

CONESTOGA LISTENS,

SERVICES AND SUPPORTS

Annual Student Feedback Survey 2022 Report Back to Students

October 13 to November 1, 2022.

26,530 students were sent an email invitation

24.3% Response rate

6,460 students participated in the survey

±1.6% Confidence interval

Marketing & Recruitment (Incoming Students Only)



88% report they were **more than moderately influenced** to attend Conestoga because of the information provided on the website



Students were asked an open-ended question about the **single most important reason for attending Conestoga**. The three most common themes were:

1. Conestoga's Program Offerings
2. Campus Location
3. Conestoga's Reputation

Actions

The marketing and recruitment teams will continue to enhance the college website through the ongoing development of program videos and expansion of the virtual tour. New communication channels will be introduced to connect prospective students with current students supporting information exchange and community building.

Orientation (Incoming Students Only)



69% of incoming students attended their **Program Orientation Session** - 89% were satisfied. **Course information** was ranked as the most important part of these session



The majority of respondents ranked **connecting with professors, meeting new people, and campus tours** as the most important part of an in-person welcome event



About **8 of 10** students responded positively about their experience in preparation for the Fall term



Less than 4% expressed dissatisfaction with **any of the orientation services** offered

Actions

Student Engagement will enhance team capacity for **digital engagement** to build online awareness of orientation programs and increase attendance. Update the **Orientation website** to be more seamless and user friendly. Continue to offer **in-person welcome events** to enrich our student networking. Continue to collaborate with other departments to build **robust communication campaigns** that appeal to new students. Launch **Peer Mentor Program - Doon** in 2023 to help students build deeper, connections within the Conestoga College community. Plans are in place to expand to other campuses.

Sexual and Gender-based Violence Prevention and Support (SGBV)



71% of students knew about SGBV the office



Only half of respondents knew about the SGBV website (53%) or policies/procedures (54%)



Most students learned about the SGBV office through the Conestoga 101 course in eConestoga or through the College website

Actions

The SGBV Prevention and Support office will enhance Conestoga 101 to include link to SGBV website and policies/procedures. Will display SGBV signage in high-traffic areas at each campus.

Information Technology



54% reported accessing IT support over the last year. **All the IT supports** available are used by over **1/3rd** of the student population (35-41%)



Of those who had used IT support, **82%** said they **received the solution they needed**, and average satisfaction ratings for each IT offering range from **83-87%**



Almost all students (**98%**) report using a **video conferencing platform** for their online classes.



61% of students have used **printers on campus**. Only **13%** of students needed to print **more than once per week**.

1 Outdoor WiFi Coverage

Top 3 IT Priorities

2 Increased Internet Speed

3 Improved Login/Software Load Times



Multi Factor Authentication (MFA) was a new security enhancement for students in 2022, and only **17%** of students needed **technical support for MFA**

Information Technology Actions

Information Technology & Systems (IT&S) actions related to students' priorities: 1) A plan is in place to increase outdoor wi-fi coverage, and it is included as a requirement when bringing new campuses online. 2) As the student population continues to grow, implement measures to ensure internet reliability, security, and connectivity at the best possible speed. 3) Continue to work with faculty to consider continuing virtual labs, so students can access the software provided in the labs without having to be onsite. Student feedback suggests increasing in-person support. IT & S is in the process of expanding in-person IT Service Desk support at our Doon, Cambridge, Reuter, Waterloo, Downtown Kitchener, Guelph, and Brantford campuses. One major strategic goal is to increase environmental sustainability, to help reach these goals, there is a college wide initiative currently underway to reduce printing complexity and modernize the printing environment.

Recreation and Athletics

Students were most interested in **cricket** (34%), **basketball** (28%) and **tennis** (27%) as outdoor activities. Students were given the opportunity to suggest other outdoor activities of interest and the top responses were **badminton, soccer, and volleyball**

46% of students would be interested in **watching high performance/competitive cricket** matches

65% of students reported they participate in **90 minutes or less** of fitness, recreation, or sports per week. Most respondents (**92%**) feel that physical activity **supports** their **well-being** and **decreases stress**

66% of respondents would be interested in having a **fitness centre** available at their campus. **66%** were interested in **fitness classes** as a program offering

International students were most interested in a **competitive team** (66%) and leagues while **domestic students** were most interested in **learn-to-play programs** (52%)

Weekend days was ranked as the most likely time to participate in cricket.

Only **7%** have participated in cricket within the Waterloo region. Field location (**52%**), accessibility to leagues (**44%**) and cost (**37%**) were barriers to participate

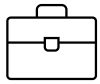
Students felt the most important facility elements were: **1** Equipment **2** Cricket Ground and **3** Cricket Pitch

Those Interested in Cricket...

Recreation & Athletics Actions

It is clear that enhanced cricket facilities and programming is of interest to Conestoga students. We will continue to build out a variety of cricket programming that supports various levels of play, with a focus on varying tiers of competitive and learn to play offerings. In addition, we will pursue opportunities to develop greater outdoor sport/activity facilities, infrastructure and programming to meet student demand. We also recognize that students feel physical activity is important to their over-all health and well-being. We will continue with our efforts towards building access and capacity for recreation, fitness and health services across Conestoga campuses.

Student Demographics



Half of students are **employed part-time**, a further **35%** are **seeking employment**



17% indicated a sexual orientation other than heterosexual or straight, or prefer not to answer



72% of students are **single, never married** and **20%** are **married or in a domestic partnership**



Hinduism and **Christianity** are the most common **religious affiliations** (about $\frac{1}{4}$ of students each)



20% indicated having some **type of disability** – mental/emotional health being the most frequently mentioned

Suggestions for Improvement

Students were asked: "Finally, how could Conestoga improve student services, facilities and/or activities to better meet your needs" The top themes and sample comments are included below:

1 Positive Feedback

"Conestoga has many services that help students to improve their educational and personal life. Moreover, it helps new students to adjust with new environment and learn new things"

"Honestly, I have been a student at two other colleges before becoming a student at Conestoga, and Conestoga blows the other college out of the water when it comes to faculty, the layout of online resources and classes and all the helpful resources for students to improve themselves outside of the classroom. The staff have put my experience over the top so far"

"I've actually found that Conestoga has amazing staff in the accessibility and mental health services - always super helpful and friendly, and very obviously caring"

3 Academic Related Comments

"By consideration towards school assignments and submission dates"

"Feedback after assignments"

"More interaction with my professors and would like student mentors who guide students in their first sem"

"Provide the opportunity to the students to express their concerns and extend the support in terms of improving academic"

2 Communication / Awareness of Services & Events

"Advertise that services are available on a more consistent basis"

"By responding to emails regularly as soon as possible and be helpful if can"

"Give more information prior to school starting. More get to know other people opportunities"

"Sometimes, it is not easy to find the office and information. If we have a 1-page map or pamphlet, it could be very helpful"

4 Extracurriculars – Activities/Clubs/Social Events

"Better support to encourage students to participate in activities and to help students find out how to sign-up for activities"

"By conducting more interactive sessions and cultural festivals"

"Certain campuses don't have the same fun access as others, and it does not allow proper access to these activities. I would prefer a more distributed schedule"

"I just want that my college should give us more opportunities to interact with professors, faculty and students. Also, they should held different cultural, educational and fun tours and fest occasionally"

Actions

Students' suggestions for improvement have been shared with the appropriate service areas and college departments for in-depth review and response planning.