



2024



YEAR-END SURVEY

REPORT



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EXECUTIVE SUMMARY

Conestoga Students Inc.'s (CSI) success is based on its members' engagement. Since 1963, CSI has actively engaged its membership in shaping the student-led and student-driven organization to serve their needs and wants.

The 2024 CSI Year-End Survey was completed in the Fall 2024 semester and is in its fifth 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 are informed of and have access to services, supports and resources.
 - a) Services that meet the demand of membership
 - b) Guidance on navigating academic concerns, including appeals and code of conduct, and resources that aid academic success.
 - c) Health care at a reasonable cost.
 - d) Housing resources that support safe, affordable, and accessible accommodation for all students.
 - e) Communication of services and resources are relevant, consistent and digestible.
2. Students have access to activities, programs, and spaces that foster connection, build community, and create a strong sense of belonging.
 - a) Community building through engaging activities and events that are relevant, safe and accessible across all campuses.
 - b) Multi-use spaces that allow students to study, relax and socialize.
3. Students are heard and represented.
 - a) Opportunities are available for members to provide feedback contributing to the organization's overall improvement.
 - b) The student Board of Directors will advocate on behalf of the membership.
 - c) Student issues are heard, and relevant issues are brought to the college and corresponding levels of the government.
4. Students have access to skills development.
 - a) Students have access to a range of resources and opportunities for skill development aimed at enhancing and empowering their professional growth.

METHODOLOGY

In previous iterations, CSI's Year-End Survey covered all major CSI service areas, programming, communications, and other various member priority topics. However, this has created barriers to the survey, both for student participants and CSI departments generating the survey and analyzing it. Therefore, the Year-End Survey has adopted a new model, wherein service areas are divided into a three-year cycle, with only some service areas or priority topic areas being asked each year.

CSI's 2024 Year-End Survey consisted of 88 questions, covering a variety of CSI service areas as outlined below. 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 was designed as 14 sections, in the following order:

- Demographics
- Accessibility & Accommodations
- Employment
- Transparency & Accountability
- CSI Awareness & Communications
- CSI Support Services – Scholarships
- CSI Support Services – General
- CSI Legal Care Plan
- CSI Legal Care Plan Opt-Out Process
- Health & Wellness Services
- Leadership & Career Development
- Housing
- Municipal Affairs & Safety
- CSI Overall

The survey was distributed to all CSI members, totalling 32,152 eligible survey participants, and received 3,277 total responses. Responses were then filtered based on completeness and quality, resulting in 2,382 valid responses, or a 7.4% response rate. This is a 0.4% decrease in response rate from 2023; however, it should be noted that this is a small decrease in response rates, particularly compared across the various iterations of CSI's Year-End Surveys.

The survey opened on Monday, November 18, 2024, and closed on Sunday, December 2, 2024. Most students completed the survey the first day it was open, with a small uptick from a reminder email on November 28, 2024.

The survey was incentivized with \$10,000 of prizes given to randomly selected participants, with prizes including:

- Grand prize of free tuition (up to \$5,000)
- 3 \$500 gift cards
- 5 \$250 gift cards
- 5 \$150 gift cards
- 10 \$100 gift cards
- 10 \$500 gift cards

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 keywords for efficiency. Open-ended questions are presented quantitatively, reflecting the frequency of codes due to the number of responses.

Several changes from 2023 were made, most notably the removal of all CSI departments to focus on a select few and reduction of prizing from \$15,000 to \$10,000. 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 a majority of international students in the Conestoga College community, the diversity of 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 (61.2%).
 - This is down from 71.6% in 2023.
- 61.7% of students are on campus 4+ days a week.
- The majority of students (70.9%) have prior post-secondary qualifications.
 - 84.9% of international students have prior post-secondary qualifications, compared to 48.1% of domestic students.
- A slight majority of students (54.4%) are in their first year.
 - This is down 14.3% from 2023.
- 54.3% of student respondents are women, an increase of 5.1% from 2023.
- 41.6% of students are South Asian.
 - This is a decrease from 50.8% of students in 2023.
- 13.6% of students have a disability.
 - Domestic students and women are more likely to indicate they have a disability.
- 56.5% of students are unemployed.
 - This is down 1.3% from 2023.
- Up to 88.4% of students fell below the Low-Income Cut Off (LICO) for 2024, a potential increase of 1% from 2023.
- The majority of students rely on personal savings, income from employment, and/or non-repayable money from support networks as their primary means to pay for their education and basic 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 (61.5%) do not have a formal accommodation plan for their disability.
- Those who did have a formal accommodation plan were more likely to say the plan at least mostly met their expectations (90.4%).
 - Domestic students were more likely to feel their plan met their expectations compared to international students.
- Out of those who did not have a formal accommodation plan, the top three most common reasons were: they did not want one (39%), did not want to go through the burden of requesting one (37%), and/or they did not know where to go/felt the process was too complicated/intimidating (16.5% each).

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 (87%).
 - This is up 1.7% from 2023.
- The average total of hours worked per week is 19.5, down from 21.1 in 2023.

TRANSPARENCY & ACCOUNTABILITY

These questions provide an overview of students' general understanding of CSI and its accountability and transparency to students and were shown to all students. Highlights include:

- Almost all students (94.5%) are aware that CSI is their official student association.
 - This is down 0.5% from 2023.
- 85.5% of students are aware they pay a mandatory CSI fee.
 - This is down 1.8% from 2023.
- 80.1% of students feel that CSI provides value to the *overall* student experience; however, only 60.5% of students feel that they personally receive the value they expect from CSI based on the fees they paid.
 - International students were more likely to feel CSI provides value overall and to them personally than domestic students.
 - The proportion of student respondents who feel that CSI provides value to the overall student experience has gone down by 1%, while the proportion of students who feel that they personally receive the value they expect has gone down by 0.4% since 2023.
- 88.2% of students believe that CSI provides them with the ability to openly share their feedback.
 - This has decreased from 88.9% in 2023.
- 77.3% of students feel that they are heard and represented by CSI.

- This has decreased from 78% in 2023.
- 85.3% of students feel that the CSI Board of Directors is transparent and accountable.
 - This has decreased from 86.5% in 2023.

CSI AWARENESS & COMMUNICATION

These questions provide an overview of general awareness and communication preferences of students. This is a new section, which combines various previous questions regarding awareness and communication. The highlights include:

- The awareness levels of various services vary, ranging from 37.5% (lend programs) to 83.5% (events).
- International students have a higher level of awareness of all services except for scholarships and bursaries.

CSI SUPPORT SERVICES – SCHOLARSHIPS

This section provides an overview of how students became aware of scholarships and bursaries, if they have applied, and how that process went/why they did not apply. These questions were only asked to students who indicated they were aware of CSI's scholarships and bursaries. Highlights include the following:

- The majority of students who are aware of CSI's scholarships and bursaries became aware through direct email (56%), followed by CSI's website (32%), and friends (20.5%).
- A slight majority of students who are aware of CSI's scholarships and bursaries have applied for at least one (53.9%).
 - Domestic students were more likely to have applied for CSI scholarships/bursaries than international students.
 - Those who did apply were extremely likely to find the process easy (94.1%).
- Of those who did not apply for CSI's scholarship and bursaries, the most common reason was they were unaware of the application process.

CSI SUPPORT SERVICES – OVERALL

These questions provide an overview of general satisfaction and improvements students would like to see to CSI's support services. Highlights include:

- 85.5% of students are satisfied with the available support services and programs from CSI.
 - International students are more likely to be satisfied than domestic students.
- 80.8% of students feel that the services offered are relevant.
- When asked about what improvements students would like to see made to the *current* support services/improvements, the top three most common responses were regarding:
 - Increasing awareness (38%)
 - Increasing food support (12%)
 - Equitable offerings across campuses (12%)

- When asked what *additional/new* support services students would like to see offered, the top three most common responses were regarding:
 - Employment opportunities and support (24.7%)
 - Wellness (15.5%)
 - Financial aid (14.1%)
- When asked what new types of student spaces or recreational areas students would like, the top three most common responses were regarding:
 - Wellness areas (36.3%)
 - Study spaces (20.1%)
 - Lounge/relaxation areas (17.1%)

CSI LEGAL CARE PLAN

This section provides an overview of student experiences with CSI's Legal Care Plan. Students who indicated they were unaware of the plan skipped the remainder of the section, while those who indicated they opted out were only shown questions regarding the opt-out process. Only those who were aware of the plan and enrolled in it were asked questions regarding their satisfaction. Highlights include:

- The majority of students (62.5%) are unaware of the plan.
- Of those who were aware of the plan (regardless of whether they were enrolled in it or not), the most common method of how they became aware of the plan was via direct email (43.7%), followed by CSI's website (39.2%) and CSI staff (20.9%).
- Of those who were enrolled in the plan, the majority of students feel informed about both their coverage (83.4%) and how to access their coverage (80.8%).
- 90.1% of students who are enrolled in the plan are satisfied with it.
- The top two areas students would like to see included in the plan are immigration (43.5%) and health and disability (35.9%).

CSI LEGAL CARE PLAN OPT-OUT PROCESS

These questions provide an overview of student experiences with the opt-out process for CSI's Legal Care Plan. As mentioned previously, only those who selected they were aware and opted out were asked these questions. Highlights include:

- 83.1% of students found the process easy, with international students more likely to find the process easy when compared to domestic students.
- When asked about improvements to the opt-out process, the top three most common responses were regarding:
 - Making the fee an opt-in (as opposed to an opt-out) (31.3%)
 - Faster refunds (31.3%)
 - Email confirmation when opting out (18.8%)

HEALTH & WELLNESS SERVICES

This section is focused on potential improvements to health supports at CSI and Conestoga College, and was asked to all students. The highlights of this section include the following:

- The top three most common responses to how mental health supports could be improved was:

- Increased counselling availability (26.1%)
- Increased awareness of existing supports (19%)
- Peer and group support and/or events (11.1% each)

LEADERSHIP & CAREER DEVELOPMENT

These questions provide an overview of student experiences with CSI's leadership and career development services and supports and were asked to all students. Highlights from this section include the following:

- 60.7% of students are aware of the optional CSI clubs & societies fee.
 - International students were more likely to be aware, as were those without disabilities; however, there was no difference based on gender.
- The majority of students do *not* know how to join a club (54.2%) or how to start a club (66.8%), while half are aware of how to find information regarding clubs.
 - Awareness levels of students regarding how to join and start a club have increased from 2023 by 3.5% and 4.2%, respectively.
- 68.7% of students are interested in joining a club, while 44.5% of students are interested in starting a club.
- When asked what topics of career readiness workshops/events they are interested in, the top five most common responses were:
 - Interview skills (59.1%)
 - Public speaking (45.8%)
 - Resume building (44.3%)
 - Time management (44.2%)
 - Effective teamwork (31.3%)
- When asked about what types of celebrating diversity events they would be interested in attending, the top three most common responses were:
 - Culture/diversity celebrations (52.6%)
 - Workshops/hands-on learning (50.8%)
 - Live interviews (31.7%)

HOUSING

This section provides 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 questions, as they focused on renting. Highlights include:

- Almost half of students (49.2%) rent where they live.
- International students are almost 10x more likely to not have a stable living arrangement, compared to domestic students.
- 59.1% of students have a safety concern with their current neighbourhood
 - The most common concerns were regarding theft (23.5%), speeding cars (20.7%), and/or discrimination based on grounds protected by the Ontario Human Rights Code (OHRC) (16.3%).
- Of students who are renting, 68.9% rent in a shared dwelling, such as a lodging home.

- International students were significantly more likely to be living in a shared dwelling than domestic students.
- Of students who do *not* live in Conestoga College residence, the most common reason was because it was too expensive (45.2%).
- Of those renting in a shared dwelling, they were most likely to be living in a dwelling with 3 bedrooms (37.8%), while those renting a private dwelling were most likely to be living in a dwelling with 1 bedroom (29.6%).
- Of those renting in a shared dwelling, 45.4% shared their bedroom with one other person.
 - International students were significantly more likely to share a bedroom, with 82.1% of international students sharing a bedroom with at least one other person, compared to 44.9% of domestic students.
- Students most commonly lived with 4 other people (16.8%).
- International students were more likely to live with higher numbers of people, as were those who shared a bedroom with at least one other person.
- Most students (28.5%) would prefer to live alone.
- 73% of students indicated they are familiar with their rights and responsibilities as tenants.
- 45.4% of students shared a kitchen and/or bathroom with their landlord and/or any of their immediate family, meaning that large portions of the Ontario Residential Tenancy Act does not apply to them.
- The average cost of rent for students is \$748.08, with a median rent of \$550
 - This is an increase of \$27.79 (3.9%) from 2023
 - In order for the average cost of rent to be considered affordable (30% of income), students would have to be making \$2,493/month in gross income, or \$29,916/year – representing less than 20% of all students.
- 77.6% of students are confident in their ability to make all of their rent payments on time throughout the entirety of their lease term.
- Just over 1/3rd of students have tenant's insurance, with domestic students almost twice as likely as international students to have tenant's insurance.
 - Of those who do *not* have tenant's insurance, the most common reason they didn't have it was because they did not know where to get it (47.7%).
- The majority of students (61%) do not know that landlords can *not* charge a "security deposit" separate from a last month's rent deposit.
- 27.4% of students have had a negative interaction with their landlord, an increase of 1% from 2023.
- The most common type(s) of negative interactions were inadequate repairs (11.5%), unresponsiveness (9.7%), and/or entered their unit without 24-hours notice (7.8%).
- The majority of students (59.7%) found the process of finding somewhere to live difficult, though this has decreased by 12.6% since 2023.
- 87.5% of students found a place to live in 3 months or less.
- Students were most likely to rely on Facebook (62.3%), family/friends (48.8%), and/or Kijiji (32.5%) to find a place to live.

- Price of rent, quality of the dwelling, and quality of the neighbourhood are the most important aspects to students when considering where to live.
- Students are most satisfied with their proximity to transit, quality of their neighbourhood, and proximity to amenities; however, they are least satisfied with proximity to family, proximity to bike networks, and the price of their rent.

MUNICIPAL AFFAIRS & SAFETY

These questions focused on municipal/regional services, community connections, and safety both on and off campus. The majority of questions were asked to all students, with only the questions regarding feelings of a lack of safety shown to those who said they felt “unsafe” or “very unsafe.” The highlights from this section include the following:

- The top three most important municipal/regional services to students are:
 - Public transit (61.3%)
 - Affordable housing (58.3%)
 - Community safety (37.7%)
- 65.9% of students indicated they would likely stay in their community long-term, with international students significantly more likely to indicate as such when compared to domestic students.
- The vast majority of students (95.6%) feel safe in their communities.
- Of those who feel unsafe,
 - The most common places where students felt unsafe were on the streets (63.8%), on public transit (47.6%), and/or in parks and nature trails (41.9%).
 - The most common reasons students felt unsafe were the presence of drugs/drug paraphernalia (52.4%), experiences/expectations of discrimination (44.8%), and/or lack of police/security (39.1%).
- When asked what additional things students would like to see CSI and/or Conestoga College do to make them feel safer on campus, the most common response was housing, increased security, and/or discrimination support and education (tied at 14.8% each).

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 of and satisfaction with several key issues. The highlights of this section are as follows:

- The three fees with the highest levels of understanding are CIHIP, U-Pass, and the student welcome kit fee.
 - All fees have a weighted average over 2.5, indicating that students are more likely to understand the fees and what they provide than not.
 - Understanding of all fees has increased since 2023.
- The three most important CSI support services and programs are health and legal, employment opportunities, and support services.
 - All services had a weighted average above 3, meaning that all students value all programs, with a leaning towards strongly valuing all programs.
 - International students were more likely to rate all programs as more important than domestic students.

- The top three most important issues to students are:
 - Cost of tuition & ancillary fees (67.3%)
 - Student employment (53.5%)
 - Quality of education (37.8%)
- Students are most satisfied with the quality of their education, followed by transportation and student support services/equity, diversity, & inclusion.
- Students are *least* satisfied with the cost of tuition & ancillary fees, student employment, and housing.
 - Both cost of tuition & ancillary fees, and student employment had a weighted average below 2.5, indicating a leaning toward dissatisfaction.
- When asked if they had any additional feedback for CSI, the top three most common themes were regarding:
 - Employment support and opportunities (17.8%)
 - This included both more hiring opportunities at CSI, as well as providing career development opportunities such as workshops, job fairs, etc.
 - Transportation (12.4%)
 - These comments were primarily focused on increasing bus frequencies, operating hours, etc.
 - Awareness (11.2%)
 - These comments were focused on increasing the awareness of CSI and the pre-existing services and programs.

INTRODUCTION

Conestoga Students Inc.'s (CSI) success is based on its members' engagement. Since 1963, 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 2024 CSI Year-End Survey was completed in the Fall 2024 semester and is in its fifth 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 and further revised in 2024 to focus on improving belonging and modernizing the ends to represent the current student experience:

1. Students are informed of and have access to services, supports and resources.
 - a) Services that meet the demand of membership
 - b) Guidance on navigating academic concerns, including appeals and code of conduct, and resources that aid academic success.
 - c) Health care at a reasonable cost.
 - d) Housing resources that support safe, affordable, and accessible accommodation for all students.
 - e) Communication of services and resources are relevant, consistent and digestible.

2. Students have access to activities, programs, and spaces that foster connection, build community, and create a strong sense of belonging.
 - a) Community building through engaging activities and events that are relevant, safe and accessible across all campuses.
 - b) Multi-use spaces that allow students to study, relax and socialize.
3. Students are heard and represented.
 - a) Opportunities are available for members to provide feedback contributing to the organization's overall improvement.
 - b) The student Board of Directors will advocate on behalf of the membership.
 - c) Student issues are heard, and relevant issues are brought to the college and corresponding levels of the government.
4. Students have access to skills development.
 - a) Students have access to a range of resources and opportunities for skill development aimed at enhancing and empowering their professional growth.

METHODOLOGY

SURVEY FOCUS & DESIGN

In previous iterations, CSI's Year-End Survey covered all major CSI service areas, programming, communications, and other various member priority topics. However, this has created barriers to the survey, both for student participants and CSI departments generating the survey and analyzing it. Therefore, the Year-End Survey has adopted a new model, wherein service areas are divided into a three-year cycle, with only some service areas or priority topic areas being asked each year.

CSI's 2024 Year-End Survey consisted of 88 questions, covering a variety of CSI service areas as outlined below. 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 13 sections, in the following order:

- Demographics

- Accessibility & Accommodations
- Employment
- Transparency & Accountability
- CSI Awareness & Communications
- CSI Support Services – Scholarships
- CSI Support Services – General
- CSI Legal Care Plan
- Health & Wellness Services
- Leadership & Career Development
- Housing
- Municipal Affairs & Safety
- CSI Overall

The survey employed “logic,” through which the survey was shortened based on the survey responses. For example, 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 approximately 20 minutes. In comparison, the average time to complete the survey in 2023 was just under an hour, and in 2022 it took over an hour to complete.

DATA COLLECTION

The survey was distributed to all CSI members, totalling 32,152 eligible survey participants, and received 3,277 total responses. Responses were then filtered based on completeness and quality, resulting in 2,382 valid responses, or a 7.4% response rate. This is a 0.4% decrease in response rate from 2023; however, it should be noted that this is a small decrease in response rates, particularly compared across the various iterations of CSI’s Year-End Surveys.

CSI Year-End Survey Year	Response Rate	Decrease from previous year
2020	30.6%	N/A
2021	13.4%	17.2%
2022	9.6%	3.8%
2023	7.8%	1.8%
2024	7.4%	0.4%

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. Most of the survey respondents (45.8%) accessed the survey via the first direct email that was sent on November 18, 2024. The next most common method was through the third email sent November 28, 2024 (30.5%), followed by in-person advertisements via a QR code (8%), the second email sent November 25, 2024 (8%), other links (4.1%), and then social media (3.5%). While the first two methods of accessing the survey remained the same as in 2023, the first email response went down by 7%, while the third email response went up by 5.6%. Access through in-person advertisements almost doubled, and access through the second email went up by 6.9%. Access through social media went down by 3.4%, while access through other links went down by 1%. Overall, the biggest shift is seen through the increased access through in-person advertising, as well as the efficacy of the second email.

The survey opened on Monday, November 18, 2024, and closed on Sunday, December 2, 2024. Most students completed the survey the first day it was open, with a small uptick from a reminder email on November 28, 2024.

The survey was incentivized with \$10,000 of prizes given to randomly selected participants, with prizes including:

- Grand prize of free tuition (up to \$5,000)
- 3 \$500 gift cards
- 5 \$250 gift cards
- 5 \$150 gift cards
- 10 \$100 gift cards
- 10 \$500 gift cards

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.

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 ease of which students found housing might have four options: very easy, easy, difficult, very difficult. In top box scoring, the total proportion of respondents who selected very easy and easy 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 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 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 differences 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.

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.”

Finally, the open-ended responses were coded in a semi-inductive method. First, as an update from previous years, open-ended questions were formatted to have a “no” option, as well as a “yes” option with a textbox for feedback. This was to attempt to pre-emptively address the high percentage of non-responses in previous years. All comments were still searched to remove any non-responses that were still received, 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. Additionally, when there were open-ended questions that were similar in nature (such as questions 39 and 40, 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 2024 CSI YEAR-END SURVEY

As mentioned previously, the biggest change the CSI Year-End Survey underwent was the removal of various sections to reduce the overall length of the survey, with service areas planned to be asked in future iterations of the survey. In addition to this major change, several high-level changes include the following:

- Several questions were removed based on feedback from departments for a variety of reasons, including but not limited to the following:
 1. No longer offering services;
 2. 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
 3. 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
- Prizing was reduced from \$15,000 to \$10,000.

Where possible, questions also provide a direct comparison to its predecessor from the 2023 Year-End Survey, if it has one.

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.
- 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 Legal Plan. Members who were unaware of their status may not have been able to respond to these questions properly, providing a misleading self-identified response.
- Though the length had been reduced compared to previous years, it still may have caused people to answer questions less accurately in order to complete it in a shorter amount of time.

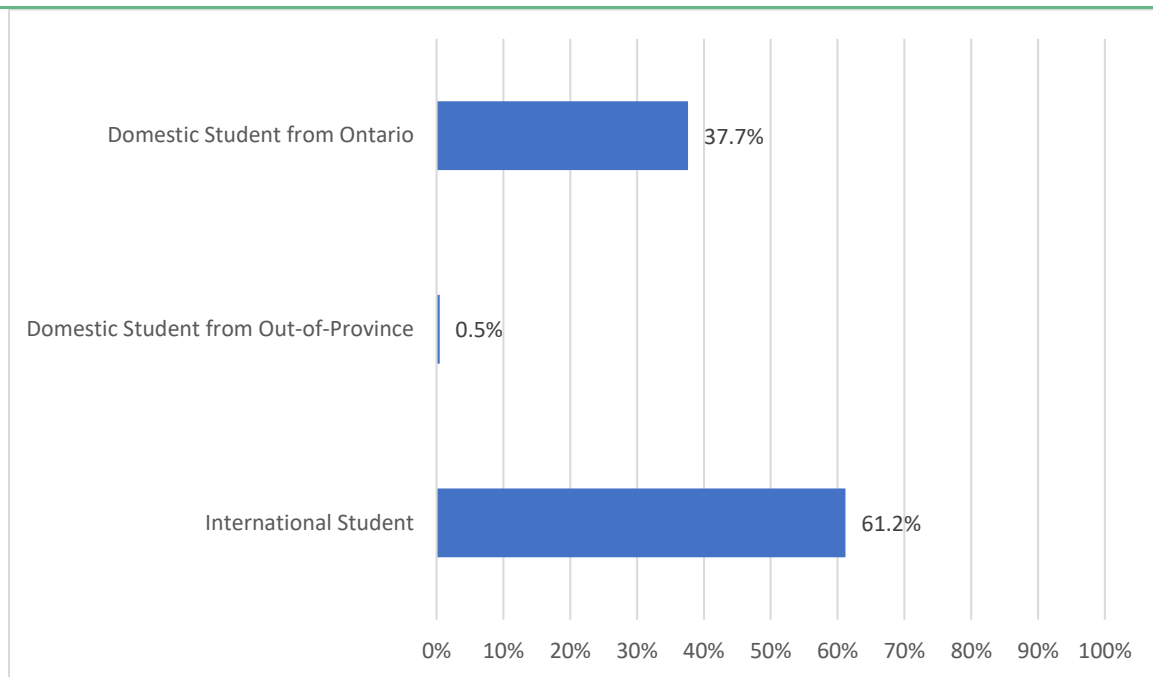
It should be noted that this survey is considered quality assurance, *not* a formal academic survey. As such, though comparisons can be discussed, no formal conclusions can be made. The focus of this survey, and its results, is to allow CSI to hear from as many students as possible and understand what 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 a majority of international students in the Conestoga College community, the diversity of 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 (61.2%).
 - This is down from 71.6% in 2023.
- 61.7% of students are on campus 4+ days a week.
- The majority of students (70.9%) have prior post-secondary qualifications.
 - 84.9% of international students have prior post-secondary qualifications, compared to 48.1% of domestic students.
- A slight majority of students (54.4%) are in their first year.
 - This is down 14.3% from 2023.
- 54.3% of student respondents are women, an increase of 5.1% from 2023.
- 41.6% of students are South Asian.
 - This is a decrease from 50.8% of students in 2023.
- 13.6% of students have a disability.
 - Domestic students and women are more likely to indicate they have a disability.
- 56.5% of students are unemployed.
 - This is down 1.3% from 2023.
- Up to 88.4% of students fell below the Low-Income Cut Off (LICO) for 2024, a potential increase of 1% from 2023.
- The majority of students rely on personal savings, income from employment, and/or non-repayable money from support networks as their primary means to pay for their education and basic necessities.

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



Quick Takeaways: Just over 60% of responding students are international students, while almost 40% are domestic students from within Ontario, and 0.5% from outside of Ontario. International students make up 70% of Conestoga students, meaning they are slightly underrepresented within CSI's Year-End Survey. Looking at demographic breakdowns, domestic students are more likely to be women (with 61.5% of domestic students being women, compared to 49.8% of international students), and identify themselves as having a disability (31.4% of domestic students, compared to 2.5% of international students).*

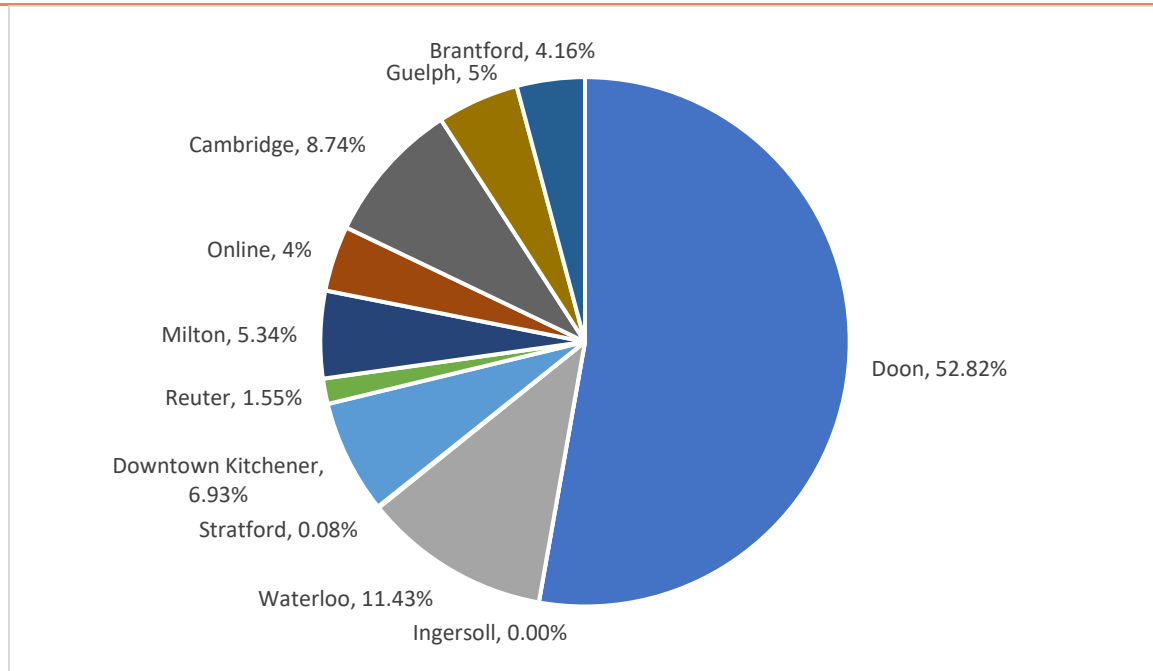
Across the various campuses, domestic students were more likely than international students to attend school at Cambridge (12.4% vs. 6.6%), Doon (57.6% vs. 50%), Reuter (2.6% vs. 0.8%), or be online students (9.9% vs. 0.3%).* Conversely, international students were more likely to be attending classes at Brantford (5.4% of international students, compared to 2.1% of domestic students),* Downtown Kitchener (10.3% vs. 1.6%)*, Guelph (6.3% vs. 2.7%)*, Milton (8.4% vs. 0.3%), or Waterloo (11.8% vs. 10.8%).

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 2023: International student enrollment has dropped, and as such, so has the proportion of international students represented within CSI's Year-End Survey. In 2023, international students made up 71.6% of respondents, indicating a drop of 10.4%. Domestic students from within Ontario have risen compared to last year by 9.6%, likely reflecting the shift in demographics at the college as a whole.

³ Due to their small sample size, domestic students from outside of Ontario have been removed from subsequent analysis.

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



Quick Takeaways: The self-identified home campus locations among respondents align closely with the current distribution of students across campuses, however, some campuses are slightly over/underrepresented.

Campus	Percentage of Men	Percentage of Women
Brantford	38.4%	59.6%
Cambridge	62.5%	34.1%
Doon	36.7%	60.3%
Downtown Kitchener	43.6%	55.8%
Guelph	54.2%	43.2%
Ingersoll	0%	0%
Milton	43.3%	56.7%
Reuter	75.7%	10.8%
Stratford	50%	50%
Waterloo	50.7%	46.3%
Online	32.6%	60%

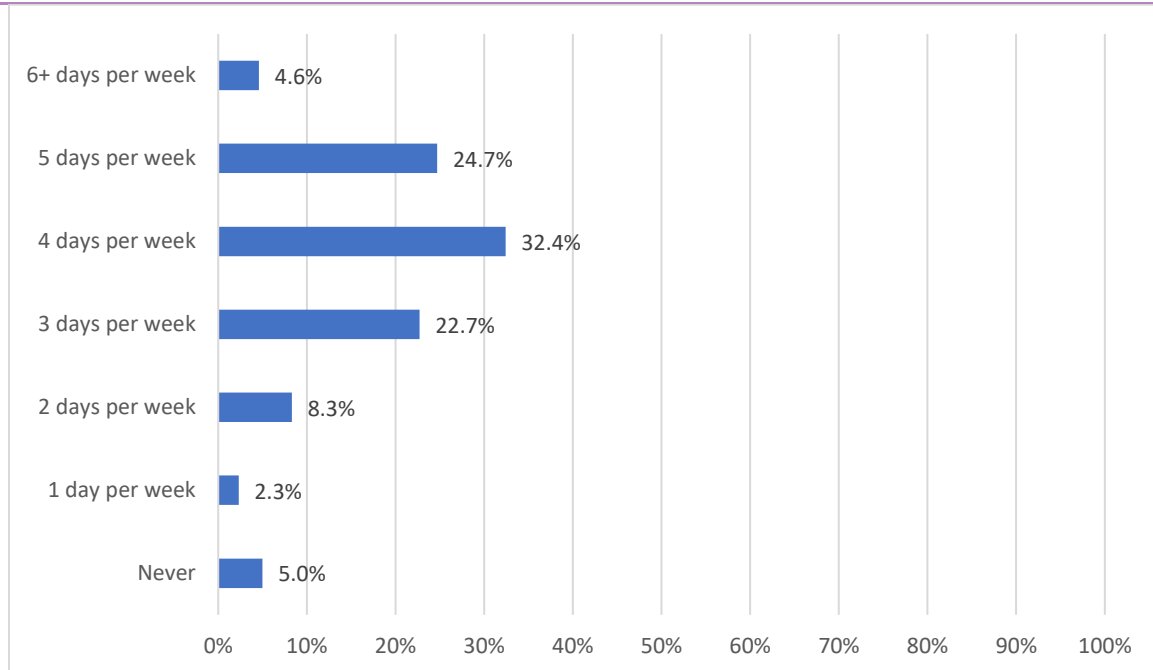
Of students with a disability, they were most likely to attend the Doon campus (60.06% of students with a disability attended Doon), followed by Waterloo (13.93%).

Compared to CSI Year-End Survey 2023: There were mostly minor changes in the representation of various campuses. Some campuses saw a decrease in representation,

⁴ Due to the limited response rates, Stratford and Ingersoll are not represented in campus breakdowns through the report. Additionally, online students are not always represented, usually based on the question relevancy (i.e., they do not typically access in-person supports from CSI).

including Brantford (-2.3), Doon (-2.2%), Downtown Kitchener (-3.3%), Ingersoll (-0.2%), Reuter (-0.7%), and Waterloo (-3.4%). A few campuses saw increases, including Cambridge (+1.2%), Guelph (+0.1%), and online (+1%). This is the first time CSI has included Milton, given the campus's recent opening.

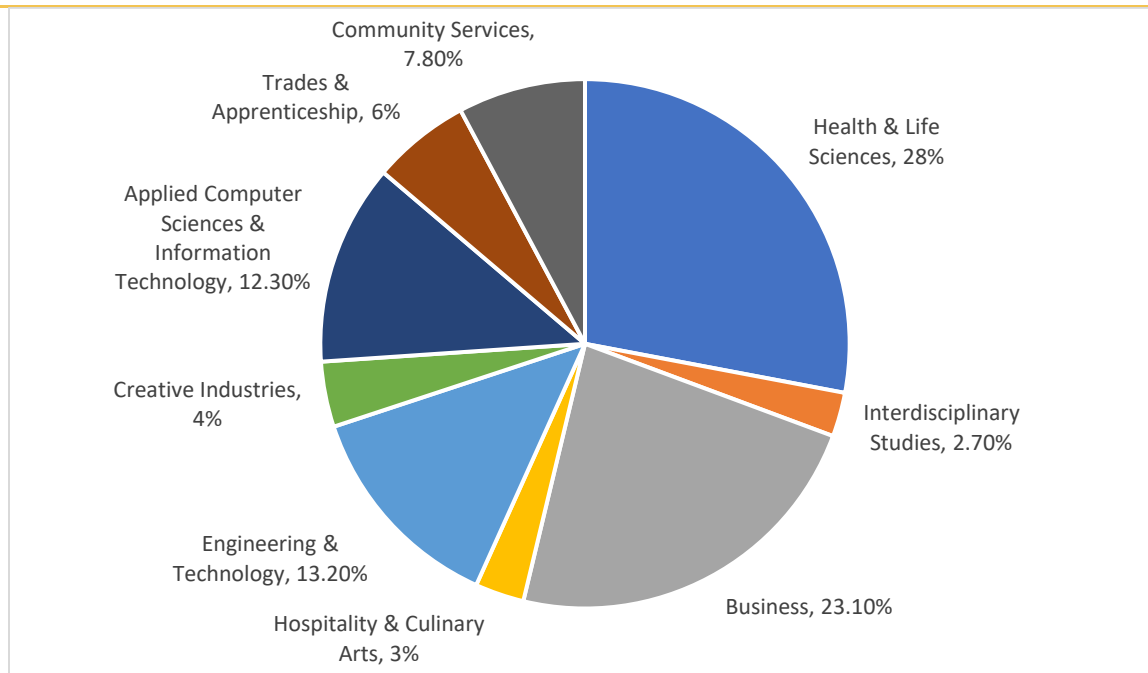
QUESTION 6: ON AVERAGE, HOW OFTEN ARE YOU ON CAMPUS?



Quick Takeaways: The majority of students (61.7%) are on campus at least four days per week. Broken down by campus, those at Brantford were most likely to be on campus 6+ days per week (9.1%), those at Reuter were more likely to be on campus 5 days per week (48.7%), and those at Milton were most likely to be on campus 4 days per week (41.7%). On the lower end of the spectrum, those at Doon were most likely to be on campus only 2 (10.6%) or 3 (26.5%) days per week, and those studying online were most likely to only be on campus once per week (5.3%) or never (77.9%). Men were also more likely to be on campus 4+ days per week, as were international students and students without disabilities.

Compared to CSI Year-End Survey 2023: In 2023, 55.9% of students were on campus 4+ days a week, compared to 61.7% of students in 2024 – indicating a 5.8% increase. This may reflect a more wholesome return to pre-pandemic operations for Conestoga College, though students who are never on campus did rise by 3%.

QUESTION 7: WHAT SCHOOL OF STUDY DOES THE PROGRAM YOU ARE ENROLLED IN BELONG TO?

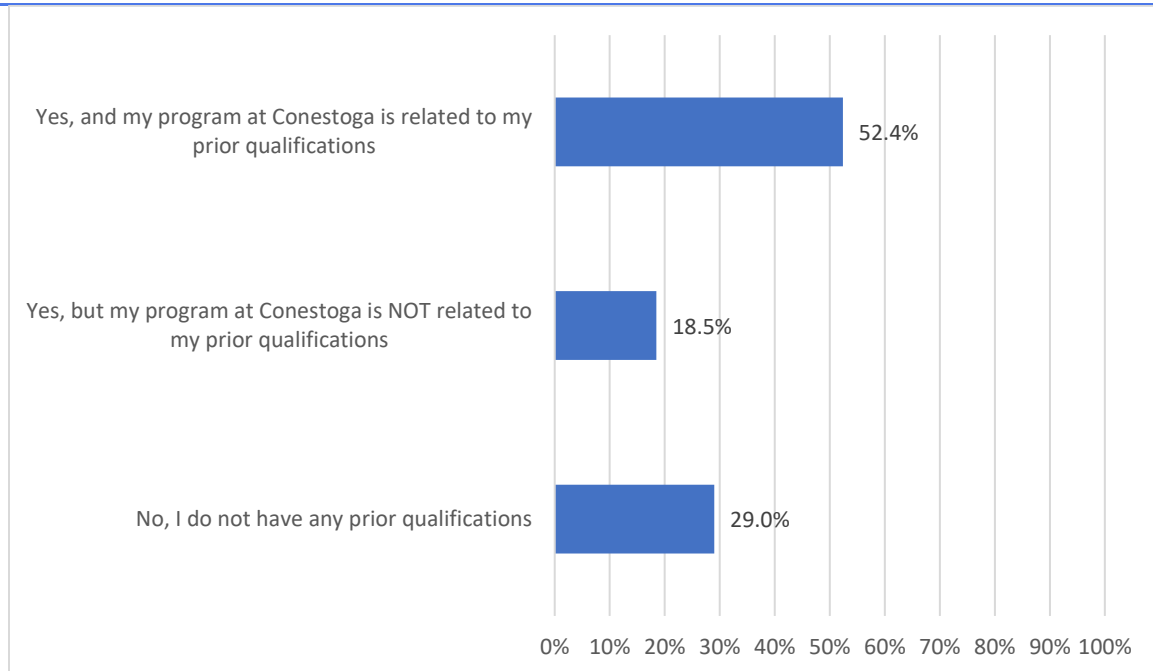


Quick Takeaways: Health and life sciences had the highest response rate, at 28%, followed by business (23.1%) and engineering and technology (13.2%). The lowest response rate was from students in interdisciplinary studies (2.7%), hospitality and culinary arts (3%), and creative industries (4%). For the most part, the response rate from different schools of studies accurately reflects Conestoga enrolment data, with some schools being overrepresented (such as health & life sciences, which is overrepresented by almost 10%), or underrepresented (such as trades & apprenticeship and interdisciplinary studies, both of which are underrepresented by approximately 4% each).

Domestic students are more likely to be enrolled in community services (14.7% of domestic students, compared to 3.5% of international students),* creative industries (6% vs. 2.9%)*, health and life sciences (28.5% vs. 27.7%), interdisciplinary studies (4.7% vs. 1.3%), or trades and apprenticeship (7.4% vs. 5%), with women also more likely to belong to these schools of study than men. Those with disabilities are also more likely to belong to community services, creative industries, or health and life sciences, but less likely to belong to interdisciplinary studies or trades and apprenticeships.

Compared to CSI's Year-End Survey 2023: The most noticeable change from 2023 is the lower representation of respondents from business, as this decreased 5.4%, while those from health and life sciences increased by 12.9%. Community services also increased slightly by 1.9%, as did trades and apprenticeships by the same amount. In addition, the continuing education/workforce development option was removed, as Conestoga College has disbanded this school of study, reassigning programs as relevant to other schools. As such, some of the increases may be a result of this restructuring within the college.

QUESTION 8: DO YOU HAVE ANY PRIOR POST-SECONDARY QUALIFICATIONS, EITHER FROM WITHIN CANADA OR OUTSIDE THE COUNTRY?

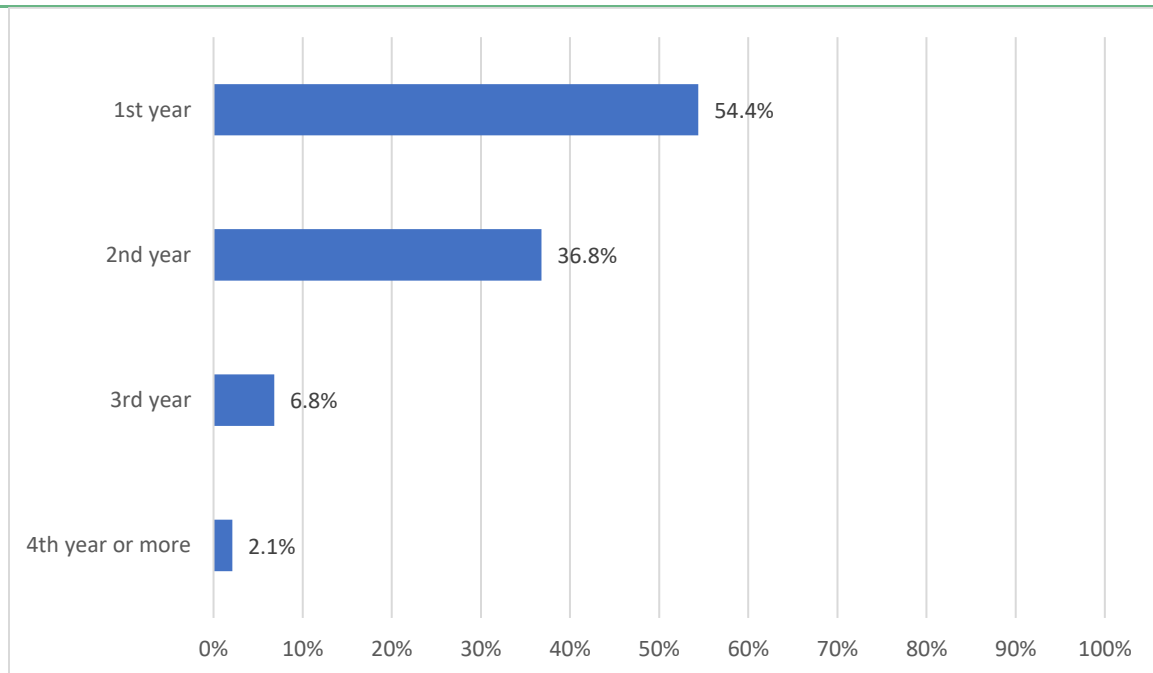


Quick Takeaways: For a majority of students, Conestoga is not their first post-secondary experience, with over 70% having prior post-secondary qualifications. This is particularly true for international students, 84.9% of whom have prior post-secondary qualifications compared to just 48.1% of domestic students.* International students are more likely to be pursuing programs related to their prior qualifications, with 69.6% of international students indicating as such compared to 24.7% of domestic students. Men and women were practically equal in their prior qualifications (with 71% of women having prior qualifications, compared to 72.3% of men), though men were slightly more likely to say their program at Conestoga was related to their previous qualifications (56.1% of men, compared to 51.1% of women).* Students with disabilities were less likely to have prior qualifications, with 49.2% having prior qualifications compared to 74.7% of students without disabilities.

Looking across campuses, those studying at Cambridge or Reuter were the least likely to have prior qualifications (with 45.2% and 43.2%, respectively, indicating they did not have any previous qualifications), while those at Milton and Downtown Kitchener were the most likely to have previous qualifications (90.6% and 87.3%).

Compared to CSI's Year-End Survey 2023: This is the first time CSI has asked this question.

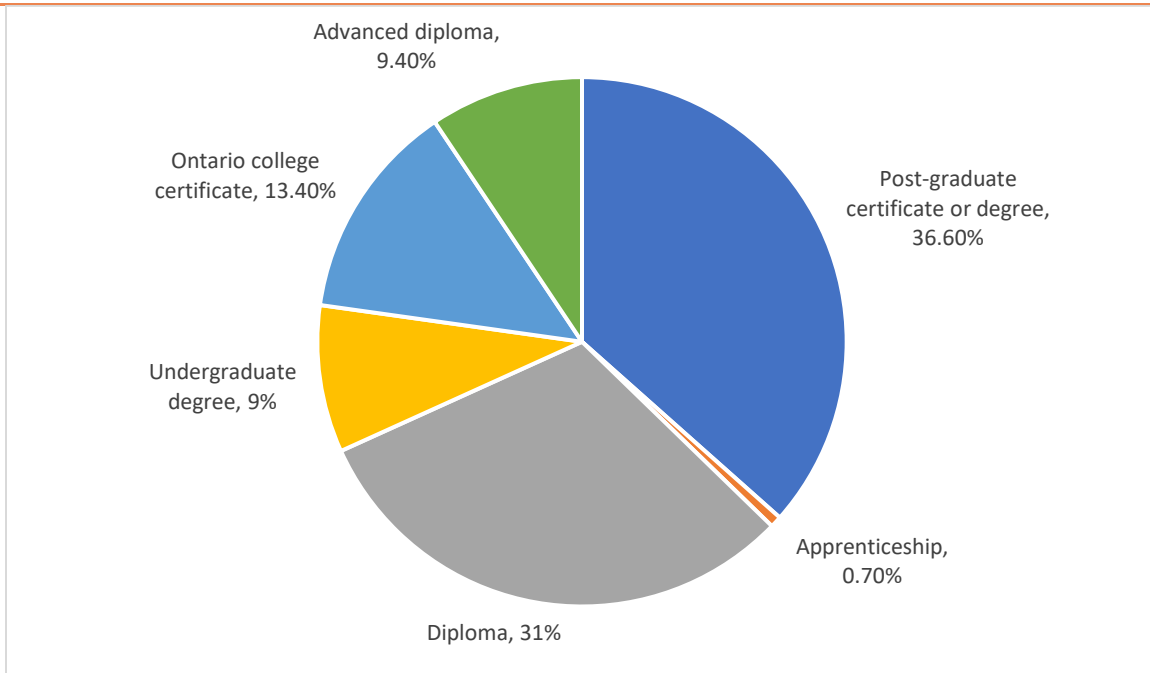
QUESTION 9: WHAT YEAR OF STUDY OF YOUR PROGRAM ARE YOU ENROLLED IN?



Quick Takeaways: The majority of students are in their first year, with domestic students more likely to be in their first year (58.7%, compared to 5.16% of international students), third year (12.6%), or fourth+ year (3.6%). International students were more likely to indicate they were in their second year, with 44% indicating as such compared to 25.1% of domestic students. Those at Milton were the most likely to be first-year students (75.6%), those at Reuter were the most likely to be in their second year (46%), and those at Cambridge to be third (22.1%) or fourth (5.3%) year students.

Compared to CSI's Year-End Survey 2023: The proportion of first-year students dropped by 14.3%, while second year students rose by 11.5%.

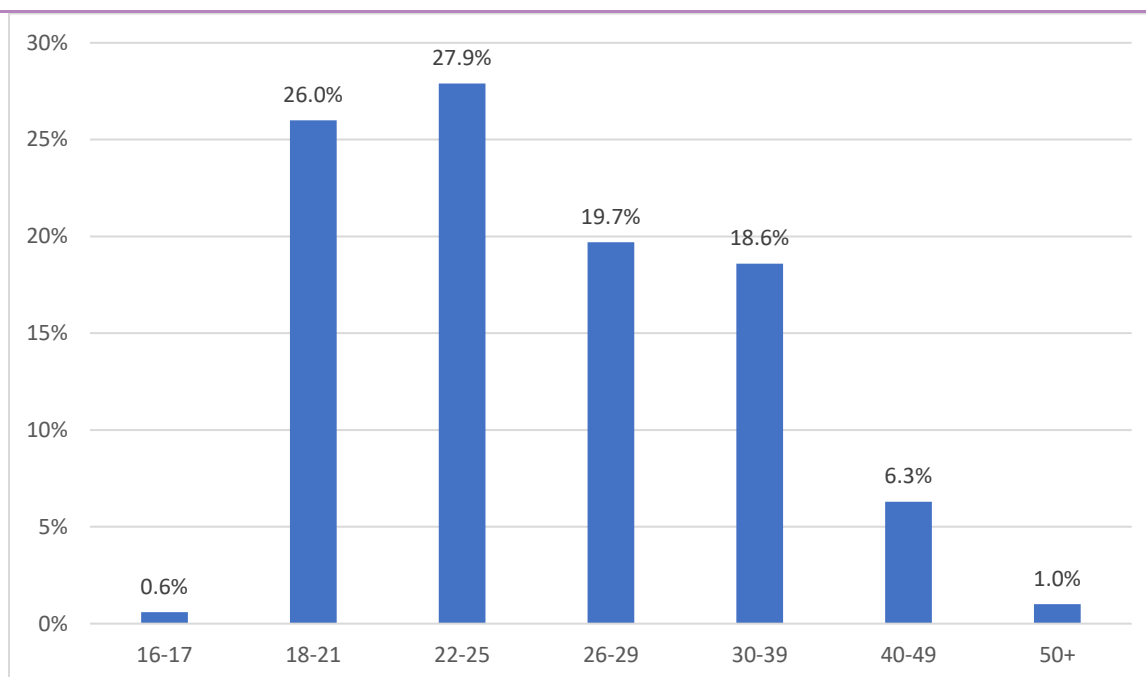
QUESTION 10: WHAT TYPE OF PROGRAM ARE YOU CURRENTLY ENROLLED IN?



Quick Takeaways: Students are most likely to be enrolled in a post-graduate certificate or degree (36.6%), followed closely by a diploma (31%). International students were more likely than domestic students to be enrolled in post-graduate certificates or degrees (54.4% of international students, compared to 7.5% of domestic students).^{*} Domestic students were more likely to be enrolled in an advanced diploma (16.9% of domestic students, compared to 4.8% of international students),^{*} apprenticeship (1.6% vs. 0.1%),^{*} diploma (40.3% vs. 25.4%),^{*} Ontario college certificate (14.3% vs. 12.7%), and undergraduate degree (19.5% vs. 2.7%^{*}). Women and those with disabilities followed similar enrollment trends as domestic students, with slight differences based on gender. Women were less likely than men to be enrolled in advanced diploma programs (11.7% of men, compared to 7.4% of women) or apprenticeships (0.8% vs. 0.4%).

Compared to CSI's Year-End Survey 2023: The proportion of students enrolled in post-graduate programs has decreased by 5.5%, while those enrolled in diploma programs has increased by 2.3%. The proportion of students in advanced diplomas, Ontario college certificates, and undergraduate degrees also increased (by 1.7%, 0.2%, and 1.6% respectively), while apprenticeships dropped by 0.9%. The student demographics in each program type remained relatively the same, with international students still more likely to be enrolled in post-graduate programs.

QUESTION 11: WHAT IS YOUR AGE?



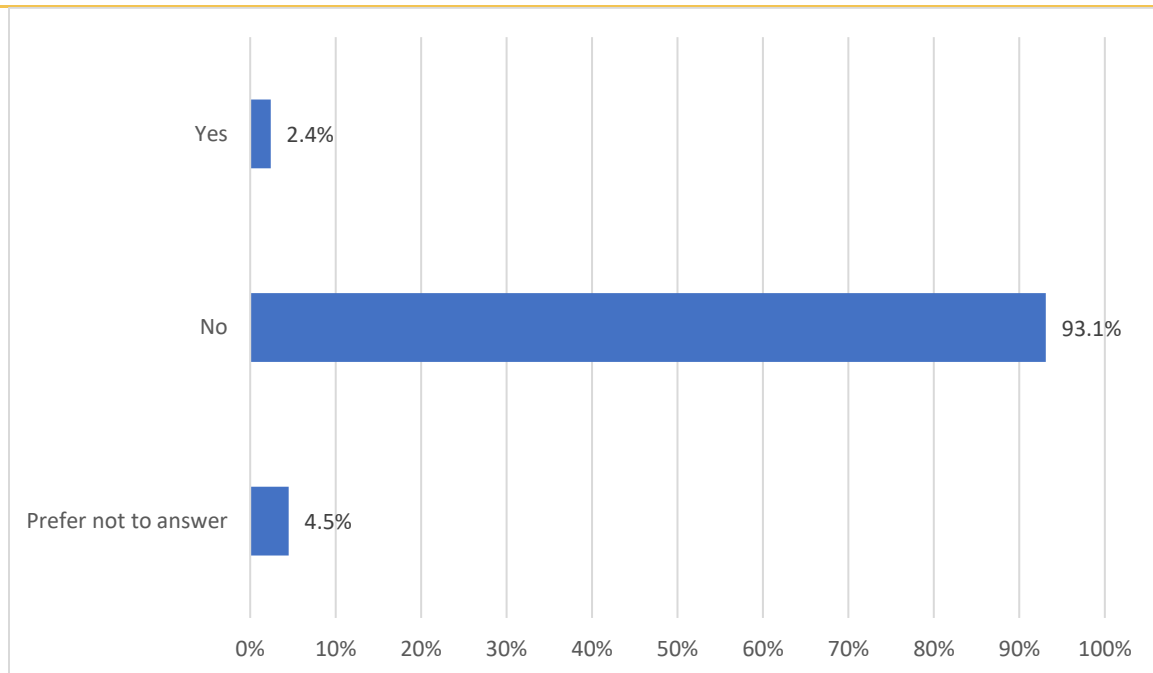
Quick Takeaways: The majority of students are 25 or younger (54.5%), Domestic students are more likely to be 16-17 (1% of domestic students, compared to 0.3% of international students*), 18-21 (42.1% vs. 16.2%*), 40-49 (7.4% vs. 5.6%), or 50+ (2% vs. 0.3%*). Women and students with disabilities followed similar age trends as domestic students as well.

Age	Campus with the highest proportion of students in the age category	Percentage of students
16-17	Brantford	2%
18-21	Reuter	46%
22-25	Milton	45.7%
26-29	Milton	27.6%
30-39	Online	41.1%
40-49	Online	16.8%
50+	Online	7.4%

The proportion of age breakdowns across campuses varies; however, older students were more likely to be online students.

Compared to CSI's Year-End Survey 2023: In 2023, over $\frac{3}{4}$ of students were 29 and younger, compared to 74.2% in 2024, resulting in a 1.9% decrease. The proportion of students aged 30-39 stayed relatively the same, while students aged 40-49 increased by 2.1%.

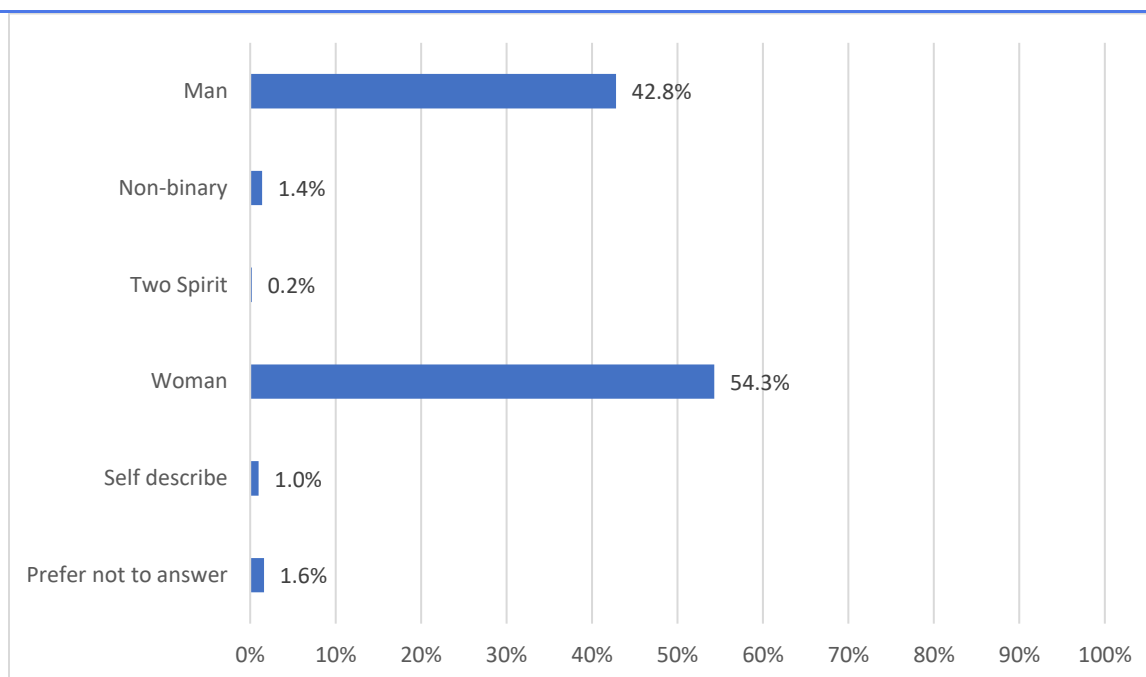
QUESTION 12: ARE YOU TRANSGENDER, NON-BINARY, GENDER NON-CONFORMING, AND/OR TWO SPIRIT?



Quick Takeaways: The vast majority of students are cisgender. Domestic students were more likely to be transgender (5.5% of domestic students, compared to 0.5% of international students), Transgender students were most likely to attend the Reuter campus (8.1% of students who attend Reuter are trans), Waterloo (4.4%), or Doon (2.6%).

Compared to CSI's Year-End Survey 2023: The proportion of transgender students has increased by 0.4% since 2023, with Reuter being the campus with the highest representation of transgender students.

QUESTION 13: WHAT IS YOUR GENDER? SELECT ALL THAT APPLY.⁵



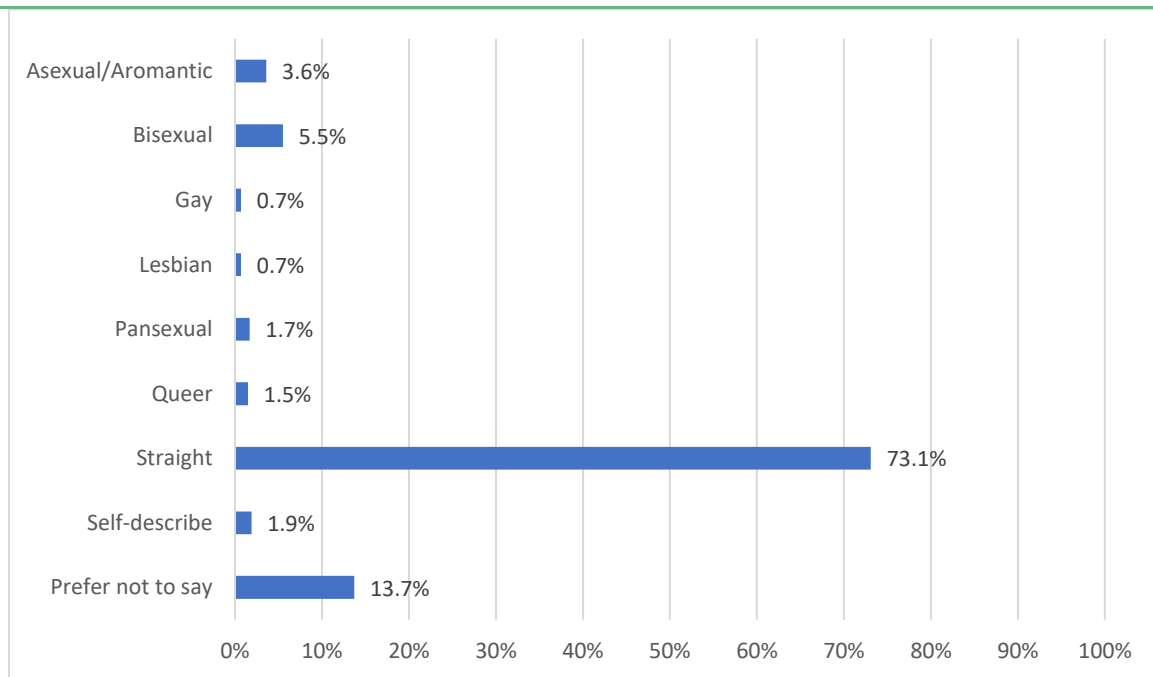
Quick Takeaways: The majority of students attending Conestoga College are women. Domestic students are more likely to be women (61.5%, compared to 49.8% of international students), as are those with disabilities (69.7%, compared to 51.8% of those without disabilities).*

Campus	Percentage of men	Percentage of women
Brantford	38.4%	59.6%
Cambridge	62.2%	34.5%
Doon	36.7%	60.3%
Downtown Kitchener	43.6%	55.8%
Guelph	54.2%	43.2%
Milton	43.3%	56.7%
Reuter	75.7%	10.8%
Waterloo	50.7%	46.3%
Online	32.6%	60%

Compared to CSI's Year-End Survey 2023: The proportion of women has increased by 5.1%, while the proportion of men has decreased by 5.3%. Non-binary students have also increased slightly, by 0.5%.

⁵ Due to the low response rates, only those who selected "man" and "woman" are included in analysis.

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



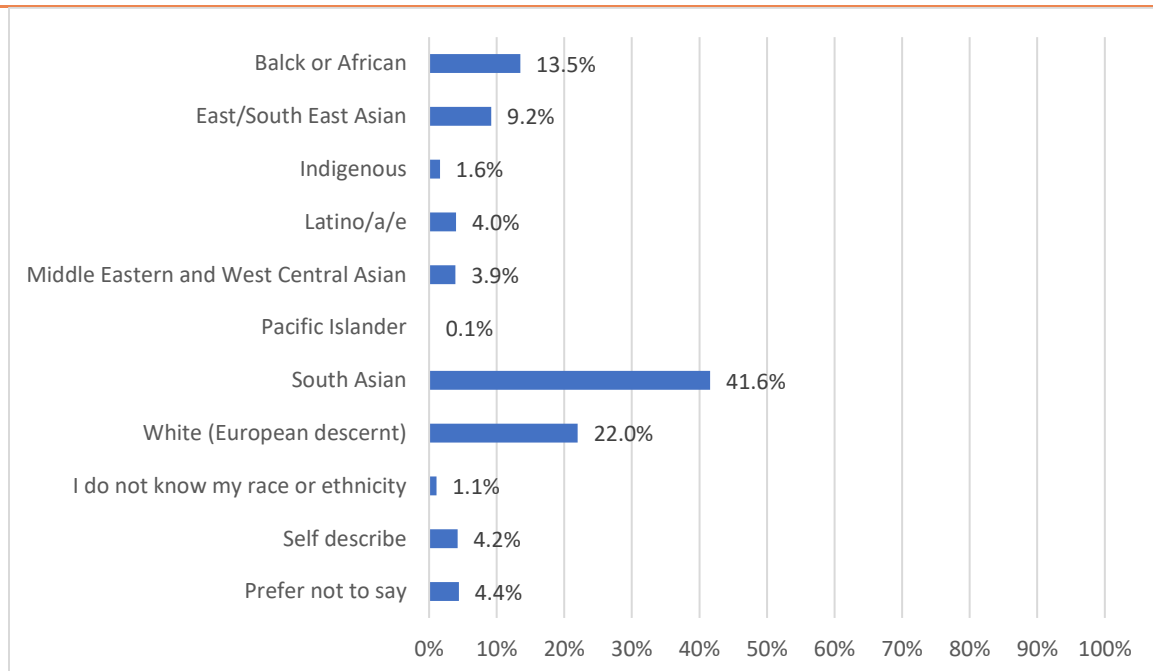
Quick Takeaways: After accounting for multiple selections (i.e., the same participant selecting both “Asexual/Aromantic” and “Bisexual”), LGBTQ+⁶ people represent approximately 12.2% of students.⁷ Men were more likely to identify as straight (81.6% of men, compared to 70.1% of women), as were international students (75.2%, compared to 69.9% of domestic students). Looking across various campuses, those at the Downtown Kitchener campus were most likely to be straight (80%), followed by Cambridge (75.6%), and then Waterloo (75%). Those studying online were the least likely to be straight (60%), followed by Guelph (63.6%), and Reuter (64.9%).

Compared to CSI’s Year-End Survey 2023: The proportion of LGBTQ+ students has remained the same since 2023. International students remain more likely to indicate they identify as straight, as are men.

⁶ 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.

⁷ 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” (15.5%). Finally, if participants only selected straight, they were coded as heterosexual (72.5%). Due to this, both the graph and other statistics in this section may include participants who are reflected in both heterosexual and LGBTQ+ groupings.

QUESTION 15: WHAT IS YOUR RACE OR ETHNICITY? SELECT ALL THAT APPLY.



Quick Takeaways: Most students are of South Asian descent (41.6%), followed by those of European descent (22%). Domestic students were more likely to be Latino/a/e (5.3% of domestic students, compared to 3.3% of international students*), Middle Eastern (7.9% vs. 1.4%*), Pacific Islander (0.2% vs. 0.1%), and/or white/European (55.9% vs. 1%). After accounting for multiple selections (i.e., the same participant selecting both “Black or African” and “European/White”), racialized people represent 71.4% of students.⁸

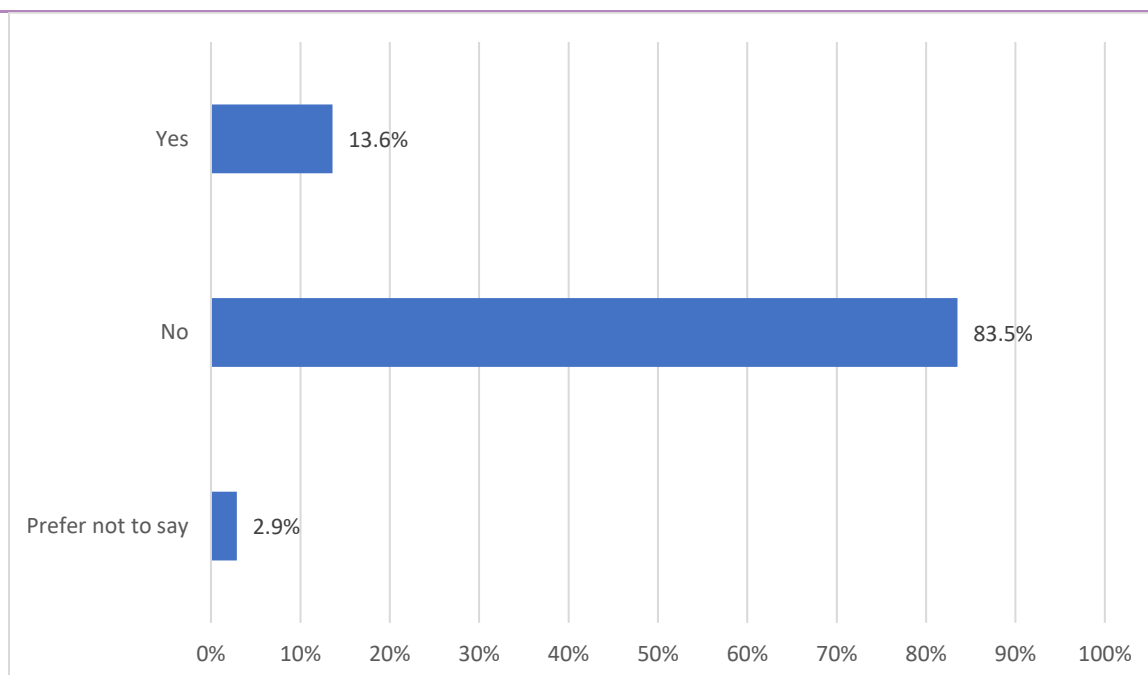
Campus	Race/Ethnicity with the highest proportion of students	Race/Ethnicity with the second highest proportion of students	Race/Ethnicity with the third highest proportion of students
Brantford	South Asian (40.4%)	Black or African (26.3%)	White/European (11.1%)
Cambridge	South Asian (34.5%)	White/European (34%)	East/South East Asian (8.1%)
Doon	South Asian (40.3%)	White/European (25.2%)	Black or African (9.5%)
Downtown Kitchener	South Asian 55.2%	Black or African (23.6%)	East/South East Asian (5.5%)
Guelph	South Asian (51.7%)	Black or African (17.8%)	White/European (13.6%)

⁸ 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 know, self-describe, and/or prefer not to answer, participants were coded as “racialized” (71.4%). Next, those who selected just unknown, self-describe, and/or prefer not to answer were coded as “NA” (8.8%). Finally, those who selected just European/white were coded as “white” (19.2%).

Milton	South Asian (74%)	Black or African (14.2%)	East/South East Asian (3.2%)
Reuter	White/European (35.1%)	South Asian (21.6%)	East/South East Asian (10.8%)
Waterloo	South Asian (41.5%)	White/European (18.8%)	East/South East Asian (15.8%)
Online	White/European (40%)	Middle Eastern (23.2%)	Black or African (13.7%)

Compared to CSI's Year-End Survey 2023: While South Asian students continue to make up the highest proportion of students, this has decreased from 2023 by 9.2%, with all other ethnicities experiencing an increase in representation. Black or African students increased by 1.8%, East/South East Asian students by 2.3%, Indigenous and Latino/a/e students by 0.5% each, Middle Eastern and West Central Asian students by 1.4%, and European/white by 3.1%. Pacific Islander students remained the same. The proportion of racialized students has decreased by 3.5%.

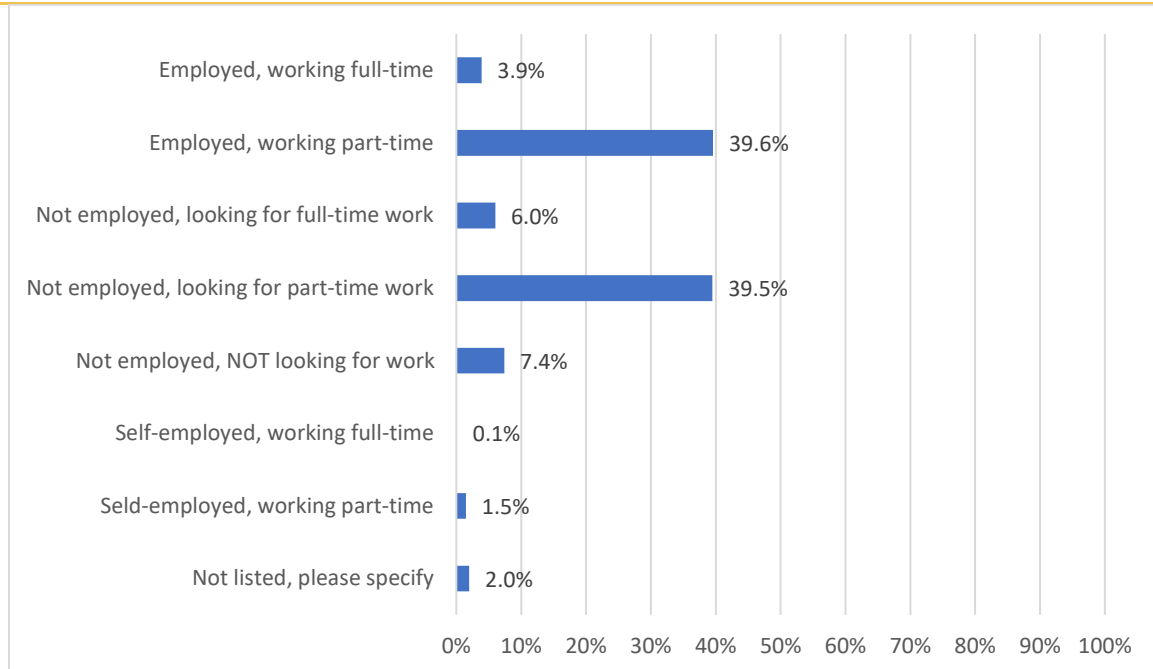
QUESTION 16: DO YOU HAVE A DISABILITY?



Quick Takeaways: The majority of students do not have a disability (formally diagnosed or otherwise), with 83.5% indicating as such. Both women and domestic students are more likely to identify as having a disability, with 17.4% of women indicating as such (compared to 7% of men), and 31.4% of domestic students (compared to 2.5% of international students).* Those studying online, at Waterloo, and at Cambridge are the most likely to indicate they have a disability (19%, 16.5%, and 16.3% respectively). CSI does not ask what kind of disability students have.

Compared to CSI's Year-End Survey 2023: The proportion of students who have a disability has increased by 4.1%. Women and domestic students remain more likely to indicate they have a disability.

QUESTION 17: WHICH OF THE FOLLOWING CATEGORIES BEST DESCRIBES YOUR EMPLOYMENT STATUS?



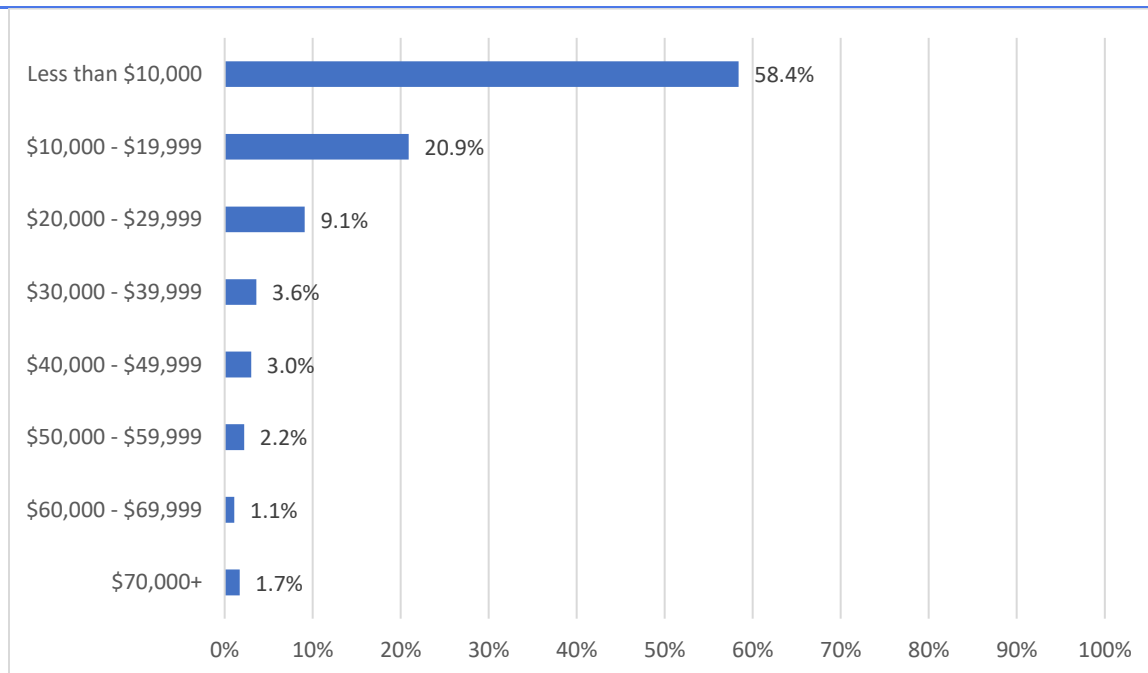
Quick Takeaways: The proportion of students working and those looking for work are very similar, with 43.5% working either full-time or part-time, and 45.5% looking for work. Domestic students were more likely to be working full-time (8.8%, compared to 0.8% of international students), while international students were more likely to be looking for part-time work (49.1% of international students, compared to 23.9% of domestic students).^{*} International students and domestic students had access to part-time work at similar rates, with 39.8% of international students working part-time compared to 39.5% of domestic students. Domestic students were also more likely to not be looking for employment, with 15.6% indicating they were not employed and not looking for work, compared to 2.2% of international students. Men and women were working full-time at similar rates (3.9% for men, 3.6% for women), but women were more likely to be working part-time, with 41.6% indicating as such, compared to 36.9% of men.^{*} Those with disabilities were more likely to be not employed and not looking for work than those without disabilities (16.7% of those with disabilities, compared to 5.3% of those without).^{*}

Employment status	Campus with the highest proportion	Campus with the second highest proportion	Campus with the third highest proportion
Employed, working full-time	Online (26.3%)	Reuter (21.6%)	Cambridge (7.2%)

Employed, working part-time	Brantford (46.5%)	Downtown Kitchener (46.1%)	Guelph (45.8%)
Not employed, looking for full-time work	Reuter (13.5%)	Brantford (9.1%)	Downtown Kitchener (8.5%)
Not employed, looking for part-time work	Milton (52.8%)	Downtown Kitchener (41.8%)	Doon (41.2%)
Not employed, not looking for work	Cambridge (14.4%)	Online (9.5%)	Guelph (8.5%)

Compared to CSI's Year-End Survey 2023: Compared to 2023, 12.3% less students are looking for work. Both those who are working part-time and those who are not looking for work have increased (by 6.1% and 1.2%, respectively), however, those working full-time have decreased by 1.7%. Those online are now the most likely to be working full-time, whereas this was previously those attending courses at the Reuter campus. Domestic students are still more likely to be employed full-time but are now equally as likely to be employed part-time.

QUESTION 18: WHAT DO YOU EXPECT YOUR TOTAL PERSONAL INCOME TO BE FOR THE CALENDAR YEAR OF 2024?



Quick Takeaways: Anywhere up to 88.4% of students will fall below the LICO of \$29,380 for 2024.⁹ International students are more likely to make less than domestic students, with 64.5% of international students making less than \$10,000 in 2024, compared to 48.2% of

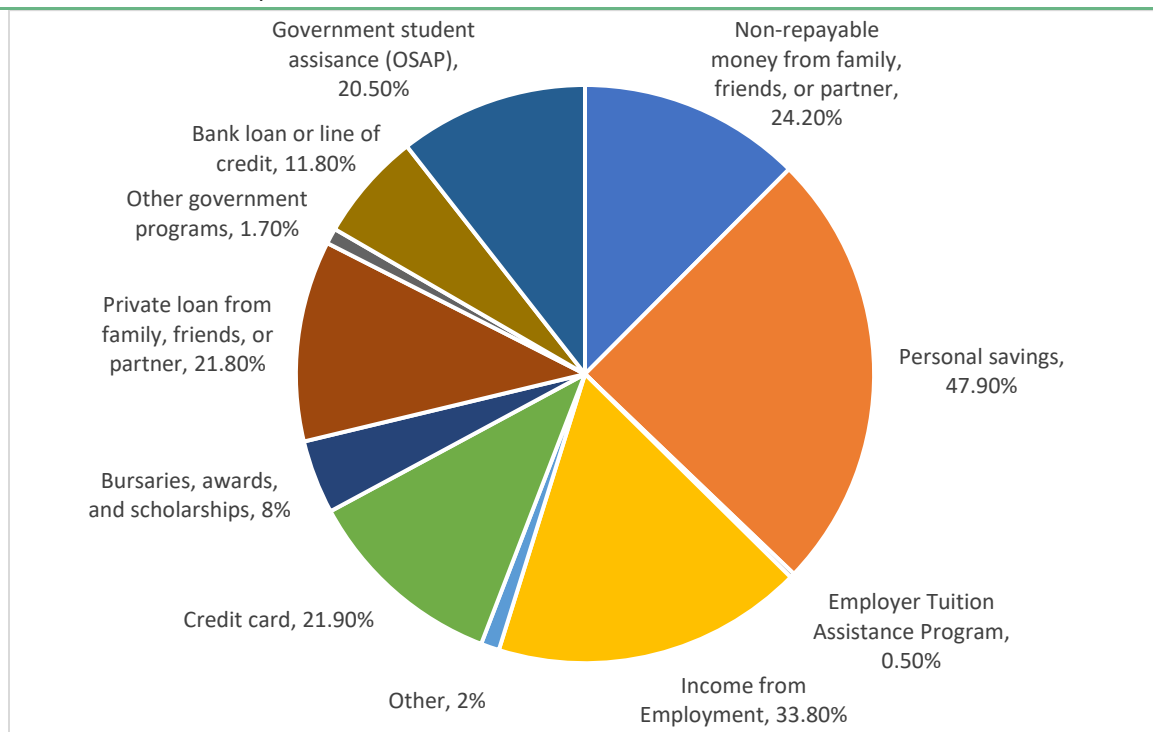
⁹ <https://www.settler.ca/english/lico-table-2024-for-immigration-and-visiting-canada/>

domestic students.* Men and women are making relatively similar amounts of money in 2024, as are those with and without disabilities.

Campus	Percentage of students making less than \$30,000
Brantford	82.8%
Cambridge	88%
Doon	90.37%
Downtown Kitchener	89.1%
Guelph	91.5%
Milton	85.8%
Reuter	73%
Waterloo	90.1%
Online	67.4%

Compared to CSI's Year-End Survey 2023: The potential percentage of students under the LICO has increased slightly, by a maximum of 1%. Those studying online are the most likely to make more than \$30,000, a change from last year, where those studying at Reuter were the most likely to make more.

QUESTION 19: 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 Takeaways: The top three most common methods that students are paying for their education and basic necessities are:

1. Personal savings (47.9%),
2. Income from employment (33.8%), and
3. Non-repayable money from family, friends, or partner (24.2%).

International students were more likely than domestic students to rely on personal savings (56.1%, compared to 34.4% of domestic students), a private loan from support networks (29.2% vs. 9.7%), and/or non-repayable money from support networks (28.3% vs. 17.6%).* Domestic students, on the other hand, were more likely than international students to rely on government student assistance (53.2%, compared to 0.4% of international students), income from employment (41.9% vs. 28.7%), and/or bursaries, awards, and scholarships (19.5% vs. 1%).*

Campus	Most common method relied on	Second most common method relied on	Third most common method relied on
Brantford	Personal savings (49%)	Non-repayable money from support network (35%)	Income from employment (33%) Private loan from support network (33%)
Cambridge	Personal savings (51.6%)	Income from employment (47.4%)	Government student assistance (23.5%)
Doon	Personal savings (46.2%)	Income from employment (33.5%)	Government student assistance (23.6%)
Downtown Kitchener	Personal savings (54.2%)	Income from employment (33.9%)	Non-repayable money from support network (31.6%)
Guelph	Personal savings (53.8%)	Income from employment 28.6%)	Non-repayable money from support networks (21%)
Milton	Personal savings (64.3%)	Private loan from support networks (29.5%)	Credit card (28.7%)
Reuter	Personal savings (43.6%)	Private loan from support networks (28.2%)	Income from employment (23.1%) Government student assistance (23.1%)
Waterloo	Personal savings (48.8%)	Income from employment (33.7%)	Non-repayable money from support networks (27.2%)
Online	Government student assistance (51%)	Income from employment (40.6%)	Personal savings (20.8%) Credit card (20.8%)

With the exception of online students, students across campuses primarily rely on personal savings in order to pay for their education and necessities. The next most common form is

income from employment, followed by non-repayable money from support networks, following the overall trends. However, it should be noted that that some campuses, such as Cambridge, Doon, and online have a higher reliance on government student assistance, while others, like Milton and online, also rely on credit cards.

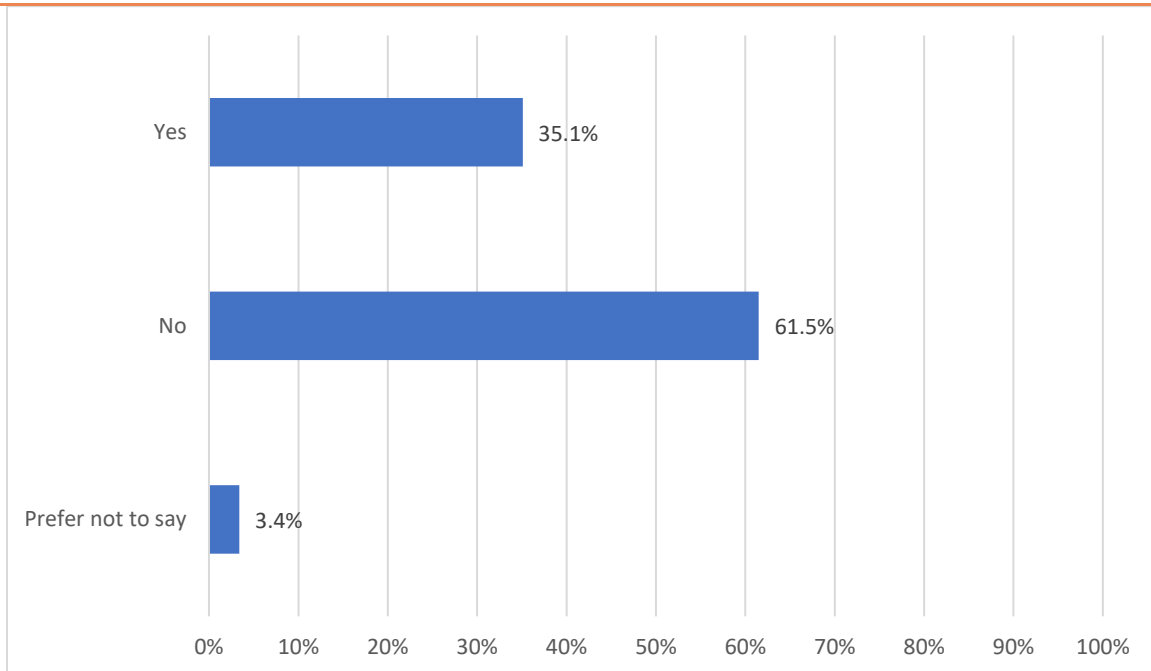
Compared to CSI's Year-End Survey 2023: Personal savings remains the most common method students rely on, though the reliance of this has decreased by 9.5%. The only other method to experience a decrease in reliance is on bank loan/line of credit, which decreased by 2%. The reliance on other methods varied by type: income from employment increased by 1.7%, employer tuition assistance program and other methods by 0.1% each, non-repayable money from support networks by 0.8%, private loans from support networks by 0.3%, credit card by 0.9%, awards, bursaries, and scholarships by 3.2%, government student assistance programs by 7.4%, and other government assistance programs by 0.6%. Overall, the changes have been rather minor with the exception of the decreased reliance on personal savings and increased reliance on government student assistance programs.

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 (61.5%) do not have a formal accommodation plan for their disability.
 - Those who did have a formal accommodation plan were more likely to say the plan at least mostly met their expectations (90.4%).
- Domestic students were more likely to feel their plan met their expectations compared to international students.
- Out of those who did not have a formal accommodation plan, the top three most common reasons were: they did not want one (39%), did not want to go through the burden of requesting one (37%), and/or they did not know where to go/felt the process was too complicated/intimidating (16.5% each).

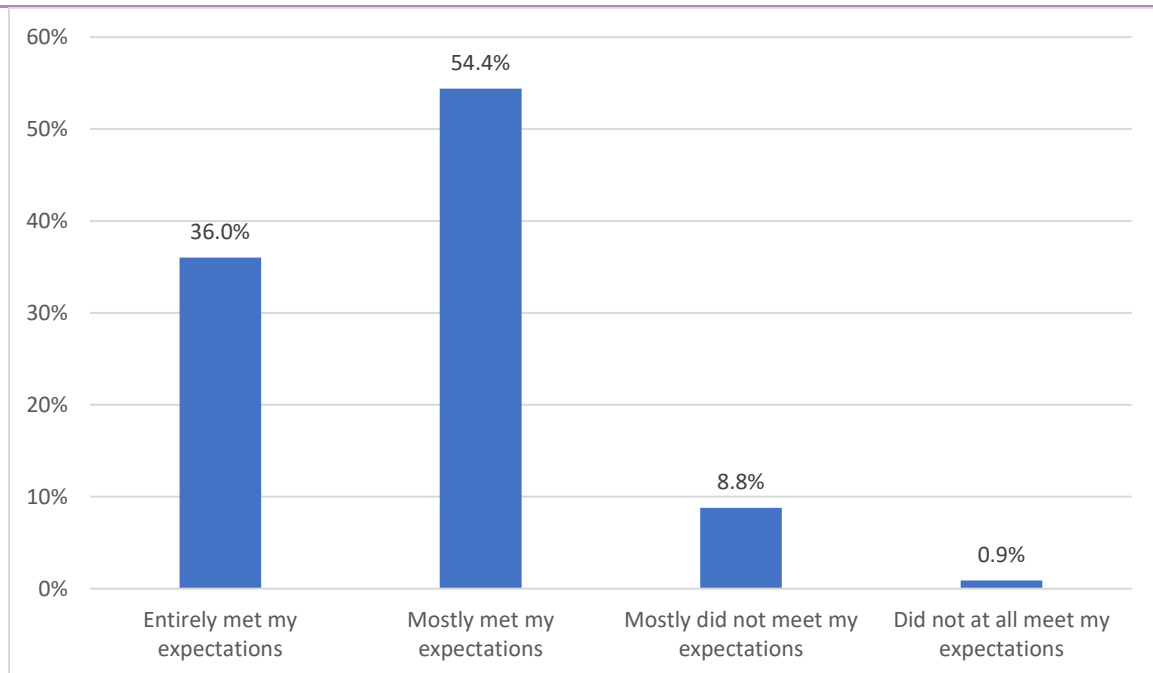
QUESTION 20: DO YOU HAVE A FORMAL ACCOMMODATION PLAN FOR YOUR DISABILITY WITH CONESTOGA ACCESSIBLE LEARNING SERVICES?



Quick Takeaways: Out of the students who indicated they have a disability, just over 1/3rd of them have a formal accommodation plan with Conestoga College. Domestic students were more likely to have a formal accommodation plan (36.4% had one, compared to 21.6% of international students), and men were slightly more likely than women to have a formal plan (34.7% of men, compared to 32.3% of women).

Compared to CSI's Year-End Survey 2023: The proportion of students with a disability who have a formal accommodation plan has increased slightly, by 3%.

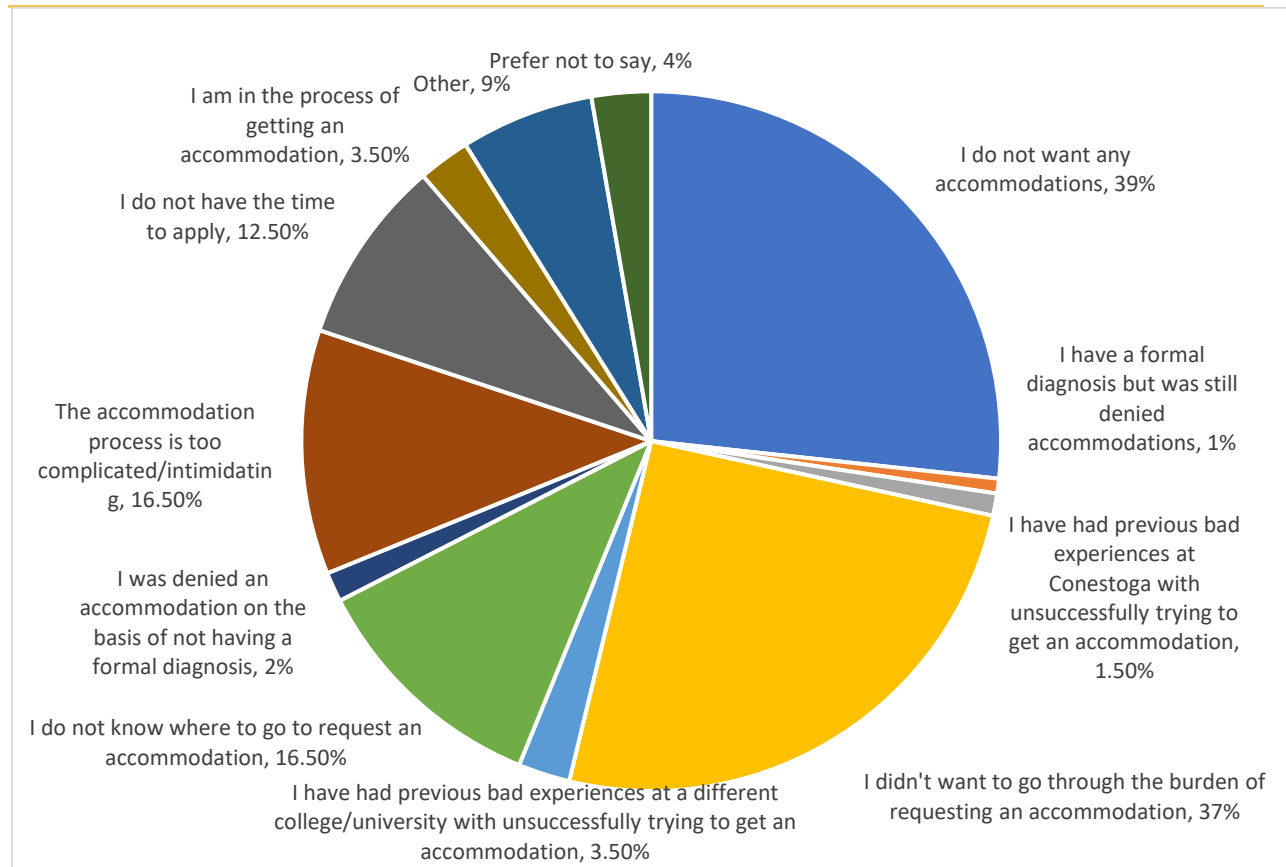
QUESTION 21: DOES YOUR ACCOMMODATION ALIGN WITH WHAT YOU WERE EXPECTING TO RECEIVE?



Quick Takeaways: Out of the students with a disability who have a formal accommodation at Conestoga College, the vast majority (90.4%) felt their accommodation plan at least mostly met their expectations. Domestic students were more likely to feel their plan met their expectations (91.3%) compared international students (75%), as were women (90.4%, compared to 88% of men).

Compared to CSI's Year-End Survey 2023: The percentage of students who felt like their accommodation met their expectations decreased slightly by just 0.3% from 2023, though there is a new gap between domestic and international students and their accommodation plans meeting their expectations.

QUESTION 22: WHY DO YOU NOT HAVE AN ACCOMMODATION? SELECT ALL THAT APPLY.



Quick Takeaways: The most common reason students with a disability do not have a formal accommodation plan is because they do not want one (39%). The next most common reasons are that they do not want to go through the burden of requesting one (37%), they do not know where to go (16.5%), they feel the process is too complicated/intimidating (16.5%), and/or they do not have the time to apply (12.5%). Domestic students were more likely to not want any accommodations (39.5%, compared to 34.6% of international students), not want to go through the burden of applying (39% vs. 23.1%), not know where to go to request an accommodation (16.9% vs. 15.4%), not have the time to apply (14% vs. 4%), and/or feel the process is too complicated/intimidating (16.9% vs. 11.5%). Women were more likely than men to cite the same reasons as domestic students with two minor differences: men were more likely to not know where to request an accommodation (29.6% of men, compared to 13.8% of women) and/or feel as if they do not have the time to apply (13.6% vs. 11%).

Compared to CSI's Year-End Survey 2023: New options were added, based on write in responses received in 2023, particularly regarding having previous negative experiences, being in the middle of the process to get an accommodation, not having the time, and feeling like the process was too complicated/intimidating.

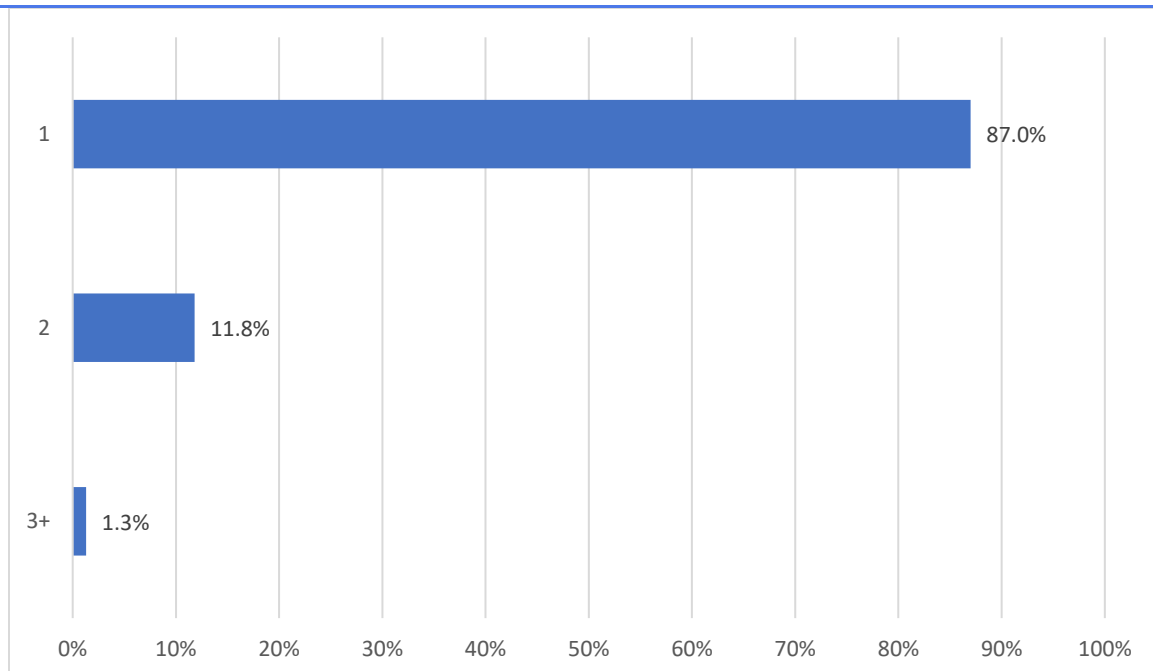
The proportion of students who do not want an accommodation has increased by 5%, while not wanting to go through the burden of applying decreased by 8.7%. The proportion of students who do not know where to get an accommodation also decreased by almost half, dropping by 14%. Looking at demographic groups, domestic students are now more likely than international students to not know where to get an accommodation but remain more likely to not want to go through the burden of applying.

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 (87%).
 - This is up 1.7% from 2023.
- The average total of hours worked per week is 19.5, down from 21.1 in 2023.

QUESTION 23: HOW MANY JOBS DO YOU WORK?



Quick Takeaways: Out of the students who are employed, the vast majority are only working one job. Domestic students were more likely to work more than one job than international students, with 80.4% of domestic students indicating they worked one job compared to 91.8% of international students. This was also similar when comparing men and women, as well as those with disabilities and those without, with women and those with disabilities more likely to have more than one job. Across the various campuses, students working more than one job were most likely to be attending school at the Doon (83.4% of students worked one job), Brantford (87.8%), or Cambridge (88.2%) campuses.

Compared to CSI's Year-End Survey 2023: The proportion of students who work one job has increased slightly, by 1.7%, while those who work two jobs has decreased by the same amount. Domestic student and women remain more likely to work more than one job.

QUESTION 24: ON AVERAGE, HOW MANY HOURS TOTAL DO YOU WORK PER WEEK?

Quick Takeaways: The total average hours worked per week is 19.5 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 worked, on average, slightly more than international students per week, with an average of 20.7 hours per week for domestic students, compared to 19.6 for international students. Men also worked slightly more than women, with an average of 19.6 hours per week, compared to 19.2 for women.

Campus	Average hours worked
Brantford	18.4
Cambridge	20.5
Doon	18.8
Downtown Kitchener	19.3
Guelph	17.6
Milton	17.9
Reuter	25.7
Waterloo	18.7
Online	29.8

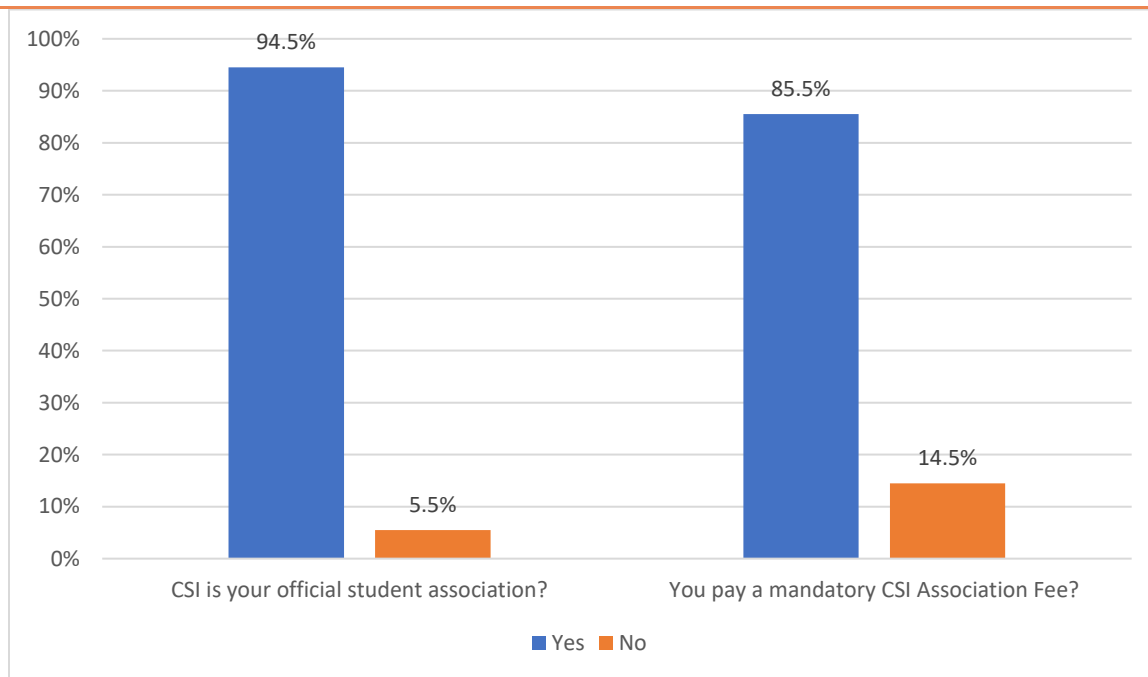
Compared to CSI's Year-End Survey 2023: The average hours worked per week in 2023 were 21.1, meaning there has been a reduction in 1.6 hours in the average hours worked. This could be influenced by changes to the federal government, including restrictions placed on international students working hours post COVID-19. Across demographics, there has been very little change, with domestic students and men continuing to work slightly more than international students and women respectively. Reuter students continue to have the highest average of hours worked of in-person students, though the average has come down significantly from last year's average of 33.9 hours per week. Previously, Doon students had the lowest average of hours worked per week at 19.7, and now the lowest average is for Guelph students at 17.6 hours per week.

TRANSPARENCY & ACCOUNTABILITY

The following questions provide an overview of students' general understanding of CSI and its accountability and transparency to students and were shown to all students. Highlights include:

- Almost all students (94.5%) are aware that CSI is their official student association.
 - This is down 0.5% from 2023.
- 85.5% of students are aware they pay a mandatory CSI fee.
 - This is down 1.8% from 2023.
- 80.1% of students feel that CSI provides value to the *overall* student experience; however, only 60.5% of students feel that they personally receive the value they expect from CSI based on the fees they paid.
 - International students were more likely to feel CSI provides value overall and to them personally than domestic students.
 - The proportion of student respondents who feel that CSI provides value to the overall student experience has gone down by 1%, while the proportion of students who feel that they personally receive the value they expect has gone down by 0.4% since 2023.
- 88.2% of students believe that CSI provides them with the ability to openly share their feedback.
 - This has decreased from 88.9% in 2023.
- 77.3% of students feel that they are heard and represented by CSI.
 - This has decreased from 78% in 2023.
- 85.3% of students feel that the CSI Board of Directors is transparent and accountable.
 - This has decreased from 86.5% in 2023.

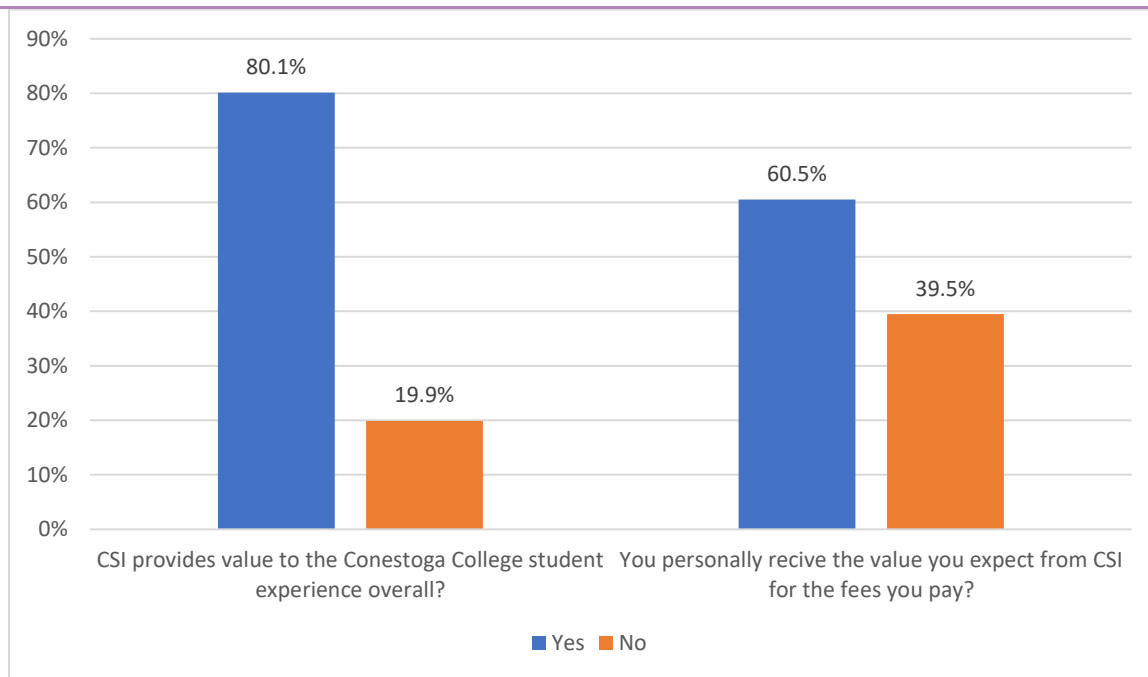
QUESTION 25 & 26: ARE YOU AWARE THAT...



Quick Takeaways: 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 are more aware that CSI is their official student association (96.7%, compared to 91% of domestic students), as well as more aware that they pay a mandatory fee (89.8% vs. 78.8%). Men and women have similar awareness levels for both questions, but those without disabilities are more likely to be aware of both facts (95.2% vs. 92% regarding CSI as their official student association, and 86.4% vs. 81.5%* regarding their mandatory fee). Those at the Guelph campus are most aware of both facts (97.5% regarding CSI as their official student association, and 89.9% regarding their mandatory fee), while those online are the least aware (77.1%, and 59.4%).

Compared to CSI's Year-End Survey 2023: Awareness of both facts has decreased slightly since 2023. Awareness of CSI as their official student association has decreased by 0.5%, and that students pay a mandatory fee has decreased by 1.8%. International students remain more aware of both facts than domestic students, but campus awareness has shifted. Previously, students at the Brantford campus were most aware, while those at Reuter were the least aware. Out of the in-person campuses, those at Reuter remain the least aware of both facts.

QUESTION 27 & 28: DO YOU FEEL THAT...

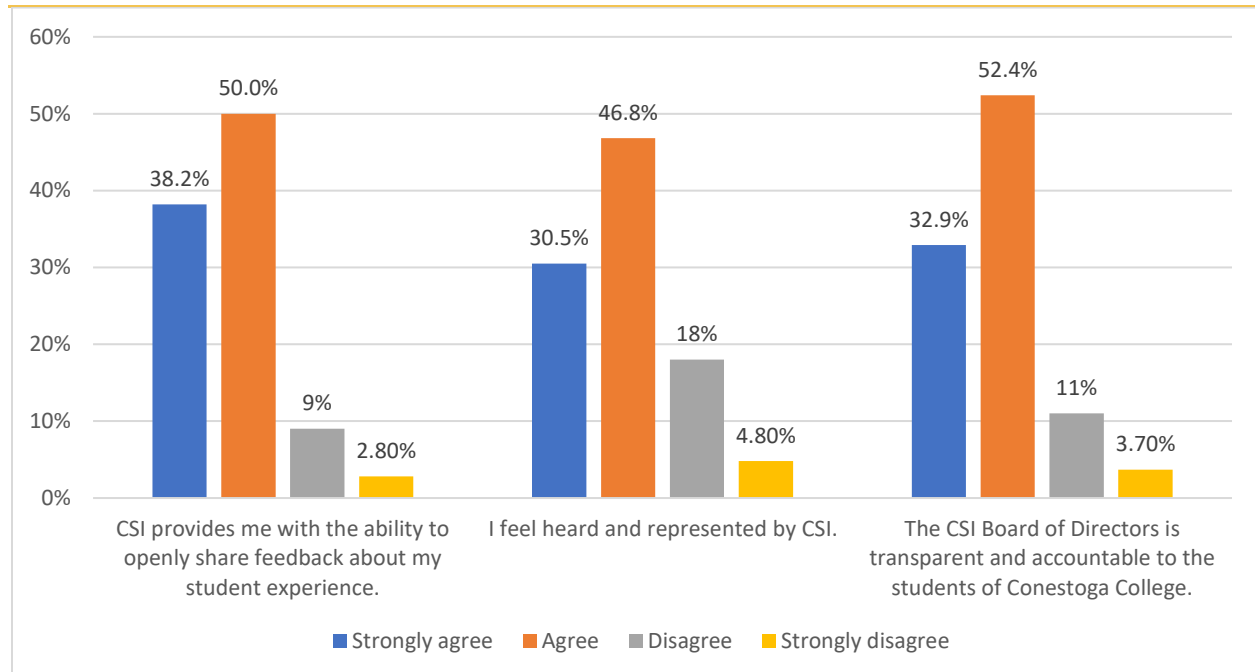


Quick Takeaways: The majority of students feel that CSI provides value to the student experience overall; however, only 60.5% of students feel that they personally receive the value they expect from CSI. International students are more likely to feel both that CSI provides value to the overall student experience (84.2% of students, compared to 73.4% of domestic students), and that they personally receive the value they expect (69.7% vs 45.4%).* Women are also more likely to feel that CSI provides value overall (82.5% of women, compared to 78.6% of men*), however women and men feel similarly regarding the personal value of CSI (60% of women feel they personally receive the value they expect from CSI, as do 62.7% of men). Those with disabilities are less likely to think CSI provides value to the overall student experience (72.6% of those with a disability believe CSI provide overall value, compared to 81.6% of those without a disability) and that CSI provides them personal value (43.1% vs. 63.7%).

Campus	Percentage of students who feel that CSI provides value to overall experience	Percentage of students who feel that CSI provides personal value
Brantford	88%	68%
Cambridge	75.1%	56.3%
Doon	81.2%	60.8%
Downtown Kitchener	79.2%	60.7%
Guelph	82.4%	68.9%
Milton	88.4%	74.4%
Reuter	76.9%	51.3%
Waterloo	76.7%	58.4%
Online	67.7%	38.5%

Compared to CSI's Year-End Survey 2023: Both CSI's overall and personal value has decreased by 1% and 0.5% respectively. International students maintain a higher feeling of both overall and personal value from CSI. Previously, Reuter campus had the lowest feeling of both overall and personal value of the in-person campuses, however the Cambridge campus now has the lowest feeling of overall experience. While those at the Reuter campus still have the lowest in-person feeling of personal value, it has increased by 5.5%.

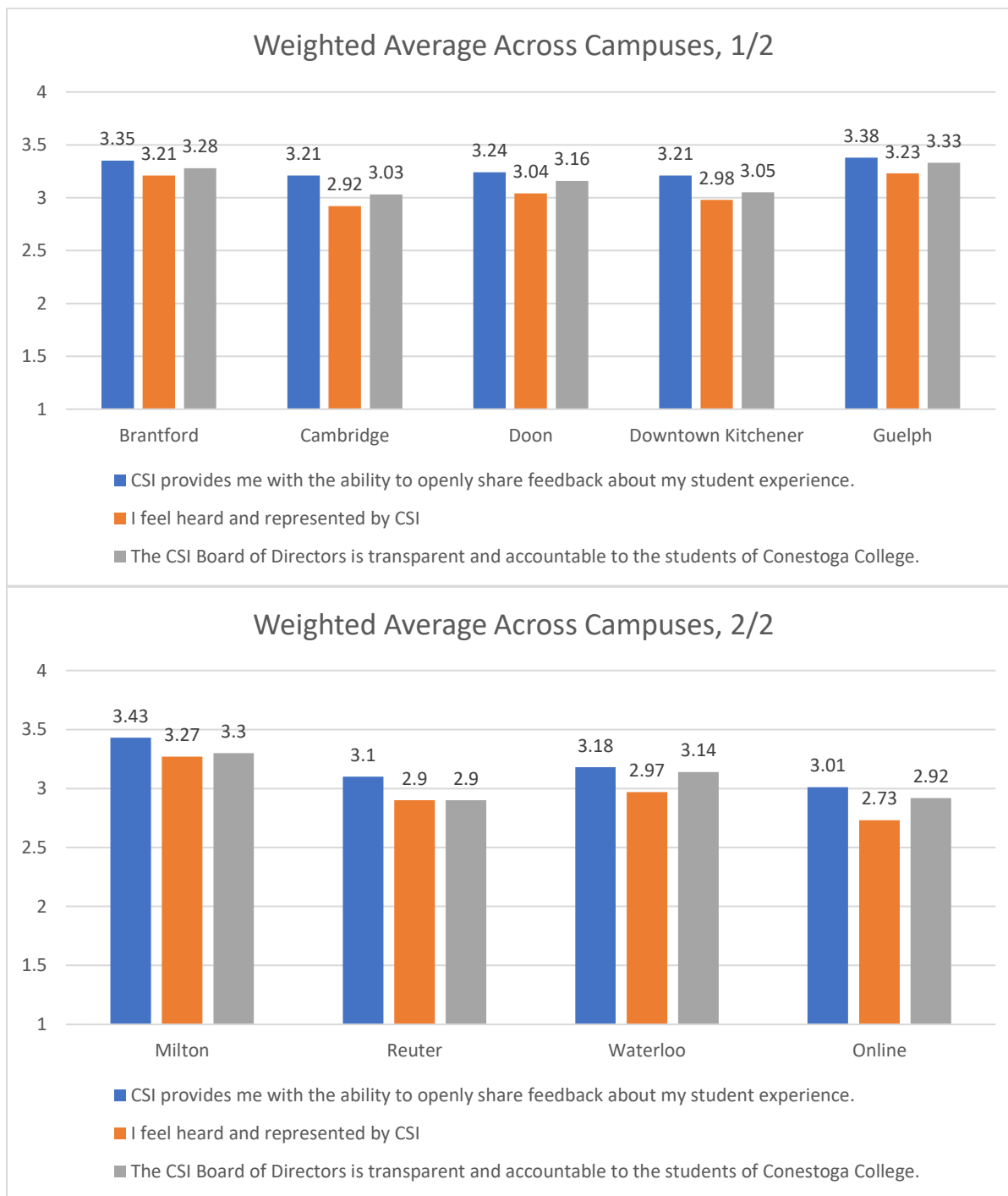
QUESTION 29: PLEASE RATE HOW MUCH YOU AGREE WITH THE FOLLOWING STATEMENTS



Quick Takeaways: Overall, most students believe that:

- CSI provides them with the ability to openly share their feedback (88.2%);
- They are heard and represented by CSI (77.3%); and,
- The CSI Board of Directors is transparent and accountable (85.3%).

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”). In addition, women were more likely to agree with all three statements than men, though when men agreed, they were more likely to “strongly agree” than women were.



Compared to CSI's Year-End Survey 2023: The proportion of students who agree has declined slightly since last year:

- CSI provides students with the ability to openly share feedback (-0.7%)
- Students feel heard and represented by CSI (-0.7%)
- CSI Board of Directors is transparent and accountable (-1.2%).

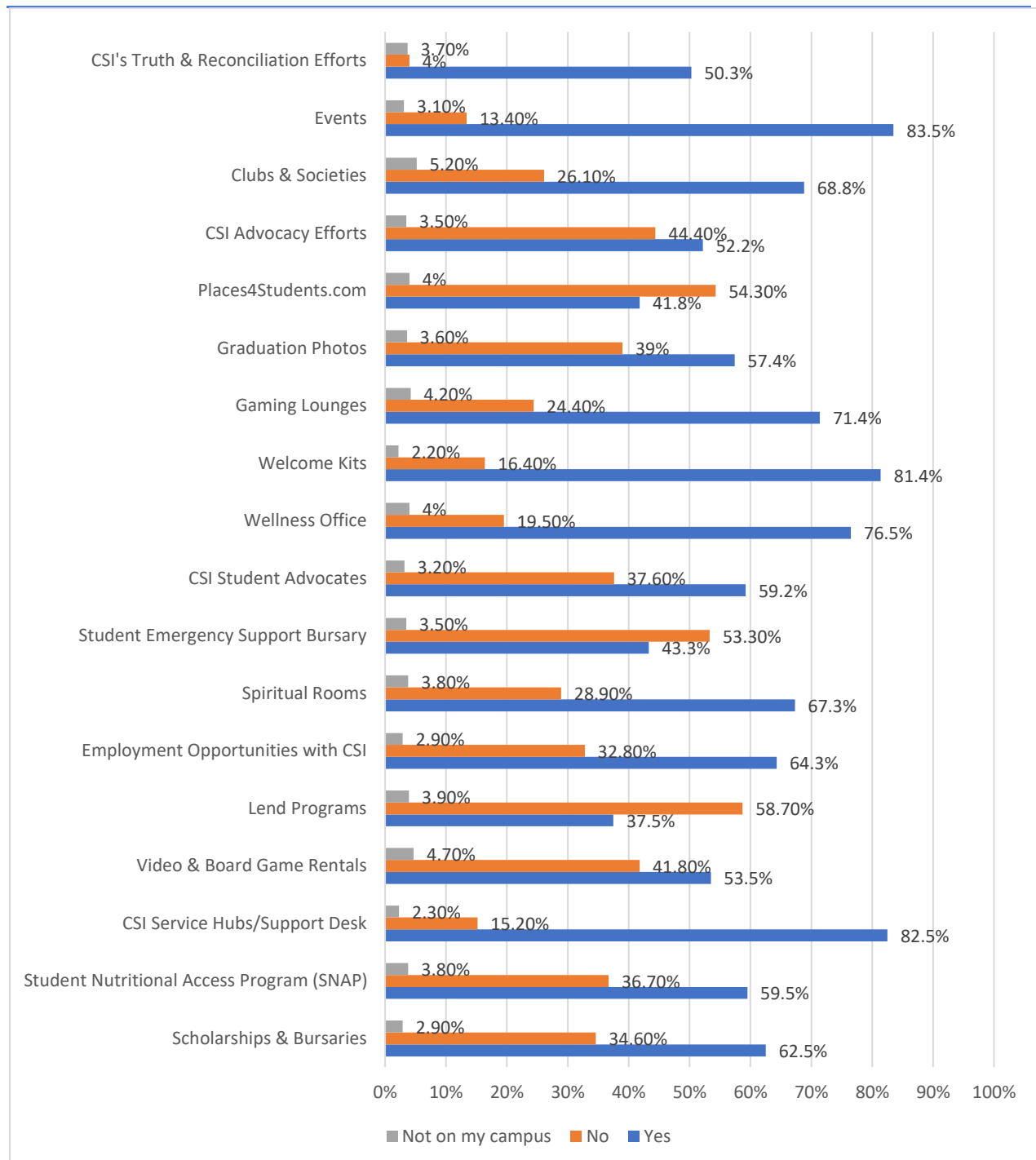
International students maintain more likely to agree with all statements; however, previously, women were less likely to agree with all statements than men.

CSI AWARENESS & COMMUNICATION

The following questions provide an overview of general awareness and communication preferences of students. This is a new section, which combines various previous questions regarding awareness and communication into one question. The highlights include:

- The awareness levels of various services vary, ranging from 37.5% (lend programs) to 83.5% (events).
- International students have a higher level of awareness of all services except for scholarships and bursaries.

QUESTION 30: ARE YOU AWARE OF THE FOLLOWING CSI SERVICES AND/OR LOCATIONS?



Quick Takeaways: The awareness levels of various services vary, ranging from 37.5% (for lend programs) to 83.5% (events). International students have a higher level of awareness of all services except for scholarships and bursaries when compared to domestic students, with the largest gap in awareness between international and domestic students being

regarding video & board game rentals (34.8% of domestic students are aware, compared to 65% of international students). The service that domestic students have the lowest awareness of is places4students (24.2%), and the highest level awareness is regarding events (76.7%).

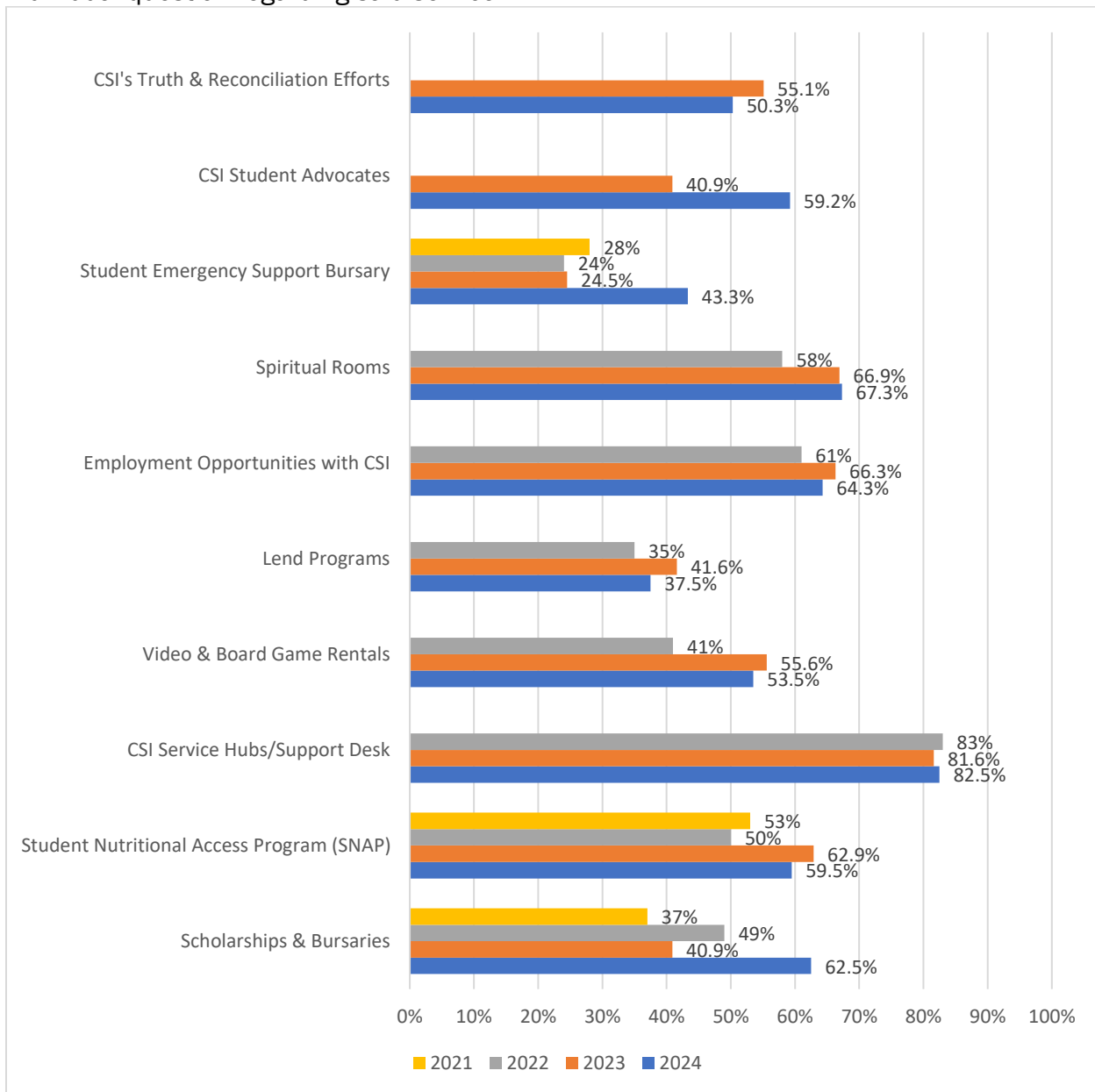
Regarding gender, women have a higher level of awareness than men regarding scholarships and bursaries (64.1% of women are aware, compared to 61.3% of men), CSI service hubs/support desks (83.7% vs. 82%), employment opportunities with CSI (65.9% vs. 63.6%), spiritual rooms (68.2% vs. 66.8%), wellness office (79.1% vs. 74.3%*), events (84.1% vs. 83.1%), and CSI's truth and reconciliation efforts (51.9% vs. 49%).

Below is a table outlining what percentage of students attending each campus believe that a service is not offered on their campus. Green represents campuses that do have access to said service on their campus.

Service	Campuses with percentage of students who believe the service is not available on their campus							
	Brantford	Cambridge	Doon	Downtown Kitchener	Guelph	Milton	Reuter	Waterloo
Scholarships & bursaries	5.1%	2.4%	0.7%	3.6%	1.7%	12.6%	8.1%	2.2%
SNAP	4%	4.3%	1.1%	3%	7.6%	11%	5.4%	4.4%
CSI service hubs/support desk	1%	1%	0.6%	0.6%	2.5%	9.5%	2.7%	2.9%
Video & board game rentals	8.1%	1.4%	1.5%	4.9%	5.9%	18.1%	8.1%	6.3%
Lend program	4%	1.9%	1.4%	4.2%	7.6%	15%	8.1%	3.3%
Employment opportunities with CSI	2%	4.3%	0.6%	0.6%	5.9%	12.6%	5.4%	2.2%
Spiritual room	4%	2.9%	1%	2.4%	4.2%	14.2%	10.8%	6.6%
Student emergency support bursary	3%	2.9%	1.2%	2.4%	5.1%	14.2%	8.1%	4%
CSI student advocates	3%	2.9%	1%	1.8%	2.5%	11.8%	10.8%	3.3%
CSI shuttles	2%	2.4%	0.7%	10.3%	11.9%	19.7%	24.3%	8.5%
Wellness office	7.1%	5.7%	0.4%	4.2%	7.6%	12.6%	10.8%	5.2%
Welcome kits	1%	1.9%	0.6%	1.2%	2.5%	7.1%	8.1%	1.8%
Gaming lounge	4%	1%	1.8%	4.2%	5.9%	15.8%	2.7%	5.2%
Graduation photos	5.1%	3.8%	0.9%	4.2%	3.4%	11%	10.8%	4.8%
Places4Students	6.1%	3.4%	1.4%	3%	5.9%	17.3%	5.4%	4.8%
CSI advocacy efforts	3%	2.4%	0.8%	4.2%	5.9%	15%	5.4%	4%

Clubs & societies	9.1%	4.3%	1.4%	4.9%	6.8%	23.6%	10.8%	5.2%
Events	5.1%	2.4%	0.5%	1.2%	5.9%	15.8%	8.1%	2.9%
CSI truth & reconciliation efforts	2%	5.3%	0.8%	3%	5.9%	15%	13.5%	3.3%

Compared to CSI's Year-End Survey 2023: Since 2023, several changes have been made to this question, including combining various questions into one, and adding an option for “not on my campus” as, historically, campuses without a relevant service would not be shown the individual question regarding said service.



Some comparisons cannot be made due to wording changes. For example, in 2023, CSI asked about student awareness of the optional events *fee*, whereas in 2024, CSI asked about event awareness *in general*. Across the comparisons that can be made 5 services have experienced an increase in awareness since 2023:

- CSI student advocates awareness increased by 18.3%
- Student emergency support bursary awareness increased by 18.8%
- Spiritual room awareness increased by 0.4%
- CSI service hubs/support desk awareness increased by 0.9%
- Scholarship and bursary awareness increased by 21.4%

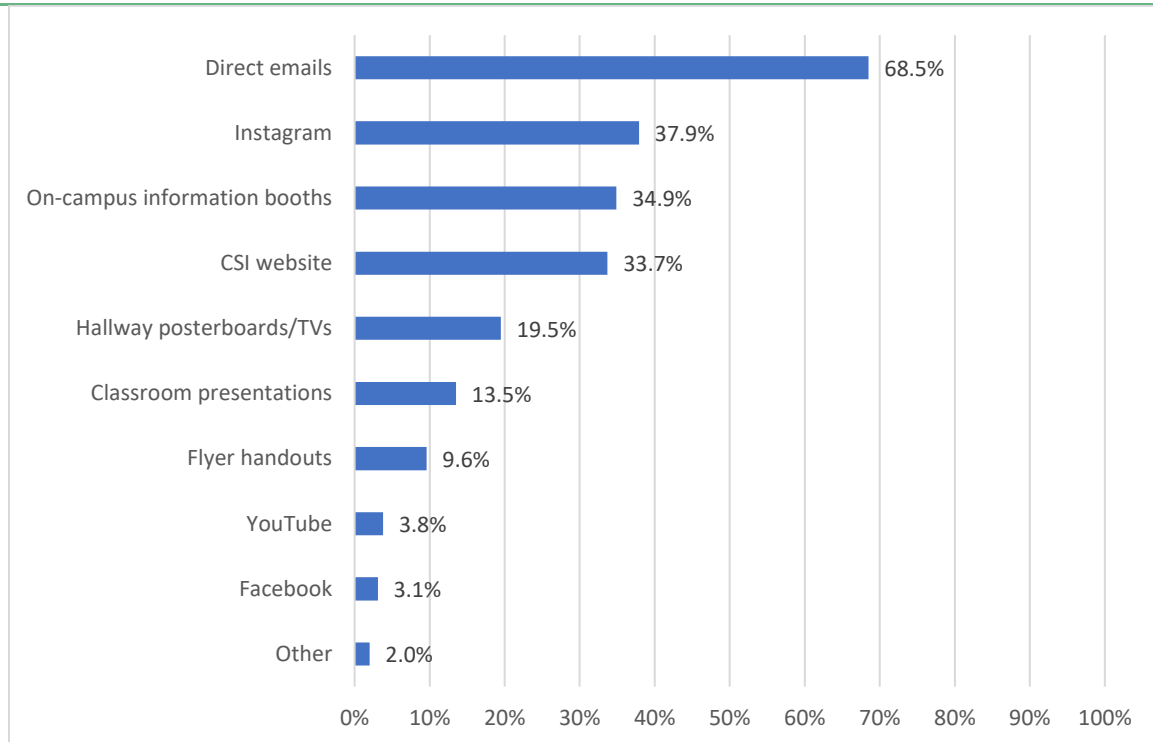
5 services also experienced a decrease in awareness since 2023:

- CSI's Truth and Reconciliation effort awareness decreased by 4.8%
- Employment opportunities with CSI awareness decreased by 2%
- Lend program awareness decreased by 4.1%
- Video and board game rental awareness decreased by 2.1%
- SNAP awareness decreased by 3.4%

Overall, the areas that experienced an increase in awareness typically experienced a larger increase, whereas the areas that had a decrease in awareness tended to have a smaller decrease.

Looking at specific demographic changes, in 2023 international students, men, and those without disabilities were more likely to be aware of all services, whereas there are various differences across these groups now. Domestic students and those with disabilities are now more aware of scholarships and bursaries when compared to international students and those without disabilities, respectively. Women are now more aware of several services, including scholarships and bursaries, CSI service hubs/support desks, employment opportunities with CSI, spiritual rooms, and CSI's truth and reconciliation efforts. Students attending the Reuter campus continue to have lower levels of awareness compared to other in-person campuses.

QUESTION 31: WHAT IS YOUR PREFERENCE FOR RECEIVING INFORMATION FROM CSI? SELECT YOUR TOP THREE.



Quick Takeaways: The three most common ways students like to receive information from CSI is through direct emails (68.5%), Instagram (37.9%), and on-campus information booths (34.9%). For domestic students, the top three ways that they like to receive information is direct emails (73.9%), Instagram (31.2%), and hallway posterboards/TVs (26.8%). For international students, the top three ways they would like to receive information is direct emails (65.2%), Instagram (42.1%), and on-campus information booths (41.5%).

Communication method	Campus that it is the most effective on	Campus it is the least effective one
Direct emails	Online (83.3%)	Reuter (48.7%)
CSI Website	Guelph (40.3%)	Online (28.1%)
Facebook	Online (9.4%)	Reuter (0%)
Instagram	Doon (45.7%)	Online (6.3%)
YouTube	Online (9.4%)	Reuter (0%)
On-campus information booths	Milton (46.5%)	Online (5.2%)
Hallway posterboards/TVs	Cambridge (31.5%)	Online (4.2%)
Flyer handouts	Reuter (18%)	Online (3.1%)
Classroom presentations	Downtown Kitchener (22.6%)	Guelph (10.1%)

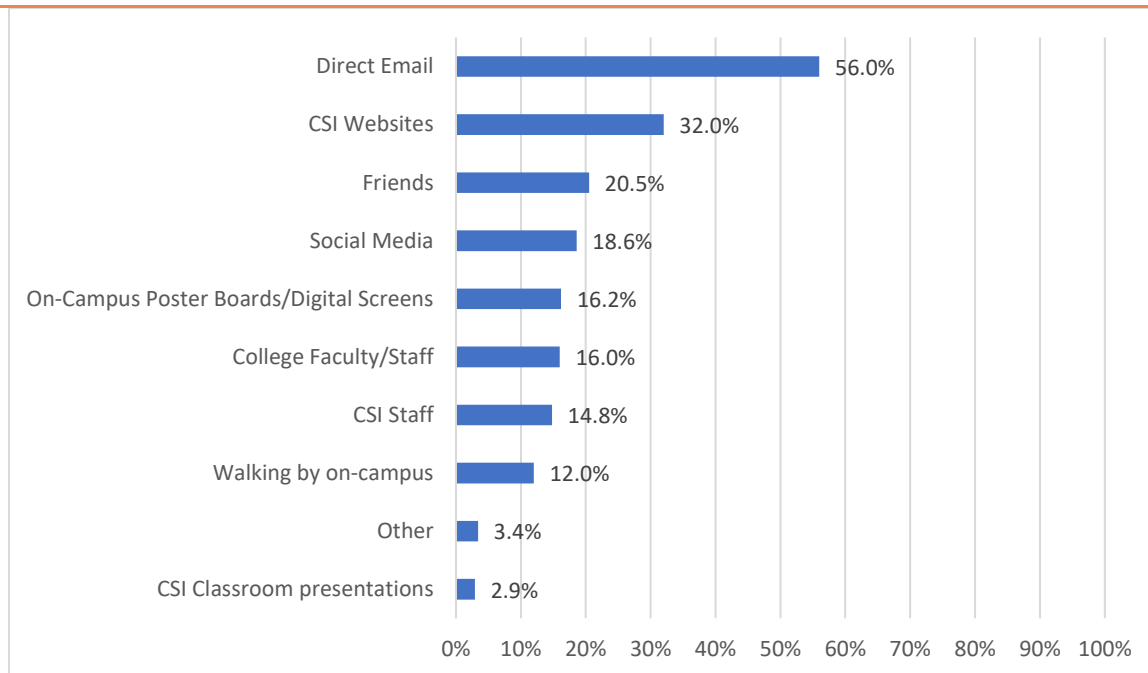
Compared to CSI's Year-End Survey 2023: This is the first year that CSI has asked this question. Previously, questions were tied directly to how students found out about specific programs, and what social media sites students would follow CSI on. From these questions, there is little change as direct email and Instagram have continued to be top communication methods for students.

CSI SUPPORT SERVICES – SCHOLARSHIPS

The following questions provide an overview of how students became aware of scholarships and bursaries, if they have applied, and how that process went/why they did not apply. These questions were only asked to students who indicated they were aware of CSI's scholarships and bursaries. Highlights include the following:

- The majority of students who are aware of CSI's scholarships and bursaries became aware through direct email (56%), followed by CSI's website (32%), and friends (20.5%).
- A slight majority of students who are aware of CSI's scholarships and bursaries have applied for at least one (53.9%).
 - Domestic students were more likely to have applied for CSI scholarships/bursaries than international students.
 - Those who did apply were extremely likely to find the process easy (94.1%).
- Of those who did not apply for CSI's scholarship and bursaries, the most common reason was they were unaware of the application process.

QUESTION 32: HOW DID YOU BECOME AWARE OF THE SCHOLARSHIP AND BURSARIES AVAILABLE FROM CSI? SELECT ALL THAT APPLY.



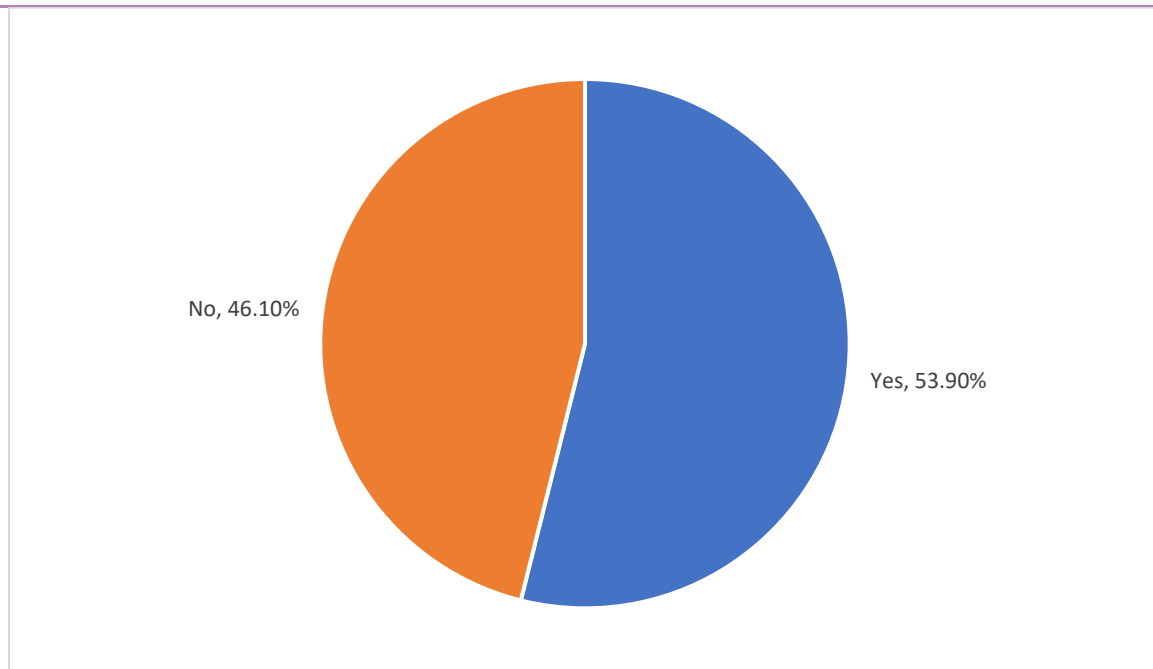
Quick Takeaways: The majority of students who are aware of CSI's scholarships and bursaries became aware through direct email (56%), followed by CSI's website (32%), and friends (20.5%). The only method that is more effective for domestic students when compared to international students is college faculty/staff (18.6% of domestic students became aware this way, compared to 13.9% of international students).* Across gender lines, there was also only one method that was more effective at reaching women than men, which was direct email (58.6%, compared to 52.4% of men),* Those with disabilities were

more likely to learn about scholarships and bursaries via direct email (60.5%, compared 55.1% of those without a disability) and/or college faculty/staff (18.1% vs. 15.2%).

Campus	Top method	Second Method	Third Method
Brantford	Direct email (47.5%)	Friends (31.2%)	CSI website (27.9%)
Cambridge	Direct email (57%)	CSI website (31.9%)	Friends (25.2%)
Doon	Direct email (54.8%)	CSI website (31.1%)	Social media (20.2%)
Downtown Kitchener	Direct email (55.1%)	CSI website (33.7%)	Social media (25.5%)
Guelph	Direct email (60.7%)	CSI website (34.8%)	CSI staff (27%)
Milton	CSI website (48.7%)	Direct email (47.4%)	Friends (20.5%)
Reuter	Direct email (60.7%)	CSI website (25%)	College faculty/staff (25%)
Waterloo	Direct email (62.5%)	CSI website (29.6%)	Friends (17.6%)
Online	Direct email (63.2%)	CSI website (29%)	Friends (26.3%)

Compared to CSI's Year-End Survey 2023: The top three methods have remained the same, though the proportions have shifted. The number of students who became aware via direct emails increased by 7%, while CSI's website decreased by 12.7%, and friends by 12.3%. International students are now more likely to be reached by direct email than domestic students.

QUESTION 33: HAVE YOU APPLIED FOR SCHOLARSHIPS AND/OR BURSARIES THROUGH THE MY AWARDS APPLICATION AT CONESTOGA COLLEGE?

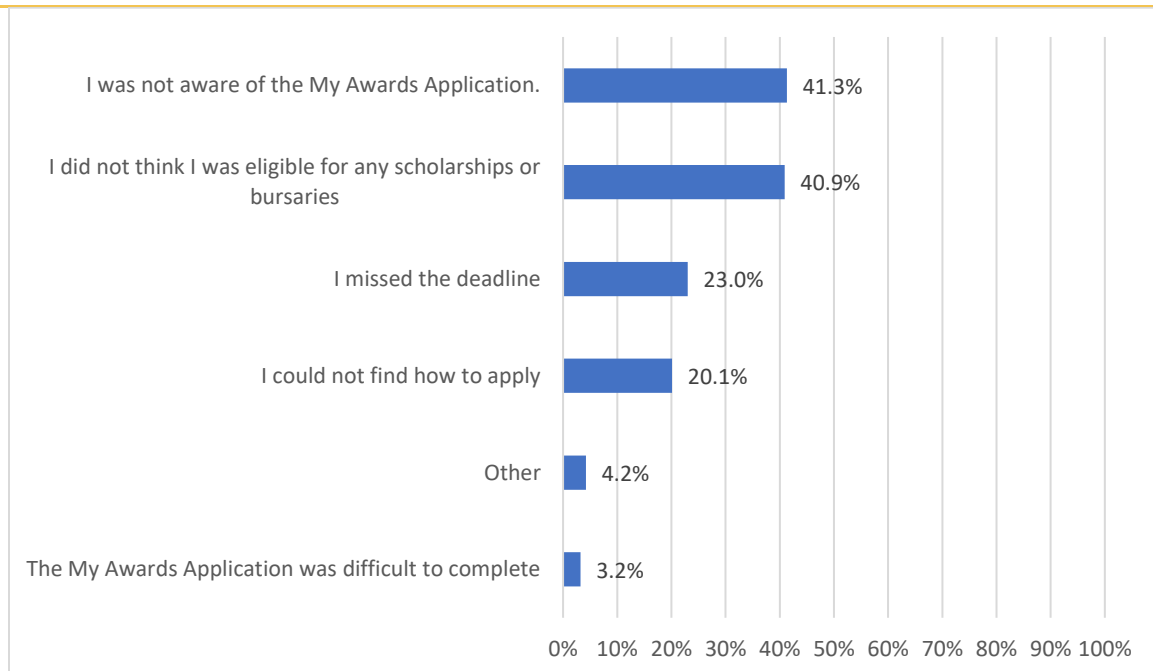


Quick Takeaways: A slight majority of students (53.9%) who are aware of CSI's scholarships and bursaries have applied for them. Across various demographics, domestic students were

more likely to apply (60.2% applied, compared to 49.8% of international students), as were women compared to men (56.9%, compared to 50.6% of men), and those with disabilities (63.4%, compared to 52.6%).* Looking at the different campuses, the campuses with the highest application rates were Milton (60.3%), Cambridge (59.3%), and Doon (54.6%), while the campuses with the lowest application rates were Reuter (42.9%), online (47.4%), and Downtown Kitchener (48%).

Compared to CSI's Year-End Survey 2023: The proportion of students who have applied from last year has decreased by 4.9%, with domestic students remaining more likely to apply than international students.

QUESTION 34: WHY DID YOU NOT APPLY FOR SCHOLARSHIPS OR BURSARIES USING THE MY AWARDS APPLICATION? SELECT ALL THAT APPLY.

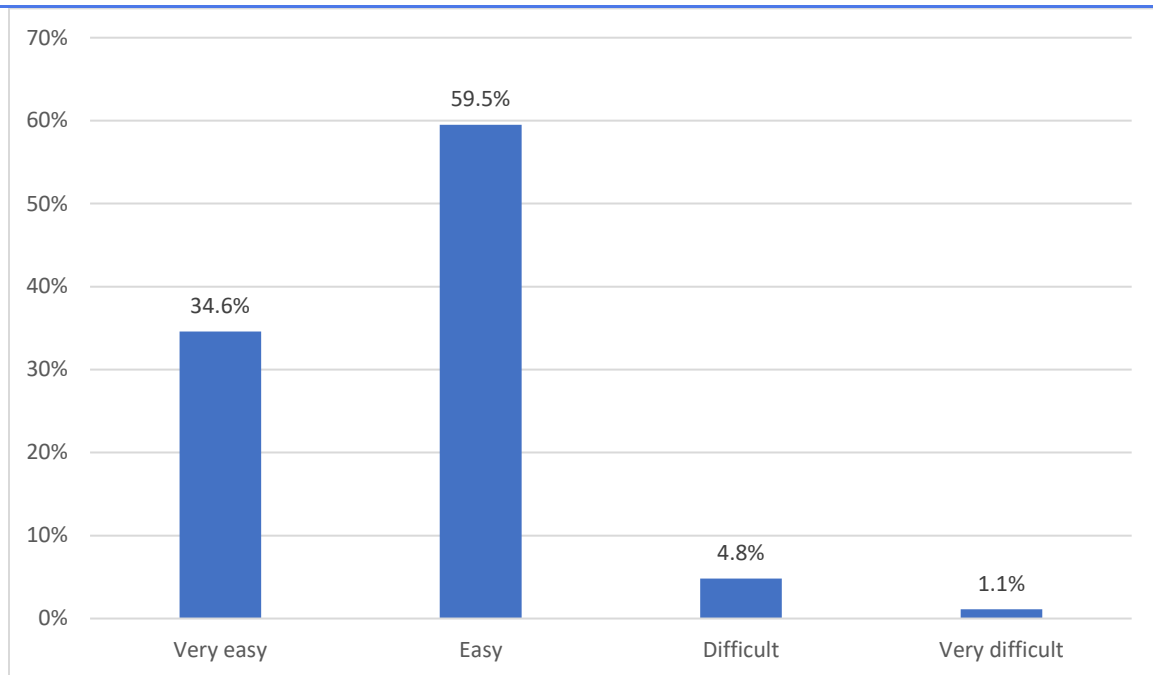


Quick Takeaways: Out of those who were aware of CSI's scholarships or bursaries, but did not apply, the most common reason was that they were not aware of the My Awards Application (41.3%), followed by thinking they were not eligible (40.9%), and missing the deadline (23%). Domestic students were only more likely to think they were not eligible (48.9% of domestic students, compared to 36.8% of international students).* This was also true for students with disabilities and women, though women were also slightly more likely to say that the application was difficult to complete. Those at Milton were the most likely to say they were unaware of the application (45.2%), as well as not thinking they were eligible (35.5%), while those at Reuter were the most likely to think they were not eligible (56.3%).

Compared to CSI's Year-End Survey 2023: While the top three remain the same, the order has shifted. Not being aware of the My Awards Application is now the most common reason (as opposed to the second), increasing by 10.6%. Eligibility is the second most common

reason now (as opposed to the first), decreasing by 1.4%. Missing the deadline also decreased, but by 3.1%.

QUESTION 35: HOW WAS THE PROCESS OF USING THE MY AWARDS APPLICATION?



Quick Takeaways: The vast majority of students (94.1%) who knew about CSI's scholarships and bursaries, and applied, found the process easy. Domestic students were more likely to find the process easy (95.7%, compared to 92.8% of international students), as were men (96%, compared to 92.9% of women) and those without disabilities (94.5%, compared to 93.1% of those with disabilities). Those at Milton were the most likely to find the process easy (100%), while those studying online were the least likely to (88.9%).

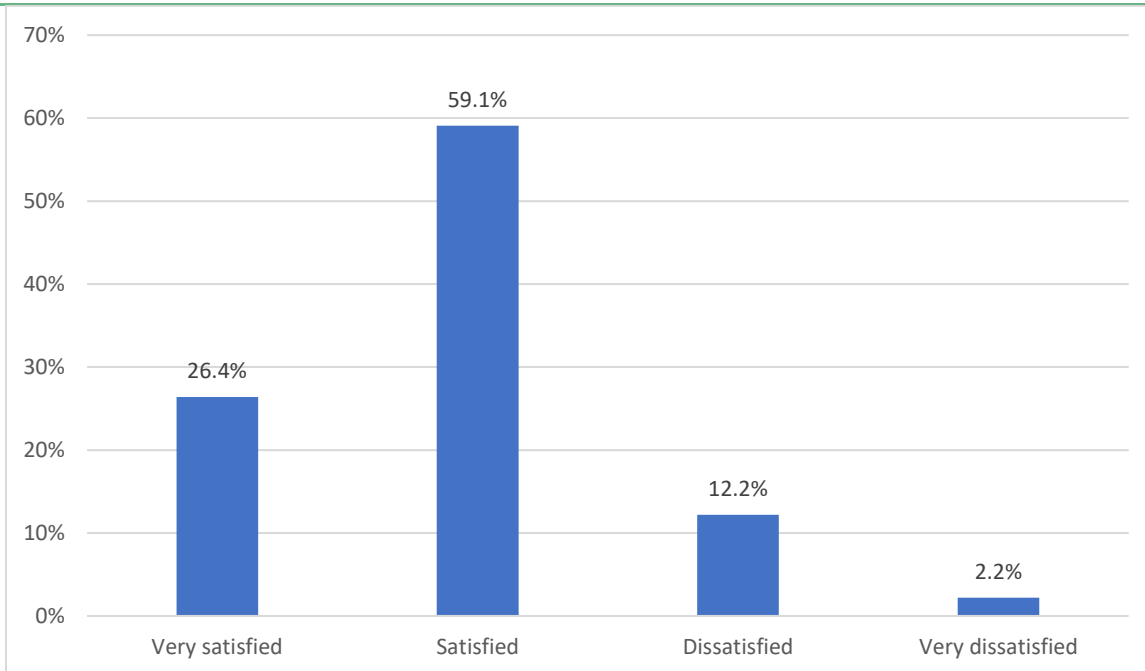
Compared to CSI's Year-End Survey 2023: The proportion of students who found the process of using the My Awards Application has gone up by 2.4%.

CSI SUPPORT SERVICES – OVERALL

The following questions provide an overview of general satisfaction and improvements students would like to see to CSI's support services. Highlights include:

- 85.5% of students are satisfied with the available support services and programs from CSI.
 - International students are more likely to be satisfied than domestic students.
- 80.8% of students feel that the services offered are relevant.
- When asked about what improvements students would like to see made to the *current* support services/improvements, the top three most common responses were regarding:
 - Increasing awareness (38%)
 - Increasing food support (12%)
 - Equitable offerings across campuses (12%)
- When asked what *additional/new* support services students would like to see offered, the top three most common responses were regarding:
 - Employment opportunities and support (24.7%)
 - Wellness (15.5%)
 - Financial aid (14.1%)
- When asked what new types of student spaces or recreational areas students would like, the top three most common responses were regarding:
 - Wellness areas (36.3%)
 - Study spaces (20.1%)
 - Lounge/relaxation areas (17.1%)

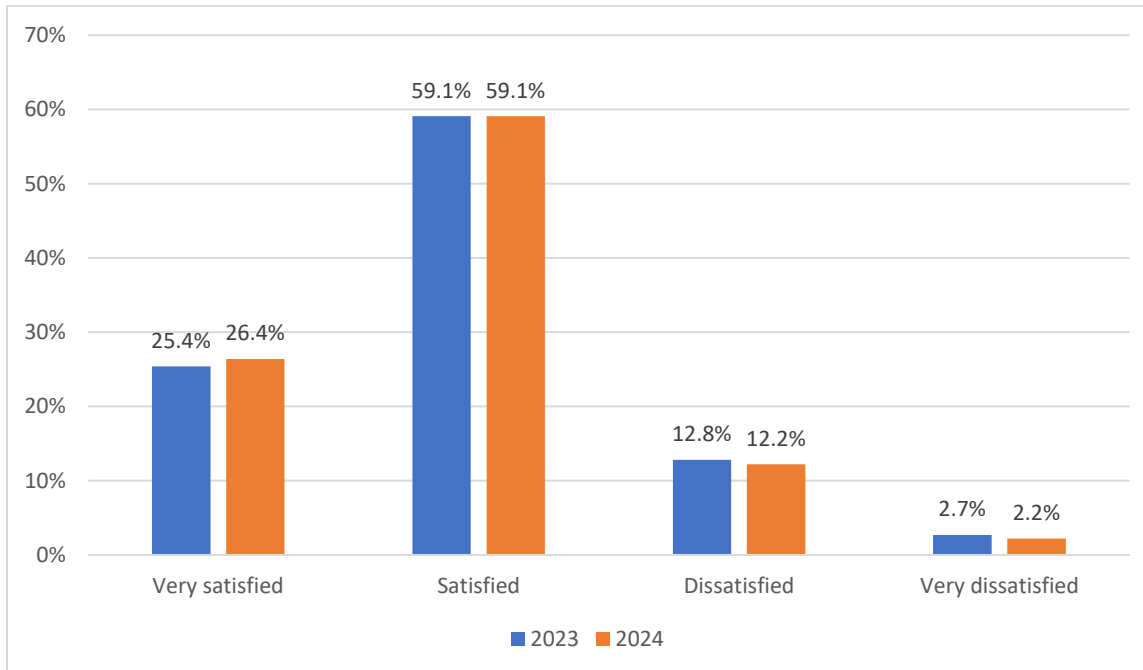
QUESTION 36: WHAT IS YOUR SATISFACTION WITH THE AVAILABLE SUPPORT SERVICES AND PROGRAMS FROM CSI?



Quick Takeaways: The majority of students (85.5%) are satisfied with CSI’s available support services and programs. International students are more likely to be satisfied (86.9%, compared to 83.3% of domestic students), and, when they are satisfied, international students are more likely to be very satisfied than domestic students.* Women are also more likely to be satisfied with CSI’s support services and programs (87.5%, compared to 83.7% of men); however, when men are satisfied, they are more likely to be “very satisfied” than women.

Campus	Percentage of students who are satisfied
Brantford	89%
Cambridge	85.4%
Doon	86.1%
Downtown Kitchener	80.4%
Guelph	89.1%
Milton	93.3%
Reuter	76.9%
Waterloo	83.9%
Online	78.1%

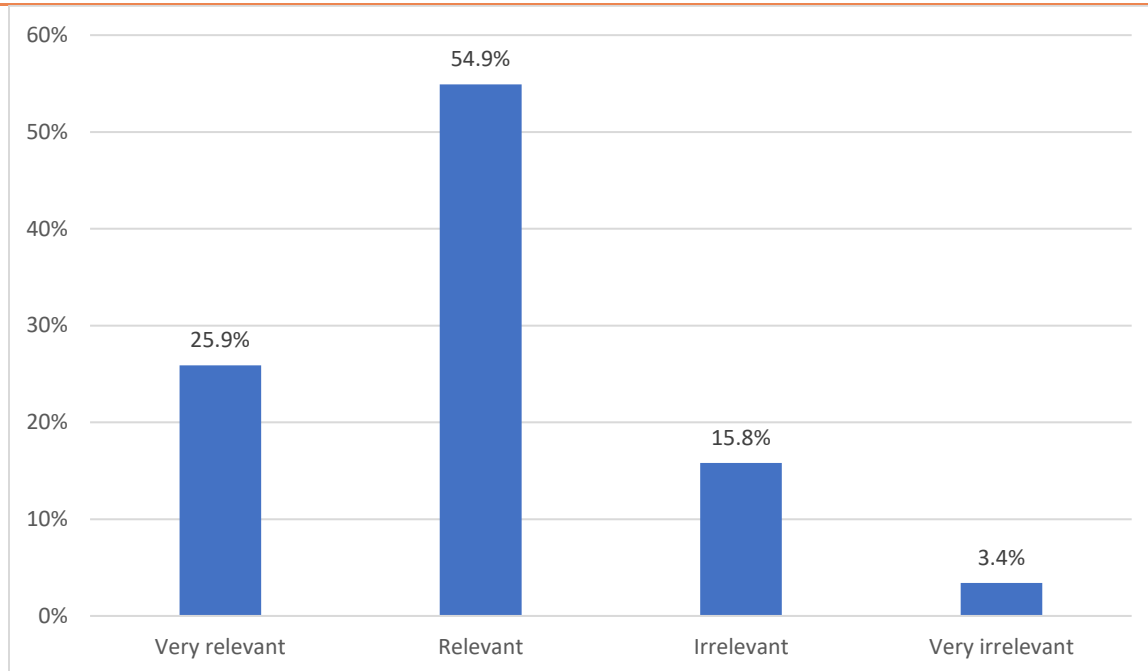
Compared to CSI’s Year-End Survey 2023:



The proportion of students who are satisfied with CSI's available support services and programs has gone up by 1%. International students remain more satisfied with the services than domestic students, and those at the Reuter campus remain the least satisfied, while those at the Milton campus have become the most satisfied.

Campus	Percentage of students who are satisfied (2023)	Percentage of students who are satisfied (2024)
Brantford	81.1%	89%
Cambridge	87%	85.4%
Doon	86.3%	86.1%
Downtown Kitchener	81.2%	80.4%
Guelph	86%	89.1%
Milton	N/A	93.3%
Reuter	80.6%	76.9%
Waterloo	81.3%	83.9%
Online	80%	78.1%

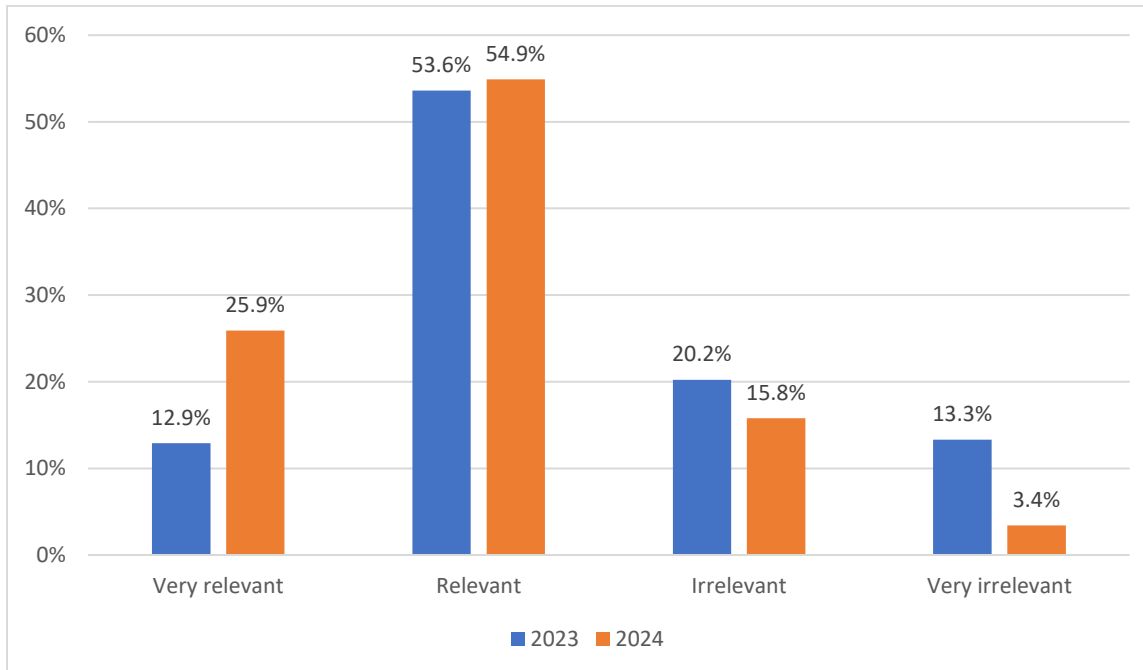
QUESTION 37: DO YOU FEEL THAT THE SERVICES OFFERED BY CSI ARE RELEVANT TO YOU AND YOUR NEEDS?



Quick Takeaways: The majority of students (80.8%) feel that the services offered by CSI are relevant to them. Once more, international students are more likely to feel that services are relevant to them (87.7% of international students, compared to 69.6% of domestic students), and are more likely to find the services “very relevant.” Women are also more likely to find services relevant (82.5%, compared to 79.8% of men*), though when men find the services relevant, they are more likely to find them “very relevant.”

Campus	Percentage of students who find CSI's services relevant
Brantford	89%
Cambridge	78.4%
Doon	81.4%
Downtown Kitchener	81.6%
Guelph	81.5%
Milton	89.9%
Reuter	64.1%
Waterloo	81.7%
Online	60.4%

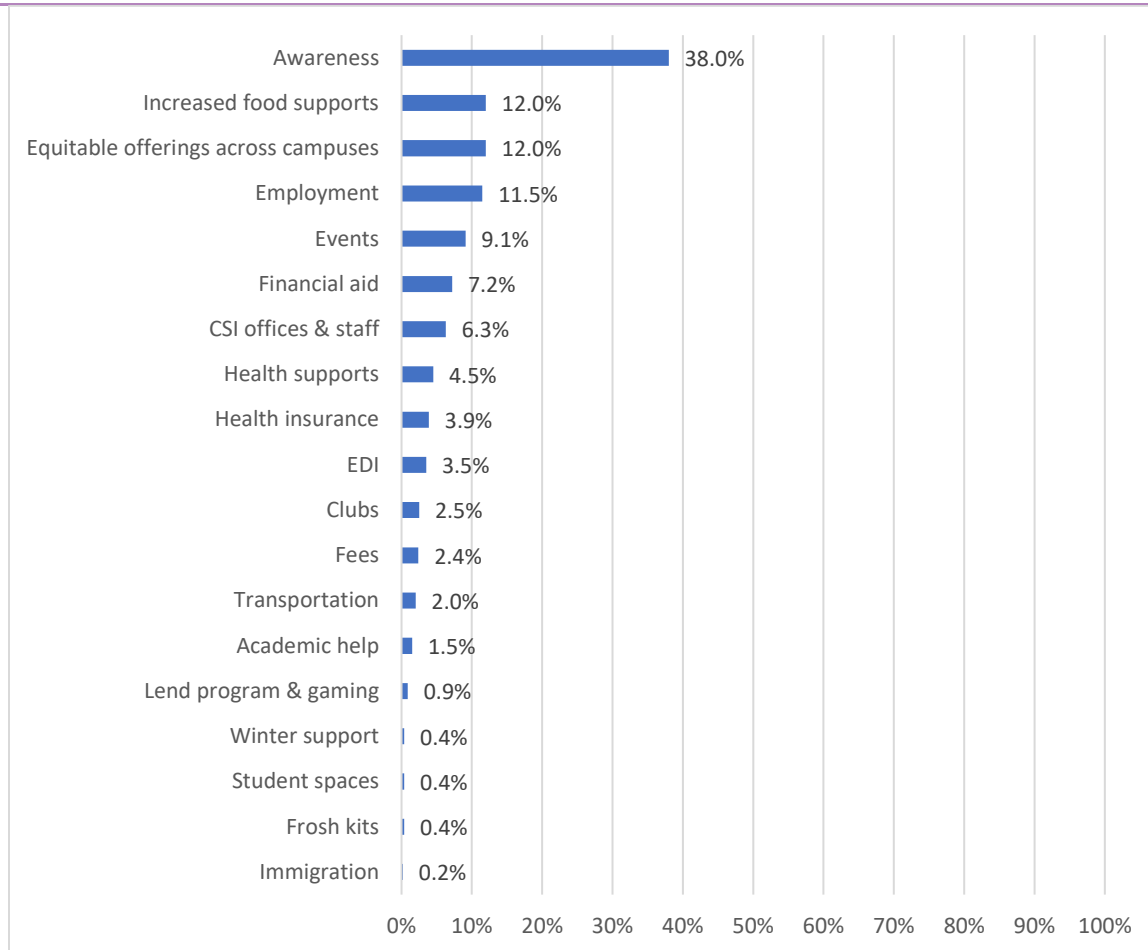
Compared to CSI's Year-End Survey 2023:



The percentage of students who feel that CSI's services are relevant to their needs has increased significantly, by 14.3%. While international students are still more likely to feel that the services are relevant to their needs than domestic students, domestic student relevance has increased by 19.5%. Reuter remains the lowest percentage of students at an in-person campus to feel that CSI's services are relevant to their needs; however, this has also increased, by 12.7%. Those at the Milton campus are now the most likely to feel that CSI's services are relevant to their needs.

Campus	Percentage of students who find CSI's services relevant (2023)	Percentage of students who find CSI's services relevant (2024)
Brantford	68.5%	89%
Cambridge	59.3%	78.4%
Doon	69.3%	81.4%
Downtown Kitchener	68.6%	81.6%
Guelph	67.5%	81.5%
Milton	N/A	89.9%
Reuter	51.4%	64.1%
Waterloo	63.2%	81.7%
Online	51.6%	60.4%

QUESTION 38: ARE THERE ANY IMPROVEMENTS YOU WOULD LIKE CSI TO MAKE TO THE CURRENT SUPPORT SERVICES/PROGRAMS?

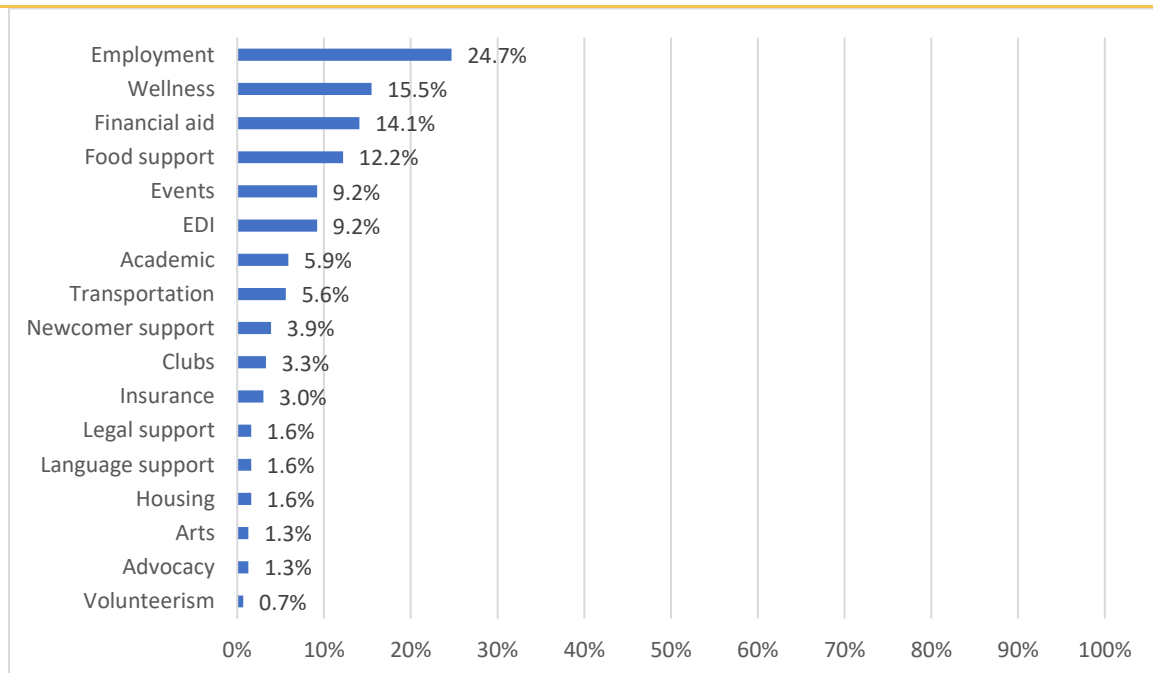


Quick Takeaway: In total, 550 comments were received, though 90 were removed from analysis. These comments were removed for a variety of reasons, including non-responses (i.e., “N/A”), awareness, calls for research, comments too general (i.e., “facilities”), and/or comments that did not directly relate to support services/programs. Overall, 19% of respondents left a comment.

The most commonly cited area of improvement for CSI’s current programming is around the awareness of said programming (38%). The next most common responses were regarding increasing food support and equitable offerings across campuses (12% each). Regarding increased food support, the majority of the comments were regarding the nourish ‘n’ go program running out of snacks. The equitable offerings across campuses primarily focused on events, with some comments also discussing services (i.e., gyms, wellness offices, etc.). The next most frequently cited concept was regarding employment, specifically, the creation of more student jobs, assisting students with finding jobs (i.e., career fairs), and providing notice and rationale when students are not given a job within CSI. Finally, rounding out the top five most common improvements was an increase in events (9.1%). These comments

were often coded alongside equitable campus offerings (i.e., hosting events at multiple campuses) and EDI (i.e., events for specific demographics of students).

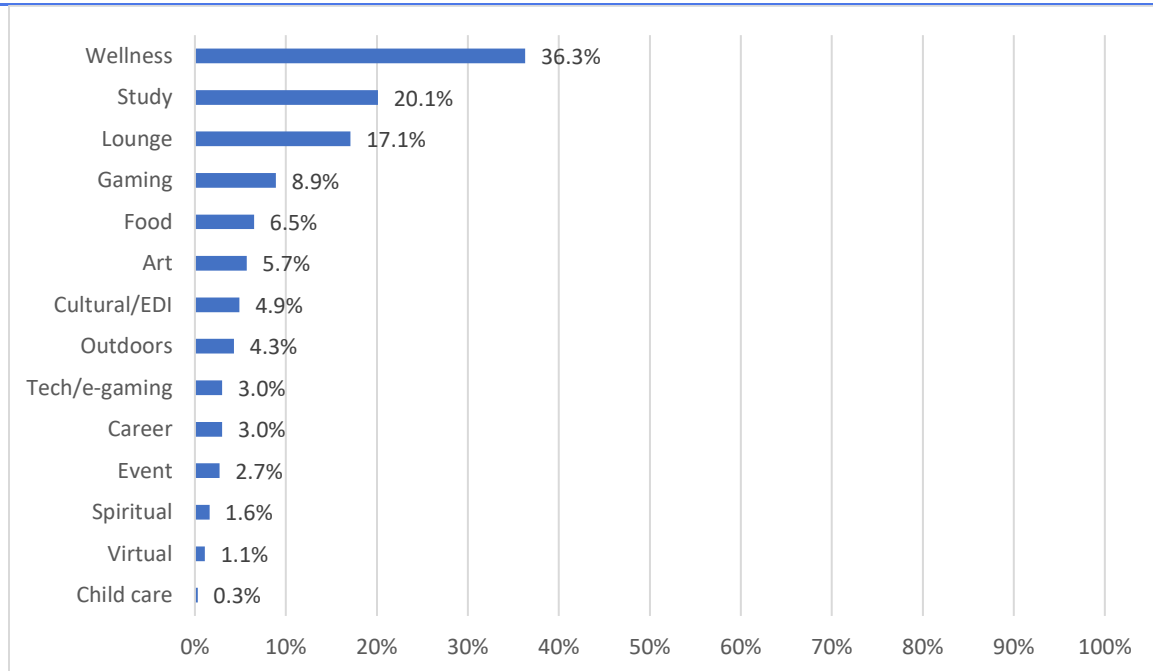
QUESTION 39: ARE THERE ANY ADDITIONAL SUPPORT SERVICES/PROGRAMS YOU WOULD BE INTERESTED TO SEE OFFERED BY CSI?



Quick Takeaways: In total, 387 comments were received, though 83 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 new support services/programs. Overall, 12.6% of respondents left a comment.

The most common response was related to employment services (24.7%), including more/new student jobs as well as career assistance, like resume workshops. The next most common response was related to wellness (15.5%), which included both physical and mental health. The third most common response was related to financial aid (14.1%), which included more scholarships, bursaries, and better awareness of them. The next most common response was related to food support (12.2%), which included both expanding existing programs and creating more food support avenues for students. Finally, tied in fifth was events and EDI (9.2% each), which had a high overlap calling for diverse events recognizing different cultures and demographic groups (i.e., LGBTQ+ students).

QUESTION 40: ARE THERE ANY NEW TYPES OF STUDENT SPACES/RECREATIONAL AREAS YOU WOULD LIKE TO SEE CSI CREATE?



Quick Takeaways: In total, 419 comments were received, though 50 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 new student spaces/recreational areas. Overall, 15.3% of respondents left a comment.

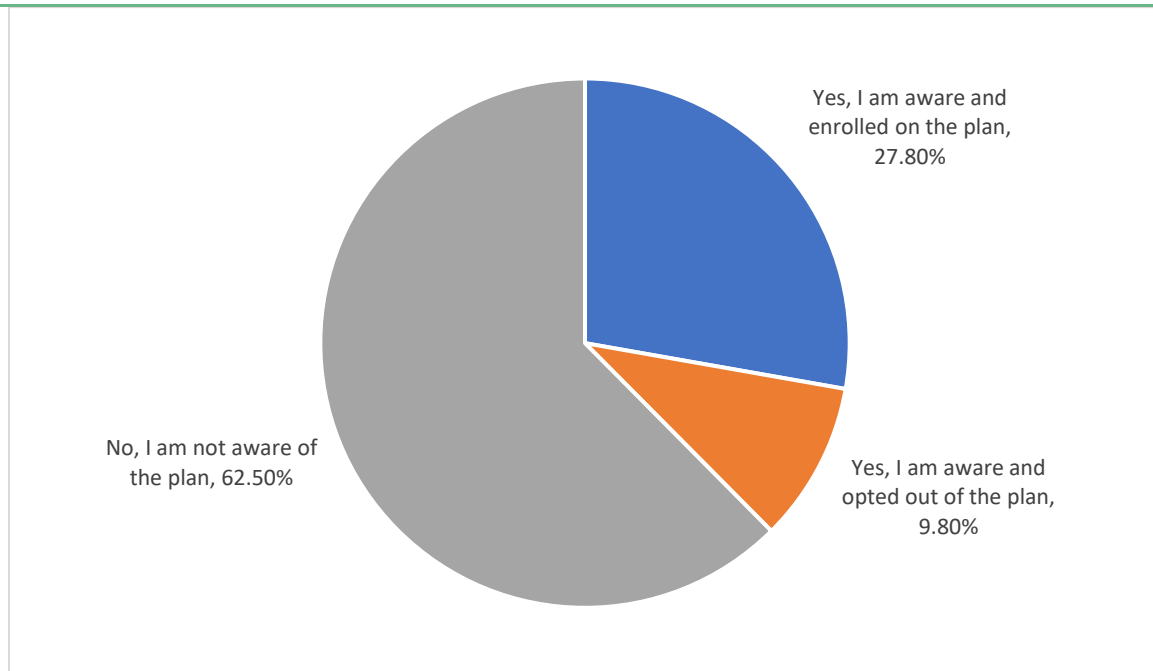
Out of the comments received, the most common responses were regarding new wellness spaces (36.3%). These included comments for more physical wellness spaces (i.e., gyms, swimming pools, specific sport courts, etc.) and mental wellness spaces (i.e., sensory rooms, etc.). The next most common request was for more study spaces (20.1%), which included both quiet study spaces and bookable group spaces. The third most common response was regarding lounge/relaxing spaces for students (17.1%), with many comments regarding campuses not having enough seating, particularly during busy seasons (such as exams and mid-terms). The fourth most common space was for gaming (8.9%), which included comments such as tennis tables, pool tables, board game spaces, and more. Finally, rounding out the top five, was more food spaces, such as cafeterias, as well as more food providers.

CSI LEGAL CARE PLAN

The following questions provide an overview of student experiences with CSI's Legal Care Plan. Students who indicated they were unaware of the plan skipped the remainder of the section, while those who indicated they opted out were only shown questions regarding the opt-out process. Only those who were aware of the plan and enrolled in it were asked questions regarding their satisfaction. Highlights include:

- The majority of students (62.5%) are unaware of the plan.
- Of those who were aware of the plan (regardless of whether they were enrolled in it or not), the most common method of how they became aware of the plan was via direct email (43.7%), followed by CSI's website (39.2%) and CSI staff (20.9%).
- Of those who were enrolled in the plan, the majority of students feel informed about both their coverage (83.4%) and how to access their coverage (80.8%).
- 90.1% of students who are enrolled in the plan are satisfied with it.
- The top two areas students would like to see included in the plan are immigration (43.5%) and health and disability (35.9%).

QUESTION 41: ARE YOU AWARE OF THE CSI LEGAL CARE PLAN?



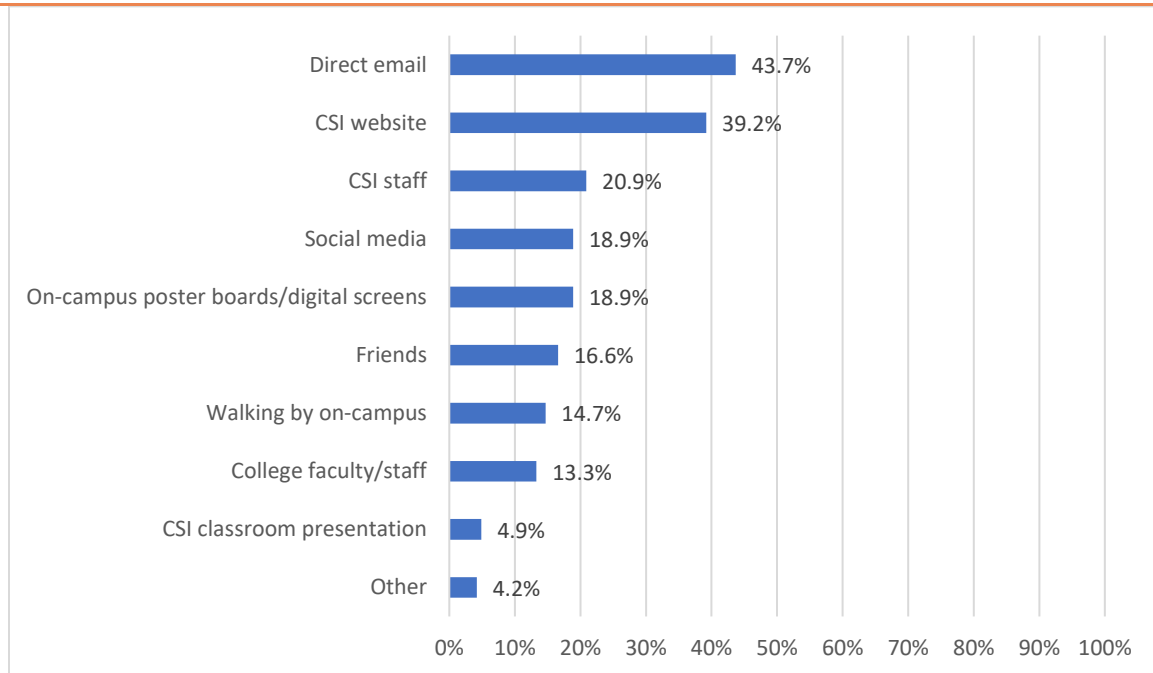
Quick Takeaways: The majority of students are unaware of the Legal Care Plan (62.5%). Domestic students are more likely to be unaware of the plan (66.3%, compared to 59.9% of international students), and when they are aware of the plan, they are more likely to opt out (13.8% of domestic students have opted out, compared to 7.4% of international students).* This is the same for both women and students with disabilities.

Campus	Aware, enrolled	Aware, opted out	Unaware
Brantford	36%	5%	59%

Cambridge	31.9%	11.7%	56.3%
Doon	27.3%	10.6%	62.1%
Downtown Kitchener	21.4%	6.6%	72%
Guelph	37%	9.2%	53.8%
Milton	36.4%	8.5%	55%
Reuter	23.1%	20.5%	56.4%
Waterloo	24.4%	8.2%	67.4%
Online	14.6%	7.3%	78.1%

Compared to CSI's Year-End Survey 2023: The percentage of students who are unaware of the plan has gone down by 11.2% since 2023, meaning that more students are aware of CSI's Legal Care Plan. Domestic students have become more unaware of the plan than international students (whereas previously, they had the same level of unawareness) and remain more likely to opt out of the plan. Guelph is now the campus with the highest percentage of student awareness of the plan, while Waterloo is the in-person campus with the lowest percentage of awareness.

QUESTION 42: HOW DID YOU BECOME AWARE OF THE CSI LEGAL CARE PLAN? SELECT ALL THAT APPLY.

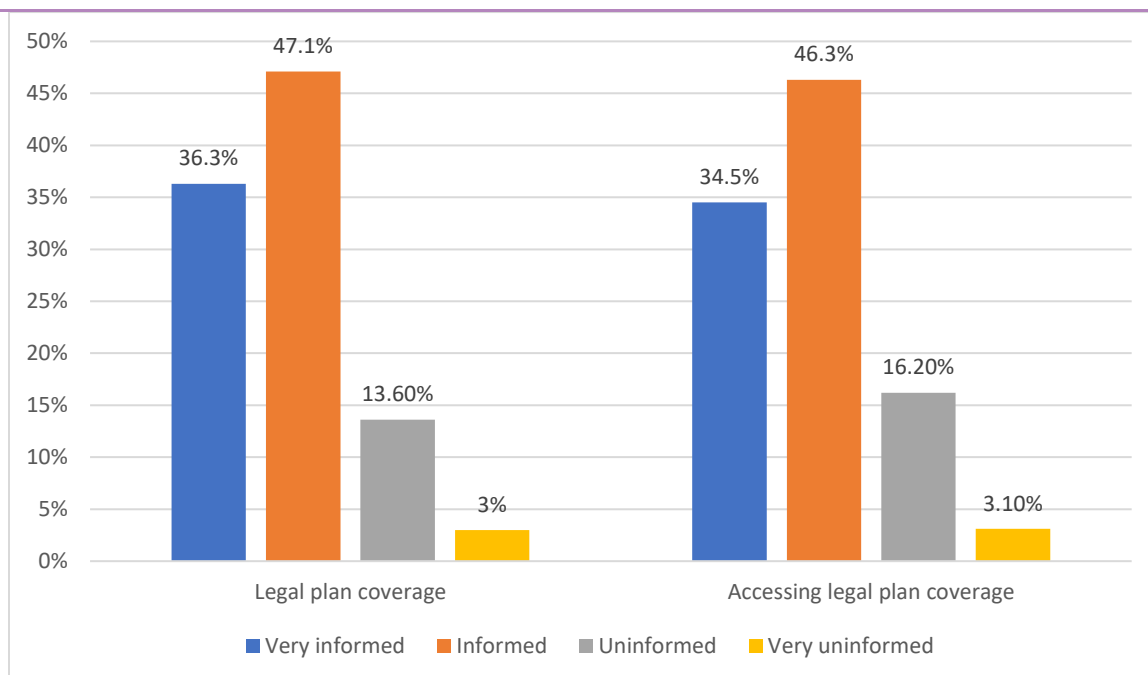


Quick Takeaways: The top three most common ways students became aware of the CSI Legal Care Plan were via direct email (43.7%), CSI's website (39.2%), and CSI staff (20.9%). The top three ways domestic students were likely to become aware of the Legal Care Plan were via direct email (49.5%), CSI's website (35.8%), and college faculty/staff (11.7%). Overall, only direct email was more effective in reaching domestic students than international students (49.5%, compared to 40.8% of international students).* This is also true for students with disabilities and women, although CSI's website was also more effective in reaching women than men.

Direct email was the most effective in reaching online students (61.9%) and students at Reuter (58.8%), and least effective at Brantford (39%) and Cambridge (40.9%). CSI's website was most effective for students at the Milton (48.3%) and Brantford (46.3%) campuses, and least effective at the Reuter (11.8%) campus and online (23.8%). Finally, CSI staff were most effective at Brantford (34.2%) and Guelph (32.7%), and least effective for students online (4.8%) and Doon (17.2%).

Compared to CSI's Year-End Survey 2023: In 2023, the top three ways students became aware of the Legal Care Plan were via CSI's website (45.2%), direct email (40.3%), and social media (27.6%). Direct email has become the most common method now, increasing by 3.4%, while CSI's website has become the second most common method, decreasing by 6%. Social media is no longer in the top three, dropping by almost 10%. While CSI's staff has now become the third most common way students became aware of the Legal Care Plan, the percentage of students who became aware via CSI staff decreased by 0.5%.

QUESTION 43: HOW INFORMED DO YOU FEEL ABOUT THE FOLLOWING ASPECTS OF YOUR CSI LEGAL CARE PLAN?



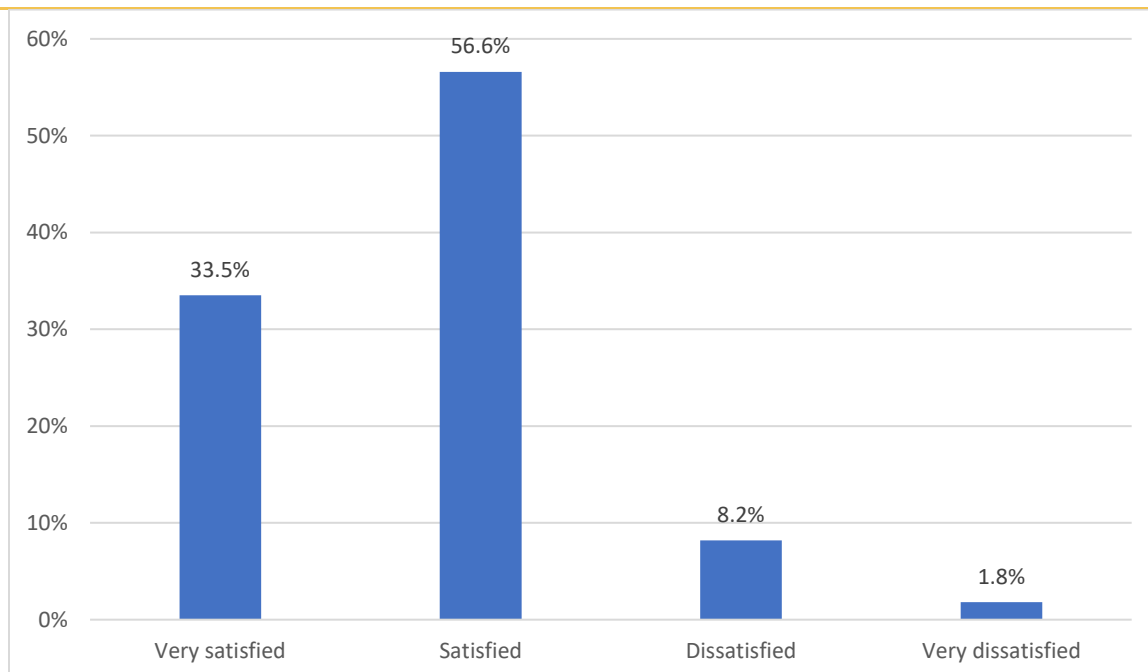
Quick Takeaways: The majority of students feel informed about both their legal plan coverage (83.4%) and how to access their coverage (80.8%). International students are more likely to feel informed on both their coverage (89.7%, compared to 66.1% of domestic students) and how to access said coverage (87.9% vs. 60.9%).

Campus	Percentage of students who are informed	
	Legal Plan coverage	Accessing coverage
Brantford	91.7%	94.3%
Cambridge	76.1%	74.6%

Doon	84.7%	79.2%
Downtown Kitchener	77.2%	78.8%
Guelph	93%	86.4%
Milton	87.2%	86.7%
Reuter	100%	100%
Waterloo	73.1%	80.3%
Online	75%	71.4%

Compared to CSI's Year-End Survey 2023: The percentage of students who are informed about both their legal plan coverage and how to access coverage has increased, by 2.4% and 2.2%, respectively. International students remain more likely to be aware of both their coverage and how to access it, but domestic student awareness has increased slightly.

QUESTION 44: WHAT IS YOUR SATISFACTION WITH THE LEGAL CARE PLAN?



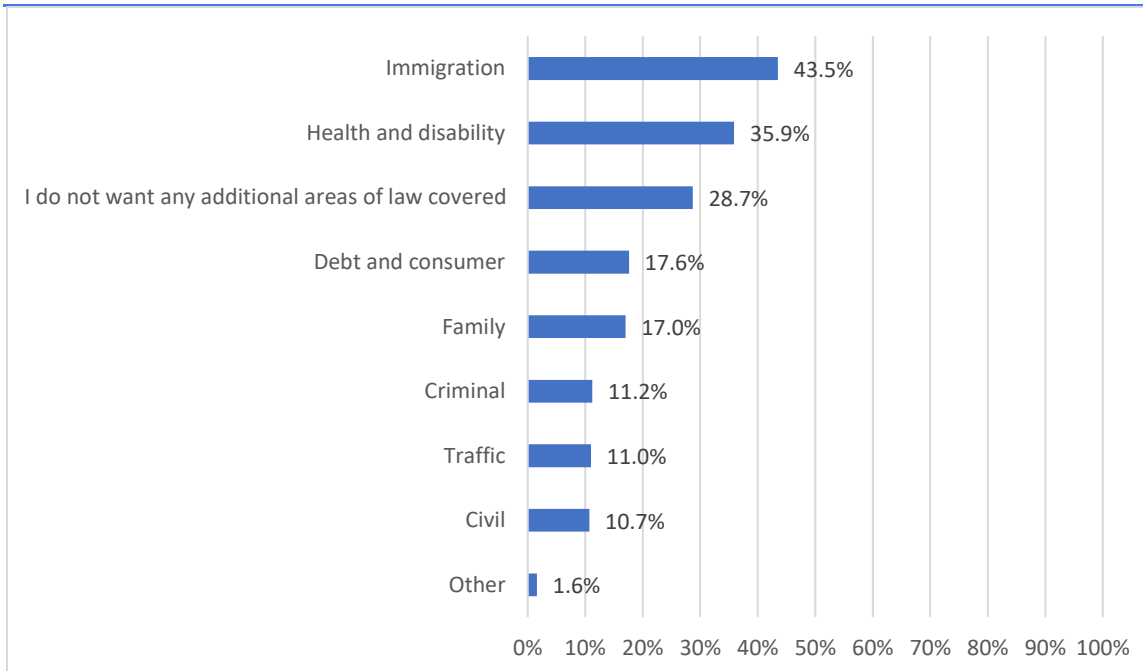
Quick Takeaways: The majority of students (90.1%) who are aware of the plan and enrolled in it are satisfied with the Legal Care Plan. International students are more likely to say they are satisfied with the plan, with 92.5% indicating as such compared to 83.4% of domestic students. International students are also more likely to indicate they are “very satisfied” than domestic students.

Campus	Percentage of students who are satisfied
Brantford	88.9%
Cambridge	85.3%
Doon	89.7%
Downtown Kitchener	86.1%
Guelph	95.5%
Milton	91.5%
Reuter	100%

Waterloo	92.7%
Online	92.9%

Compared to CSI's Year-End Survey 2023: This is the first time CSI has asked this question.

QUESTION 45: ARE THERE ANY ADDITIONAL AREAS OF LAW YOU WOULD LIKE TO SEE THE CSI LEGAL CARE PLAN COVER? SELECT YOUR TOP THREE.



Quick Takeaways: The top two areas of law that students would like to see included in the Legal Care Plan are immigration (43.5%) and health and disability (35.9%), with all others falling below the “I do not want any additional areas of law covered” selection (28.7%). Domestic students were more likely to not want any additional areas of law covered more than any areas listed (42.5% did not want additional areas covered), while more than half of international students (55.1%) desired to see immigration law covered. Women were more likely than men to want to see health and disability law covered (41.4%, compared to 29.4% of men*), as well as family law (18.2% vs. 15.9%), debt and consumer rights (17.6% vs. 17.5%), and/or civil law (11.1% vs. 10.6%). Those with disabilities were more likely to want to see various areas of law included in the plan, including family (25.7%, compared to 15.6% of students without disabilities*), traffic (12.2% vs. 11%), health and disability (44.6% vs. 35.2%), and debt and consumer rights (24.3% vs. 16.8%).

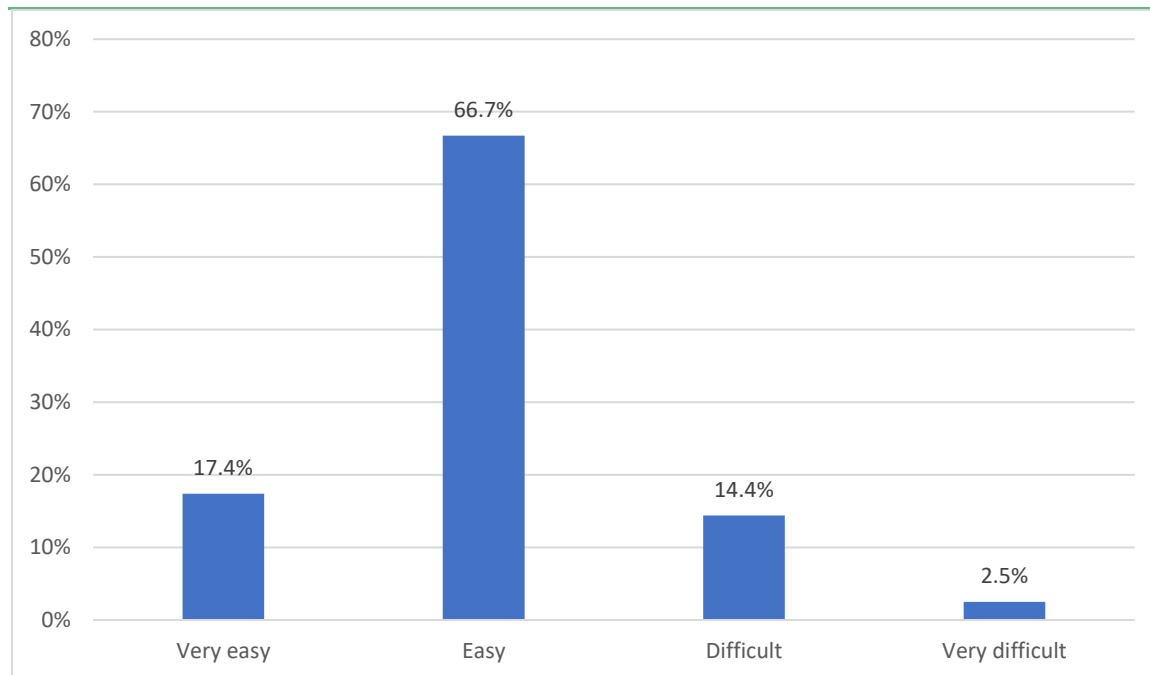
Compared to CSI's Year-End Survey 2023: This is the first time CSI has asked this question.

CSI LEGAL CARE PLAN OPT-OUT PROCESS

The following questions provide an overview of student experiences with the opt-out process for CSI's Legal Care Plan. As mentioned previously, only those who selected they were aware and opted out were asked these questions. Highlights include:

- 83.1% of students found the process easy, with international students more likely to find the process easy when compared to domestic students.
- When asked about improvements to the opt-out process, the top three most common responses were regarding:
 - Making the fee an opt-in (as opposed to an opt-out) (31.3%)
 - Faster refunds (31.3%)
 - Email confirmation when opting out (18.8%)

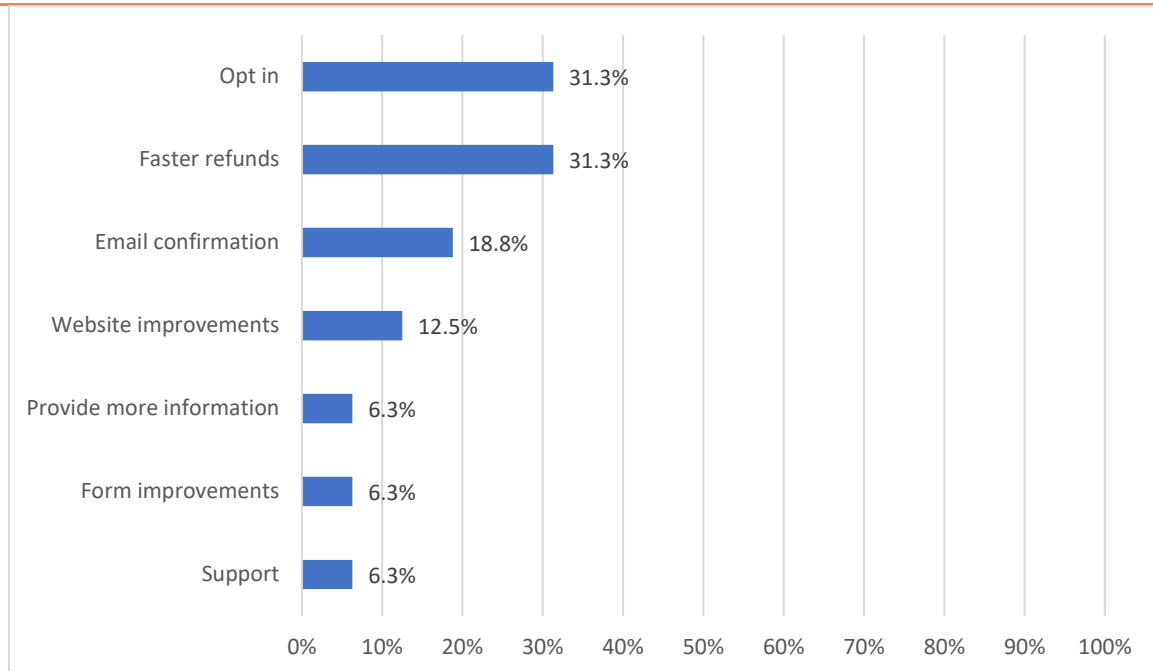
QUESTION 46: PLEASE RATE HOW THE OPT OUT PROCESS WAS.



Quick Takeaways: The majority of students (83.1%) who were aware of the CSI Legal Care Plan and who opted out of it found the opt out process easy. International students were more likely to find the process easy (90%, compared to 77% of domestic students), as did women and those without disabilities. Those at Brantford were the most likely to find the process easy (100%), while those at Reuter were the least likely to (62.5%).

Compared to CSI's Year-End Survey 2023: The proportion of students who found the opt out process easy has decreased by 4.2%.

QUESTION 47: DO YOU HAVE ANY SUGGESTIONS ABOUT HOW THE OPT OUT PROCESS CAN BE MADE EASIER OR IMPROVED?



Quick Takeaways: In total, 22 comments were received, though 6 were removed from analysis. These comments were removed for a variety of reasons, including non-responses (i.e., “N/A”), comments too general (i.e., “easier”), and/or comments that did not directly relate to the opt out process for the CSI Legal Care Plan. Overall, 6.8% of respondents left a comment.

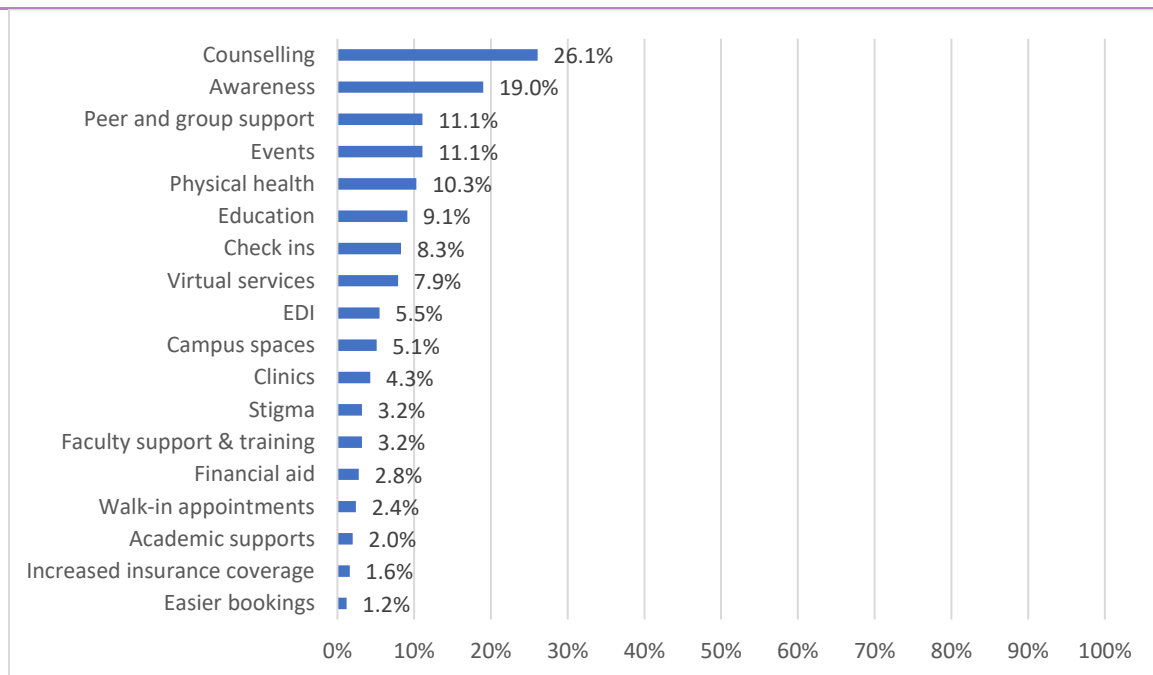
Out of the comments received, the top three most common responses were regarding making the legal care plan an opt in fee (as opposed to an opt out) (31.3%), processing the refunds faster (31.3%), and emailing to confirm an opt out has been received and when students can expect their refund (18.8%).

HEALTH & WELLNESS SERVICES

The following section focused on potential improvements to health supports at CSI and Conestoga College, and was asked to all students. The highlights of this section include the following:

- The top three most common responses to how mental health supports could be improved was:
 - Increased counselling availability (26.1%)
 - Increased awareness of existing supports (19%)
 - Peer and group support and/or events (11.1% each)

QUESTION 48: DO YOU HAVE ANY SPECIFIC IDEAS ABOUT HOW MENTAL HEALTH SUPPORTS AND SERVICES CAN BE IMPROVED AT CONESTOGA COLLEGE?



Quick Takeaways: In total, 308 comments were received, though 55 were removed from analysis. These comments were removed for a variety of reasons, including non-responses (i.e., “N/A”), comments too general (i.e., “easier”), and/or comments that did not directly relate to mental health improvements at Conestoga College. Overall, 10.5% of respondents left a comment.

Out of the comments received, the most common theme was around increased counselling, including expanding the hours available, having both online and in-person options, walk-ins, and ensuring that counselling options are diverse and representative of the student population, with multilingual options. The next most common comment was regarding the awareness of services. The third and fourth options were tied and focused on peer and group supports (i.e., group therapy, peer support programs, etc.) and events (which focused

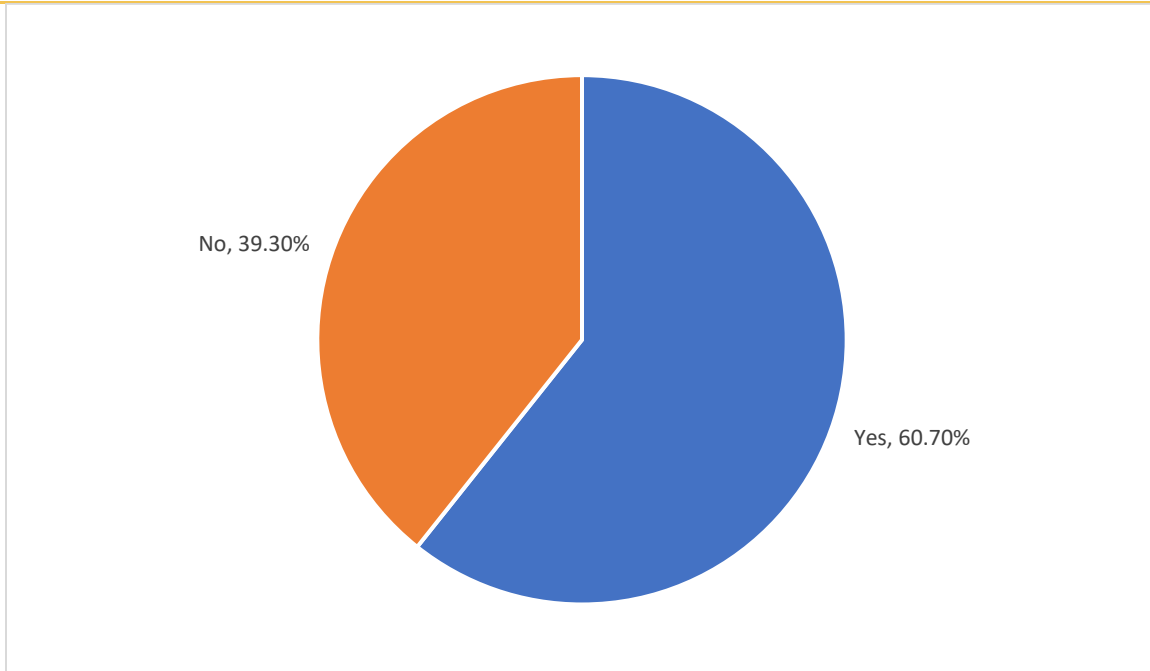
on “fun” events, such as therapy dogs, socials, etc.). Rounding out the top five was physical health, which focused on ensuring students were given opportunities to exercise, partake in yoga/meditation, and food support.

LEADERSHIP & CAREER DEVELOPMENT

The following questions provide an overview of student experiences with CSI's leadership and career development services and supports, and were asked to all students. Highlights from this section include the following:

- 60.7% of students are aware of the optional CSI clubs & societies fee.
 - International students were more likely to be aware, as were those without disabilities; however, there was no difference based on gender.
- The majority of students do *not* know how to join a club (54.2%) or how to start a club (66.8%), while half are aware of how to find information regarding clubs.
 - Awareness levels of students regarding how to join and start a club have increased from 2023 by 3.5% and 4.2%, respectively.
- 68.7% of students are interested in joining a club, while 44.5% of students are interested in starting a club.
- When asked what topics of career readiness workshops/events they are interested in, the top five most common responses were:
 - Interview skills (59.1%)
 - Public speaking (45.8%)
 - Resume building (44.3%)
 - Time management (44.2%)
 - Effective teamwork (31.3%)
- When asked about what types of celebrating diversity events they would be interested in attending, the top three most common responses were:
 - Culture/diversity celebrations (52.6%)
 - Workshops/hands-on learning (50.8%)
 - Live interviews (31.7%)

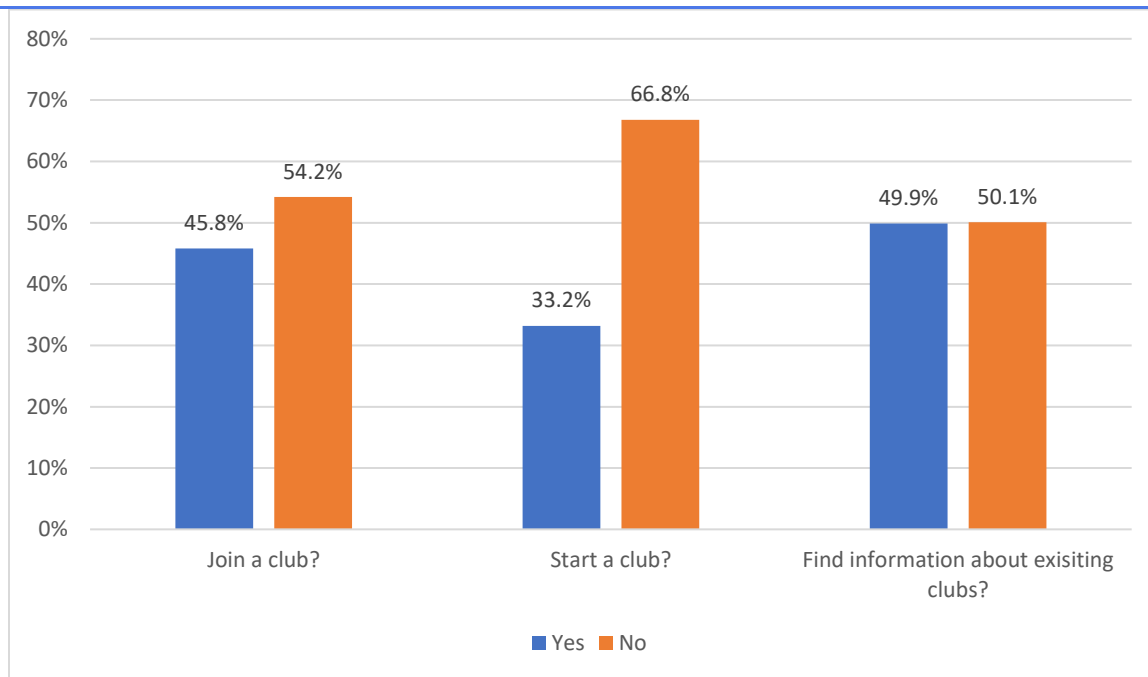
QUESTION 49: ARE YOU AWARE OF THE OPTIONAL CSI CLUBS & SOCIETIES FEE?



Quick Takeaways: The majority of students (60.7%) are aware of the optional CSI clubs and societies fee. International students are more likely to be aware than domestic students (66.5% vs. 53%*), as are those without disabilities (61.5% vs. 56.6%), but there is no difference based on gender. Across the various campuses, those studying at Cambridge and Waterloo are the most likely to be aware (63.4% and 62.4%, respectively), while those studying online and at Reuter are the least likely to be (22.9% and 51.3%, respectively).

Compared to CSI's Year-End Survey 2023: The percentage of students who are aware of the CSI clubs and societies fee has increased by 0.8%. However domestic students and those at Reuter remain among those with the lowest awareness.

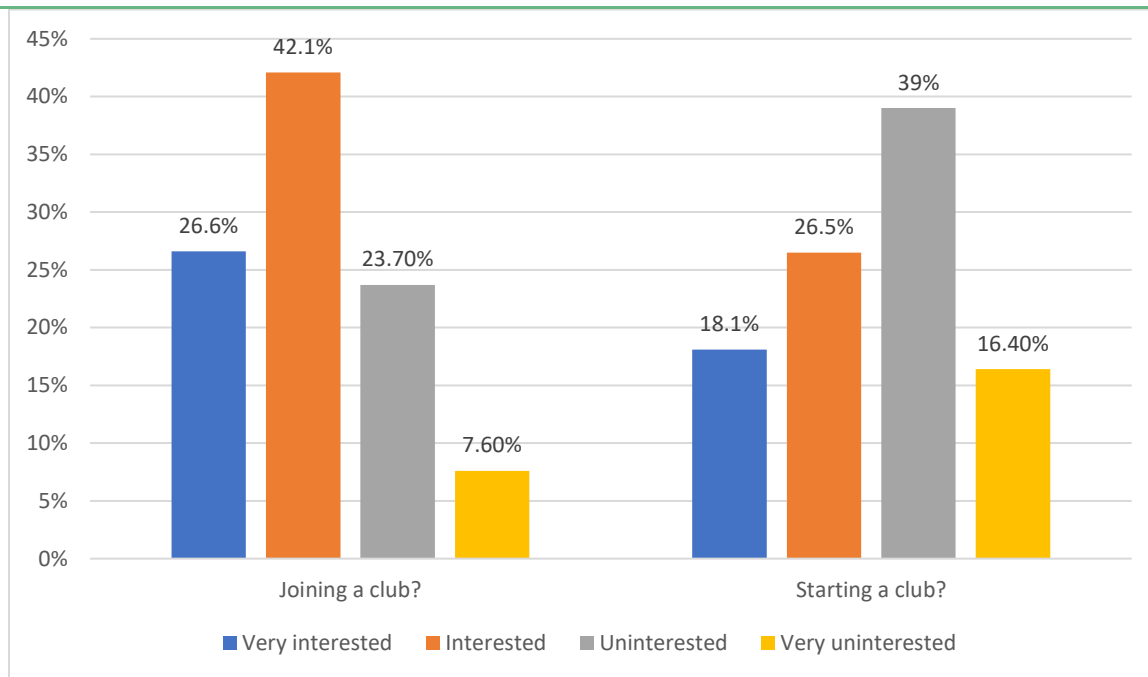
QUESTION 50: ARE YOU AWARE OF HOW TO...



Quick Takeaways: The majority of students are not aware of how to join a club (54.2%), or how to start a club (66.8%); however, students are essentially equally likely to know how to find information about existing clubs. International students are more likely to be aware of all three: join a club (50.1% of international students, compared to 38.8% of domestic students), start a club (38% vs. 25.2%), and find information about existing clubs (52.8% vs. 45%).* Men and women had similar levels of awareness of all three statements, while those with disabilities were less likely to be aware of all three statements when compared to those without disabilities. Across the in-person campuses, those at Downtown Kitchener were most likely to know how to join (50.3%) and start (35.8%) a club, while those at Guelph were most likely to know how to find information regarding existing clubs (53.4%). Those at Reuter were the least likely to be aware of all three statements.

Compared to CSI's Year-End Survey 2023: This is the first time CSI has asked regarding finding information about existing clubs. However, awareness levels of both joining and starting clubs have increased since 2023, by 3.5% and 4.2%, respectively. International students remain more aware of both statements, and Reuter remains the in-person campus with the lowest level of awareness.

QUESTION 51: HOW INTERESTED ARE YOU IN...

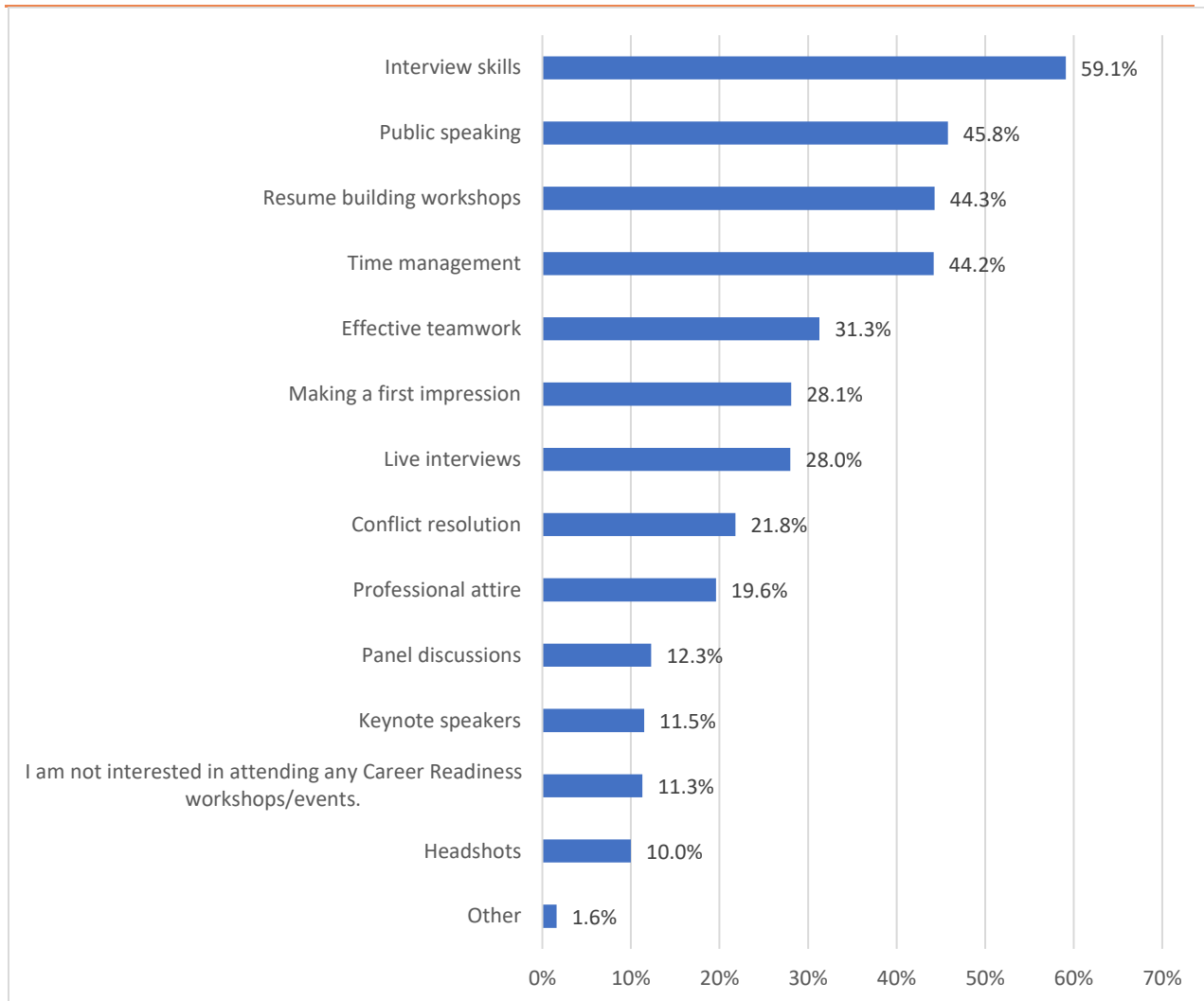


Quick Takeaways: Just over 2/3rds of students (68.7%) are interested in joining a club, while less than half (44.5%) are interested in starting a club. International students are more likely to be interested in both joining a club (80.8%, compared to 48.8% of domestic students) and starting a club (58.6% vs. 21.8%).* Women and those with disabilities follow similar trends as domestic students, when compared to men and those without disabilities respectively.

Campus	Percentage interested in joining a club	Percentage interested in starting a club
Brantford	65.7%	45.5%
Cambridge	60.8%	32.5%
Doon	68.8%	42.4%
Downtown Kitchener	81.8%	57%
Guelph	69.5%	54.2%
Milton	83.5%	71.7%
Reuter	46%	21.6%
Waterloo	71.7%	47.1%
Online	44.2%	30.5%

Compared to CSI's Year-End Survey 2023: This is the first time CSI has asked this question.

QUESTION 52: WHAT TOPICS OF CAREER READINESS WORKSHOPS/EVENTS ARE YOU INTERESTED IN? PLEASE SELECT YOUR TOP 5.



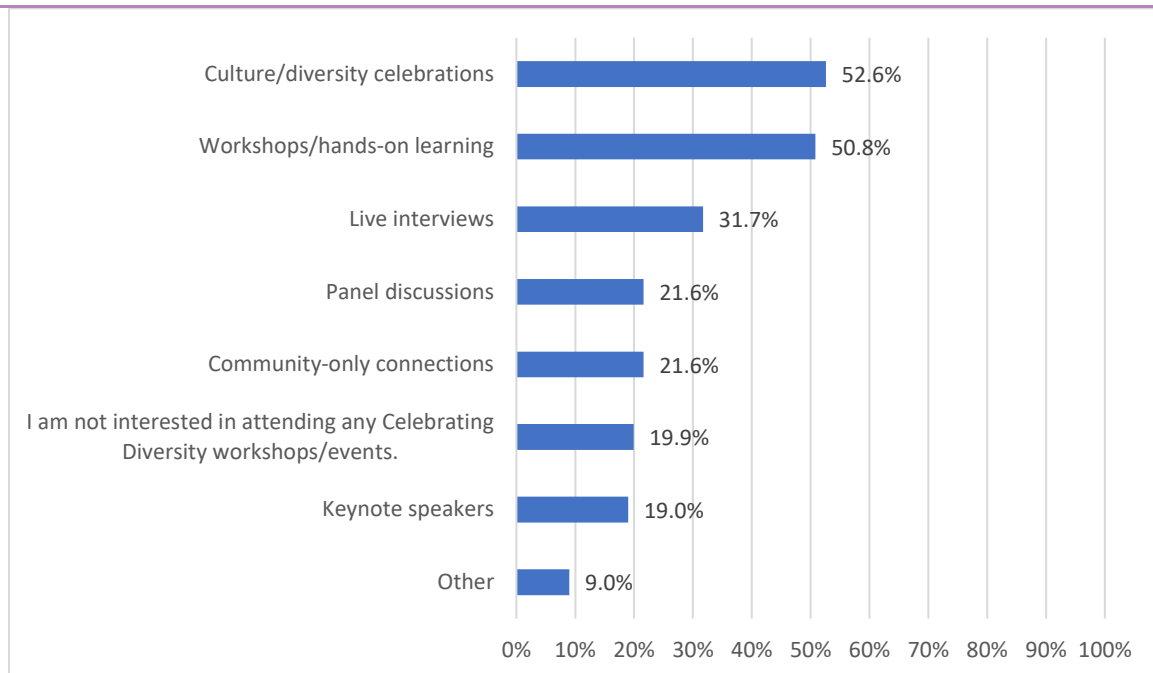
Quick Takeaways: The top five topics students are interested in for Career Readiness workshops/events are: interview skills (59.1%), public speaking (45.8%), resume-building workshops (44.3%), time management (44.2%), and effective teamwork (31.3%). The only result that is below the “I am not interested in attending any career readiness workshops/events” is headshots, indicating a relatively low interest in them. Domestic students had a similar top five to the overall top five, with minor changes:

1. Interview skills, 48.4%
2. Time management, 39.1%
3. Resume building, 36.4%
4. Public speaking, 35.5%
5. Making a first impression, 25.8%

It should also be noted that 22.4% of domestic students indicated they were not interested in attending any career readiness workshops/events, compared to 4.5% of international students.

Compared to CSI's Year-End Survey 2023: This is the first time CSI has asked this question.

QUESTION 53: WHAT TYPES OF CELEBRATING DIVERSITY EVENTS WOULD YOU BE INTERESTED IN ATTENDING? SELECT ALL THAT APPLY.



Quick Takeaways: The top three types of celebrating diversity events that students would be interested in are culture/diversity celebrations (52.6%), workshops/hands-on learning (50.8%), and live interviews (31.7%). While domestic students have a similar top three (workshops/hands-on learning [36.6%], culture/diversity celebrations [36.4%], and keynote speakers [16.3%]), it should be noted that 40.2% of domestic students indicated they would not be interested in attending any celebrating diversity workshops/events.

Compared to CSI's Year-End Survey 2023: This is the first time CSI has asked this question.

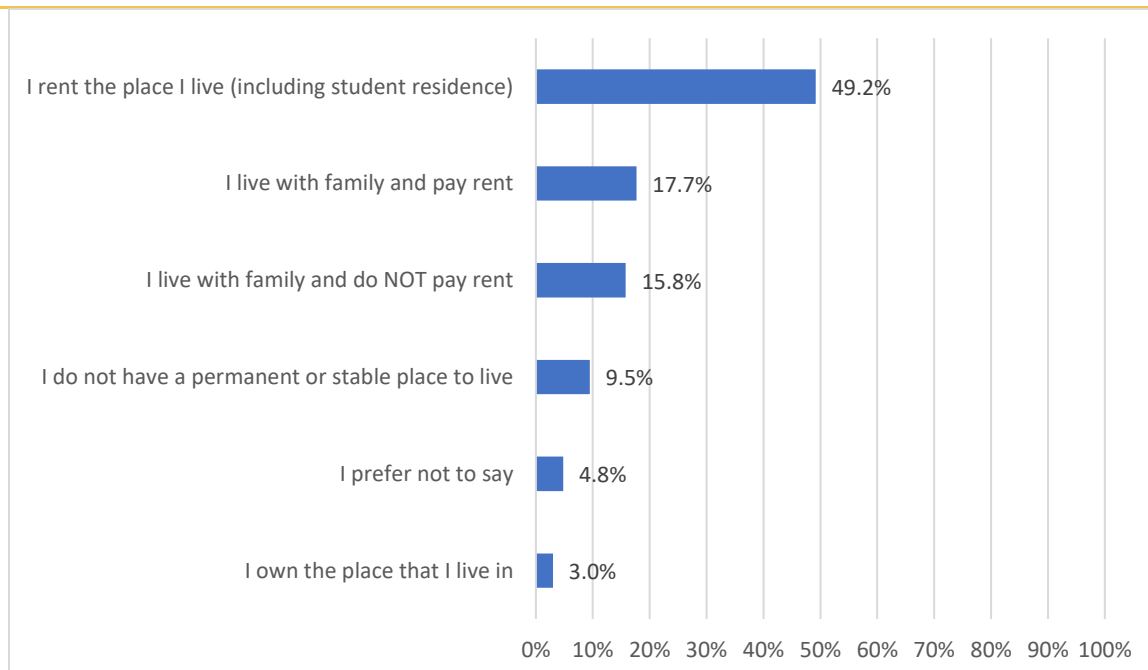
HOUSING

The following section provides 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 questions, as they focused on renting. Highlights include:

- Almost half of students (49.2%) rent where they live.
- International students are almost 10x more likely to not have a stable living arrangement, compared to domestic students.
- 59.1% of students have a safety concern with their current neighbourhood
 - The most common concerns were regarding theft (23.5%), speeding cars (20.7%), and/or discrimination based on grounds protected by the Ontario Human Rights Code (OHRC) (16.3%).
- Of students who are renting, 68.9% rent in a shared dwelling, such as a lodging home.
 - International students were significantly more likely to be living in a shared dwelling than domestic students.
- Of students who do *not* live in Conestoga College residence, the most common reason was because it was too expensive (45.2%).
- Of those renting in a shared dwelling, they were most likely to be living in a dwelling with 3 bedrooms (37.8%), while those renting a private dwelling were most likely to be living in a dwelling with 1 bedroom (29.6%).
- Of those renting in a shared dwelling, 45.4% shared their bedroom with one other person.
 - International students were significantly more likely to share a bedroom, with 82.1% of international students sharing a bedroom with at least one other person, compared to 44.9% of domestic students.
- Students most commonly lived with 4 other people (16.8%).
- International students were more likely to live with higher numbers of people, as were those who shared a bedroom with at least one other person.
- Most students (28.5%) would prefer to live alone.
- 73% of students indicated they are familiar with their rights and responsibilities as tenants.
- 45.4% of students shared a kitchen and/or bathroom with their landlord and/or any of their immediate family, meaning that large portions of the Ontario Residential Tenancy Act does not apply to them.
- The average cost of rent for students is \$748.08, with a median rent of \$550
 - This is an increase of \$27.79 (3.9%) from 2023
 - In order for the average cost of rent to be considered affordable (30% of income), students would have to be making \$2,493/month in gross income, or \$29,916/year – representing less than 20% of all students.
- 77.6% of students are confident in their ability to make all of their rent payments on time throughout the entirety of their lease term.

- Just over 1/3rd of students have tenant's insurance, with domestic students almost twice as likely as international students to have tenant's insurance.
 - Of those who do *not* have tenant's insurance, the most common reason they didn't have it was because they did not know where to get it (47.7%).
- The majority of students (61%) do not know that landlords can *not* charge a "security deposit" separate from a last month's rent deposit.
- 27.4% of students have had a negative interaction with their landlord, an increase of 1% from 2023.
- The most common type(s) of negative interactions were inadequate repairs (11.5%), unresponsiveness (9.7%), and/or entered their unit without 24-hours notice (7.8%).
- The majority of students (59.7%) found the process of finding somewhere to live difficult, though this has decreased by 12.6% since 2023.
- 87.5% of students found a place to live in 3 months or less.
- Students were most likely to rely on Facebook (62.3%), family/friends (48.8%), and/or Kijiji (32.5%) to find a place to live.
- Price of rent, quality of the dwelling, and quality of the neighbourhood are the most important aspects to students when considering where to live.
- Students are most satisfied with their proximity to transit, quality of their neighbourhood, and proximity to amenities; however, they are least satisfied with proximity to family, proximity to bike networks, and the price of their rent.

QUESTION 54: WHAT IS YOUR CURRENT HOUSING STATUS?

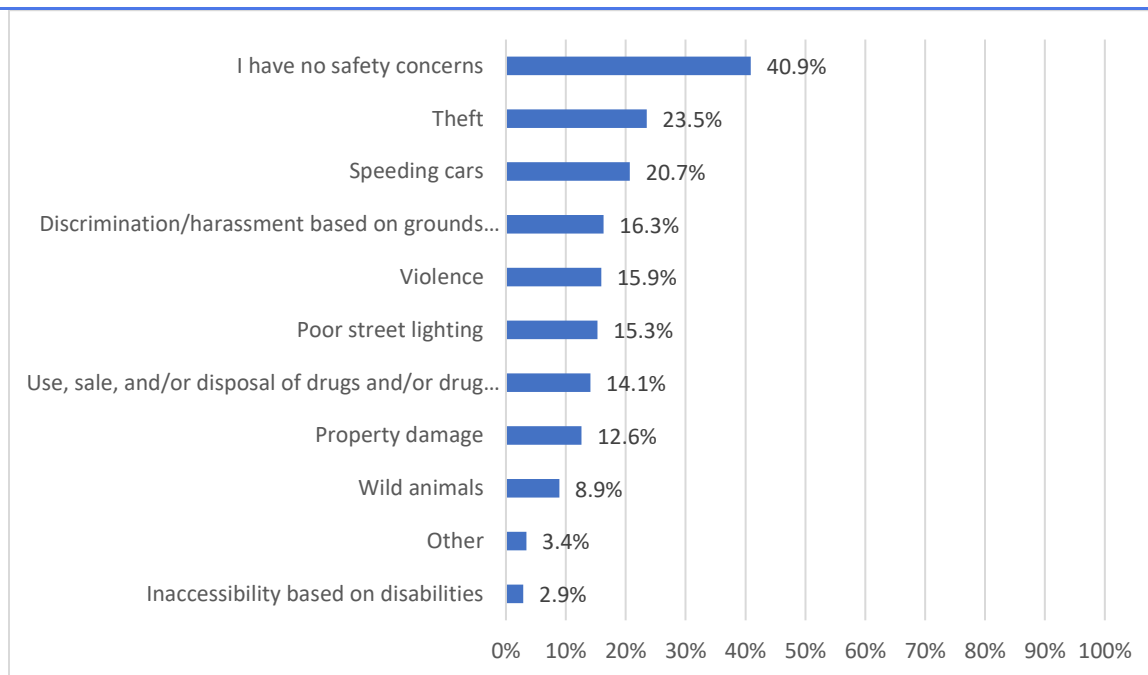


Quick Takeaways: Almost half of all students are also renters, followed by students living with their families paying rent, and not paying rent. Looking at various demographics, international students have more precarious living situations. Domestic students are more likely to own where they live (7.6% of domestic students, compared to 0.1% of international students), live with family paying rent (22.4% vs. 15%), or live with family while not paying

rent (35.4% vs. 3.8%).* International students are more likely to be renters (63% of international students, compared to 26.5% of domestic students) or not have a permanent/stable place to live (14.4% vs. 1.5%).*

Compared to CSI's Year-End Survey 2023: The percentage of students who rent has decreased by 8.4%, while those living with their family have increased. Those living with family and paying rent have increased 5.8%, while those who live with family and do not pay rent have increased 0.9%. Owning where they live and not having a stable place to live have remained relatively stable, decreasing by 0.2% and increasing by 0.1% respectively. International students remain in more precarious living scenarios than domestic students. In 2023, international students were almost 8x more likely than domestic students to not have a permanent or stable place to live, while in 2024 this has risen to almost 10x more likely.

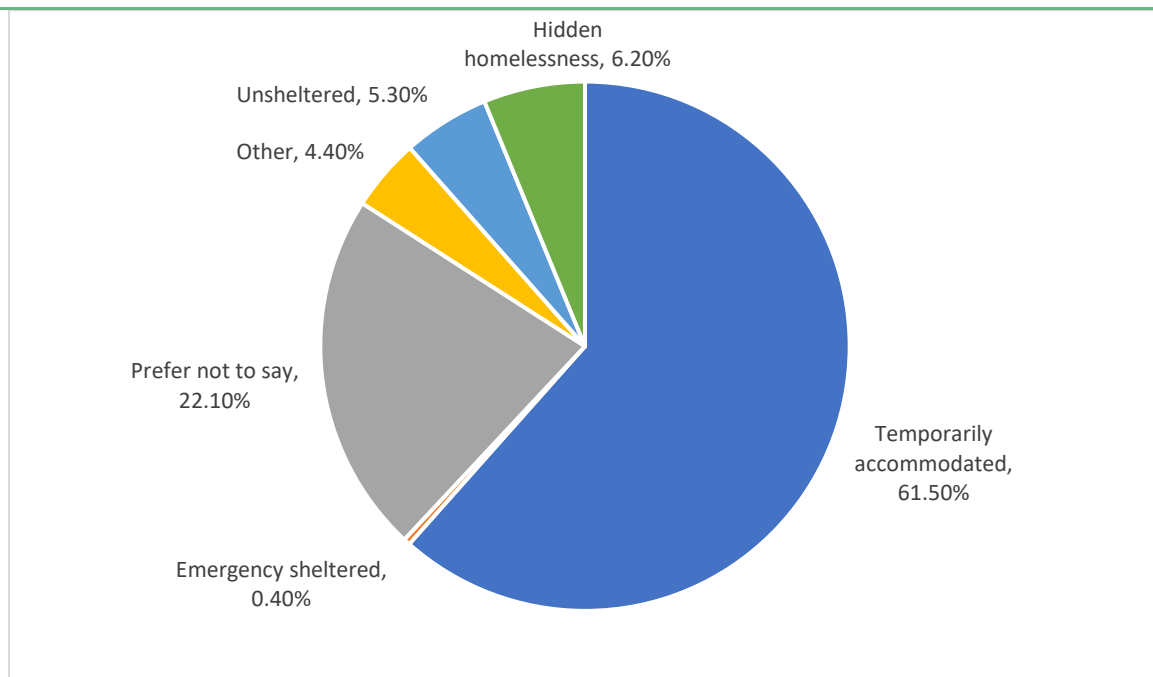
QUESTION 55: WHAT ARE YOUR TOP THREE MOST IMPORTANT SAFETY CONCERNS WITH THE NEIGHBOURHOOD YOU CURRENTLY LIVE IN?



Quick Takeaways: Just over 40% of students indicated they did not have any safety concerns. Of those who indicated they did have a safety concern, the top three most common concerns were theft (23.5%), speeding cars (20.7%), and discrimination/harassment based on grounds protected by the OHRC (16.3%). Looking at international and domestic student differences, domestic students were more likely to indicate they had a safety concern, with only 37.4% saying they had no concerns, compared to 43.1% of international students. For domestic students, the top three most common concerns were theft (29.6%), speeding cars (28.1%), and violence (16.9%). For international students, the top three concerns were discrimination/harassment based on grounds protected by the OHRC (20.3%), theft (19.9%), and poor street lighting (16.1%).

Compared to CSI's Year-End Survey 2023: Compared to 2023, the percentage of students who have a safety concern has increased by 9%. Theft is still the main safety concern; however, speeding cars has become the second most common safety concern, moving from third, and discrimination on OHRC grounds is now third, moving from fifth. All of the options have increased since 2023, except poor street lighting which has decreased by 2%.

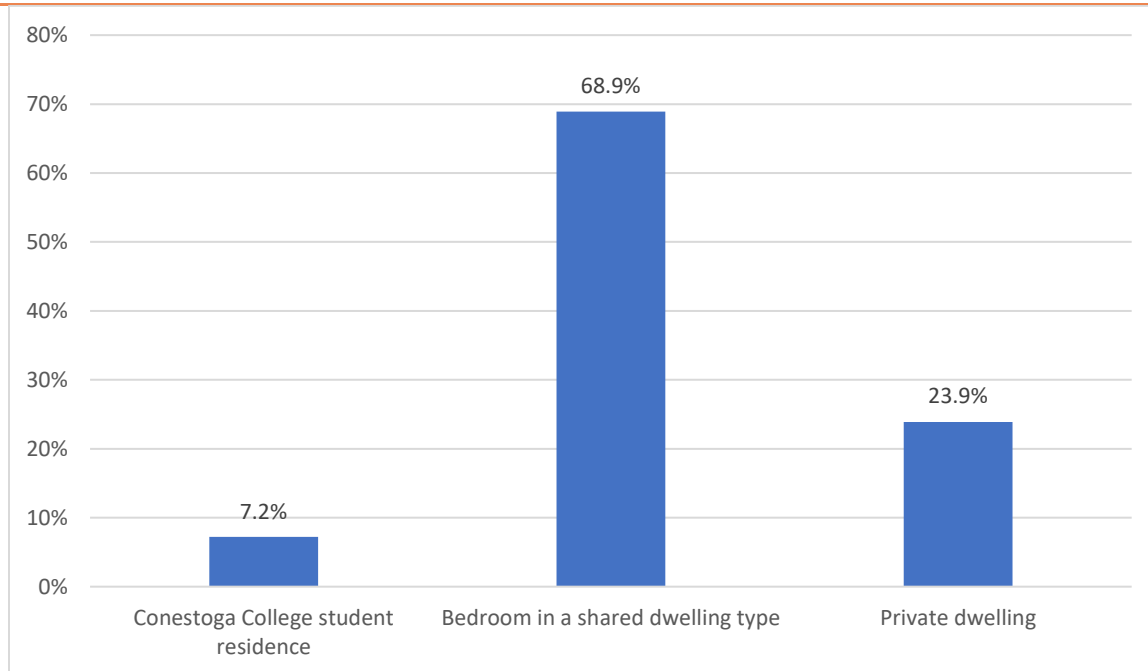
QUESTION 56: WHAT BEST DESCRIBES YOUR CURRENT HOUSING SITUATION?



Quick Takeaways: Out of the 9.5% of students in unstable living situations, the majority of them (61.5%) are temporarily accommodated, through temporary and insecure housing, such as motels/AirBnBs or non-profit/government housing. The next most common situation is hidden homelessness, such as couch surfing, followed by unsheltered (5.3%), and emergency sheltered (0.4%). Due to the limited responses, it is not possible to compare across various demographic groups.

Compared to CSI's Year-End Survey 2023: Temporarily accommodated continues to be the most common situation, though its prevalence has decreased by 5.8%. Hidden homelessness has increased by 1.2%, as has unsheltered by 4%. Emergency sheltered has decreased by 0.9%.

QUESTION 57: WHAT BEST DESCRIBES THE TYPE OF HOUSING YOU ARE PERSONALLY RENTING?



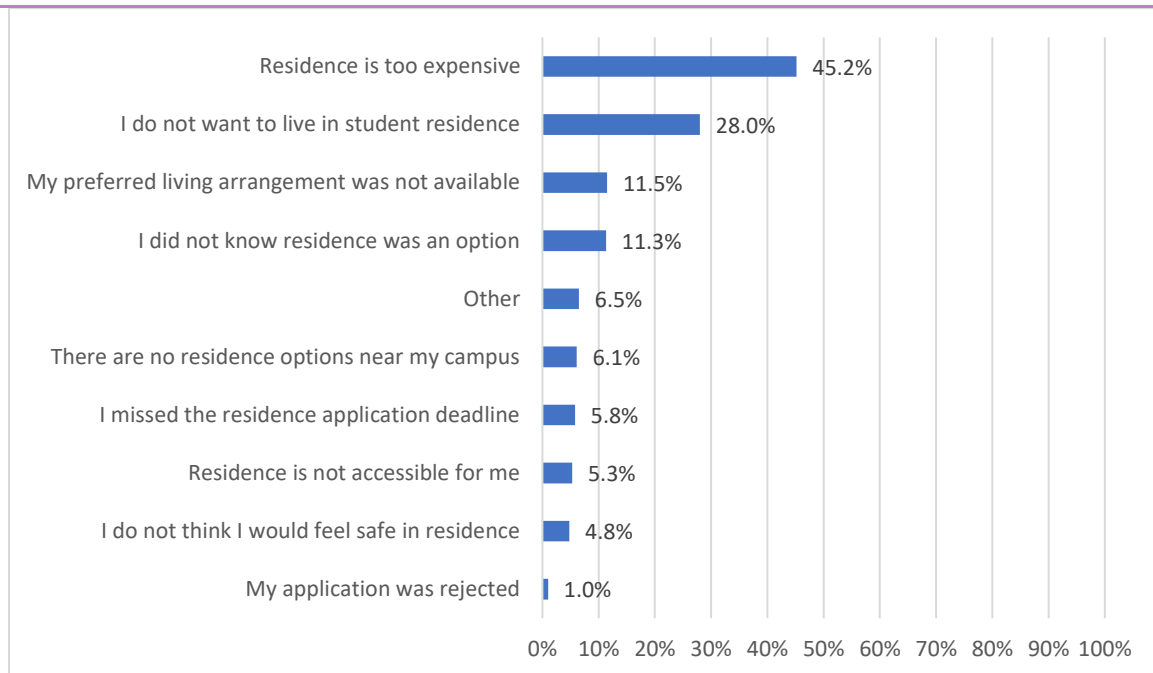
Quick Takeaways: Out of the 49.2% students who indicated they are renting, the majority of them (68.9%) are renting a bedroom in a shared dwelling, like a lodging home. Though 7.2% of students indicated they are living in Conestoga College residence, this is likely an overrepresentation. 7.2% of students would be approximately 2530 students, however Conestoga College only offers approximately 1500 residence spots.

Looking across student demographics, international students are more likely to be living in a shared dwelling type (77.1% of international students, compared to 37.6% of domestic students), while domestic students were more likely to be living in residence (15.2% of domestic students, compared to 5.1% of international students) or a private dwelling (47.3% vs. 17.9%).* Women and those with disabilities followed a similar trend as domestic students when compared to men and those without disabilities respectively.

Those at the Waterloo campus are the most likely to be living at Conestoga College residence (15.1%), those at Brantford are the most likely to be renting a bedroom in a shared dwelling (73.6%), and those at Milton are the most likely to be renting a private dwelling (26%).

Compared to CSI's Year-End Survey 2023: Since 2023, the percentage of students who are renting a bedroom in a shared dwelling has decreased by 5.7%. Those renting private dwellings have increased by 4.5% and Conestoga College residence residents increased by 1.2%.

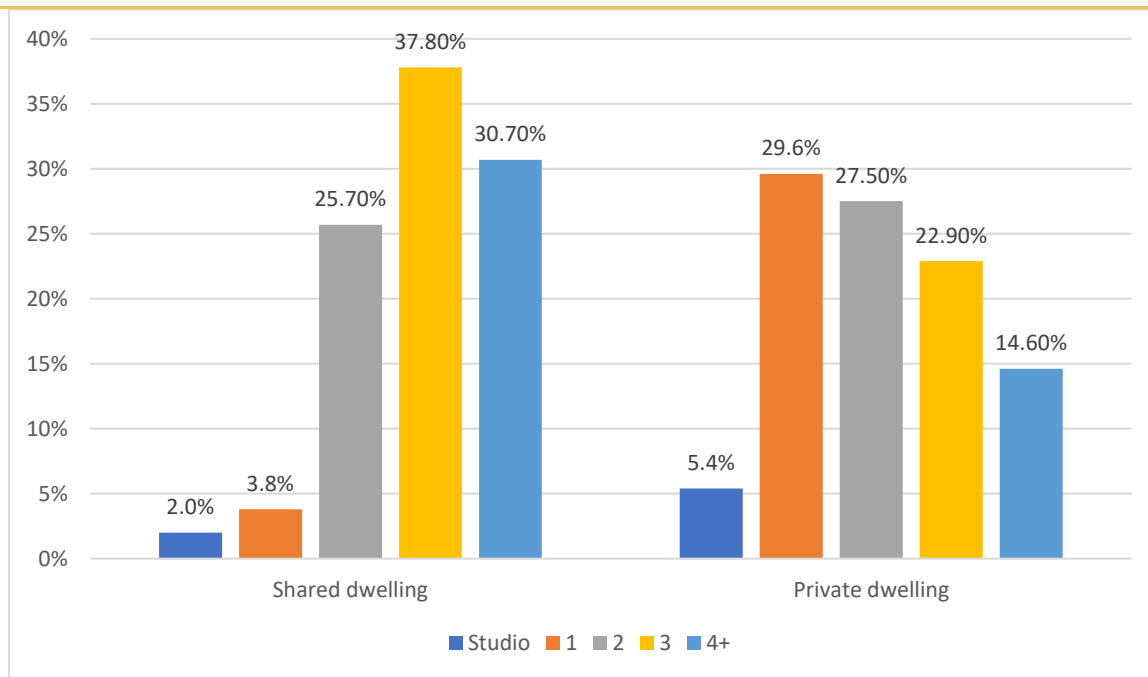
QUESTION 58: IF YOU WANTED TO LIVE IN CONESTOGA COLLEGE STUDENT RESIDENCE, WHAT BARRIERS PREVENT YOU FROM DOING SO? SELECT ALL THAT APPLY.



Quick Takeaways: The most common response as to why students did not live in residence was due to the cost associated with it (45.2%). The next most common response was that they did not want to live in student residence (28%). Rounding out the top three reasons, the next most common response was that their preferred living arrangement (i.e., private room, apartment style, etc.) was not available (11.5%). Looking at domestic and international students, domestic students were more likely to say they did not want to live in residence (45.6%, compared to 18.6% of international students), while international students were more likely to say residence was too expensive (49.2%, compared to 38% of domestic students).*

Compared to CSI's Year-End Survey 2023: While residence being too expensive remains the most common barrier to living in residence, its prevalence has decreased by 18.3%, likely reflecting recent changes in price to Conestoga's residence options. Not wanting to live in residence also remains the second most common response but has increased by 12.3%. The preferred living arrangement option moved to the third most common spot, from fourth, replacing not knowing residence was an option, and increased by 2.4%.

QUESTION 59, 60: HOW MANY BEDROOMS ARE IN YOUR RENTAL UNIT?

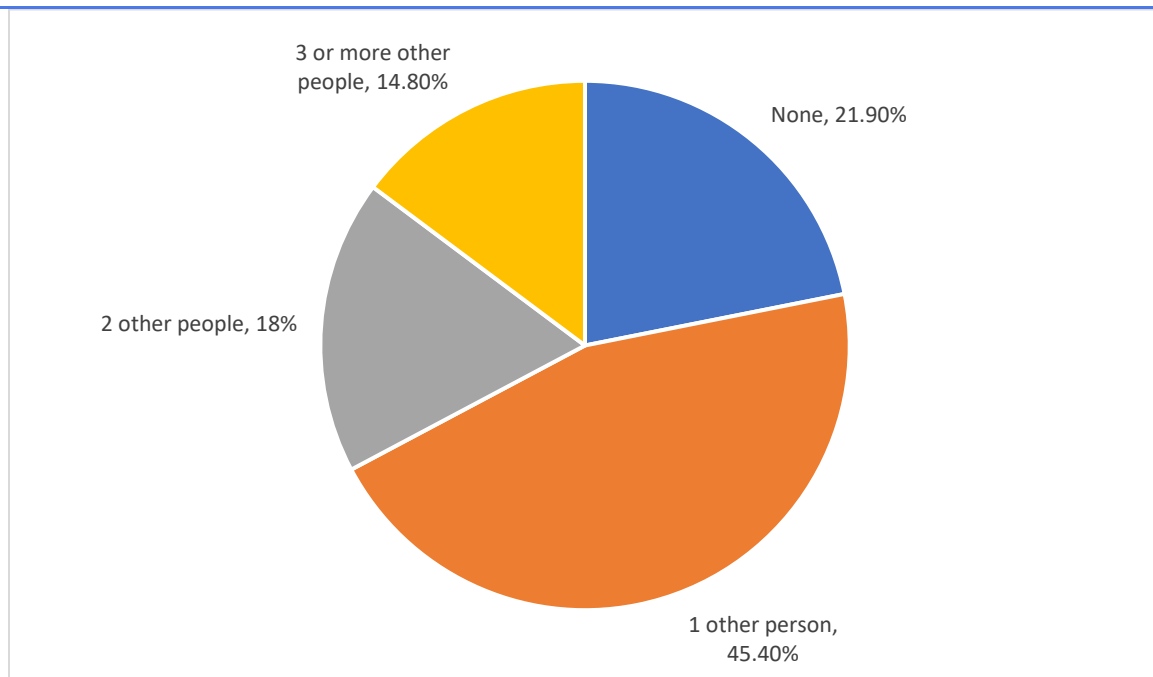


Quick Takeaways: For those renting in a shared dwelling, the total size of the unit was most likely to be three bedrooms, whereas those renting a private dwelling were most likely to be in one-bedroom units. Given how shared dwellings are usually maximized to create the most number of bedrooms possible (such as converting living/dining rooms into bedrooms), it makes sense that shared dwellings would be larger. Looking at demographics, for shared dwellings, domestic students were more likely to be in studios, one bedroom, or 4+ bedrooms, whereas international students in shared dwellings were more likely to be in 2 or 3-bedroom units. Domestic students in private dwellings were more likely to be in studios, one bedrooms, or two bedrooms, while international students in private dwellings were more likely to be in 3+ bedrooms.

Compared to CSI's Year-End Survey 2023: Looking at shared dwellings first, the order of most to least common number of bedrooms (3 bedrooms, 4+, 2, 1, studio) remains the same, however, the proportion of students has changed slightly. 3 bedrooms, 4+, 2, and studios have all increased slightly, while one-bedroom units have decreased.

Looking at private dwellings, in 2023 the most common size was 2 bedrooms, followed by 3 bedrooms, 1 bedroom, 4+, and studios. One-bedrooms are now the most common in private dwellings, followed by 2 bedrooms, 3 bedrooms, 4+, and then studios. Only one bedrooms and studios experienced an increase in proportion, whereas all other options decreased slightly.

QUESTION 61: HOW MANY PEOPLE DO YOU SHARE A BEDROOM WITH?

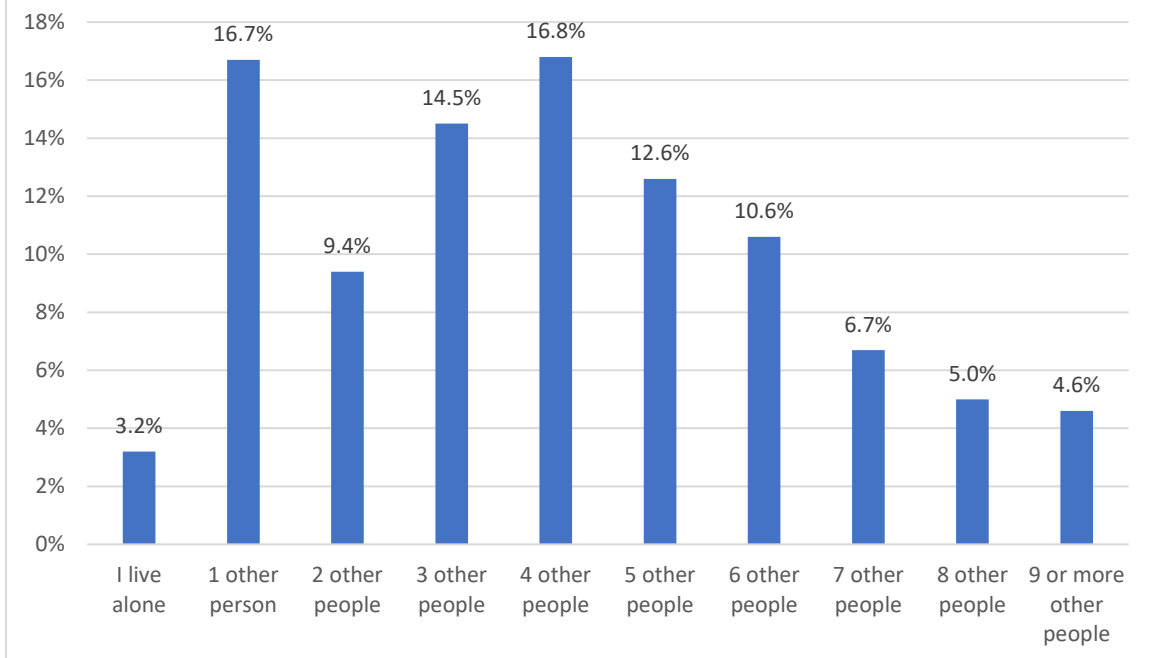


Quick Takeaways: Out of those living in shared dwellings, the most common response was to share a bedroom with one other person (45.4%), followed by none (21.9%). Domestic students were significantly more likely to not share a bedroom with anyone (55.1%, compared to 17.9% of international students).* If domestic students did share a room with anyone, it was more likely to be one other person (29.2%), though international students experienced this at much higher rates (47.4%).

Across the various campuses, those studying at Cambridge were the most likely to not share a bedroom with anyone (28.3%), while those at Brantford were the most likely to share with one other person (56.4%). Sharing with 2 other people was most common at Reuter (33.3%), and sharing with 3 or more other people was most common at Guelph (25%).

Compared to CSI's Year-End Survey 2023: The order of prominence (sharing with one other person, non, 2, 3+) has remained the same. International students remain more likely to share a bedroom, and do so at higher occupation levels (i.e., 2 or 3+ people) than domestic students.

QUESTION 62: HOW MANY PEOPLE, IN TOTAL, DO YOU SHARE THE DWELLING WITH?



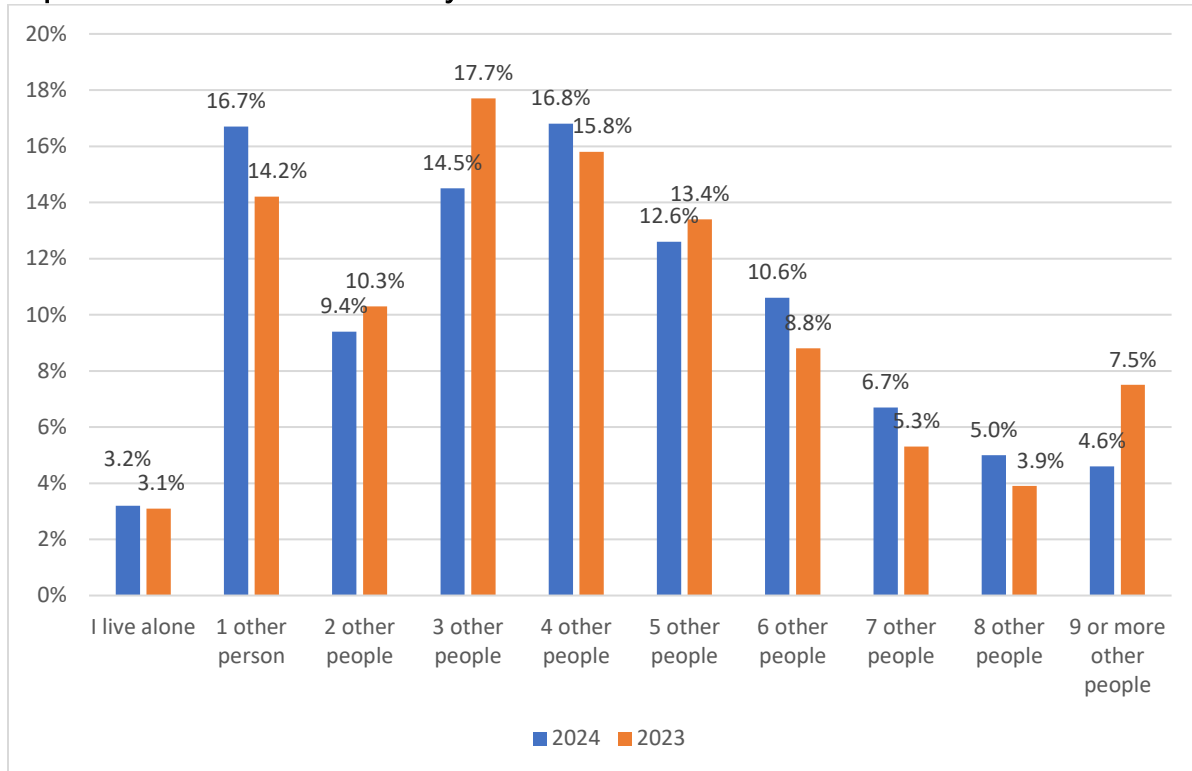
Quick Takeaways: The most common response was living with 4 other people (5 people total, 16.8%), followed closely by living with one other person (16.7%). Those living in a shared dwelling were more likely to be living with 4 or more other people, while those renting a private dwelling were more likely to be living with 3 or less other people. Given that lodging homes tend to have more bedrooms (both in general, and in the results of this survey), this is not surprising. Though not always consistent, those who shared bedrooms with more people tended to live in dwellings with more people in general. For example, out of those who shared a bedroom with 2 other people, 9% lived in a dwelling with 9 or more other people. Comparatively, out of those who shared a bedroom with one other person, 5.7% lived in a dwelling with 9 or more other people, and out of those who did not share a bedroom with anyone, 1.7% lived with 9 or more other people.

Looking at demographics, domestic students are more likely to be living with 3 other people or less, similar to those renting private dwellings. Given that domestic students are also more likely to be renting private dwellings, this makes sense.

How many individuals respondents live with	Campus with the highest proportion of students	Percentage
Alone	Reuter	15.4%
1 other person	Reuter	30.8%
2 other people	Reuter	15.4%
3 other people	Doon	15.1%
4 other people	Brantford	26.4%
5 other people	Guelph	26%
6 other people	Doon	11.5%

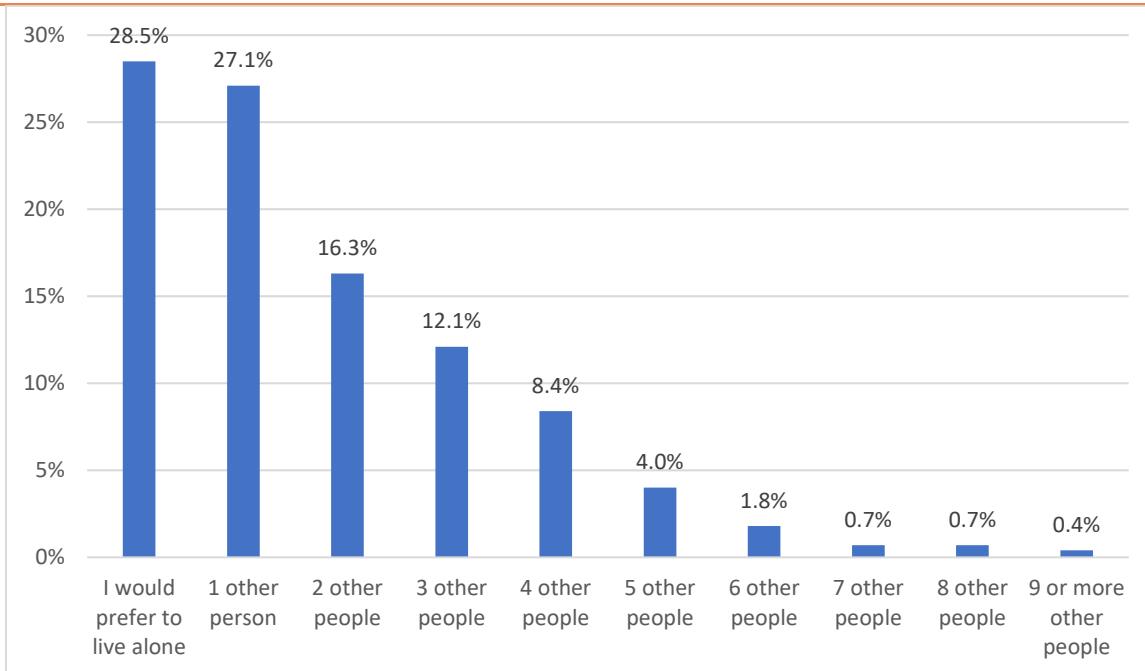
7 other people	Doon	9.3%
8 other people	Downtown Kitchener	7.2%
9 or more other people	Guelph	8.2%

Compared to CSI's Year-End Survey 2023:



Since 2023, there have been minor fluctuations in student tenant living situations. While the top three responses remained the same (living with 3 other people, 4 other people, or 1 other person), they are now in a different order. International students remain more likely to live with more people than domestic students.

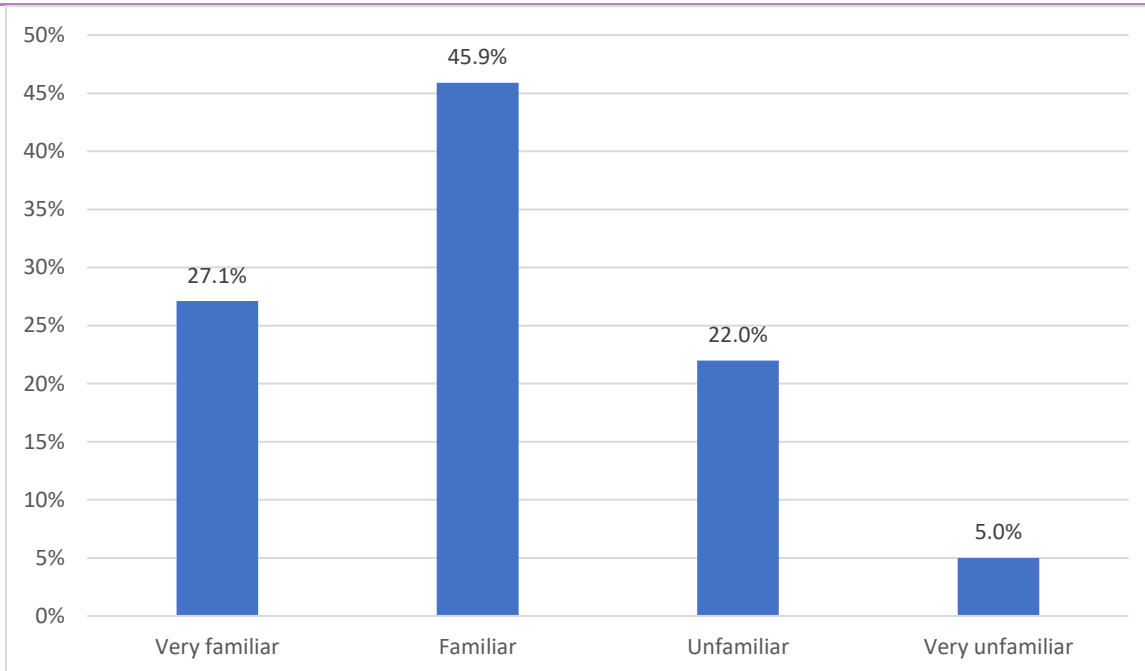
QUESTION 63: IN AN IDEAL RENTING SITUATION, HOW MANY PEOPLE WOULD YOU PREFER TO LIVE WITH?



Quick Takeaways: The majority of students would prefer to live in small numbers, a distinct difference from student tenants actual living situations. Domestic students were more likely than international students to indicate they wish to live with 2 or fewer people, however it should be noted that both international students and domestic students followed the overall trend (i.e., more people preferring to live alone/fewer people).

Compared to CSI's Year-End Survey 2023: This is the first time CSI has asked this question.

QUESTION 64: HOW FAMILIAR ARE YOU WITH YOUR RIGHTS AND RESPONSIBILITIES AS A TENANT?

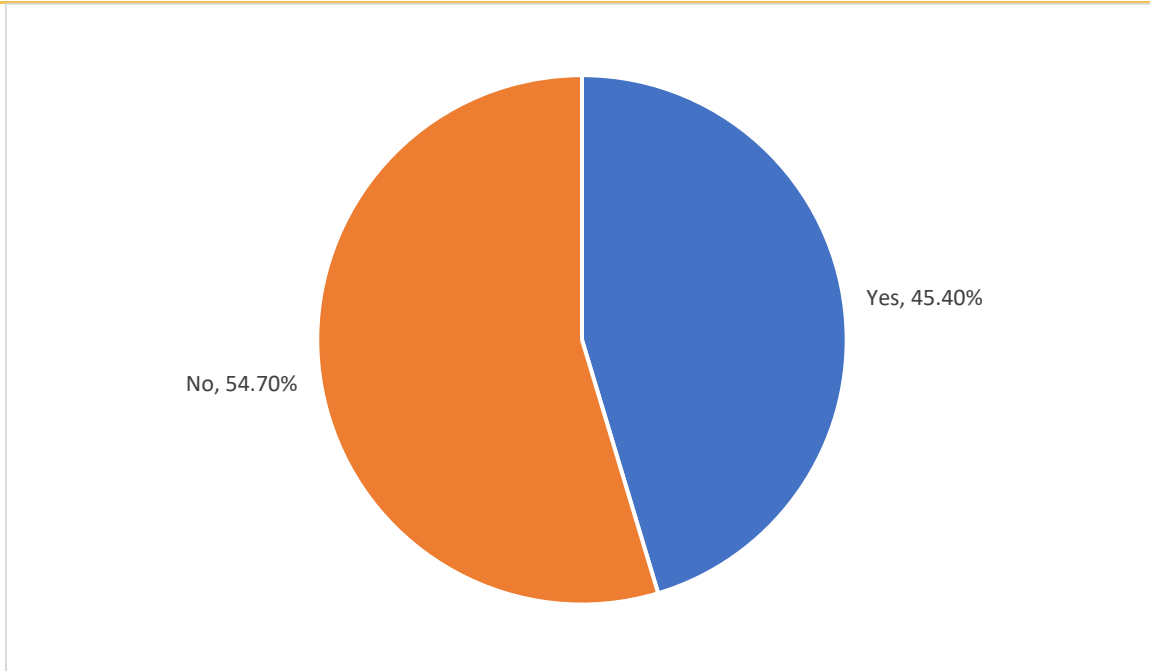


Quick Takeaways: The majority of students (73%) believe they are familiar with their rights and responsibilities as tenants. International students are more likely to believe they are aware of their rights and responsibilities as tenants (76.6%, compared to 66.4% of domestic students).*

Campus	Percentage of students who believe they are familiar with their rights and responsibilities as a tenant
Brantford	73.4%
Cambridge	69.6%
Doon	72.3%
Downtown Kitchener	70.9%
Guelph	75.2%
Milton	85.2%
Reuter	63%
Waterloo	72.8%
Online	76.5%

Compared to CSI's Year-End Survey 2023: The percentage of students who believe they are familiar with their rights and responsibilities as a tenant has gone down by 7% from 2023, and international students are now more likely to be aware of their rights and responsibilities, as opposed to domestic students. Looking at the various campuses, those attending Reuter continue to have the lowest level of familiarity, however those attending the Milton campus are now the most familiar (as opposed to those at Guelph).

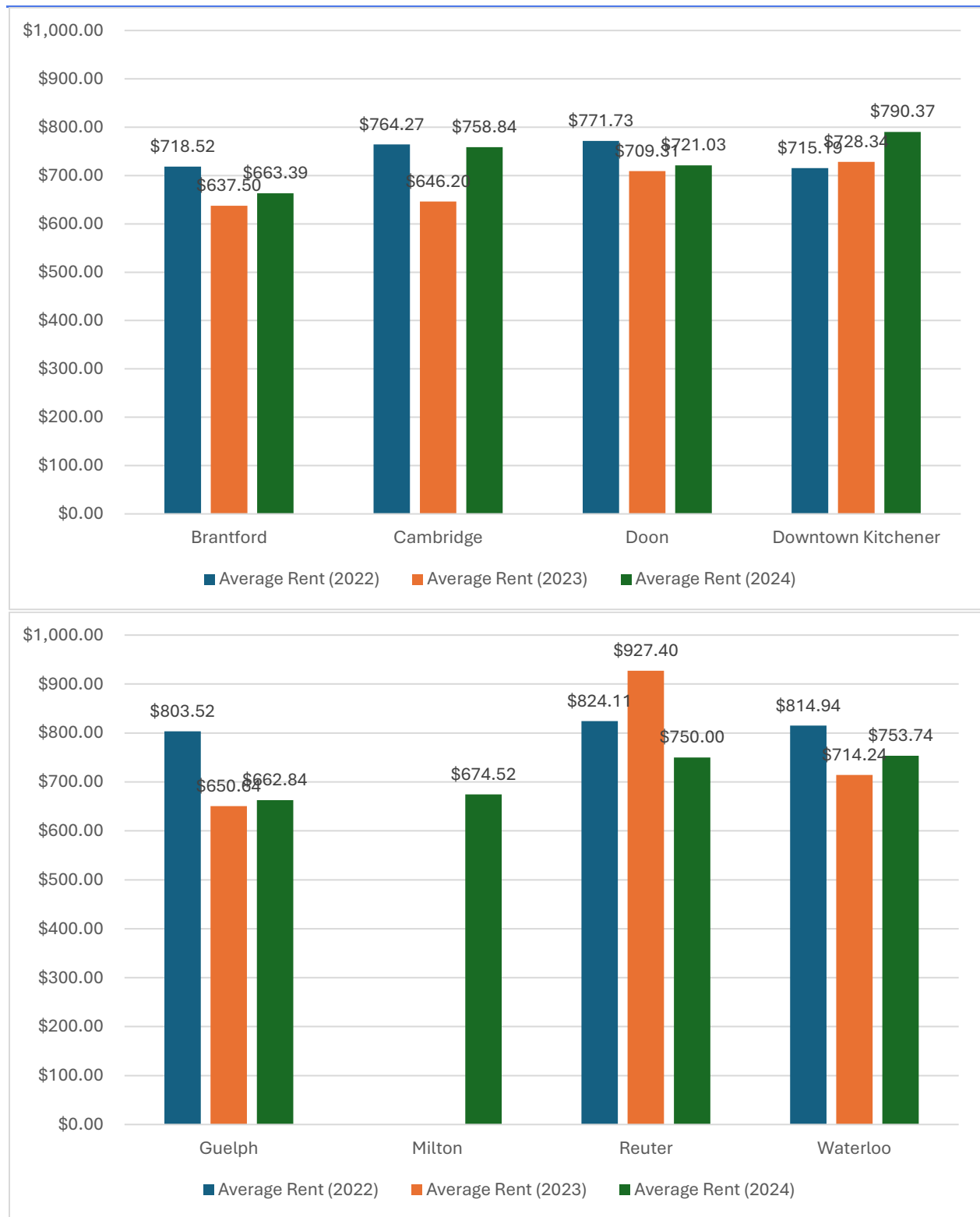
QUESTION 65: DO YOU SHARE A KITCHEN AND/OR BATHROOM WITH YOUR LANDLORD, OR ANY OF THEIR IMMEDIATE FAMILY?



Quick Takeaways: Just under half (45.4%) of students share a kitchen and/or bathroom with their landlord or any of their immediate family, meaning large portions of the Ontario Residential Tenancy Act does not apply to these students. Looking at demographics, international students are more than twice as likely to live with their landlords and/or their immediate family (50.8% of international students, compared to 21.9% of domestic students).* Women are also slightly more likely to share a kitchen and/or bathroom with their landlord or any of their immediate family (47% of women, compared to 44.1% of men). Looking at the various in-person campuses, those attending Milton are the most likely to be living with their landlord or any of their immediate family (67.6%), while those attending Waterloo are the least likely (34.8%).

Compared to CSI's Year-End Survey 2023: In 2023, 43.4% of students were living with their landlord or any of their immediate family, resulting in a 2% increase. International students are still more likely than domestic students to be living in this situation, however its presence has increased slightly for both demographic groups.

QUESTION 66: HOW MUCH DO YOU PERSONALLY PAY PER MONTH IN RENT IN CANADIAN DOLLARS?



Quick Takeaways: The average cost of rent for students is \$748.08, while the median is \$550. The highest rent reported was \$3,125, 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. 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 \$2,493/month in gross income, or \$29,916/year – representing less than 20% of all students.

As location can greatly impact living cost, it is unsurprising that there is variation in average rent costs across different campuses. Guelph has the lowest average rent at \$662.84, while Downtown Kitchener has the highest average rent at \$790.37.

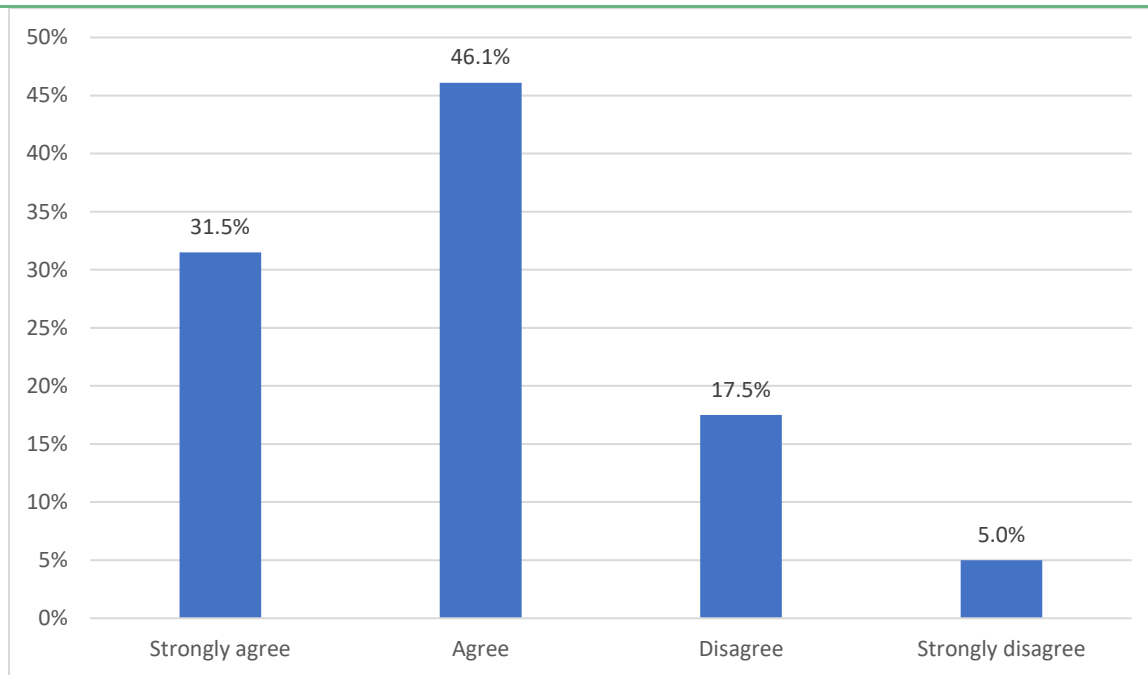
Whether or not a student is renting a bedroom in a shared unit or a private unit, as well as the number of bedrooms in a unit, also impacted the cost. Overall, those living in a shared dwelling paid, on average, \$596.26 in rent, while those living in private dwellings paid \$997.30. Looking at just shared units, studios cost an average of \$715.63, one bedrooms an average of \$645.68, two bedrooms \$589.10, three bedrooms \$574.93, and four or more bedrooms \$614.60. Looking at private units, studios cost an average of \$1072.73, one bedrooms an average of \$1037.55, two bedrooms \$1085.17, three bedrooms \$945.78, and four or more bedrooms \$803.66. While it would be typical to expect the more bedrooms, the higher the cost of rent for private units, this may reflect cost sharing as the question asks for respondents' personal rental costs, as opposed to the unit as a whole.

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 an average of \$759.69, those who shared a bedroom with one other person paid \$552.12, and those who shared a bedroom with two other people paid \$528.64.

Domestic students, on average, paid more in rent than international students. Domestic students paid an average of \$940.12 in rent, while international students paid \$677.36. As previously reported, domestic students are more likely to live alone, not share a bedroom, and/or live in a private dwelling, all of which are likely to attribute to the difference in cost.

Compared to CSI's Year-End Survey 2023: In 2023, the overall average cost of rent was \$720.29, indicating an increase of \$27.79 (3.86%). All campuses but Reuter experienced an increase in average rental costs, with Reuter dropping significantly. There are various reasons that could be impacting this change, including: a higher proportion of domestic students, who have more expensive housing accommodations; students are living with less people; and/or an overall increase in housing costs. Given the nature of this survey, it is impossible to pinpoint an exact reason for any changes.

QUESTION 67: 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.”

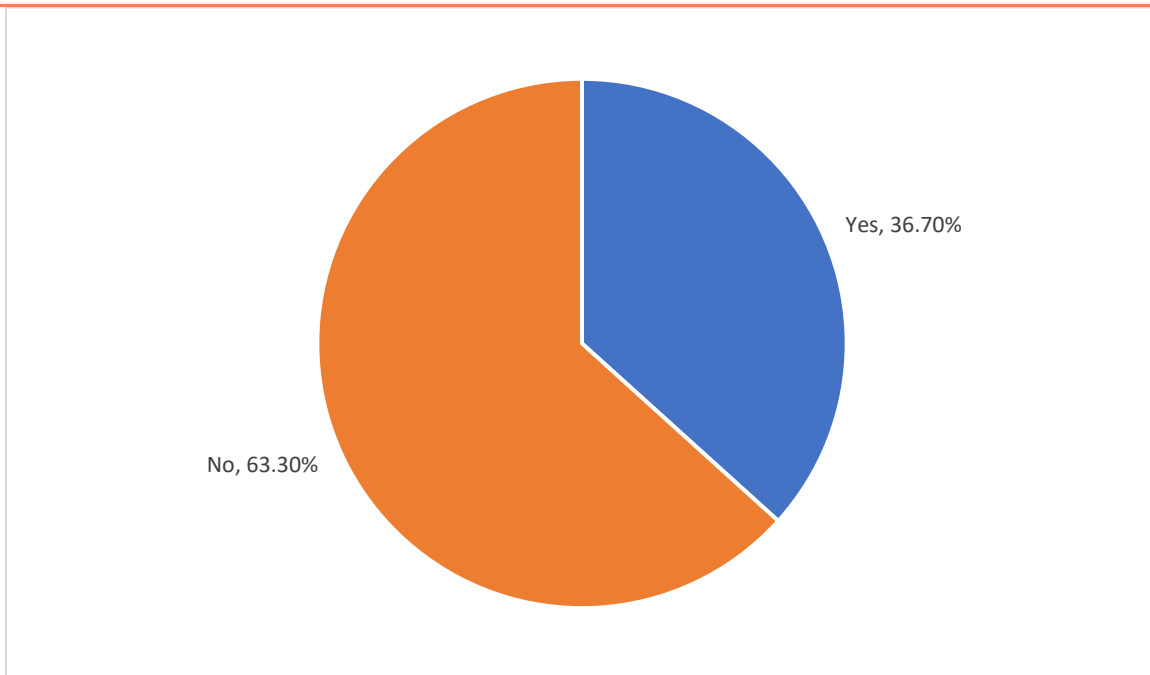


Quick Takeaways: 77.6% of students agree that they will be able to make all of their rent payments, on time, throughout their entire lease term. International students are more confident in their ability to make their rent payments, with 79.1% agreeing, compared to 70.7% of domestic students.

Campus	Percentage that agree
Brantford	89.6%
Cambridge	75%
Doon	75.5%
Downtown Kitchener	69%
Guelph	84.3%
Milton	81.7%
Reuter	66.7%
Waterloo	81.4%

Compared to CSI’s Year-End Survey 2023: The proportion of students who agree they will be able to make all of their rent payments has increased by 9.3%. International students remain more likely to agree than domestic students. Reuter students remain the least likely to agree, while Brantford students are now the most likely to agree, moving up from second in 2023 to first.

QUESTION 68: DO YOU HAVE TENANT'S INSURANCE?

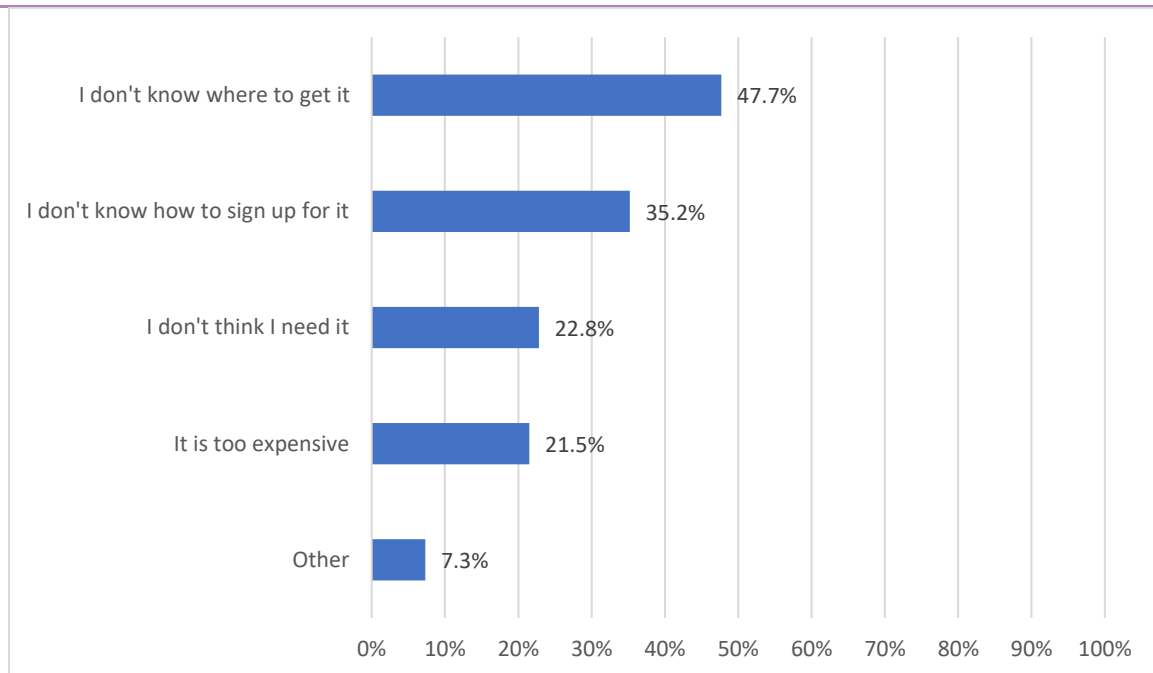


Quick Takeaways: Almost 2/3rds of students do not have tenant insurance. Domestic students are almost twice as likely to have it, with 60.7% of domestic students indicating they have tenant insurance, compared to 31.2% of international students.* Men are also slightly more likely to have it, 37.9% compared to 36.1% of women.

Campus	Percentage that have tenant's insurance
Brantford	27.1%
Cambridge	32.5%
Doon	40.2%
Downtown Kitchener	26.4%
Guelph	25.7%
Milton	16.9%
Reuter	50%
Waterloo	43.2%
Online	75%

Compared to CSI's Year-End Survey 2023: This is the first time CSI has asked this question.

QUESTION 69: WHY DO YOU NOT HAVE TENANT'S INSURANCE? SELECT ALL THAT APPLY.



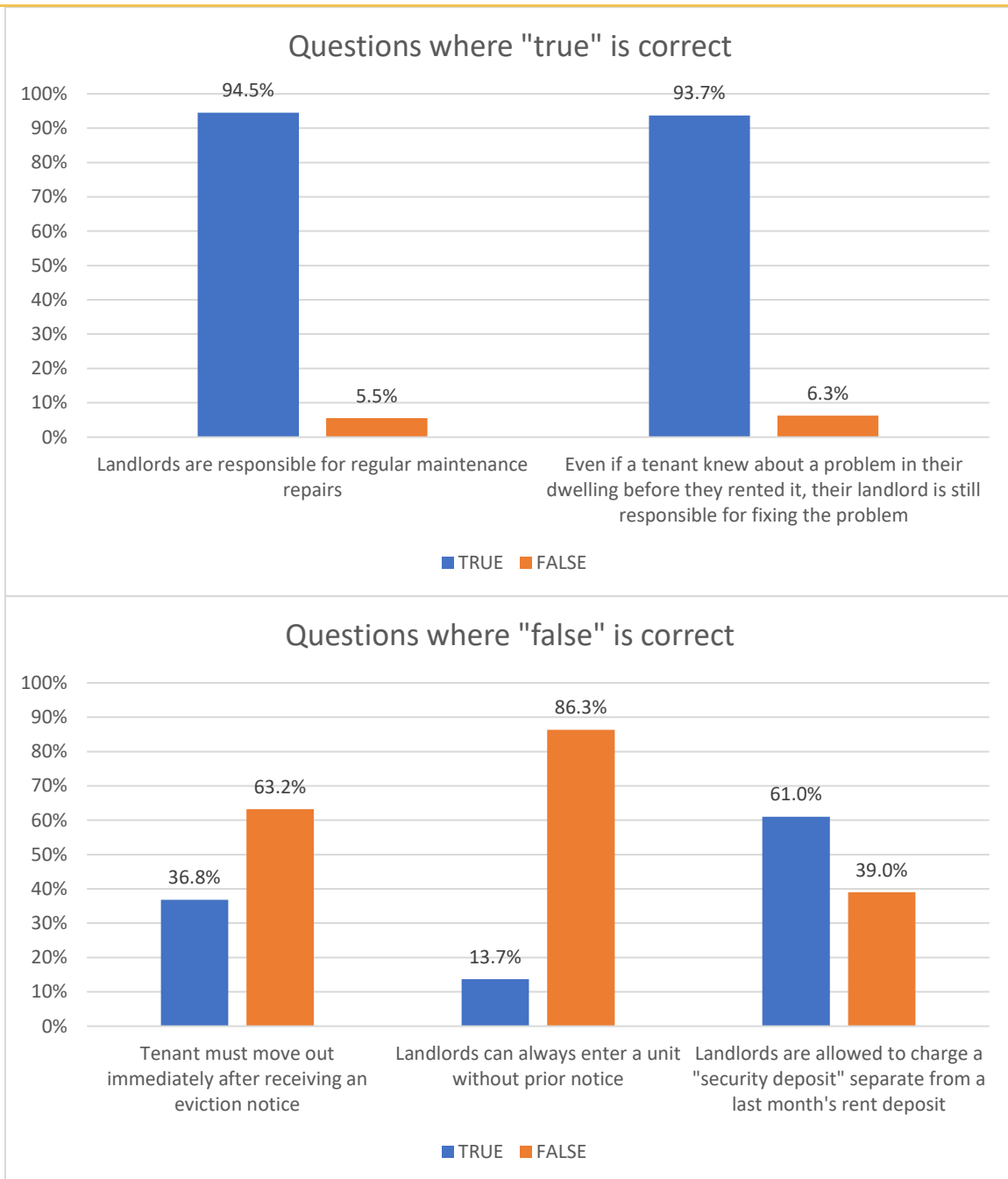
Quick Takeaways: Out of those who do not have tenant's insurance, the most common reason they didn't have it was they did not know where to get it (47.7%). However, these answers varied greatly based on demographics. For example, looking at domestic students, the most common to least common responses were:

1. It is too expensive (34.2%)
2. I don't know where to get it (31.7%)
3. I don't think I need it (29.1%)
4. I don't know how to sign up for it (25.3%)

Given that domestic students tend to have higher rent payments, this may be linked to the prevalence of cost concerns.

Compared to CSI's Year-End Survey 2023: This is the first time CSI has asked this question.

QUESTION 70: PLEASE ANSWER THE FOLLOWING TRUE/FALSE STATEMENTS BASED ON YOUR OWN KNOWLEDGE. UNDER THE RESIDENTIAL TENANCY ACT...



Quick Takeaway: Looking first at the “true” statements, the vast majority of students got these questions correct. Domestic and international got the first state (landlords are responsible for regular maintenance repairs) correct at similar rates, however, international students were slightly more likely to get the second statement correct as well (95.6% of

international students selected true, compared to 92.2% of domestic students).* Women were more likely to get both statements correct when compared to men as well.

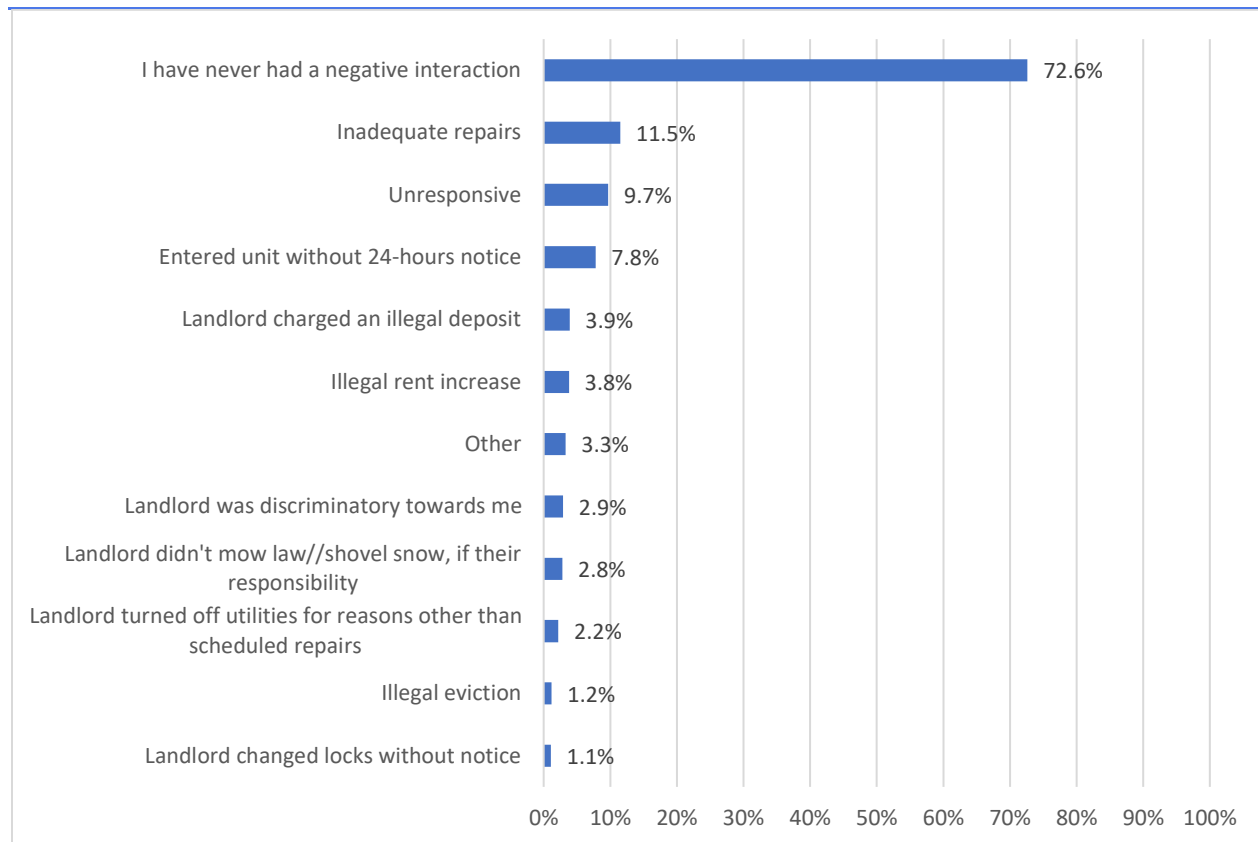
Looking at the false statements, the majority of students were correct regarding the first (a tenant must move out immediately after receiving an eviction notice) and second (landlords can always enter a unit without prior notice) statements correct, at 63.2% and 86.3% respectively; however, the majority of students were incorrect regarding the third statement (landlords are allowed to charge a “security deposit” separate from a last month’s rent deposit), with only 39% selecting the correct option. Across all three statements, domestic students were more likely than international students to know the correct answer:

- 74.6% of domestic students were correct on the first statement, compared to 57% of international students;
- 92.2% of domestic students were correct on the second statement, compared to 83% of international students; and,
- 44.1% of domestic students were correct on the third statement, compared to 36.2% of international students.*

Campus	Percentage of students who selected the correct answer				
	Landlords are responsible for regular maintenance	Even if a tenant knew about a problem in their dwelling before they rented it, it is still the landlord’s responsibility to fix the issue	A tenant must move out immediately after receiving an eviction notice	Landlords can always enter a unit without prior notice	Landlords are allowed to charge a “security deposit” separate from a last month’s rent deposit
Brantford	95.7%	97.9%	64.9%	94.7%	40.4%
Cambridge	92.3%	90.2%	68.6%	87.1%	37.1%
Doon	94.8%	90.2%	63.6%	85.5%	38.9%
Downtown Kitchener	94.3%	93%	59.5%	87.3%	41.8%
Guelph	98.2%	90.3%	62.8%	86.7%	42.5%
Milton	93.4%	95.9%	55.7%	82.8%	34.4%
Reuter	88.9%	85.2%	70.4%	85.2%	33.3%
Waterloo	95.2%	94.8%	60%	84.8%	38.8%

Compared to CSI’s Year-End Survey 2023: This is the first time CSI has asked this question.

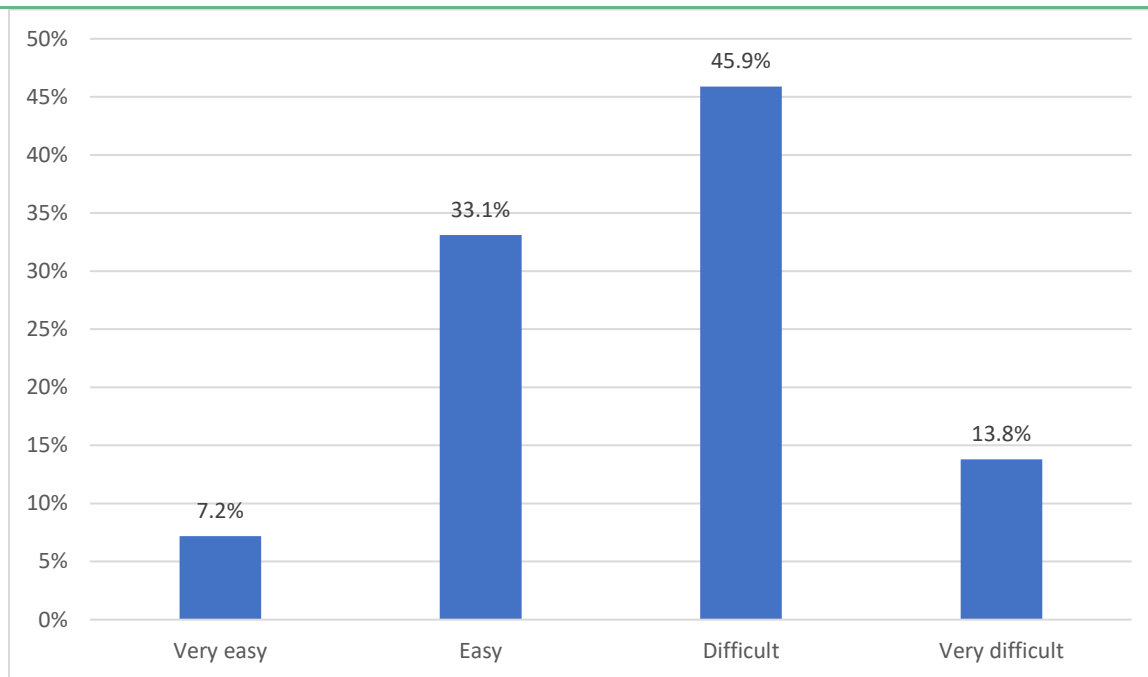
QUESTION 71: HAVE YOU EVER HAD A NEGATIVE INTERACTION WITH YOUR LANDLORD? SELECT ALL THAT APPLY.



Quick Takeaways: The majority of students (72.6%) have not had a negative interaction with their landlord, as defined under the Residential Tenancy Act. Of those who had a negative interaction, the most common type was inadequate repairs (11.5%), followed by unresponsiveness (9.7%) and entering a unit without 24-hours notice (7.8%). Looking at demographics, domestic students were more likely to have a negative interaction with their landlords (61.2% had not had a negative interaction, compared to 75.2% of international students).* Those at Brantford were the most likely to have a negative interaction (62.5% had a negative interaction), while those at Guelph were the least likely to (87.1%).

Compared to CSI's Year-End Survey 2023: The proportion of students who have had negative interactions with their landlords has gone up by 1% since 2023, and the top three most common types of negative interactions has remained the same. Domestic students continue to be more likely to have negative interactions than international students, however, campuses prevalence has changed. In 2023, Reuter was the most likely to have a negative interaction, while Downtown Kitchener was the least likely to.

QUESTION 72: HOW WAS THE PROCESS OF FINDING A PLACE TO LIVE?

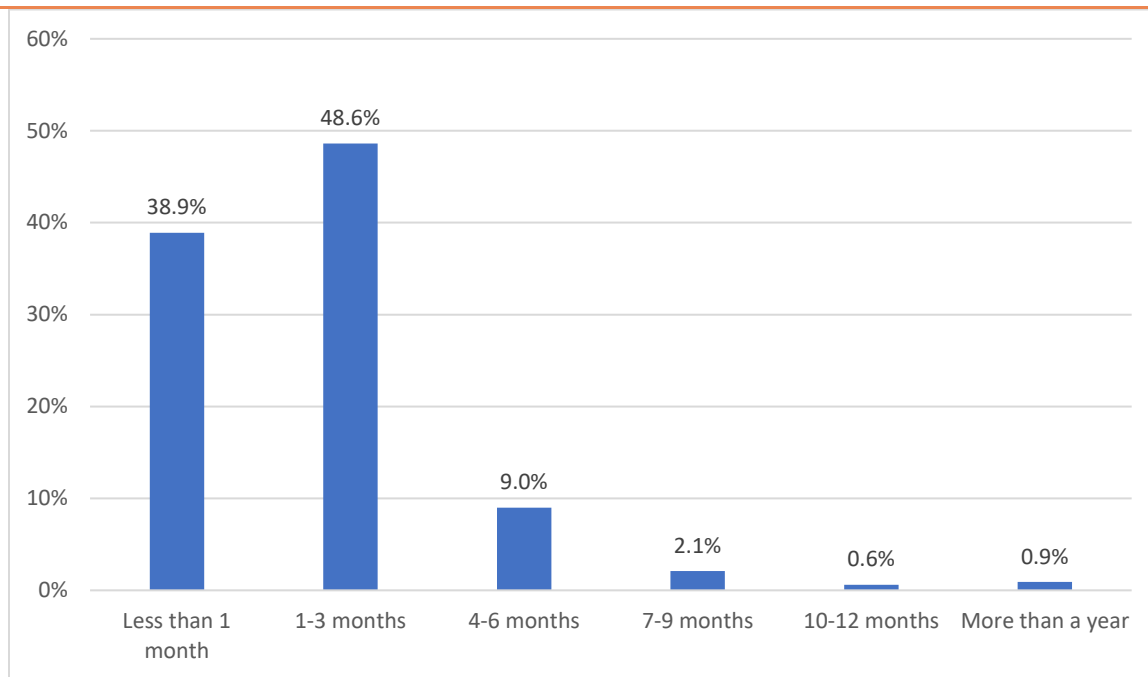


Quick Takeaways: Only 40.3% of students found the process of finding somewhere to live easy. Domestic students were more likely to find the process easy, with 46.4% indicating as such, compared to 38.9% of international students. Men also found the process easier, with 41.2% finding it easy, compared to 39.8% of women.

Campus	Percentage that found it easy
Brantford	39.6%
Cambridge	30.6%
Doon	41.4%
Downtown Kitchener	39.2%
Guelph	39.7%
Milton	30.1%
Reuter	61.5%
Waterloo	45.3%
Online	45%

Compared to CSI's Year-End Survey 2023: The proportion of students who found the process of finding somewhere to live easy has increased substantially, by 12.6%. Domestic students remain more likely to find the process easy, compared to international students; however, men are now more likely to say they found the process easy, compared to women. Reuter also remains the campus most likely to have found the process easy, however, Milton is now the campus least likely to say as such, whereas in 2023, this was Downtown Kitchener.

QUESTION 73: HOW LONG DID IT TAKE YOU TO FIND A PLACE TO LIVE?

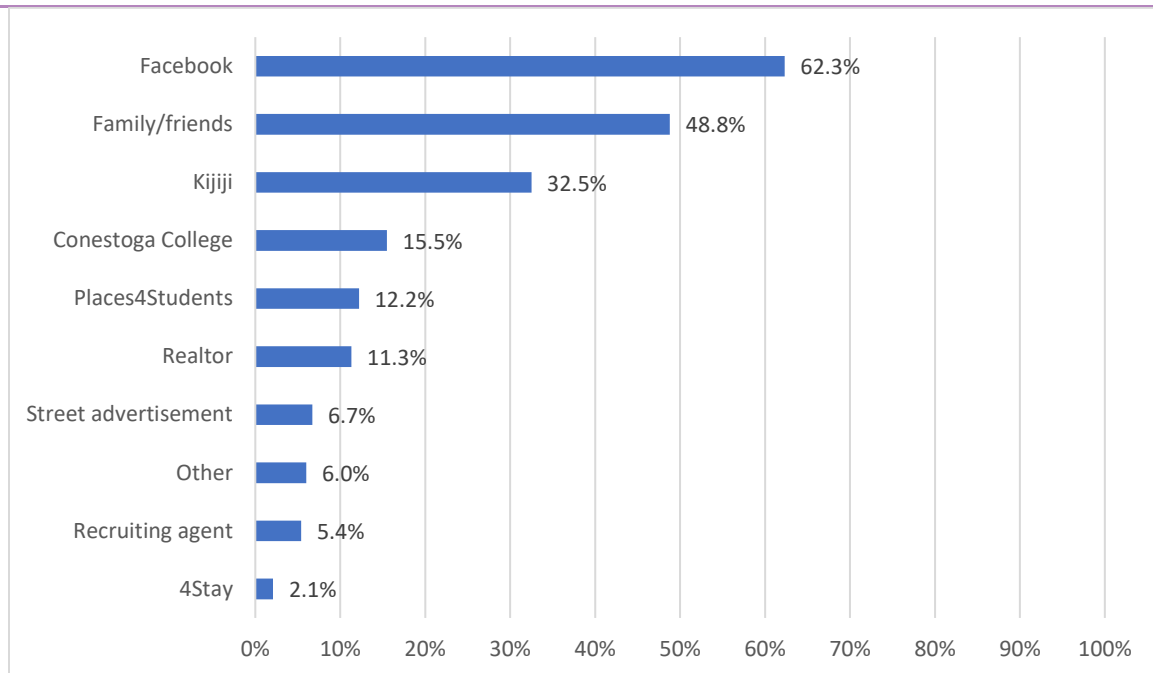


Quick Takeaways: The majority of students (87.5%) found a place to live in 3 months or less. International students were more likely to find a place to live quicker, with 91.8% finding a place to live in 3 months or less, compared to 70.5% of domestic students.

Campus	Percentage of students who found a place to live in 3 months or less
Brantford	88.7%
Cambridge	80%
Doon	86.9%
Downtown Kitchener	89.7%
Guelph	90.4%
Milton	87.7%
Reuter	92.3%
Waterloo	89.2%
Online	95%

Compared to CSI's Year-End Survey 2023: This is the first time CSI has asked this question.

QUESTION 74: WHICH RESOURCES DID YOU USE WHILE YOU WERE LOOKING FOR A PLACE TO LIVE? SELECT ALL THAT APPLY.

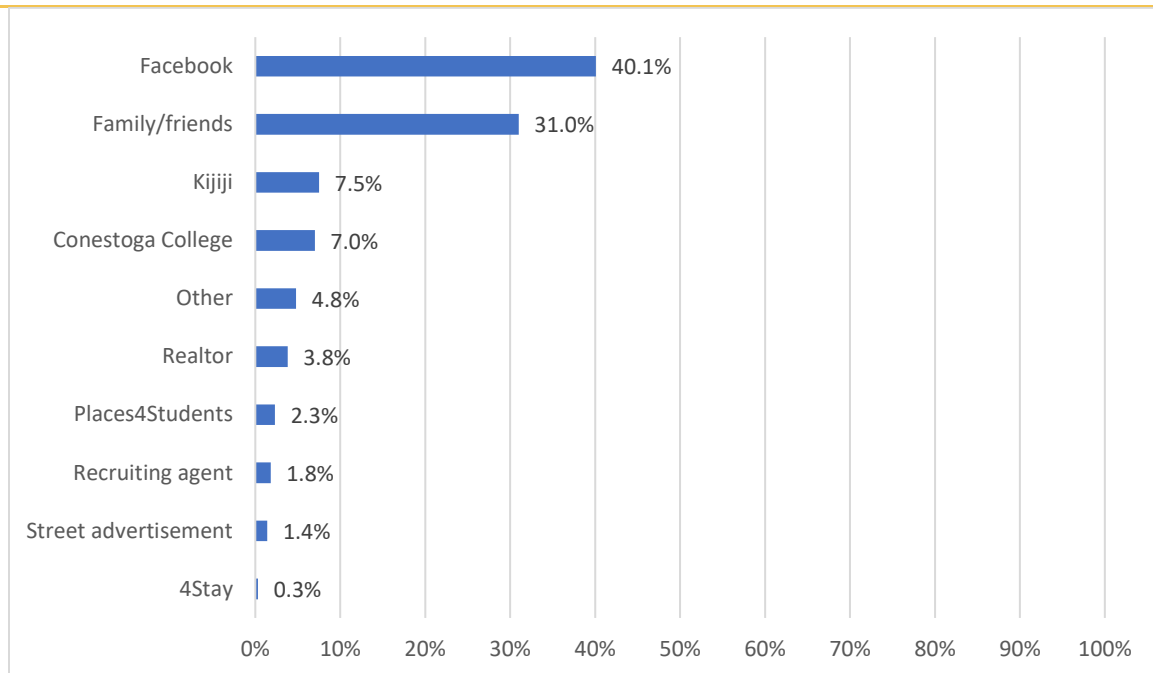


Quick Takeaways: The most common resource students used to find a place to live was Facebook (62.3%), followed by family/friends (48.8%) and Kijiji (32.5%). Though domestic and international students shared the same top three resources, the extent to which they relied on them differed.

Resource	Percentage of domestic students	Percentage of international students
Facebook	49.4%	65.8%
Family/friends	47.7%	49.2%
Kijiji	38.4%	30.8%
Conestoga College	20.7%	14.1%
Places4Students	17.7%	10.8%
Realtor	19.8%	9%
Street advertisement	9.3%	6%
Other	9.3%	5.2%
Recruiting agent	3.8%	5.8%
4Stay	3.4%	1.7%

Compared to CSI's Year-End Survey 2023: This is the first time CSI has asked this question.

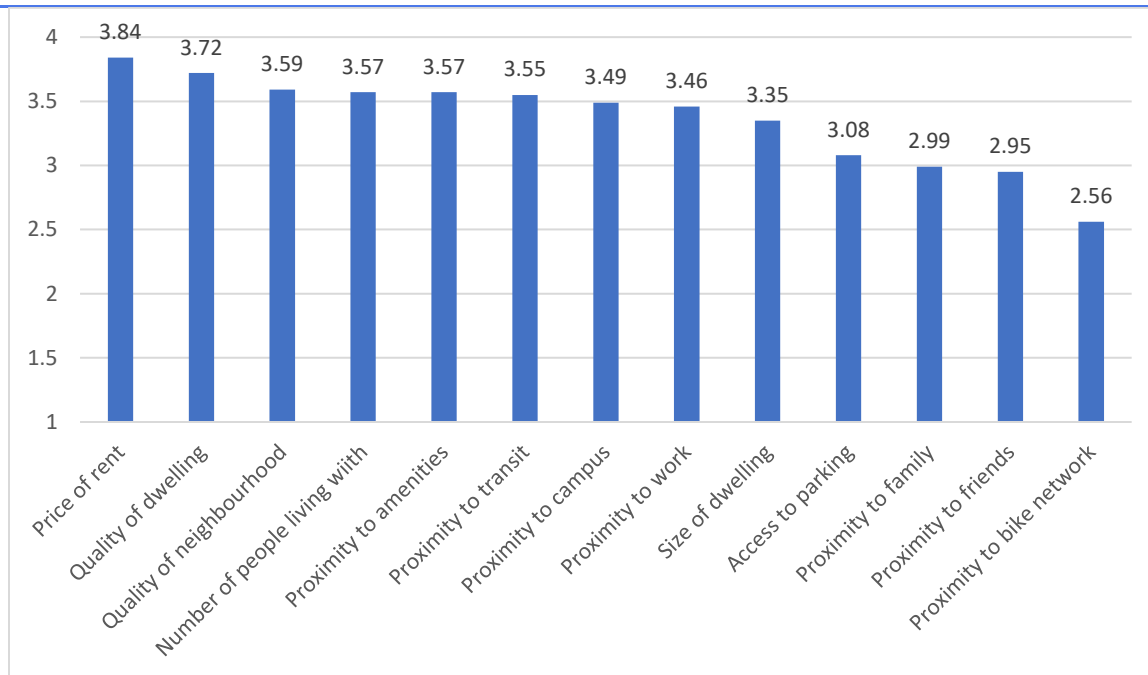
QUESTION 75: WHICH METHOD WERE YOU SUCCESSFUL WITH FINDING YOUR CURRENT LIVING PLACE?



Quick Takeaways: After students selected all the options they used to find housing, they were then asked, out of those options, which led to them to their current living situation. While the top three remain the same (Facebook, family/friends, and Kijiji), students had significantly higher rates of success with Facebook and family/friends compared to other methods.

Compared to CSI's Year-End Survey 2023: This is the first time CSI has asked this question.

QUESTION 76: HOW IMPORTANT ARE THE FOLLOWING ASPECTS WHEN CHOOSING WHERE YOU WOULD LIKE TO LIVE?

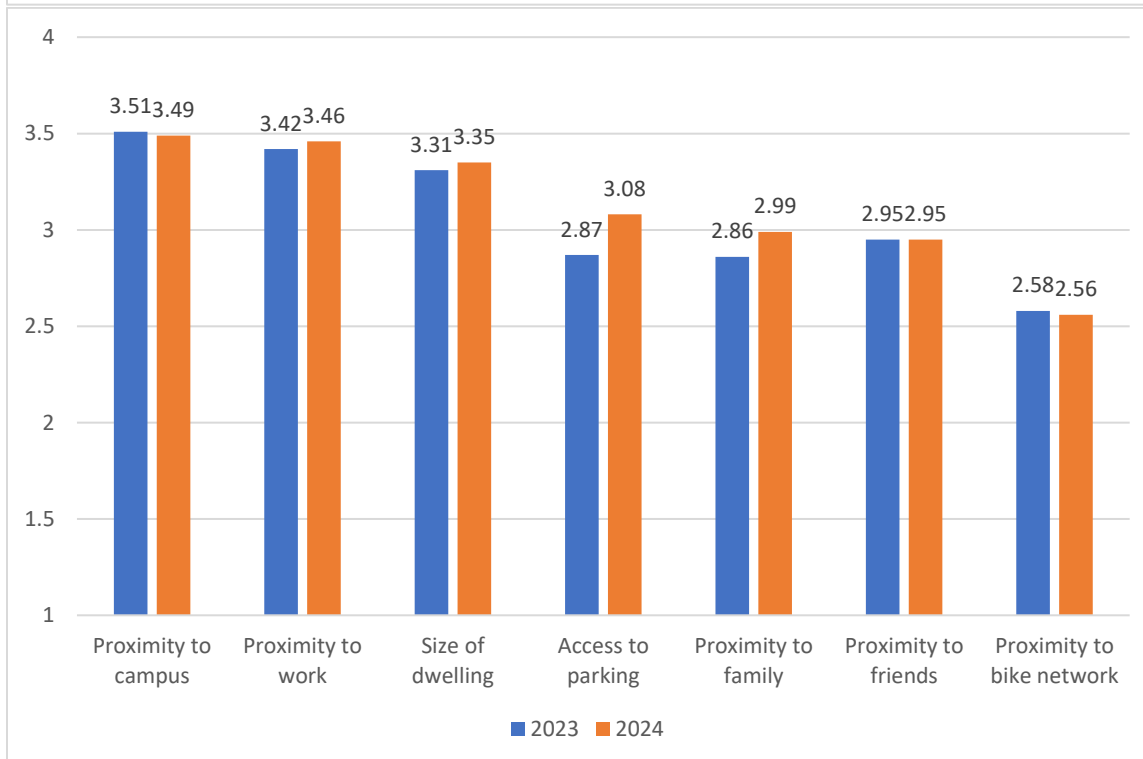
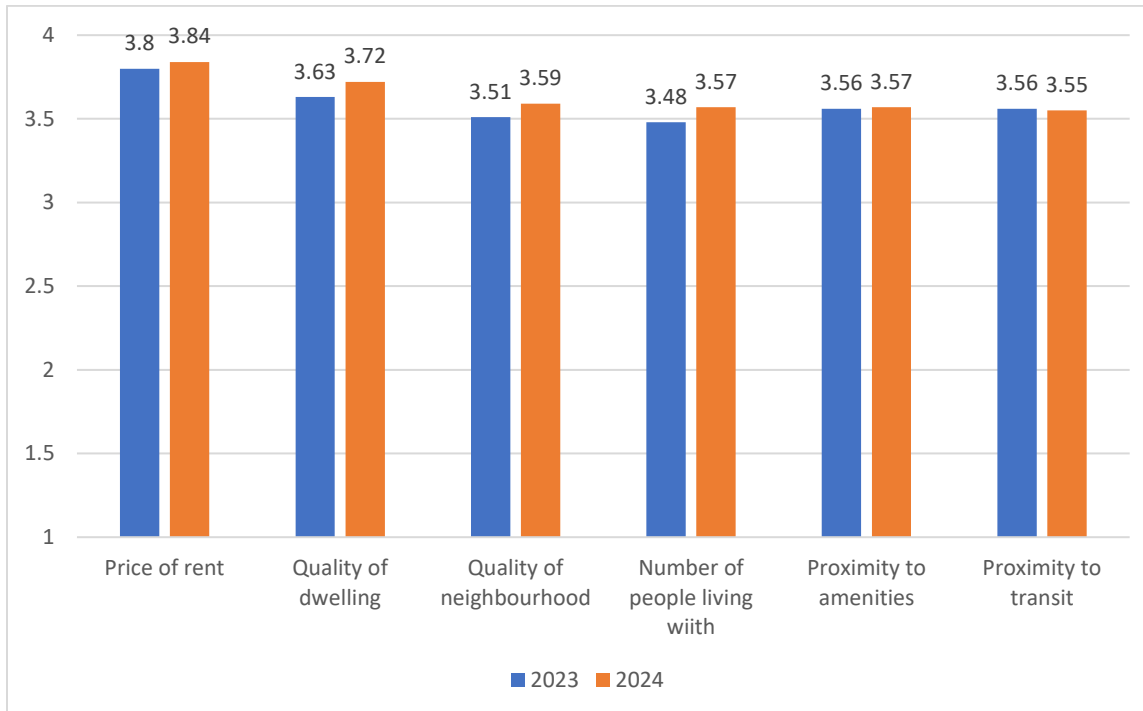


Quick Takeaways: Looking at the weighted averages, the price of rent is the most important factor at 3.84, meaning a significant number of students indicated it was “very important” to them. The full top five most important factors when choosing where to live included:

1. Price of rent
2. Quality of dwelling
3. Quality of neighbourhood
4. Number of people living with
5. Proximity to amenities

International students were more likely to find all aspects more important than domestic students, with the exception of access to parking. The biggest difference in importance was regarding proximity to transit, which domestic students had a weighted average of 2.86, while international students had a weighted average of 3.77.

Compared to CSI’s Year-End Survey 2023:



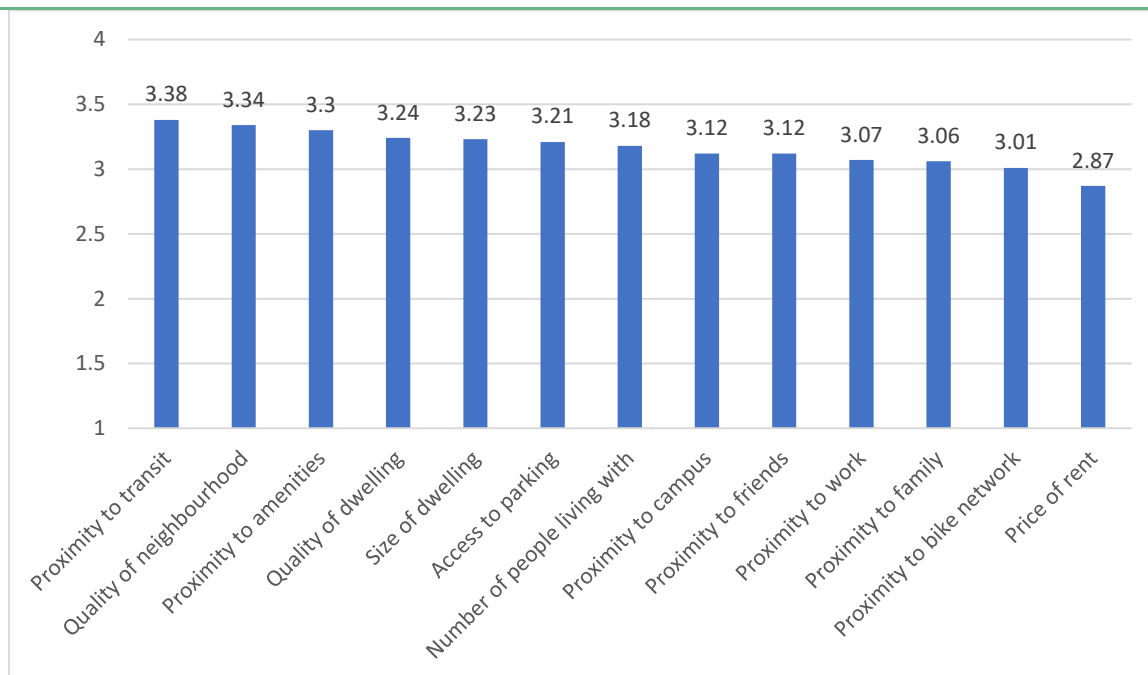
There have been various changes in the importance of ascribed to each factor. In 2023, the top five most important factors were:

1. Price of rent, 3.8
2. Quality of dwelling, 3.63
3. Proximity to transit, 3.56

4. Proximity to amenities, 3.56
5. Quality of neighbourhood and proximity to campus, tied at 3.51

The top two most important factors have remained the same, with both receiving a slightly higher rating. Proximity to transit has decreased from the third most important factor, to sixth, experiencing a slight decrease in its weighted average. Proximity to amenities also dropped, moving to fifth overall, but actually experienced an increase in its weighted average by 0.01. The quality of the neighbourhood increased from the fifth most important factor, to the third, with its weighted average increasing as well. Proximity to campus, on the other hand, decreased to the seventh most important factor, with its weighted average decreasing as well. International students continue to rank all factors more highly than domestic students, with the exception of access to parking.

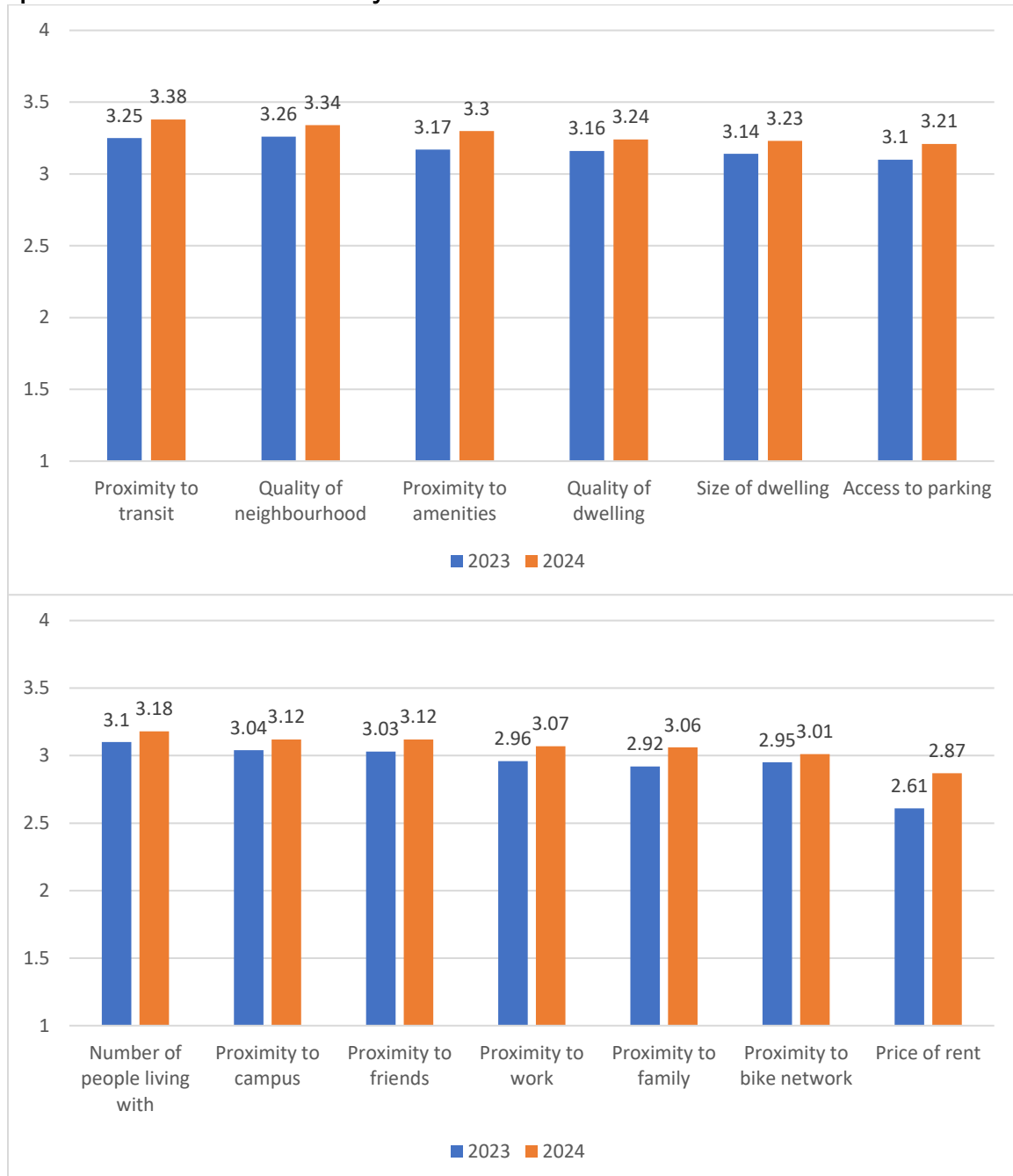
QUESTION 77: THINKING OF YOUR IDEAL RENTAL SITUATION, HOW DO THE FOLLOWING ASPECTS OF YOUR CURRENT RENTAL COMPARE?



Quick Takeaways: Even though students indicated that the price of rent is the most important aspect to them, it is also the aspect they are least satisfied with in their current rental situation. This is followed by proximity to the bike network, proximity to family, proximity to work, proximity to friends, and proximity to campus (the last two of which are tied). The only factors that have a higher level of satisfaction than their level of importance are access to parking, proximity to bike network, proximity to friends, and proximity to family. Given that each of these factors had lower importance ascribed to them (as seen by the lower weighted average scores), this may show that, because of the lower importance, students are more easily satisfied with these factors than the higher importance factors.

In terms of overall importance, none of the top five have a higher level of satisfaction than importance, potentially indicating that the major areas that students value in terms of their housing (such as price) are not being satisfied by their current rental situation.

Compared to CSI's Year-End Survey 2023:



In 2023, the 5 areas with the lowest satisfaction score were:

1. Price of rent, 2.61
2. Proximity to family, 2.92
3. Proximity to bike network, 2.95

4. Proximity to work, 2.96
5. Proximity to friends, 3.03

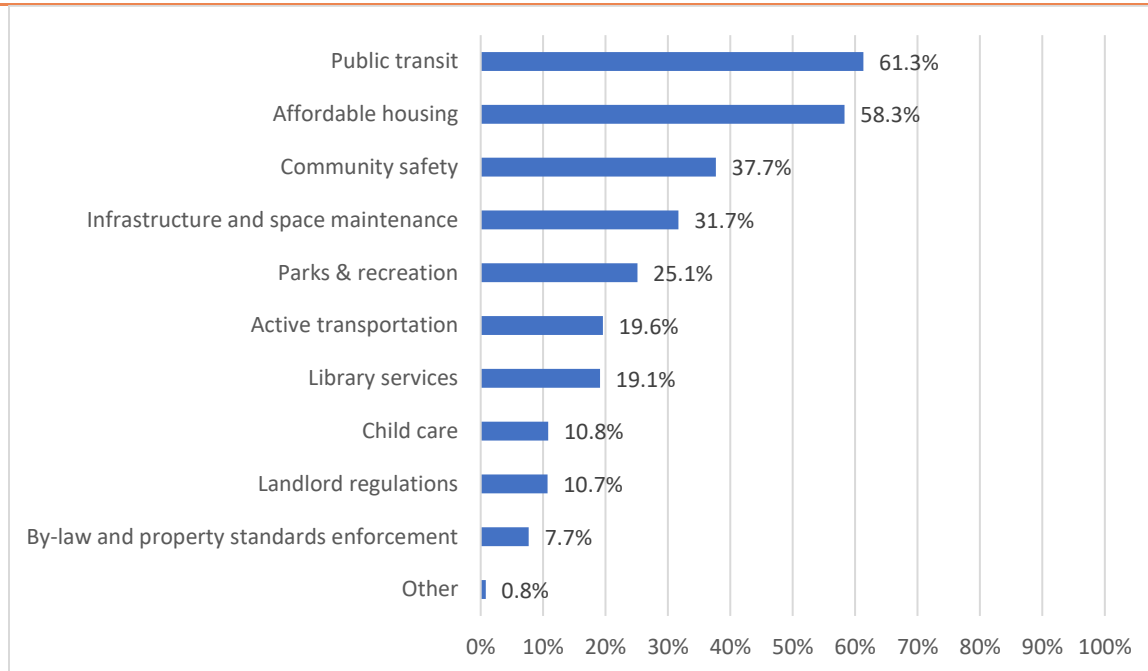
Price of rent continues to be the area that students are least satisfied with, however, student satisfaction has increased by 0.26. Proximity to family has moved from the second lowest satisfaction, to the third, also experiencing an increase in its weighted average. While proximity to bike networks is now the second least satisfied area, its weighted average also increased, indicating an increase in satisfaction. Proximity to work and friends remained in the fourth and fifth places respectively, but both experienced an increase in satisfaction. In fact, all aspects experienced some level of satisfaction increase from 2023 to 2024.

MUNICIPAL AFFAIRS & SAFETY

The following section focused on municipal/regional services, community connections, and safety both on and off campus. The majority of questions were asked to all students, with only the questions regarding feelings of a lack of safety shown to those who said they felt “unsafe” or “very unsafe.” The highlights from this section include the following:

- The top three most important municipal/regional services to students are:
 - Public transit (61.3%)
 - Affordable housing (58.3%)
 - Community safety (37.7%)
- 65.9% of students indicated they would likely stay in their community long-term, with international students significantly more likely to indicate as such when compared to domestic students.
- The vast majority of students (95.6%) feel safe in their communities.
- Of those who feel unsafe,
 - The most common places where students felt unsafe were on the streets (63.8%), on public transit (47.6%), and/or in parks and nature trails (41.9%).
 - The most common reasons students felt unsafe were the presence of drugs/drug paraphernalia (52.4%), experiences/expectations of discrimination (44.8%), and/or lack of police/security (39.1%).
- When asked what additional things students would like to see CSI and/or Conestoga College do to make them feel safer on campus, the most common response was housing, increased security, and/or discrimination support and education (tied at 14.8% each).

QUESTION 78: WHAT ARE THE TOP THREE MOST IMPORTANT MUNICIPAL/REGIONAL SERVICES TO YOU?



Quick Takeaways: The top three most important municipal/regional services to students are public transit (61.3%), affordable housing (58.3%), and community safety (31.7%). Looking at demographics, international students were more likely than domestic students to cite public transit (77.6% of international students, compared to 34.4% of domestic students) and active transportation (22.6% vs. 14.6%) as important. Given previous CSI year-end surveys, international students are more likely to rely on both public and active transportation, likely reflecting its importance here.¹⁰

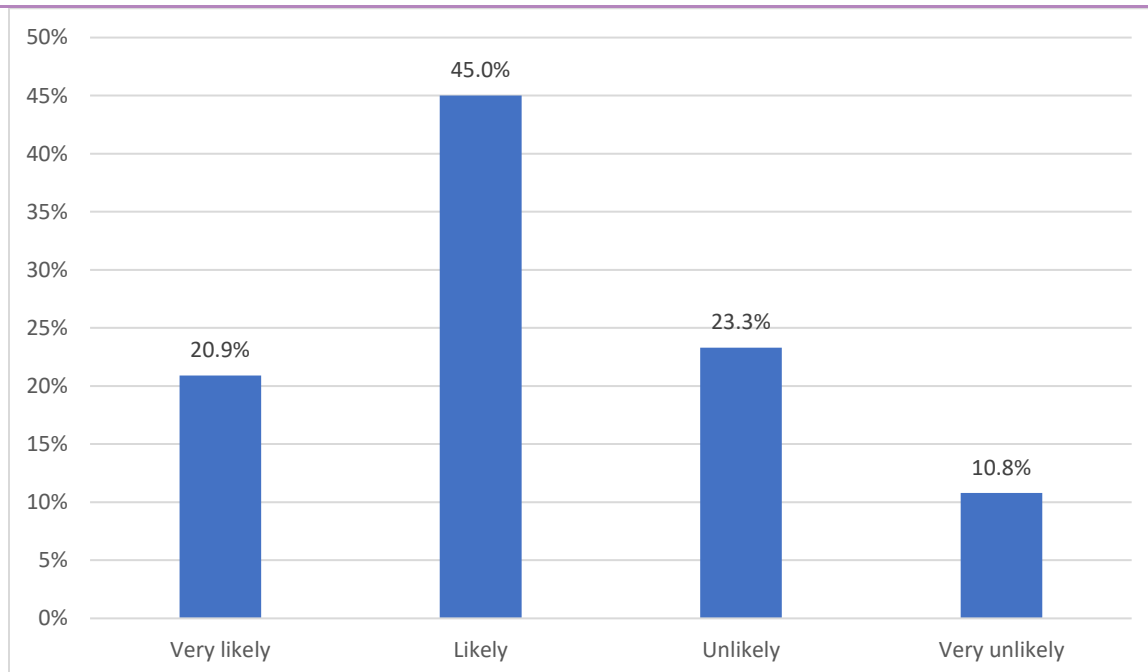
	Brantford	Cambridge	Doon	Downtown Kitchener	Guelph	Milton	Reuter	Waterloo
Public transit	66.7%	54.6%	60.3%	73.9%	66.1%	75.6%	51.4%	66.2%
Affordable housing	58.6%	59.3%	59.1%	55.8%	59.3%	44.1%	51.4%	62.1%
Community safety	34.3%	29.7%	39.1%	37.6%	43.2%	31.5%	35.1%	34.9%
Infrastructure	30.3%	35.9%	29.9%	37%	33.1%	25.2%	37.8%	33.8%
Parks and recreation	24.2%	27.8%	25.8%	20%	21.2%	23.6%	29.7%	22.1%
Active transportation	21.2%	19.1%	18.4%	18.8%	26.3%	29.9%	18.9%	22.1%
Library services	18.2%	18.7%	18.7%	21.2%	11.9%	26%	8.1%	21.7%

¹⁰ Barnett, Nathan R.G., and Justin McLaughlin, *2023 Year-End Survey Report*. Kitchener: Conestoga Students Inc, July, 2024.

Childcare	18.2%	6.2%	11.1%	11.5%	6.8%	7.1%	10.8%	8.5%
Landlord regulations	6.1%	9.6%	11.5%	6.7%	9.3%	8.7%	16.2%	12.1%
By-law and property standards	8.1%	10.5%	9%	3%	4.2%	3.2%	8.1%	5.9%

Compared to CSI's Year-End Survey 2023: Previously, CSI provided 6 options and asked participants to rank the services from most important (1) to least (6). Given changes in this question (more options listed, asking for a top three, etc.), it is not possible to compare to previous iterations of CSI's Year-End Survey.

QUESTION 79: WHAT IS THE LIKELIHOOD OF YOU STAYING IN YOUR LOCAL CAMPUS COMMUNITY LONG-TERM AFTER FINISHING YOUR PROGRAM?



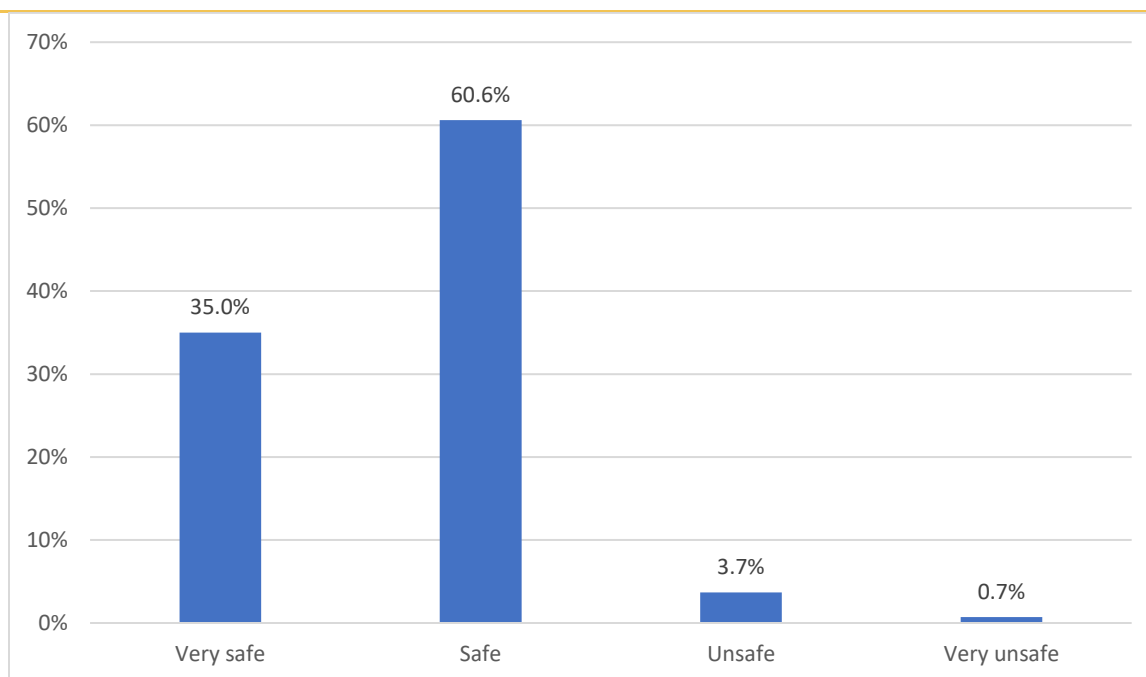
Quick Takeaways: A majority of students (65.9%) indicated they are likely to stay in their community long-term, after finishing their program. International students were more likely to indicate staying, with 77.2% indicating as such, compared to 47.3% of domestic students.*

Campus	Percentage likely to stay in their community after finishing their program		
	Overall	International students	Domestic students
Brantford	71.7%	82.5%	26.3%
Cambridge	55.5%	73.5%	39.6%
Doon	64.9%	76.3%	48.8%
Downtown Kitchener	70.9%	72.2%	57.2%

Guelph	79.7%	88.2%	45.8%
Milton	80.3%	79.8%	100%
Reuter	51.4%	75%	39.1%
Waterloo	69.1%	77.6%	45%

Compared to CSI's Year-End Survey 2023: The proportion of students who indicated they were likely to stay in their local campus community after their program finished has increased by 3.3%. International students remain significantly more likely to stay in their local campus community after their program when compared to domestic students. In 2023, those at Reuter were the least likely to stay in their community after their program, while those at Downtown Kitchener were the most likely to stay. Reuter remains the least likely, however Milton is now the most likely.

QUESTION 80: HOW SAFE DO YOU FEEL IN YOUR LOCAL CAMPUS COMMUNITY?



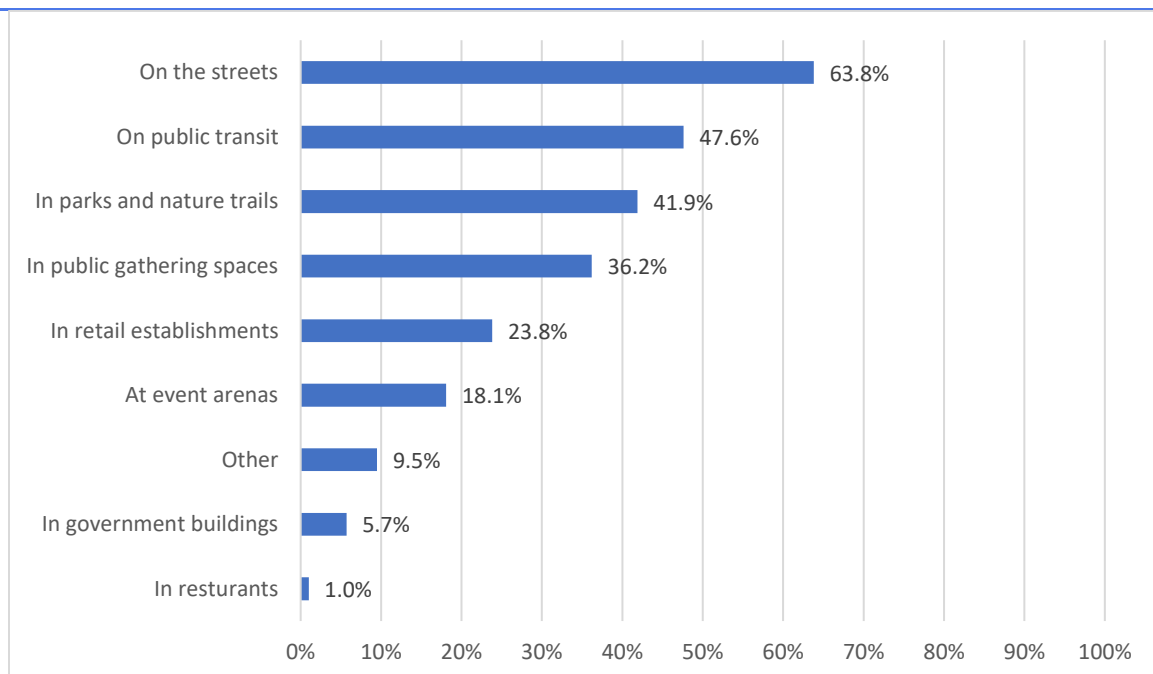
Quick Takeaways: The vast majority of students (95.6%) feel safe in their campus communities. International and domestic students indicated similar levels of safety; however, international students were significantly more likely to feel “very safe” compared to domestic students (44.2% vs. 20%).*

Campus	Percentage of students who feel safe
Brantford	89.9%
Cambridge	95.7%
Doon	95.9%
Downtown Kitchener	93.3%
Guelph	99.2%
Milton	97.6%

Reuter	91.9%
Waterloo	96.3%

Compared to CSI’s Year-End Survey 2023: The proportion of students who feel safe has remained relatively the same, dropping by only 0.1%. Previously, domestic students were less likely to feel safe when compared to international students, and now they experience relatively similar levels of safety; however, international students remain more likely to feel “very safe” when compared to domestic students. In 2023, Reuter was the campus with the lowest level of safety, and Waterloo and Guelph were tied in first. Now, Brantford is the campus with the lowest level of safety, while Guelph remains the campus with the highest level of safety.

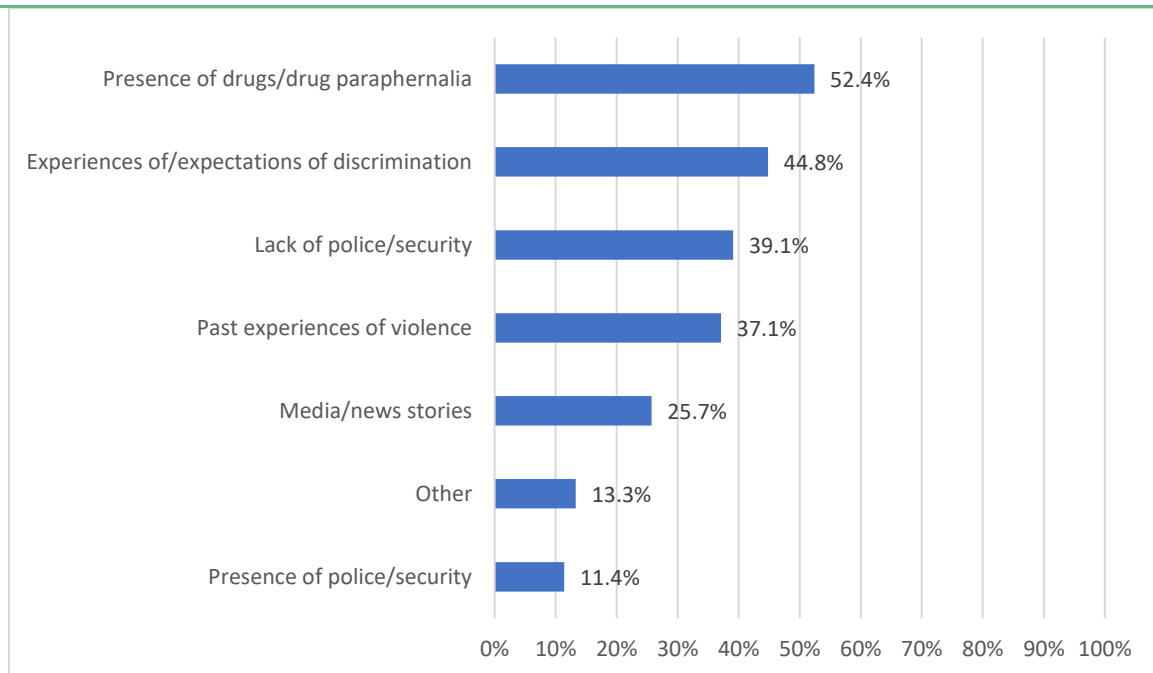
QUESTION 81: WHERE DO YOU MOST OFTEN FEEL UNSAFE IN THE COMMUNITY? PLEASE SELECT YOUR TOP THREE.



Quick Takeaways: Of the 4.4% of students who indicated they felt unsafe, the majority indicated that the top three places they most often felt unsafe were: on the streets (63.8%), on public transit (47.6%), and in parks and nature trails (41.9%). Given the low number of responses, it is not possible to provide demographic breakdowns.

Compared to CSI’s Year-End Survey 2023: This is the first time CSI has asked this question.

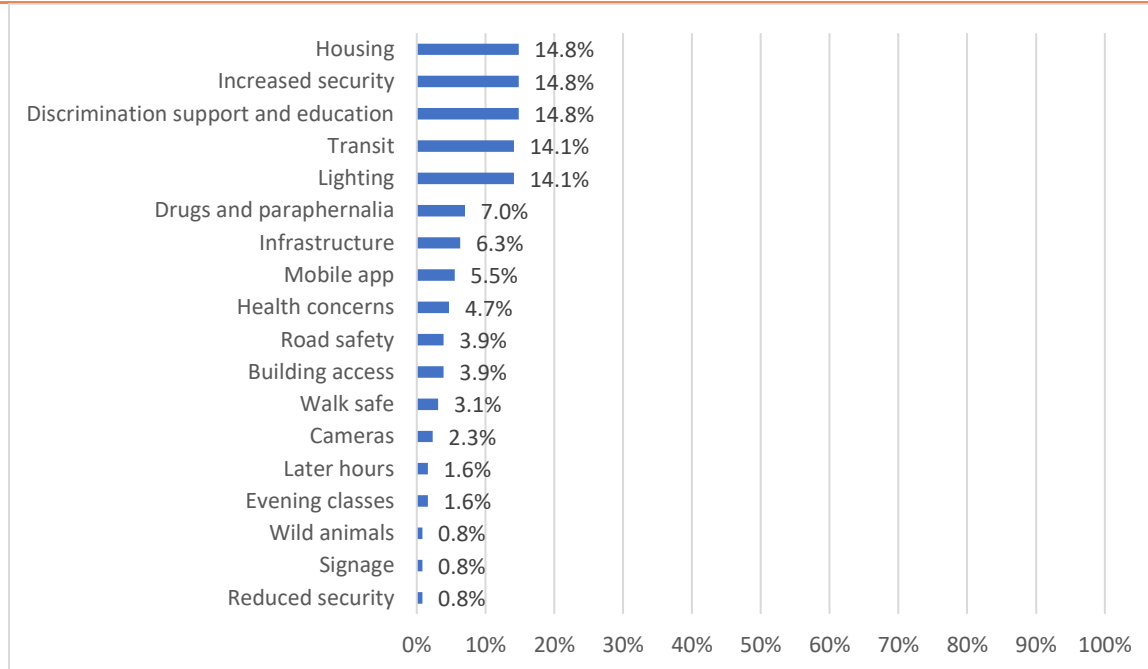
QUESTION 82: WHAT EXPERIENCES, ENVIRONMENTAL FACTORS, OR OTHER ELEMENTS OF YOUR SURROUNDINGS CONTRIBUTE TO YOUR FEELINGS REGARDING A LACK OF SAFETY?



Quick Takeaways: Of the 4.4% of students who indicated they felt unsafe, the top three most common explanations were the presence of drugs/drug paraphernalia (52.4%), experiences of/expectations of discrimination (44.8%), and a lack of police/security (39.1%). Given the low number of responses, it is not possible to provide demographic breakdowns.

Compared to CSI's Year-End Survey 2023: This is the first time CSI has asked this question.

QUESTION 83: WHAT ADDITIONAL THINGS WOULD YOU LIKE TO SEE CSI OR CONESTOGA COLLEGE DO TO MAKE YOU FEEL SAFER ON OR NEAR CAMPUS?



Quick Takeaways: In total, 199 comments were received, though 71 were removed from analysis. These comments were removed for a variety of reasons, including non-responses (i.e., “N/A”), comments too general (i.e., “easier”), and/or comments that did not directly relate to mental health improvements at Conestoga College. Overall, 5.4% of respondents left a comment.

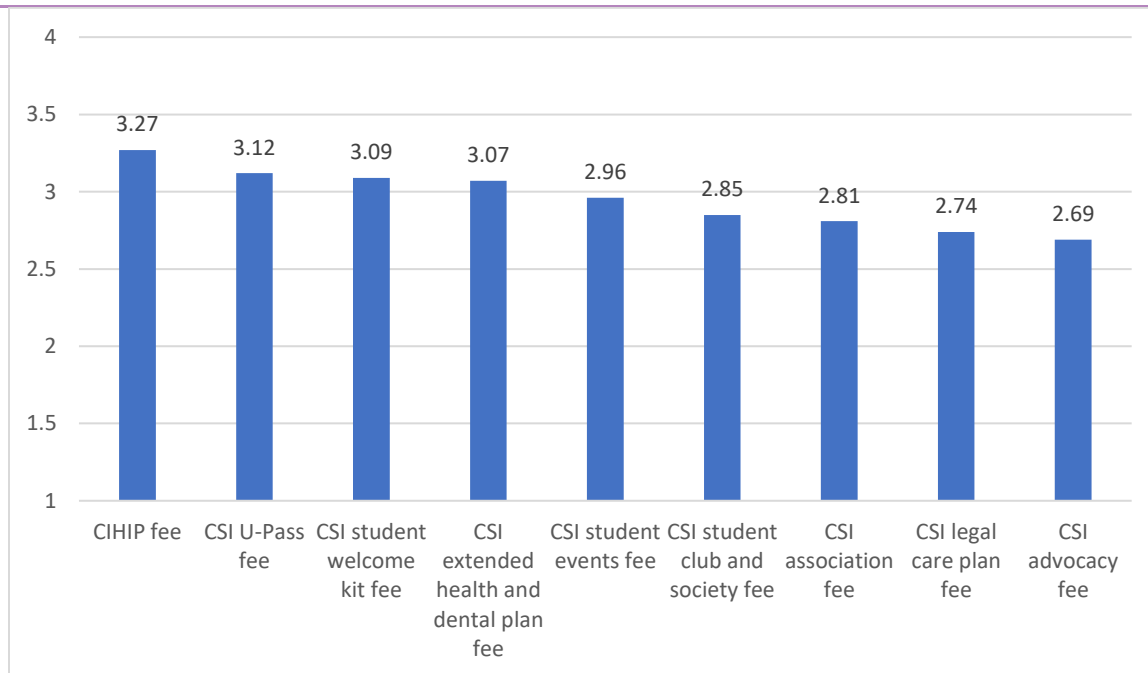
Out of those who left a comment, the top three categories were all tied at 14.8%, representing housing concerns (such as providing more affordable housing closer to campus to decrease commutes as a way to avoid potentially unsafe environments), increasing security on campus, and providing discrimination support and education.

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 of and satisfaction with several key issues. The highlights of this section are as follows:

- The three fees with the highest levels of understanding are CIHIP, U-Pass, and the student welcome kit fee.
 - All fees have a weighted average over 2.5, indicating that students are more likely to understand the fees and what they provide than not.
 - Understanding of all fees has increased since 2023.
- The three most important CSI support services and programs are health and legal, employment opportunities, and support services.
 - All services had a weighted average above 3, meaning that all students value all programs, with a leaning towards strongly valuing all programs.
 - International students were more likely to rate all programs as more important than domestic students.
- The top three most important issues to students are:
 - Cost of tuition & ancillary fees (67.3%)
 - Student employment (53.5%)
 - Quality of education (37.8%)
- Students are most satisfied with the quality of their education, followed by transportation and student support services/equity, diversity, & inclusion.
- Students are *least* satisfied with the cost of tuition & ancillary fees, student employment, and housing.
 - Both cost of tuition & ancillary fees, and student employment had a weighted average below 2.5, indicating a leaning toward dissatisfaction.
- When asked if they had any additional feedback for CSI, the top three most common themes were regarding:
 - Employment support and opportunities (17.8%)
 - This included both more hiring opportunities at CSI, as well as providing career development opportunities such as workshops, job fairs, etc.
 - Transportation (12.4%)
 - These comments were primarily focused on increasing bus frequencies, operating hours, etc.
 - Awareness (11.2%)
 - These comments were focused on increasing the awareness of CSI and the pre-existing services and programs.

QUESTION 84: HOW WELL DO YOU UNDERSTAND WHAT THE FOLLOWING CSI FEES PROVIDE?¹¹



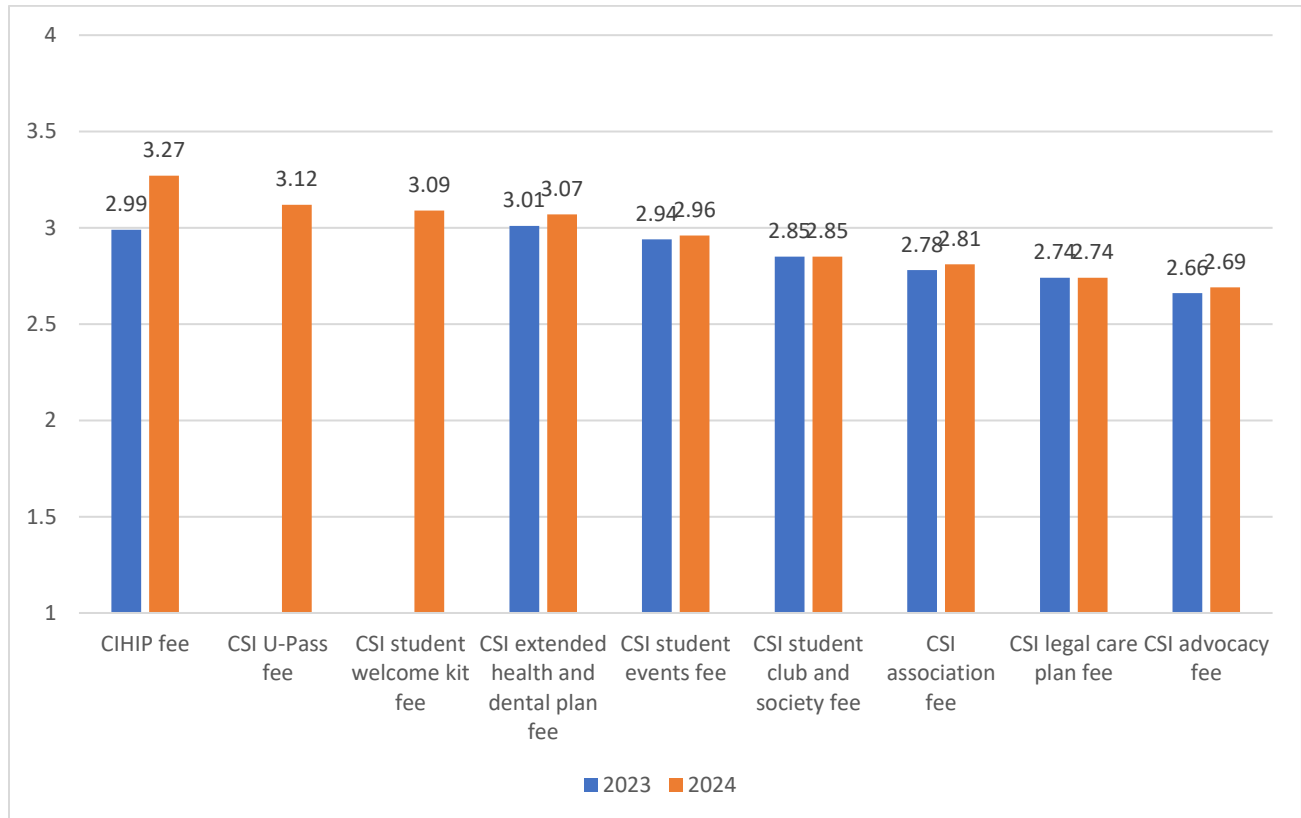
Quick Takeaways: Overall, the level of understanding students have of the various fees is split, but with a leaning towards understanding, as all weighted averages are over 2.5. Four fees surpass a weighted average of 3: CIHIP, U-Pass, student welcome kit, and the extended health and dental plan. The fee with the lowest weighted average is the CSI advocacy fee; however, it is still over 2.5, meaning that more students understand what the fee provides than do not.

Looking at international and domestic students, international students have a higher level of understanding of all fees compared to domestic students, with the biggest gap being 0.40 regarding the CSI association fee. While both international and domestic students have the lowest understanding of the CSI advocacy fee, the weighted average for domestic students dips just below the 2.5 mark, at 2.45, indicating a slightly higher lack of understanding than understanding.

Of the in-person campuses, Reuter has the lowest weighted average for all relevant fees, however all weighted averages are above 2.5.

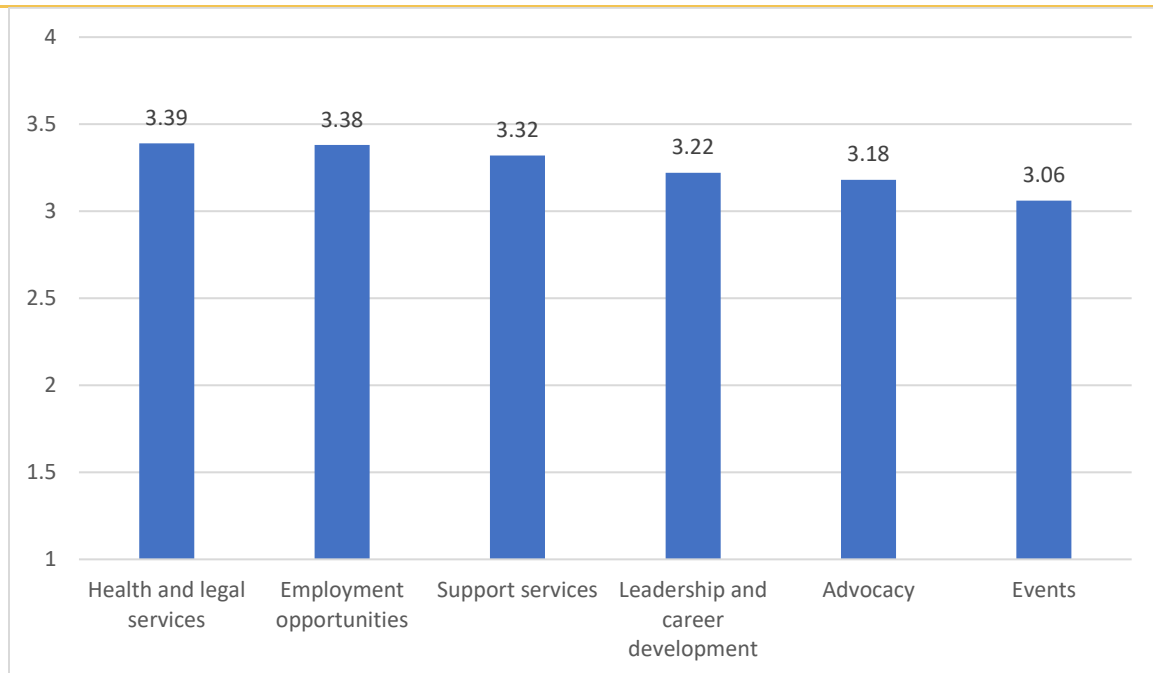
Compared to CSI's Year-End Survey 2023:

¹¹ The CIHIP fee weighted average only includes international students, and the CSI U-Pass fee only includes campuses who currently have a u-pass.



Since 2023, the level of understanding students have of the various fees has either remained the same or increased. Ignoring the two new fee options that were added to the question, the understanding of fees from most to least has remained stable.

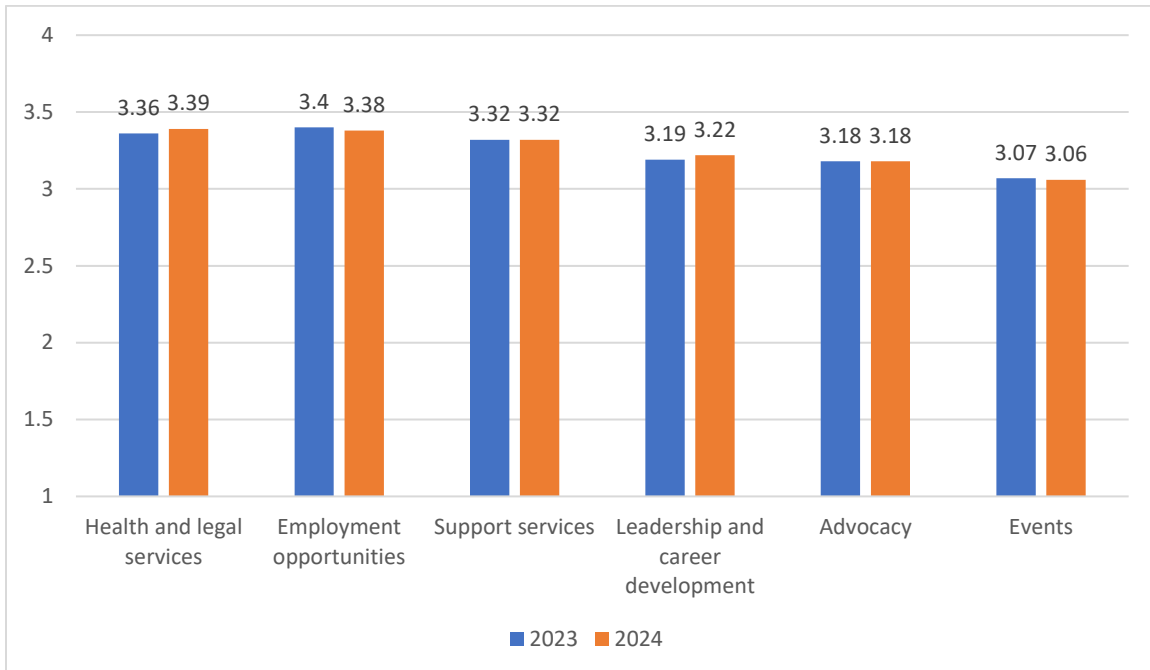
QUESTION 85: HOW IMPORTANT ARE THE FOLLOWING CSI SUPPORT SERVICES AND PROGRAMS TO YOU?



Quick Takeaways: Program options also included examples/explanations to help contextualize the question. All programs were rated very high, with the lowest weighted average being 3.06 (events). This means that all students value all programs, with a leaning towards strongly valuing all programs. International students had a stronger value of all services when compared to domestic students, with the biggest gap being 0.56 regarding leadership and career development. Regardless of international vs. domestic, all weighted averages were above 2.5.

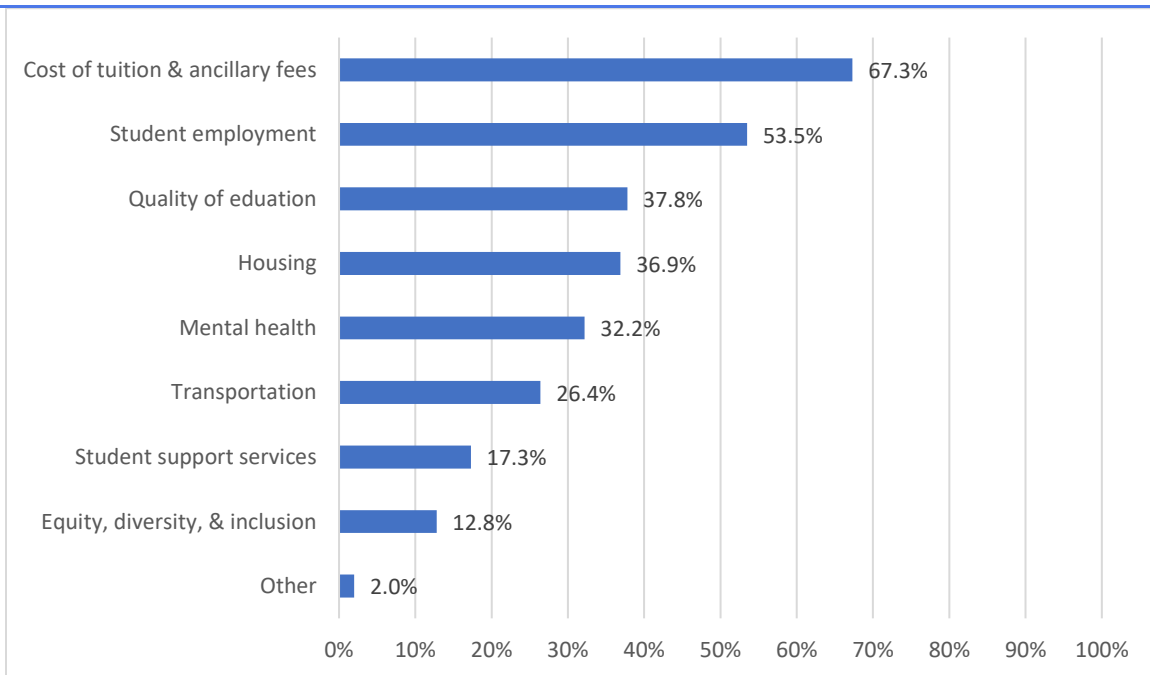
Looking at in-person campuses, Reuter had the lowest weighted average across all programs, though all were still above 2.5, while Milton had the highest weighted average for all programs except for employment opportunities, which Downtown Kitchener had the highest weighted average for.

Compared to CSI's Year-End Survey 2023:



Since 2023, there have only been very minor changes in the valuation students have of CSI's various services. Health and legal services moved from the second most valued program to the first, while employment moved from first to second. All other services remained in the same position, with leadership and career development and events experiencing a slight increase in its weighted average.

QUESTION 86: WHAT ARE THE TOP THREE MOST IMPORTANT ISSUES TO YOU?



Quick Takeaways: Out of the listed options, students were most likely to cite the cost of tuition & ancillary fees (67.3%), student employment (53.5%), and/or quality of education (37.8%) as their top three most important issues. Looking at international vs. domestic students, there is a difference in what their top three most important issues are. For domestic students, the top three issues are:

1. Cost of tuition & ancillary fees, 64.7%
2. Quality of education, 55.5%
3. Mental health, 42.3%

For international students, the top three issues are:

1. Cost of tuition & ancillary fees, 69%
2. Student employment, 67.7%
3. Transportation, 30.6%

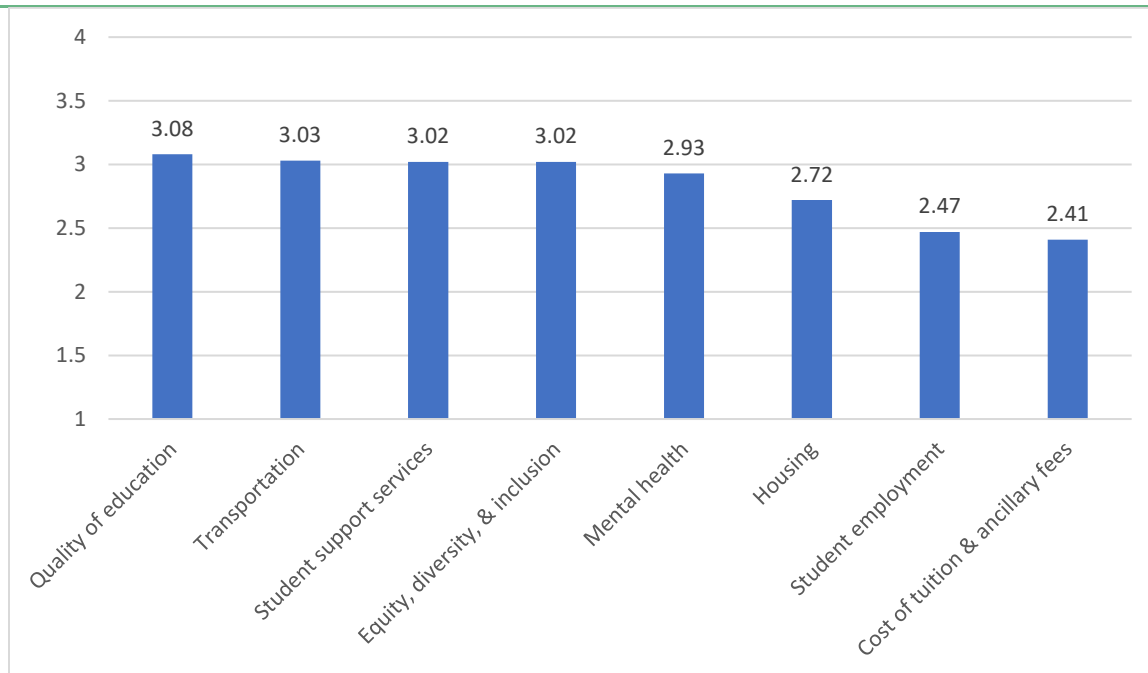
Issue	Campus with the highest percentage	Percentage
Cost of tuition & ancillary fees	Brantford	71.7%
Student employment	Downtown Kitchener	64.9%
Quality of education	Online	51.6%
Housing	Cambridge	42.1%
Mental health	Online	48.4%
Transportation	Milton	52.8%
Student support services	Online	24.2%
Equity, diversity, & inclusion	Downtown Kitchener	18.2%

Compared to CSI's Year-End Survey 2023: This question was reformatted from a scale where students rate the importance of each issue (resulting in a weighted average) to create a forced ranking, making comparison to previous years' difficult. However, by looking at the order, some comparisons can be made. In 2023, the order of most to least important issues were:

1. Quality of education
2. Cost of tuition & ancillary fees
3. Student employment
4. Support services
5. Mental health
6. Transportation
7. Housing
8. Equity, diversity, & inclusion

The top three has remained the same but shifted positions. Cost of tuition & ancillary fees is now first, followed by student employment and then quality of education. The only other change in order was housing moving to fourth position, and support services to seventh.

QUESTION 87: HOW SATISFIED ARE YOU WITH THE CURRENT STATE OF THE FOLLOWING ISSUES?

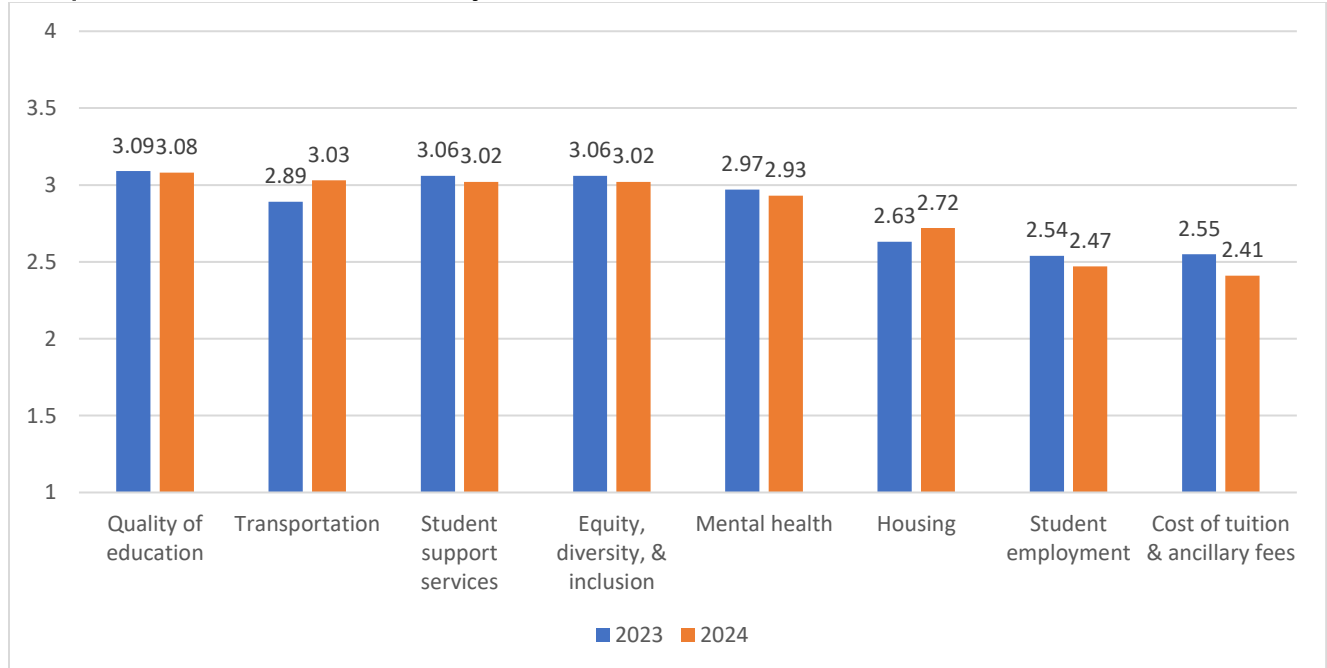


Quick Takeaways: For the most part, students are satisfied with the current state of the various issues. The only two that drop below the 2.5 mark are student employment (2.47) and cost of tuition & ancillary fees (2.41). However, these two are also the two most important issues previously identified by students. The third most important issue, quality of education, is the issue students are most satisfied with. International students have a higher level of satisfaction when compared to domestic students with all issues except for the cost of tuition & ancillary fees (2.54 for domestic students vs. 2.33 for international students) and student employment (2.66 vs. 2.35).

Issue	Campus							
	Brantford	Cambridge	Doon	Downtown Kitchener	Guelph	Milton	Reuter	Waterloo
Cost of tuition & ancillary fees	2.29	2.47	2.39	2.25	2.53	2.47	2.35	2.45
Quality of education	3.18	3.03	3.08	3.07	3.20	3.17	2.84	3.03
Student support services	3.10	3.07	3.03	2.95	3.13	3.05	2.97	2.99
Housing	2.71	2.73	2.70	2.78	2.80	2.74	2.59	2.74
Transportation	3.02	3.01	3.10	3.16	2.92	2.62	2.54	3.07
Mental health	2.88	2.98	2.92	2.87	3.03	3.02	2.89	2.92
Student employment	2.42	2.62	2.47	2.27	2.53	2.43	2.57	2.43

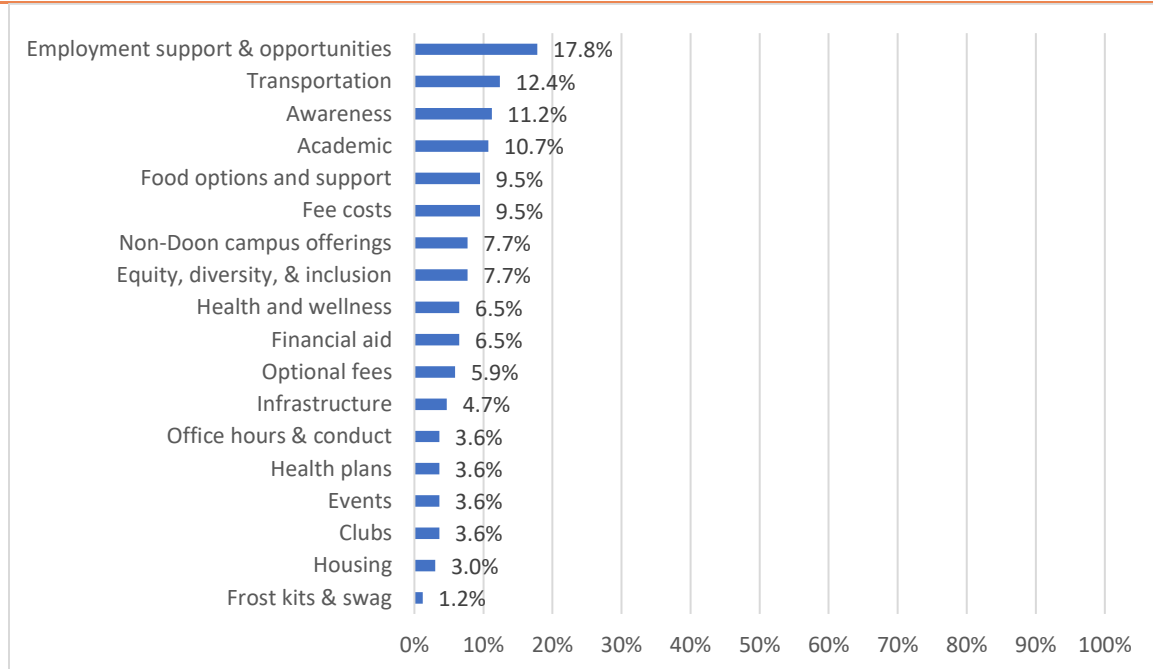
Equity, diversity, & inclusion	3.06	3.01	3.01	2.95	3.10	3.11	3.03	3.06
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Compared to CSI's Year-End Survey 2023:



In 2023, the top three issues with the highest satisfaction rating were quality of education, student support services, and equity, diversity, & inclusion. Quality of education has remained the issue that students are most satisfied with, though its weighted average dropped 0.01. Student support services move to a tie with equity, diversity, & inclusion as the third most satisfied issue, with both issues weighted average dropping 0.04. The only issues to have their weighted average increase were transportation (by 0.14) and housing (0.09). International students continue to have a higher weighted average across all issues except the cost of tuition and ancillary fees and student employment.

QUESTION 88: DO YOU HAVE ANY ADDITIONAL FEEDBACK YOU WOULD LIKE TO SHARE WITH CSI?



Quick Takeaways: In total, 233 comments were received, though 64 were removed from analysis. These comments were removed for a variety of reasons, including non-responses (i.e., “N/A”), comments too general (i.e., “easier”), and/or comments that did not directly relate to mental health improvements at Conestoga College. Overall, 7.1% of respondents left a comment.

The top three most common responses were focused on employment support and opportunities (17.8%), transportation (12.4%), and/or awareness of services (11.2%). The comments regarding employment support and opportunities were primarily focused on both providing more job opportunities for students, and/or providing more career development opportunities through workshops, job fairs, etc. The comments regarding transportation focused primarily on increased public transit services, such as increased route frequencies, later hours of operations, etc. Finally, the awareness of services focused on increasing student awareness of CSI’s pre-existing services and programs.