out process were:
 - Clearer directions (31.3%)
 - Awareness (18.8%)
 - Faster refunds (18.8%)
 - Website usability (18.8%)

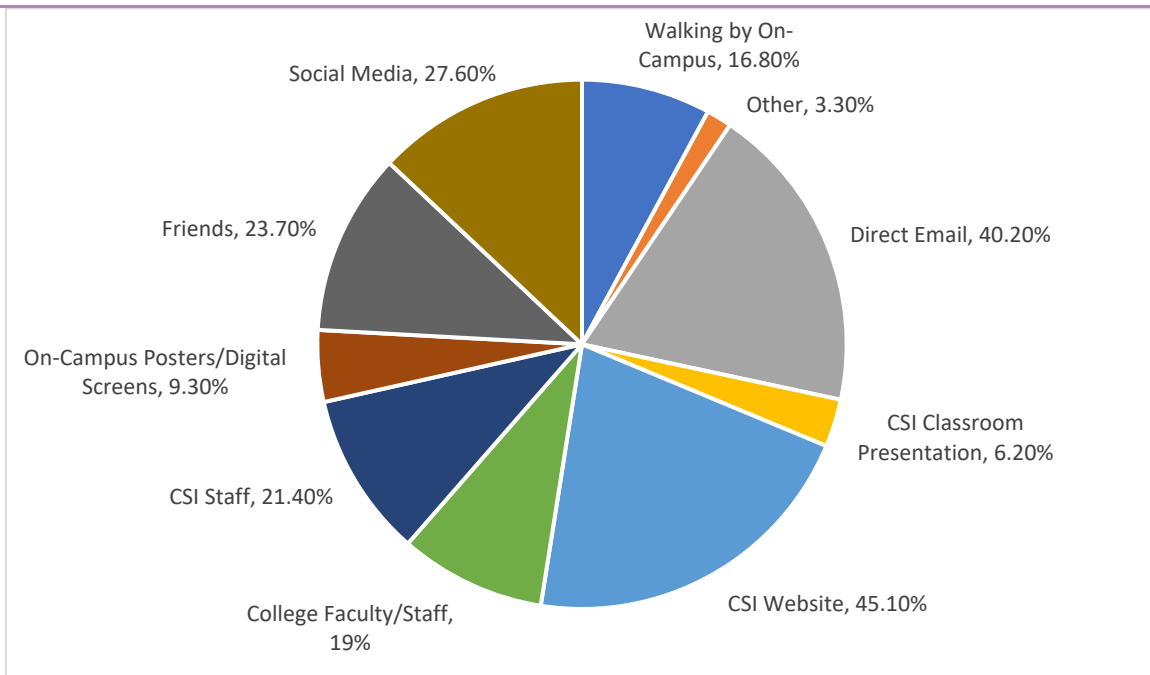
QUESTION 73: ARE YOU AWARE OF THE CSI LEGAL PROTECTION PLAN?



Quick takeaway: Almost three-quarters of students are unaware of the CSI Legal Protection Plan. Those at Brantford were the most likely to be aware of the plan (35.9%), while those at Reuter were the least likely to be aware of it (12.5%).* Domestic and international students had similar levels of awareness, however, domestic students were more likely to have opted out of the plan (12% vs. 5.3%).*

Compared to CSI Year-End Survey 2022: Awareness of the plan has decreased from last year, when 62.1% of students were unaware.

QUESTION 74: HOW DID YOU BECOME AWARE OF THE CSI LEGAL PROTECTION PROGRAM? SELECT ALL THAT APPLY.



Quick takeaway: Of the students who are aware of CSI's Legal Protection Program, the top three most common ways they became aware of it were:

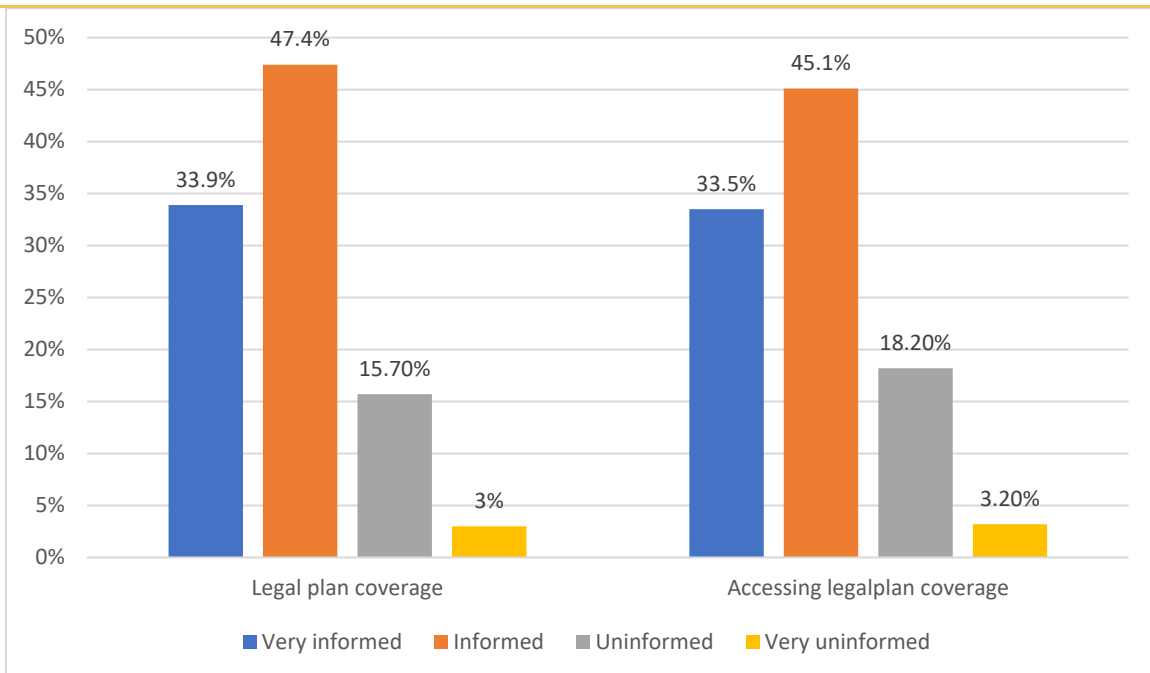
1. CSI's website (45.2%),
2. Direct email (40.3%), and/or
3. Social media (27.6%).

International students were more likely than domestic students to learn about the program by CSI's website (47.6% vs. 35.7%)* and/or social media (29.4% vs. 20.9%), while domestic students were more likely to have become aware of the program via direct email (44.2% of domestic students, compared to 39.3% of international students).

CSI's website was the most effective in reaching students at the Reuter campus (60%), and least effective for Brantford students (31.5%). Conversely, Brantford students were the most likely to cite direct email (50%) and/or social media (40.7%), while those at Cambridge were the least likely to cite direct email (22.9%) and those at Guelph the least likely to become aware of the program via social media (16.7%).

Compared to CSI Year-End Survey 2022: In 2022, the top three most common ways students became aware of the CSI Legal Protection Program was via direct email (49.8%), CSI's website (46.9%), and social media (27.5%). While the top three remained the same, direct email and CSI's website swapped positions. While social media increased by 0.1%, both direct email and CSI's website decreased in proportion by 9.6% and 1.8% respectively.

QUESTION 75: HOW INFORMED DO YOU FEEL ABOUT THE FOLLOWING ASPECTS OF YOUR CSI LEGAL PROTECTION PLAN?

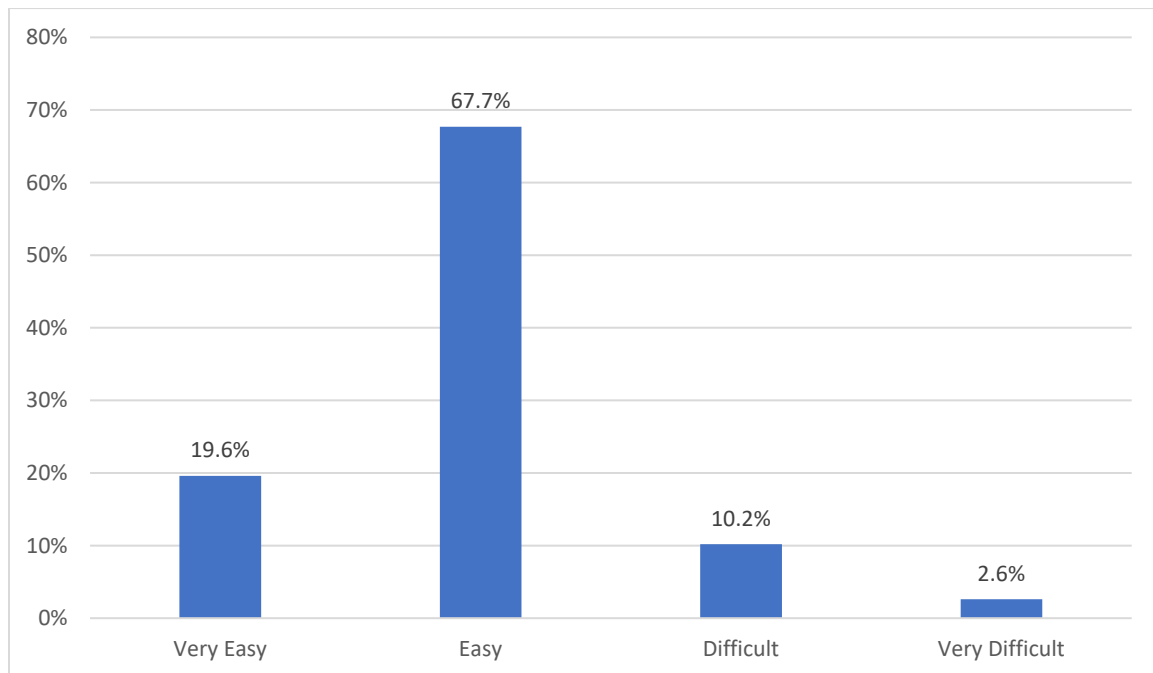


Quick takeaway: Of those who were aware of and opted into the Legal Protection Plan, the majority were informed about its coverage (81.3%) and how to access it (78.6%). International students were significantly more informed than domestic students, both regarding its coverage (85.8% vs. 64%) and how to access it (84.1% vs. 59%).*

Compared to CSI Year-End Survey 2022: Direct comparison to 2022 is complicated and unlikely to provide reliable information, as the question was reformatted to follow best practices. Previously, respondents were given five options: extremely informed, very informed, moderately informed, slightly informed, and not at all informed. However, four out of the five options indicated at least some level of being informed, which could skew false positives and make top box comparisons irrelevant.

CSI LEGAL PROTECTION PLAN OPT-OUT PROCESS

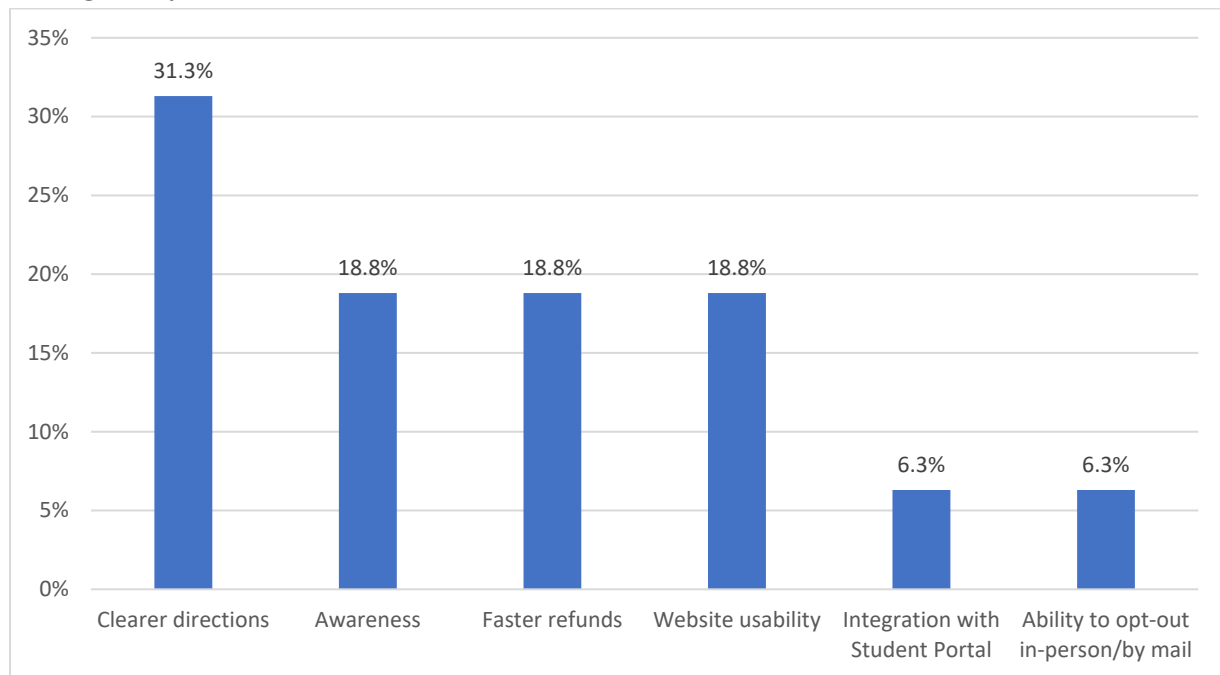
QUESTION 76: PLEASE RATE HOW THE OPT-OUT PROCESS WAS.



Quick takeaway: Of those who indicated they opted out of the Legal Protection Program, the majority (87.3%) indicated that it was easy. Those at Reuter were the least likely to say it was easy (75% indicated it was easy), while those at Guelph were the most likely to say it was easy (93.8%). International students were also more likely to find the opt-out process easy, with 88.8% indicating as such, compared to 85.2% of domestic students.

Compared to CSI Year-End Survey 2022: This question was reformatted slightly to remove a neutral option. In 2022, 52.6% of students found the process easy, while 5.5% found it difficult. As both the proportion of students who found it easy and difficult increased, it is likely due to the removal of the neutral option.

QUESTION 77: HOW CAN THE OPT-OUT PROCESS BE MADE EASIER OR IMPROVED?



Quick take away: Overall, 67 comments were received, however 51 were removed due to a variety of reasons, including non-responses (i.e., “N/A”), comments too general to categorize (i.e., “easier”), and comments otherwise not related to CSI’s Legal Protection Plan opt-out process.

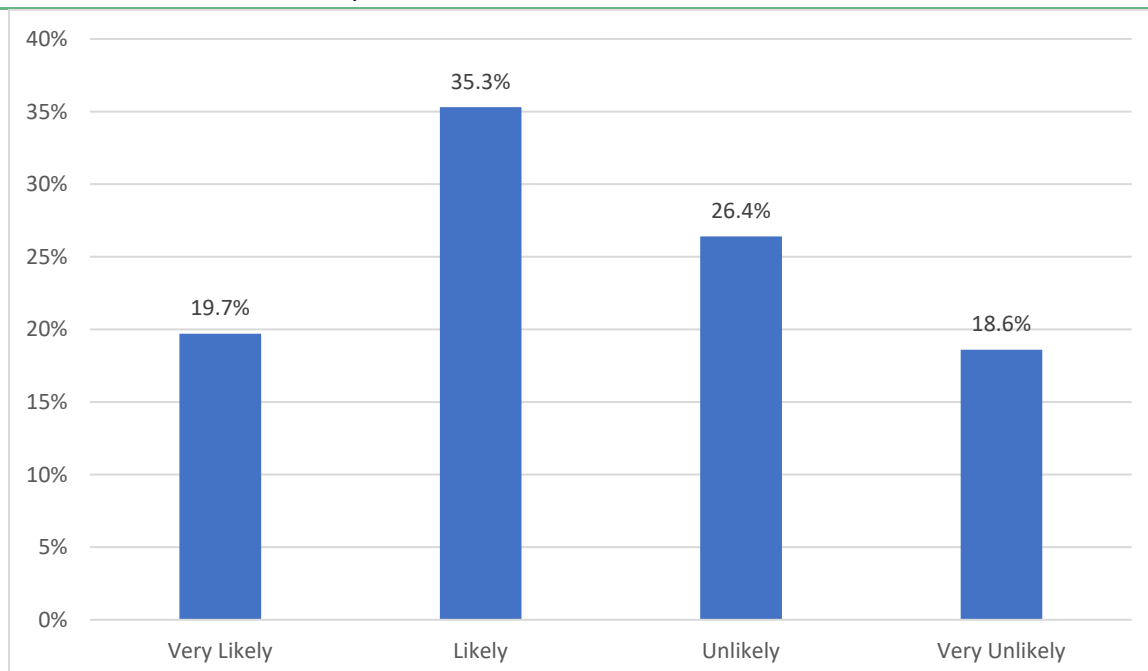
The most common response was calls for clearer directions on how to opt out, such as including pictures and a step-by-step guide online. The next three suggestions were tied in frequency, and are awareness of opting out being an option, faster refunds, and website usability, such as addressing website crashes.

HEALTH & WELLNESS SERVICES

The following section focused on various potential health and wellness initiatives and was asked to all students. The highlights of the section include the following:

- Only a slight majority of students indicated they would use an on-campus vending machine with over-the-counter medication.
 - Those at Brantford were the most likely to say they would use it (63.1%)
- The top three most likely to be used services at a wellness office were:
 - Eyecare services
 - Massage therapist
 - Nutritionist/dietician
- Across the various potential services, domestic students were less likely to indicate they would use the various services.
- Those at Brantford were the most likely to indicate their usage for the majority of services, while those at Reuter and Cambridge were the least likely to.
- When asked how mental health supports and services could be improved, the top three most common comments were regarding:
 - Awareness (34.7%)
 - Counselling (33.7%)
 - Physical health (5.6%)

QUESTION 78: HOW LIKELY ARE YOU TO USE AN ON-CAMPUS VENDING MACHINE WITH OVER-THE-COUNTER MEDICATION (SUCH AS ADVIL, TYLENOL, ASPIRIN, ETC.) IF IT WAS AVAILABLE?

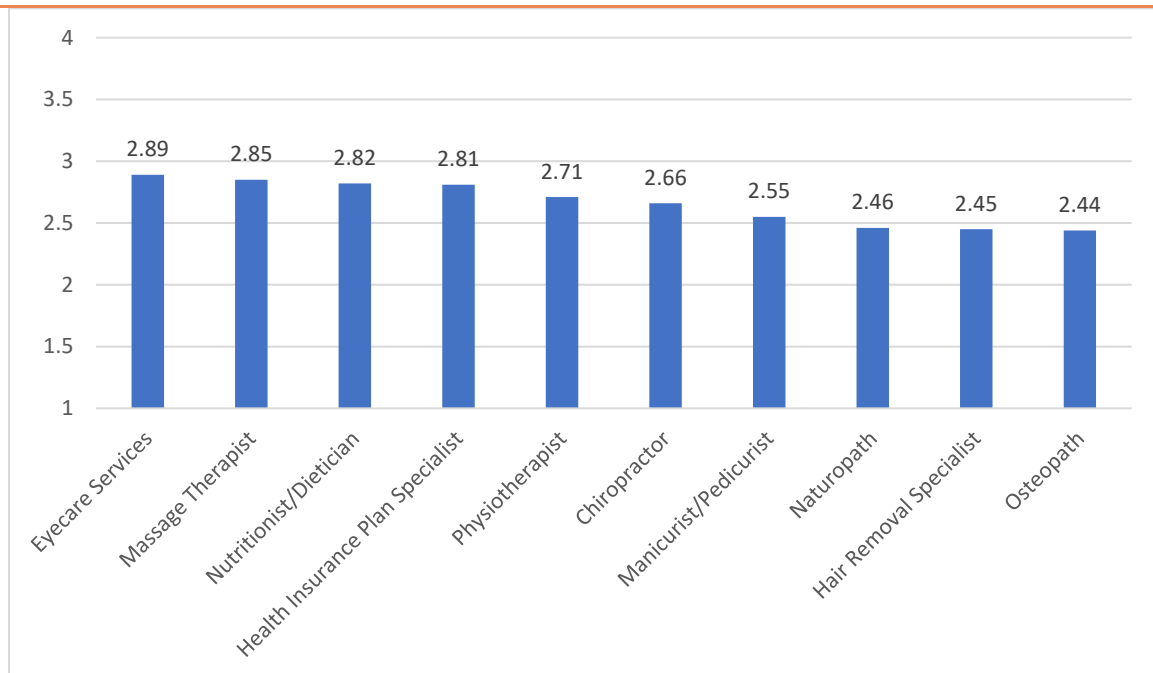


Quick takeaway: A slight majority (55%) of students indicated that they would be likely to use an on-campus vending machine with over-the-counter medication. Those at Cambridge were

the least likely to indicate they would use this machine (51.2% said they would be at least likely to use it), while those at Brantford were the most likely to say they would use this machine (63.1%). International students were more likely to indicate they would use it, with 56.9% saying they would use it, compared to 49.6% of domestic students.

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 79: HOW LIKELY WOULD YOU BE TO USE ANY OF THE FOLLOWING WELLNESS SERVICES AT AN ON-CAMPUS, IN-PERSON WELLNESS OFFICE?



Quick takeaway: Out of the various services asked about, the top three responses were:

1. Eyecare services,
2. Massage therapist, and
3. Nutritionist/dietician.

Across all service areas, domestic students had a lower weighted average than international students, indicating a general lower chance for domestic students to use the various services. Among domestic students, the top three services were the same as overall, though they were slightly more likely to say they would use a massage therapist over eyecare services (2.66 vs. 2.53). Among international students, eyecare services surpassed a weighted average of 3, and the second highest score was for health insurance plan specialist (2.99). The third highest weighted average was for nutritionist/dietician (2.97). Women had a higher weighted average across the majority of the services offered, with the exception of health insurance plan specialist, chiropractor, osteopath, and physiotherapist (which they tied with men).

Across the various campuses and services, either Brantford or the Downtown Kitchener campus had the highest weighted average for each service:

- Brantford had the highest weighted average for seven services:
 - Chiropractor, 2.85
 - Osteopath, 2.61
 - Naturopath, 2.64
 - Massage therapist, 3.07
 - Manicurist/pedicurist, 2.85
 - Eyecare services, 3.12
 - Hair removal specialist, 2.73
- Downtown Kitchener had the highest weighted average for three of services:
 - Health insurance place specialist, 3.07
 - Physiotherapist, 2.90
 - Nutritionist/dietician, 3.07

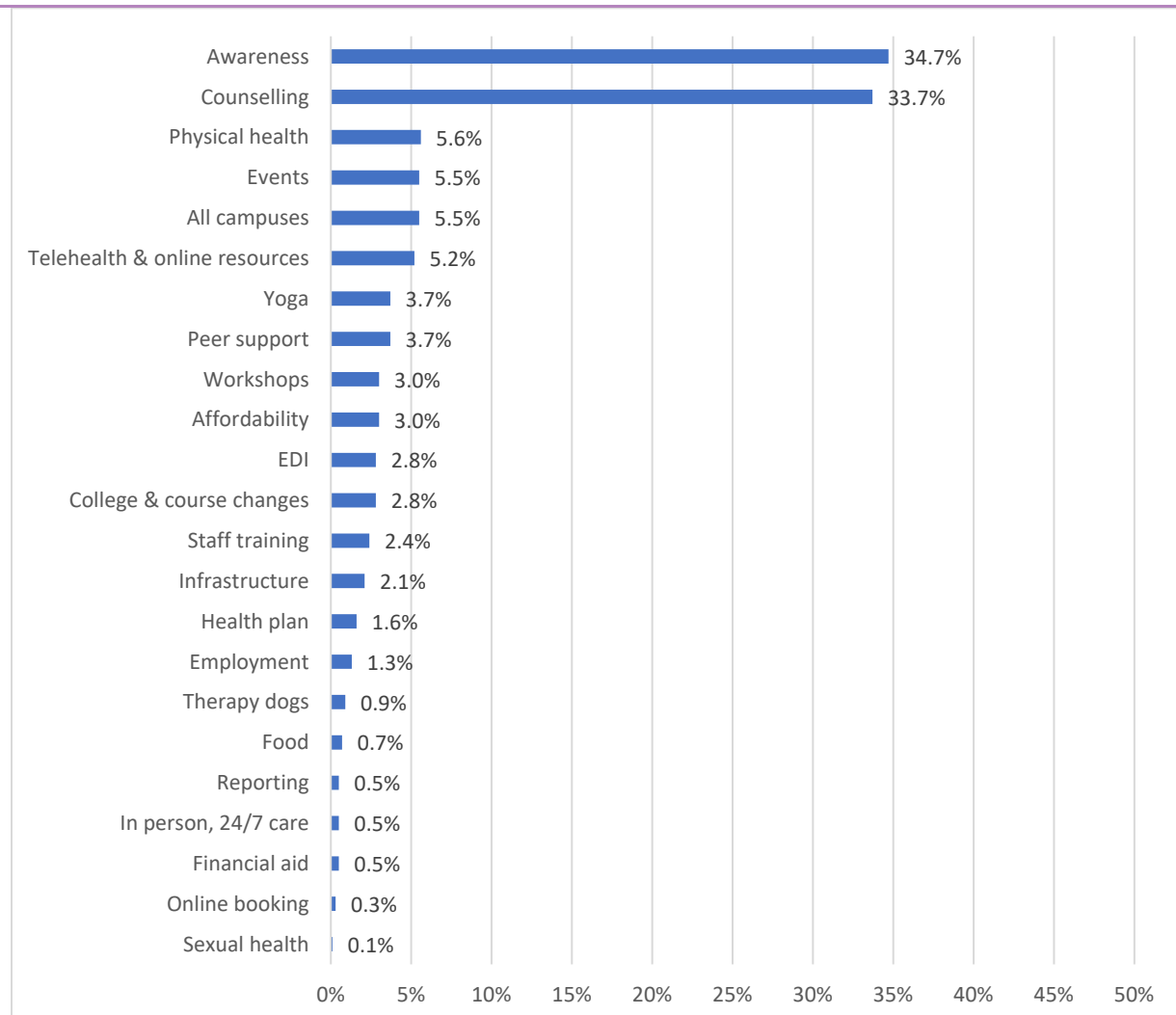
Across the various campuses and services, either Cambridge or Reuter campus had the lowest weighted average for each service:

- Cambridge had the lowest weighted average for three services:
 - Chiropractor, 2.50
 - Physiotherapist, 2.53
 - Massage therapist, 2.68
- Reuter had the lowest weighted average for six services:
 - Health insurance plan specialist, 2.25
 - Naturopath, 2.17
 - Nutritionist/dietician, 2.58
 - Manicurist/pedicurist, 2.01
 - Eyecare services, 2.64
 - Hair removal specialist, 1.93

Both Reuter and Cambridge had the lowest weighted average for osteopath, at 2.26.

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 80: HOW CAN MENTAL HEALTH SUPPORTS AND SERVICES BE IMPROVED AT CONESTOGA COLLEGE?



Quick takeaway: Overall, 1,285 comments were received, however 522 were removed due to a variety of reasons, including non-responses (i.e., “N/A”), comments too general to categorize (i.e., “more”), and comments otherwise not related to mental health supports and services at Conestoga College. The top five comments were related to:

1. Awareness of existing and new supports (34.7%),
2. Ensuring the availability of responsive counselling (33.7%),
3. The importance of physical health (5.6%),
4. Ensuring that services are available at all campuses (5.5%), and/or
5. Hosting a variety of recreational events to reduce adverse mental health symptoms (5.5%).

Similar to other trends in the survey, students indicated that there was minimal awareness of the existing services offered by Conestoga College and/or CSI, and comments regarding awareness often made reference to needing to increase student awareness of existing, and

any potential new, services. Some comments, also reflected in the category regarding ensuring that all campuses had access to services, explicitly mentioned a lack of awareness on the various satellite campuses.

The next most common comment was regarding counselling. These comments called for increased capacity (i.e., hiring more counselors), and ensuring that there was availability when students needed it. This is not unique to Conestoga College; many post-secondary institutions across Ontario have increasingly long wait times to see on-campus mental health professionals.¹⁹ While students have some coverage through the Extended Health and Dental Plan, several comments (3%) referenced the affordability issue when seeing non-college health professionals. In addition to calls for more counselors, some comments called for particular types of professionals, such as psychiatrists, who serve additional and/or unique functions compared to other forms of counseling, and/or ensuring diverse counselling options were available for racialized, LGBTQ+, and/or disabled students.

Following counseling, references to physical health supports were the next most common comment. These often made reference to both spaces (like gyms) as well as professionals like doctors, nutritionists, massage therapists, etc. Given the impact mental health can have on physical health, and vice versa, students see increasing physical health supports across the various campuses as one keyway to improve mental health supports at Conestoga.

Tied in fourth and fifth most common were events and all campuses. Comments regarding events focused on recreational events, as opposed to educational (which were reflected in workshops [3%]), that were aimed at short-term alleviation of negative mental health symptoms. As discussed previously, various comments made reference to ensuring that all services are proportionately available across the various satellite campuses, with a large portion of the comments referencing Brantford, Guelph, or Waterloo. Given the distance of these campuses from Doon (and that only Waterloo has public transit that connects to the Doon campus), these satellite campuses may particularly feel a disconnect between the services offered and their availability.

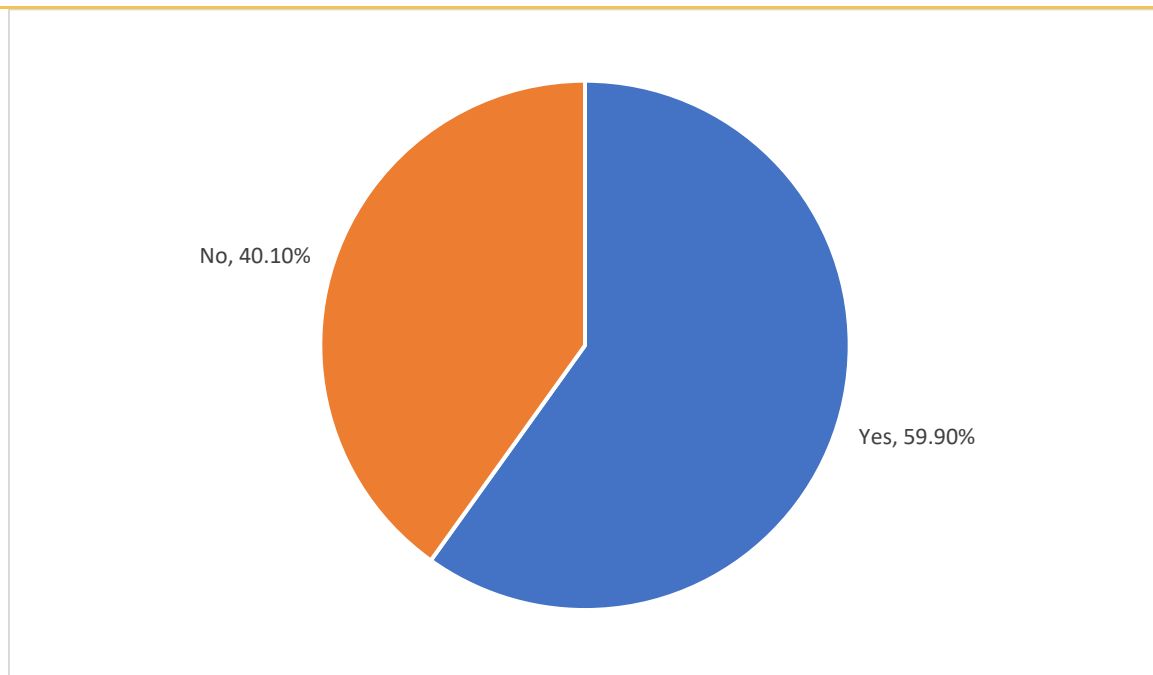
¹⁹ Alyssa Max and Rosanne Waters, “Breaking Down Barriers: Mental Health and Canadian Post-Secondary Students” (Ottawa, ON: Canadian Alliance of Student Associations, January 2018), https://assets.nationbuilder.com/casaacae/pages/2449/attachments/original/1515601718/Breaking_Down_Barriers_Mental_Health_and_Post-Secondary_Students.pdf?1515601718.

LEADERSHIP

The following questions provide an overview of student experiences with leadership and highlights from this section include:

- 59.9% of students were aware of the Clubs and Societies Fee.
 - International students and those at Waterloo were the most likely to be aware.
- The majority of students are unaware of how to join a club (57.8%) or how to start one (71%).
- The top three types of leadership and career development opportunities students are most likely to attend are:
 - Volunteer opportunities on their main campus (62.7%)
 - Career development workshops (44.6%)
 - Leadership skills workshops (40.9%)
- Those at Reuter were the least likely to indicate their participation in leadership and career development opportunities.

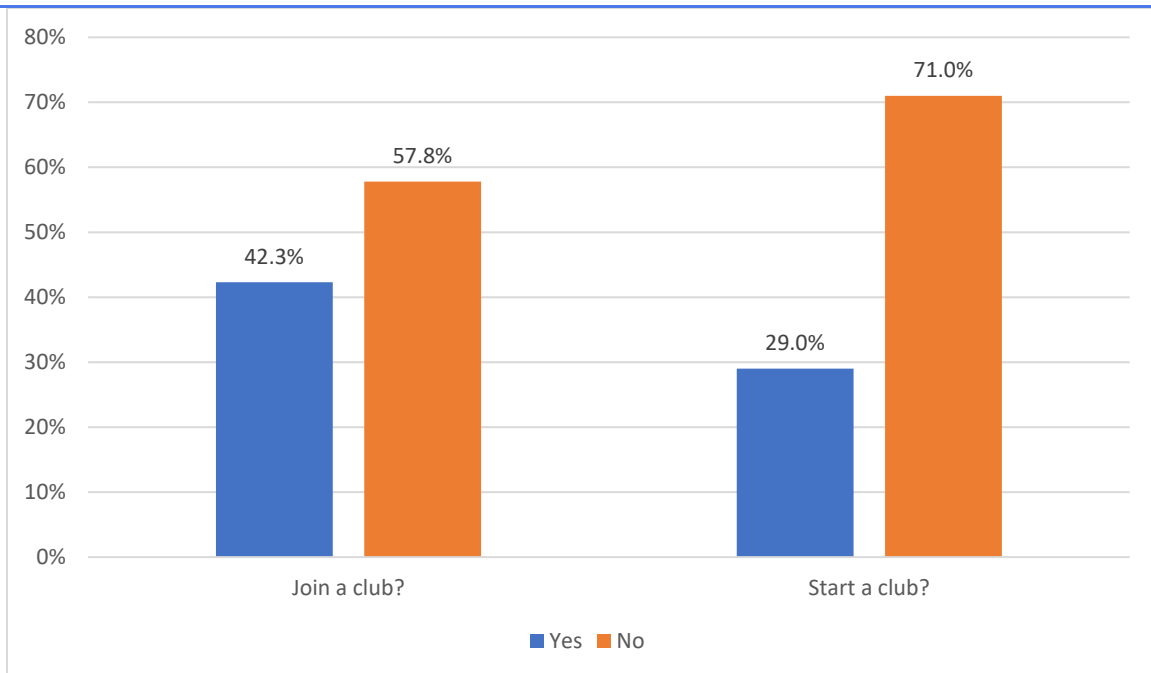
QUESTION 81: ARE YOU AWARE OF THE OPTIONAL CSI CLUBS & SOCIETIES FEE?



Quick takeaway: A slight majority of students are aware of the Clubs & Societies Fee, however both international students (62.4%) and students from Waterloo (63.2%) had the highest levels of awareness, while domestic students (53.5%) and students from Reuter (38.9%) had the lowest levels of awareness.*

Compared to CSI Year-End Survey 2022: Awareness has gone down from 63.6% for the Clubs & Societies Fee.

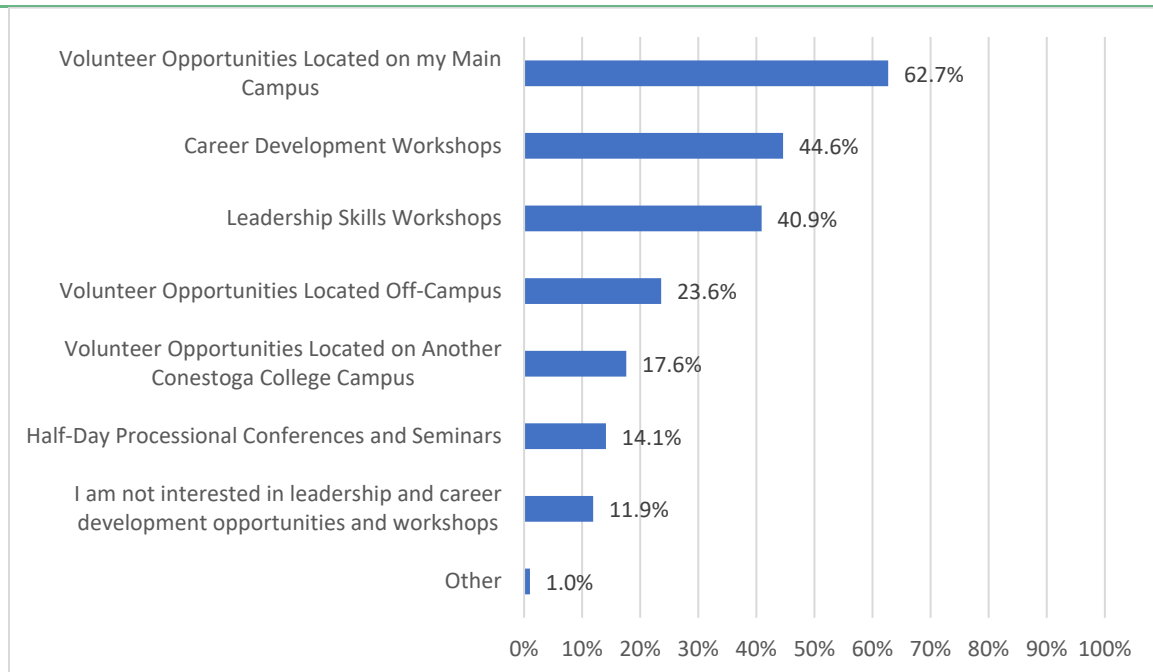
QUESTION 82: ARE YOU AWARE OF HOW TO...



Quick takeaway: The majority of students are unaware of how to join a club (57.8%) or how to start a club (71%). In both cases, international students were more aware than domestic students of how to join a club (43.6% vs. 38.6%) and of how to start a club (31.3% vs. 22.9%). Those at Cambridge were the most aware of how to join a club (47.5% knew how to join a club), while those at Reuter were the least aware of how to join clubs (31.9%).* Students at the Downtown Kitchener campus were the most likely to know how to start a club (32.6% were aware), and those at Reuter were the least likely (13.9%).*

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 83: WHAT TYPES OF LEADERSHIP AND CAREER DEVELOPMENT OPPORTUNITIES AND WORKSHOPS ARE YOU MOST LIKELY TO PARTICIPATE IN? SELECT UP TO THREE CHOICES.



Quick Takeaway: The top three opportunities and workshops students are interested in are:

1. Volunteer opportunities on their main campus,
2. Career development workshops (i.e., resume building, interview skills, etc.), and/or
3. Leadership skill workshops (public speaking, time management, budgeting, etc.).

Across the various campuses,

- Those at the Downtown Kitchener campus were the most likely to participate in volunteer opportunities on their campus (67.4%), while those at Reuter were the least likely (36.1%).*
- Those at Brantford were the most likely to participate in career development workshops (50%), while those at Reuter were the least likely (29.2%).*
- Those at the Downtown Kitchener campus were the most likely to participate in leadership skill workshops (47.4%), while those at Reuter were the least likely (31.9%).*

In all but half-day professional conferences and seminars, international students were more likely than domestic students to indicate their likelihood of participating. Overall, over ¼ of domestic students (26.5%) indicated that they are not interested in any leadership and career development opportunities and workshops.

Compared to CSI Year-End Survey 2022: In prior iterations of the year-end survey, students were asked if they were interested (in general) about leadership and career development

opportunities, before asking several questions regarding what type of opportunities they were looking for. These questions were combined into this one question for 2023. In 2022, 34.1% of students indicated they were not looking for leadership and career development opportunities, and in 2023 this has reduced by 22.2%.

In 2022, the top three types of leadership and career development opportunities students were interested in were career development workshops (57.6%), leadership skill workshops (53.3%), and volunteer opportunities (51.6%). Whether or not the volunteer opportunities were on campus was asked as a later question. Because of those changes, comparison is difficult. However, given that the top three options remain the same (albeit in a different order), this could mean that student interests remain relatively stable regarding what type of leadership and career development opportunities they are interested in.

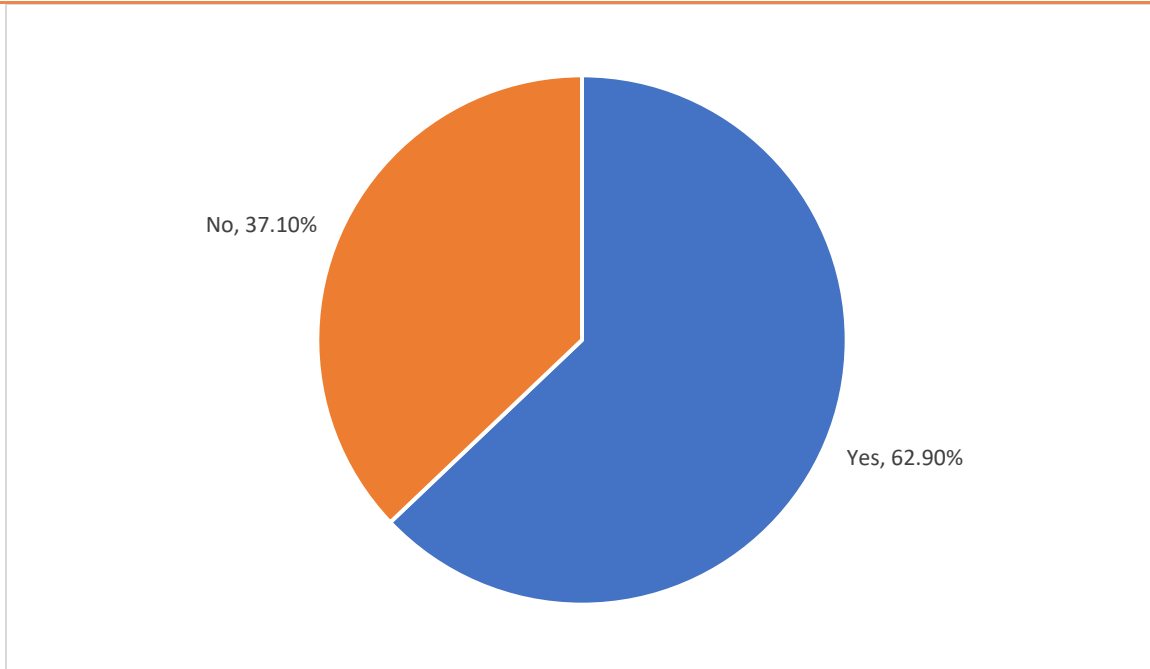
Regarding the location of their volunteer opportunities, in 2022, the majority of students preferred options both on and off campus (81.5%), however, out of the three volunteer options provided in 2023, off-campus had the lowest response. This may reflect the changing location desires, particularly as higher proportions of students rely on public transit as opposed to private vehicles.

EVENTS

The following questions provide an overview of student experiences with CSI events and highlights from this section include:

- 62.9% of students are aware of the optional events fee.
 - International students and those at the Waterloo campus were the most likely to be aware.
- The top three perks students would like to receive for paying the optional fee were:
 - Free/discounted tickets (66.8%)
 - Event swag (30%)
 - Access to free/discounted tickets to non-CSI events (27.8%)
- Those at the Downtown Kitchener campus were the most interested in free/discounted tickets (for both CSI and non-CSI events), while those at Reuter were the most interested free event swag.
- Event theme is the top motivator for students to attend CSI events (43.4%), followed by wanting to try something new (41.2%) and free food (40.5%).
- Students are slightly more interested in small events, over large events (56.9%)
 - Brantford students are the most interested in small events (65%), while Cambridge students are the least interested (52.1%).
- Time of the event is the most common barrier for attending events (52.9%).
- 60.2% of students are aware that they can attend events at other campuses.
 - 60.1% of students are interested/have attended an event at other campuses.
 - International students are more likely to both know and be interested in attending events at other campuses.
- The majority of students (71.7%) would be more likely to attend CSI events if they could bring a non-Conestoga student guest.
 - International students, women, and those with disabilities were all more likely to attend events if they could bring a guest.
- When asked what specific events/theme weeks students would like CSI to host, the majority responded with existing theme weeks.
 - New events/theme weeks included:
 - Arts
 - International student supports
 - Food
 - Finances
 - Academics

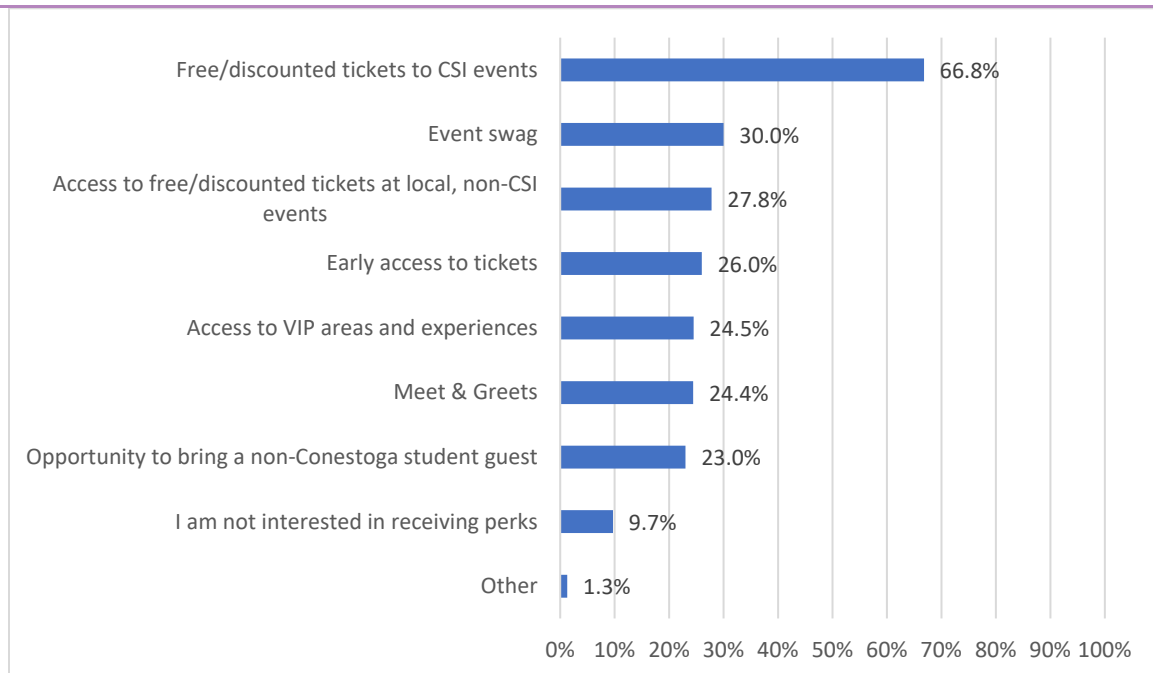
QUESTION 84: ARE YOU AWARE OF THE OPTIONAL CSI EVENTS FEES?



Quick takeaway: A majority of students are aware of the CSI Events Fee. International students (66.2%) and students from Waterloo (66.2%) had the highest levels of awareness, while domestic students (55.5%) and students from Reuter (41.7%) had the lowest levels of awareness.* Additionally, those without disabilities were more likely to be aware of the fee than those with disabilities (63.9% compared to 56.8%).*

Compared to CSI Year-End Survey 2022: Awareness of the CSI Events Fee has gone down from 66.8%.

QUESTION 85: WHAT PERKS WOULD YOU LIKE TO RECEIVE AS INCENTIVE FOR PAYING THE OPTIONAL CSI EVENTS FEE? SELECT YOUR TOP THREE.



Quick takeaway: Over 2/3rds of students are interested in free/discounted ticket prices to CSI events as a perk, with the next two options being free event swag (30%), and free/discounted tickets to non-CSI events (27.8%). International students were more likely than domestic students to want free/discounted tickets to CSI events (70.6% of international students, compared to 57.6% of domestic students)* while domestic students were more likely to want free event swag (40.9% of domestic students, compared to 25.7% of international students)* and/or free/discounted tickets to non-CSI events (28.2% vs. 27.8%).

Looking at the campus break down, the campuses that were most interested in the top three options were:

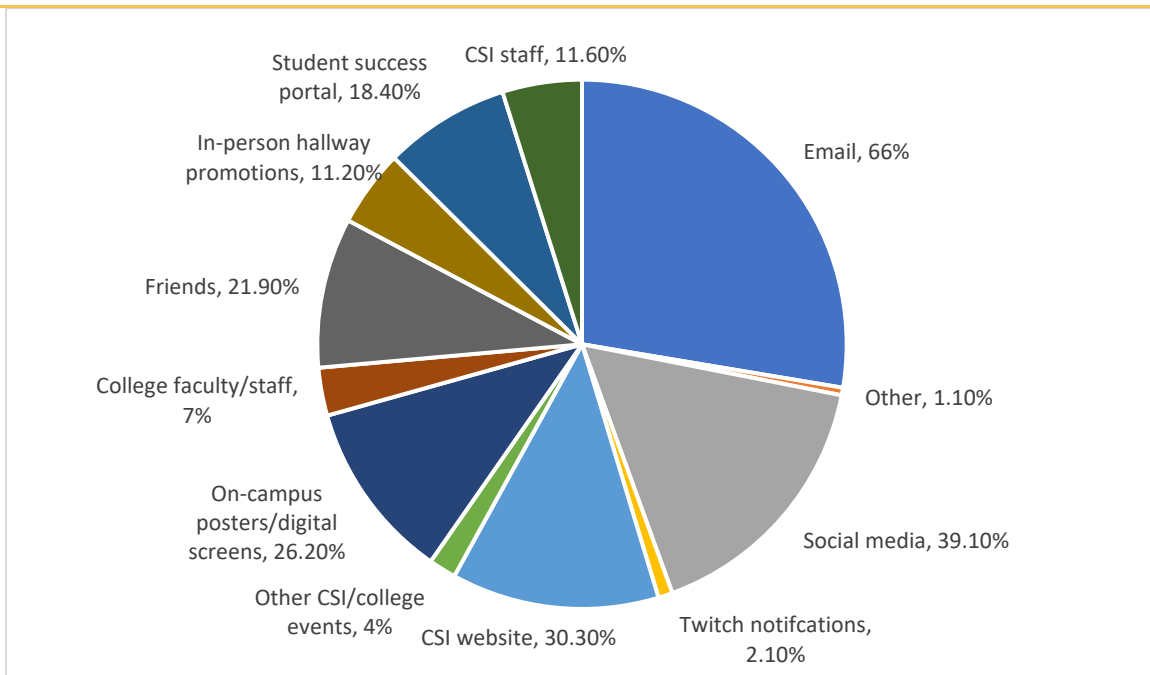
- Downtown Kitchener for free/discounted ticket prices to both CSI events (72.9%) and non-CSI events (31.7%)
- Reuter for free event swag (44.4%)

The campuses that were the least interested in the top three options were:

- Reuter for free/discounted tickets to CSI events (59.9%)
- Guelph for free event swag (25.5%)
- Cambridge for free/discounted tickets to non-CSI events (22.3%)

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 86: HOW DO YOU NORMALLY LEARN ABOUT CSI EVENTS? SELECT ALL THAT APPLY.

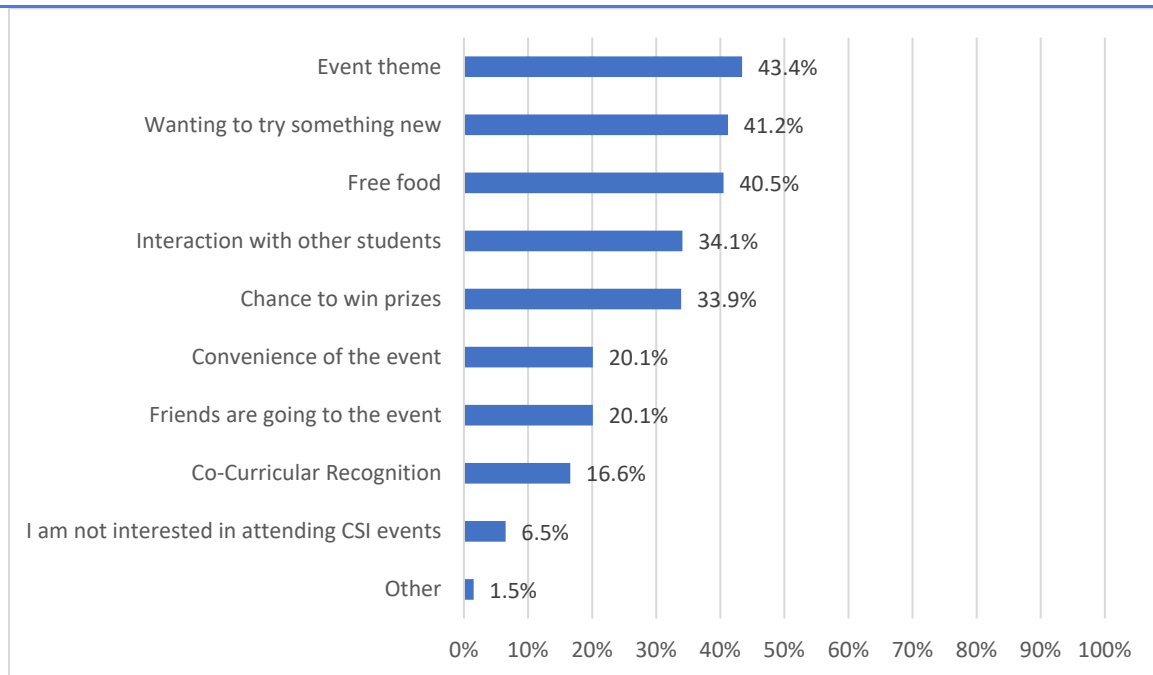


Quick takeaway: Almost 2/3rds of students normally learn about events via email, with social media (39.1%) and CSI's website (30.3%) being the next two most common ways of learning about CSI events. Out of all the campuses, those at Reuter were the least likely to learn about events through all the top three methods, while those at Brantford were the most likely to learn about events via email (69.9%), those at Doon the most likely to learn via social media (44.7%), and those at the Downtown Kitchener campus the most likely to learn via CSI's website (36%). It should be noted that those at Reuter were much more likely than those at other campuses to learn about events via on-campus posters (40.3%).

Domestic students were more likely than international students to learn about events via email (73.9% of domestic students, compared to 62.9% of international students), while international students were more likely to learn about events via social media (42.7% vs. 30.2%) and/or CSI's website (36.7% vs. 14.1%).*

Compared to CSI Year-End Survey 2022: In 2022, email, social media, and CSI's website were also the top three ways students normally learnt about events. Both email and social media have increased in proportion (3.1% and 2.7% respectively), while CSI's website has decreased slightly (by 0.9%).

QUESTION 87: WHAT TOP THREE FACTORS MOTIVATE YOU TO GO TO A CSI EVENT?



Quick takeaway: The top three factors that motivate students to go to CSI events are:

1. Event theme (43.4%),
2. Wanting to try something new (41.2%), and/or
3. Free food (40.5%).

6.5% of students indicated that they were uninterested in CSI events altogether.

Across domestic and international divides, domestic students were more likely to say they were motivated by:

- Theme of event (44.4% vs. 43.1%);
- Chance to win prizes (35.2% vs. 33.4%);
- Free food (44.2% vs. 39.2%);*
- Convenience of the event (31.1% vs. 15.7%);* and/or
- That their friends are going to the event (28.4% vs. 16.8%*).

Conversely, international students were more likely to cite:

- Interaction with other students (40.4% of international students, compared to 18% of domestic students);
- Seeking new experiences (48.6% vs. 22.7%); and/or
- Co-curricular recognition (19.9% vs. 8.1%).*

Overall, domestic students are less likely to be motivated to go to a CSI event, with 12.4% of domestic students stating as such, compared to 4.2% of international students.*

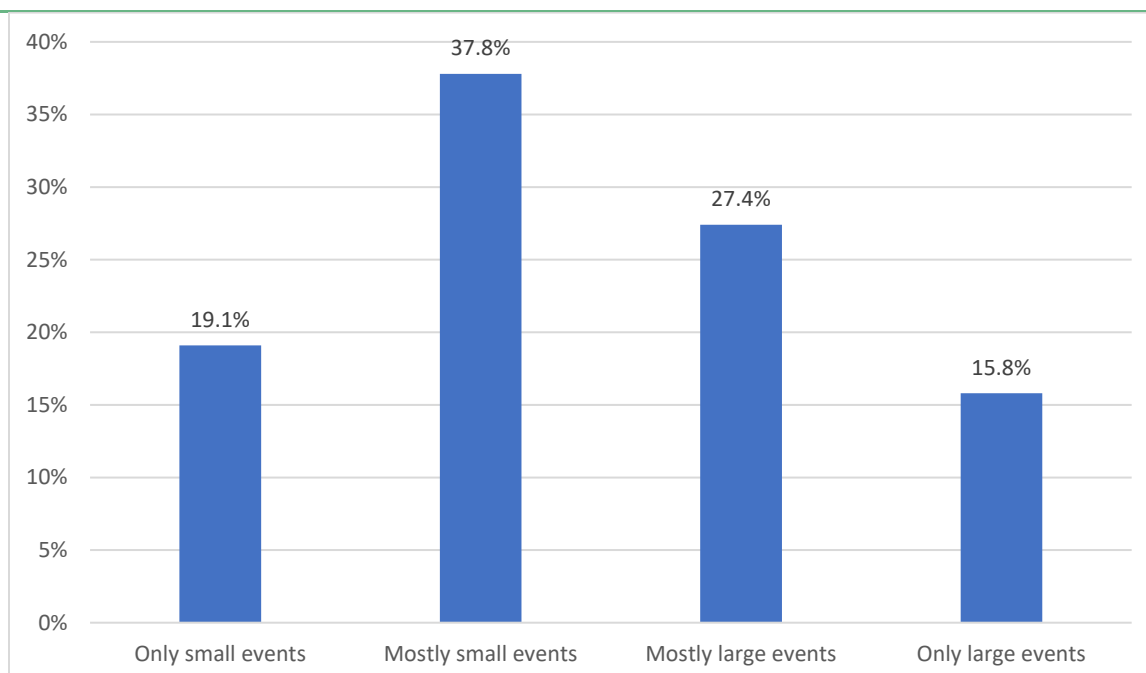
Across the various campuses, the top reasons to go to a CSI event were:

Reason	Campus	Percentage
Theme of event	Doon	46.4%
Interaction with other students	Waterloo	36.8%
Wanting to try something new	Brantford	49%
Co-curricular recognition	Brantford	22.8%
Chance to win prizes	Reuter	44.4%
Free food	Cambridge	49.6%
Convenience of the event	Reuter	29.2%
Friends are going	Cambridge	23.1%

Those at the Reuter campus were also the most likely to indicate they could not be motivated to go to a CSI event (9.7%).

Compared to CSI Year-End Survey 2022: This question was modified slightly, with three new categories: the convenience of the event, that friends are already going, and that there was nothing that could motivate them to go to a CSI event. In 2022, the top three factors that motivated students to go to a CSI event were the theme (71.2%), wanting to try something new (56.9%), and the chance to win prizes (55.5%). All options have decreased in proportion, likely due to the addition of new categories, though the top three have remained relatively stable – with only the chance to win prizes being replaced by free food in 2023.

QUESTION 88: WHAT TYPE OF CSI EVENTS ARE YOU MORE INTERESTED IN ATTENDING?



Quick takeaway: There is a slightly leaning towards small events (56.9%), though this varies across demographics. For example, domestic students prefer smaller events, with 60.3% of

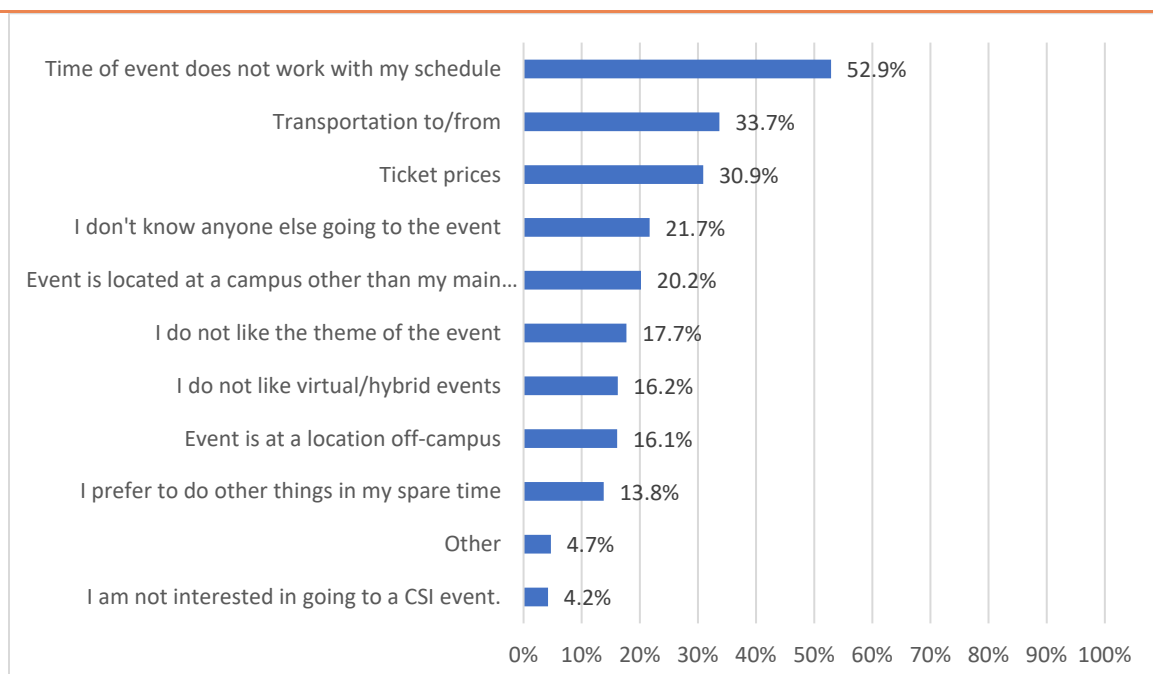
domestic students preferring at least “mostly small events,” compared to 55.4% of international students.

Across the various campuses, the order of the campus with the strongest preference for small events to weakest is as follows:

1. Brantford, 65%
2. Reuter, 62.5%
3. Waterloo, 57.1%
4. Guelph, 56.7%
5. Doon, 56.1%
6. Downtown Kitchener, 56%
7. Cambridge, 52.1%

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 89: WHAT FACTORS LIMIT OR PREVENT YOU FROM GOING TO A CSI EVENT? SELECT ALL THAT APPLY.



Quick takeaway: The most common factor that limit/prevent students from going to a CSI event is that the time of the event does not align with their schedule (52.9%), followed by transportation to/from the event (33.7%) and ticket prices (30.9%).

Domestic students were more likely than international students to cite the following barriers:

- Not liking the theme event (29.6% of domestic students, compared to 13% of international students);
- Not liking virtual/hybrid events (22% vs. 13.9%);
- Preferring to do other things (22.6% vs. 10.2%); and/or

- Not knowing anyone else going (35.5% vs. 16.3%).

In addition, domestic students were more likely to say they are not interested in going to CSI events, with 10.2% of domestic students indicating as such compared to 1.9% of international students.

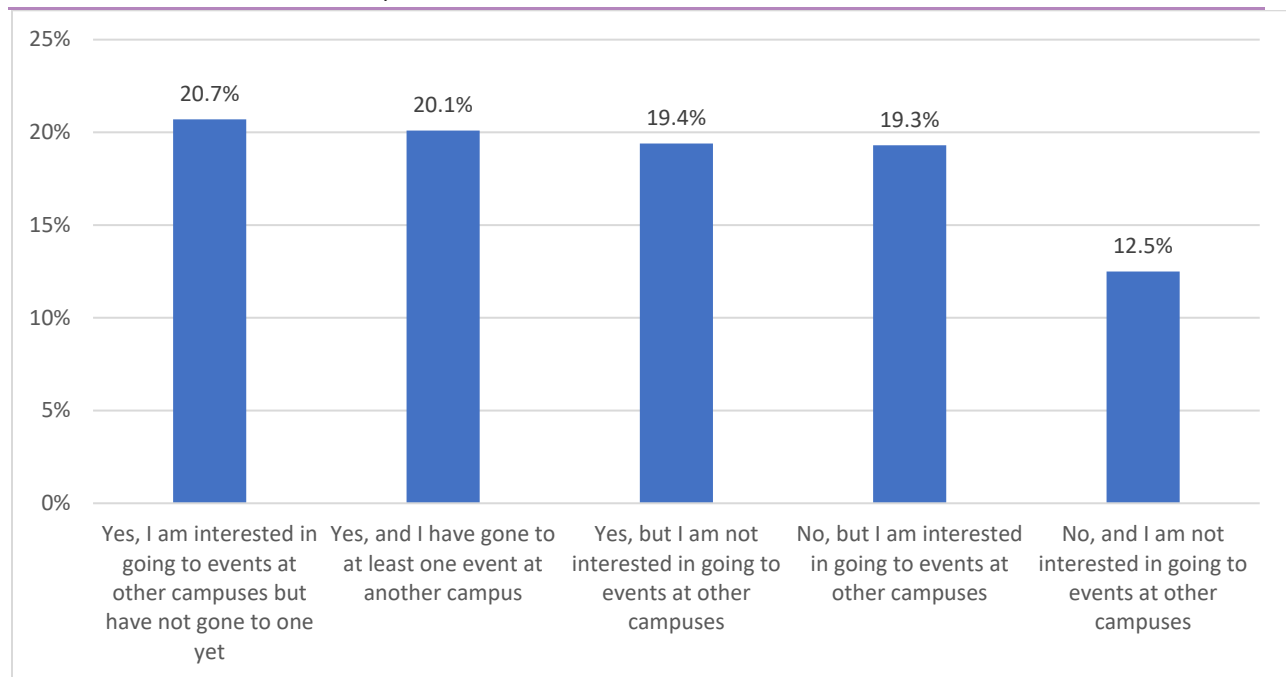
Across the various campuses, the barriers with the highest responses were as follows:

Barrier	Campus	Percentage
Time of event does not work with my schedule	Cambridge	59.2%
Transportation	Waterloo	40.9%
Ticket prices	Waterloo	34%
Don't know anyone else going	Doon	24.7%
Event at other campus	Waterloo	30.6%
Do not like theme	Reuter	25%
Do not like virtual/hybrid	Reuter	20.8%
Event is off campus	Waterloo	20.6%
Prefer to do other things	Cambridge	21.9%

Those at Reuter were the most likely to say they are not interested in going to events (9.7%).

Compared to CSI Year-End Survey 2022: This question was modified slightly, to include four new options: not knowing anyone else who was going, the event being at another campus, the event being off campus, and that they are not interested in events. In 2022, the top three options were that the timing of the event did not align with students' schedules, transportation, and ticket prices, indicating a consistent trend. While all top three options in 2022 decreased in prevalence, this is likely due to the increased number of options.

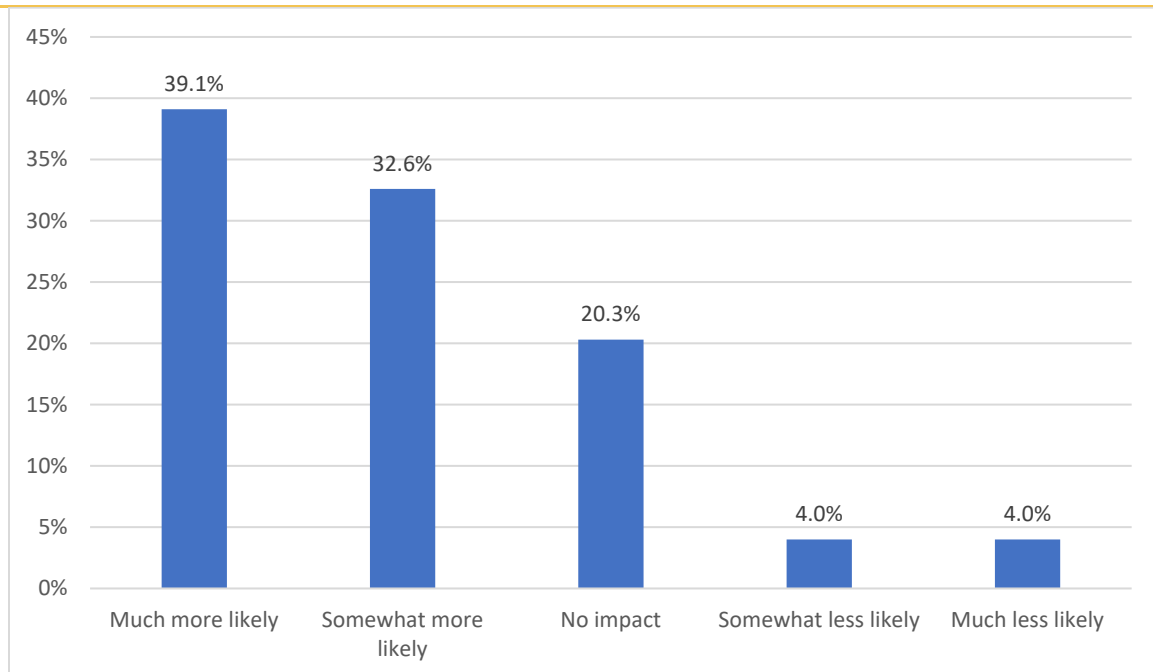
QUESTION 90: DID YOU KNOW THAT YOU CAN ATTEND EVENTS HAPPENING AT OTHER CAMPUSES, EVEN IF THEY'RE NOT YOUR REGISTERED CAMPUS?



Quick takeaway: The majority of students (60.2%) are aware that they can attend events at other campuses, with 60.1% indicating they are either interested in going, or have been, to events at other campuses. International students were more likely to both know they can attend events at other campuses (73.2%, compared to 55.9% of domestic students) and be more interested in/have attended events on other campuses (76% vs. 48.2%).* Across the various campuses, those at Downtown Kitchener were both the most likely to know they can attend events at other campuses (80.3%) and be interested in/have attended events at other campuses (79.1%). Those at Guelph were the least likely to know they can attend events at other campuses (63.7%), while those at Reuter were the least likely to be interested in/have attended events at other campuses (57%).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

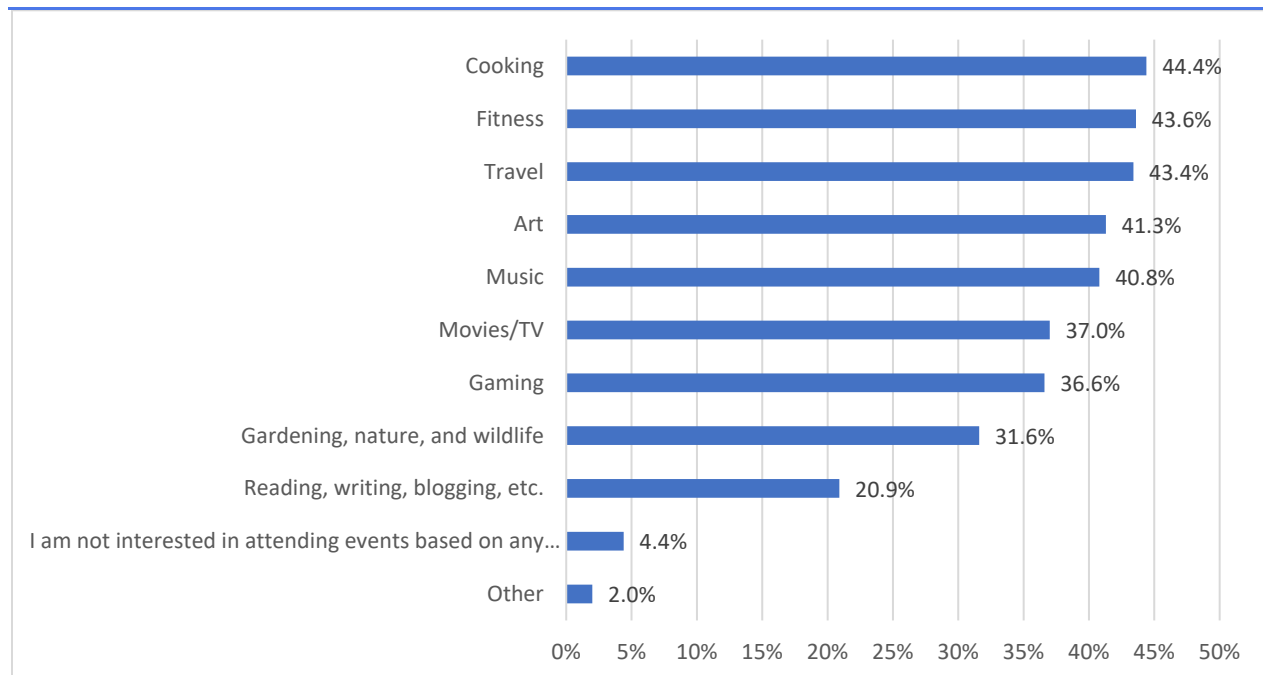
QUESTION 91: IF YOU COULD BRING A NON-CONESTOGA STUDENT AS A GUEST TO AN EVENT, WOULD YOU BE MORE LIKELY TO ATTEND THAT EVENT?



Quick takeaway: 71.7% of students indicated that they would be at least somewhat more likely to attend an event if they could bring a guest, with only 8% of students saying bringing a guest would deter them from going to an event. Those at Doon were the most likely to say they would be more likely to attend if they could bring a guest (73.9% indicated they would be at least somewhat more likely), while those at Brantford were the most likely to *not* attend if guests could be brought (13.6% indicated they would be at least somewhat less likely to attend). Additionally, international students were more likely to indicate they would attend events if they could bring guests (73.2%, compared to 68.6% of domestic students). Women were more likely to attend events if they could bring guests (74%, compared to 69.9% of men), as were those with disabilities (72.6%, compared to 72 of those without disabilities).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 92: WHAT HOBBIES/INTERESTS-FOCUSED EVENTS WOULD YOU BE INTERESTED IN ATTENDING? SELECT ALL THAT APPLY.



Quick takeaway: Due to an error, movies/TV was listed as an option twice. However, each response had relatively equal prevalence, and due to the question allowing participants to select as many options as possible, the average of the two options is presented in the graph.

The top three options were cooking (44.4%), fitness (43.6%), and travel (43.4%). Among the various answers, domestic students were only more likely than international students to cite cooking (46.3% of domestic students, compared to 43.7% of international students). Domestic students were also more likely than international students to say they were not interested in attending events based on any hobby/interest (12.3% vs. 1.3%).*

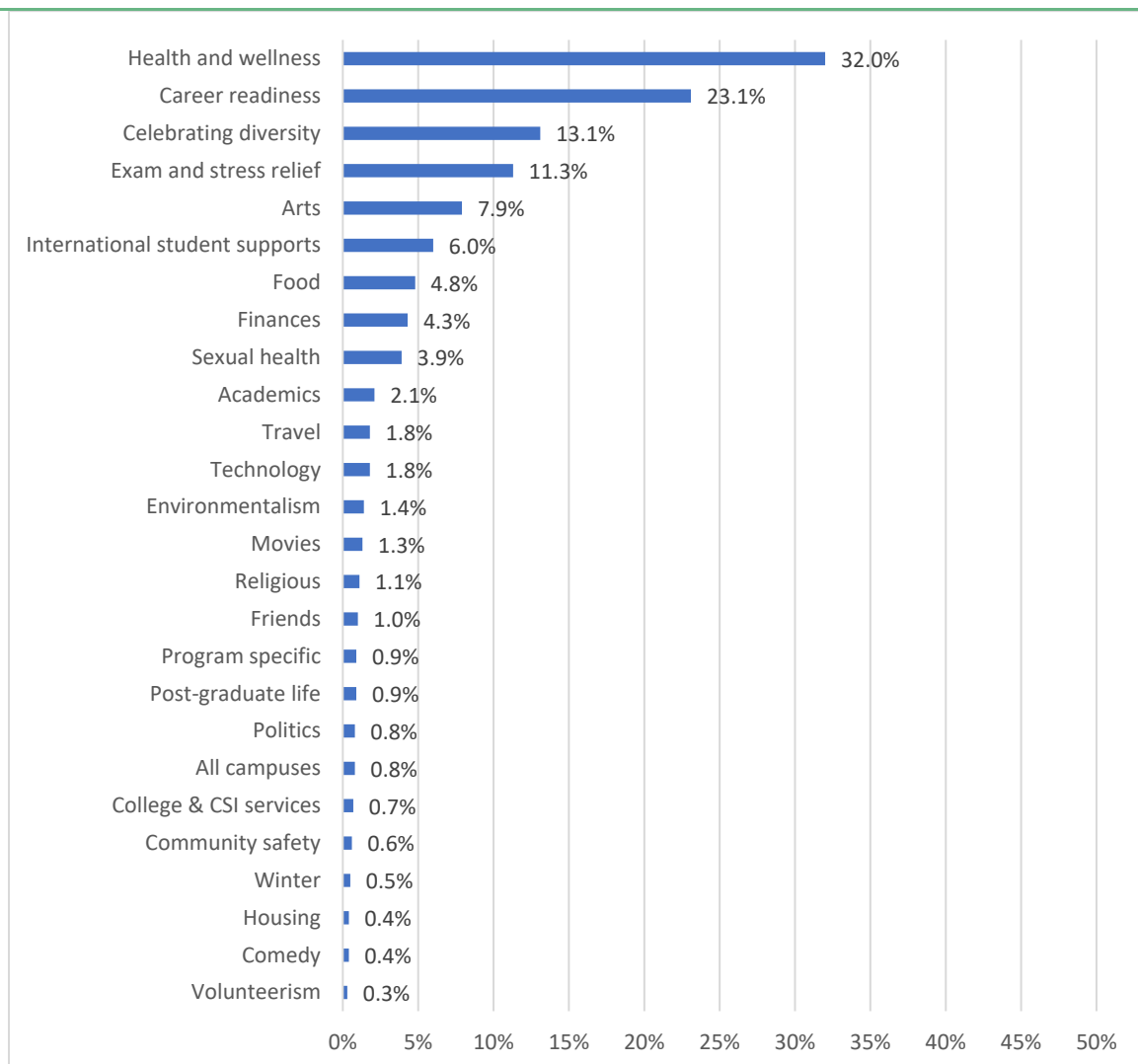
Across the various campuses, the hobby/interest with the highest responses were as follows:

Hobby/Interest	Campus	Percentage
Cooking	Waterloo	13%
Fitness	Cambridge	15.1%
Travel	Downtown Kitchener	13.5%
Art	Reuter	13.8%
Music	Guelph	12.6%
Movies/TV	Brantford	12.6%
Gaming	Reuter	16.6%
Gardening, nature, and wildlife	Reuter	9.7%
Reading, writing, blogging, etc.	Brantford	8.2%

Those at the Reuter campus were the most likely to say they are not interested in attending any events (3.2%).

Compared to CSI Year-End Survey 2022: This question was reformatted slightly, as previously it asked about what students' personal hobbies/interests were. As this question was focused on developing events based on student hobbies/interests, it was updated to reflect that, recognizing that someone may have a personal hobby but be uninterested in attending group events dedicated to that hobby. Additionally, gardening and nature/wildlife were combined into one category. Given these changes, comparison to 2022 is unlikely to provide relevant information.

QUESTION 93: WHAT SPECIFIC EVENTS OR TOPICS OF DISCUSSION WOULD YOU LIKE CSI TO HOST?



Quick takeaway: Overall, 1,406 comments were received, however 350 were removed due to a variety of reasons, including non-responses (i.e., "N/A"), comments too general to categorize (i.e., "events"), and comments otherwise not related to events that could be

hosted. Students were also provided the list of current theme weeks CSI puts on alongside Conestoga College: Career Readiness, Health and Wellness, Celebrating Diversity, Sexual Health, and Exam and Stress Relief. Overall, the top five most common responses were:

1. Health and wellness (32%),
2. Career readiness (23.1%),
3. Celebrating diversity (13.1%),
4. Exam and stress relief (11.3%), and/or
5. Art (7.9%).

Removing the weeks that already happen, the top five responses were:

1. Arts (7.9%),
2. International student support (6%),
3. Food (4.8%),
4. Finances (4.3%), and/or
5. Academics (2.1%).

The majority of comments regarding the theme weeks CSI already puts on simply called for a continuation of these weeks, however some of the comments did provide additional event ideas.

Theme week	Event ideas
Health and wellness	<p>Comments were relatively split across mental and physical health.</p> <ul style="list-style-type: none"> • Therapy dogs • Sitting stretches • Educational workshops (i.e., self-care, personal hygiene, etc.) • Recreational events (i.e., rock painting, etc.) • Sports weeks • Nature weeks
Career readiness	<ul style="list-style-type: none"> • Skill building workshops (i.e., French learning, AI, and other emerging/important skills for Canadian workforce) • Entrepreneurship events • Job fairs • Alumni panels
Celebrating diversity	<ul style="list-style-type: none"> • Consent/gender weeks • EDI networking events (i.e., job fairs for Indigenous, LGBTQ+, and/or disabled students) • Events for specific students only (i.e., mature student meet ups) • Human rights events
Exam and stress relief	<ul style="list-style-type: none"> • Relaxation and meditation workshops • Time management and studying tips

	<ul style="list-style-type: none"> • Stress management tips
Sexual health	<ul style="list-style-type: none"> • Healthy relationships • Blind/speed dating • Community resource connections (i.e., panels, resource fair, etc.) • Consent and sexual harassment workshops • STI education and testing

Beyond the existing theme weeks, the five most common responses also had a majority of the comments calling for the introduction of new theme weeks, though some comments did include potential event ideas.

Theme	Event ideas
Arts	<ul style="list-style-type: none"> • Music events (jam sessions, live music, etc.) • Book clubs • Dances (both dance classes and “traditional school dances”)
International student support	<p>Many of these comments were reflected in other categories as well, but called for specific attention to international students.</p> <ul style="list-style-type: none"> • Job fairs • Employment assistance (i.e., how to get a job in Canada for the first time) • Dealing with Canadian winters • Cultural norms
Food	<ul style="list-style-type: none"> • Food truck festivals • Cooking competitions
Finances	<ul style="list-style-type: none"> • Financial literacy • Taxes • How to save money
Academics	<p>Some of these comments were also reflected in exam and stress relief, but were expanded to academia outside of exam season.</p> <ul style="list-style-type: none"> • Tutoring • Different learning styles • How to deal with group work conflict

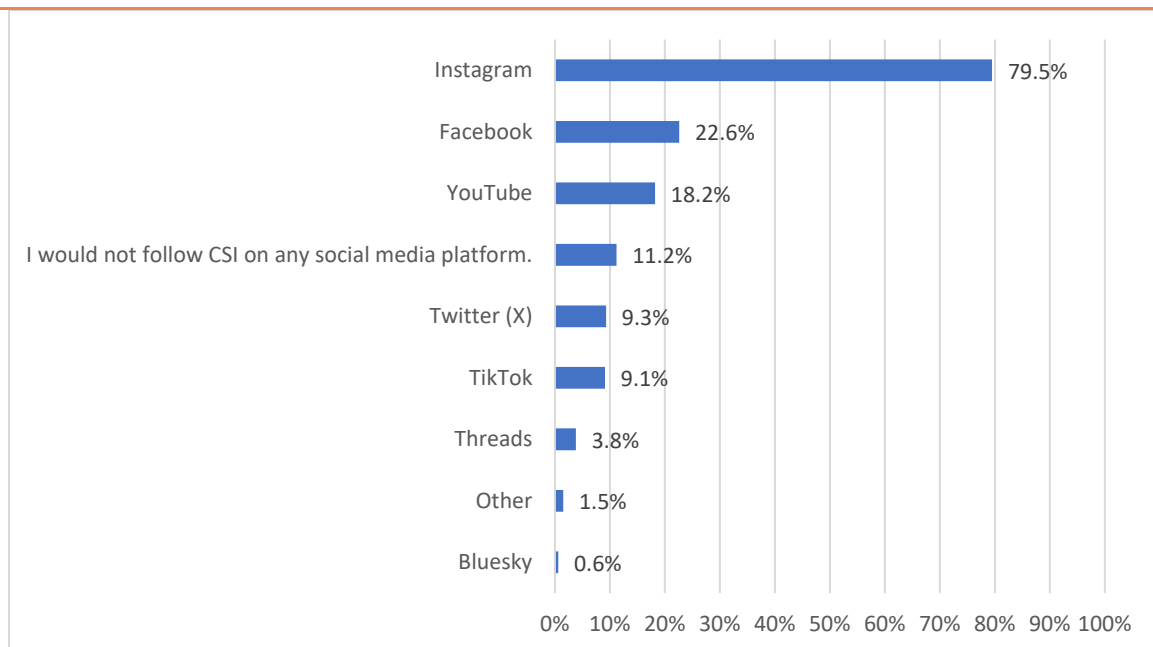
While only 0.7% of students suggested a “college and CSI service” week, it should be noted that awareness is consistently one of (if not the) highest theme across all CSI services covered in this survey.

CSI COMMUNICATIONS

The following questions focused on CSI communications and were asked to all students. Highlights from the section include the following:

- Students are most likely to say they would follow CSI on Instagram (79.5%), followed by Facebook (22.6%), and YouTube (18.2%).
 - Students were more likely to they would not follow CSI on any social media platform (11.2%) than other options.
- The three most common reasons students stop at CSI promotional booths are:
 - Interesting topic (53.8%)
 - Free food/swag (44%)
 - Conest/ability to win prizes (40.5%)
- Those at the Cambridge campus are the most likely to stop if it has an interesting topic and/or free food/swag, while those at Brantford at the most likely to stop if it has a contest/the ability to win prizes.

QUESTION 94: WHAT SOCIAL MEDIA PLATFORMS WOULD YOU FOLLOW CSI ON? SELECT ALL THAT APPLY.

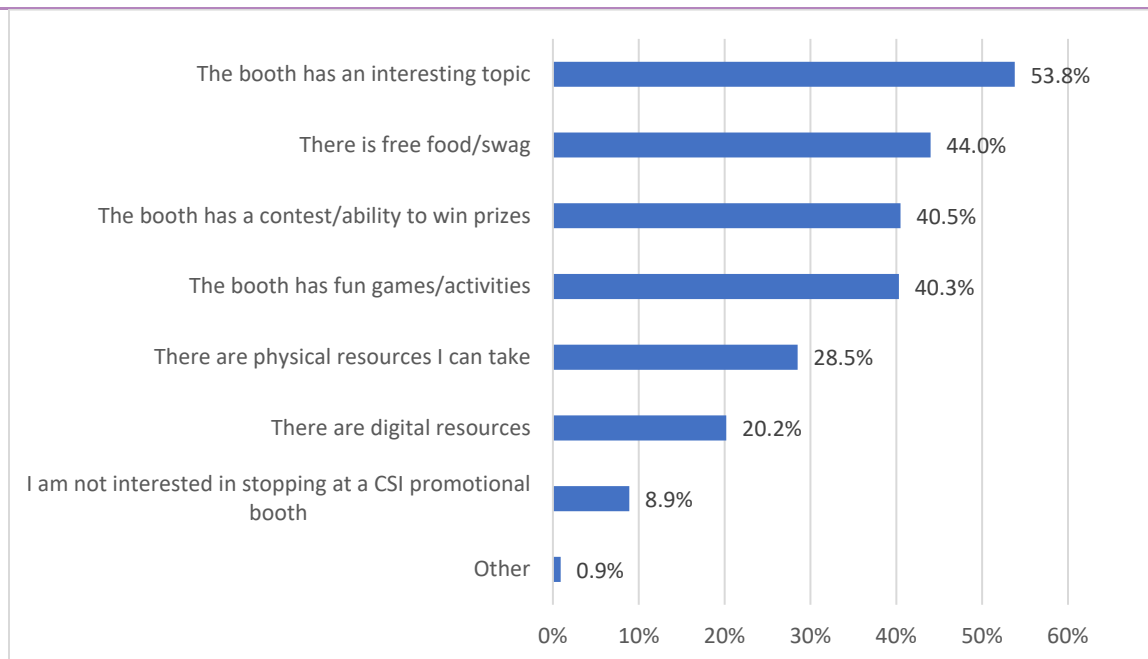


Quick takeaway: The vast majority of students (79.5%) indicated they would follow CSI on Instagram, highlighting an ongoing trend observed by CSI's marketing team of Instagram being the platform both most frequently used by students, and the platform with the best engagement on CSI posts. The next two most common responses were Facebook (22.6%), and YouTube (18.2%). In fact, beyond these platforms, students were more likely to say they would not follow CSI on any social media platform.

Domestic students were more likely than international students to say they would not follow CSI on any platform (24.4% vs. 6.1%), and were only more likely than international students to follow CSI on TikTok (14.9% vs. 6.8%).

Compared to CSI Year-End Survey 2022: Previously, this question asked what platform students already follow CSI on. Given that they already followed (and therefore CSI could compare following rates internally), this question was reformatted to understand which platforms had potential for student outreach.

QUESTION 95: WHAT FACTORS WOULD INCREASE THE LIKELIHOOD OF YOU STOPPING AT A CSI PROMOTIONAL BOOTH? SELECT ALL THAT APPLY.



Quick takeaway: The top three reasons students would be likely to stop at a CSI promotional booth is:

1. The topic is interesting (53.8%),
2. There is free food/swag (44%), and/or
3. The booth has a contest/ability to win prizes (40.5%).

Domestic students were less likely than international students to stop at a CSI booth for all reasons except free food/swag (52.6% of domestic students, compared to 40.6% of international students)* and/or the booth has a contest/ability to win prizes (42.8% vs. 39.6%). Overall, 16.1% of domestic students are uninterested in stopping at a CSI promotional booth, compared to 6% of international students.*

Across the various reasons to stop, the campuses with the highest proportion of students who would stop because of that factor are as follows:

Reason	Campus	Percentage
Interesting topic	Cambridge	57.1%
Free food/swag	Cambridge	51.7%
Contest/ability to win prizes	Brantford	45.6%
Fun games/activities	Guelph	45.2%
Physical resources	Brantford	34%
Digital resources	Downtown Kitchener	28.3%

Those at Reuter are the least likely to stop at a CSI promotional booth (12.5%).

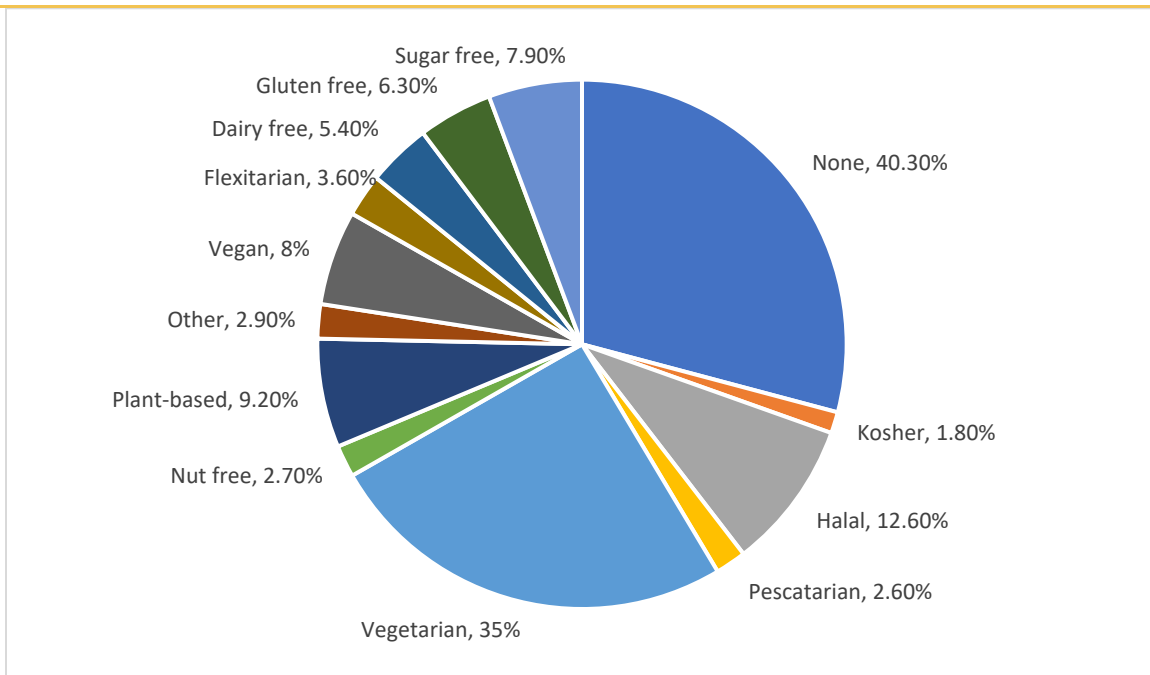
Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

FOOD SERVICES

The following questions provide an overview of student experiences with food offerings on campus. Campuses without food offerings, such as Downtown Kitchener and Brantford, were not shown these questions. Additionally, students who indicated they did not typically eat on campus were not showing subsequent questions regarding the offering availability, affordability, etc. Highlights from this section include:

- 40% of students do not have any food preferences/restrictions.
 - The most common food preferences/restrictions were vegetarian (35%), halal (12.6%), and plant-based (9.2%).
- Of those who indicated they have a food preference/restriction, those who indicated they were plant-based were the most likely to be satisfied, while those who indicated they were kosher were the least likely to be satisfied.
- Affordability is the most important aspect regarding food on campus, while appropriateness to culture is the least important aspect.
- When asked what type of food/beverage offerings and services, including restaurants, students would like to see on campus, the most common response was fast food brands (82.9%).
 - Out of the various fast food chains, McDonalds (27.5%), Tim Horton's (20.5%) and Subway (12%) were the most common responses.
- The majority of students only have a few meals on campus per week, with almost a third not eating on campus in an average week.
 - International students were more likely to eat on campus, as were those at the Reuter campus.
- Students were most likely to be aware of The Venue (67.6%), and least aware of the Reuter Market (46.1%).
- When asked what would make students likely to go to CSI food offering locations, discounts offered was the most commonly cited motivator.
- 85.2% of students are satisfied with the availability of food service outlets on campus before 4PM, however, this drops to 63.1% after 4PM.
- Most students (83.9%) felt the food service outlets on campus were convenient.
- Only 68.1% of students felt that food on campus was affordable, and 68.9% of students felt the food offered was culturally relevant.
 - Latine students/students of Latin American descent were the least likely to find the food offerings culturally relevant (39.6%), while South Asian students/students of South Asian descent were the most likely to find the offerings culturally relevant (79.9%).

QUESTION 96: WHICH OF THE FOLLOWING FOOD PREFERENCES/RESTRICTIONS APPLY TO YOU? SELECT ALL THAT APPLY.



Quick takeaway: With only 40.3% of students indicating they have no food preference/restriction, the majority of students therefore do have a food preference/restriction. The most common responses were vegetarian (35%), halal (12.6%), and/or plant-based (9.2%). Domestic students were much more likely to indicate they do not have a food preference/restriction (64.9% of domestic students, compared to 29.8% of international students).

Out of domestic students, the top three most common food preferences/restrictions were:

1. Halal (9.4%),
2. Vegetarian (8.3%), and/or
3. Dairy free (7.3%).

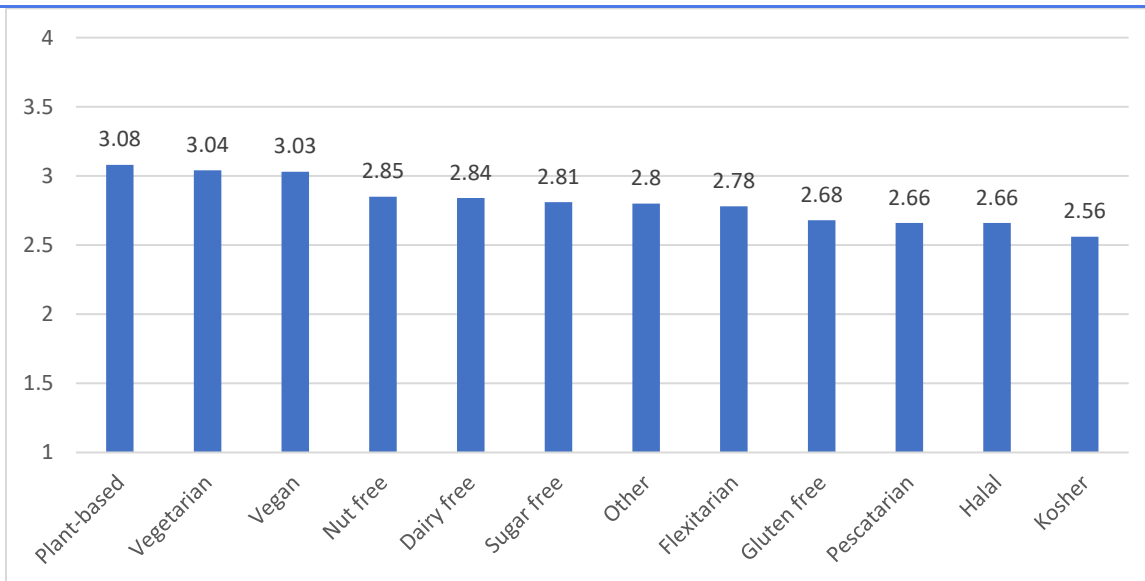
For international students, the top three most common preferences/restrictions were:

1. Vegetarian (46.5%),
2. Halal (14.1%), and/or
3. Plant-based (11.3%).

Across the various campuses, those at Reuter were the least likely to have a food preference/restriction (with 66.7% indicating they did not have one). Otherwise, all campuses followed the overall trend with vegetarian being the most common response, followed by halal and plant-based. It should be noted that Guelph had a tie between halal and vegan (12.1% each).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 97: WHAT IS YOUR SATISFACTION WITH THE AVAILABLE FOOD OFFERINGS ON YOUR CAMPUS?



Quick takeaway: Only those who selected a food preference/restriction were shown the question. For example, if a student only selected vegan, they were only asked their satisfaction regarding vegan offerings. If a student selected multiple options (i.e., vegan and nut-free), they were asked their level of satisfaction on each food preference/restriction.

Overall, those who indicated they had a preference/restriction based on plant-based diets were the most likely to be satisfied with their food offerings, while those with kosher preference/restriction were the least likely to be satisfied (though all weighted averages are over 2.5, indicating a mostly satisfied experience).

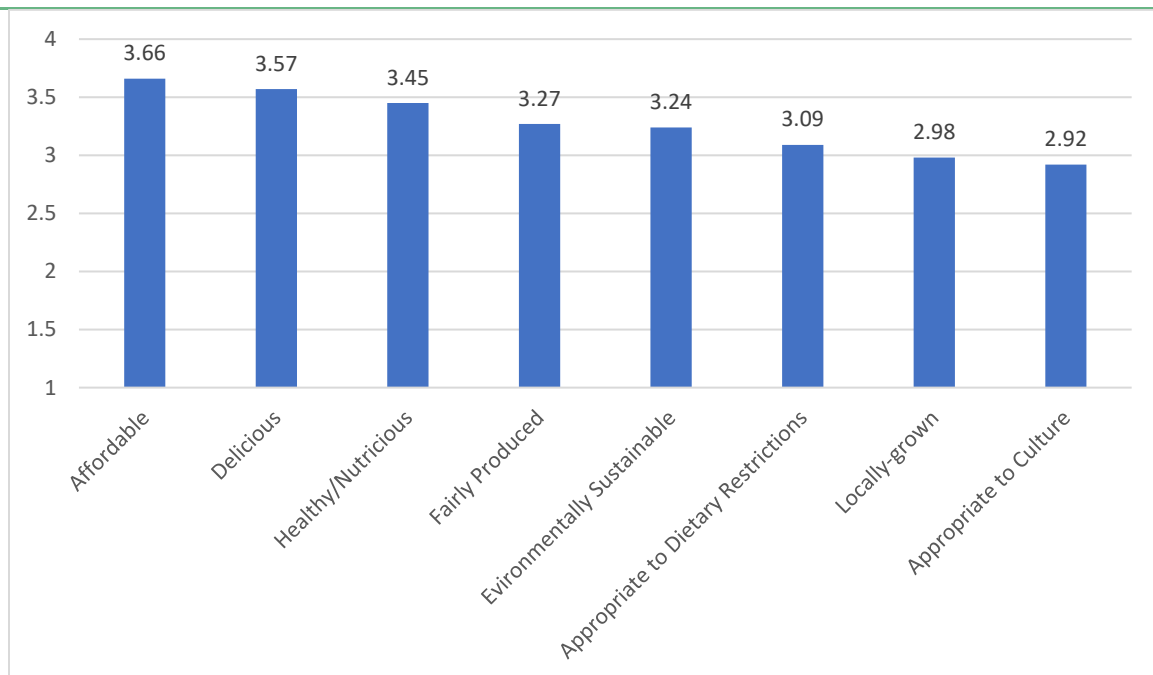
Across the various campuses, the most satisfied and least satisfied campus, based on food preference/restriction, are as follows:

Food restriction	Highest		Lowest	
	Campus	Weighted average	Campus	Weighted average
Vegetarian	Reuter	3.56	Waterloo	2.91
Plant-based	Reuter	3.25	Cambridge	2.81
Vegan	Doon	3.11	Reuter	2.25
Pescatarian	Guelph & Reuter	3.00	Doon	2.58
Flexitarian	Cambridge	3.43	Doon	2.69
Halal	Reuter	3.40	Guelph	2.26
Kosher	Reuter	4.00	Doon	2.45
Gluten free	Reuter	3.00	Cambridge	2.50
Dairy free	Doon	2.92	Waterloo	2.47
Sugar free	Guelph	3.43	Cambridge	2.59
Nut free	Cambridge	3.75	Guelph	2.45

Compared to CSI Year-End Survey 2022: This question underwent several changes, including the removal of a neutral option, and a “does not apply” as the question was attached to logic that hid the irrelevant sections/entire question based on respondents’ answers to their food preferences/restrictions. Because of this, some of the sample sizes in 2023 are considerably smaller which may skew the weighted average.

In 2022, once the neutral and “does not apply” options had been removed, vegetarian food offerings had the highest weighted average, at 2.93, while pescatarian had the lowest weighted average at 2.64. Vegetarian satisfaction with offerings has increased by 0.11 but is no longer the option that students are most satisfied with. Pescatarian satisfaction has also increased, by 0.02, though it has moved from the least satisfied to third least satisfied offering option. Satisfaction with vegan offerings have increased the most, by 0.32 from 2.71 in 2022, while satisfaction with kosher has decreased the most, by 0.13 from 2.69. Overall, most food preferences/restrictions have increased in satisfaction, with only kosher, halal, and gluten free decreasing.

QUESTION 98: HOW IMPORTANT IS IT TO YOU THAT THE FOOD ON CAMPUS IS...



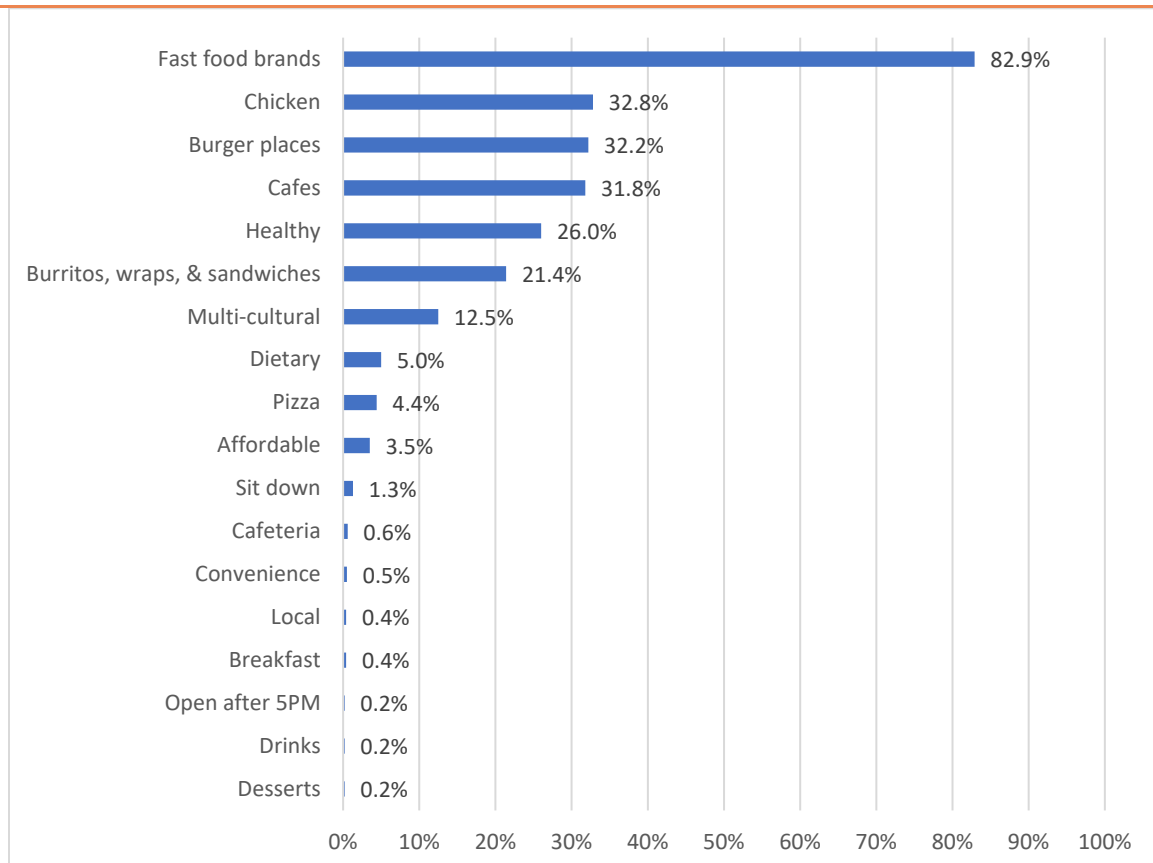
Quick takeaway: Overall, all aspects asked about were considered important, with only locally grown and appropriate to culture going below a weighted average of 3. For all options, international students had a higher importance than domestic students.

Across the various campuses, the most and least important aspect are as follows:

Option	Highest		Lowest	
	Campus	Weighted average	Campus	Weighted average
Affordable	Reuter	3.71	Guelph	3.64
Delicious	Doon	3.58	Cambridge	3.51
Healthy/Nutritious	Doon & Guelph	3.48	Reuter	3.10
Fairly Produced	Guelph	3.33	Reuter	2.93
Environmentally Sustainable	Guelph	3.31	Reuter	2.72
Appropriate to Dietary Restrictions	Doon	3.15	Reuter	2.36
Locally Grown	Doon	3.02	Reuter	2.46
Appropriate to Culture	Doon	2.98	Reuter	2.24

Compared to CSI Year-End Survey 2022: Direct comparison to 2022 is complicated and unlikely to provide reliable information, as the question was reformatted to follow best practices. Previously, respondents were given five options: extremely important, very important, moderately important, slightly important, and not at all important. However, four out of the five options indicated at least some level of importance, which could skew false positives and make top box and weighted average comparisons irrelevant.

QUESTION 99: WHAT TYPE OF FOOD/BEVERAGE OFFERINGS AND SERVICES, INCLUDING RESTURANTS, WOULD YOU LIKE TO SEE ON YOUR CAMPUS?



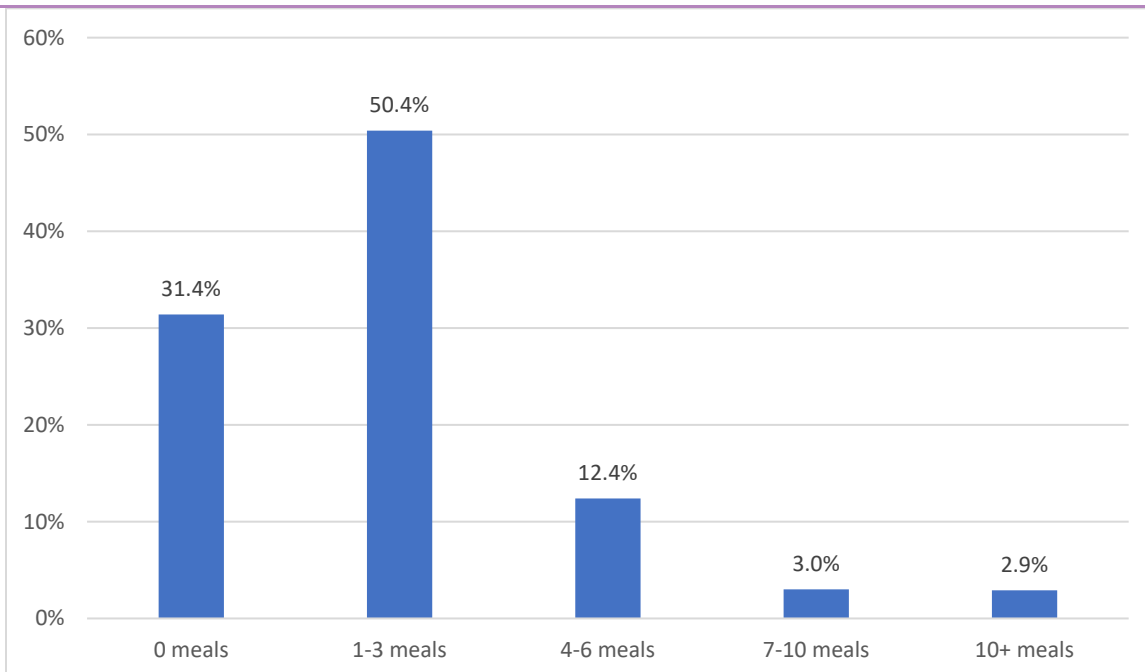
Quick takeaway: Overall, 1,548 comments were received, however 160 were removed for a variety of reasons, including non-responses (i.e., “N/A”), comments too general to categorize (i.e., “any food”), and/or responses that did not relate to food options that could be provided on campus. By a large margin, fast food brands were the most common response (82.9%), followed by chicken offerings (32.8%), burger places (32.2%), cafes (31.8%), and healthy (26%). Some of these categories have significant overlapping, such as fast food brands and chicken/burger places/cafes, as brand names were categorized both as fast food brands and their respective offerings (i.e., Popeyes was categorized as both fast food brand and chicken).

Comments regarding fast food brands encompassed 24 different brands (listed below), however the majority of comments mentioned McDonalds (27.5%), Tim Horton’s (20.5%), and/or Subway (12%). Some of these comments were further contextualized by the need for quick and cheap food options, accommodating both the busy schedules and limited financial support many students have.

Fast food brand	Percentage	Fast food brand	Percentage
McDonalds	27.5%	A&W	0.9%
Tim Horton's	20.5%	Taco Bell	0.7%
Subway	12%	Osmow's	0.5%
Starbucks	4.8%	Dairy Queen	0.5%
KFC	2.7%	New York Fries	0.4%
Wendy's	1.9%	Jollibee	0.4%
Domino's	1.9%	Chipotle	0.3%
Booster Juice	1.8%	Bar Burrito	0.3%
Pita Pit	1.6%	Mr. Sub	0.2%
Popeye's	1.5%	Jimmy the Greek	0.2%
Burger King	1%	Williams Fresh Café	0.1%
Freshii	0.9%	Quesada	0.1%

Overall, the types of food offerings (chicken, burgers, and/or cafes) are relatively equally split, indicating diverse requests from students. It should be noted that this split was also seen in comments, with many comments mentioning the need for campuses to have diverse options as opposed to a singular franchise or type of food (i.e., only burger places).

QUESTION 100: ON AVERAGE, HOW MANY MEALS PER WEEK DO YOU BUY ON CAMPUS?

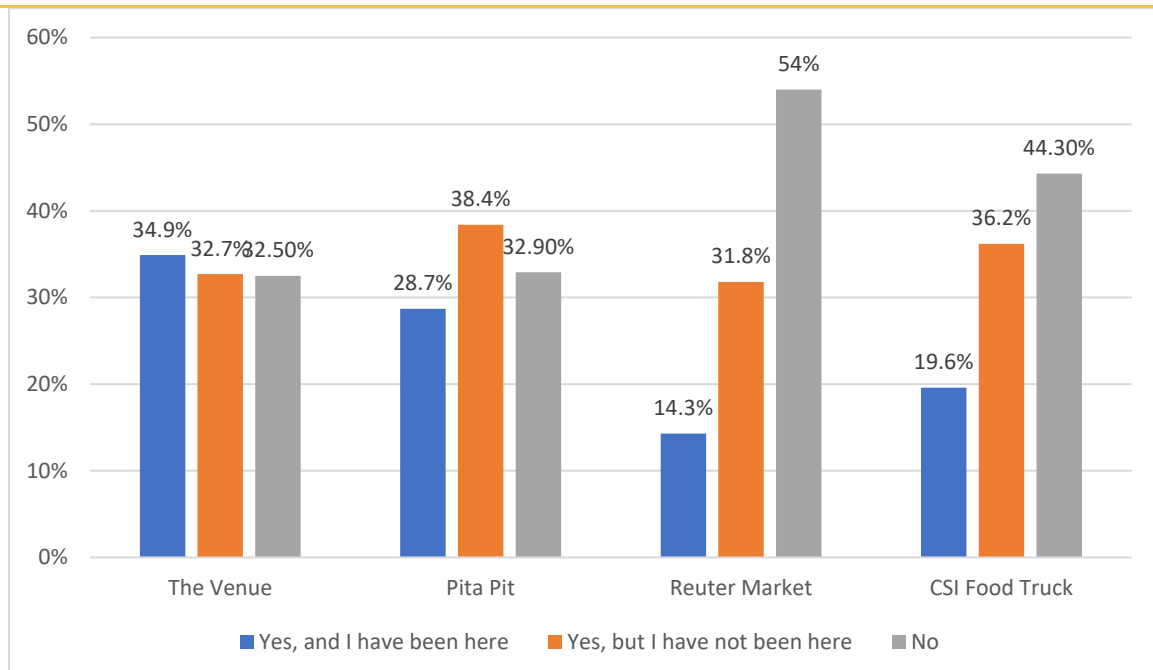


Quick takeaway: The majority of students only have a few meals on campus every week, with almost a third of students not eating on campus (on average). Domestic students were more likely to say they don't eat on campus than international students (37.4% vs. 28.8% stated they, on average, had 0 meals on campus).* Among the campuses with food services, those

at Reuter were the most likely to eat on campus (with only 20.8% saying they have, on average, 0 meals on campus), while those at Waterloo were the most likely to not eat on campus (36.4% have 0 meals on campus).^{*} This may be in part because of the offerings surrounding the campus – Reuter is inaccessible by public transit and is relatively isolated, while the Waterloo campus is across the street from no less than three restaurants alone.

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 101: ARE YOU AWARE OF ANY OF THE FOLLOWING CSI FOOD SERVICES?



Quick takeaway: Students are most aware of The Venue (67.6%), followed closely by Pita Pit (67.1%). A slight majority of students are aware of CSI's Food Truck (55.8%), while only 46.1% of students are aware of the Reuter Market. Given the size of the Reuter campus, and its newness, it isn't surprising that this is the food service that students are the least aware of. Similarly, The Venue is well advertised, particularly through events, likely attributing to its awareness.

At The Venue, Doon students were the most likely to both be aware of the place in general (77.9%) and to have been there (42.7%). Given the location of The Venue on the Doon campus, this makes sense. Those at Reuter were the least likely to be aware of it (63.9% were unaware). This campus breakdown is the same regarding the Pita Pit, where Doon students are the most aware of it (77.5% were aware), and Reuter students the least aware (63.9% were unaware).

Conversely, those at Reuter were the most likely to be aware of the Reuter Market (84.7% were aware, with 69.4% having been there before), while those at Guelph were the least

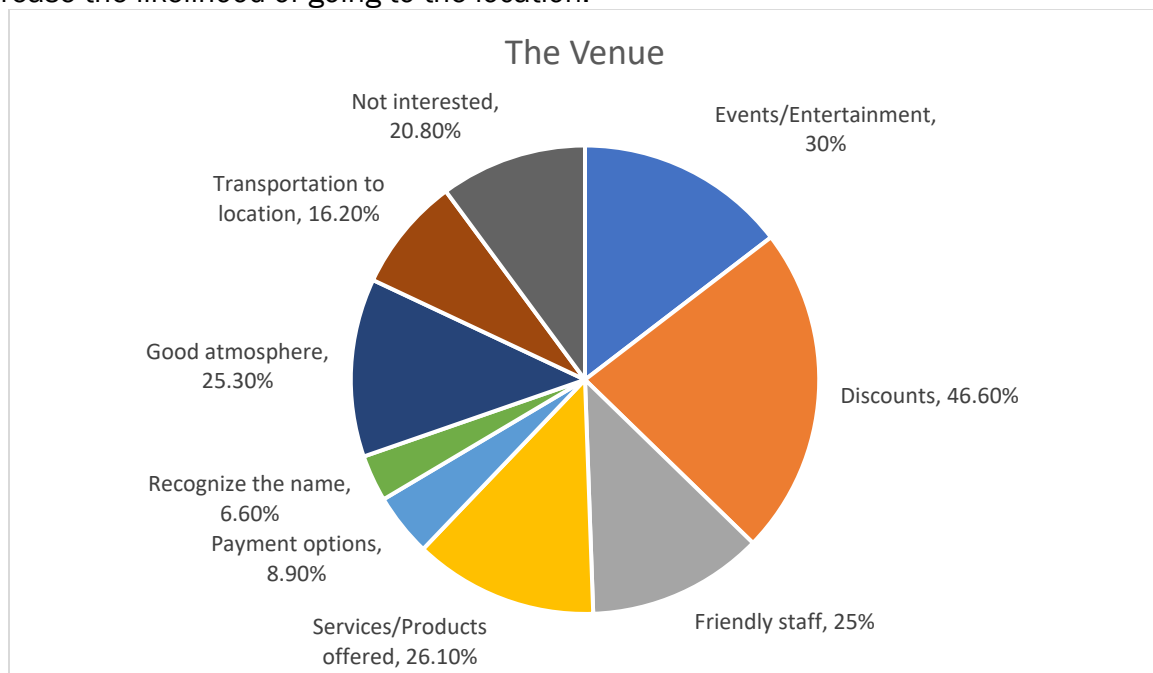
likely to be aware of it (66.9% were unaware). This shows a rather clear pattern of students being aware of the food services on their campus.

The CSI Food Truck provides a unique perspective, as it travels. Those at Reuter were the most likely to be aware of it (73.6% were aware), and the most likely to have been there (29.3%), while those at Guelph were the least likely to be aware of the food truck (49.7% were unaware). Those at Waterloo were the least likely to have been there before, with only 17.7% of students saying they have been there.

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

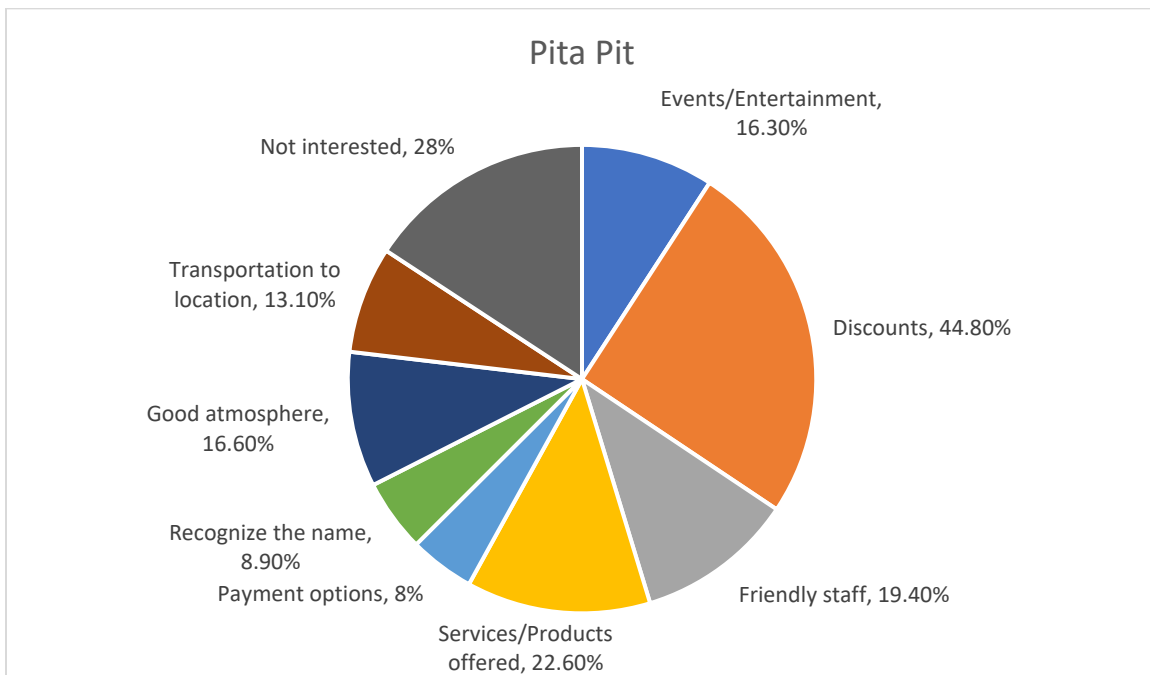
QUESTION 102: WHAT WOULD MAKE YOU LIKELY TO GO TO THESE PLACES?

Quick takeaway: For those who were unaware of the location or who were aware but had never been there, they were asked what would make them likely to go to the food service location. Across all four locations, discounts were the most commonly cited motivator to increase the likelihood of going to the location.



At The Venue, the remaining top reasons people would be likely to go there are:

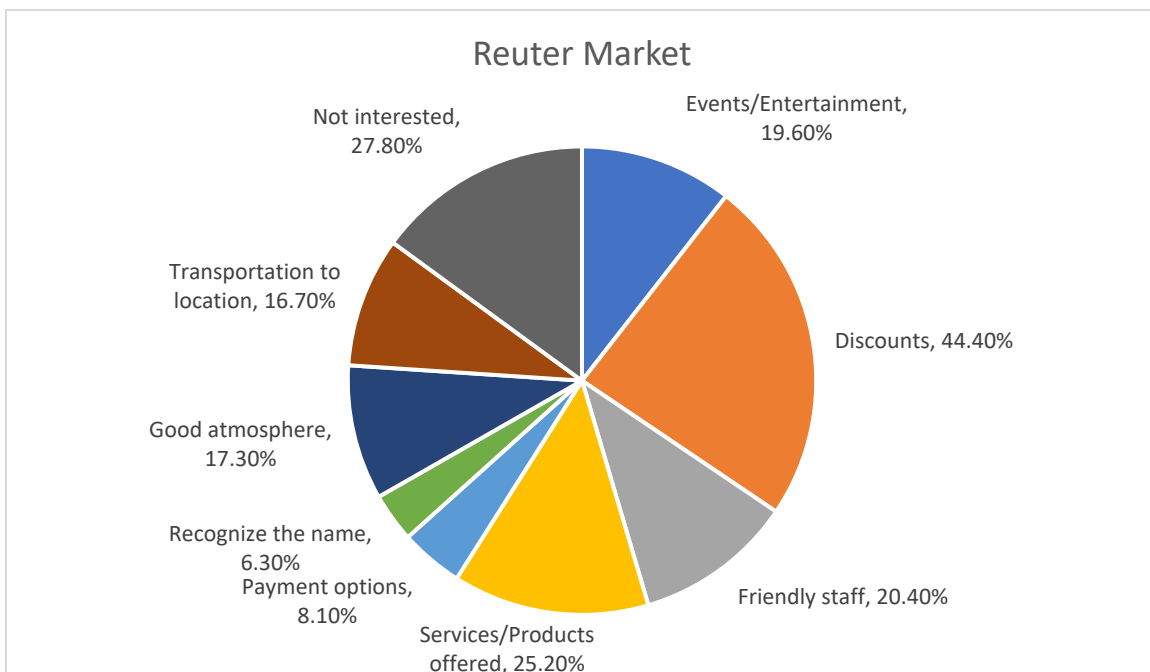
1. Events/entertainment (30%),
2. Services/products offered (26.1%),
3. Good atmosphere (25.3%), and/or
4. Friendly staff (25%).



At Pita Pit, the remaining top five reasons were:

1. Services/products offered (22.6%),
2. Friendly staff (19.4%),
3. Good atmosphere (16.6%),
4. Events/entertainment (16.3%), and/or
5. Transportation to the location (13.1%).

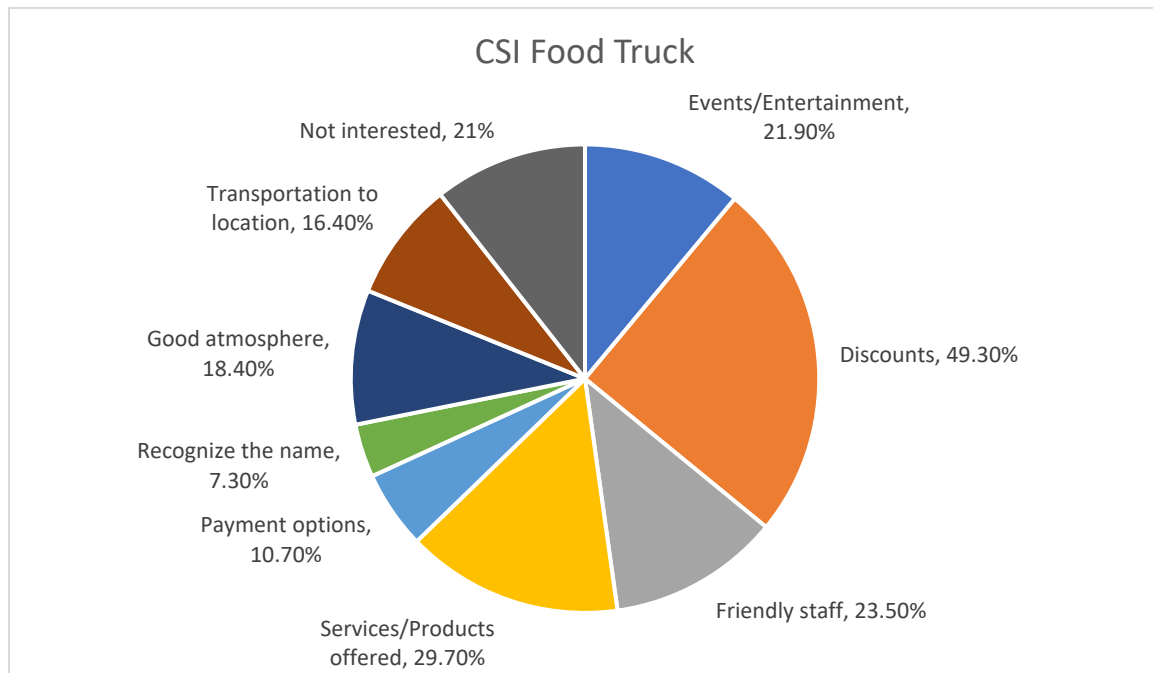
It should be noted that 28% of students indicated that they simply would not be interested in going to Pita Pit regardless.



Other than discounts, the next top reasons that would motivate students to go to the Reuter Market were:

1. Services/products offered (25.2%),
2. Friendly staff (20.4%),
3. Events/entertainment (19.6%), and/or
4. Good atmosphere (17.3%).

Once more, 27.8% students stated that they are uninterested in going to the Reuter Market regardless of what CSI does and/or offers.

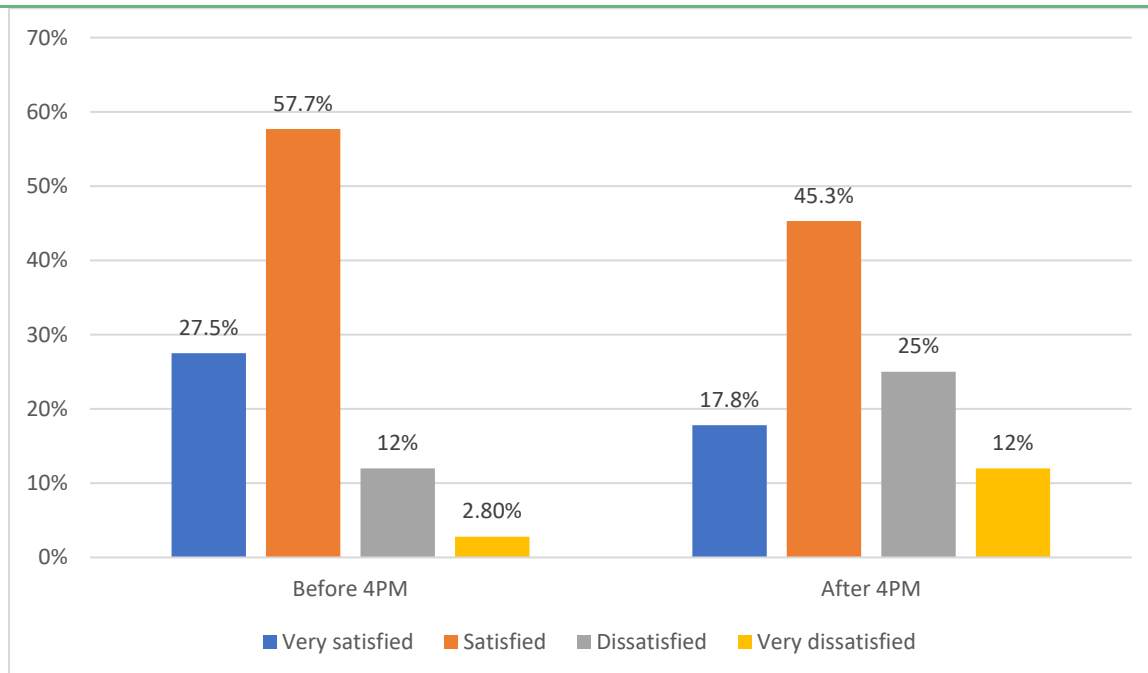


Finally, the remaining top five cited reasons that would motivate students to go to the CSI Food Truck was: services/products offered (29.7%), friendly staff (23.5%), events/entertainment (21.9%), and good atmosphere (18.4%). 21% of students are uninterested in the CSI food truck altogether.

There is a common thread amongst all responses, which highlights price, events, offerings, and overall atmosphere of the organization as key motivators. This is not to suggest that what CSI is offering/doing at these service locations is insufficient, as the question focused on what motivates people to potentially go to the various locations and does not ask what their opinion on the current offerings is.

Compared to CSI Year-End Survey 2022: This is the first time CSI asked this question.

QUESTION 103: WHAT IS YOUR SATISFACTION WITH THE AVAILABLE FOOD SERVICE OUTLETS ON YOUR CAMPUS?

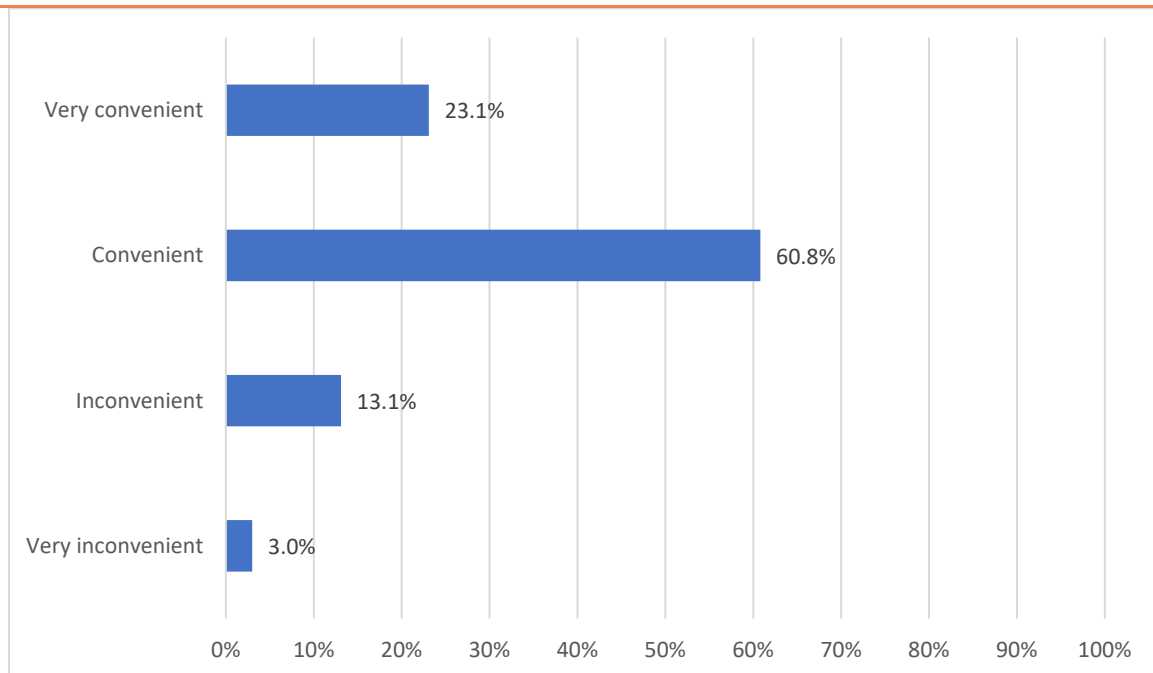


Quick takeaway: The majority of students are satisfied with the available food service outlets before 4PM (85.2% are satisfied), however, this drops after 4PM by over 20% (only 63.1% are satisfied). As many service locations close around 4PM, it makes sense that satisfaction would drop as options become more limited. Those at Guelph are the least satisfied before 4PM (79% satisfied), while those at Doon are the most satisfied (88.4% satisfied). After 4PM, those at Cambridge are the least satisfied (47.2% satisfied), while those at Doon are the most satisfied (67.5% satisfied).

Those with disabilities were more likely to be dissatisfied, both before 4PM (22.6% are dissatisfied, compared to 13.7% dissatisfaction among those without disabilities)* and after 4PM (52.5% are dissatisfied, compared to 34.9% dissatisfaction among those without disabilities).* This may speak to a variety of issues, such as the location of food services being inaccessible. Domestic and international students had similar levels of satisfaction before 4PM, however, domestic students were less satisfied after 4PM than their international counterparts (49.8% of domestic students were dissatisfied vs. 32.1% of international students).*

Compared to CSI Year-End Survey 2022: Previously, this question did not specify time however, this was changed to gauge the difference and to recognize the closing time of many food locations on campuses. Additionally, a neutral option was removed as was an option for those who had not attended their home campus (due to remote learning from COVID-19), making comparisons difficult. Previously, 42.2% of students indicated they were at least satisfied with the available food outlets, indicating an improvement. However, given the changes, it is difficult to know the extend to which satisfaction has improved.

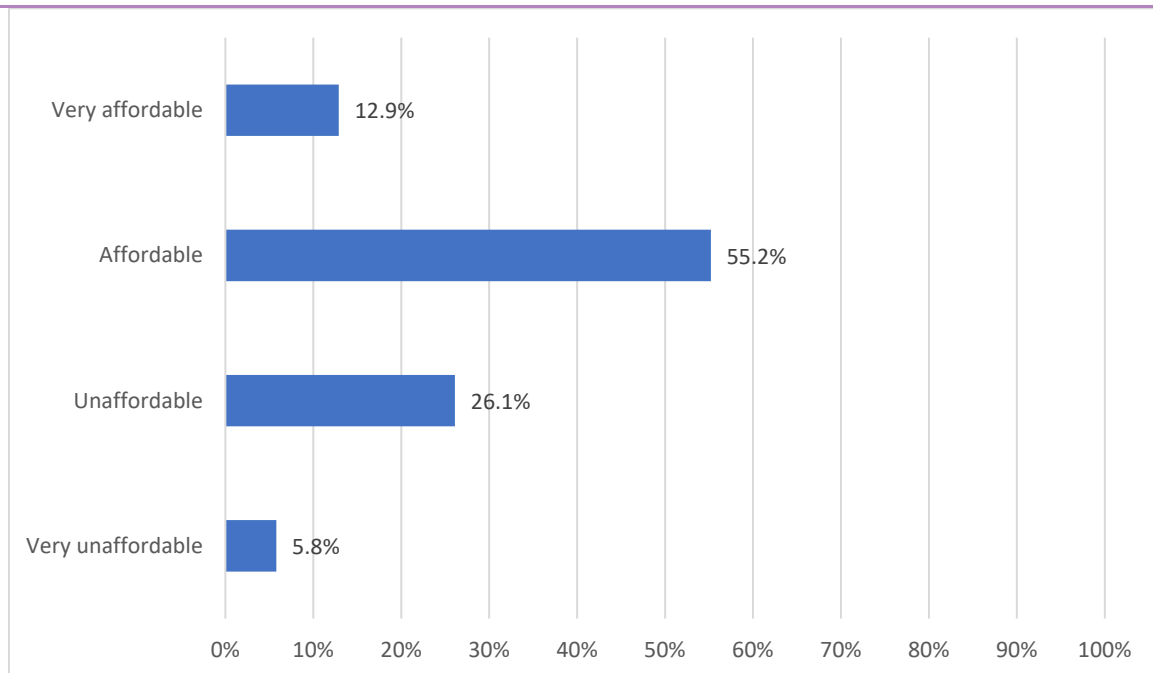
QUESTION 104: WHAT IS THE CONVENIENCE OF THE FOOD SERVICES AT YOUR CAMPUS?



Quick takeaway: Most students felt that food services were convenient, at 83.9%. Those at Doon were the most likely to feel that food services were convenient (87.7%), while those at Guelph were the least likely to find it convenient (70%). Additionally, those without disabilities found food services to be more convenient than those with disabilities (15.4% of those without disabilities found food services inconvenient, compared to 20.9% of those with disabilities). As before, this may reflect systemic barriers, such as at Doon where the majority of food services are located on a separate floor.

Compared to CSI Year-End Survey 2022: Direct comparison to 2022 is complicated and unlikely to provide reliable information, as the question was reformatted to follow best practices. Previously, respondents were given six options: extremely convenient, very convenient, moderately convenient, slightly convenient, and not at all convenient, as well as an option for those who had not attended campus before due to COVID-19 remote learning. However, four out of the six options indicated at least some level of convenience, which could skew false positives and make top box comparisons irrelevant.

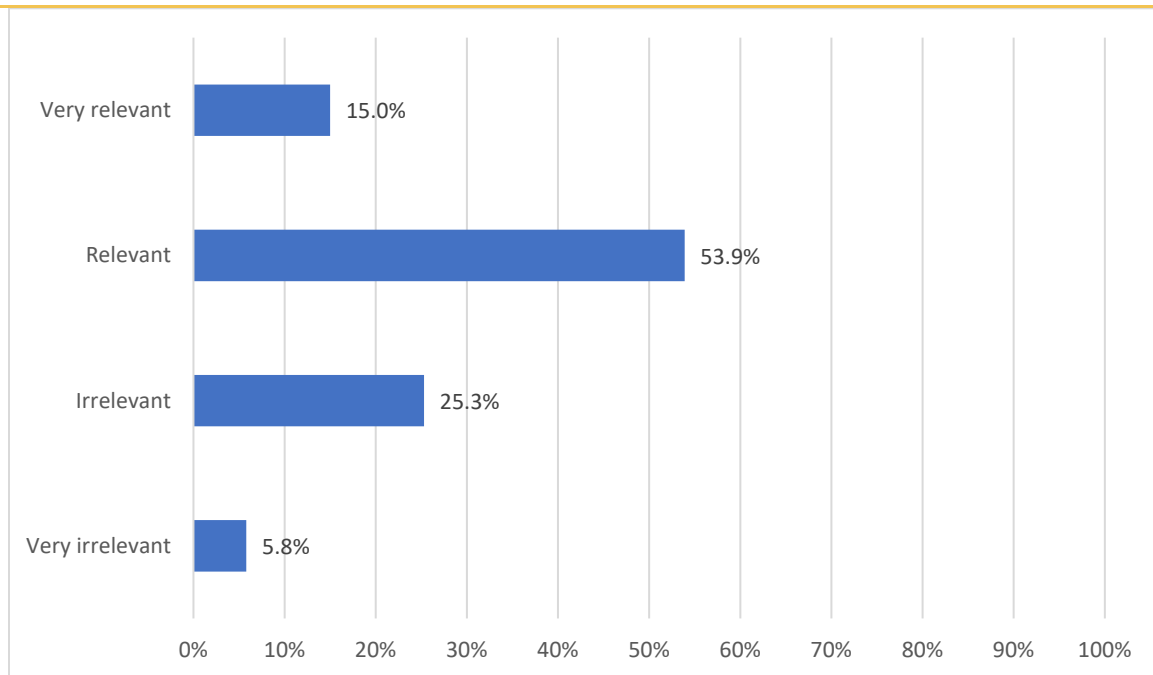
QUESTION 105: WHAT IS THE AFFORDABILITY OF THE FOOD SERVICES AT YOUR CAMPUS?



Quick takeaways: A small majority of students (68.1%) find the cost of food on campus to be affordable, though this varies by campus. Those at Guelph felt food was the least affordable (with 49% stating it was at least unaffordable), while those at Waterloo were most likely to say food was affordable (with only 19.7% saying food was unaffordable). Additionally, international students found the food to be more affordable than domestic students (71.9% found it affordable, compared to 58.6% of domestic students who found it affordable).

Compared to CSI Year-End Survey 2022: Direct comparison to 2022 is complicated and unlikely to provide reliable information, as the question was reformatted to follow best practices. Previously, respondents were given six options: extremely affordable, very affordable, moderately affordable, slightly affordable, and not at all affordable, as well as an option for those who had not attended campus before due to COVID-19 remote learning. However, four out of the six options indicated at least some level of affordability, which could skew false positives and make top box comparisons irrelevant.

QUESTION 106: WHAT IS THE CULTURAL RELEVANCY OF THE FOOD SERVICES OFFERINGS AT YOUR CAMPUS?



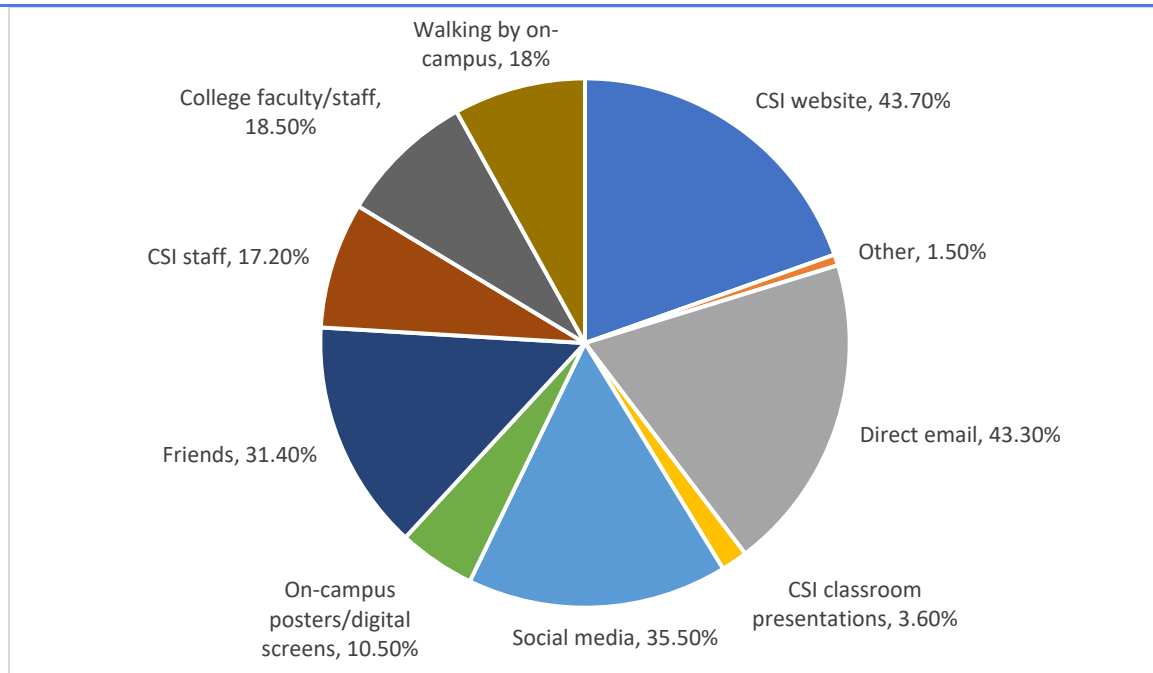
Quick takeaway: Again, there is a slight majority towards food service offerings on campus being culturally relevant at 68.9%. This is higher for international students, as 74.7% found the food service offerings to be culturally relevant, compared to just 53.4% of domestic students. Latine students/students of Latin American descent found the offerings the least culturally relevant, as only 39.6% found it to be relevant, while South Asian students/students of South Asian descent found the offerings to be the most culturally relevant (79.9%).*

Those attending Conestoga at the Reuter campus were also most likely to find the food service offerings to not be culturally relevant (45.6% found it relevant), while those at Doon campus were the most likely to find the offerings culturally relevant (73.3%).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

CSI EMPLOYMENT OPPORTUNITIES

QUESTION 108: HOW DID YOU BECOME OF CSI'S CO-OP AND PART-TIME JOB OPPORTUNITIES? SELECT ALL THAT APPLY.



Quick takeaway: For ease, the awareness students have with CSI's co-op and part-time job opportunities is presented in the support services section, which can be seen [here](#). The most common way students became aware of CSI's co-op and part-time job opportunities were:

1. CSI's website (43.7%),
2. Direct email (43.3%), and/or
3. Social media (35.5%).

Domestic students were more likely than international students to become aware of these opportunities via direct email (48.1% of domestic students, compared to 42% of international students), while international students were more likely to become aware via CSI's website (48.6% of international students vs. 27.5% of domestic students) and/or social media (38.8% vs. 24.2%).*

Across the various campuses, CSI's website was the most effective on the Downtown Kitchener campus (49.4%), direct email was the most effective on the Brantford campus (55.4%), and social media was the most effective on the Doon campus (38.8%). All of the top three methods were the least effective on the Reuter campus (29.6% for both CSI's website and direct email, and 18.5% for social media).

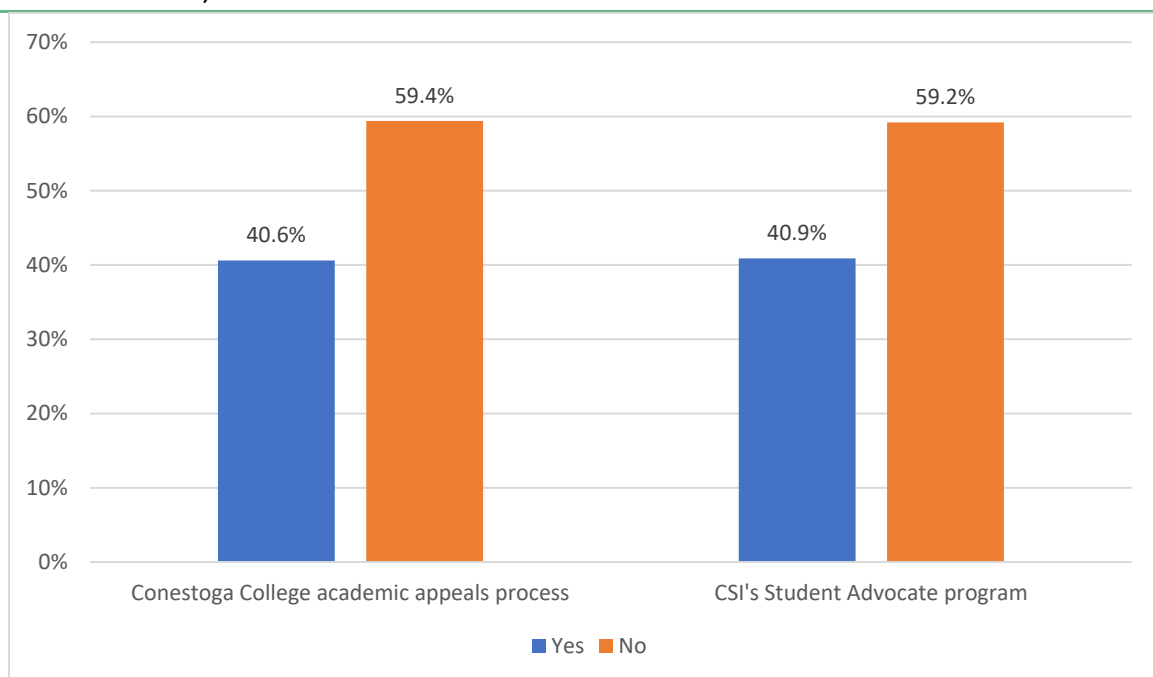
Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

ACADEMIC FAIRNESS

The following questions provide an overview of student experiences regarding academic fairness. Only students who indicated they were aware of the Student Advocate program were asked how they became aware of it. Highlights from this section include:

- The majority of students are not aware of the appeals process or the Student Advocate program (59.4% and 59.2% were unaware, respectively).
 - This is a considerable drop in awareness regarding the appeals process from 2022.
 - Those at Reuter were the least likely to be aware of both the appeals process and Student Advocate program.
- Of the students who are aware of the appeals process, almost ¼ of students have participated in it.
 - International students are more than twice as likely to participate in it.
 - Those at Waterloo are the most likely to participate in the process.
 - This also indicates an increase of 6.3% from 2022.
- The majority of students found the appeals process easy to follow (86.9%) and that it led to a result they were satisfied with (82.9%).
 - Both have gone down slightly since 2022.
 - Of those who used the Student Advocates program, they were significantly more likely to say the process was easy (93.5%) and led to a satisfactory result (91.9%)

QUESTION 109, 114: ARE YOU AWARE OF...



Quick takeaway: Those at the Guelph campus were most likely to be aware of the college's appeal process (48.4%), while those at the Reuter campus were the least likely (23.6%).

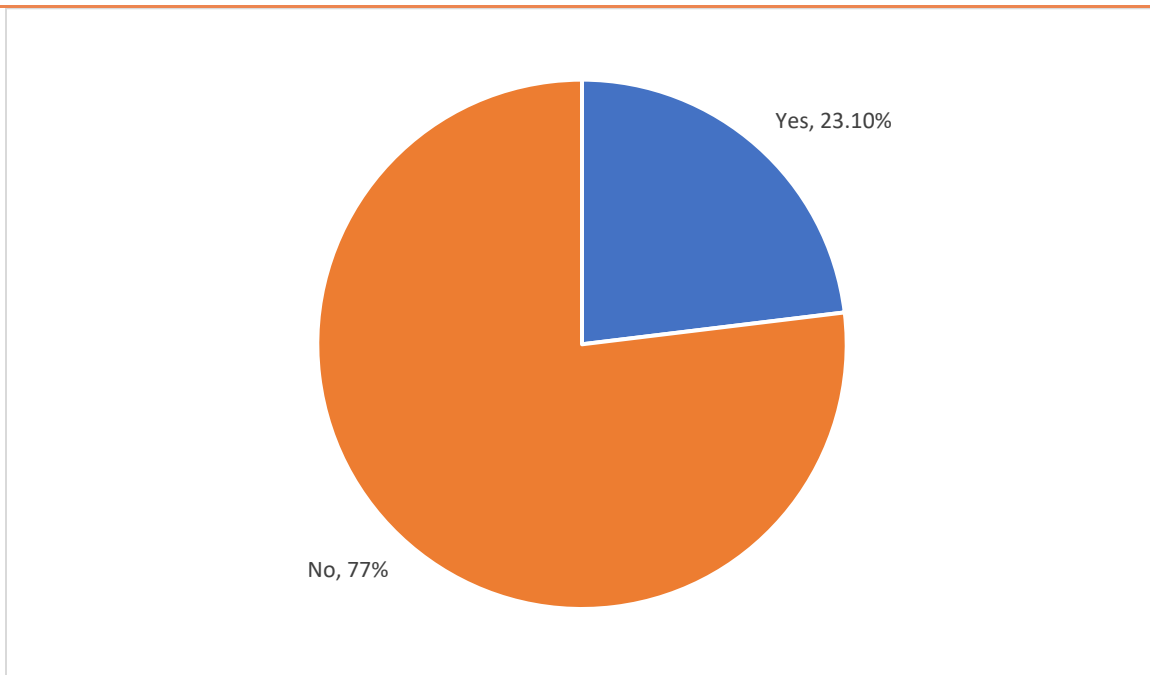
Additionally, international students were more likely to be aware of the process (42.3%) when compared to domestic students (36.2%).*

Looking at the awareness of CSI's Student Advocate program, international students were also more likely to be aware of the program (with 56% being unaware) when compared to domestic students (67.5% were unaware).* Those at the Brantford campus were most likely to be aware of the program (with 53.6% stating they were unaware), while those at the Reuter campus were the least likely to be aware of it (73.6% were unaware).* Additionally, of the students who are aware of CSI's Student Advocate program, 84.7% have not used it.

Compared to CSI Year-End Survey 2022: Awareness of Conestoga's appeal process has dropped considerably, from 81.7% in 2022 to 40.6%, and this is true across various demographic groups. The sharp drop in one year to the next could imply a false positive (in 2022) or a false negative (in 2023). Given the awareness in 2021 was 79.5%, it seems unlikely 2022 was a false positive. Another potential reason for the change in awareness could be the recent changes Conestoga College has made to improve the appeals process – meaning that as information changes (both in content and location), student awareness levels may also drop. Given that student participation in the appeals process continues to increase (23.1% in 2023, compared to 16.8% in 2022), a lack of awareness due to not using the process seems unlikely. Future CSI surveys will likely need to continue including this question to understand if these results represent a new trend, or an anomaly.

Given how new the CSI Student Advocates program is, this is the first year CSI has asked about its awareness.

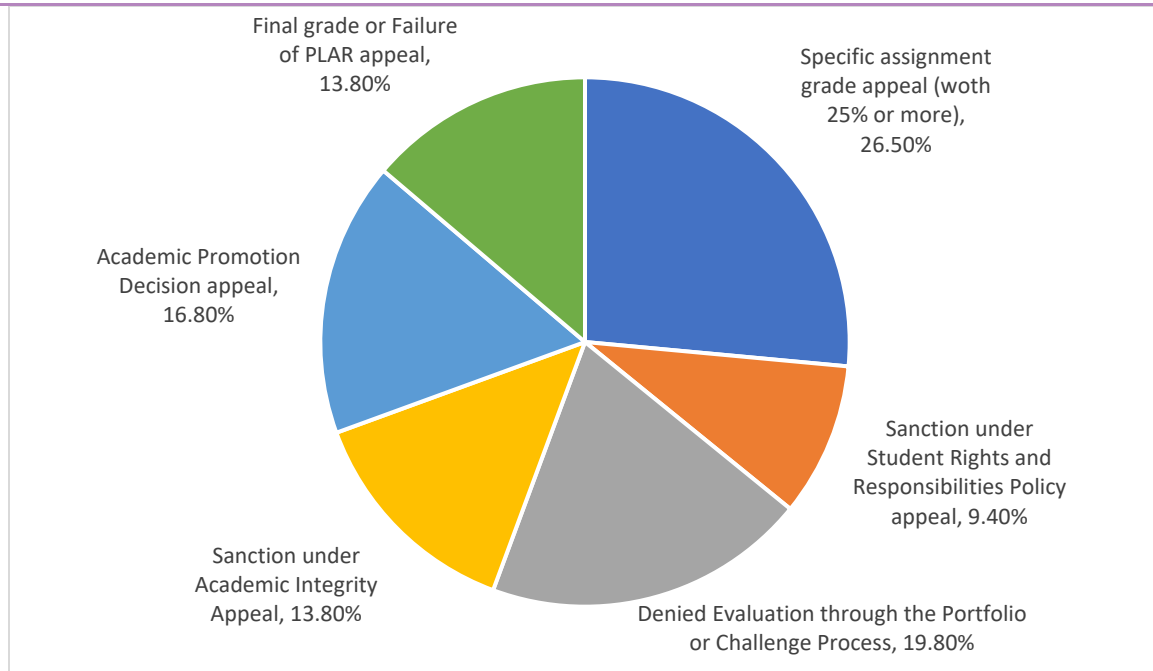
QUESTION 110: HAVE YOU PARTICIPATED IN THE ACADEMIC APPEALS PROCESS?



Quick takeaway: Almost $\frac{1}{4}$ of students who are aware of the appeals process have participated in it. International students were more than twice as likely to have gone through the process than domestic students (26.6% of international students, compared to 12.4% of domestic students). * Those at the Waterloo campus were the most likely to have gone through the process (26.3%), while those at the Reuter campus were the least likely to (11.8%).

Compared to CSI Year-End Survey 2022: In 2022, 16.8% of students had participated in the appeals process, meaning that the proportion of students participating in it has increased by 6.3%.

QUESTION 111: WHY DID YOU USE THE ACADEMIC APPEALS PROCESS?



Quick takeaway: This question was only asked to those who indicated they had participated in the appeals process. Though relatively equal among the reasons, the most common reason to use the appeals process was for a specific assignment worth 25% or more (26.5%), while the least common reason was appealing a sanction under the student rights and responsibilities policy (9.4%). Domestic students were more likely to appeal on the basis of the following:

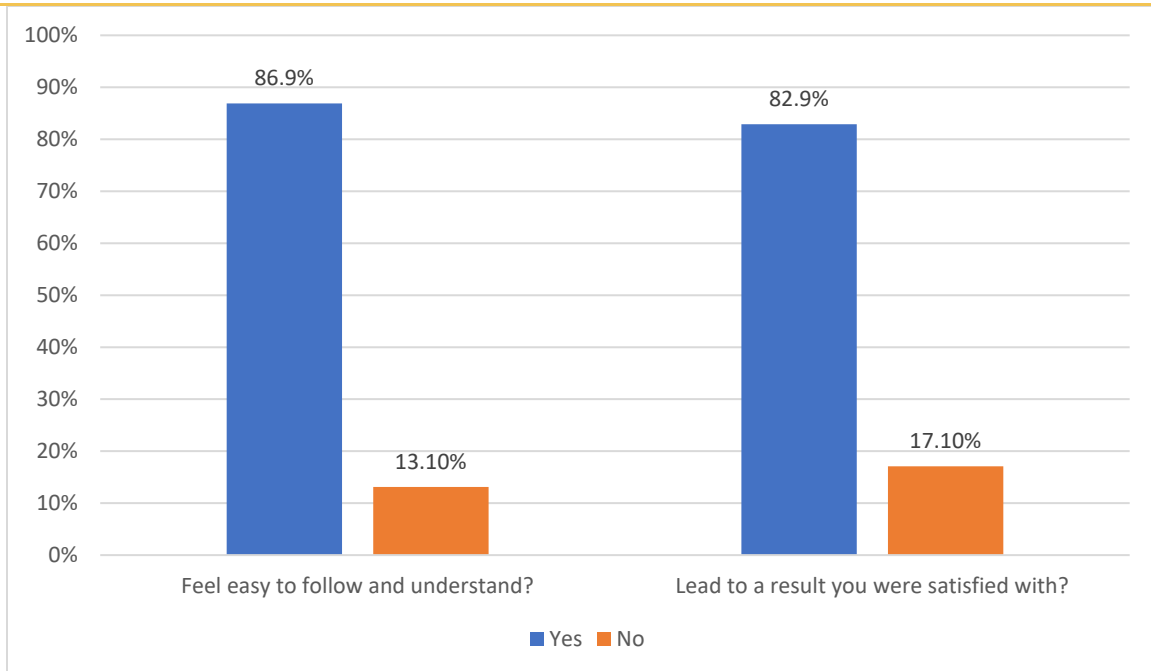
- Denied evaluation through the portfolio or challenge process (20% of domestic students vs. 19.5% of international students)
- Academic promotion decision appeal (17.5% vs. 16.8%)
- Final grade or failure of PLAR appeal (15% vs. 13.7%)
- Specific assignment or project grade appeal worth 25% or more (37.5% vs. 24.6%)

International students were more likely to appeal on the basis of the following:

- Sanction under academic integrity appeal (15.2% international students vs. 5% of domestic students)
- Sanction under student rights and responsibilities policy appeal (10.2% vs. 5%)

Compared to CSI Year-End Survey 2022: The reasons for why students use the appeal process has remained relatively stable since 2022.

QUESTION 112, 113: DID THE ACADEMIC APPEAL PROCESS...

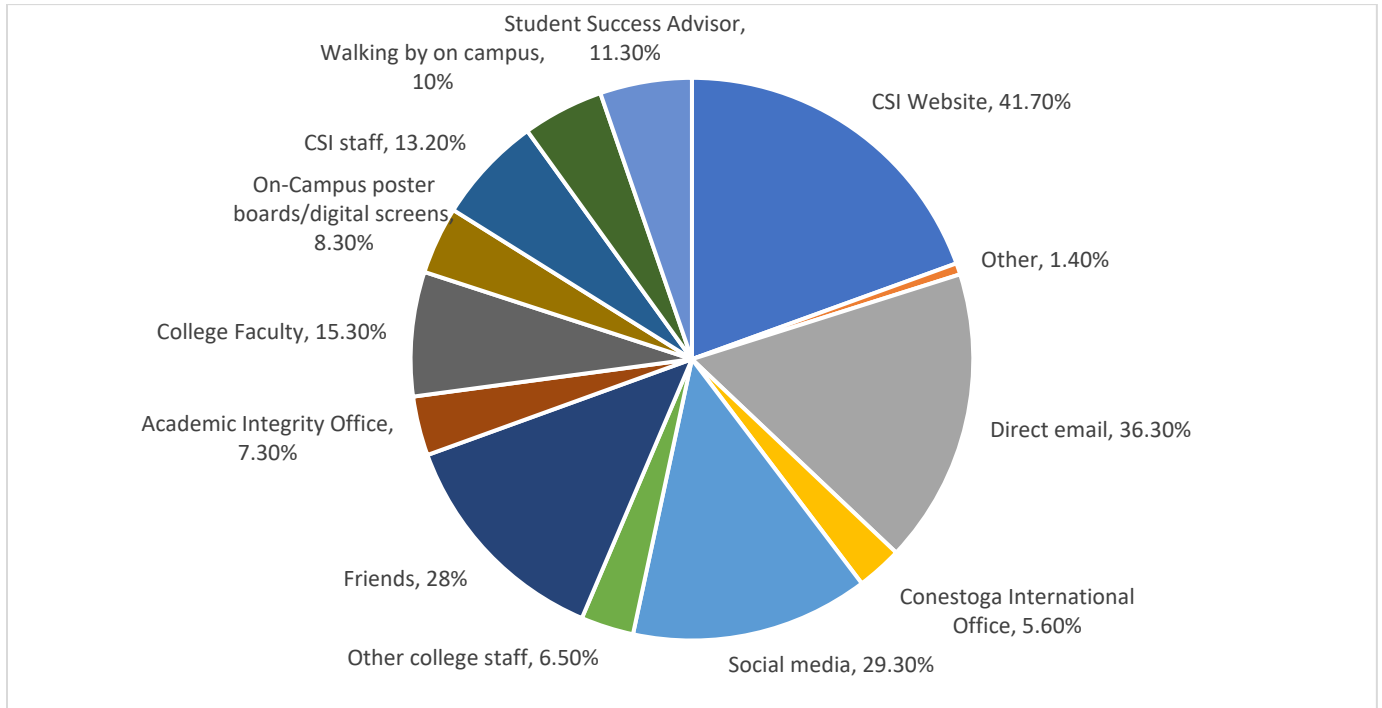


Quick takeaway: The majority of students indicated that the appeals process was easy to follow and understand. Of those who used the student advocates program, 93.5% said the process was easy, compared to 62.5% of students who were unaware of the program.* Additionally, those who used the student advocates program were also more likely to be satisfied with the result of their appeal (91.9%) compared to those who did not know about the program (52.1%).*

Compared to CSI Year-End Survey 2022: The proportion of students who found the process easy went down slightly by 0.2% from 87.1% in 2022. The proportion of students who were satisfied with their result also went down by 3.9% from 86.8%.

ACADEMIC FAIRNESS: STUDENT ADVOCATES PROGRAM

QUESTION 115: HOW DID YOU BECOME AWARE OF CSI'S STUDENT ADVOCATES PROGRAM? SELECT ALL THAT APPLY.



Quick takeaway: The majority of students became aware of the Student Advocates program via CSI's website, followed by direct email, social media, friends, and college faculty to round out the top five methods of awareness. Looking at the top five methods, both domestic students and students with disabilities were more likely than international students and students without disabilities to learn about it from direct email and/or college faculty. In contrast, international students and students without disabilities were more likely than domestic students and students with disabilities to learn about it from CSI's website, social media, and/or friends. Out of the various campuses, CSI's website and friends reached Downtown Kitchener students best, direct email reached Brantford students best, social media reached Doon students best, and college faculty reached Guelph students best.

Compared to CSI Year-End Survey 2022: Given how new the Student Advocates program is, this is the first time CSI has asked this question. However, from the program itself, the majority of those who use Student Advocates found out via the CSI website, referral from college departments, college faculty, and/or friends.

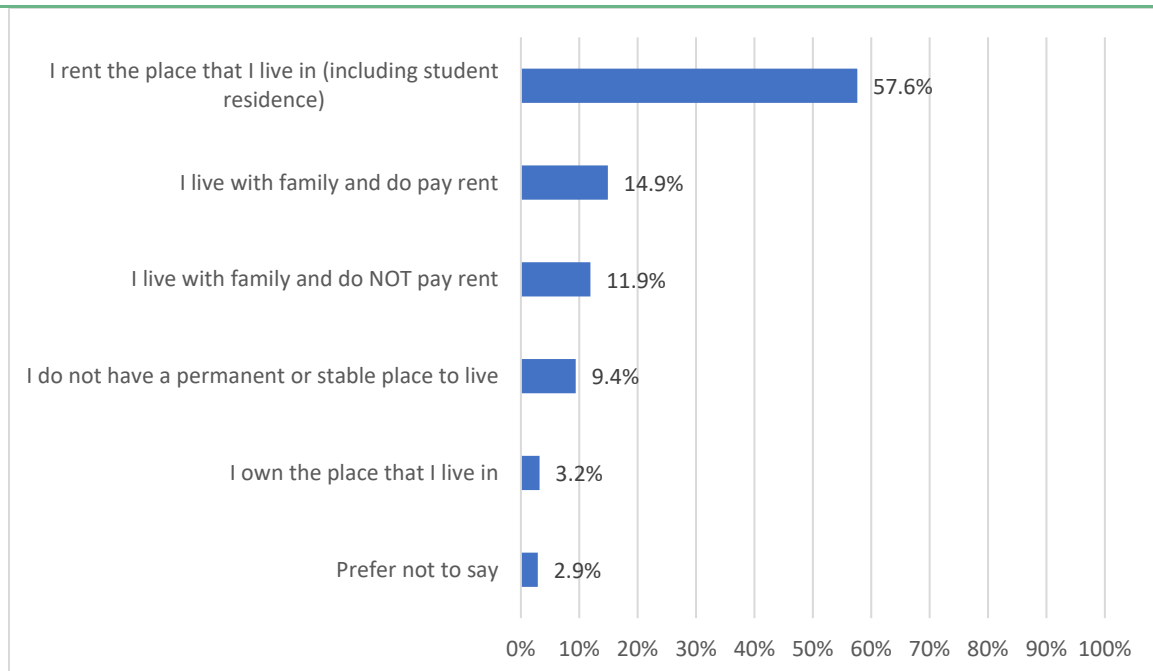
HOUSING

The following questions provide an overview of student experiences with housing, and not all questions were shown to all students. For example, those who lived with family, owned their place, or did not have a stable living arrangement were not shown the majority of the questions, as they focused on renting. Additionally, only those who did not have a stable living arrangement were shown question 118. Highlights include:

- The majority of students are renters (57.6%).
- Almost 10% of students do not have a stable living arrangement, a 5.1% increase from 2022.
 - Over 2/3 of these students had temporary accommodations.
 - International students were almost 8x more likely than domestic students to indicate they did not have a stable living arrangement.
- Almost half of students do not have any safety concerns about their neighbourhood. Those who did have safety concerns were most likely to cite theft (17.6%), poor street lighting (17.3%), and/or speeding cars (14.2%).
 - International students are almost twice as likely to be concerned about discrimination/harassment.
 - Those with disabilities were more likely to have safety concerns.
 - Those at the Waterloo campus were the least likely to have safety concerns, while those at the Brantford campus were the most likely to.
- Almost ¾ of those renting are renting a bedroom in a shared dwelling (i.e., lodging house).
- Only 6% of students live in residence.
 - Those who did live in residence were more likely to be domestic students.
- When asking those who do not live in residence, why they did not the most common response was that residence is too expensive (63.5%).
- Those living in a shared dwelling were most likely be living in a 3-bedroom unit, while those living in a private dwelling were more likely to be living in a 2-bedroom unit.
 - Domestic students were more likely to be living in 4+ bedroom units.
- 44.9% of students were sharing a bedroom with one other person.
 - Domestic students were more likely to *not* share a bedroom (69.7%, compared to 13.3% of international students).
 - Those at the Downtown Kitchener campus were the most likely to be sharing a room, while those at Reuter were the least likely.
- 96.9% of students live with at least one other person.
 - The most common response was living with three other people (17.7%).
 - Domestic students were more likely to live with three or less people.
- Ultimately, international students are more likely to be living with more people, in smaller units, leading to higher rates of crowding and less privacy.
- The majority of students (80%) are familiar with their rights and responsibilities as a tenant.

- 43.4% of students share a kitchen/bathroom with their landlord/a member of their landlord's immediate family, meaning that significant portions of the Ontario Residential Tenancy Act does not apply to them.
 - This is a significant increase from 2022.
- The average cost of rent for students is \$720.29, a decrease of \$61.35 from 2022.
 - Those at Brantford had the lowest average rent, while those at Reuter had the highest.
 - Those at Reuter were more likely to live alone, not share a bedroom, and/or live in a private dwelling, likely explaining this higher cost.
 - Those who shared a bedroom had a lower average rent than those who did not.
- Almost a third of students are not confident that they will be able to make all of their rent payments on time.
 - Women and those with disabilities were less likely to be confident in their ability to pay rent on time throughout their lease.
- The majority of students (73.6%) have not had a negative interaction with their landlord.
 - Of those who did have a negative interaction, the most common cause was:
 - Inadequate repairs (12.4%)
 - Unresponsive (10.3%)
 - Entered unit without 24-hours notice (7.7%)
 - The more familiar students were with their rights and responsibilities as a tenant, the less likely they were to have a negative interaction.
- Only 27.7% of students found the process of finding a place to live easy.
 - International students were more likely to find it difficult, as were those attending the Downtown Kitchener campus.
- When asked how important various aspects were when choosing where to live, the price of rent, the quality of unit, and the proximity to public transit were the top three most important aspects.
 - When asked how satisfied they regarding the same aspects of where they currently live, students were least satisfied with the price of rent.

QUESTION 116: WHAT IS YOUR CURRENT HOUSING STATUS?



Quick takeaway: Most students rent where they live, including student residence, with living with family being the next two most common responses. Looking at demographic trends, those with disabilities were more likely to live with family (18.8% paying rent, 30.7% not paying rent) compared to those without disabilities (14.4% paying rent, 9.6% not paying rent).^{*} This may speak to the lack of accessible living options, as well as the additional costs many people with disabilities are burdened with when living alone.

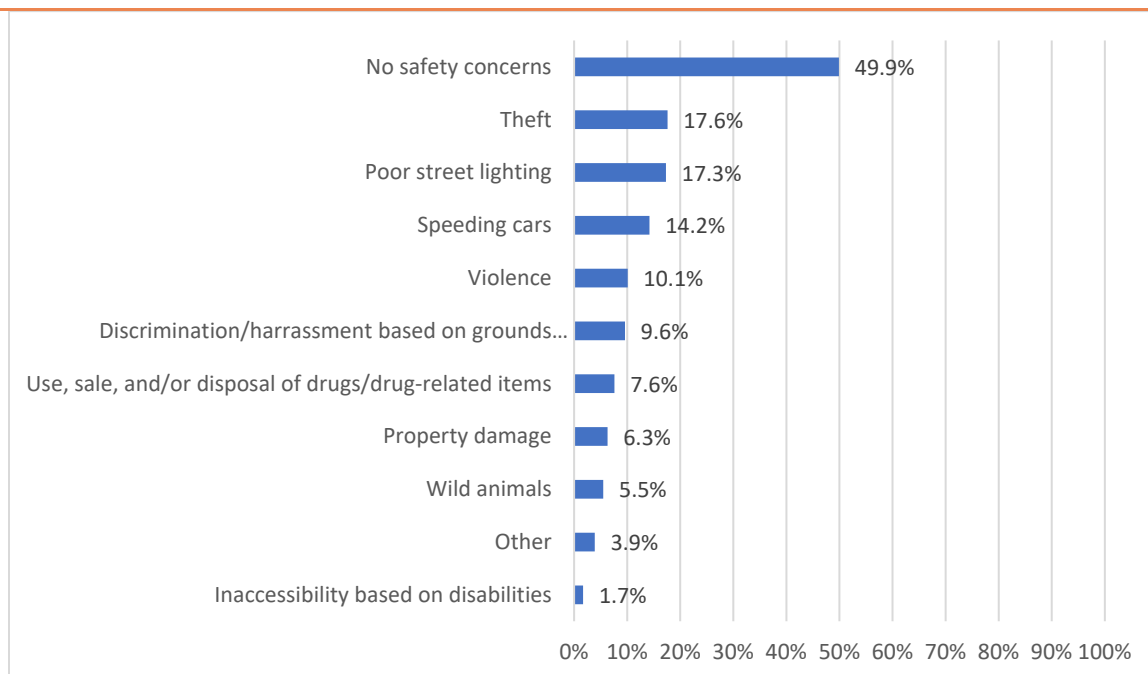
Domestic students were more likely than international students to own where they live (8.6% vs. 1.1%), live with family paying rent (19.2% vs. 13.3%), or live with family not paying rent (36.2% vs. 2.4%).^{*} International students were more likely than domestic students to rent (67.9% vs. 31.3%) or have an unstable living arrangement (12.5% vs. 1.6%).^{*} Given the higher cost of education for international students with fewer supports (such as family living in the area), it is disconcerting but not surprising that international students are almost 8x more likely to experience unstable living arrangements than their domestic counterparts. It is also important to note that, among international students, those with disabilities are more likely than international students without disabilities to have unstable living conditions (21.1% vs. 12.3%).

Those at Reuter are the most likely to own their home (11.1%) or be living with family (19.4% paying rent, 25% not paying rent), while those attending Brantford are the most likely to rent (69.9%). Those at the Downtown Kitchener campus are the most likely to not have a stable

living arrangement (12.6%), likely reflecting both the high proportion of international students at that campus and the rising cost of housing in the Waterloo Region.²⁰

Compared to CSI Year-End Survey 2022: The majority of categories have remained relatively stable compared to last year, with two notable exceptions: student ownership has gone down 1.8%, and the proportion of students with unstable living arrangements has increased by 5.1%. This likely reflects the ongoing housing crisis – both in terms of affordability and availability. The proportion of domestic students experiencing unstable living arrangements has remained relatively stable, however the proportion of international students experiencing unstable living arrangements has almost doubled from 6.4% in 2022.

QUESTION 117: WHAT ARE YOUR BIGGEST SAFETY CONCERNS WITH THE NEIGHBOURHOOD YOU CURRENTLY LIVE IN? SELECT ALL THAT APPLY.



Quick takeaway: Almost half of students who responded indicated that they didn't have any safety concerns about the neighbourhood they currently lived in. Of those who did have safety concerns, the top three most likely concerns were: theft (17.6%), poor street lighting (17.3%), and/or speeding cars (14.2%). International students were more likely to cite poor street lighting than domestic students (19.1% vs. 12.3%), however domestic students were more likely to be concerned with theft (22.8% vs. 15.5%) and/or speeding cars (23.5% vs. 10.5%). It should also be noted that international students were almost twice as likely to be concerned about discrimination/harassment than domestic students were (11.1% vs. 6%).*

²⁰ Canada Mortgage and Housing Corporation, "Data Tables from the Rental Market Survey and the Condominium Apartment Survey," Excel table, January 26, 2023, <https://www.cmhc-schl.gc.ca/en/professionals/housing-markets-data-and-research/housing-data/data-tables/rental-market/rental-market-report-data-tables>.

Those with disabilities were also more likely to have safety concerns than those without disabilities (38.3% of those with disabilities did not have safety concerns, compared to 51.2% of those without disabilities).* The top three most common safety concerns among those with disabilities were the same as overall, though they were more likely to cite speeding cars than poor street lighting.

Among just international students, those with disabilities were also more likely to have safety concerns than those without (26.3% of international students with disabilities did not have safety concerns, compared to 51.2% of international students without disabilities). The top three safety concerns among international students with disabilities were poor street lighting (34.2%), discrimination (29%), and violence/theft (23.7% each).

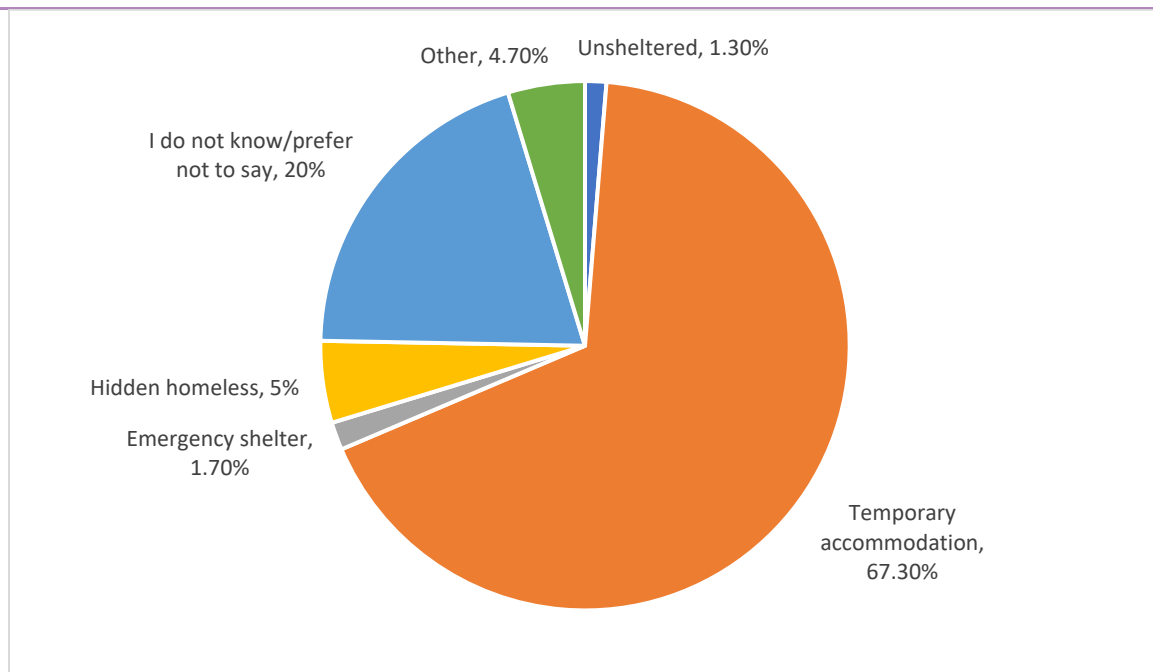
Across the various campuses, the top three concerns remained the same with two exceptions:

- Those at the Downtown Kitchener campus were more likely to be concerned about violence (14.2%) than speeding cars (12%)
- Those at the Brantford campus were equally concerned about speeding cars (12.6%) and the use, sale, and/or disposal of drugs and/or drug related items.

Those at the Waterloo campus were the least likely to have safety concerns (55.1% did not have a safety concern), while those at the Brantford campus were the most likely to have safety concerns (41.8% did not have a concern).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

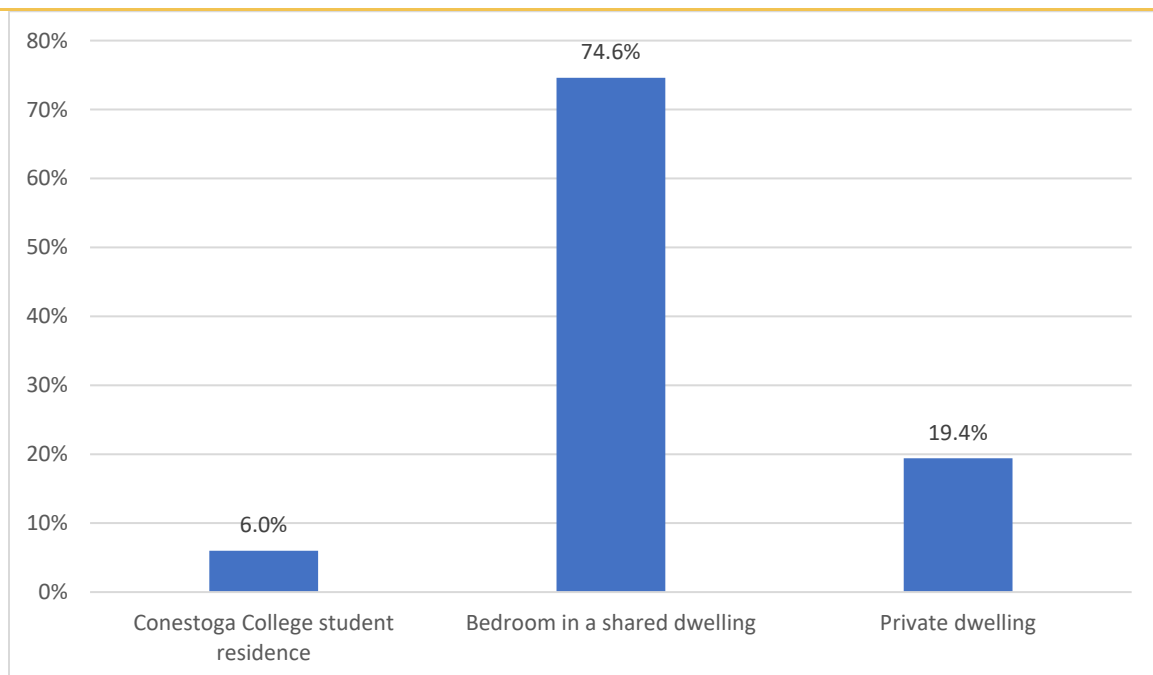
QUESTION 118: WHAT BEST DESCRIBES YOUR CURRENT HOUSING SITUATION?



Quick takeaway: For those who selected they do not have a permanent/stable living situation, over 2/3rds have temporary accommodations, which was described as “I have temporary and insecure housing.” This typically refers to short-term accommodations, such as motels/AirBnBs, non-profit/government provided accommodations, or other forms of accommodation that are, by definition, temporary and insecure. Common responses to “other” included staying with friends (hidden homelessness) or renting. The responses indicating renting may imply a knowledge gap, but also could reflect the inherently unstable nature of renting that, while there are some legal protections, they do not extend equally to all tenants. Due to the limited responses, it is not possible to compare across various demographic groups.

Compared to CSI Year-End Survey 2022: The proportion of students accessing temporary accommodation has remained the same, however hidden homelessness has decreased 3.4%, emergency shelter has increased 0.8%, and unsheltered has increased 0.4%.

QUESTION 119: WHAT BEST DESCRIBES THE TYPE OF HOUSING YOU ARE PERSONALLY RENTING?



Quick takeaway: Of those who indicated they are renting, almost $\frac{3}{4}$ of respondents indicated they were renting a bedroom in a shared dwelling. Shared dwellings refer to renting a bedroom/area only in a dwelling with other roommates (i.e., a lodging house), whereas a private dwelling refers to renting the entire unit on one lease. Only 6% of students indicated they were staying in residence; however this is likely an overrepresentation. 6% of students would mean approximately 2400 students are living in Conestoga College residence, however Conestoga College only offers 883 of residence spots.

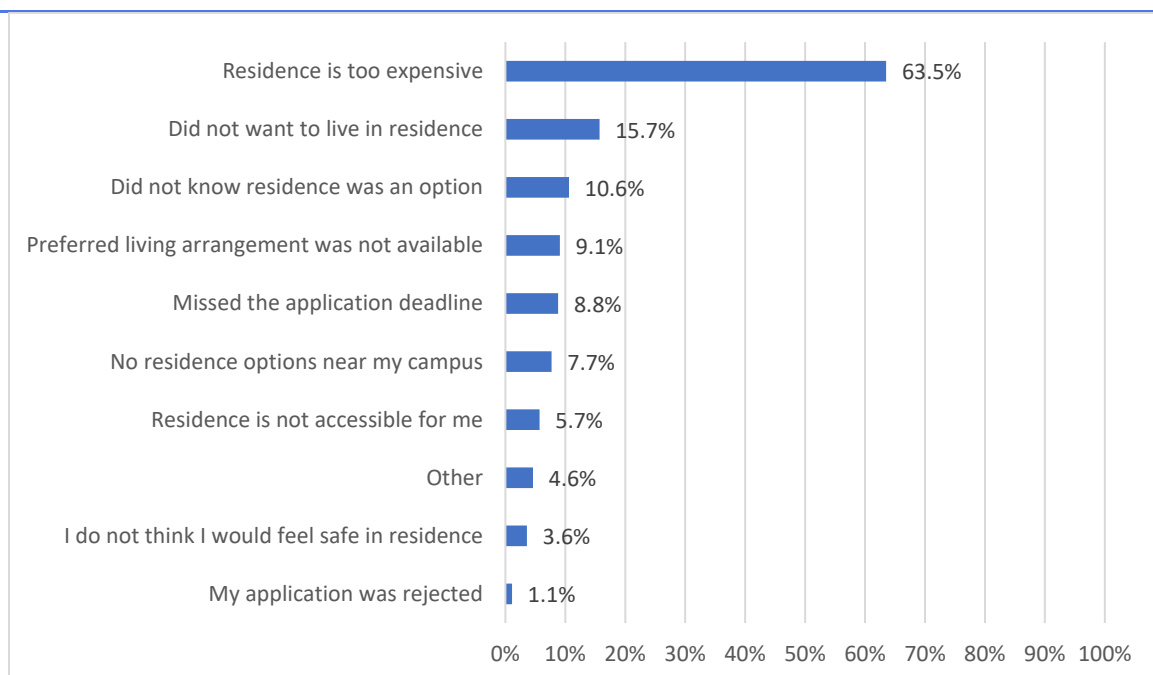
Those attending Reuter and Cambridge were the most likely to be staying in residence (16% and 12%, respectively), while those at Guelph and Downtown Kitchener were the least likely

to stay in residence (2.1% and 3.3%, respectively), likely reflecting the locations of Conestoga residences. Those at Reuter were the least likely to be renting a bedroom in a shared dwelling (40%), with those at Downtown Kitchener were the most likely (80%). Those at Reuter were also the most likely to be renting a private dwelling (44%), whereas those at Waterloo were the least likely (16.1%).

Domestic students were more likely than international students to be living in residence (18.9% vs. 3.6%) or be renting a private dwelling (42.1% vs. 15.3%), while international students were more likely to be renting a bedroom in a shared dwelling (81.2% vs. 38.9%).* Those with disabilities were also more likely than those without disabilities to be living in residence (14.5% vs. 5.3%) or in a private dwelling (34.7% vs. 18.2%), potentially reflecting the additional needs those with disabilities may require that would not be as easily accessible in shared dwellings (i.e., elevators/ramps for those with mobility devices).

Compared to CSI Year-End Survey 2022: Though a similar question was asked in 2022, it was reformatted to ensure clarity. In 2022, students were asked if they rented a shared bedroom, private bedroom, college residence dorm, studio, 1 bedroom, 2 bedroom, 3 bedroom, or 4+ bedroom. This was reformatted into separate questions, first asking if students rented a room in a shared dwelling or an entire private dwelling. Based on those responses, students were asked additional questions such as if they shared a bedroom and/or how many bedrooms were in the unit total. Given the various changes, it is not relevant to make comparisons.

QUESTION 120: IF YOU WANTED TO LIVE IN CONESTOGA COLLEGE STUDENT RESIDENCE, WHAT BARRIERS PREVENT YOU FROM DOING SO? SELECT ALL THAT APPLY.



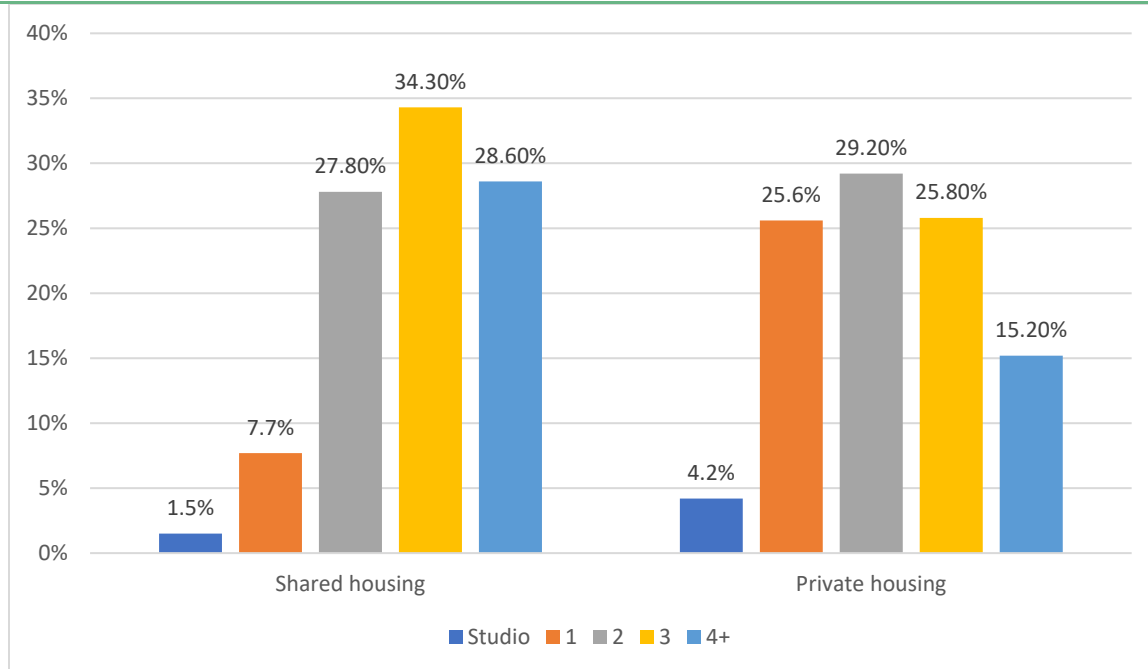
Quick takeaway: Of those who stated they did not live in Conestoga College residence, the majority (63.5%) stated it was because of the cost associated with residence. Domestic students were almost four times more likely to say they did not want to live in residence than international students (40.2% of domestic students did not want to live in residence, compared to 10.2% of international students). Of those who did want to live in residence, international students were more likely to say residence was too expensive (68.5% vs. 41.7%) and/or not know residence was an option (11.9% vs. 5%).* Domestic students were more likely to think they would not feel safe in residence (9.4% vs. 2.3%) and/or say their preferred living arrangement was not available (13.2% vs. 8.2%).* Additionally, those who said they were living in a private dwelling were more likely than those in shared dwelling to say they did not want to live in residence (31.1%, compared to 7.8%).

Those at Reuter were the most likely to state they did not want to live in residence (38.9%), while those at the Brantford campus were the most likely to want to live in residence (only 9.6% stated they did not want to live in residence). Across the various reasons as to why they were not living in residence, the campuses with the highest response rates are as follows:

- Those at Cambridge were the most likely to say three reasons:
 - Residence was too expensive (67.8%)
 - They did not think they would feel safe (6.6%)
 - Their preferred living arrangement was not available (12.5%)
- Those at Brantford were most likely to two reasons:
 - They missed the deadline (17.2%)
 - They did not know residence was an option (23.6%)
- Those at Downtown Kitchener were the most likely to say their application was rejected (1.6%).
- Those at Guelph were the most likely to say there are not residence options near their campus (40.5%).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 121, 122: HOW MANY BEDROOMS ARE IN YOUR RENTAL UNIT?

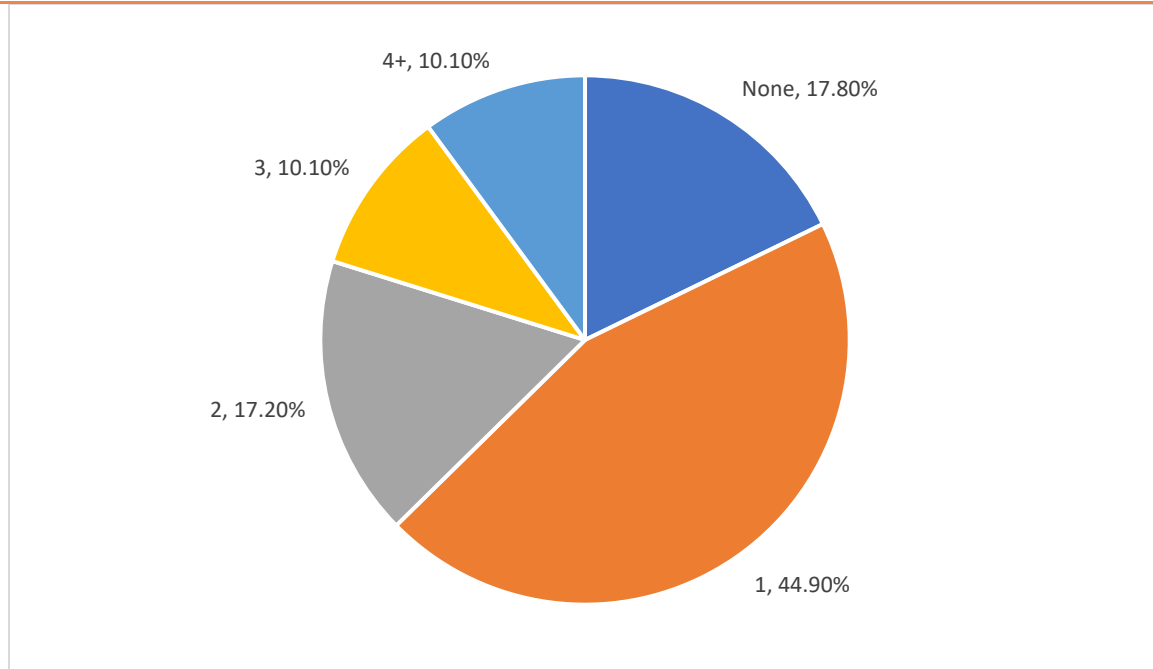


Quick takeaway: For those renting a shared dwelling, the total size of the dwelling was most likely to be 3 bedrooms, whereas those renting a private dwelling were most likely to be 2 bedrooms. Given how shared dwellings are usually maximized to create the most number of bedrooms possible (such as converting living rooms/dining rooms into bedrooms), it makes sense that shared dwellings would be larger.

The only significant difference in rental unit size was among domestic and international students renting a bedroom in shared housing. Domestic students were more likely to rent rooms in units that had 4+ bedrooms (55.1% of domestic students, vs. 26.3% of international students).

Compared to CSI Year-End Survey 2022: As previously mentioned, though a similar question was asked in 2022, various changes were made that split the question into two questions, making comparisons between 2022 and 2023 irrelevant.

QUESTION 123: HOW MANY PEOPLE DO YOU SHARE A BEDROOM WITH?



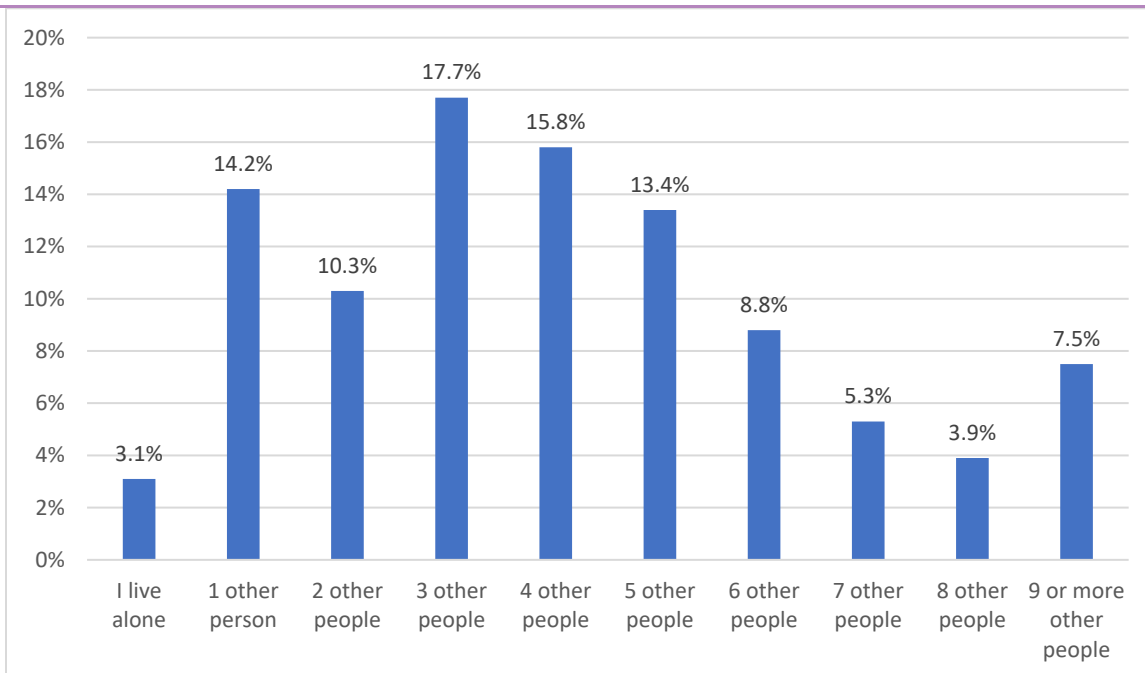
Quick takeaway: For those who state they live in shared dwellings, they also answered how many people they share a bedroom with. The majority of students stated they shared a bedroom with one other person (44.9%), followed by none (17.8%), two other people (17.2%), and with three other people and four or more people tied at 10.1% each. Of those who indicated they shared a room with 4 or more people, they also wrote in the number of people they shared with, resulting in an average of 6.3.

Domestic students were significantly more likely to state they did not share a room with anyone (69.7%, compared to 13.3% of international students).* If domestic students did share a room with someone, it was most likely only one other person (16.5%). International students were also most likely to share a room with only one other person, though at much higher frequencies than domestic students (47.3%).

Looking at the various campuses, those at Downtown Kitchener were the most likely to share a room (with only 8.7% indicating they did not share a room), while those at Reuter were the least likely to share a room (50% did not share a room). Across campuses, if students did share a room, they were most likely to share with only one other person. Looking at the rates of sharing a room, those at Brantford were most likely to share with one person (52.9%), those at Waterloo were the most likely to share with two people (21.1%), those at Downtown Kitchener were the most likely to share with three people (11.6%) or with four or more people (13.4%).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 124: HOW MANY PEOPLE, IN TOTAL, DO YOU SHARE HOUSING WITH?



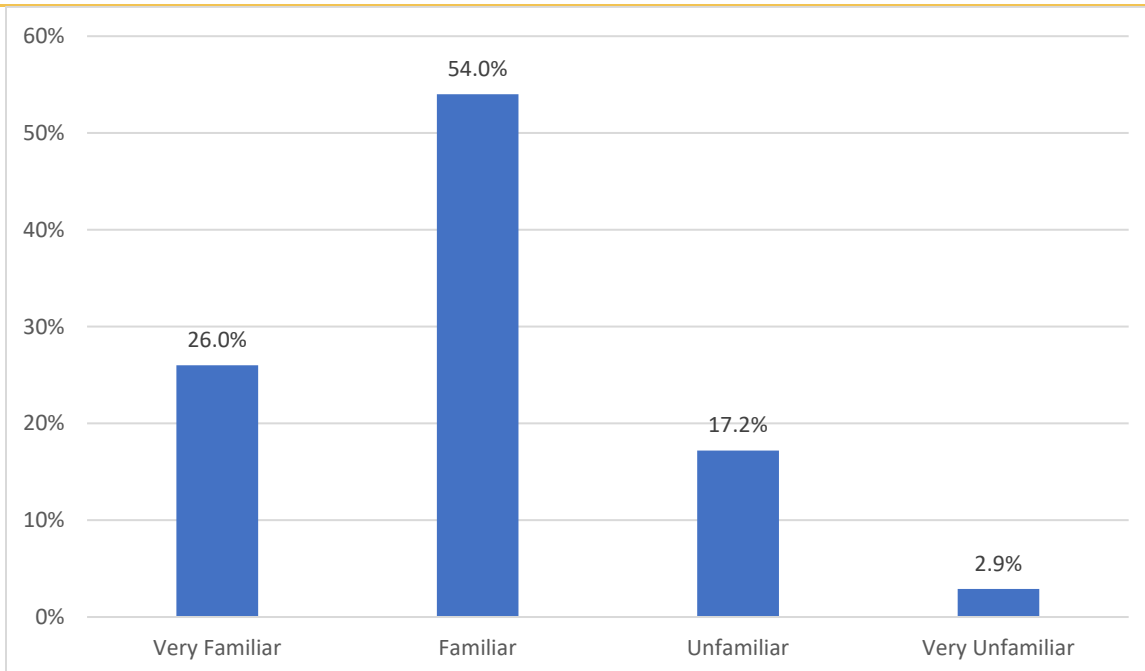
Quick takeaway: The vast majority of students (96.9%) live with at least one other person, with living with three other people being the most common at 17.7%. Domestic students are more likely than international students to live alone (4.9% vs. 2.7%), with one other person (29.6% vs. 10.3%), with two other people (12.8% vs. 9.6%), or with three other people (21% vs. 16.9%).* International students were more likely to live with four or more people, which may reflect the higher costs associated with being an international student and needing to reduce costs elsewhere.

Looking at the various responses and campuses, those at Brantford are the most likely to live alone (5.9%), those at Reuter are the most likely to live with one other person (38.5%) or two other people (12.8%), those at Downtown Kitchener are the most likely to live with three other people (18.6%), those at Waterloo are the most likely to live with four other people (19.4%), those at Guelph are the most likely to live with five other people (20.3%), those at Downtown Kitchener are the most likely to live with six other people (11%), those at Cambridge are the most likely to live with seven other people (7.7%), eight other people (5.4%) or nine or more other people (9.5%).

Compared to CSI Year-End Survey 2022: In 2022, students were most likely to say they lived with one other person (22.3%), whereas this year students were most likely to say they live with three other people. Three categories decreased in proportion: living alone (-0.9%), living with one other person (-6.1%), and living with two other people (-3.4%). Living with four other people remained the same, while all other options increased: three other people increased by 3.8%, five other people increased by 3.2%, six other people increased by 2%, seven other people increased by 0.9%, eight other people increased by 0.4%, and nine or more other

people increased by 2.1%. These shifts likely reflect the overall increase in housing costs and the decrease in housing availability.

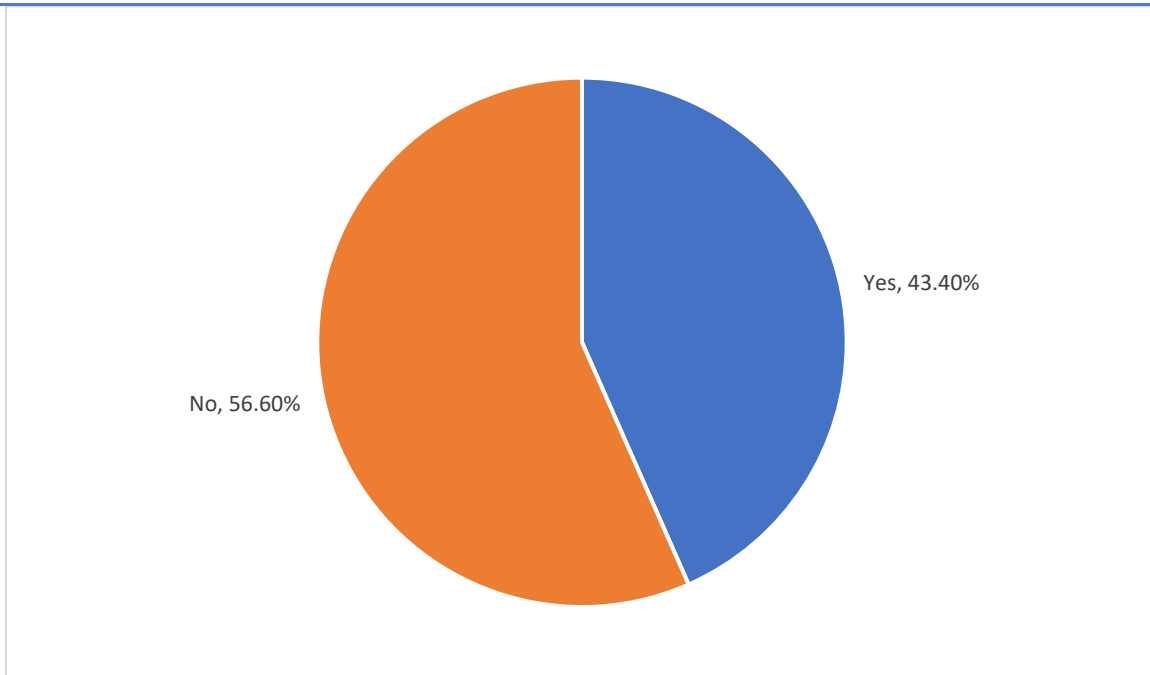
QUESTION 125: HOW FAMILIAR ARE YOU WITH YOUR RIGHTS AND RESPONSIBILITIES AS A TENANT?



Quick takeaway: Most students (80%) are familiar with their rights and responsibilities as a tenant. Those at the Reuter campus were the least likely to be familiar with their rights and responsibilities as a tenant (74.3%), while those at Guelph were the most likely to be aware (86.8%). Domestic students were slightly more likely to be aware of their rights and responsibilities when compared to international students (81.5% vs. 79.5%). Those with disabilities are less likely than those without disabilities to be aware of their rights and responsibilities as a tenant (76.3% of those with disabilities are aware of their rights and responsibilities as tenants, compared to 80.4% of those without a disability).

Compared to CSI Year-End Survey 2022: Direct comparison to 2022 is complicated and unlikely to provide reliable information, as the question was reformatted to follow best practices. Previously, respondents were given five options: extremely familiar, very familiar, somewhat familiar, not so familiar, and not at all familiar. Given that three of the five options were positive this could have created false positives in 2022. However, in looking at the three options that implied familiarity (extremely familiar, very familiar, somewhat familiar), this represented 80.5% of the student population – a similar proportion to 2023.

QUESTION 126: DO YOU SHARE A KITCHEN AND/OR BATHROOM WITH YOUR LANDLORD, OR ANY OF THEIR IMMEDIATE FAMILY?

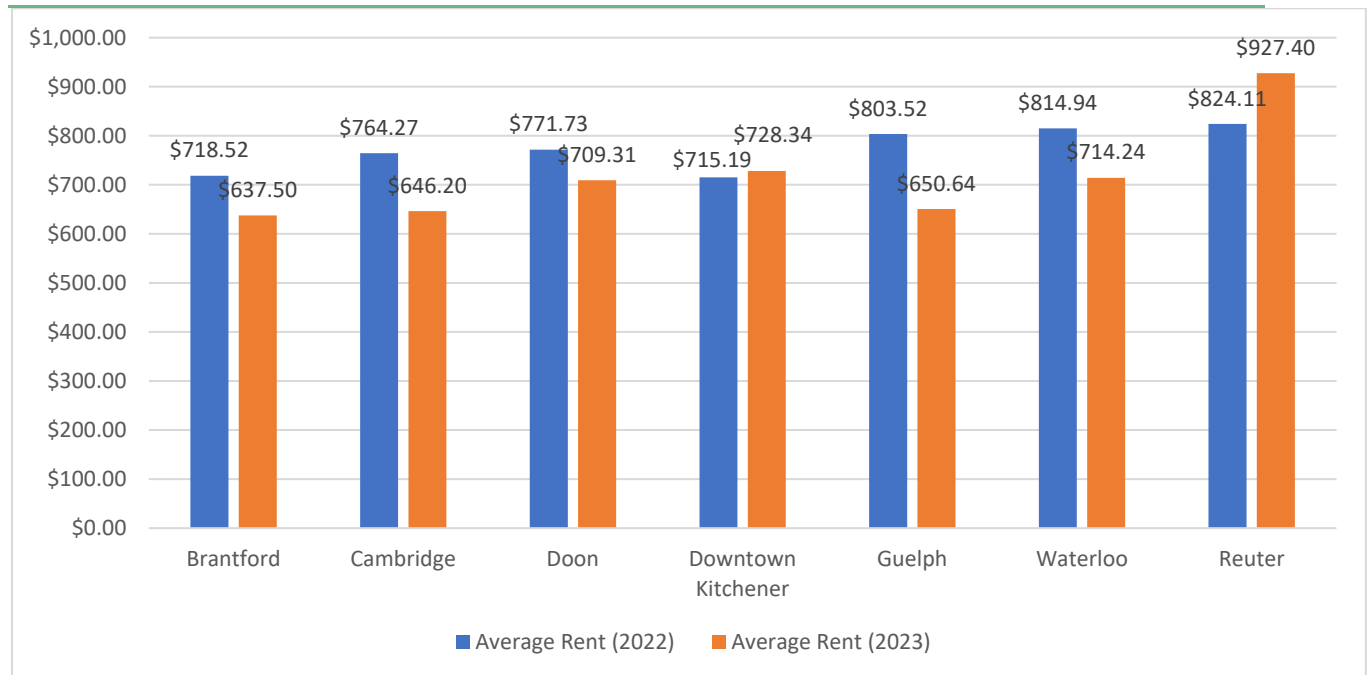


Quick takeaway: As the Ontario Residential Tenancy Act does not apply to living arrangements where tenants share a bathroom or a kitchen with the landlord and/or their immediate family, knowing the proportion of students in that living situation can be vital information. 43.4% of students are sharing a bathroom or kitchen with their landlord or their landlord's immediate family, however international students are significantly more likely to be living in this arrangement than domestic students (47.2% vs. 18.5%).* Women are slightly more likely than men to be living with their landlord/landlord's immediate family (44.6% vs. 42.7%).

Those in Brantford were the most likely to be living with their landlord/landlord's immediate family (51.5%), while those at Reuter were the least likely to be (14.3%).

Compared to CSI Year-End Survey 2022: In 2022, only 24.8% of students lived with their landlord, indicating an increase of almost 20%. The question was reformatted slightly, as before it asked if the landlord lived in the place they were renting. The inclusion of their immediate family could explain part of this large increase.

QUESTION 127: HOW MUCH DO YOU PAY PER MONTH IN RENT (IN CANADIAN DOLLARS)?



Quick takeaway: The average cost of rent for students is \$720.29, while the median is \$550. The highest rent reported was \$3,600, while the lowest was \$0. This may reflect respondents who incorrectly selected a rent option, such as renting with family and paying rent, when they do not pay rent. After removing the \$0 responses, the average cost of rent is \$727.58, while the median cost is still \$550. It should be noted that, in order for the average cost of rent to be affordable (costing 30% of income), students would have to be making \$2,401/month in gross income, or \$28,812/year.²¹

Those living in a shared dwelling paid, on average, \$584.97 in rent, while those living in private dwellings paid \$996.69.

As location can greatly impact living cost, it is unsurprising that there is variation in average rent cost across different campuses. Brantford has the lowest average rent at \$637.50, while Reuter has the highest average rent at \$927.40. As Reuter students are the most likely to live alone, not share a bedroom, and/or live in a private dwelling, it makes sense that rent would be higher.

Whether or not a student is renting a bedroom in a shared dwelling or a private dwelling can also impact the cost of rent. The average cost of a bedroom in a shared dwelling was \$584.97. A room in a unit with no formal bedrooms cost, on average, \$673.77, a room in a one-bedroom dwelling cost on average \$605.38, a room in a two-bedroom dwelling cost on

²¹ Canada Mortgage and Housing Corporation, "About Affordable Housing in Canada," March 31, 2018, <https://www.cmhc-schl.gc.ca/professionals/industry-innovation-and-leadership/industry-expertise/affordable-housing/about-affordable-housing/affordable-housing-in-canada>.

average \$576.36, a room in a three-bedroom dwelling cost on average \$553.47, and a room in a four or more bedroom dwelling cost on average \$623.10.

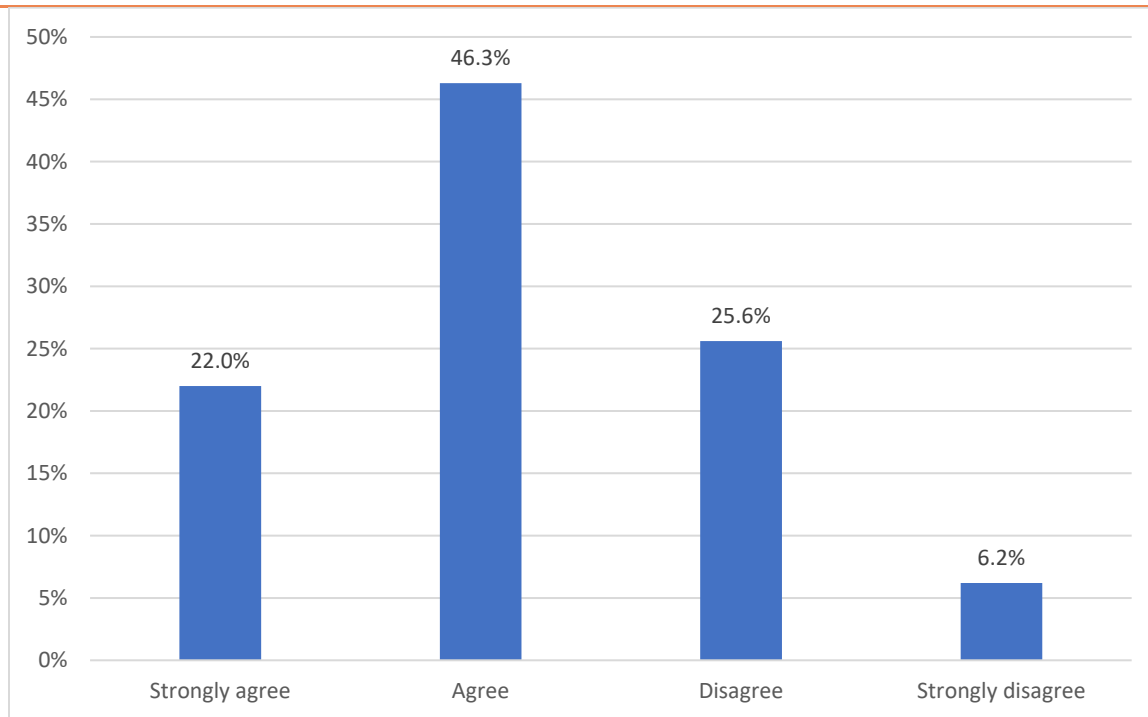
Students who indicated they rented a bedroom in a shared dwelling also indicated how many people they shared a bedroom with, which could further impact costs. Those who did not share a bedroom with anyone paid on average \$737.57, those who shared a bedroom with one other person paid on average \$559.90, those who shared a bedroom with two other people paid on average \$559.09, those who shared a bedroom with three other people paid on average \$544.70, and those who shared a bedroom with four or more other people paid on average \$517.98.

Comparatively, the average cost of a private unit was \$996.69, significantly higher. A studio/bachelor unit cost on average \$1100.60, a one-bedroom unit cost on average \$1106.21, a two-bedroom unit cost on average \$1073.56, a three-bedroom unit cost on average \$959.49, and a four or more bedroom unit cost on average \$699.30. While it would be expected that three and four or more bedroom units would cost more, this may reflect a misunderstanding on respondents end (i.e., they should have selected shared dwelling and not private), or could reflect that while they are renting an entire dwelling on one lease, they may share living costs with others (as opposed to shared dwelling, which was defined as renting just a room).

Domestic students, on average, pay more than international students in rent, with the average rent for a domestic student being \$919.53 (with a median cost of \$797.50), while the average rent for an international student is \$676.36 (with a median cost of \$532.50). As previously discussed, domestic students are more likely to live alone, not share a bedroom, and/or live in a private dwelling, which likely attributes the difference in cost.

Compared to CSI Year-End Survey 2022: In 2022, the average cost of rent for students was \$781.84, which means there has been a decrease of \$61.35 (7.9%) from 2022 to 2023. Various things could be impacting this change, such as the following: there is a higher proportion of international students, who have cheaper housing accommodations; students are generally living with more people; and/or a general “cooling down” of housing markets. Given the nature of this survey, it is impossible to pinpoint an exact “reason” for any changes.

QUESTION 128: HOW MUCH DO YOU AGREE WITH THE FOLLOWING STATEMENT: "I AM CONFIDENT I WILL BE ABLE TO MAKE ALL OF MY RENT PAYMENTS, ON TIME, THROUGHOUT MY ENTIRE LEASE TERM."

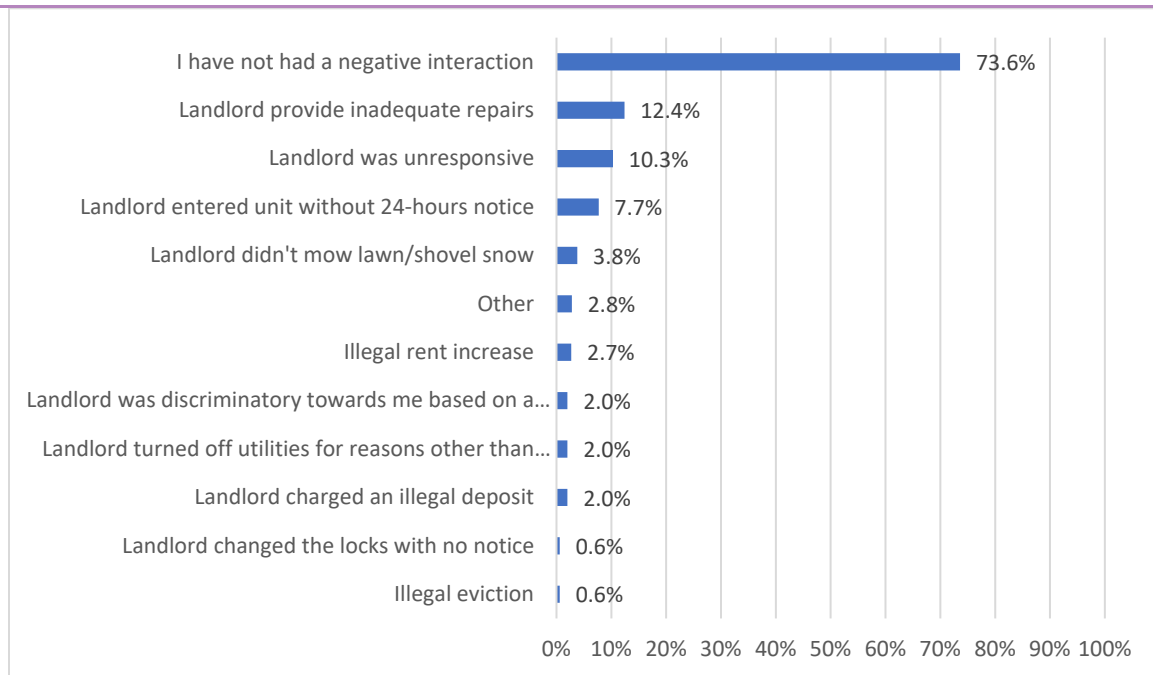


Quick takeaway: A little over 2/3rds of students (68.3%) are confident that they will be able to pay rent on time throughout the term of their lease, with international students slightly more likely to agree (69.1%) than domestic students (63.8%). Men were also more likely to agree (70.4%) than women (66.2%), as were those without disabilities (69.4%) when compared to those with disabilities (56.7%).

The confidence in their ability to pay rent on time throughout the term of their lease varied based on campus, likely due to the different rent conditions in different areas. Those at Reuter were the least likely to agree (with only 62.8% agreeing), which makes sense given the higher average cost of rent for Reuter students. Guelph students were the next least likely to agree (65.3%), followed by those at Doon (65.6%) and Waterloo (69.4%). The campuses with the highest level of agreement were Cambridge (77% agreed), Brantford (72.6%) and Downtown Kitchener (71.1%).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 129: HAVE YOU EVER HAD A NEGATIVE INTERACTION WITH YOUR LANDLORD? SELECT ALL THAT APPLY.



Quick takeaway: Almost $\frac{3}{4}$ of students have not had a negative interaction with their landlord. Of those who have, the three most common responses were that the landlord provided inadequate repairs (12.4%), the landlord was unresponsive (10.3%), and/or that the landlord entered their unit without 24-hours notice (7.7%). International students were more likely to say they had not had a negative interaction (76.2%) compared to domestic students (56.8%).*

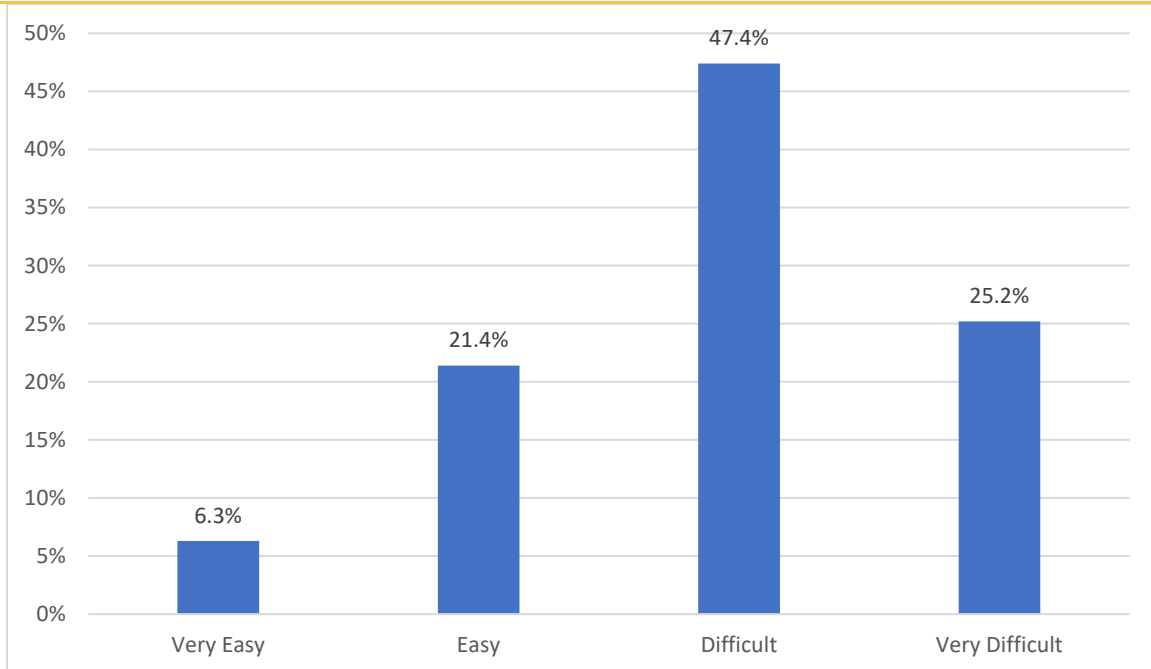
Those who were aware of their rights as tenants were more likely to not have a negative interaction with their landlord than those who were unfamiliar with their rights:

- 79.9% of those who were “very familiar” with their rights had not had a negative interaction with their landlord.
- 75.3% of those who were “familiar” with their rights had not had a negative interaction with their landlord.
- 62.4% of those who were “unfamiliar” with their rights had not had a negative interaction with their landlord.
- 57.1% of those who were “very unfamiliar” with their rights had not had a negative interaction with their landlord.

Those at the Reuter campus were the most likely to have had a negative interaction with their landlord (only 42.9% indicated they had not), while those at the Downtown Kitchener campus were the least likely (77.9% indicated they had not had a negative interaction).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question,

QUESTION 130: HOW WAS THE PROCESS OF FINDING A PLACE TO LIVE?

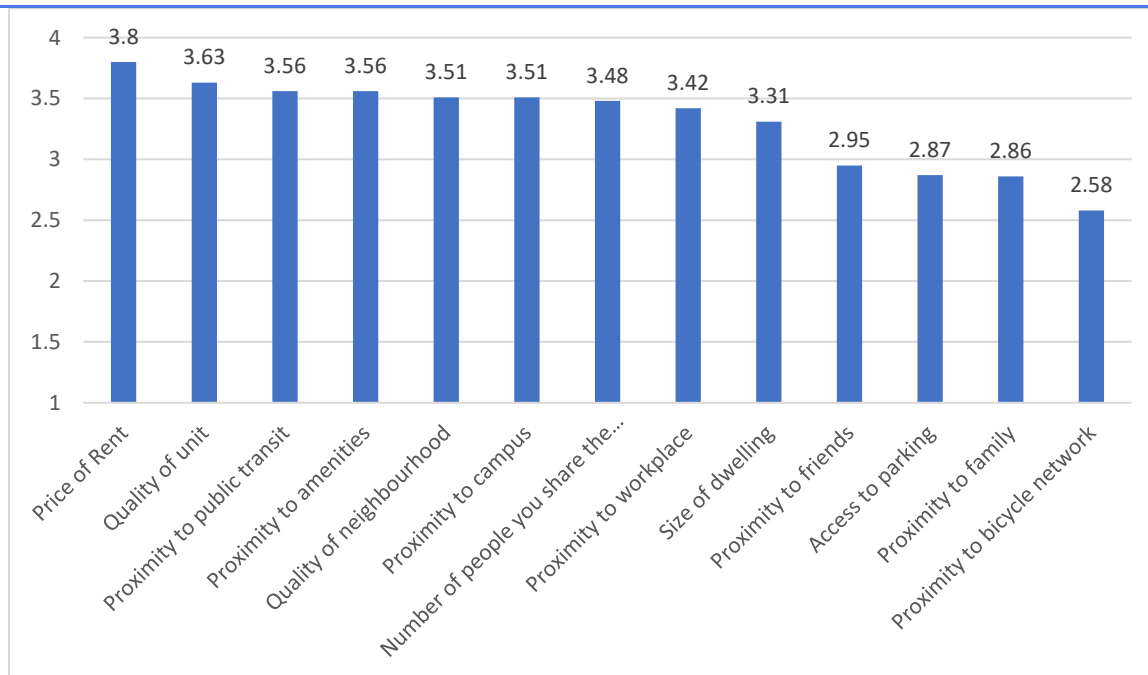


Quick takeaway: The majority of students who rent found the process of finding a place to live difficult, with only 27.7% indicating it was at least “easy.” This was not felt equally however, as international students were much more likely to find the process difficult: 76.4% of international students found the process difficult, compared to 55.3% of domestic students.*

Those at Reuter were the most likely to find the process easy (with 54.5% finding it difficult), while those at the Downtown Kitchener campus were the most likely to find the process difficult (76.3% found it difficult).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 131: HOW IMPORTANT ARE THE FOLLOWING ASPECTS WHEN CHOOSING WHERE YOU WOULD LIKE TO LIVE?



Quick takeaway: Looking at the weighted averages, the price of rent is the most important factor at 3.8, meaning a significant number of students indicated it was “very important” to them. The other top five most important aspects when choosing where to live included:

1. Quality of the unit,
2. Proximity to public transit,
3. Proximity to amenities,
4. Quality of neighbourhood, and,
5. Proximity to campus.

International students were more likely to indicate all categories as more important to them than domestic students, except for access to parking.

Compared to CSI Year-End Survey 2022: Direct comparison to 2022 is complicated and unlikely to provide reliable information, as the question was reformatted to follow best practices. Previously, respondents were given five options: extremely important, very important, moderately important, slightly important, and not at all important. However, four out of the five options indicated at least some level of importance, which could skew false positives and make top box comparisons irrelevant. Furthermore, given that the weighted averages were out of five, whereas 2023 they were out of four, this makes comparing weighted averages difficult as well.

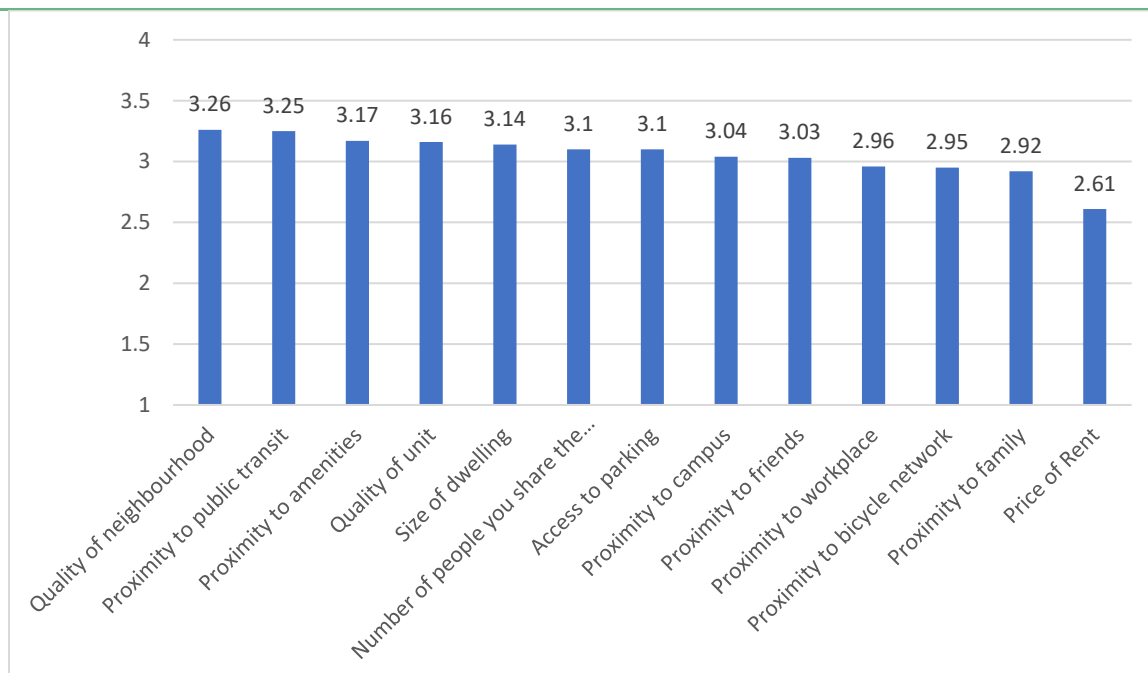
The comparison that can be made to 2022 is by looking at the order of importance, to see what issues rose/fell. In 2022, the order of most important aspect to least was:

1. Price of rent
2. Quality of unit

3. Proximity to amenities
4. Quality of neighbourhood
5. Proximity to workplace
6. Proximity to campus
7. Number of people sharing the unit
8. Proximity to transit
9. The size of unit
10. Access to parking
11. Proximity to friends
12. Proximity to family
13. Proximity to bicycle network

Overall, price of rent and the quality of the unit remain the top two most important aspects, however the proximity to public transit rose five spots to third from eighth, likely reflecting the increase in the proportion of students who rely on public transit as their most commonly used method of transportation (as will be discussed momentarily). Proximity to amenities and quality of neighbourhood each dropped one spot, while proximity to campus and the number of people sharing the unit remained in the same spots at sixth and seventh respectively. Proximity to workplace dropped from fifth to eighth, potentially reflecting the drop in the proportion of students who have employment. The size of the unit stayed at ninth, while access to parking and proximity to friends swapped spots. Proximity to family and bicycle networks also remained in the bottom two spots.

QUESTION 132: THINKING OF YOUR IDEAL RENTAL SITUATION, HOW DO THE FOLLOWING ASPECTS OF YOUR CURRENT RENTAL COMPARE?



Quick takeaway: Even though students indicated that the price of rent is the most important aspect to them, it is also the aspect that they are least satisfied with in their current rental

situation. This is followed by proximity to family, proximity to bicycle network, proximity to workplace, and proximity to friends.

The only aspects that have a higher satisfaction level than importance level are proximity to the bicycle network, proximity to campus, proximity to friends, proximity to family, and access to parking. In terms of overall importance, only proximity to campus is in the top five most important aspects and has a higher level of satisfaction than importance. This means that the majority of areas that students value in terms of their housing (such as price) are not being satisfied by their current rental situation.

Compared to CSI Year-End Survey 2022: Direct comparison to 2022 is complicated and unlikely to provide reliable information, as the question was reformatted to follow best practices. Previously, respondents were given five options: extremely satisfied, very satisfied, moderately satisfied, slightly satisfied, and not at all satisfied. However, four out of the five options indicated at least some level of being satisfied, which could skew false positives and make top box comparisons irrelevant. Furthermore, given that the weighted averages were out of five, whereas 2023 they were out of four, this makes comparing weighted averages difficult as well.

The comparison that can be made to 2022 is by looking at the order of satisfaction, to see what issues rose/fell. In 2022, the order of most satisfied aspect to least was:

1. The quality of the neighbourhood
2. Proximity to public transit
3. Proximity to amenities
4. The quality of unit
5. The size of unit
6. The number of people sharing the unit
7. Access to parking
8. Proximity to campus
9. Proximity to friends
10. Proximity to workplace
11. Proximity to family
12. Proximity to bicycle network
13. Price of rent

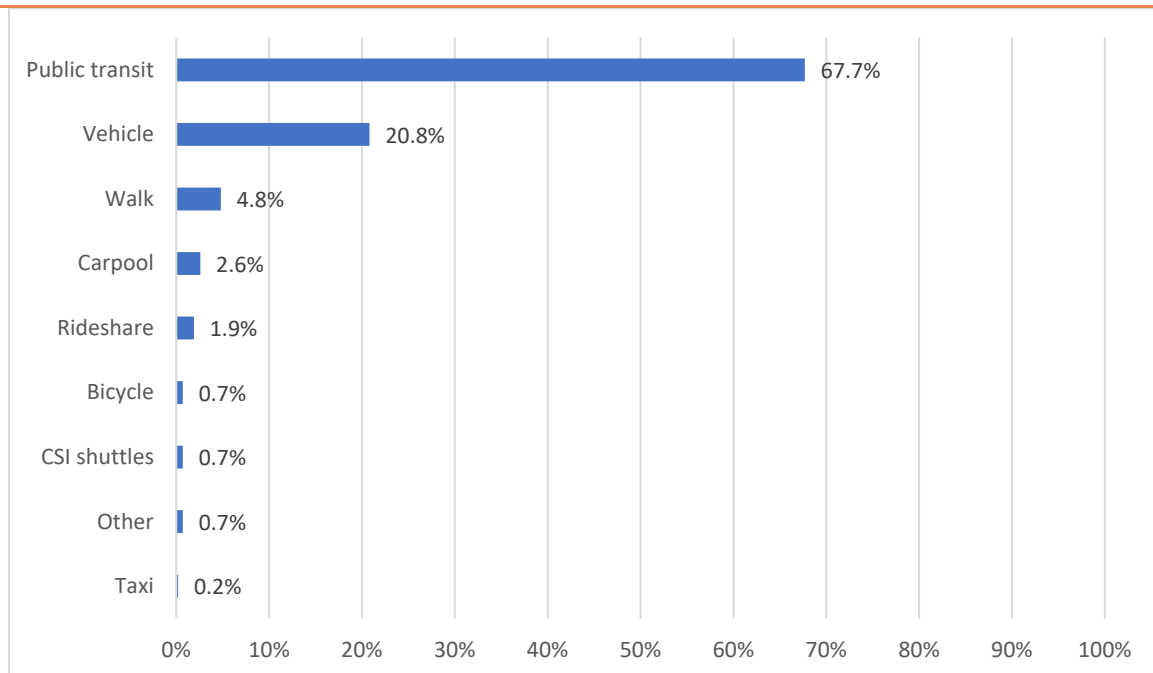
Overall, the order of what students are most satisfied with to least satisfied with has remained relatively the same, with only the proximity to family and bicycle networks swapping positions in 2023. Students remain the most unsatisfied with the price they pay in rent.

TRANSPORTATION

The following questions provide an overview of student experiences with transportation, and not all questions were shown to all students. For example, those who attended a campus that was not serviced by CSI shuttles were not shown questions regarding them. Highlights include:

- Over 2/3rds of students rely on public transit, an increase of 11.3% from 2022.
 - International students are more likely to use public transit, while domestic students are more likely to use vehicles.
- Affordability was the most commonly cited impact on students' decision to use their common method of transportation (66.6%), followed by convenience (56.7%) and accessibility (35.1%).
 - Public transit users were more likely to cite affordability than drivers.
 - Drivers were more likely to cite convenience, travel time, and/or personal safety.
- 95.7% of students feel safe using their method of transportation.
 - Bike riders were the least likely to feel safe, with 18.2% indicating they felt unsafe.
 - Those with disabilities and domestic students who are woman were also more likely to feel unsafe.
- Only a slight majority of students (58.4%) indicated they would use a car share program if it was available.
 - International students were more likely to say they would use it.
- To students not in the Waterloo Region, they were asked if they would use an e-bike/e-scooter share program if one was available, and 65% indicated they would use such a program.
 - International students were more likely to say they would use it.
- To students in the Waterloo Region, they were asked if they had used Neuron, an e-bike/e-scooter share program.
 - The majority of students (71.3%) are aware of it, though most have not used it.
 - International students were more likely to both know of Neuron and to have used it, as were students at the Waterloo campus.
 - 52.9% said they would use Neuron when it returned in the Spring of 2024, with those at the Downtown Kitchener campus being the most likely.
- Only 18.7% of students use CSI's shuttles.
 - Of those who do not use it, 5.2% used to use CSI's shuttles.
 - When asked why they did not use them, the top three most common responses were that other transit was more convenient (41.1%), shuttles did not go where they needed to go (33.1%), and/or that they had access to a personal vehicle (25.1%).

QUESTION 133: WHAT IS YOUR MOST COMMONLY USED METHOD OF TRANSPORTATION?



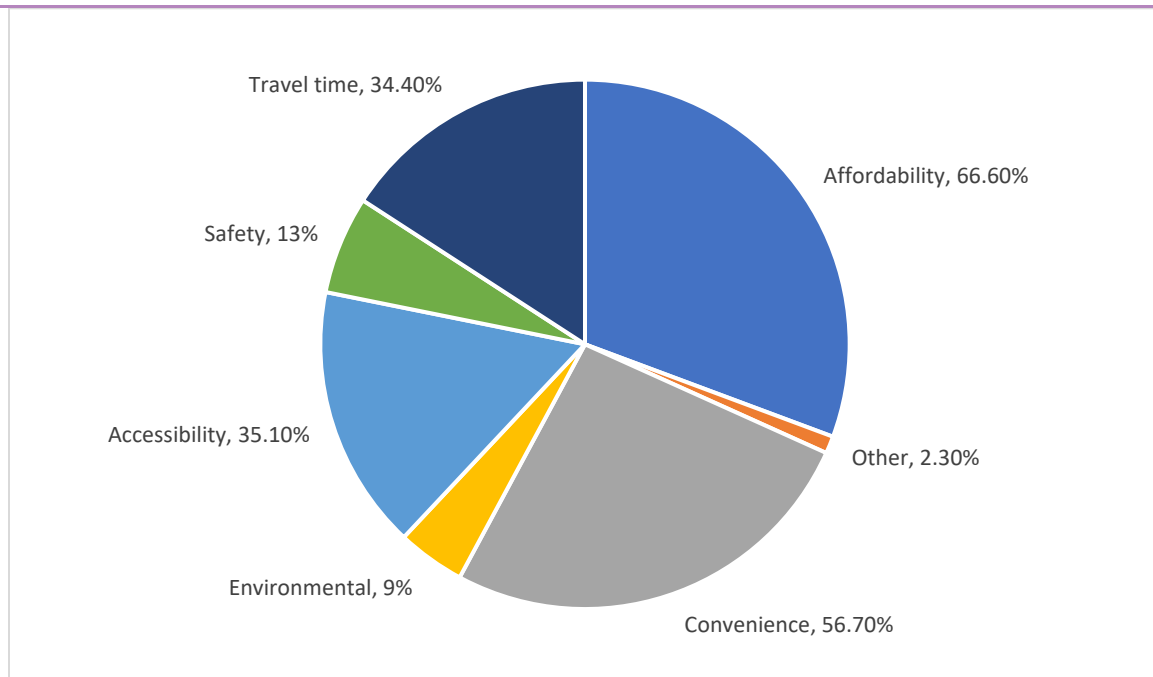
Quick takeaway: The majority of students use public transportation as their most commonly used method of transportation, though the prevalence varies based on demographic. For example, international students are more likely to use public transit when compared to domestic students (85.6% vs. 22.3%), and domestic students are more likely to drive a vehicle than international students (64.7% vs. 3.6%).*

Those at Reuter are the most likely to drive (64.5%), and the least likely to use public transit (15.3%).* Given that the location of the Reuter campus is currently inaccessible by public transit, and that the student population is largely domestic, this makes sense. One interesting note is that those at Reuter are also the most likely to use CSI's shuttles (6.9%), which may reflect the inaccessibility of the campus by traditional, public transit.*

Responses to "other" included combination methods (i.e., walking and taking the bus), and accessing someone else's car.

Compared to CSI Year-End Survey 2022: The proportion of students accessing public transit has gone up 11.3%, from 56.4% in 2022, while the proportion of students using personal vehicles has gone down 12.8%, from 33.6%. All other options have remained relatively stagnant. Previously, all campuses except Reuter and Cambridge had public transit as the most commonly used method of transportation, however only Reuter does not have public transit as the most commonly used method of transportation in 2023.

QUESTION 134: WHAT IMPACTS YOUR DECISION TO USE YOUR MOST COMMON METHOD OF TRANSPORTATION? SELECT YOUR TOP 3.

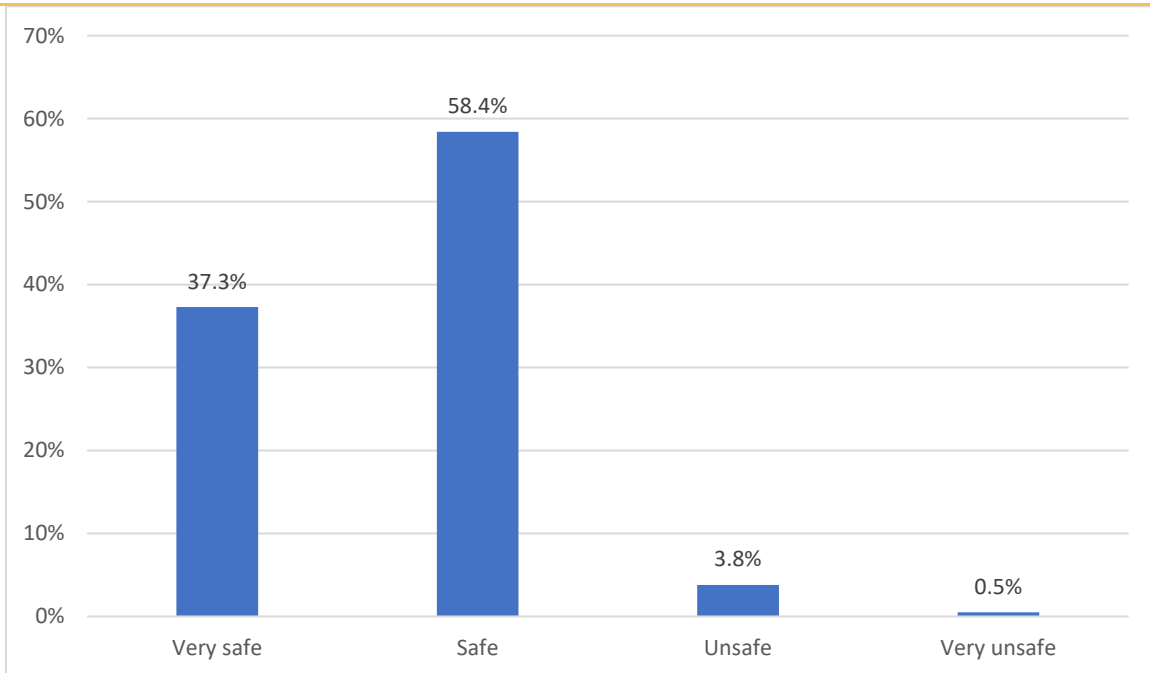


Quick takeaway: The most commonly cited reason for why students used their method of transportation was affordability, with 2/3rds of students citing this. Convenience followed next at 56.7%, with accessibility at 35.1%, rounding out the top three. Those who used a personal vehicle were most likely to cite convenience (80%), travel time (59.3%), and personal safety (22.9%), while those using public transit were most likely to cite affordability (78.8%) and accessibility (37.9%).

Common responses to other included having no other option (i.e., “transit captives”), affordability, and their method aligning with their lifestyle needs.

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 135: HOW SAFE DO YOU FEEL USING YOUR MOST COMMON METHOD OF TRANSPORTATION?



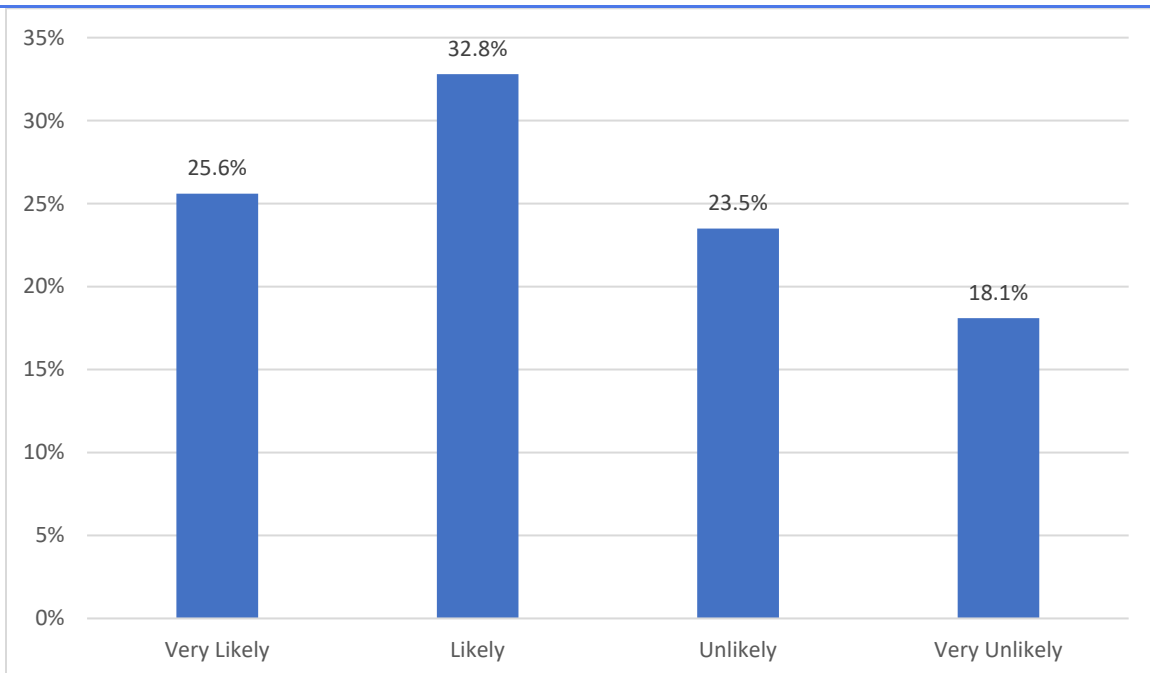
Quick takeaway: The vast majority of students (95.7%) feel at least “safe” on their most common method of transportation, which is very encouraging. However, there are some key discrepancies among various groups. Domestic students were more likely to indicate they did not feel safe (6.6% vs. 3.4% for international students), however, when they did feel safe, they were more likely to feel “very safe” when compared to international students (46.8% of domestic students felt “very safe” vs. 33.7% of international students).* Students with disabilities were also more likely to feel unsafe when compared to students without disabilities (6.9% vs. 3.8%). While there was little difference overall or among just international students based on gender, domestic students who are women are more likely than domestic students who are men to feel unsafe (7.2% of domestic women felt unsafe, compared to 4.3% of domestic men).

Looking across the various types of transit students use, those who used public transit were more likely to feel unsafe when compared to those who used a personal vehicle (4.3% of transit users felt unsafe, compared to 2% of drivers). Those who rode bikes were the most likely to feel unsafe (18.2%), likely reflecting a lack of safe bike infrastructure (i.e., dedicated and protected bike lanes).

Overall, there was little variation across campus, however those at Brantford campus were the most likely to feel safe (98.5% felt safe), while those at Reuter were the least likely to feel safe (94.4%).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 136: HOW LIKELY ARE YOU TO USE A CAR SHARE PROGRAM IF AVAILABLE ON CAMPUS?

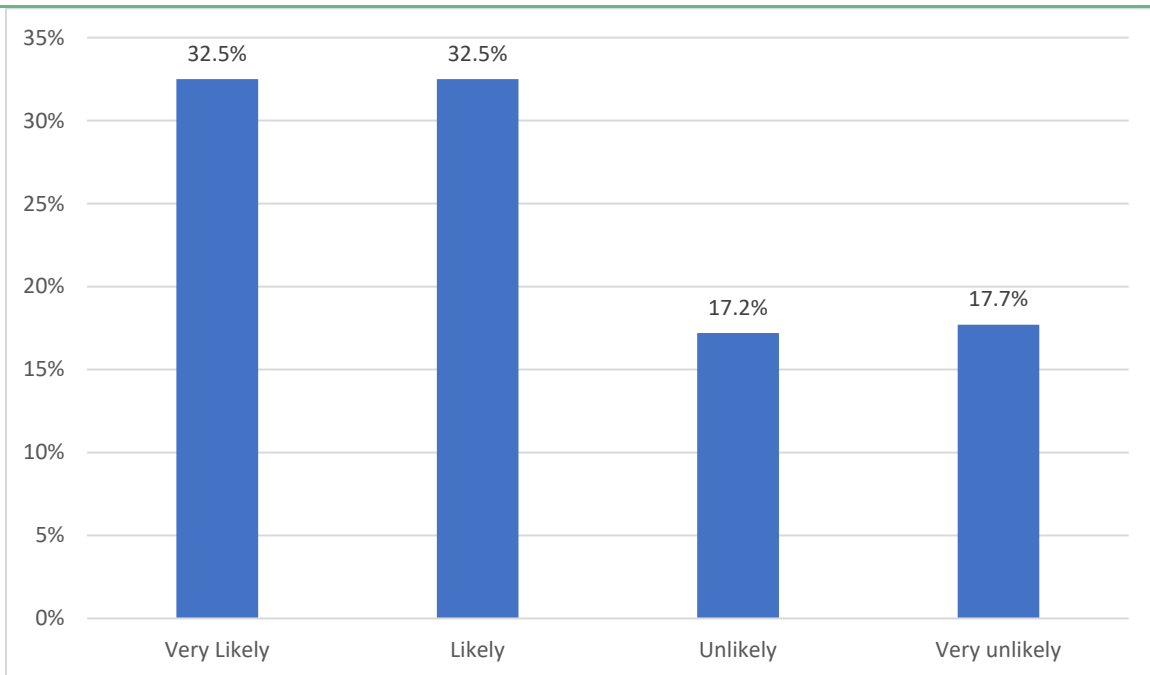


Quick takeaway: A slight majority of students (58.4%) indicated they would use a car share program. International students were much more likely to indicate they would use a car share program compared to domestic students, with 71.2% of international students indicating they would use it compared to 26% of domestic students. Those at the Brantford campus were the most likely to say they would use a car share program (72.9%), while those at Reuter were the least likely to (31.9%).

Ignoring those who said a vehicle was their main method of transportation, those who used walking as their main mode of transportation were the least likely to use a car share program (53.9%) and those who use rideshare services (i.e., Uber, Lyft, etc.) were the most likely to use a car share program (95%).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

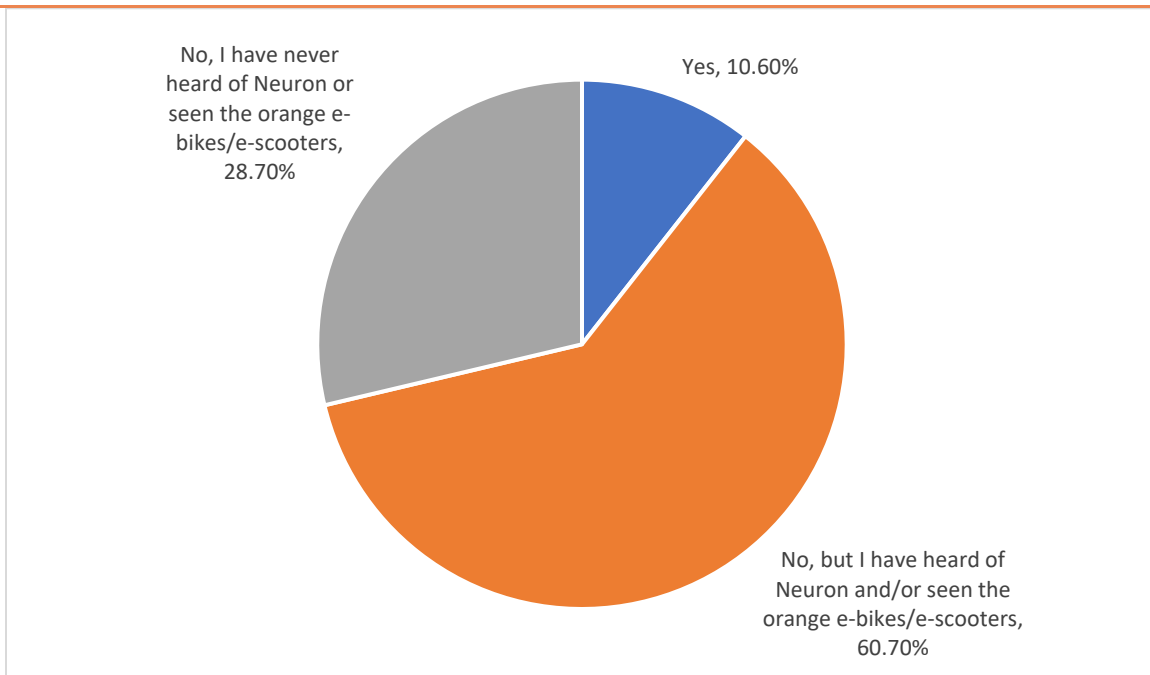
QUESTION 137: HOW LIKELY ARE YOU TO USE AN E-BIKE/E-SCOOTER SHARE PROGRAM IF ONE WAS AVAILABLE ON OR NEAR YOUR CAMPUS?



Quick takeaway: This was only asked to students whose campus was outside of the Waterloo Region. Of those students, almost 2/3rds (65%) indicated they would be likely to use an e-bike/e-scooter share program if one was available. International students were more likely to indicate they would use an e-bike/e-scooter program compared to domestic students, with 69.4% of international students indicating they would use it compared to 30% of domestic students. There were minimal differences between the campuses.

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 138: DID YOU ACCESS NEURON, THE ORANGE E-BIKES AND E-SCOOTERS DURING THE TIME THEY WERE AVAILABLE?

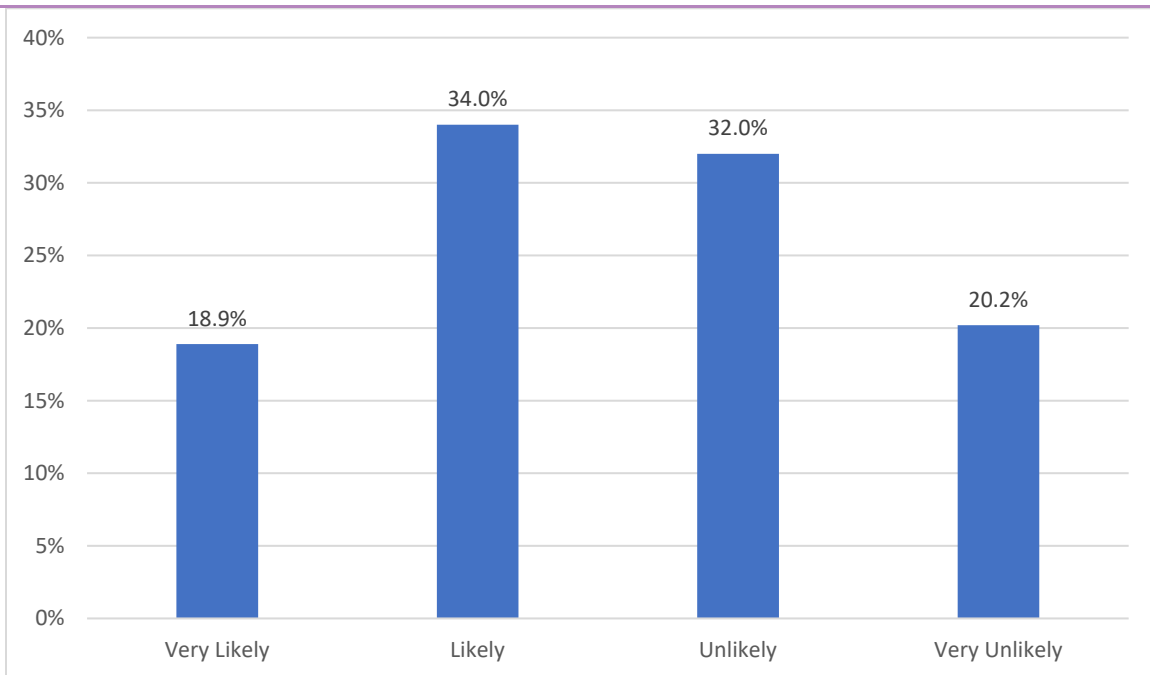


Quick takeaway: This was only asked to those who said they attended a campus within the Waterloo Region. The majority of students have heard of Neuron (71.3%), though most students have not used it (60.7%). International students were more likely than domestic students to both know of Neuron (74.2% vs. 63.5%) and to have used it (11.7% vs. 7.5%).*

Across the various campuses, those at the Waterloo campus were the most likely to both know about the program (88.1%) and to have used it (14.7%). Those at the Reuter campus were the least likely to know about Neuron (54.1%), but those at Cambridge were the least likely to say they have used Neuron (6.7%).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

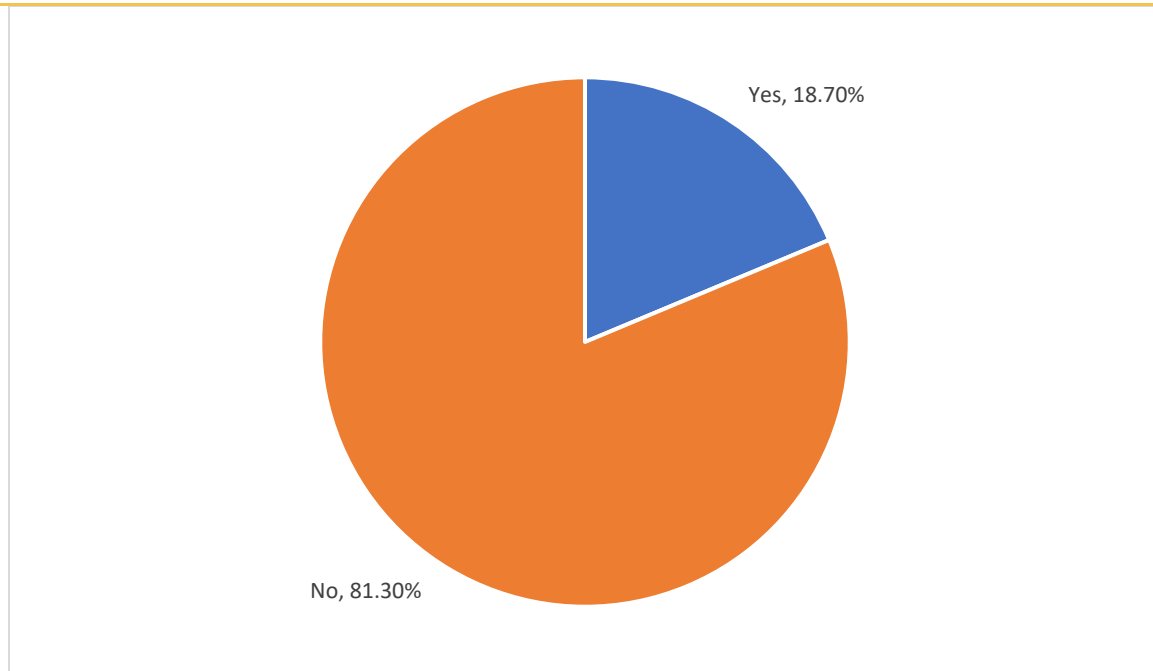
QUESTION 139: WHAT IS THE LIKELIHOOD YOU WILL USE NEURON WHEN THE E-BIKES/E-SCOOTERS RETURN?



Quick takeaway: This question was only asked to students whose main campus was within the Waterloo Region. Only a slight majority of students (52.9%) said they would be likely to use Neuron when it returns in the spring. International students were much more likely to say they would use Neuron in the spring, with 57.6% saying they would use Neuron compared to 22.4% of domestic students. Those at the Downtown Kitchener campus were the most likely to say they would use Neuron (55.7%), while those at the Reuter campus were the least likely to (23.6%).*

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

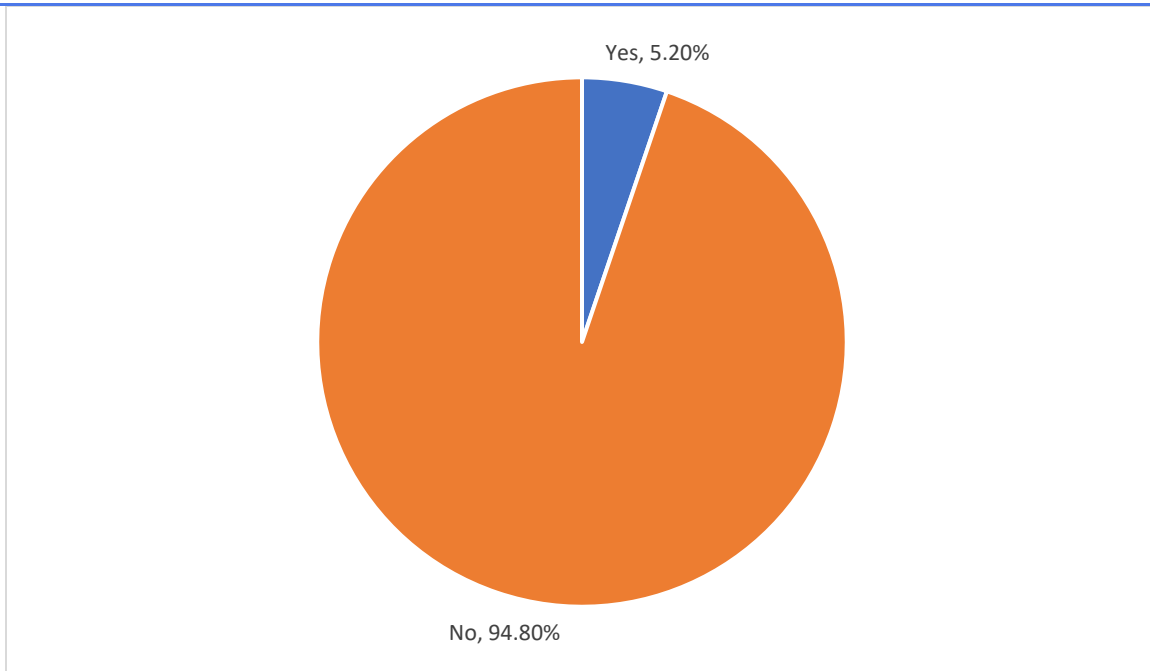
QUESTION 140: DO YOU USE THE CSI OPERATED SHUTTLES?



Quick takeaway: Students were provided with additional information about the routes offered by CSI, and students at the Downtown Kitchener, Guelph, and Waterloo campuses were not shown the question as the campuses are not served by the CSI shuttle. The majority of students do not use CSI's shuttles, however, those that do are most likely to attend the Cambridge campus (30.3%), be an international student (20.7%)* and without a disability (19.2%).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

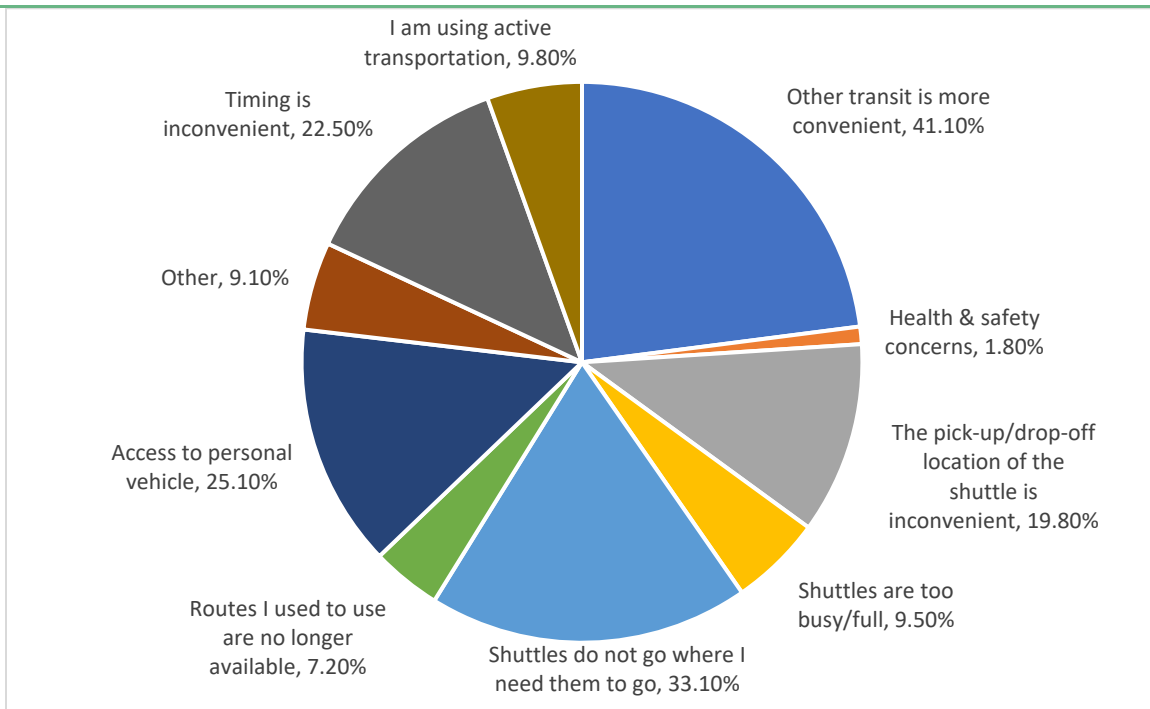
QUESTION 141: HAVE YOU USED THE CSI SHUTTLES IN THE PAST?



Quick takeaway: This question was only asked to those who indicated that they did not use the CSI shuttles. Those at the Cambridge campus were the most likely to indicate that they used the shuttles in the past (15.7%), while those at the Doon campus were the least likely to (3.7%).* Domestic students were slightly more likely to say they used to use CSI's shuttles (6.4% vs. 4.5%).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 142: WHY DO YOU NOT USE THE CSI SHUTTLES? PLEASE PICK YOUR TOP 3 REASONS.



Quick takeaway: Among those who said they do not use the CSI shuttles, the top three reasons they did not use CSI's shuttles were that:

1. Other transit is more convenient (41.1%),
2. The shuttles do not go where they need them (33.1%), and/or,
3. They have access to a personal vehicle (25.1%).

Breaking it down based on various demographic groups, domestic students were more likely to have access to a personal vehicle (66.1% vs. 4.4%), and/or have health and safety concerns (3.8% vs. 0.8%), while international students were more likely to cite other transit as more convenient (50.1% vs. 23.4%), using active transportation (11% vs. 7.6%), the timing was inconvenient (27.6% vs. 12.5%), the pick-up/drop-off locations are inconvenient (23.6% vs. 12.3%), that the shuttles do not go where they need to go (36.8% vs. 26%), and/or that the routes they used to use are no longer available (9.4% vs. 2.8%).* Additionally, those with disabilities were most likely to have access to a personal vehicle (58.3% vs. 20.6%), and/or have health and safety concerns about the shuttles (6.7% vs. 1.1%).*

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

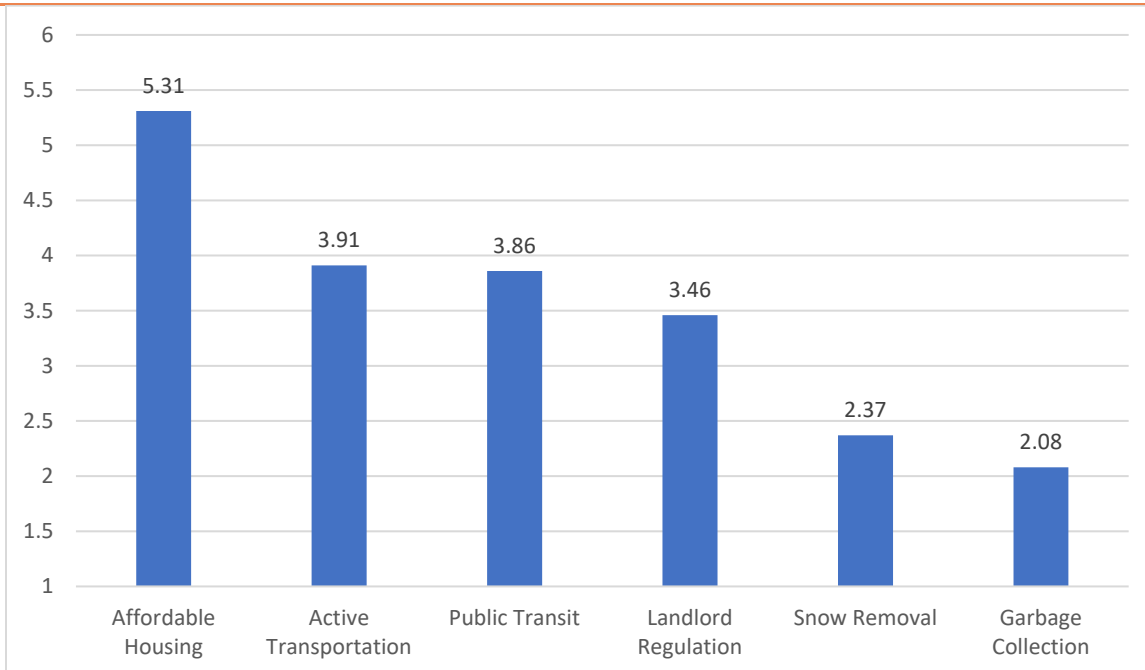
MUNICIPAL AFFAIRS & SAFETY

The following section focused on both municipal/regional services, community connection, and safety both on and off campus. The majority of questions were asked to all students, with only the question regarding rating police interaction hidden to those who indicated they have not interacted with the local police. Section highlights include:

- Affordable housing was the most important municipal/regional service, while garbage collection was the least important.
 - Domestic students were more likely to rate the categories higher than international students with the exception of active transportation and public transit.
- 62.6% of students indicated they would likely stay in their community long-term after their program.
 - International students were more likely to indicate as such, as were those attending the Downtown Kitchener campus.
- The vast majority of students (95.7%) feel safe in their campus' community.
 - International students were more likely to feel safe.
 - Those with disabilities were less likely to feel safe, as were domestic students who are women.
 - Waterloo and Guelph campuses had the highest feelings of safety.
- Almost $\frac{3}{4}$ of students have not interacted with members of the local police force.
 - Domestic students were more likely to interact with police, as were men.
- The majority of those who have interacted with police found the interaction to be positive.
 - International students were more likely to find it positive.
 - Domestic students with disabilities were more likely to find the interaction to be negative than domestic students without disabilities.
- Regarding the presence of uniformed security guards on campus, the majority of students (74.6%) indicated that they improved their feelings of safety.
 - International students were more likely to feel safe, as were women.
 - International students with disabilities were less likely to feel safe, as were Indigenous students.
- When asked what would improve their feelings of safety on campus, the top three most common responses were regarding increasing the presence of guards (61.4%), security cameras (13.2%), and the friendliness/welcoming atmosphere of campus (10.2%).
 - It should be noted that, though the majority of students called for increasing the number of guards, 1.2% did call for decreasing guards, and many of these comments reflected explanations related to various aspects of their social identity (i.e., being LGBTQ+, racialized, etc.) and feeling unsafe *because of* the guards.
- Students indicated that the events focused on safety and rights they would be the most likely to attend were:
 - Self-defence classes (51.1%)
 - General know-your-rights workshops (36.7%)

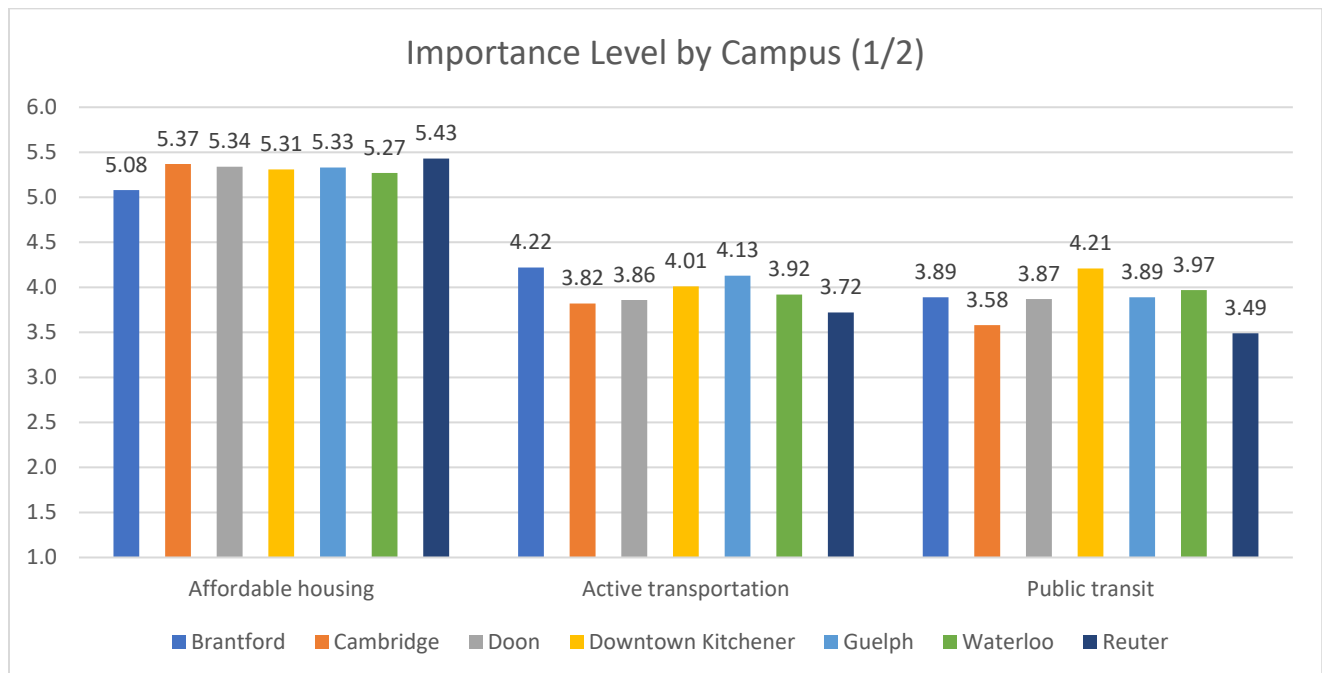
- Tenant rights workshops (33.2%)

QUESTION 143: PLEASE RANK THE FOLLOWING MUNICIPAL/REGIONAL SERVICES IN ORDER OF MOST IMPORTANT TO LEAST IMPORTANT.

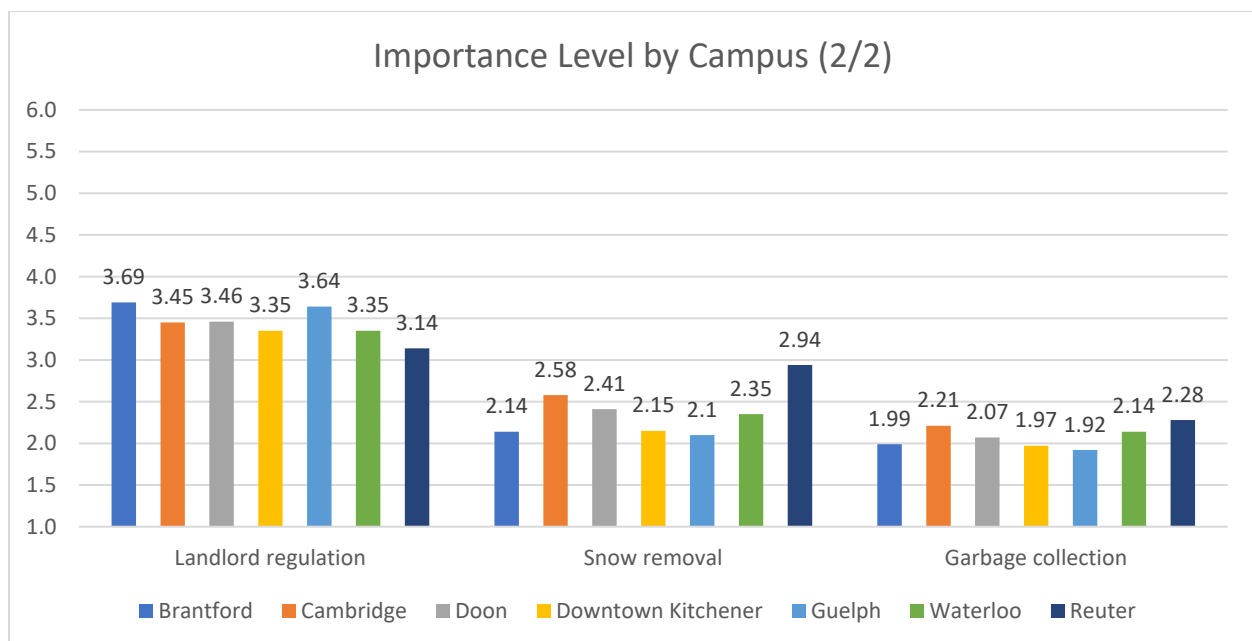


Quick takeaway: Students were asked to rank the following services, 1 (the most important) to 6 (the least important), however the results are reverse coded to align with the rest of the survey. As such, the higher the weighted average, the more important the service is.

The most important service was affordable housing, followed by active transportation, and public transit. Domestic students were more likely to rank affordable housing, landlord regulation, snow removal, and garbage collection higher than international students. Conversely, international students were more likely to rank active transportation and public transit higher. Given that international students are more likely than domestic students to use public or active transportation, this likely reflects the differences in personal priorities.

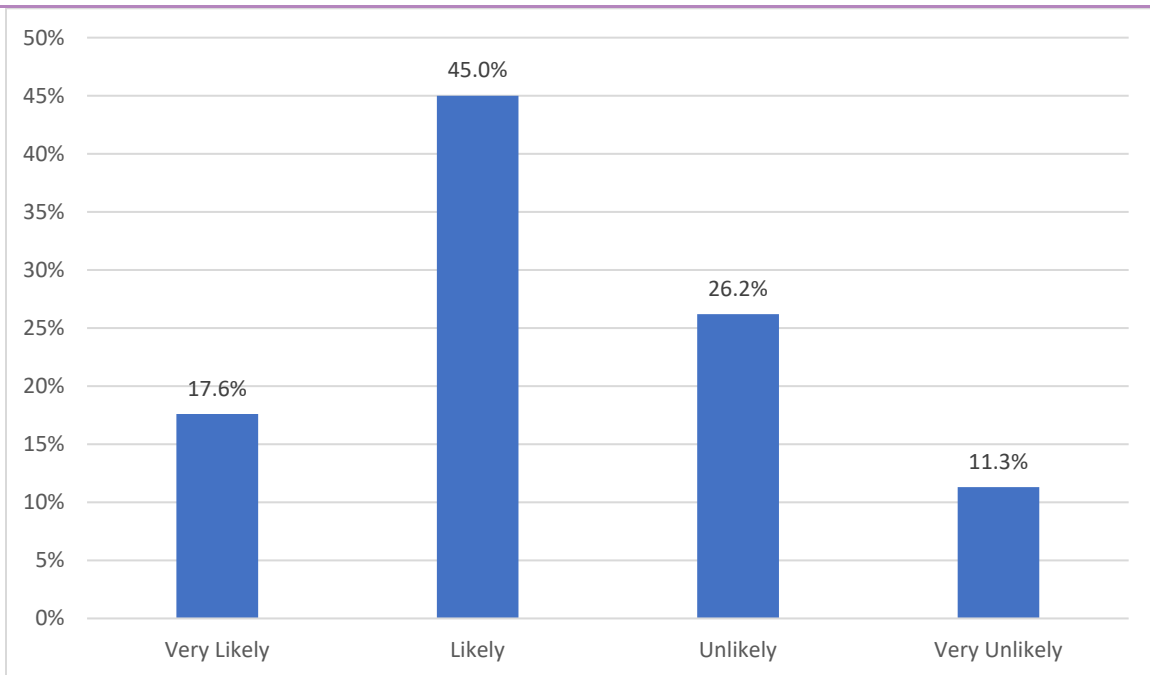


The top issue for all campuses is affordable housing, and for the majority of campuses, they follow the overall order (that is, affordable housing is the most important, followed by active transportation, public transit, landlord regulation, snow removal, and garbage collection). The noticeable exceptions are that those at Doon, Downtown Kitchener, and Waterloo rated public transit higher than active transportation.



Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 144: WHAT IS THE LIKELIHOOD OF YOU STAYING IN YOUR LOCAL CAMPUS COMMUNITY LONG-TERM AFTER FINISHING YOUR PROGRAM?



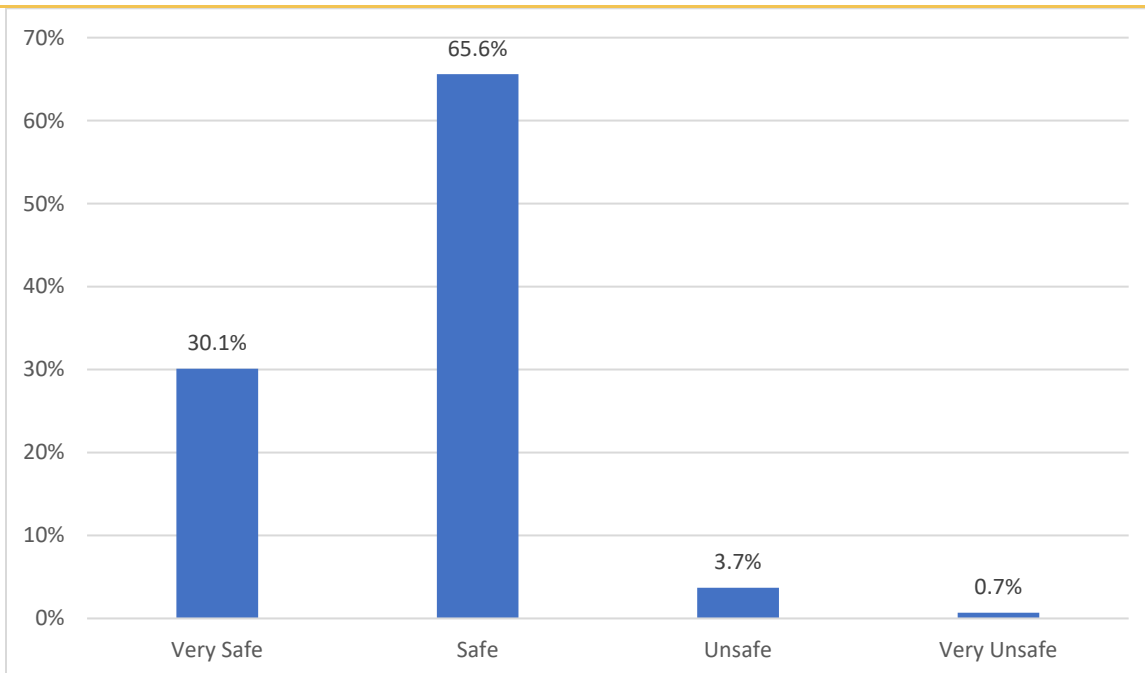
Quick takeaway: 62.6% of students indicated they would likely stay in the same community as their campus long-term after finishing their program. This was significantly higher for international students, 70.9% of whom indicated they would likely stay in their community after their program, compared to 41.3% of domestic students.

The order of campuses, from most likely to stay in their community to least likely is:

1. Downtown Kitchener, 70.5%
2. Waterloo, 70%
3. Brantford, 67%
4. Guelph, 66.3%
5. Doon, 60.5%
6. Cambridge, 55%
7. Reuter, 43%

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 145: HOW SAFE DO YOU FEEL IN YOUR LOCAL CAMPUS COMMUNITY?



Quick takeaway: The vast majority of students (95.7%) feel safe in their local communities, though this varies along key demographic lines. For example, international students were more likely to indicate that they felt safe at 97.4%, compared to 91.1% of domestic students. Additionally, international students were more likely to indicate they felt “very safe” compared to domestic students (34.6% vs. 18.8%). Among international students, women and men had similar levels of safety, however among domestic students, women were less likely to feel safe (91% of domestic women felt safe in their communities, compared to 93.3% of domestic men).

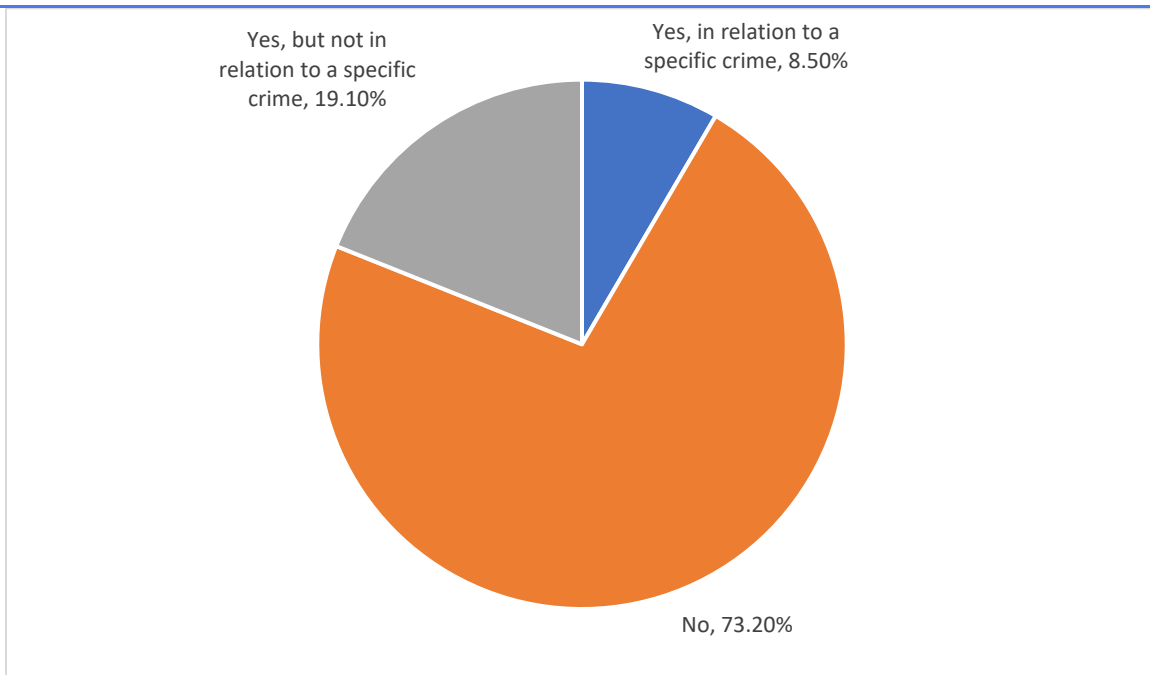
Those with disabilities were also more likely to feel unsafe, with 87.8% feeling safe compared to 96.8% of those without disabilities.

Across the various campuses, the level of safety also varied. The order of campuses from those who felt the most to least safe are as follows:

1. Waterloo and Guelph, 96.8% each
2. Cambridge, 96.6%
3. Doon, 95.9%
4. Downtown Kitchener, 95.4%
5. Brantford, 92.3%
6. Reuter, 88.9%

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 146: HAVE YOU EVER INTERACTED WITH MEMBERS OF THE LOCAL POLICE FORCE? SELECT ALL THAT APPLY.

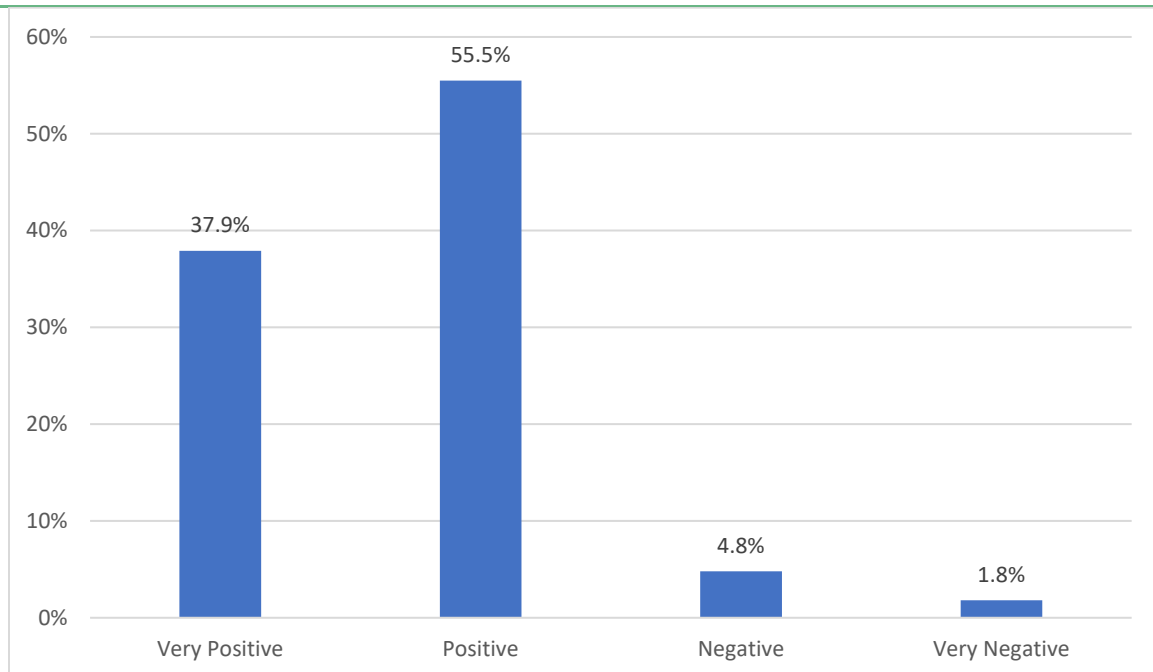


Quick takeaway: Almost $\frac{3}{4}$ of students have not interacted with members of the local police force. Of those who had interacted with the local police force, they were more likely to interact with them *not* in relation to a specific crime. International students were less likely to have interacted with members of the local police force, with 78% indicating they had not interacted, compared to 61.4%.* As the question did not specify time period, this difference may be because of interactions domestic students had before coming to Conestoga (i.e., in high school). Men were slightly more likely to have interacted with members of the local police force, with 72.5% indicating they had not, compared to 74.3% of women.

Those at Reuter were the most likely to indicate they had interacted with members of the local police (62.5% had not), while those at the Downtown Kitchener campus were the least likely to interact with members of the local police (78.8%).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 147: THINKING OF YOUR MOST RECENT EXPERIENCE, HOW WOULD YOU RATE YOUR INTERACTION WITH MEMBERS OF THE POLICE FORCE?

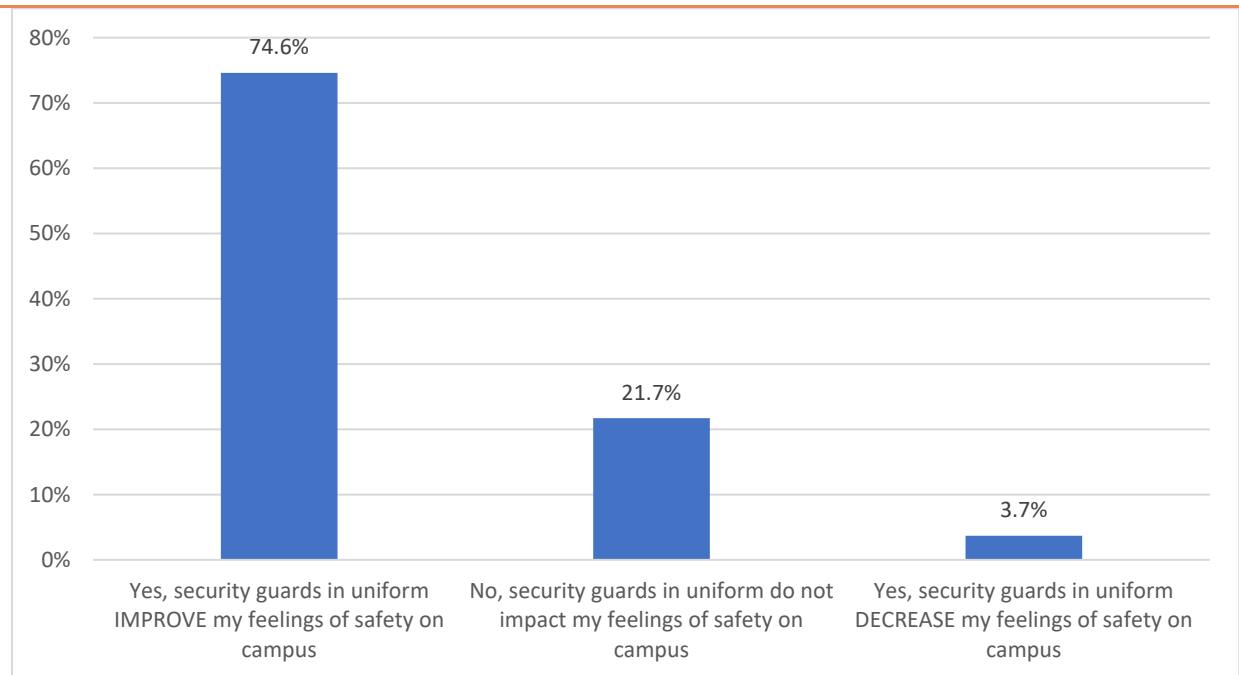


Quick takeaway: This was only shown to those who indicated they had an interaction with the local police force. Of those who have had an interaction, the vast majority (93.4%) cited it was positive. International students were more likely to find the interaction positive, with 98% finding it positive, compared to 78.6% of domestic students. Among domestic students with disabilities, they were less likely to cite the interaction was positive (80.4%) compared to domestic students without disabilities (92.4%).

Those at the Downtown Kitchener campus were most likely to cite the interaction was positive (98.6%), while those at Reuter were the least likely to (81.5%).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 148: DOES THE PRESENCE OF SECURITY GUARDS IN UNIFORMS ON CAMPUS IMPACT YOUR FEELINGS OF SAFETY?



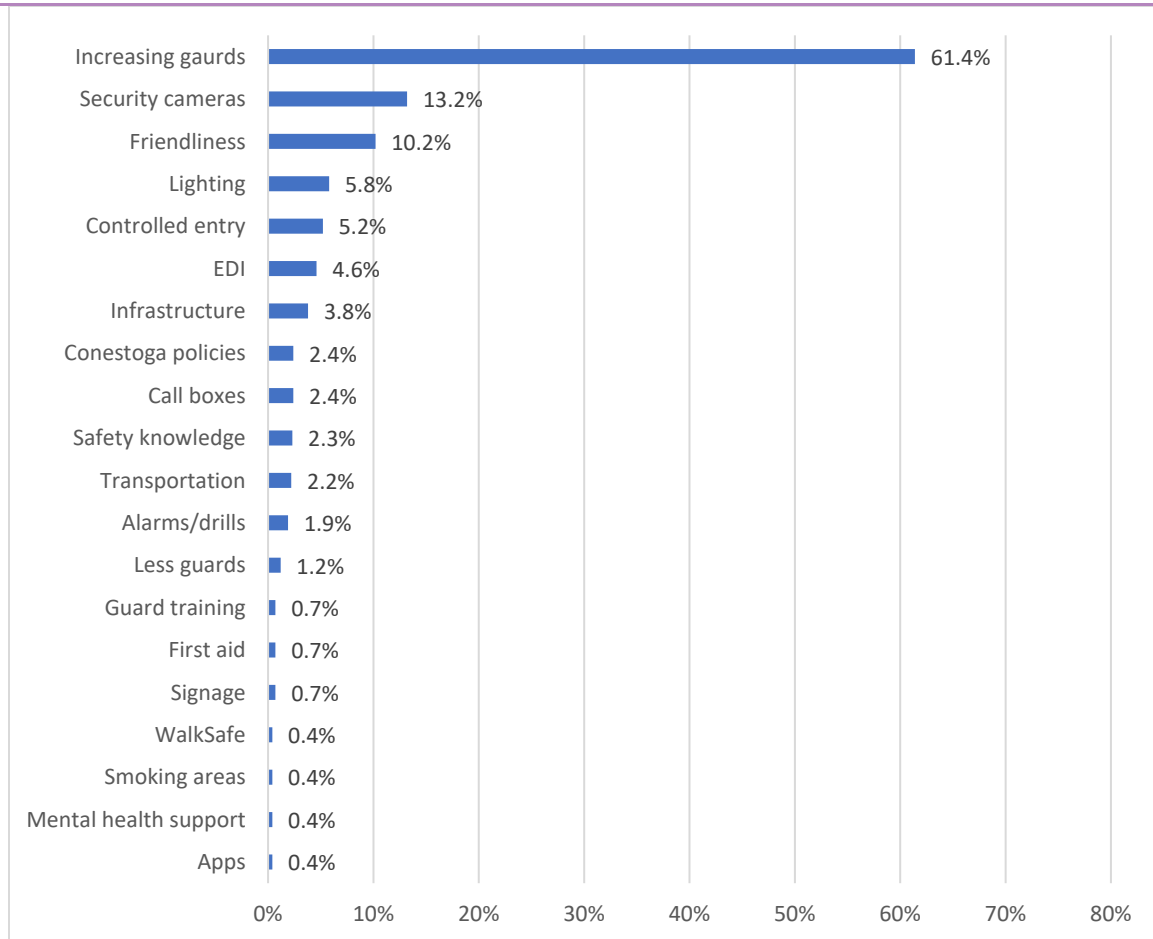
Quick takeaway: Most students (74.6%) have a higher sense of safety with uniformed guards on campus, though this varied for international and domestic students. International students were more likely to indicate they felt safer with uniformed guards, with 81.2% compared to just 57.9% of domestic students.* Women were also more likely to feel safer with uniformed guards, with 78.9% of women feeling safer compared to 71.2% of men.* Among international students, those without disabilities were more likely to feel safer with uniformed security guards (81.6%), compared to those with disabilities (73.7%).

Additionally, South Asian students were the most likely to say they feel safer with uniformed guards at 82.4%, while Indigenous students were the least likely to (50%).

Across campuses, those at Brantford were the most likely to say that uniformed guards improved their feelings of safety (80.1%), while those at Reuter were the least likely to (38.9%).

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 149: WHAT WOULD MAKE YOU FEEL SAFE ON YOUR CAMPUS?



Quick takeaway: Overall, 1,347 comments were received, however 603 were removed due to a variety of reasons, including non-responses (i.e., “N/A”), comments too general to categorize (i.e., “safer”), and comments otherwise not related to campus safety. The top five comments were related to:

1. Increasing the presence of guards on campus (61.4%),
2. Security cameras (13.2%),
3. Friendliness/welcoming nature of campus (10.2%),
4. Increasing lighting (5.8%), and/or
5. Controlled entries (5.2%).

The top two most common comments, regarding increasing the presence of on-campus security and security cameras, often made mention of these aspects needing to be more obvious (i.e., uniformed guards, signs that people were on camera, etc.) as part of the way they feel safe on campus. It should also be noted that some of these comments are also reflected in EDI (4.6%) and guard training (0.7%), as increases in guards were also predicated on those guards being well trained and reflecting diverse community members (i.e., racialized guards, woman guards, etc.).

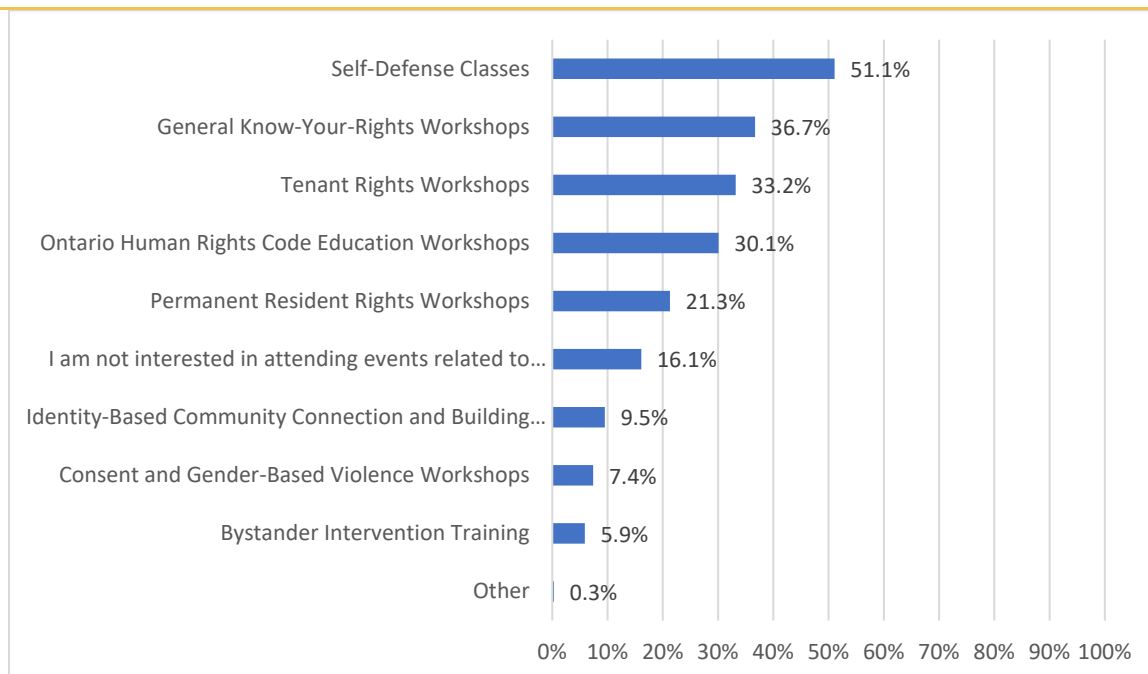
The next most common response had to do with the atmosphere on campus, with many comments making mention of the friendliness/welcoming nature of campus, as well as their actual friends. In this sense, safety was understood as more nebulous and atmospheric.

The fourth most commonly cited idea was increasing the lighting in areas, particularly areas like parking lots or walking paths. Previous research has shown that lighting not only increases feelings of safety but can also deter unsafe and criminal behaviour.²²

Lastly, the fifth most common response called for controlled entry access to college campuses, with many citing tapping their OneCard to be able to access the campuses as a way to deter/limit non-Conestoga student/employee access. Other forms of controlled entry included increased presence of uniformed guards at the doors, metal detectors, and visitor passes.

It should be noted that, though the majority of students called for increasing the number of guards, 1.2% did call for decreasing the number of guards. These comments often had explanations related to various aspects of their social identity (i.e., being LGBTQ+, racialized, etc.) and feeling unsafe *because of* the guards.

QUESTION 150: WHAT TYPES OF EVENTS FOCUSED ON SAFETY AND RIGHTS WOULD YOU ATTEND? SELECT YOUR TOP THREE.



Quick takeaway: The top three most common responses were:

1. Self-defence classes (51.1%),

²² A. Peña-García, A. Hurtado, and M. C. Aguilar-Luzón, "Impact of Public Lighting on Pedestrians' Perception of Safety and Well-Being," *Safety Science* 78 (October 1, 2015): 142–48, <https://doi.org/10.1016/j.ssci.2015.04.009>.

2. General know-your-rights workshops (36.7%), and/or
3. Tenant rights workshops (33.2%).

Domestic students were only more likely than international students to want to attend three of the options: identity-based community connection and building events (10.2% of domestic students, compared to 9.2% of international students), bystander intervention training (11.5% vs. 3.7%)* and consent and gender-based violence workshops (8.3% vs. 7.1%). Overall, domestic students were much more likely to say they would not be interested in attending events, with 31.8% indicating as such compared to 9.9% of international students.

Across the various campuses, the campuses most likely to attend each event are as follows:

Event	Campus	Percentage
Self-defence classes	Brantford	54.9%
General know-your-rights workshops	Downtown Kitchener	41.5%
Tenant rights workshops	Brantford	40.3%
OHRC education workshops	Brantford	38.8%
Permanent resident rights workshops	Brantford	31.1%
Identity-based community connection and building	Reuter	12.5%
Consent and gender-based violence workshops	Reuter	15.3%
Bystander intervention training	Reuter	8.3%

Those at Reuter were the most likely to say they are not interested in attending any events related to safety/rights (25%).

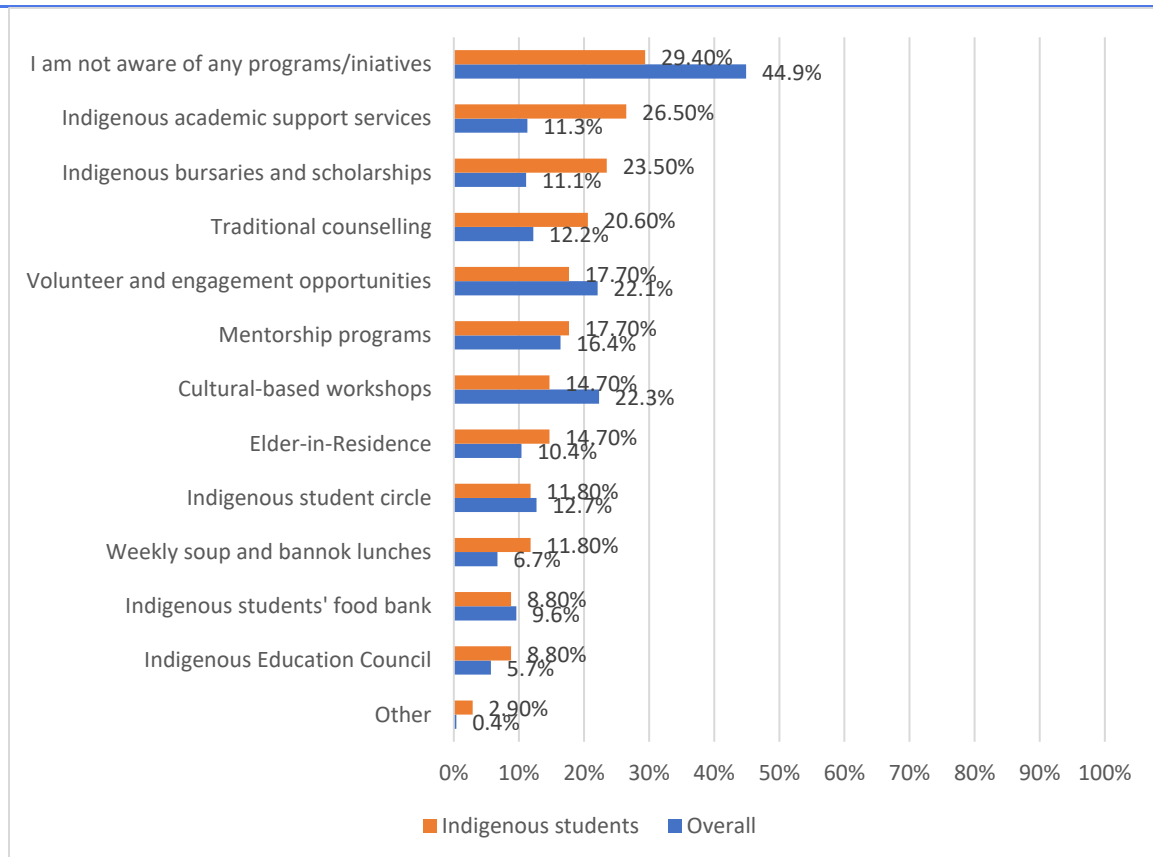
Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

INDIGENOUS SERVICES

The following section focuses on Conestoga College's and CSI's Indigenous services. While all questions were asked to all students, Indigenous student responses are incorporated and given priority throughout the section. Section highlights include the following:

- Both Indigenous students and students overall are more likely to not be aware of any programs/initiatives than they are to be aware of one (29.4% and 44.9%).
 - Indigenous students were most likely to be aware of academic support services (26.5%), bursaries and scholarships (23.5%), and/or traditional counselling (20.6%).
 - Indigenous students were generally more aware of the services offered than non-Indigenous students.
- 73.5% of Indigenous students are satisfied with Conestoga College's efforts to reconcile and empower Indigenous communities.
 - Looking at students overall, this is 90%.
 - Indigenous men and Indigenous students with disabilities were less likely to be satisfied.
- When asked what steps could be taken by Conestoga College and/or CSI, the responses from Indigenous students were as follows:
 - Increasing awareness for existing services (39.1%)
 - Events (29%)
 - Education for settlers (12.5%)
 - Financial aid (12.5%)
 - Representation (12.5%)
 - Working with local Indigenous communities (12.5%)

QUESTION 151: WHICH OF THE FOLLOWING PROGRAMS AND/OR INITIATIVES AT CONESTOGA COLLEGE IN SUPPORT OF INDIGENOUS COMMUNITIES, PEOPLES, FACULTY, AND STUDENTS ARE YOU AWARE OF? SELECT ALL THAT APPLY.



Quick takeaway: For both Indigenous students and the overall student population, students are more likely to be unaware of any Indigenous program/initiatives than they are to be aware of one. Looking at Indigenous students in particular, the top three services they are most likely to be aware of are:

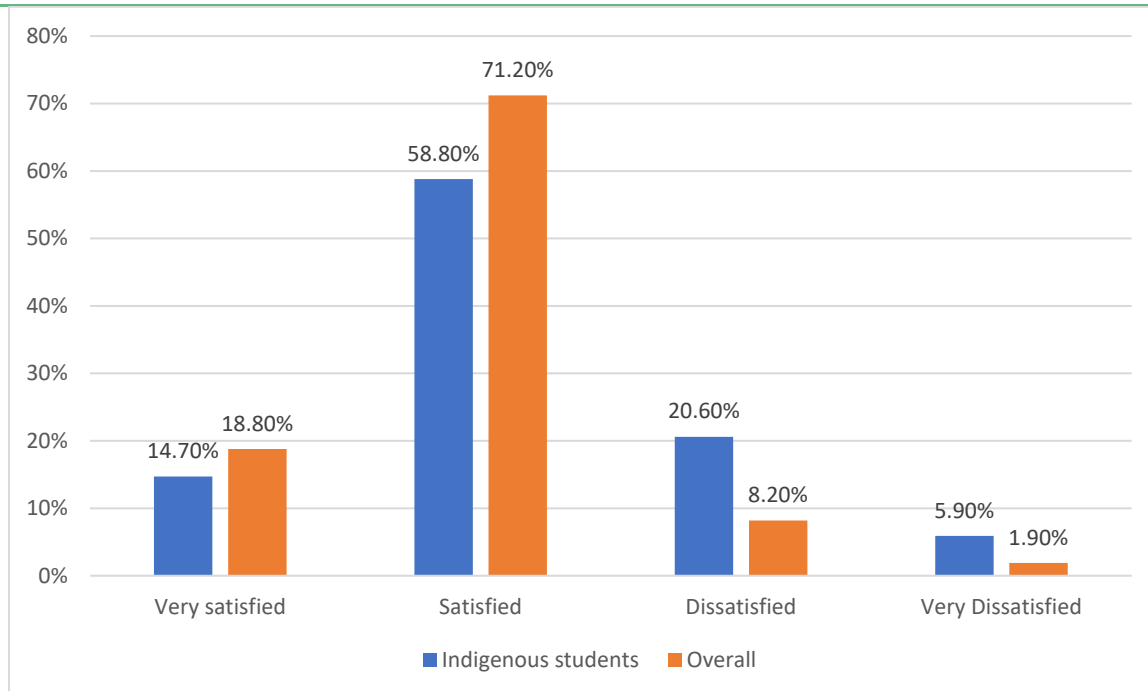
1. Indigenous academic support services (26.5%),
2. Bursaries and scholarships (23.5%), and/or
3. Traditional counselling (20.6%).

Indigenous students are generally more aware than non-Indigenous students of various programs/initiatives, with a few exceptions:

- Volunteer and engagement opportunities (22.1% of non-Indigenous students are aware, compared to 17.7% of Indigenous students);
- Cultural-based workshops (22.3% vs. 14.7%);
- Indigenous student circle (12.7% vs. 11.8%); and
- Indigenous students' food bank (9.6% vs. 8.8%).

Compared to CSI Year-End Survey 2022: Previously, this question was open ended allowing students to write in what programs/initiatives they are aware of, making comparison difficult as not all students responded. Out of the responses received, the majority (89%) were comments stating unawareness.

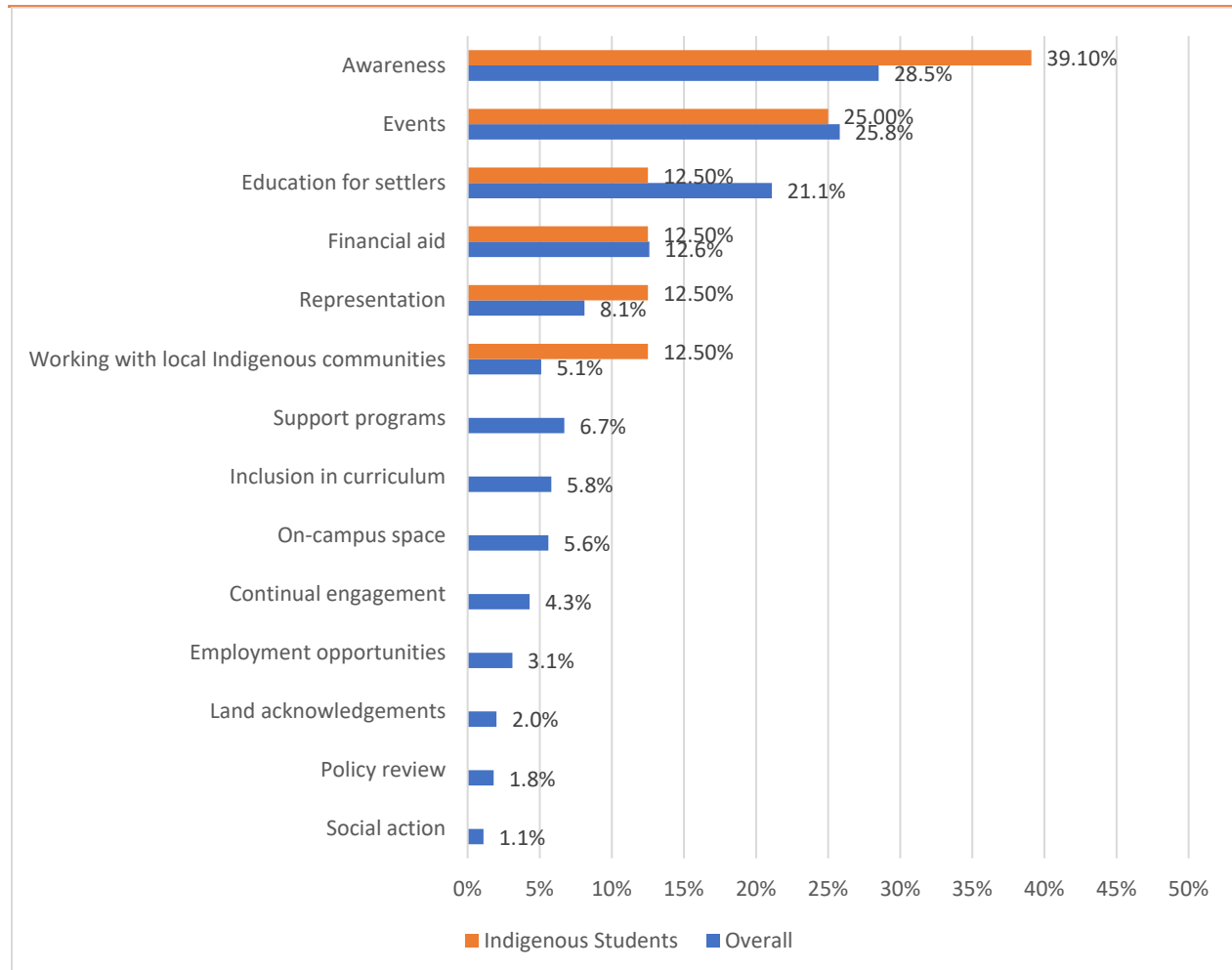
QUESTION 152: WHAT IS YOUR SATISFACTION WITH CONESTOGA COLLEGE'S EFFORTS TO RECONCILE AND EMPOWER INDIGENOUS COMMUNITIES, PEOPLES, FACULTY, AND STUDENTS?



Quick takeaway: Looking at all students, there is a relatively high satisfaction (90%), however this drops to 73.5% for Indigenous students in particular. Indigenous women were more likely to be satisfied (84%) than Indigenous men (57.1%), as were Indigenous students without disabilities (73.3%) when compared to Indigenous students with disabilities (66.7%). Given the small sample size of Indigenous students, it is not possible to provide an Indigenous-specific breakdown across campuses. Overall, across campuses, those at Reuter were the least likely to be satisfied (80.6%), while those at the Downtown Kitchener campus were the most likely to be satisfied (90.8%).

Compared to CSI Year-End Survey 2022: The question was reformatted slightly, to remove a neutral option. In 2022, 42.1% of Indigenous students indicated they were satisfied, and 13.2% indicated they were dissatisfied. Seeing as both satisfaction and dissatisfaction increased, this was likely due to the removal of the neutral option. Similarly, for all students, satisfaction in 2022 was 47.6%, while dissatisfaction was 7.5%. Again, as both scores increased, this is likely a result of removing the neutral option.

QUESTION 153: WHAT STEPS WOULD YOU LIKE TO SEE CONESTOGA COLLEGE AND/OR CSI TAKE TO RECONCILE WITH AND EMPOWER INDIGENOUS COMMUNITIES, PEOPLE, FACULTY, AND STUDENTS?



Quick takeaway: Overall, 1,108 comments were received, however 712 were removed due to a variety of reasons, including non-responses (i.e., “N/A”), comments too general to categorize (i.e., “empower”), and those not related to steps Conestoga College and/or CSI can take to reconcile with and empower Indigenous communities, people, faculty, and students. 16 comments were received from Indigenous students, and eight were removed for similar reasons.

Comments from Indigenous students fell into one of six categories: awareness (39.1%), events (25%), education for settlers, financial aid, representation of Indigenous people and cultures, and working with local Indigenous communities (12.5% each). Comments about awareness generally called for better promotion of existing programs and/or events that the college/CSI are already offering. One notable comment made reference to the Indigenous office always being dark when they went by, and that the Indigenous guidebook offered by the college did not include numerous services listed in question 151. The next most common theme was regarding events, which received relatively equal focus on cultural

specific events (including cultural events for Indigenous people only) and more general events.

The remaining comments were spread equally among the categories. Education for settlers included references to both the need for staff training (i.e., cultural competency) as well as education for the student body. Financial aid also included comments specifically calling for free tuition for Indigenous communities, similar to the University of Waterloo's newest initiative.²³ Representation referenced both the need for Indigenous staff in leadership and decision-making positions, as well as the need for cultural representation through the campuses, such as art, Indigenous language, food, and more. Lastly, comments regarding working with local Indigenous communities called for bringing them in for education, fostering connections, and the need for continual engagement.

Looking at comments from all respondents that did not also have comments from Indigenous students, calls for support programs were broad, encompassing everything from additional, culturally relevant mental health supports to academic supports to a general increase in support programs. Continual engagement referred to the need to ensure that Indigenous communities, people, faculty, and students are engaged throughout the process of reconciliation. Comments related to employment opportunities highlighted the need for support regarding employment, such as career fairs, networking events and mentorship, and more. Lastly, social action made reference to corporate responsibilities, such as amplifying Indigenous activism regarding environmentalism, clean water, and more.

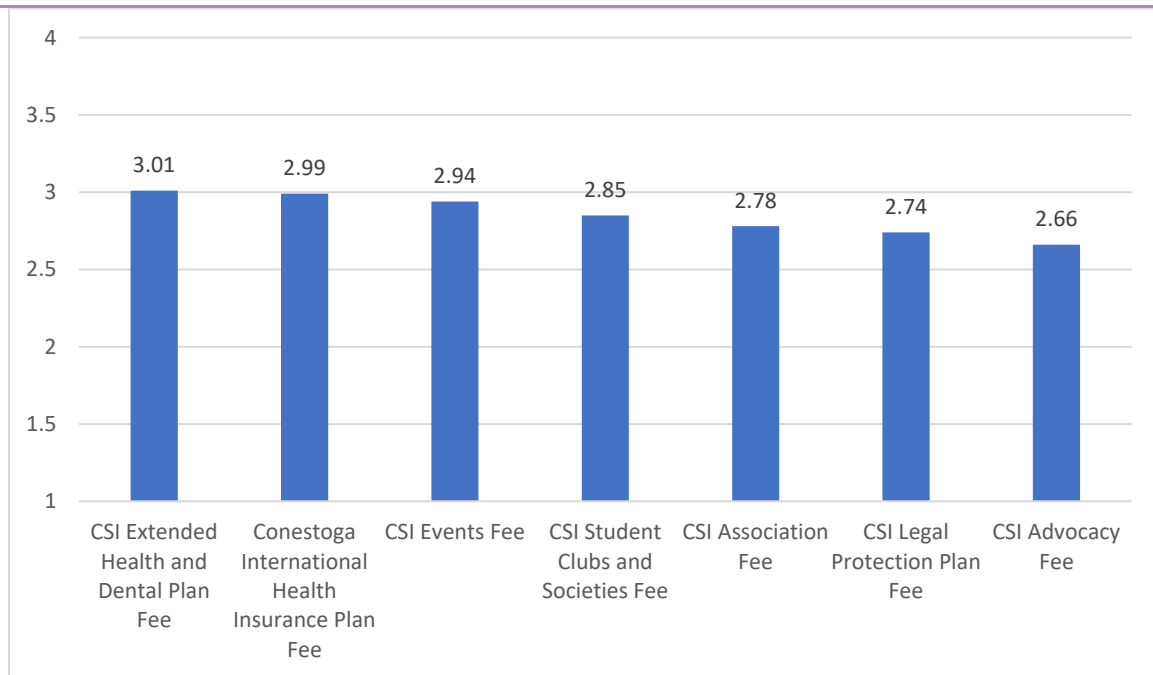
²³ University of Waterloo, "Tuition Waiver for Eligible Indigenous Students | Office of Indigenous Relations," May 2023, <https://uwaterloo.ca/indigenous/student-resources/tuition-waiver-eligible-indigenous-students>.

CSI OVERALL

The following questions provide an overview of student experiences with CSI overall, focusing on their understanding and value of fees, as well as the importance put on and satisfaction with several issues. Highlights include:

- Students understand the Extended Health and Dental Plan Fee best, and the Advocacy Fee worst.
 - With the exception of CIHIP, the level of understanding students have for all fees have gone down since 2022.
 - However, all fees have a weighted average above 2.5, meaning there is a trend towards understanding.
- All services are highly valued as all options had a weighted average over 3, with employment opportunities being the highest and events the lowest.
- All issues asked about were considered very important (with all weighted averages above 3), with quality of education being the most important and EDI as the least.
 - Comparing to 2022, the top two issues (quality of education and cost of tuition and ancillary fees) remained the same, while student employment rose in 2023 from fifth to third.
- While students rated their satisfaction with all issues lower than the level of importance, student satisfaction did not drop below a weighted average of 2.5.
 - Students were most satisfied with the quality of their education, and least satisfied with student employment opportunities.
- When asked about any additional feedback they would like to share, the top five most common themes amongst the comments were:
 1. Employment (31.2%)
 2. Awareness (16.4%)
 3. Tuition and fees (7.8%)
 4. Food (7.8%)
 5. Events (7.3%)

QUESTION 154: HOW WELL DO YOU UNDERSTAND WHAT THE FOLLOWING CSI FEES PROVIDE?



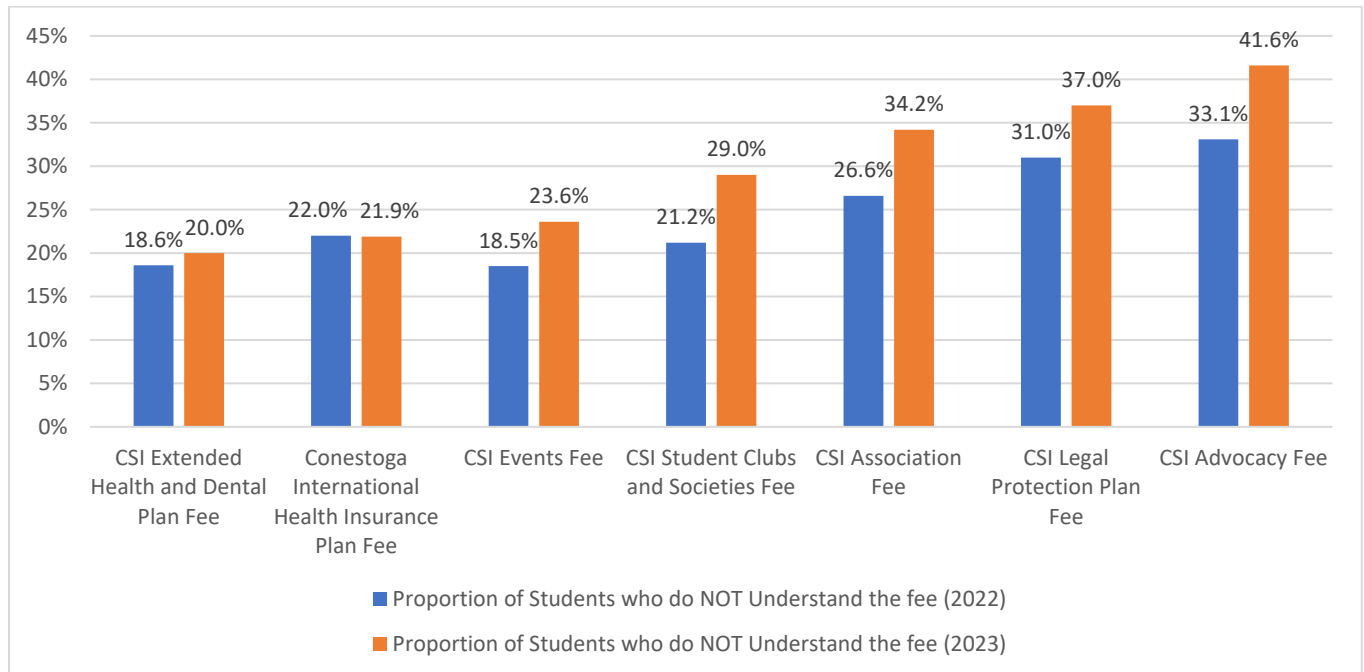
Quick takeaway: Overall, the level of understanding students have of the various fees is split, but with a leaning towards understanding, as all weighted averages are over 2.5. Only the CSI Health and Dental Plan surpasses a weighted average of 3, indicating understanding with a minor leaning towards strong understanding. The fee with the lowest understanding is the CSI Advocacy Fee, however this is still over 2.5 – meaning that more students understand what the fee provides than do not.

Looking at international students and domestic students, international students have a higher level of awareness of all fees than domestic students, with the largest gap being the CSI Association Fee. International student awareness of this fee has a weighted average of 2.86, while domestic student awareness has a weighted average of 2.57 (this ignores the gap for CIHIP, as this is an international- only fee and therefore not relevant to domestic students).²⁴ While both domestic and international students have the lowest understanding of the CSI Advocacy Fee, domestic students dip slightly below 2.5 at 2.48, meaning there are slightly more domestic students who do not understand what the fee provides than those who do understand.

Looking at various campuses, those at Reuter had the lowest level of understanding of all fees, with several dropping below 2.5: CSI Association Fee (2.43), CSI Student Clubs and Societies Fee (2.42), CSI Advocacy Fee (2.28), CSI Legal Protection Plan (2.40), and CIHIP (2.49). Conversely, those at Guelph had the highest level of understanding for all fees, with three having a weighted average above 3: CSI Events Fee (3.03), CSI Extended Health and Dental (3.07), and CIHIP (3.07).

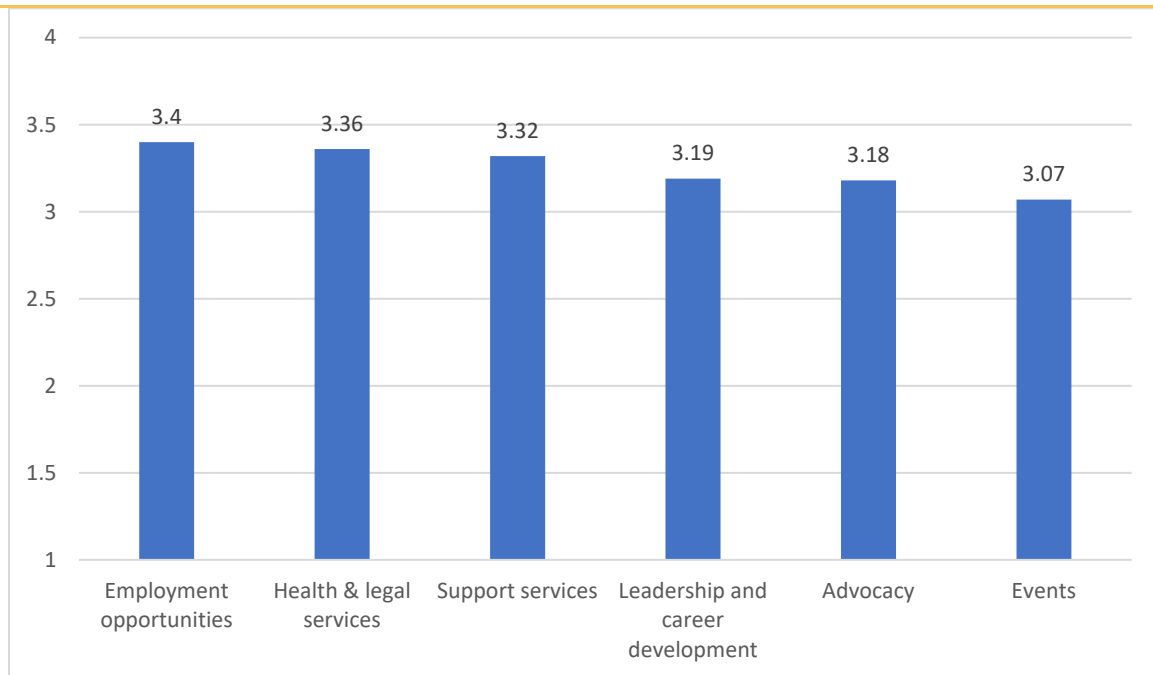
²⁴ Looking at international students only, the weighted average for CIHIP is 3.13.

Compared to CSI Year-End Survey 2022: Though this question was reformatted in several ways, including reducing the options to four instead of five, balancing the number of negative/positive options, and re-labelling the options available, high level comparisons can be made by looking at the bottom two options (“below average understanding” and “poor understanding” in 2022, and “do not understand” and “strongly do not understand” in 2023).



For all fees but CIHIP, the proportion of students who do not understand the fee has increased. While part of this may be due to question changes, the consistency of the trend as shown throughout other questions regarding awareness and the size of some of the increases, likely also points to a general decrease in understanding throughout the student population. The order of what fees are most understood to least understood is relatively stable, with events moving from the most understood to the third most understood fee, and CIHIP moving from the third most understood fee to the second most understood.

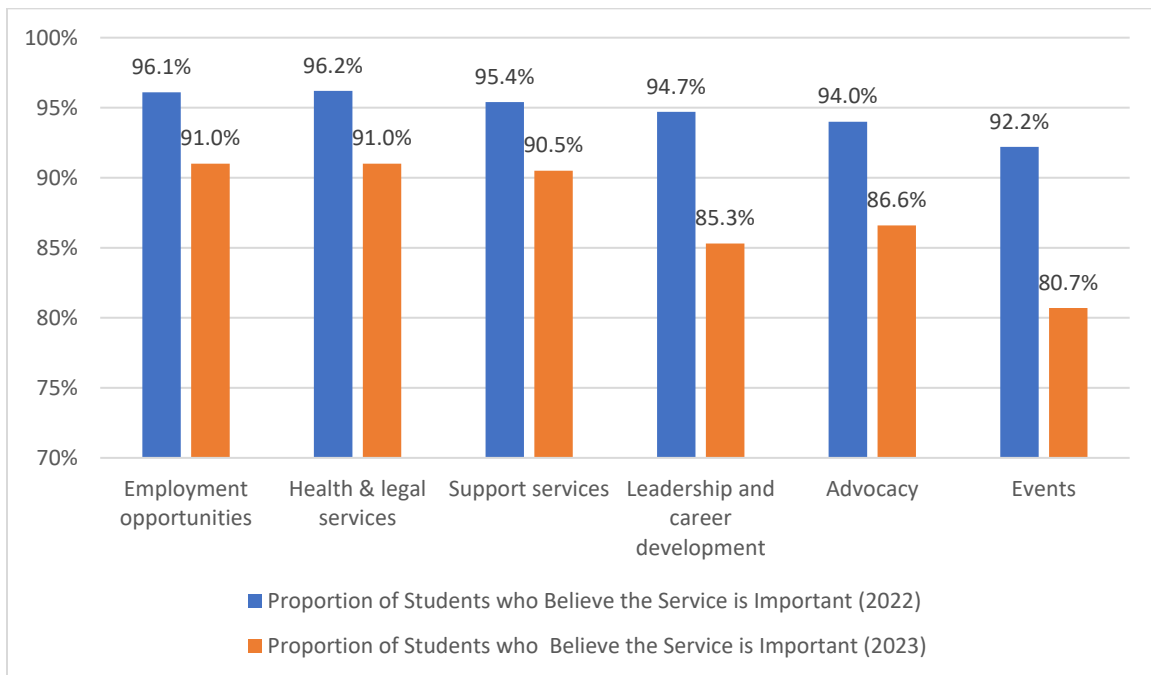
QUESTION 155: HOW IMPORTANT ARE THE FOLLOWING CSI SUPPORT SERVICES AND PROGRAMS TO YOU?



Quick takeaway: Program options also included examples/explanations to help contextualize the question. All programs were rated very high, with the lowest weighted average being 3.07, meaning that all students value all programs, leaning towards a strong value. Looking at various demographic groups, international students had a stronger value of all services when compared to domestic students, with the biggest gap being 0.61 regarding employment opportunities. All scores, regardless of domestic vs. international designation, are above 2.5.

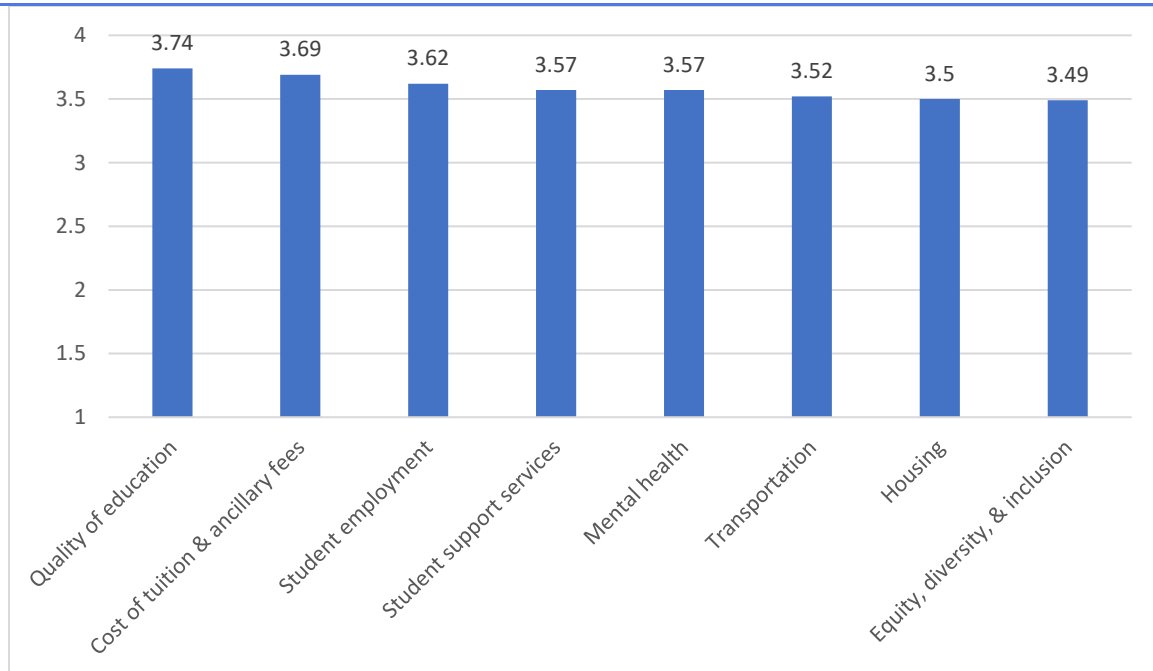
Reuter campus had the lowest weighted average for all services and programs, though all weighted averages remained above 2.5, while the Downtown Kitchener campus had the highest weighted average for all services.

Compared to CSI Year-End Survey 2022: Though this question was reformatted in several ways, including reducing the options to four instead of five by removing a neutral option, and re-labelling the options, top-box comparisons can still be made to provide a high-level comparison.



While the proportion of students who believe the service is important has decreased across all services, it should be noted that, in order to do comparison, the results from 2022 were recalculated by removing the neutral answers, which may skew the 2022 results. Nonetheless, given the size of some gaps (such as 11.5% decrease in events) and various results throughout the survey, this could be indicative of a trend. What has remained the same is the order of importance of each issue – that is, employment opportunities are still the most important service offered, while events are the least.

QUESTION 156: HOW IMPORTANT ARE THE FOLLOWING ISSUES TO YOU?



Quick takeaway: All issues had a weighted average above 3.49, noting a high level of importance of each issue. Once more, international students had a higher weighted average across all issues when compared to domestic students. The biggest gap was 0.61, a tie between events and employment opportunities.

Reuter campus had the lowest weighted averages for all issues (though they tied with Brantford regarding the quality of education), while Downtown Kitchener had the highest weighted averages for all issues.

Compared to CSI Year-End Survey 2022: Similarly to last year, no one issue stands out as overwhelmingly or immediately more important than the others. However, it is impossible to provide a direct comparison as the question was reformatted to follow best practices. Previously, respondents were given five options: extremely important, very important, moderately important, slightly important, and not at all important. However, four out of the five options indicated at least some level of importance, which could skew false positives and make top box comparisons irrelevant. Furthermore, given that the weighted averages were out of five, whereas 2023 they were out of four, this makes comparing weighted averages difficult as well.

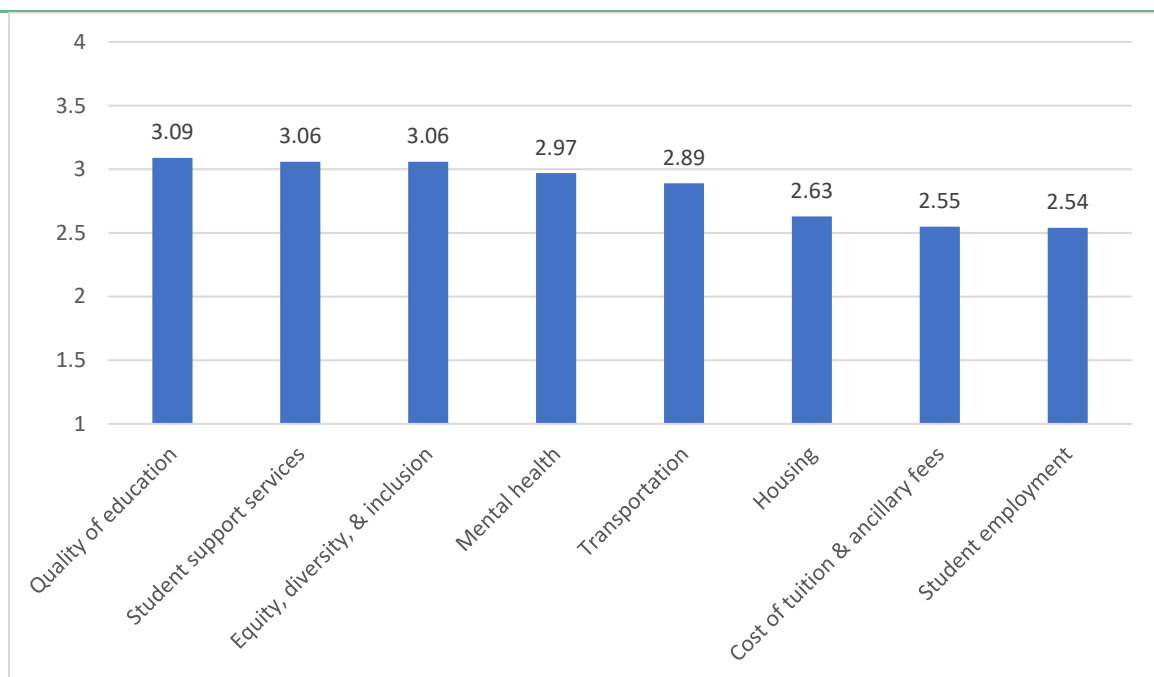
What can be compared is the order of the weighted averages, which can imply the emergence or disappearance of issues. In 2022, the order of the most important to least important issues were:

1. Quality of Education
2. Cost of Tuition and Ancillary Fees
3. Mental Health
4. Equity, Diversity, and Inclusion

5. Student Employment
6. Student Support Services
7. Housing
8. Transportation

While the top two issues remained the same, there were several other changes. Student employment rose two spots to third, as did student support services to fourth. Mental health dropped to fifth, transportation rose to sixth, housing remained the same, and equity, diversity, and inclusion dropped four spots to last. The shifting of priorities likely implies a shifting in student priorities, which is to say while all issues are important (as seen by the high weighted averages), particular issues may become more salient, potentially due to changing socio-economic and/or political influences.

QUESTION 157: HOW SATISFIED ARE YOU WITH THE CURRENT STATE OF THE FOLLOWING ISSUES?



Quick takeaway: Overall, the level of satisfaction students have regarding the current state of the various issues is split, but with a leaning towards satisfaction. Three issues had a weighted average over 3, indicating a higher level of satisfaction: student support services, equity, diversity, and inclusion, and quality of education.

All issues have a lower satisfaction rating than importance rating, however it should be noted that the issue that is the most important to students (quality of education) is also the issue that they are most satisfied with. The biggest gap is regarding the cost of tuition and ancillary fees, which is 1.14. As the bottom two issues regarding satisfaction are also in the top three of the most important issues to students, this likely means more attention is needed on these issues.

The campuses with the lowest rating for each issue varied:

- Waterloo had the lowest satisfaction for quality of education at 3.02.
- Brantford had the lowest satisfaction for two categories:
 - Mental health (2.85)
 - Student employment (tied with Downtown Kitchener at 2.4)
- Downtown Kitchener had the lowest satisfaction for three categories:
 - Cost of tuition and ancillary fees (2.5)
 - Housing (2.62)
 - Student employment (tied with Brantford at 2.4)
- Reuter had the lowest satisfaction for three categories:
 - Student support services (2.9)
 - Transportation (2.64)
 - EDI (2.85)

Several of these are rather logical, such as Reuter having a low satisfaction with transportation as a campus with no public transit serving it, or Downtown Kitchener with a low satisfaction with housing as housing is often more expensive in downtown cores.

Similarly, the campus with the highest rating for each issue varied:

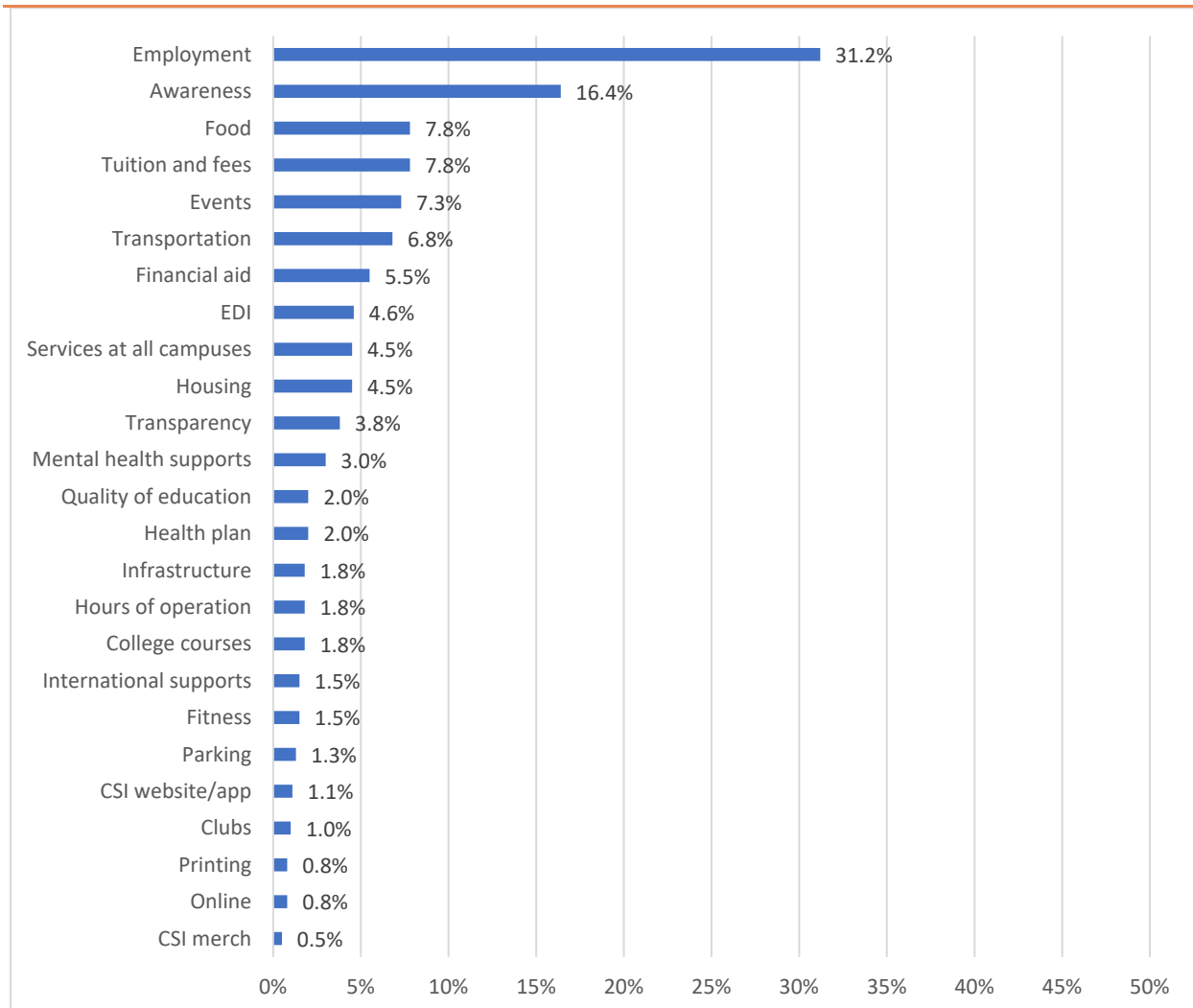
- Brantford had the highest satisfaction with quality of education at 3.19.
- Downtown Kitchener had the highest satisfaction with two categories:
 - Transportation (2.99)
 - EDI (3.11)
- Reuter had the highest satisfaction with two categories:
 - Cost of tuition and ancillary fees (2.71)
 - Student employment (2.89)
- Guelph had the highest satisfaction with three categories:
 - Student support services (3.12)
 - Housing (2.78)
 - Mental health (3.01)

Once more, several of these results are unsurprising. For example, the majority of students at Reuter are also employed as a part of their program and therefore are likely to be more satisfied with student employment opportunities. Similarly, those at the Downtown Kitchener campus are in a downtown core that is well serviced by public transit, therefore expanding the transit options available to them.

International students had higher rates of satisfaction across all issues except two: cost of tuition and ancillary fees (2.68 for domestic students, 2.49 for international students), and student employment (2.83 for domestic students, 2.43 for international students). Given that domestic fees are significantly cheaper and that they are more likely to be employed, it makes sense that they would be more satisfied.

Compared to CSI Year-End Survey 2022: This is the first time CSI has asked this question.

QUESTION 158: DO YOU HAVE AN ADDITIONAL FEEDBACK YOU WOULD LIKE TO SHARE WITH CSI?



Quick takeaway: Overall, 1,056 comments were received, however 659 were removed due to a variety of reasons, including non-responses (i.e., “N/A”), comments too general to categorize (i.e., “improve”), and/or comments others not relevant (such as commenting on the survey’s length).

Out of the remaining comments, the five most common responses had to do with:

1. Employment (31.2%),
2. Awareness of existing services (16.4%),
3. Tuition and fees (7.8%),
4. Food (7.8%), and/or
5. Events (7.3%).