

CSI YEAR END SURVEY

CONESTOGA
STUDENTS INC

THE OFFICIAL STUDENT ASSOCIATION
OF CONESTOGA COLLEGE

Your Feedback
Your Experience
Our Priorities

The Results of the 2020 CSI Year End Survey

Report prepared on behalf of the CSI Board of Directors by:
Cisco Watson and Justin McLaughlin

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INTRODUCTION

2020 CSI Year End Student Survey –The lived experience of the student population at Conestoga College is the primary concern of Conestoga Students Incorporated (CSI). As an organization, it is our mission to enhance student satisfaction and success by providing a variety of student services, taking measures to ensure our student cohort feels supported and secure in their educational experience. This mission has been thrown under sharp focus because of the COVID-19 Pandemic. With students unable to access on-campus services, transitioning to virtual learning, and dealing with income and resource instability, CSI sought to alter our service delivery to meet students where they were. Whether it was providing bursaries and gift cards for food supports to students, exciting and engaging virtual events, or simply increasing the direct financial supports available to students, CSI changed the way we serve our student population to meet the demands of this new reality.

However, CSI recognizes we can always do better and do more. To support the development and delivery of high-quality services for our student population, CSI administered the 2020 CSI Year End Survey. This online survey was distributed in December of 2020 to all full-time students at all campuses and covered students' awareness, use of, and satisfaction with existing CSI services, including Events, Student Health and Wellness, Career Development, and more. In addition, CSI sought to elicit student feedback on their concerns, anxieties, needs and wants regarding support services, advocacy, and issues of affordability.

With over 5,000 responses to the survey, we found the feedback provided an accurate representation of our entire student body.



SURVEY RESPONSE SUMMARY

# Students Invited	# of Responses	Response Rate	Confidence Level	Margin of Error
17,480	5,348	30.59%	99%	1.5%

BACKGROUND & OBJECTIVES

In the Fall 2020 academic semester, CSI developed a survey for distribution to membership to gain a better understanding of their interests and needs to assist in the CSI Board of Director's strategic planning process. This information was then used to develop CSI's strategic plan and program planning and delivery.

METHODOLOGY

RESEARCH QUESTIONS

- The survey had 80 questions of varying specificity, ranging from demography to student interest questions. The survey was designed to measure student awareness, interest and use of existing CSI program offerings, and gauge students' concerns, issues, feelings, and needs to assist CSI in crafting further programs and services.
- The questions were organized within eight sections, one demographic section, and seven service sections: General/Demographics, Events and Activities, Wellness Services, Leadership & Career Development, Other CSI Services, Student Transportation, Advocacy and Marketing & Communications
- The first section elicited answers from students on general demographic markers, including gender, age, attending campus, etc. The second focused on student awareness of, use and preferences for CSI events and activities. Questions from the third section cover several aspects related to Wellness Services. The fourth engaged students on their leadership & career development preferences. In the fifth section, students were asked to offer information on their awareness and use of CSI's financial supports and food security assistance. Student transportation methods, preferences, and values were sought in the sixth section. The seventh section brought forth students' advocacy preferences on housing, transportation, fees, and affordability. The eighth and final section generated answers from students on their use and experiences with CSI's online resources, including CSI's website, mobile app, and questions regarding CSI's brand more generally.

RESEARCH DESIGN

- The survey combined open-ended questions and multiple-choice questions with non-defined answers, offering students the opportunity to provide insight into their unique experiences and rank their responses on sliding scales to illustrate their preferences.
- For many questions, an optional space was provided for students to elaborate on their answers. This open question space carries considerable value for a survey of this kind, as it contributes to improving the interpretation of overall results and provides additional valuable material for CSI in the improvement of existing services and the creation of new services.

INSTRUMENTS

- CSI used SurveyMonkey, an online survey development platform, to design the survey, distribute the survey to members, and analyze the data collected from the answered surveys.

SAMPLE

- A representative sample of Conestoga Students participated in the We Gotta Know Survey.
- Approximately 30% of Conestoga's student cohort participated, or 5,438 students.
- Students were invited to participate through an email link distributed through their Conestoga Students email
- Demographic Highlights
 - International Students: 51.72% or 2766 students // Domestic Students: 48.28% or 2582 students
 - 48.73% or 2606 students identified as Female // 50.73% or 2713 students identified as Male // .54% or 29 students identified as other
 - 65.41% or 3514 of respondents were aged 22-40, 29.51 or 1559 respondents were 18-21, 4.96 or 265 respondents were over 40, .19 or 10 students under 18
 - 57.82% or 3144 Doon // 10.4% or 566 Cambridge // 14.82% or 806 Waterloo // 4.17% or 227 Guelph // 3.39% or 184 Brantford // 6.45% or 351 Kitchener // .02% or 11 Ingersoll

DATA COLLECTION

- Data was collected through online means only, considering limitations from COVID-19.
- Feedback was solicited using a web link sent directly to student emails and advertised the availability of the survey through social media and the CSI website.

- As all students are required to use their Conestoga email for the successful completion of their coursework, and therefore could be guaranteed to use this medium (as opposed to social media, CSI’s web page, etc.), CSI believes this to be the most effective means to ensure a representative sample of Conestoga students.

LIMITATIONS

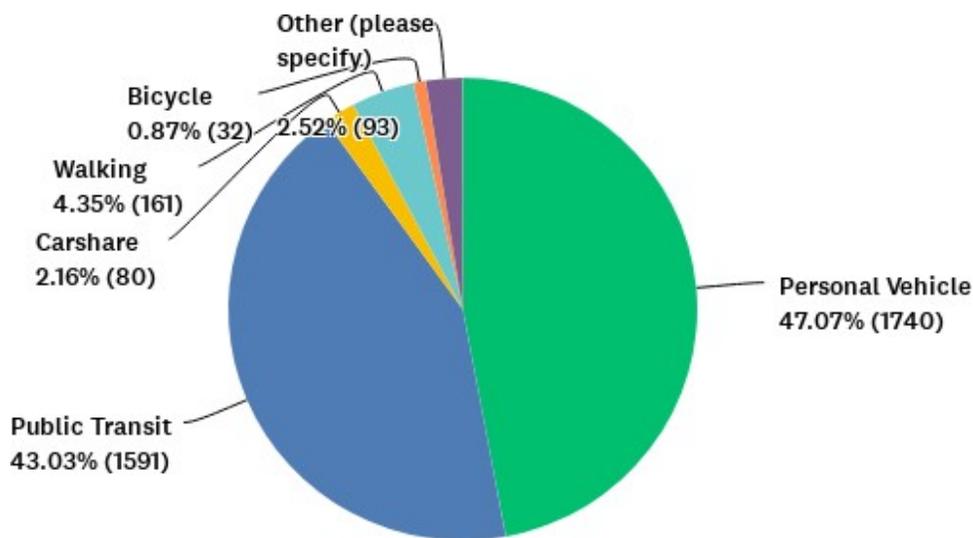
- While many questions produced open-ended answers from students to provide insight into their personal experiences, surveying often fails to convey the context of students’ lived experiences. Absent qualitative follow-ups (town hall, student forums, focus groups), the information gathered lacks the perspective and specificity required for nuanced solutions to the issues highlighted by students.
- Questions surrounding affordability often led to problematic data. Students responded overwhelmingly that affordability was the main advocacy priority for them; considering the economic environment stemming from COVID-19, this was to be expected. However, the phrasing of questions surrounding advocacy, particularly questions with ranked answers, failed to convey the depth and nuance of any discussion of student affordability. Affordability was heavily favored as an advocacy priority by students ahead of issues such as transportation and housing. However, both “housing” and “transportation” are heavily implicated in the parent concept of “affordability.” The availability of safe, affordable housing and access to cheap, efficient transit options both impact the affordability of the student experience in myriad ways. More concise questions and multiple-choice answers that better reflect the affordability “ecosystem” would be advised for future surveys.

KEY FINDINGS

KEY FINDING 1

STUDENT TRANSPORTATION:

- Students overwhelmingly rely on personal vehicles or public transit as their primary modes of transportation.
- There is a significant divide in domestic and more mature students (36+) using personal vehicles and younger and international students relying on public transit. Additionally, there is a divide amongst campuses, with most students in the Downtown Kitchen campus relying on public transit, a nearly 50/50 split amongst students at the Waterloo & Guelph locations utilizing both public transit and personal vehicles, and the Doon and Cambridge campus, where many students rely on their personal vehicles.
- Students' transit priorities are access to municipal transit, whether that be through local transit passes, a U-Pass, discounted intercity tickets, etc., and affordable on-campus parking. The bulk of support for affordable parking comes from domestic students, while public transit support comprises international and domestic students.

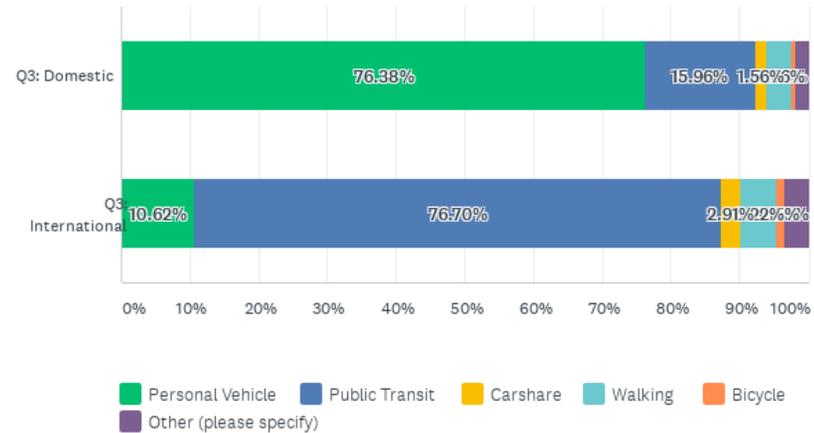
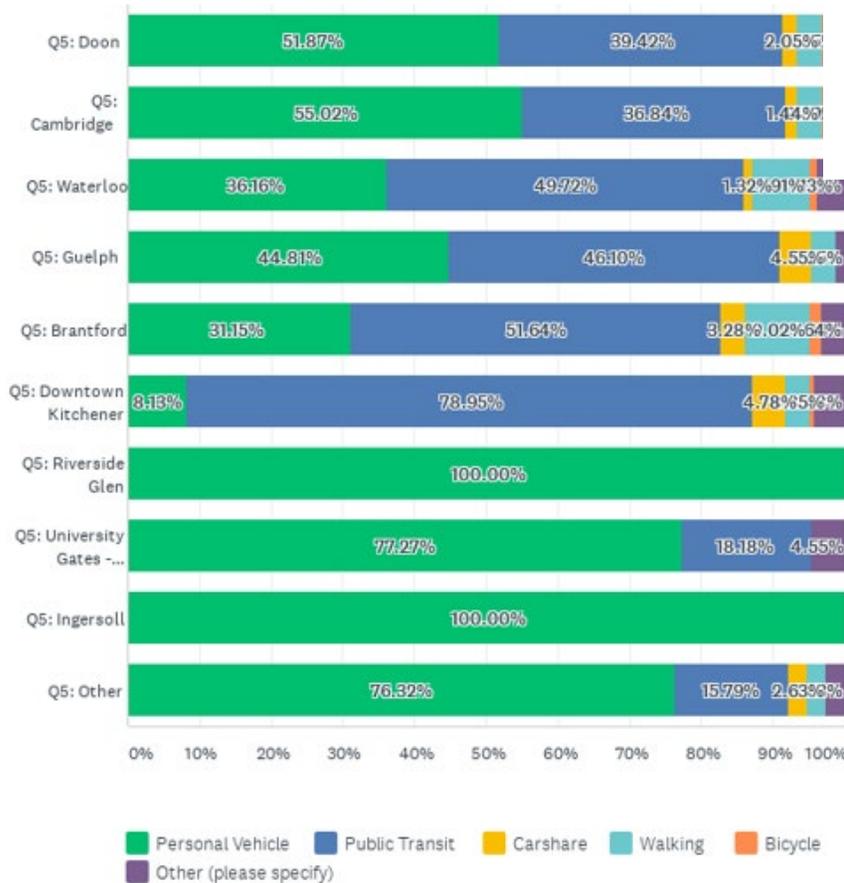




Transportation:

What is your main mode of transportation?

Answered: 3,697 Skipped: 1,636



2020 CSI YEAR END SURVEY RESULTS ///



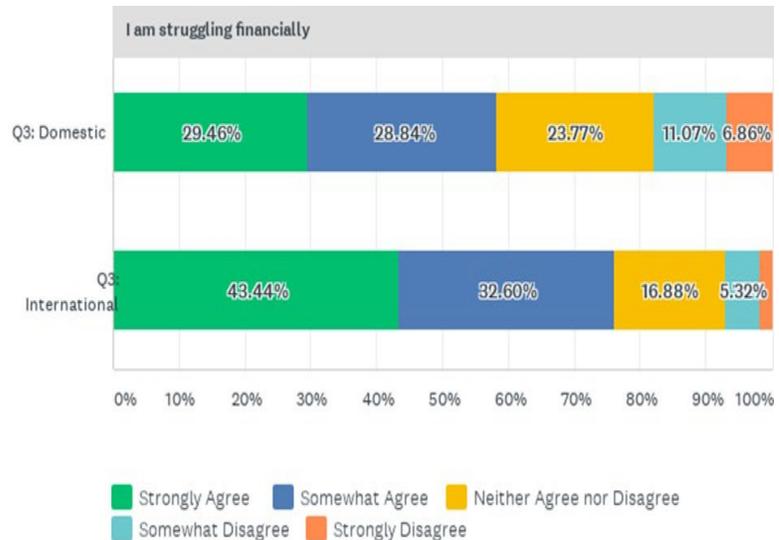
i - What is your main mode of transportation?

	VERY IMPORTANT	IMPORTANT	NEUTRAL	SOMEWHAT IMPORTANT	NOT AT ALL IMPORTANT	TOTAL	WEIGHTED AVERAGE
Affordable Parking on my campus	55.05% 2,022	13.53% 497	12.20% 448	5.15% 189	14.08% 517	3,673	2.10
Municipal Transit (ie. GRT)	47.08% 1,732	13.94% 513	14.32% 527	5.19% 191	19.46% 716	3,679	2.36
Universal Bus Pass	44.48% 1,633	15.20% 558	15.04% 552	3.84% 141	21.44% 787	3,671	2.43
Access to purchasing bus tickets	38.01% 1,393	19.78% 725	16.13% 591	4.50% 165	21.58% 791	3,665	2.52
Discounted Intercity tickets (GoBus, Greyhound)	33.42% 1,227	15.61% 573	19.75% 725	7.16% 263	24.05% 883	3,671	2.73
Transit Hubs located on campus	30.55% 1,117	17.51% 640	21.66% 792	6.04% 221	24.23% 886	3,656	2.76
CSI Shuttle (Doon, Cambridge, Residence)	24.56% 901	17.26% 633	21.62% 793	6.52% 239	30.04% 1,102	3,668	3.00
Rideshare (carpooling)	17.45% 640	18.43% 676	26.78% 982	9.71% 356	27.62% 1,013	3,667	3.12
Electric Vehicle Parking	13.59% 497	13.02% 476	25.81% 944	8.53% 312	39.05% 1,428	3,657	3.46
Carshare (vehicle rental)	13.07% 479	14.24% 522	28.49% 1,044	9.36% 343	34.84% 1,277	3,665	3.39
Bike Share (bike rental program)	10.32% 377	11.55% 422	26.53% 969	9.58% 350	42.02% 1,535	3,653	3.61

KEY FINDING 2

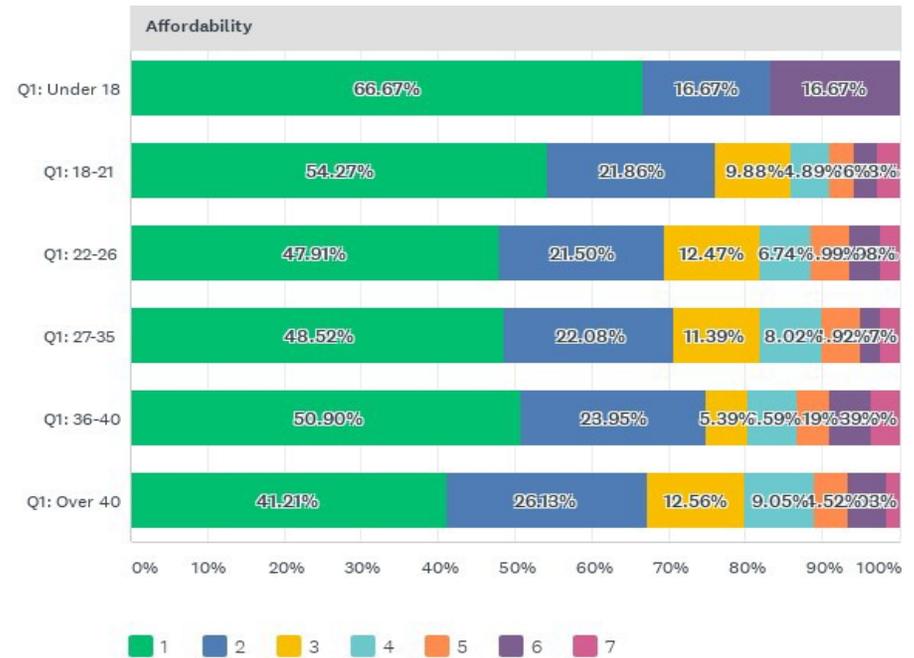
AFFORDABILITY IS CONESTOGA STUDENTS' NUMBER ONE PRIORITY:

- Several questions lent credence to the view that an overwhelming majority of Conestoga students are concerned with dollar and cents issues.
- 66% of students agree with the statement that they are struggling financially. Students of all demographics surveyed stated they agree or agree strongly with the statement, “I Am Struggling Financially.” COVID-19 has overwhelmingly affected students in myriad ways. With students unable to find gainful employment during the school year and over their breaks stemming from COVID-19 related closures, many have had to either dip into savings or increase their reliance on loans.
- Affordability is especially stressed by Conestoga College’s International student population, with 77% of international students agreeing or strongly agreeing that they are struggling financially. Additionally, 59% of international students - and 79% of domestic students for that matter - have highlighted “Affordability” as their top 2 advocacy priorities. For international students unable to access federal supports available to our domestic student population, and with tuition fees increasing again for our international student population, the affordability of post-secondary education is diminishing year over year.
- Approximately 83% of students stated that having access to part-time employment is very important or important to them; additionally, 88% of Conestoga students stated that access to scholarships and bursaries is important. Students throughout the survey provided feedback reiterating affordability, and dollars and cents concerns are the highest priority for them moving forward.



Affordability

Answered: 3,610 Skipped: 1,723



2020 CSI YEAR END SURVEY RESULTS ///



ii - On the scale indicated below, please rate the importance of having access to each of the following services and activities:

	VERY IMPORTANT	IMPORTANT	MODERATELY IMPORTANT	SLIGHTLY IMPORTANT	NOT AT ALL IMPORTANT	TOTAL
Virtual Social events and activities	23.16% 810	30.00% 1,049	27.08% 947	10.75% 376	9.01% 315	3,497
In person social events and activities	31.23% 1,092	30.40% 1,063	21.65% 757	9.47% 331	7.26% 254	3,497
Wellness based services	47.13% 1,645	32.61% 1,138	13.84% 483	4.13% 144	2.29% 80	3,490
Academic support services	59.01% 2,063	28.46% 995	9.04% 316	2.35% 82	1.14% 40	3,496
Food support services	37.98% 1,327	30.17% 1,054	19.38% 677	6.81% 238	5.67% 198	3,494
Clubs & Societies	23.01% 802	30.49% 1,063	29.17% 1,017	11.16% 389	6.17% 215	3,486
Part-time employment opportunities	58.30% 2,040	24.89% 871	10.63% 372	3.74% 131	2.43% 85	3,499
Leadership & Career related services	47.54% 1,662	30.72% 1,074	14.90% 521	4.78% 167	2.06% 72	3,496
Volunteer opportunities	40.22% 1,405	33.92% 1,185	17.38% 607	5.41% 189	3.06% 107	3,493
Scholarships & Bursaries	65.85% 2,302	22.40% 783	8.38% 293	1.92% 67	1.46% 51	3,496
Branded apparel & free gifts	42.96% 1,502	25.20% 881	18.91% 661	7.84% 274	5.09% 178	3,496

CSI'S ACTIONS

ACTION 1: BOOSTED DIRECT FINANCIAL SUPPORT FOR STUDENTS THROUGH CSI'S EDUCATION FUND

CSI recognized students' most significant concern laid with their financial security. Throughout our year-end survey, students reiterated, again and again, their concerns in financial terms, citing affordability, fees, and more.

Recognizing this concern, CSI promoted existing financial supports for students, including the CSI Education fund. The Education Fund was created to provide students with financial support for any academic-related needs. This includes aid for laptops, headphones, internet bills, study spaces, textbooks, and school supplies like pens, ink, etc.

In 2019-2020, 4 students applied to CSI's education fund for support. This number increased exponentially in 2020-2021, expanding to support over 500 student applicants, totaling \$56,751.26 in direct financial support to Conestoga students from CSI.

ACTION 2: PERMANENTLY EXPANDED STUDENT ACCESS TO DIALOGUE'S REMOTE HEALTH PLATFORM

This past year has stressed the importance of our student's mental and physical health. Many of us experienced prolonged periods of personal isolation as we kept our distance from friends and family to keep everyone healthy and safe. We withstood unique challenges adjusting to remote learning and faced greater financial stress than ever before as our ability to earn a wage to pay for our education was severely limited by factors beyond our control.

Recognizing the toll these cascading factors have had on our student's physical and mental well-being, CSI began a trial offering Dialogue, a remote health platform that connects those with access to unlimited remote medical care. This includes:

- Unlimited medical care available 24/7, 365 days/year, including evenings and weekends
- Prescription Renewal and prescription refills
- Bilingual healthcare professionals available across Canada
- Referrals to specialists when medically necessary
- The ability to chat with a medical professional by text, phone, or video for increased convenience

CSI has made this partnership with Dialogue permanent, meaning students will have access to Dialogue's suite of health services for as long as they are Conestoga students. For many students, we hope this will provide them with cheap, accessible, and discreet medical care for all mental and physical difficulties they are facing. CSI knows students have faced unprecedented hardships this past year, often alone. This investment in permanent access

to Dialogue's health services is CSI's attempt to reassure students that we're all in this together and help is available.

ACTION 3: CSI HAS EXPANDED THE NUMBER OF JOB & PROFESSIONAL DEVELOPMENT OFFERINGS

Our 2020 CSI Year End Survey results repeatedly reiterated to CSI that our students were concerned with their ability to earn, both now and in the future. COVID-19 has, in many instances, completely cut off our student population from the ability to earn money, and the cancellation of several program's internships and co-ops have disrupted student's professional development.

Recognizing this, CSI has taken the initiative to increase the number of employment and professional development opportunities available to our students. In 2019/2020, CSI offered 165 total positions to students seeking employment and professional development. In 2020/2021, CSI more than doubled that number, increasing the number of opportunities available to students to 354, an increase of 114%.

Additionally, CSI's marketing & events team put on several professional development events attended by students. These events included the Strategic Networking Event, where students could attend a 30-40-minute virtual keynote catered to both domestic and international students. After the keynote, students were to take part in a strategic networking path mapping strategy, providing students with a customized networking buddy guide. Students were also provided with additional strategies for leveraging social media and online platforms, and a tip guide for creating and seizing opportunities and leveraging digital platforms. As the world during and post-COVID becomes increasingly digitized, leveraging digital platforms is integral to our student's current and future success.

CSI recognized a severe gap in our student's educational and professional development and a gap in students' ability to fund their education and purchase the necessities. As an organization, CSI is committed to ensuring students do not lose a year of their education, a year of their earning ability, and a year of professional development. At CSI, we have taken steps to fill this gap.

ROUTES FOR FUTURE ACTION

CSI is committed to taking the feedback provided by Conestoga College students and putting it into concrete actions to support our membership.

With our students requested means of support in mind, please see our 2021/2022 Strategic Plan to see how CSI is putting your feedback to work!

[Click here to view CSI's 2021-2022 Strategic Plan.](#)



APPENDIX 1: CSI YEAR END SURVEY QUESTIONS

General/Demographic

Thank you for participating in this feedback survey. This information will assist Conestoga Students Inc. (CSI) in our decision making and will be used to service you remotely as well as in the future when we resume operations on campus. Please keep in mind that some of these questions are helping us plan for your on-campus experience and may not be completely relevant during your virtual learning experience.

* 1. How old are you?

- | | |
|--------------------------------|-------------------------------|
| <input type="radio"/> Under 18 | <input type="radio"/> 27-35 |
| <input type="radio"/> 18-21 | <input type="radio"/> 36-40 |
| <input type="radio"/> 22-26 | <input type="radio"/> Over 40 |

* 2. What is your Gender

- Male
- Female
- Other

* 3. Are you a domestic or international student?

- Domestic
- International

* 4. What school are you in?

- | | |
|---|---|
| <input type="radio"/> School of Applied Computer Science and Information Technology | <input type="radio"/> School of Health & Life Sciences |
| <input type="radio"/> School of Business | <input type="radio"/> School of Hospitality & Culinary Arts |
| <input type="radio"/> School of Community Services | <input type="radio"/> School of Interdisciplinary Studies |
| <input type="radio"/> School of Creative Industries | <input type="radio"/> School of Trades & Apprenticeship |
| <input type="radio"/> School of Engineering and Technology | <input type="radio"/> School of Workforce Development, Continuing Education & Online Learning |

* 5. What campus do you attend?

- | | |
|---------------------------------|---|
| <input type="radio"/> Doon | <input type="radio"/> Downtown Kitchener |
| <input type="radio"/> Cambridge | <input type="radio"/> Riverside Glen |
| <input type="radio"/> Waterloo | <input type="radio"/> University Gates - Schlegel |
| <input type="radio"/> Guelph | <input type="radio"/> Ingersoll |
| <input type="radio"/> Brantford | <input type="radio"/> Other |

* 6. What year of study are you in?

1

4

2

5

3

Over 5

* 7. Are you required to physically attend campus for your courses currently?

No courses on campus

All courses on campus

Some courses on campus

* 8. Are you aware that Conestoga Students Inc. (CSI) is your official Student Association

Yes

No

* 9. I am aware that I pay a CSI Association fee

Yes

No

Events and Activities

* 10. Are you aware there is an optional events fee?

- Yes
 No

* 11. Have you opted into events fee?

- Yes
 No

12. If you no, please explain why.

* 13. What time is best for you to watch or attend a live event?

- Morning (6am-12pm) EST
 Afternoon (12pm-5pm) EST
 Evening (5pm-10pm) EST
 Late Evening (10pm-12am) EST

* 14. What day of the week would you most likely participate in an event?

- | | |
|------------------------------------|-----------------------------------|
| <input type="checkbox"/> Monday | <input type="checkbox"/> Friday |
| <input type="checkbox"/> Tuesday | <input type="checkbox"/> Saturday |
| <input type="checkbox"/> Wednesday | <input type="checkbox"/> Sunday |
| <input type="checkbox"/> Thursday | |

* 15. Would you rather:

- Tune into a live event at a specified time
 Watch an event that has been pre-recorded at your leisure

* 16. Please rank the following events in order of your interest (5=most interested, 1=least interested)

	Least Interested	Somewhat not Interested	Neither Interested or Not Interested	Somewhat Interested	Most Interested
Bingo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trivia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutorials (brewing coffee, knitting, dancing, crafting etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Live Music	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Talent Showcases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 17. Would you rather:

- Watch/participate in a virtual event with your college community (i.e., watch a live musical performer or guest speaker)
- Schedule a private 1 on 1 session for a special interest event (i.e., tarot card readings, physic readings, etc.)
- Neither

* 18. What would motivate you to watch & participate in more virtual events? (Select all that apply)

- Flexibility in timing
- Theme of the event
- Co-curricular Record recognition
- Chance to win a prize
- Other (please specify)

* 19. What is the main reason you do **not** attend events (virtual or otherwise)?

- I dislike the events that are happening
- I do not like virtual events
- I have no time
- I prefer to socialize with friends and family in my free time
- Other (please specify)

* 20. Are you comfortable attending socially distanced in-person events in the community (ie. Drive-In Movie Nights, Gift of Lights Show, etc.)?

- Yes
- No

* 21. Each semester, CSI along with Conestoga College highlights 5 unique themed weeks related to student needs. Rate these in order of importance to you (1= most important, 5 = least important);



Career Readiness



Health and Wellness



Sexual Health



Celebrating Diversity



Exam and Stress Relief

* 22. Are there any other themed weeks (other than those listed above) that are important to your student needs?

* 23. What are your hobbies and interests when you are not attending classes? (Select all that apply)

Gaming

Music

Art

Sports

Fitness

Movies and Television

Reading

Other (please specify)

* 24. What other types of virtual events would you like to see?

Wellness Services

* 25. Please indicate which insurance plans you are on (Select all that apply)

- Conestoga International Health Insurance Plan (CIHIP) I am not sure
- CSI Extended Health & Dental Plan I opted out of all Insurance Plans
- CSI Legal Protection Plan

* 26. Please rank the importance of Extended Health Plan Coverage

	Very Interested	Not Interested
Physiotherapy	<input type="radio"/>	<input type="radio"/>
Chiropractic	<input type="radio"/>	<input type="radio"/>
Massage	<input type="radio"/>	<input type="radio"/>
Vision	<input type="radio"/>	<input type="radio"/>
Dental	<input type="radio"/>	<input type="radio"/>
Prescription Drugs	<input type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input type="radio"/>

* 27. Do you feel that you are well informed about your student health plan?

- Yes
- No

* 28. Have you utilized your CSI student health plan this year?

- Yes
- No

* 29. Is there something not covered on the CSI Health plan that you would like to see covered?

* 30. What practitioner services have you accessed within the last year? (Select all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Family Doctor/ Walk-in Clinic | <input type="checkbox"/> Dentist |
| <input type="checkbox"/> Massage Therapy | <input type="checkbox"/> Optometrist |
| <input type="checkbox"/> Chiropractic | <input type="checkbox"/> Social Worker |
| <input type="checkbox"/> Physiotherapy | <input type="checkbox"/> Naturopath |
| <input type="checkbox"/> Other (please specify) | |

* 31. How likely would you be to access an on-campus pharmacy?

- | | |
|---|-------------------------------------|
| <input type="radio"/> Very likely | <input type="radio"/> Unlikely |
| <input type="radio"/> Likely | <input type="radio"/> Very unlikely |
| <input type="radio"/> Neither likely nor unlikely | |

* 32. Have you utilized Dialogue, an online platform that allows you to connect virtually with nurses and physicians via a mobile or web app from anywhere in Canada?

- Yes
- No
- I am not familiar with Dialogue
- I have not needed to, but would utilize

* 33. Currently, Dialogue is being offered at no cost to students on a trial basis. How much would you be willing to pay (per year) to utilize Dialogue in the future in order to connect with nurses and physicians via a mobile or web app from anywhere in Canada?

- I am not willing to pay for this service
- \$5-10
- \$11-20
- \$21-30

* 34. If you were to book an appointment with a practitioner, what would be your preferred appointment method?

- On-campus medical care clinic (Doon Campus)
- Off-campus family doctor
- Walk-in Clinic
- Dialogue, virtual platform

* 35. How are you submitting medical claims?

- Online
- Paper based submission
- Through Studentcare mobile app
- Other (please specify)

Leadership & Career Development

* 36. Are you seeking Leadership & Career development opportunities outside the classroom?

- Yes
 No

* 37. What type of Leadership & Career development opportunities are you likely to participate in? (Select all that apply)

- Volunteer opportunities
 Professional conferences and seminars
 Special interest and social clubs
 Academic Societies
 Other (please specify)

- None of the above

* 38. If interested in volunteer opportunities, would you prefer ongoing opportunities with a longer time commitment, or one-off volunteer experiences?

- Ongoing opportunities
 One-off Volunteer experiences, with no ongoing commitment
 Both ongoing and one-off experiences
 Neither, I'm not interested in volunteer opportunities

* 39. Are you aware that CSI hosts a Student Leadership Conference on a semesterly basis?

- Yes
 No

* 40. What will motivate you to attend a professional conference? (Select all that apply)

- | | |
|---|--|
| <input type="checkbox"/> The speaker | <input type="checkbox"/> Resume Builder |
| <input type="checkbox"/> The theme/subject matter | <input type="checkbox"/> Certificate |
| <input type="checkbox"/> Co-Curricular Record Recognition | <input type="checkbox"/> Nothing, I'm not interested |

* 41. What types of leadership programs would you like to see being provided by CSI? (Select all that apply)

Speaker Series that is lecture style

Workshops that provide opportunities for career development

Interactive workshops that focus on socializing with peers

General Leadership Skills Workshop

Practical Life-Skill Workshops

Other (please specify)

* 42. Are you aware of the optional CSI's Club Fee?

Yes

No

43. If you opted out, why?

Other CSI Services

* 44. Are you aware that CSI operates an Emergency Food Bank on each campus?

- Yes, I am aware that there is a CSI Food Bank on campus
- No, I was not aware that there was a food bank on my campus

* 45. Have you been in a position where you have utilized the on-campus Food Bank?

- No, I have not needed to use this service
- Yes, I have needed to access the Food Bank on Campus
- Yes, I have needed to utilize a Food Bank service, but chose to access another food bank location

46. If you selected "Yes, I have needed to utilize a Food Bank service, but chose to access another food bank location" please choose why you went to another Food Bank location.

- I wasn't aware there was one on campus
- I am physically closer to an alternative food bank source
- I was not able to access the Food Bank on campus due to transportation challenges
- The application process was a barrier for me
- Other (please specify)

* 47. Are you familiar with the Educational Fund run by CSI, a program that can reimburse you up to \$100 for academic expenses such as school supplies, calculators, educational resources, etc.

- Yes
- No

* 48. If CSI was to expand the scope of the Educational Fund program, what other eligible expenses would further support you in your studies? (Select all that apply)

- Technology based learning materials
- Software subscriptions
- Living Expenses
- Other (please specify)

* 49. Have you applied for an award, scholarship, or bursary?

- Yes
- No

50. If selected "no" from the previous question please select one of the following:

- Couldn't find the information
- Missed the deadlines
- Wasn't familiar with the process
- Application was difficult to complete
- Didn't feel that I was eligible

* 51. What was your experience like when applying for an award, scholarship, or bursary?

- I didn't apply for any award
- The process was seamless and comprehensive
- The process was difficult

* 52. Are you familiar with the Student of the Month award facilitated by CSI?

- Yes, I am familiar with the award
- No, I have not heard of this award

* 53. What would you like to see in a Frosh kit that could be mailed to you? (Select all that apply)

- Apparel
- COVID-19 Safety gear (ie. Masks, Sanitizer)
- Hat
- Cellphone Accessories
- Drinkware
- Other (please specify)

Student Transportation

* 54. What is your main mode of transportation

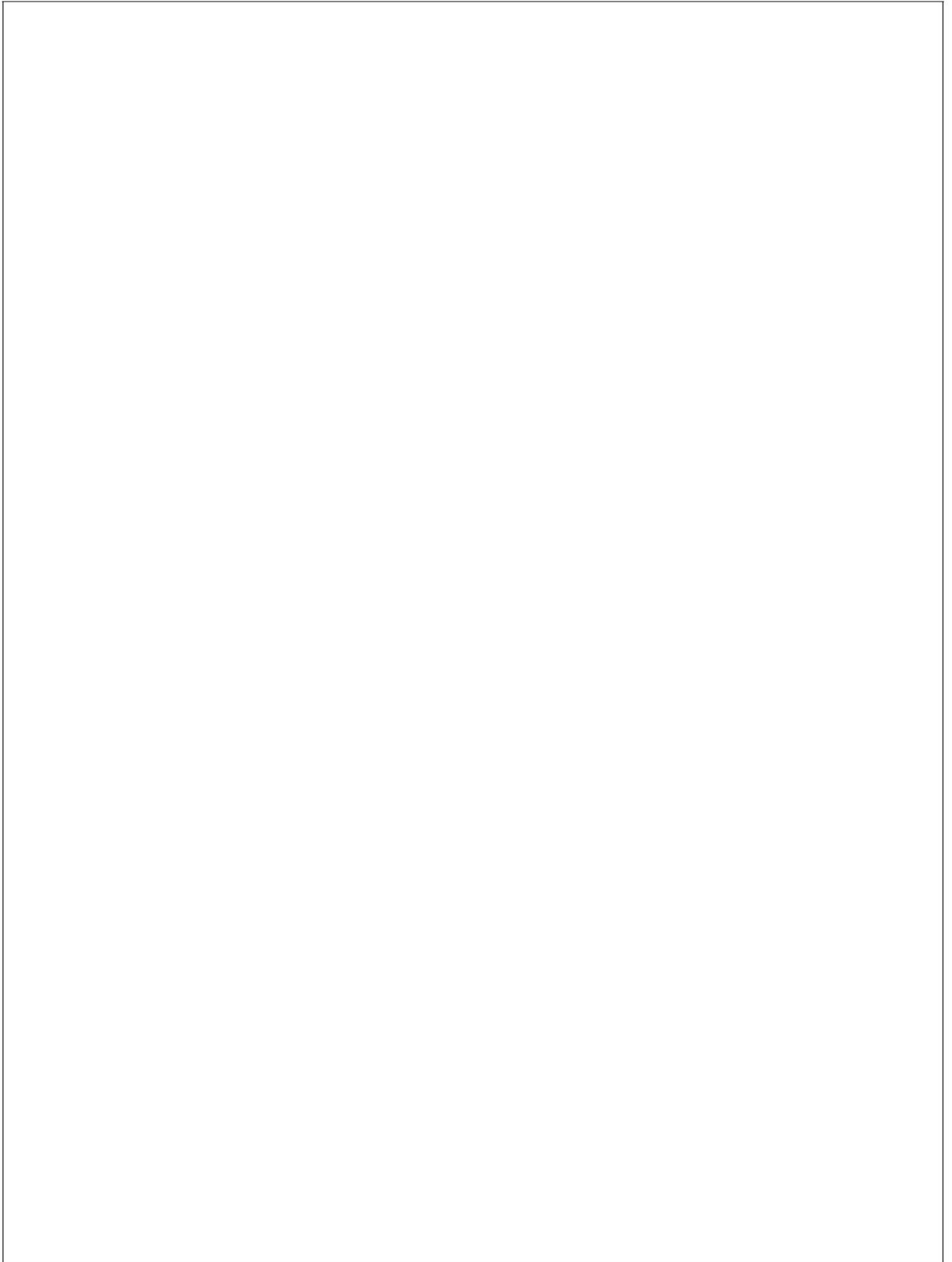
- Personal Vehicle
 Walking
 Public Transit
 Bicycle
 Carshare
 Other (please specify)

* 55. What Transit services are important to you?

	Very Important	Important	Neutral	Somewhat Important	Not at all Important
Discounted Intercity tickets (GoBus, Greyhound)	<input type="radio"/>				
Municipal Transit (ie. GRT)	<input type="radio"/>				
Transit Hubs located on campus	<input type="radio"/>				
Carshare (vehicle rental)	<input type="radio"/>				
Rideshare (carpooling)	<input type="radio"/>				
Bike Share (bike rental program)	<input type="radio"/>				
Affordable Parking on my campus	<input type="radio"/>				
Electric Vehicle Parking	<input type="radio"/>				
CSI Shuttle (Doon, Cambridge, Residence)	<input type="radio"/>				
Access to purchasing bus tickets	<input type="radio"/>				
Universal Bus Pass	<input type="radio"/>				

* 56. Implementing a universal bus pass would mean all students would pay a set amount for unlimited access to city transit. How much would you be willing to pay for a Universal Bus Pass on an annual basis?

- \$200-249
 \$250-299
 \$300-350
 Not interested



Advocacy

* 57. Are you aware that CSI has a student Board of Directors that advocates on your behalf?

Yes

No

* 58. What issues are most important to you as students? Please rank from most important to least important



Affordability



Accessibility



Quality



Student Services & Support



Transportation



Housing



Other

* 59. Are you aware that your CSI Board of Directors advocates on your behalf at a College/Municipal/Provincial & Federal level?

Yes

No

* 60. What is your awareness and participation in the following BOD feedback initiatives?

	Are you Aware?	Do you Participate?
International Student Advisory Council	<input type="checkbox"/>	<input type="checkbox"/>
Student Rep Program	<input type="checkbox"/>	<input type="checkbox"/>
Spill the Tea (Instagram)	<input type="checkbox"/>	<input type="checkbox"/>
Email Feedback	<input type="checkbox"/>	<input type="checkbox"/>
Feedback Surveys	<input type="checkbox"/>	<input type="checkbox"/>

* 61. Will you be voting for your 2021-2022 CSI Board of Directors (in March)?

- Yes
- No

* 62. Did you know that your CSI Board of Directors hosts an Annual General Meeting for all of its members?

- Yes
- No

* 63. Do you plan to participate in the CSI Annual General Meeting in February?

- Yes
- No

Marketing & Communications

* 64. How do you normally find out about CSI events and services?

- Email
- Social Media
- Website
- App (push notifications)
- Other (please specify)

* 65. What is your preferred method of learning about CSI?

- Email
- Social Media
- Website
- App (push notifications)
- Other (please specify)

* 66. How often do you use the CSI website?

- Daily
- Weekly
- Monthly
- Semesterly
- Never

* 67. How often do you use the mobile app?

- Daily
- Weekly
- Monthly
- Semesterly
- Only when I receive a push notification
- Never

* 68. Why do you visit the CSI website or Mobile App? (Select all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Event Details | <input type="checkbox"/> Learn how to get involved |
| <input type="checkbox"/> Virtual Venue | <input type="checkbox"/> Employment opportunities |
| <input type="checkbox"/> Health Plan Information | <input type="checkbox"/> Contact Us |
| <input type="checkbox"/> Services | |
| <input type="checkbox"/> Other (please specify) | |

* 69. On a scale of 1-10 how would you rate CSI's social media posting frequency? (1 being "I never see you post" & 10 being "you post way too much!")

1 10

* 70. When are you most active online?

- Morning (6am-12pm) EST
- Afternoon (12pm-5pm) EST
- Evening (5pm-10pm) EST
- Late Evening (10pm-12am) EST

* 71. Do you feel CSI's brand is in sync with today's trends?

- Yes
- No (please specify)

* 72. What do you wish CSI shared more of online? (Select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Videos | <input type="checkbox"/> Service Information |
| <input type="checkbox"/> Fun trends | <input type="checkbox"/> Events |
| <input type="checkbox"/> College & CSI based deadlines (ie. fee deadline, scholarship deadlines, change of coverage etc.) | <input type="checkbox"/> Community resources and events |
| <input type="checkbox"/> Health Plan Information | |
| <input type="checkbox"/> Other (please specify) | |

* 73. What CSI based videos are you tuning into? (Select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> How to videos | <input type="checkbox"/> Event promo videos |
| <input type="checkbox"/> Get to Know the BOD videos | <input type="checkbox"/> Service Information videos |
| <input type="checkbox"/> Cooking with CSI | |

* 74. Do you follow CSI on social media?

- Yes
 No
 I am now!

* 75. Please indicate your level of agreement with the following statements:

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
I enjoy participating in virtual events outside of the classroom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I require more wellness based and mental health support services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I want to get involved outside of the classroom with my college community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am aware of the services and activities that CSI offers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I enjoy participating in online contests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I like winning free gifts and swag	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am struggling financially	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am having issues with virtual learning and need additional support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I always apply for scholarships and bursaries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find value in the CSI association fee that I pay with the services and activities that are provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 76. Please complete the statement below: _____ are the most important to me.

- | | |
|---|--|
| <input type="radio"/> Academic support services | <input type="radio"/> Social events and activities |
| <input type="radio"/> Wellness based services | <input type="radio"/> Clubs & Societies |
| <input type="radio"/> Food support services | <input type="radio"/> Career related services |
| <input type="radio"/> Other (please specify) | |

* 77. On the scale indicated below, please rate the importance of having access to each of the following services and activities:

	Very Important	Important	Moderately Important	Slightly Important	Not at all Important
Virtual Social events and activities	<input type="radio"/>				
In person social events and activities	<input type="radio"/>				
Wellness based services	<input type="radio"/>				
Academic support services	<input type="radio"/>				
Food support services	<input type="radio"/>				
Clubs & Societies	<input type="radio"/>				
Part-time employment opportunities	<input type="radio"/>				
Leadership & Career related services	<input type="radio"/>				
Volunteer opportunities	<input type="radio"/>				
Scholarships & Bursaries	<input type="radio"/>				
Branded apparel & free gifts	<input type="radio"/>				

* 78. The standard CSI Association fee is \$110 (semesterly). What do you feel is a fair reduction in this fee during COVID?

- | | |
|--|-------------------------------|
| <input type="radio"/> No reduction necessary | <input type="radio"/> 50-59% |
| <input type="radio"/> 10-19% | <input type="radio"/> 60-69% |
| <input type="radio"/> 20-29% | <input type="radio"/> 70-79% |
| <input type="radio"/> 30-39% | <input type="radio"/> 80-89% |
| <input type="radio"/> 40-49% | <input type="radio"/> 90-100% |

* 79. My student association can support me more by _____.

80. Please provide your contact information for a chance to win one of the following available prizes:

1. Free Tuition (up to a maximum of \$5,000)
2. 5 Laptops (valued at \$1,000) (1 per winner)
3. 50, \$100 VISA Gift Card (1 per winner)

Name

Email Address

Student Number