Columbia College

20th Annual Customer Satisfaction Survey Report

November | 2016

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Introduction

This report covers the period from September 1, 2015 to August 31, 2016. Seven different categories of surveys were conducted throughout this period: Enrolled Students (Survey regarding their course facilitator); Enrolled Students (Survey regarding their program), Non-Facilitational Staff; Facilitational Staff; Employers of Practicum Students; Graduate Students; Students Who Withdraw from a program.

Responses to the survey questions were gathered, analysed and reported to the President. Survey responses are reviewed and discussed by College stakeholders for the purpose of determining where future changes should be considered or further information gathered. This process is directly related to Columbia College's quality management system and interest in continual improvement.

Statistical Significance

A summary report is generated and included for a particular survey category (i.e. an individual program or department) if it is considered to have a statistical significance based on the number of responses received. The statistical significance is determined by the following two criteria:

1. A response rate of more than or equal to 20% of the original number of surveys sent.

    AND

2. A survey category with more than or equal to 10 returned surveys.

Comparable Data

Each survey, when possible, will show a comparison with the previous two years. If a particular question did not exist or if a comparable question could not be found this was indicated by the word NONE.

Survey Evaluation Scale

Each survey is based on a scale of 1 to 5.

Description	Scale
ES=Extremely Satisfied	5
VS=Very Satisfied	4
S=Satisfied	3
LS=Little Satisfaction	2
NS=Not Satisfied	1
NC =No comment	NC

Please note that some surveys may use more than one scale. In these cases, the different scales used are displayed with the summary.

Annual Regulations and Procedures

TITLE OF SURVEY:	**Non-Facilitational Staff (Example: Student Services; Administration; Managers; Chairs; Accounting; Assistant Managers)**
Respondents will include:	All full-time and part-time staff employed for at least 6 months at the time of the survey.
When will surveys be completed:	At least once per year during the month of May.
Managed by:	Representative(s) of the President's office.
Respondent names will be supplied by:	Survey Coordinator.
Surveys will be distributed:	Columbia College electronically or via hard copy by request of Program Chairs/Managers.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	Each staff member to submit survey to Survey Coordinator.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results will include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs/Managers, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY: **Facilitational Staff** (Example: Those employed as facilitators)	
Respondents will include:	All facilitators who are employed by Columbia at least 6 months prior to the survey.
When will surveys be completed:	All facilitators will be surveyed once per year in April/May. Non-active facilitators will be mailed surveys.
Managed by:	Representative(s) of the President's office.
Respondent names will be supplied by:	Survey Coordinator.
Surveys will be distributed through:	Columbia College Web Server Coordinator or via hard copy.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	Each staff member to submit survey to Survey Coordinator.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results will include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY:	**Employers of Practicum Students**
Respondents will include:	All employers of Pre-Career and Professional program practicums and work experience. This includes CSSD Employment Services. This will normally not include short term government or corporate contracted programs.
When will surveys be completed:	Employers of practicum will normally complete the survey at the end of each practicum.
Managed by:	Department Chair or designate.
Employers names will be supplied by:	Program/Department Work Experience/Practicum Coordinator/Department Chair, CRS.
Surveys will be distributed through:	Public mail, e-mail, hand delivery.
Surveys will include a cover letter from the Department Chair stating:	The importance of the survey and how it will aid future student development and program planning.
Surveys will include a return procedure:	A self-addressed stamped envelope or e-mail address to the Coordinator or Program Chair.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages. Individual surveys will be used by the department to assess student progress.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results will include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Department Chairs, team members, Practicum Coordinators and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY:	**Facilitator Course Evaluation**
Respondents will include:	All students currently enrolled in Columbia's <u>courses</u>.
When will surveys be completed:	Students will complete a survey normally on the last day of a <u>COURSE</u>. Surveys will be completed at the beginning of the class.
Managed by:	Survey Coordinator.
Surveys will be distributed through:	The Survey Coordinator who will deliver survey to each Program/Department Chair. Each Chair will ensure each facilitator follows the directions noted on the front of the envelope.
The surveys will include a cover letter from the President stating:	The importance of the survey to the College and future decision making (Student's Role).
Surveys will include a return procedure:	The survey envelope will include the return procedures asking the selected <u>student</u> to place the surveys in one of the locked survey drop boxes located in the hallway in each building.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results may include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College **Customer Satisfaction Survey** **Annual Regulations and Procedures**	
TITLE OF SURVEY: **Enrolled Students** (Survey regarding his/her program)	
Respondents will include:	All students currently enrolled in Columbia's <u>programs</u>.
When will surveys be completed:	Students will complete a survey normally on the last day of a <u>PROGRAM</u> or as scheduled by the Program Chair. These surveys will be completed at the beginning of the class.
Managed by:	Survey Coordinator.
Surveys will be distributed through:	The Survey Coordinator who will deliver survey to each Program/Department Chair. Each Manager will ensure each facilitator follows the directions noted on the front of the envelope.
Surveys will include a cover letter from the President stating:	The importance of the survey to the College and future decision making (Student's Role).
Surveys will include a return procedure:	The survey envelope will include the return procedures asking the selected <u>student</u> to place the surveys in one of the locked drop boxes located in the hallway in each building.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results may include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY:	**Students Who Withdraw from a Program**
Respondents will include:	All students who formally registered and later chose to or were asked to withdraw from the program.
When will surveys be completed:	This survey will be distributed once a year in late May or early June.
Managed by:	Survey Coordinator.
Respondent names will be supplied by:	The Registrar's office.
Surveys will be distributed through:	Public mail or e-mail.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	Self-addressed stamped envelope or e-mail addressed to the President's office.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results may include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College **Customer Satisfaction Survey** **Annual Regulations and Procedures**	
TITLE OF SURVEY:	**Graduate Students**
Respondents will include:	All students who graduated from Columbia within the past 12 months. This includes CSSD Employment Services.
When will surveys be completed:	This survey will be distributed once a year in late April or May.
Managed by:	Survey Coordinator.
Graduates names will be supplied by:	Registrar's Office.
Surveys will be distributed through:	Public mail or e-mail.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	Self-addressed stamped envelope to the President's office.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or inside personnel designated by the President.
Analyzed results may include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Enrolled Students - Facilitator Course Evaluation

Introduction:

The "Facilitator Course Evaluation" survey was designed to gather relevant information associated with the current level of satisfaction of students with their courses and facilitation at Columbia College.

This survey was conducted throughout the year at the end of each course.

The following table indicates how many surveys were collected from students enrolled in Columbia College courses:

SURVEY CATEGORY	Number of Surveys
Criminal Justice / Justice and Public Safety	612
College Prep	243
Dental Assistant Professional Classroom	247
Dental Assistant Professional Clinic Courses	267
Dental Continuing Education Courses	256
English As A Second Language	539
Employment Training Programs	91
Human Services Professional Program	609
Language Instruction to New Comers (LINC)	450
Liberal Arts Courses	963
Practical Nurse Program Classroom	889
Practical Nurse Practicum Courses	37
Alberta Security Training	587
TOTAL:	**5645**

Criminal Justice Program

Professional Approach		Change	2015-2016	2014-2015	2013-2014
Demonstrates interest and enthusiasm	↔	0%	93%	93%	93%
Demonstrates knowledge and expertise	↓	-2%	94%	96%	94%
Displays respect, courtesy, sincerity and is polite to all students.	↑	3%	95%	92%	94%
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↑	2%	96%	94%	95%
Is objective and fair in the evaluation of my work	↑	1%	93%	92%	93%
Demonstrates a willingness to assist me on an individual basis	↑	2%	93%	91%	93%

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↑	1%	95%	94%	94%
Sets a high level of expectation for students	↓	-2%	93%	95%	93%
Provides the amount of homework assignments students were told to expect	↓	-2%	93%	95%	93%
Homework assignments were relevant and meaningful	↔	0%	91%	91%	91%
Spreads student workload evenly throughout the course	↓	-1%	91%	92%	91%
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↔	0%	91%	91%	91%
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↑	1%	89%	88%	90%
Provides valuable support to students outside of class	↑	2%	90%	88%	NA
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↑	2%	92%	90%	91%
Makes students aware of the method that will be used to assess them	↑	1%	91%	90%	91%
Returns assignments, tests, and other assessment material within one week	↓	-1%	89%	90%	92%
Received prompt feedback (written or oral) from instructor/facilitator	↑	1%	90%	89%	91%

Method of Communication					
Communicates expectations and ideas clearly and effectively	↓	-1%	91%	92%	91%
Asks students clear and appropriate questions	↔	0%	92%	92%	92%
Speaks/presents with volume and clarity	↓	-1%	94%	95%	93%
Demonstrates willingness to listen to me	↑	2%	94%	92%	93%

To what extent has your course emphasized the following mental activities:					
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↓	-1%	88%	89%	81%
Analyzing the basic elements of an idea, an experience you had or a theory	↓	-2%	89%	91%	84%
Synthesizing and organizing ideas, information or experiences in new ways	↓	-1%	89%	90%	84%
Making judgements or arguments about the value or soundness of information you have read	↔	0%	90%	90%	86%
Applying theories, concepts to help solve practical problems (such as cases)	↔	0%	90%	90%	86%

Total Average Percentage:	↔	0%	92%	92%	90%

College Prep

Professional Approach		Change	2015-2016	2014-2015	2013-2014
Demonstrates interest and enthusiasm	↓	-1%	93%	94%	95%
Demonstrates knowledge and expertise	↓	-1%	95%	96%	96%
Displays respect, courtesy, sincerity and is polite to all students.	↔	0%	97%	97%	97%
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↓	-1%	98%	98%	96%
Is objective and fair in the evaluation of my work	↑	1%	96%	95%	94%
Demonstrates a willingness to assist me on an individual basis	↔	0%	94%	94%	96%

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↓	-3%	92%	95%	98%
Sets a high level of expectation for students	↔	0%	93%	93%	94%
Provides the amount of homework assignments students were told to expect	↑	1%	96%	95%	96%
Homework assignments were relevant and meaningful	↓	-1%	95%	96%	96%
Spreads student workload evenly throughout the course	↓	-1%	95%	95%	95%
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↓	-2%	93%	95%	96%
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↓	-2%	91%	93%	93%
Provides valuable support to students outside of class	↓	-3%	88%	91%	NA
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↓	-3%	91%	94%	93%
Makes students aware of the method that will be used to assess them	↑	1%	94%	93%	94%
Returns assignments, tests, and other assessment material within one week	↓	-2%	92%	94%	95%
Received prompt feedback (written or oral) from instructor/facilitator	↓	-3%	92%	95%	93%

Method of Communication					
Communicates expectations and ideas clearly and effectively	↓	-1%	93%	94%	95%
Asks students clear and appropriate questions	↓	-3%	92%	95%	95%
Speaks/presents with volume and clarity	↓	-3%	93%	96%	95%
Demonstrates willingness to listen to me	↔	0%	95%	95%	97%

To what extent has your course emphasized the following mental activities:					
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↑	1%	92%	91%	88%
Analyzing the basic elements of an idea, an experience you had or a theory	↔	0%	92%	92%	90%
Synthesizing and organizing ideas, information or experiences in new ways	↓	-2%	90%	92%	91%
Making judgements or arguments about the value or soundness of information you have read	↓	-3%	89%	92%	88%
Applying theories, concepts to help solve practical problems (such as cases)	↓	-5%	89%	94%	89%

Total Average Percentage:	↓	-1%	93%	94%	94%

Dental Assistant Professional - Classroom

Professional Approach		Change	2015-2016	2014-2015	2013-2014
Demonstrates interest and enthusiasm	↑	6%	95%	89%	89%
Demonstrates knowledge and expertise	↑	6%	96%	90%	89%
Displays respect, courtesy, sincerity and is polite to all students.	↑	5%	96%	91%	89%
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↑	6%	98%	92%	94%
Is objective and fair in the evaluation of my work	↑	6%	97%	91%	92%
Demonstrates a willingness to assist me on an individual basis	↑	7%	95%	88%	88%

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↑	7%	98%	91%	95%
Sets a high level of expectation for students	↑	5%	95%	90%	91%
Provides the amount of homework assignments students were told to expect	↑	6%	95%	89%	91%
Homework assignments were relevant and meaningful	↑	5%	94%	89%	91%
Spreads student workload evenly throughout the course	↑	6%	94%	88%	88%
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↑	6%	90%	84%	85%
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↑	3%	89%	86%	84%
Provides valuable support to students outside of class	↑	8%	92%	84%	NA
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↑	2%	90%	88%	81%
Makes students aware of the method that will be used to assess them	↑	8%	93%	85%	86%
Returns assignments, tests, and other assessment material within one week	↑	3%	96%	93%	91%
Received prompt feedback (written or oral) from instructor/facilitator	↔	0%	89%	89%	86%

Method of Communication					
Communicates expectations and ideas clearly and effectively	↑	6%	93%	87%	86%
Asks students clear and appropriate questions	↑	6%	93%	87%	87%
Speaks/presents with volume and clarity	↑	7%	97%	90%	91%
Demonstrates willingness to listen to me	↑	7%	96%	89%	87%

To what extent has your course emphasized the following mental activities:					
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↑	6%	91%	85%	88%
Analyzing the basic elements of an idea, an experience you had or a theory	↑	3%	91%	88%	86%
Synthesizing and organizing ideas, information or experiences in new ways	↑	1%	89%	88%	85%
Making judgements or arguments about the value or soundness of information you have read	↑	2%	87%	85%	82%
Applying theories, concepts to help solve practical problems (such as cases)	↑	2%	89%	87%	84%

Total Average Percentage:	↑	5%	93%	88%	88%

Dental Assistant Professional Program – Clinical Courses

Facilitating Learning		Change	2015-2016	2014-2015	2013-2014
Models professional behaviour	↓	-2%	93%	95%	92%
Dresses appropriately as a professional	↓	-1%	98%	99%	96%
Attempts to begin each class punctually	↓	-2%	97%	99%	93%
Prepared for instructing the skill(s)	↓	-2%	95%	97%	92%
Demonstrates each skill effectively	↓	-2%	93%	95%	91%
Communicates expectations and ideas clearly and effectively	↓	-2%	92%	94%	91%
Displays respect, courtesy and sincerity to learners	↓	-2%	92%	94%	92%
Topics or points reinforce the theory(s) information	↓	-3%	93%	96%	91%
Demonstrates knowledge of subject(s)	↓	-2%	95%	97%	93%
Demonstrates interest and enthusiasm in course	↓	-2%	95%	97%	93%
Demonstrates a willingness to listen to students	↓	-4%	91%	95%	91%
Responds to student's questions in a polite manner	↓	-2%	92%	94%	91%
Clinical lab supplies related to each clinical component are explained	↓	-4%	93%	97%	92%
Clinical time is used for effective development of necessary skill	↓	-2%	94%	96%	91%
Clinical evaluation process was clearly explained	↓	-4%	91%	95%	91%
Is fair in evaluating or assessing the learner's acquisition of knowledge/skills	↓	-1%	92%	93%	91%
Demonstrates a willingness to assist learners on an individual basis	↓	-4%	91%	95%	91%
Theory information is accurate	↓	-1%	94%	95%	92%
What is your overall rating of the facilitator	↓	-2%	92%	94%	91%

Total Average Percentage:	↓	-3%	93%	96%	92%

Dental Continuing Education Courses

Facilitating Learning		Change	2015-2016	2014-2015	2013-2014
Models professional behaviour	⇔	-	99%	NA	NA
Dresses appropriately as a professional	⇔	-	99%	NA	NA
Attempts to begin each class punctually	⇔	-	99%	NA	NA
Prepared for instructing the skill(s)	⇔	-	98%	NA	NA
Demonstrates each skill effectively	⇔	-	98%	NA	NA
Communicates expectations and ideas clearly and effectively	⇔	-	98%	NA	NA
Displays respect, courtesy and sincerity to learners	⇔	-	98%	NA	NA
Topics or points reinforce the theory(s) information	⇔	-	98%	NA	NA
Demonstrates knowledge of subject(s)	⇔	-	98%	NA	NA
Demonstrates interest and enthusiasm in course	⇔	-	98%	NA	NA
Demonstrates a willingness to listen to students	⇔	-	98%	NA	NA
Responds to student's questions in a polite manner	⇔	-	99%	NA	NA
Clinical lab supplies related to each clinical component are explained	⇔	-	98%	NA	NA
Clinical time is used for effective development of necessary skill	⇔	-	98%	NA	NA
Clinical evaluation process was clearly explained	⇔	-	97%	NA	NA
Is fair in evaluating or assessing the learner's acquisition of knowledge/skills	⇔	-	98%	NA	NA
Demonstrates a willingness to assist learners on an individual basis	⇔	-	98%	NA	NA
Theory information is accurate	⇔	-	98%	NA	NA
What is your overall rating of the facilitator	⇔	-	98%	NA	NA

Total Average Percentage:	⇔	-	98%	NA	NA

Employment Training Programs

Professional Approach		Change	2015-2016	2014-2015	2013-2014
Demonstrates interest and enthusiasm	↔	0%	91%	NA	NA
Demonstrates knowledge and expertise	↔	0%	92%	NA	NA
Displays respect, courtesy, sincerity and is polite to all students.	↔	0%	92%	NA	NA
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↔	0%	92%	NA	NA
Is objective and fair in the evaluation of my work	↔	0%	90%	NA	NA
Demonstrates a willingness to assist me on an individual basis	↔	0%	89%	NA	NA

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↔	0%	96%	NA	NA
Sets a high level of expectation for students	↔	0%	90%	NA	NA
Provides the amount of homework assignments students were told to expect	↔	0%	93%	NA	NA
Homework assignments were relevant and meaningful	↔	0%	90%	NA	NA
Spreads student workload evenly throughout the course	↔	0%	89%	NA	NA
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↔	0%	87%	NA	NA
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↔	0%	92%	NA	NA
Provides valuable support to students outside of class	↔	0%	82%	NA	NA
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↔	0%	90%	NA	NA
Makes students aware of the method that will be used to assess them	↔	0%	83%	NA	NA
Returns assignments, tests, and other assessment material within one week	↔	0%	90%	NA	NA
Received prompt feedback (written or oral) from instructor/facilitator	↔	0%	90%	NA	NA

Method of Communication					
Communicates expectations and ideas clearly and effectively	↔	0%	91%	NA	NA
Asks students clear and appropriate questions	↔	0%	92%	NA	NA
Speaks/presents with volume and clarity	↔	0%	94%	NA	NA
Demonstrates willingness to listen to me	↔	0%	91%	NA	NA

To what extent has your course emphasized the following mental activities:					
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↔	0%	87%	NA	NA
Analyzing the basic elements of an idea, an experience you had or a theory	↔	0%	82%	NA	NA
Synthesizing and organizing ideas, information or experiences in new ways	↔	0%	89%	NA	NA
Making judgements or arguments about the value or soundness of information you have read	↔	0%	84%	NA	NA
Applying theories, concepts to help solve practical problems (such as cases)	↔	0%	83%	NA	NA

Total Average Percentage:	↔	0%	89%	NA	NA

English As A Second Language / Academic Upgrading

Professional Approach		Change	2015-2016	2014-2015	2013-2014
My facilitator dresses in a work appropriate way	↓	-1%	97%	98%	98%
My facilitator shows interest in what they teach	↓	-2%	96%	98%	98%
My facilitator understands the subject they are teaching	↓	-1%	96%	97%	96%
My facilitator treats me with respect	↔	0%	97%	97%	97%
My facilitator helps me when I need it	↓	-2%	95%	97%	93%

Method of Facilitating the Course					
My facilitator writes the daily agenda on the board	↔	0%	93%	93%	98%
My facilitator uses different ways of teaching (e.g., discussions, group work, presentations, use of the computer, reviews assignments and tests)	↓	-2%	94%	96%	96%
My facilitator uses different ways to grade me (e.g. quizzes, assignments, presentations, tests)	↓	-2%	94%	96%	93%
My facilitator gives me useful homework	↓	-3%	93%	96%	96%
My facilitator asks me to talk with and work with other students	↓	-1%	96%	97%	97%
My facilitator reviews things I have learned in class	↓	-3%	92%	95%	94%
My facilitator gives me time in class to practice and understand what I have learned	↓	-1%	94%	95%	95%

Method of Communication					
My facilitator tells me their expectations for what I should learn.	↓	-5%	90%	95%	97%
My facilitator explains things clearly.	↓	-2%	94%	96%	96%
My facilitator asks me questions that are clear and about the topics we study.	↓	-2%	95%	97%	98%
My facilitator speaks clearly and in a way that I can understand.	↓	-2%	96%	98%	98%
My facilitator listens to me.	↓	-2%	95%	97%	95%

Organized Approach					
My facilitator begins each class on time.	↓	-1%	98%	99%	99%
My facilitator ends each class on time.	↓	-1%	98%	99%	NA
My facilitator returns my tests, quizzes and assignments in one week or less.	↓	-1%	96%	97%	98%
My facilitator meets with me to tell me how I am doing.	↓	-4%	91%	95%	91%

Fairness					
My facilitator treats everyone the same.	↓	-2%	94%	96%	97%
My facilitator tells me how they will grade my work.	↓	-4%	90%	94%	93%
My facilitator is fair when grading my work.	↓	-3%	93%	96%	94%

Total Average Percentage:	↓	-3%	94%	97%	96%

Human Services / Education Assistant Professional Programs

Professional Approach		Change	2015-2016	2014-2015	2013-2014
Demonstrates interest and enthusiasm	↑	4%	95%	91%	88%
Demonstrates knowledge and expertise	↑	4%	96%	92%	89%
Displays respect, courtesy, sincerity and is polite to all students.	↑	1%	97%	96%	93%
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↔	0%	98%	98%	93%
Is objective and fair in the evaluation of my work	↑	3%	97%	94%	91%
Demonstrates a willingness to assist me on an individual basis	↑	2%	96%	94%	90%

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↑	2%	97%	95%	93%
Sets a high level of expectation for students	↑	5%	96%	91%	91%
Provides the amount of homework assignments students were told to expect	↑	4%	97%	93%	92%
Homework assignments were relevant and meaningful	↑	5%	96%	91%	90%
Spreads student workload evenly throughout the course	↑	5%	96%	91%	90%
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↑	7%	94%	87%	88%
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↑	9%	94%	85%	87%
Provides valuable support to students outside of class	↑	6%	93%	87%	NA
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↑	6%	95%	89%	86%
Makes students aware of the method that will be used to assess them	↑	6%	96%	90%	89%
Returns assignments, tests, and other assessment material within one week	↑	6%	95%	89%	90%
Received prompt feedback (written or oral) from instructor/facilitator	↑	5%	95%	90%	88%

Method of Communication					
Communicates expectations and ideas clearly and effectively	↑	8%	95%	87%	87%
Asks students clear and appropriate questions	↑	8%	96%	88%	89%
Speaks/presents with volume and clarity	↑	7%	96%	89%	88%
Demonstrates willingness to listen to me	↑	4%	97%	93%	90%

To what extent has your course emphasized the following mental activities:					
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↑	5%	90%	85%	85%
Analyzing the basic elements of an idea, an experience you had or a theory	↑	7%	94%	87%	87%
Synthesizing and organizing ideas, information or experiences in new ways	↑	7%	94%	87%	87%
Making judgements or arguments about the value or soundness of information you have read	↑	3%	89%	86%	86%
Applying theories, concepts to help solve practical problems (such as cases)	↑	8%	94%	86%	88%

Total Average Percentage:	↑	5%	95%	90%	89%

LINC

Professional Approach	Change		2015-2016	2014-2015	2013-2014
My facilitator dresses in a professional way.	↑	7%	99%	92%	NA
My facilitator shows interest and enthusiasm as they teach.	↑	2%	97%	95%	NA
My facilitator knows what they are teaching.	↑	7%	98%	91%	NA
My facilitator respects me.	↓	-1%	98%	99%	NA
My facilitator is willing to give me extra help.	↑	4%	98%	94%	NA

Method of Facilitating the Course	Change		2015-2016	2014-2015	2013-2014
My facilitator tells me about what the class is about each day.	↓	-5%	94%	99%	NA
My facilitator uses different ways to teach me (e.g. case study, group work, class discussion, review of homework, presentations, uses computers).	↓	-1%	97%	98%	NA
My facilitator uses different ways to see if I am learning (e.g. quizzes, hand-in assignments, presentations, one-on-one meetings, progress reports, tests).	↓	-2%	96%	98%	NA
My facilitator gives me homework that helps me learn.	↓	-5%	89%	94%	NA
My facilitator asks me to talk with and work with other students.	↑	2%	97%	95%	NA
My facilitator reviews things I have learned in class.	↓	-1%	95%	96%	NA
There was enough time in class for me to think about and understand what I learned.	↓	-1%	97%	98%	NA

Method of Communication	Change		2015-2016	2014-2015	2013-2014
My facilitator tells me their expectations for what I should learn.	↓	-6%	92%	98%	NA
My facilitator explains things clearly.	↑	4%	97%	93%	NA
My facilitator asks me questions that are clear and about the topics we study.	↓	-2%	96%	98%	NA
My facilitator speaks clearly and in a way that I can understand.	↓	-2%	97%	99%	NA
My facilitator listens to me.	↔	0%	98%	98%	NA

Organized Approach	Change		2015-2016	2014-2015	2013-2014
My facilitator begins each class on time.	↑	1%	100%	99%	NA
My facilitator ends each class on time.	↔	0%	97%	NA	NA
My facilitator returns my tests, quizzes and assignments in one week or less.	↓	-6%	90%	96%	NA
My facilitator meets with me to tell me how I am doing.	↓	-5%	91%	96%	NA

Fairness					
My facilitator treats everyone the same.	↓	-3%	94%	97%	NA
My facilitator tells me how they will grade my work.	↓	-2%	93%	95%	NA
My facilitator is fair when grading my work.	↑	6%	96%	90%	NA
Total Average Percentage:	↔	0%	96%	96%	NA

Liberal Arts Courses

Professional Approach		Change	2015-2016	2014-2015	2013-2014
Demonstrates interest and enthusiasm	↓	-1%	93%	94%	NA
Demonstrates knowledge and expertise	↓	-1%	93%	94%	NA
Displays respect, courtesy, sincerity and is polite to all students.	↓	-1%	95%	96%	NA
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↓	-1%	96%	97%	NA
Is objective and fair in the evaluation of my work	↓	-2%	93%	95%	NA
Demonstrates a willingness to assist me on an individual basis	↓	-2%	92%	94%	NA

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↓	-1%	95%	96%	NA
Sets a high level of expectation for students	↓	-1%	92%	93%	NA
Provides the amount of homework assignments students were told to expect	↓	-2%	94%	96%	NA
Homework assignments were relevant and meaningful	↓	-2%	91%	93%	NA
Spreads student workload evenly throughout the course	↓	-3%	91%	94%	NA
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↓	-1%	90%	91%	NA
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↓	-1%	90%	91%	NA
Provides valuable support to students outside of class	↓	-2%	89%	91%	NA
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↓	-1%	90%	91%	NA
Makes students aware of the method that will be used to assess them	↓	-2%	91%	93%	NA
Returns assignments, tests, and other assessment material within one week	↓	-4%	89%	93%	NA
Received prompt feedback (written or oral) from instructor/facilitator	↓	-2%	89%	91%	NA

Method of Communication					
Communicates expectations and ideas clearly and effectively	↓	-3%	90%	93%	NA
Asks students clear and appropriate questions	↓	-2%	91%	93%	NA
Speaks/presents with volume and clarity	↓	-2%	92%	94%	NA
Demonstrates willingness to listen to me	↓	-1%	93%	94%	NA

To what extent has your course emphasized the following mental activities:					
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↓	-4%	87%	91%	NA
Analyzing the basic elements of an idea, an experience you had or a theory	↓	-2%	90%	92%	NA
Synthesizing and organizing ideas, information or experiences in new ways	↓	-2%	89%	91%	NA
Making judgements or arguments about the value or soundness of information you have read	↓	-1%	87%	88%	NA
Applying theories, concepts to help solve practical problems (such as cases)	↑	1%	90%	89%	NA

Total Average Percentage:	↓	-2%	91%	93%	NA

Practical Nurse Program

Professional Approach		Change	2015-2016	2014-2015	2013-2014
Demonstrates interest and enthusiasm	↓	-2%	95%	97%	94%
Demonstrates knowledge and expertise	↓	-1%	96%	97%	95%
Displays respect, courtesy, sincerity and is polite to all students.	↑	1%	96%	95%	95%
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↑	2%	97%	95%	96%
Is objective and fair in the evaluation of my work	↑	1%	96%	95%	95%
Demonstrates a willingness to assist me on an individual basis	↑	1%	95%	94%	94%

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↑	1%	98%	97%	96%
Sets a high level of expectation for students	↓	-1%	96%	97%	96%
Provides the amount of homework assignments students were told to expect	↓	-1%	96%	97%	96%
Homework assignments were relevant and meaningful	↓	-1%	96%	97%	95%
Spreads student workload evenly throughout the course	↓	-1%	96%	97%	95%
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↓	-1%	95%	96%	94%
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↓	-1%	94%	95%	91%
Provides valuable support to students outside of class	↑	1%	94%	93%	NA
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↔	0%	95%	95%	91%
Makes students aware of the method that will be used to assess them	↔	0%	95%	95%	93%
Returns assignments, tests, and other assessment material within one week	↔	0%	96%	96%	95%
Received prompt feedback (written or oral) from instructor/facilitator	↔	0%	96%	96%	94%

Method of Communication					
Communicates expectations and ideas clearly and effectively	↓	-2%	94%	96%	93%
Asks students clear and appropriate questions	↓	-1%	95%	96%	94%
Speaks/presents with volume and clarity	↔	0%	96%	96%	95%
Demonstrates willingness to listen to me	↑	1%	96%	95%	95%

To what extent has your course emphasized the following mental activities:					
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↔	0%	94%	94%	89%
Analyzing the basic elements of an idea, an experience you had or a theory	↓	-1%	94%	95%	90%
Synthesizing and organizing ideas, information or experiences in new ways	↓	-1%	94%	95%	91%
Making judgements or arguments about the value or soundness of information you have read	↑	5%	94%	89%	90%
Applying theories, concepts to help solve practical problems (such as cases)	↓	-1%	95%	96%	90%

Total Average Percentage:	↔	0%	95%	95%	93%

Practical Nurse Program – Practicum Courses

Facilitating Learning		Change	2015-2016	2014-2015	2013-2014
Models professional behaviour	↓	-2%	96%	98%	NA
Dresses appropriately as a professional	↓	-2%	97%	99%	NA
Attempts to begin each class punctually	↑	1%	99%	98%	NA
Prepared for instructing the skill(s)	↓	-1%	97%	98%	NA
Demonstrates each skill effectively	↑	1%	97%	96%	NA
Introduces each topic effectively	↔	0%	96%	96%	NA
Displays respect, courtesy and sincerity to learners	↓	-1%	97%	98%	NA
Topics, discussions or examples reinforce the theory(s) / information learned	↔	0%	97%	97%	NA
Demonstrates knowledge of clinical skills / theory	↔	0%	98%	98%	NA
Demonstrates interest and enthusiasm in course	↔	0%	98%	98%	NA
Demonstrates a willingness to listen to students	↔	0%	96%	96%	NA
Responds to student's questions in a polite manner	↑	1%	98%	97%	NA
Health care supplies related to each clinical component are explained	↑	2%	99%	97%	NA
Clinical time is used for effective development of necessary skill	↔	0%	98%	98%	NA
Clinical evaluation process was clearly explained	↑	1%	98%	97%	NA
Is fair in evaluating or assessing the learner's acquisition of knowledge/skills	↓	-2%	95%	97%	NA
Demonstrates a willingness to assist learners on an individual basis	↓	-2%	96%	98%	NA
Theory information is accurate / appropriate to experiences in clinical setting	↑	1%	99%	98%	NA
What is your overall rating of the facilitator	↓	-2%	94%	96%	NA

Total Average Percentage:	↓	-3%	94%	97%	NA

Security Training Course

Professional Approach		Change	2015-2016	2014-2015	2013-2014
Demonstrates interest and enthusiasm	↑	2%	98%	96%	NA
Demonstrates knowledge and expertise	↑	1%	99%	98%	NA
Displays respect, courtesy, sincerity and is polite to all students.	↔	0%	99%	99%	NA
Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↑	1%	99%	98%	NA
Is objective and fair in the evaluation of my work	↑	1%	98%	97%	NA
Demonstrates a willingness to assist me on an individual basis	↑	1%	97%	96%	NA

Facilitating Learning					
Begins classes on time and is prepared to facilitate learning	↑	1%	99%	98%	NA
Sets a high level of expectation for students	↔	0%	95%	95%	NA
Provides the amount of homework assignments students were told to expect	↔	0%	96%	96%	NA
Homework assignments were relevant and meaningful	↑	1%	98%	97%	NA
Spreads student workload evenly throughout the course	↔	0%	95%	95%	NA
Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↑	1%	97%	96%	NA
Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↔	0%	96%	96%	NA
Provides valuable support to students outside of class	↑	1%	92%	91%	NA
Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↑	1%	96%	95%	NA
Makes students aware of the method that will be used to assess them	↔	0%	97%	97%	NA
Returns assignments, tests, and other assessment material within one week	↑	3%	95%	92%	NA
Received prompt feedback (written or oral) from instructor/facilitator	↔	0%	96%	96%	NA

Method of Communication					
Communicates expectations and ideas clearly and effectively	↑	1%	99%	98%	NA
Asks students clear and appropriate questions	↑	1%	98%	97%	NA
Speaks/presents with volume and clarity	↑	1%	99%	98%	NA
Demonstrates willingness to listen to me	↑	1%	98%	97%	NA

To what extent has your course emphasized the following mental activities:					
Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↔	0%	95%	95%	NA
Analyzing the basic elements of an idea, an experience you had or a theory	↓	-1%	95%	96%	NA
Synthesizing and organizing ideas, information or experiences in new ways	↑	1%	96%	95%	NA
Making judgements or arguments about the value or soundness of information you have read	↑	1%	92%	91%	NA
Applying theories, concepts to help solve practical problems (such as cases)	↔	0%	96%	96%	NA

Total Average Percentage:	↑	1%	97%	96%	NA

Enrolled Students - Program Survey

Introduction:

The "Enrolled Students: Survey Regarding his/her Program" survey was designed to gather relevant information associated with the current level of satisfaction of students with their entire program of studies at Columbia College.

This survey was conducted throughout the year and normally given to students in the last quarter of their program.

The following table indicates how many surveys were collected from students enrolled in Columbia College programs:

SURVEY CATEGORY	Number of Surveys
Criminal Justice / Justice and Public Safety	13
Dental Assistant Professional Program	30
English As A Second Language	317
Employment Training Programs	28
Human Services / Education Assistant Professional Programs	20
Language Instruction for New Comers	414
Practical Nurse Program	40
TOTAL:	**862**

* Student comments are provided at the end of this section.

Criminal Justice Program

		Change	2015/16	2014/15	2013/14
Legend:					
5 =Extremely **Satisfied** 4 =**Very Satisfied** 3 =**Satisfied** 2 =**Limited Satisfaction** 1 =**Not Satisfied** No Value = No comment					
YOUR LEVEL OF SATISFACTION WITH THE PROGRAM:					
1.1	The information, support and assistance provided prior to starting the program (i.e. quality of information, assistance from Program personnel and Student Services staff).	↓ -21%	63%	84%	NA
1.2	The competency, knowledge and skills of faculty I have experienced so far.	↓ -3%	77%	80%	NA
1.3	The quality of classroom facilitation / instruction experienced thus far.	↓ -9%	68%	77%	NA
1.4	The quality of course materials, text books, hand outs, etc. for all the courses taken thus far	↓ -29%	48%	77%	NA
1.5	The amount of knowledge and skills I have acquired as a result of all the courses taken thus far	↓ -19%	65%	84%	NA
1.6	The level of respect and courtesy by all the faculty and staff related to this program.	↓ -6%	74%	80%	NA
1.7	The willingness of faculty to assist me since first enrolling in this program.	↓ -19%	70%	89%	NA
1.8	The ability of faculty to effectively communicate since first enrolling in this program.	↓ -20%	57%	77%	NA
1.9	The overall organized nature of this program (eg. Orientation of students, delivery schedule, communication, coordination).	↓ -22%	48%	70%	NA
1.10	Support and assistance provided outside the classroom by all other College personnel since first enrolling in this program.	↓ -16%	60%	76%	NA
1.11	Ability of the specific program staff to effectively communicate since first enrolling in this program.	↓ -21%	60%	81%	NA
1.12	Level of satisfaction with my cooperative education, clinical placement or work experience (if applicable).	↓ -15%	64%	79%	NA
Category Subtotal:		↓ -17%	**63%**	**80%**	**NA**

WHAT IS YOUR LEVEL OF SATISFACTION WITH COLLEGE FACILITIES					
2.1	Access to the bookstore is adequate to meet my needs.	↓ -15%	52%	67%	NA
2.2	Access to computers and e-resources is sufficient.	↓ -9%	60%	69%	NA
2.3	Classroom / lab, furniture and learning aids (i.e. desks, tables, chairs, overhead projector, white board).	↓ -11%	60%	71%	NA
2.4	The cleanliness of the facilities as a whole (i.e. floor, tables, windows, doors, walls, etc.).	↓ -21%	65%	86%	NA
2.5	The lighting in the classrooms / labs (i.e. overhead lights, natural outside light).	↓ -16%	65%	81%	NA
2.6	The temperature in the classroom / lab (i.e. heat, air conditioning).	↓ -13%	60%	73%	NA
2.7	Computer lab equipment (i.e. computer hardware and software, printer, copiers, digital overheads).	↓ -11%	62%	73%	NA
Total Average Percentage:		↓ -14%	**60%**	**74%**	**NA**

Dental Assistant Professional Program

		Change		2015/16	2014/15	2013/14
YOUR LEVEL OF SATISFACTION WITH THE PROGRAM:						
1.1	The information, support and assistance provided prior to starting the program (i.e. quality of information, assistance from Program personnel and Student Services staff).	↑	3%	76%	73%	NA
1.2	The competency, knowledge and skills of faculty I have experienced so far.	↓	-6%	76%	82%	NA
1.3	The quality of classroom facilitation / instruction experienced thus far.	↓	-1%	79%	80%	NA
1.4	The quality of course materials, text books, hand outs, etc. for all the courses taken thus far	↔	0%	85%	85%	NA
1.5	The amount of knowledge and skills I have acquired as a result of all the courses taken thus far	↓	-2%	83%	85%	NA
1.6	The level of respect and courtesy by all the faculty and staff related to this program.	↓	-9%	77%	86%	NA
1.7	The willingness of faculty to assist me since first enrolling in this program.	↓	-3%	78%	81%	NA
1.8	The ability of faculty to effectively communicate since first enrolling in this program.	↓	-1%	81%	82%	NA
1.9	The overall organized nature of this program (eg. Orientation of students, delivery schedule, communication, coordination).	↓	-2%	74%	76%	NA
1.10	Support and assistance provided outside the classroom by all other College personnel since first enrolling in this program.	↔	0%	79%	79%	NA
1.11	Ability of the specific program staff to effectively communicate since first enrolling in this program.	↓	-3%	79%	82%	NA
1.12	Level of satisfaction with my cooperative education, clinical placement or work experience (if applicable).	↓	-6%	81%	87%	NA
Category Subtotal:		**↓**	**-3%**	**79%**	**82%**	**NA**

WHAT IS YOUR LEVEL OF SATISFACTION WITH COLLEGE FACILITIES						
2.1	Access to the bookstore is adequate to meet my needs.	↑	4%	70%	66%	NA
2.2	Access to computers and e-resources is sufficient.	↑	13%	83%	70%	NA
2.3	Classroom / lab, furniture and learning aids (i.e. desks, tables, chairs, overhead projector, white board).	↑	5%	81%	76%	NA
2.4	The cleanliness of the facilities as a whole (i.e. floor, tables, windows, doors, walls, etc.).	↑	5%	83%	78%	NA
2.5	The lighting in the classrooms / labs (i.e. overhead lights, natural outside light).	↑	1%	81%	80%	NA
2.6	The temperature in the classroom / lab (i.e. heat, air conditioning).	↔	0%	67%	67%	NA
2.7	Computer lab equipment (i.e. computer hardware and software, printer, copiers, digital overheads).	↓	-1%	78%	79%	NA
Total Average Percentage:		**↑**	**5%**	**78%**	**73%**	**NA**

Employment Training Programs

	Change		2015/16	2014/15	2013/14
Legend:					
5 =Extremely **Satisfied 4 =Very Satisfied 3 =Satisfied 2 =Limited Satisfaction**		**1 =Not Satisfied No Value = No comment**			
YOUR LEVEL OF SATISFACTION WITH THE PROGRAM:					
1.1 The information, support and assistance provided prior to starting the program (i.e. quality of information, assistance from Program personnel and Student Services staff).	↔	-	85%	NA	NA
1.2 The competency, knowledge and skills of faculty I have experienced so far.	↔	-	81%	NA	NA
1.3 The quality of classroom facilitation / instruction experienced thus far.	↔	-	85%	NA	NA
1.4 The quality of course materials, text books, hand outs, etc. for all the courses taken thus far	↔	-	81%	NA	NA
1.5 The amount of knowledge and skills I have acquired as a result of all the courses taken thus far	↔	-	81%	NA	NA
1.6 The level of respect and courtesy by all the faculty and staff related to this program.	↔	-	81%	NA	NA
1.7 The willingness of faculty to assist me since first enrolling in this program.	↔	-	79%	NA	NA
1.8 The ability of faculty to effectively communicate since first enrolling in this program.	↔	-	82%	NA	NA
1.9 The overall organized nature of this program (eg. Orientation of students, delivery schedule, communication, coordination).	↔	-	80%	NA	NA
1.10 Support and assistance provided outside the classroom by all other College personnel since first enrolling in this program.	↔	-	77%	NA	NA
1.11 Ability of the specific program staff to effectively communicate since first enrolling in this program.	↔	-	79%	NA	NA
1.12 Level of satisfaction with my cooperative education, clinical placement or work experience (if applicable).	↔	-	74%	NA	NA
Category Subtotal:	↔	-	**80%**	**NA**	**NA**

WHAT IS YOUR LEVEL OF SATISFACTION WITH COLLEGE FACILITIES					
2.1 Access to the bookstore is adequate to meet my needs.	↔	-	83%	NA	NA
2.2 Access to computers and e-resources is sufficient.	↔	-	90%	NA	NA
2.3 Classroom / lab, furniture and learning aids (i.e. desks, tables, chairs, overhead projector, white board).	↔	-	86%	NA	NA
2.4 The cleanliness of the facilities as a whole (i.e. floor, tables, windows, doors, walls, etc.).	↔	-	85%	NA	NA
2.5 The lighting in the classrooms / labs (i.e. overhead lights, natural outside light).	↔	-	84%	NA	NA
2.6 The temperature in the classroom / lab (i.e. heat, air conditioning).	↔	-	69%	NA	NA
2.7 Computer lab equipment (i.e. computer hardware and software, printer, copiers, digital overheads).	↔	-	90%	NA	NA
Total Average Percentage:	↔	-	**84%**	**NA**	**NA**

English As A Second Language

Does your program do the following:	Change		2015/16	2014/15	2013/14
1.1. Show you how to study and do homework	↓	-4%	94%	98%	96%
1.2. Give you the help you need to finish the program	↓	-1%	93%	94%	94%
1.3. Give you time to work on computers.	↓	-7%	87%	94%	86%
1.4. Use English textbooks that are useful in helping you learn.	↓	-6%	87%	93%	NA
1.5. Use grammar textbooks that are useful in helping you learn.	↓	-18%	78%	96%	NA
1.6. Use math textbooks that are useful in helping you learn.	↓	-13%	65%	78%	NA
1.7. Use work strategies handbooks that are useful in helping you learn.	↓	-8%	80%	88%	NA
1.8. Have students who have high goals for their education.	↓	-7%	89%	96%	83%
1.9. Have facilitators who want students to do well.	↔	0%	92%	92%	96%
1.10. Have facilitators who set high goals for me.	↓	-1%	86%	87%	85%
1.11. Have students who help each other do well.	↔	0%	89%	89%	83%
1.12. Have students who work hard to do well in school.	↓	-2%	91%	93%	89%
1.13. Have facilitators who are helpful.	↔	0%	94%	94%	NA
1.14. Have facilitators who are friendly.	↑	2%	95%	93%	NA
1.15. Give you job or work-related knowledge.	↑	4%	85%	81%	75%
1.16. Help you improve job or work-related attitudes.	↓	-1%	86%	87%	79%
1.17. Help you write clearly.	↔	0%	92%	92%	90%
1.18. Help you improve your listening skills.	↔	0%	94%	94%	92%
1.19. Help you improve your thinking skills.	↑	2%	91%	89%	89%
1.20. Help you to learn how to solve problems.	↓	-4%	87%	91%	89%
1.21. Help you to learn on your own.	↓	-3%	90%	93%	90%
1.22. Encourage you to work with others as a team.	↓	-1%	94%	95%	90%
1.23. Help you to understand yourself better.	↓	-3%	90%	93%	92%
1.24. Help you to meet deadlines.	↓	-2%	88%	90%	92%
1.25. Help you to understand people from different countries.	↓	-1%	91%	92%	91%
1.26. Teach you study skills.	↓	-1%	93%	94%	91%

Do you use the following services at the College? (Yes, Sometimes, No)					
2.1.	Admissions (Admission Advisors)	↑	1%	91%	90%	72%
2.2.	Career Advising	↓	-1%	86%	87%	69%
2.3.	Tutoring	↓	-2%	75%	77%	62%
2.4.	Funding advice from your advisor	↓	-1%	86%	87%	63%
2.5.	Computer work areas (not during class)	↓	-1%	77%	78%	82%
2.6.	Services for people with disabilities	↓	-3%	53%	56%	48%

Are you happy with the following services at Columbia College?					
3.1.	Admissions (Admission Advisors)	↓	-1%	95%	96%	77%
3.2.	Career Advising	↓	-4%	93%	97%	74%
3.3.	Tutoring	↔	0%	90%	90%	68%
3.4.	Funding advice from your advisor	↓	-2%	93%	95%	72%
3.5.	Computer work areas (not during class)	↓	-1%	91%	92%	77%
3.6.	Services for people with disabilities	↑	4%	83%	79%	49%

Are the following services at Columbia College important to you?					
4.1.	Admissions (Admission Advisors)	↓	-2%	92%	94%	69%
4.2.	Career Advising	↓	-3%	88%	91%	67%
4.3.	Tutoring	↑	1%	87%	86%	58%
4.4.	Funding advice from your advisor	↓	-5%	88%	93%	62%
4.5.	Computer work areas (not during class)	↓	-4%	87%	91%	68%
4.6.	Services for people with disabilities	↑	4%	83%	79%	54%

Please answer the following question: (Very Good, Good, Ok, Not Good)					
5.1 How was your school experience?		↑	5%	90%	85%	NA

Human Services Professional Program

		Change		2015/16	2014/15	2013/14
Legend:						
5 =Extremely **Satisfied** 4 =**Very Satisfied** 3 =**Satisfied** 2 =**Limited Satisfaction** 1 =**Not Satisfied** No Value = No comment						
YOUR LEVEL OF SATISFACTION WITH THE PROGRAM:						
1.1	The information, support and assistance provided prior to starting the program (i.e. quality of information, assistance from Program personnel and Student Services staff).	↑	24%	80%	56%	NA
1.2	The competency, knowledge and skills of faculty I have experienced so far.	↑	20%	87%	67%	NA
1.3	The quality of classroom facilitation / instruction experienced thus far.	↑	20%	91%	71%	NA
1.4	The quality of course materials, text books, hand outs, etc. for all the courses taken thus far	↑	18%	81%	63%	NA
1.5	The amount of knowledge and skills I have acquired as a result of all the courses taken thus far	↑	9%	88%	79%	NA
1.6	The level of respect and courtesy by all the faculty and staff related to this program.	↑	23%	94%	71%	NA
1.7	The willingness of faculty to assist me since first enrolling in this program.	↑	24%	93%	69%	NA
1.8	The ability of faculty to effectively communicate since first enrolling in this program.	↑	33%	92%	59%	NA
1.9	The overall organized nature of this program (eg. Orientation of students, delivery schedule, communication, coordination).	↑	34%	85%	51%	NA
1.10	Support and assistance provided outside the classroom by all other College personnel since first enrolling in this program.	↑	18%	84%	66%	NA
1.11	Ability of the specific program staff to effectively communicate since first enrolling in this program.	↑	24%	88%	64%	NA
1.12	Level of satisfaction with my cooperative education, clinical placement or work experience (if applicable).	↑	10%	87%	77%	NA
Category Subtotal:		**↑**	**11%**	**77%**	**66%**	**NA**

WHAT IS YOUR LEVEL OF SATISFACTION WITH COLLEGE FACILITIES						
2.1	Access to the bookstore is adequate to meet my needs.	↑	21%	84%	63%	NA
2.2	Access to computers and e-resources is sufficient.	↑	31%	86%	55%	NA
2.3	Classroom / lab, furniture and learning aids (i.e. desks, tables, chairs, overhead projector, white board).	↑	25%	88%	63%	NA
2.4	The cleanliness of the facilities as a whole (i.e. floor, tables, windows, doors, walls, etc.).	↑	25%	86%	61%	NA
2.5	The lighting in the classrooms / labs (i.e. overhead lights, natural outside light).	↑	20%	89%	69%	NA
2.6	The temperature in the classroom / lab (i.e. heat, air conditioning).	↑	11%	72%	61%	NA
2.7	Computer lab equipment (i.e. computer hardware and software, printer, copiers, digital overheads).	↑	28%	83%	55%	NA
Total Average Percentage:		**↑**	**12%**	**73%**	**61%**	**NA**

LINC

Does your program do the following:	Change		2016-2015	2015-2014	2014-2013
1.1. Show you how to study and do homework	↔	-	95%	NA	NA
1.2. Give you the help you need to finish the program	↔	-	95%	NA	NA
1.3. Give you time to work on computers.	↔	-	92%	NA	NA
1.4. Has useful English textbooks	↔	-	85%	NA	NA
1.5. Have students who have high goals for their education.	↔	-	93%	NA	NA
1.6. Have facilitators who want students to do well.	↔	-	96%	NA	NA
1.7. Have facilitators who set high goals for me.	↔	-	91%	NA	NA
1.8. Have students who help each other do well.	↔	-	96%	NA	NA
1.9. Have students who work hard to do well in school.	↔	-	94%	NA	NA
1.10. Have facilitators who are helpful.	↔	-	97%	NA	NA
1.11. Have facilitators who are friendly.	↔	-	97%	NA	NA
2.1. Give you job or work-related knowledge.	↔	-	82%	NA	NA
2.2. Help you improve job or work-related attitudes.	↔	-	87%	NA	NA
2.3. Help you write clearly.	↔	-	94%	NA	NA
2.4. Speaking clearly.	↔	-	95%	NA	NA
2.5. Help you improve your listening skills.	↔	-	95%	NA	NA
2.6. Help you improve your thinking skills.	↔	-	93%	NA	NA
2.7. Help you to learn how to solve problems.	↔	-	90%	NA	NA
2.8. Help you to learn on your own.	↔	-	92%	NA	NA
2.9. Encourage you to work with others as a team.	↔	-	95%	NA	NA
2.10. Help you to understand yourself better.	↔	-	93%	NA	NA
2.11. Help you to meet deadlines.	↔	-	89%	NA	NA
2.12. Help you to understand people from different countries.	↔	-	91%	NA	NA
2.13. Teach you study skills.	↔	-	95%	NA	NA

Do you use the following services at the College?					
3.1. Personal Advice	↔	-	82%	NA	NA
3.2. Career Advising	↔	-	79%	NA	NA
3.3. Tutoring	↔	-	64%	NA	NA
3.4. Computer work areas (not during class)	↔	-	76%	NA	NA
3.5. Services for people with disabilities	↔	-	69%	NA	NA

Are you happy with the following services at Columbia College?					
4.1. Personal Advice	↔	-	88%	NA	NA
4.2. Career Advising	↔	-	88%	NA	NA
4.3. Tutoring	↔	-	79%	NA	NA
4.4. Computer work areas (not during class)	↔	-	84%	NA	NA
4.5. Services for people with disabilities	↔	-	83%	NA	NA

Are the following services at Columbia College important to you?					
5.1. Personal Advice	↔	-	93%	NA	NA
5.2. Career Advising	↔	-	93%	NA	NA
5.3. Tutoring	↔	-	84%	NA	NA
5.4. Computer work areas (not during class)	↔	-	87%	NA	NA
5.5. Services for people with disabilities	↔	-	84%	NA	NA

Please answer the following question:					
6.1. How was your school experience?	↔	-	86%	NA	NA

Practical Nurse Program

	Change		2015-2016	2014-2015	2013-2014
Legend:					
5 =Extremely **Satisfied** **4 =Very Satisfied** **3 =Satisfied** **2 =Limited Satisfaction** 1 =Not Satisfied No Value = No comment					
YOUR LEVEL OF SATISFACTION WITH THE PROGRAM:					
1.1 The information, support and assistance provided prior to starting the program (i.e. quality of information, assistance from Program personnel and Student Services staff).	↑	12%	91%	79%	NA
1.2 The competency, knowledge and skills of faculty I have experienced so far.	↑	10%	92%	82%	NA
1.3 The quality of classroom facilitation / instruction experienced thus far.	↑	6%	88%	81%	NA
1.4 The quality of course materials, text books, hand outs, etc. for all the courses taken thus far	↑	11%	92%	81%	NA
1.5 The amount of knowledge and skills I have acquired as a result of all the courses taken thus far	↑	11%	95%	84%	NA
1.6 The level of respect and courtesy by all the faculty and staff related to this program.	↑	11%	89%	78%	NA
1.7 The willingness of faculty to assist me since first enrolling in this program.	↑	8%	90%	82%	NA
1.8 The ability of faculty to effectively communicate since first enrolling in this program.	↑	11%	88%	77%	NA
1.9 The overall organized nature of this program (eg. Orientation of students, delivery schedule, communication, coordination).	↑	14%	88%	74%	NA
1.10 Support and assistance provided outside the classroom by all other College personnel since first enrolling in this program.	↑	10%	86%	76%	NA
1.11 Ability of the specific program staff to effectively communicate since first enrolling in this program.	↑	10%	88%	78%	NA
1.12 Level of satisfaction with my cooperative education, clinical placement or work experience (if applicable).	↑	13%	92%	79%	NA
Category Subtotal:	**↑**	**5%**	**84%**	**79%**	**NA**

	Change		2015-2016	2014-2015	2013-2014
WHAT IS YOUR LEVEL OF SATISFACTION WITH COLLEGE FACILITIES					
2.1 Access to the bookstore is adequate to meet my needs.	↑	19%	83%	64%	NA
2.2 Access to computers and e-resources is sufficient.	↑	18%	86%	68%	NA
2.3 Classroom / lab, furniture and learning aids (i.e. desks, tables, chairs, overhead projector, white board).	↑	16%	88%	72%	NA
2.4 The cleanliness of the facilities as a whole (i.e. floor, tables, windows, doors, walls, etc.).	↑	17%	91%	74%	NA
2.5 The lighting in the classrooms / labs (i.e. overhead lights, natural outside light).	↑	14%	93%	79%	NA
2.6 The temperature in the classroom / lab (i.e. heat, air conditioning).	↑	17%	88%	71%	NA
2.7 Computer lab equipment (i.e. computer hardware and software, printer, copiers, digital overheads).	↑	19%	89%	70%	NA
Total Average Percentage:	**↑**	**9%**	**80%**	**71%**	**NA**

Non-Facilitational Staff

Introduction:

The "Non-Facilitational Staff" survey was designed to gather relevant information associated with the current level of satisfaction of staff at Columbia College.

This survey was conducted in June 2016. There were 81 invitations sent out to non-instructional staff to fill out the annual survey. 20 Responses were returned, for a response rate of 25%.

Legend:
5 =Extremely Satisfied 4 =Very Satisfied 3 =Satisfied 2 =Limited Satisfaction 1 =Not Satisfied No Value = No comment

Professional Approach			Change		2015/16	2014/15	2013/14
1.1	I know what is expected of me	↔	0%		84%	84%	84%
1.2	I am provided with the basic materials, equipment, and work environment, needed to do my work	↑	6%		86%	80%	80%
1.3	my supervisor tries to provide me with an opportunity to do what I do best every day	↔	0%		90%	90%	88%
1.4	in the last few weeks, I have received recognition and/or praise from someone for doing good work	↑	4%		88%	84%	84%
1.5	my supervisor, or someone at work, seems to care about me as a person	↔	0%		90%	90%	88%
1.6	there is at least one person at work who encourages my development	↑	4%		90%	86%	88%
1.7	at work, my opinion seems to count	↓	-3%		86%	89%	86%
1.8	the purpose of my program or department makes me feel what I do is important	↓	-10%		84%	94%	90%
1.9	my fellow employees are committed to providing quality work	↓	-3%		82%	85%	80%
1.10	I have a close or best friend at work	↔	0%		82%	82%	76%
1.11	in the last six months someone has indicated how I am progressing/performing	↓	-3%		80%	83%	86%
1.12	this last year, I have had opportunities to learn and grow at work	↓	-2%		86%	88%	88%
1.13	I feel I can properly handle my work load	↓	-9%		76%	85%	86%
1.14	I feel my compensation including salary and benefits is fair and competitive with similar positions in other organizations	↓	-2%		70%	72%	72%
1.15	overall I am satisfied with my position	↓	-3%		82%	85%	86%

College As A Whole					
2.1 communication in the college as a whole (e.g. written memos, documents, manuals, policies, procedures, e-mails, newsletters, annual kick-offs, etc.)	↓	-1%	78%	79%	84%
2.2 atmosphere of college (positive, friendly, supportive, helpful)	↓	-3%	82%	85%	84%
2.3 co-operation within the college (support, advice, assistance, teamwork)	↓	-2%	80%	82%	84%
2.4 If a health-related problem is reported, something is done about it	↓	-1%	82%	83%	84%
2.5 if a safety related problem is reported, something is done about it	↓	-1%	84%	85%	84%
2.6 reception services in student services	↓	-7%	80%	87%	84%
2.7 registrar's office (e.g. student registration, student records, student attendance, student graduation)	↓	-6%	80%	86%	80%
2.8 student services (admission advisors, student selection, student orientation)	↓	-9%	76%	85%	82%
2.9 marketing department services (promotion, presentations, advertising, website presentation, website content, academic calendar, open house, events)	↓	-7%	78%	85%	86%
2.10 accounting department services	↓	-2%	82%	84%	86%
2.11 library area and services	↓	-1%	80%	81%	82%
2.12 college janitorial and cleaning services	↓	-1%	76%	77%	78%
2.13 college maintenance services (eg. painting, repairs and minor renovations)	↓	-5%	76%	81%	72%
2.14 facility manager services	↓	-5%	82%	87%	88%
2.15 computer technical support services (IT)	↓	-10%	78%	88%	88%
2.16 the overall operation of the college	↓	-5%	80%	85%	82%

Facilitational Staff

Introduction:

The "Facilitational Staff" survey was designed to gather relevant information associated with the current level of satisfaction of staff at Columbia College.

This survey was conducted in June 2016. There were 87 invitations sent out to Facilitational staff to fill out the annual survey. 20 responses were returned, for a response rate of 23%.

Legend:

5 =Extremely Satisfied 4 =Very Satisfied 3 =Satisfied 2 =Limited Satisfaction 1 =Not Satisfied No Value = No comment

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Professional Approach		Change		2015/16	2014/15	2013/14
1.1	I know what is expected of me	↑	3%	88%	85%	90%
1.2	I am provided with the basic materials, equipment, and work environment, needed to do my work	↑	6%	82%	76%	90%
1.3	my supervisor tries to provide me with an opportunity to do what I do best every day	↑	2%	92%	90%	92%
1.4	in the last few weeks, I have received recognition and/or praise from someone for doing good work	↓	-2%	80%	82%	90%
1.5	my supervisor, or someone at work, seems to care about me as a person	↑	6%	90%	84%	94%
1.6	there is at least one person at work who encourages my development	↓	-1%	86%	87%	92%
1.7	at work, my opinion seems to count	↑	5%	84%	79%	86%
1.8	the purpose of my program or department makes me feel what I do is important	↑	2%	86%	84%	92%
1.9	my fellow employees are committed to providing quality work	↑	1%	88%	87%	86%
1.10	I have a close or best friend at work	↑	10%	74%	64%	70%
1.11	in the last six months someone has indicated how I am progressing/performing	↑	5%	82%	77%	86%
1.12	this last year, I have had opportunities to learn and grow at work	↑	5%	86%	81%	86%
1.13	I feel I can properly handle my work load	↓	-6%	76%	82%	88%
1.14	I feel my compensation including salary and benefits is fair and competitive with similar positions in other organizations	↓	-9%	60%	69%	76%
1.15	overall I am satisfied with my position	↓	-4%	78%	82%	84%

College As A Whole					
2.1 communication in the college as a whole (e.g. written memos, documents, manuals, policies, procedures, e-mails, newsletters, annual kick-offs, etc.)	↓	-3%	74%	77%	82%
2.2 atmosphere of college (positive, friendly, supportive, helpful)	↑	1%	80%	79%	80%
2.3 co-operation within the college (support, advice, assistance, teamwork)	↑	2%	80%	78%	80%
2.4 If a health-related problem is reported, something is done about it	↓	-5%	82%	87%	84%
2.5 if a safety related problem is reported, something is done about it	↓	-5%	82%	87%	82%
2.6 reception services in student services	↔	0%	86%	86%	90%
2.7 registrar's office (e.g. student registration, student records, student attendance, student graduation)	↓	-2%	78%	80%	84%
2.8 student services (admission advisors, student selection, student orientation)	↓	-1%	76%	77%	78%
2.9 marketing department services (promotion, presentations, advertising, website presentation, website content, academic calendar, open house, events)	↓	-7%	78%	85%	86%
2.10 accounting department services	↓	-3%	80%	83%	84%
2.11 library area and services	↔	0%	80%	80%	86%
2.12 college janitorial and cleaning services	↓	-5%	72%	79%	72%
2.13 college maintenance services (eg. painting, repairs and minor renovations)	↓	-4%	68%	72%	66%
2.14 facility manager services	↑	1%	84%	83%	82%
2.15 computer technical support services (IT)	↓	-10%	70%	80%	80%
2.16 the overall operation of the college	↓	-5%	74%	79%	80%

Breakdown of responses by Program/Department:

Unknown / Not provided – 5 Responses
Dental Assistant Program – 3 Responses
ESL Program –2 Responses
Practical Nurse Program – 2 Responses
Human Services Professional Program – 1 Response
Integrated Training – Childcare – 1 Response
College Prep – 1 Response
LINC – 3 Responses
CSSD – Employment Program – 1 Response
Security Programs – 1 Response

Employers of Practicum Students

Introduction:

The "Employers of Practicum Students" survey was designed to gather relevant information from the employers of students who completed a final practicum from Columbia College throughout the year (from the period of September 1st, 2015 – August 31st, 2016).

SURVEY CATEGORY	Number of Surveys
Pre-Career Work Experience Evaluations (ESL / Employment Training)	32
Criminal Justice Department	31
Dental Assistant Program	32
Human Services / Education Assistant Professional Department	59
TOTAL:	154

*Notes:

The Practical Nurse Program sent out a survey to Employers in June 2016. There were 17 survey invitations mailed out, and none returned.

The Health Care Aide program had under 5 responses for this reporting period and were not summarized for the report.

Student Performance Reviews from Employers					
Pre-Career Work Experience Evaluations		**Change**	**2015-2016**	**2014-2015**	**2013-2014**
Legend: **5 =Exceptional 4 =Very Good 3 =Good 2 =Marginal 1 =Poor No Value = No comment**					
1.	Approaches work in a pleasant, co-operative, and positive way.	↓	-0.1	4.2	4.3	4.4
2.	Presents an appropriate appearance regarding dress, grooming and hygiene.	↑	0.1	4.6	4.5	4.4
3.	Demonstrates effective level of listening, speaking, and writing skills for the occupation.	↑	0.4	4.1	3.7	3.9
4.	Treats others in an equal, fair and just manner regardless of race or cultural origin.	↓	-0.1	4.5	4.6	4.7
5.	Speaks to others in a sincere, respectful, and polite manner. Offers support, assistance, and help to others when appropriate.	↑	0.3	4.6	4.3	4.5
6.	Offers support, assistance, and help to others when appropriate.	↑	0.1	4.3	4.2	4.2
7.	Displays an appropriate level of self-confidence and maintains a positive attitude, energy and drive.	↓	-0.3	4.0	4.3	4.2
8.	Exhibits a high level of motivation to learn and grow.	↑	0.1	4.2	4.1	3.8
9.	Takes direction and follows through appropriately.	↑	0.2	4.2	4.0	4.1
10.	Handles constructive criticism in a proper manner and admits mistakes and learns from them.	↓	-0.2	4.0	4.2	4.2
11.	Displays sensitivity to confidential issues.	↓	-0.1	4.3	4.4	4.4
12.	Demonstrates a high level of morals, ethics, and honesty.	↑	0.6	4.5	3.9	4.4
13.	Effectively deals with change and unexpected situations.	↑	0.1	4.0	3.9	3.7
14.	Handles stress in an appropriate manner.	↑	0.1	4.1	4.0	3.9
15.	Deals with negative situations in a proper manner. (conflict resolution)	↓	0.0	4.1	4.1	3.9
16.	Demonstrates physical ability to keep up with the demand of work.	↓	-0.2	4.1	4.3	4.2
17.	Demonstrates proper concern for a safe and secure work environment.	↓	-0.1	4.3	4.4	4.4
18.	Displays an appropriate level of team work and cooperation with others.	↑	0.3	4.6	4.3	4.2
19.	Displays genuine interest in the needs of customer.	↓	-0.1	4.0	4.1	4.0
20.	Selects the most appropriate tools (equipment, devices) to complete a task as well as uses supplies and resources in an appropriate manner.	↓	-0.1	4.0	4.1	3.8
21.	Functions well with a limited level of supervision, yet understands their limitations and seeks appropriate assistance.	↓	0.0	4.1	4.1	3.9
22.	Maintains a properly organized work area and completes assigned duties in a reasonable period. (time management)	↓	-0.3	4.0	4.3	4.0

Student Performance Reviews from Employers					
Pre-Career Work Experience Evaluations	Change		2015-2016	2014-2015	2013-2014
23. Supports and/or contributes to continuous improvement and is committed to quality and takes pride in one's work.	↓	-0.1	4.1	4.2	3.9
24. Is effective at identifying root causes and selecting appropriate solutions to problems.	↑	0.2	3.8	3.6	3.5
25. Displays initiative by offering to take on additional work when assigned responsibilities are completed.	↑	0.5	4.3	3.8	3.7
26. Demonstrates leadership by assessing changing circumstances and establishing new priorities or appropriate actions.	↓	-0.1	3.6	3.7	3.6
Total Average Percentage:	↑	1%	84%	83%	81%

Note: 29/30 (97%) of the Employers who responded to the question 'Would you hire this student?' with a yes response.

Student Performance Reviews from Employers					
Criminal Justice Program		Change		2015-2016	2014-2015	2013-2014

Legend:

5 =Exceptional   4 =Very Good   3 =Good   2 =Marginal   1 =Poor No Value = No comment

1	**Workplace Behaviour**					
1.1	Approaches work in a professional, pleasant, co-operative, and positive way and presents a professional appearance regarding dress and hygiene.	↑	0.2	5.0	4.8	4.6
1.2	Treats others in an equal, fair and just manner regardless of race or cultural origin and speaks to others in a sincere, respectful, and polite manner.	↓	-0.2	4.7	4.9	4.6
1.3	Displays appropriate level of self-confidence and offers support, assistance, and help to others when appropriate.	↓	-0.3	4.3	4.6	4.4
1.4	Maintains a positive attitude, energy and drive and motivation to learn and grow.	↓	-0.3	4.5	4.8	4.3
1.5	Handles constructive criticism in a proper manner and learns from it.	↓	-0.1	4.5	4.6	4.3
1.6	Effectively deals with change and unexpected situations as well as handles stress in an appropriate manner.	↑	0.0	4.4	4.4	4.3
1.7	Deals with negative situations in a proper manner. (conflict resolution)	↓	-0.1	4.3	4.4	4.2
1.8	Demonstrates physical ability to keep up with the demand of work and maintains a properly organized work area.	↓	-0.2	4.5	4.7	4.3
1.9	Demonstrates behaviour that contributes to a safe and secure work environment.	↑	0.1	4.6	4.5	4.5
1.10	Displays genuine interest in the needs of customer/patient, etc.	↓	-0.2	4.5	4.7	4.5
1.11	Selects most appropriate tools (equipment, devices) to complete a task and uses supplies and resources in an appropriate manner.	↓	-0.2	4.4	4.6	4.3
1.12	Functions well with limited level of supervision yet understands one's limitations and seeks appropriate assistance.	↓	-0.2	4.4	4.6	4.2
1.13	Supports and/or contributes to continuous improvement and is committed to quality and takes pride in one's work.	↓	-0.1	4.5	4.6	4.3
2	**Computer Literacy**					
2.1	Uses computers to effectively communicate, manage data, and process information.	↓	-0.2	4.3	4.5	4.3
2.2	Demonstrates competence in the use of occupation-specific technologies which operate on computers.	↑	0.3	4.4	4.1	4.2
2.3	Applies computing skills to new situations and environments.	↑	0.3	4.4	4.1	4.3

Student Performance Reviews from Employers					
Criminal Justice Program		Change	2015-2016	2014-2015	2013-2014
3	**Communication**				
3.1	Uses appropriate vocabulary, concepts, numbers, symbols, and charts that are appropriate to the occupation/position.	↓ -0.3	4.4	4.7	4.1
3.2	Communicates effectively using written, spoken, visual and/or media formats that are appropriate to purpose, situation and audience needs.	↓ -0.2	4.3	4.5	4.1
3.3	Displays effective interpersonal skills through listening, establishing rapport, and monitoring non-verbal signals while demonstrating respect for self and others.	↓ -0.1	4.5	4.6	4.2
4	**Group Effectiveness**				
4.1	Communicates effectively in a group setting by actively listening as well as giving and receiving feedback in a proper manner.	↓ -0.3	4.4	4.7	4.3
4.2	Accepts and demonstrates personal responsibility for the success of a group.	↓ -0.3	4.5	4.8	4.3
4.3	Personally displays the ability to be an effective group member by being open, flexible, respectful of others and accepting of diversity.	↓ 0.0	4.6	4.6	4.4
4.4	Demonstrates an understanding of group processes by participating in specific group tasks and by building relationships to support group success.	↓ 0.0	4.6	4.6	4.3
5	**Information Retrieval and Evaluation**				
5.1	Identifies what information is required in a given situation and then identifies where it will be found.	↓ -0.2	4.1	4.3	4.3
5.2	Identifies relevant sources of information and generates search methods in order to complete an effective search.	↓ -0.3	4.3	4.6	4.3
5.3	Evaluates the quality of the information acquired (source, currency, accuracy, authenticity) and organizes it in order to assess its completeness. In addition, notes the sources of the information using a recognized format.	↑ 0.1	4.4	4.3	4.2
6	**Problem Solving and Decision Making**				
6.1	Identifies and considers underlying beliefs, values, and parameters when assessing a situation or problem.	↑ 0.0	4.3	4.3	4.1
6.2	Reviews current knowledge and then analyzes and evaluates this information in order to conclude a worthwhile or innovative solution to a problem or challenge.	↓ -0.2	4.3	4.5	4.2
6.3	Breaks down a complex problem into its basic elements and examines connections to the elements.	↓ -0.1	4.5	4.6	4.1
6.4	Achieves goals using objective thought processes to solve problems and overcome obstacles.	↓ -0.3	4.4	4.7	4.3
6.5	Identifies and weighs alternatives in order to make an appropriate decision that is defensible.	↓ -0.3	4.5	4.8	4.2

Student Performance Reviews from Employers					
Criminal Justice Program		Change		2015-2016	2014-2015	2013-2014
7 **Ethical Reasoning**						
7.1	Demonstrates awareness of one's own values and beliefs and recognizes and understands others have a right to their own values and beliefs.	↓	0.0	4.6	4.6	4.4
7.2	Accepts diversity and diverse points of view from a wide range of individuals.	↓	0.0	4.6	4.6	4.5
7.3	Examines various assumptions and connections among beliefs, decisions, actions and consequences from a variety of perspectives (individual, community, national, and global).	↓	-0.2	4.1	4.3	4.3
7.4	Analyzes and discusses issues from ethical perspectives and applies ethical principles and frameworks in making a decision.	↓	-0.3	4.3	4.6	4.4
Total Average Percentage:		↓	-3%	88%	91%	86%

Student Performance Reviews from Employers					
Human Services / Education Assistant Programs	Change		2015-2016	2014-2015	2013-2014
Legend:					
5 =Exceptional 4 =Very Good 3 =Good 2 =Marginal 1 =Poor No Value = No comment					
1 Workplace Behaviour					
1.1 Approaches work in a professional, pleasant, co-operative, and positive way and presents a professional appearance regarding dress and hygiene.	↑	0.3	5.0	4.7	4.6
1.2 Treats others in an equal, fair and just manner regardless of race or cultural origin and speaks to others in a sincere, respectful, and polite manner.	↑	0.0	4.8	4.8	4.6
1.3 Displays appropriate level of self-confidence and offers support, assistance, and help to others when appropriate.	↑	0.2	4.5	4.3	4.5
1.4 Maintains a positive attitude, energy and drive and motivation to learn and grow.	↑	0.1	4.7	4.6	4.4
1.5 Handles constructive criticism in a proper manner and learns from it.	↓	0.0	4.6	4.6	4.3
1.6 Effectively deals with change and unexpected situations as well as handles stress in an appropriate manner.	↑	0.0	4.5	4.5	4.5
1.7 Deals with negative situations in a proper manner. (conflict resolution)	↑	0.3	4.5	4.2	4.3
1.8 Demonstrates physical ability to keep up with the demand of work and maintains a properly organized work area.	↔	0.0	4.7	4.7	4.3
1.9 Demonstrates behaviour that contributes to a safe and secure work environment.	↓	-0.2	4.7	4.9	4.6
1.10 Displays genuine interest in the needs of customer/patient, etc.	↑	0.0	4.7	4.7	4.6
1.11 Selects most appropriate tools (equipment, devices) to complete a task and uses supplies and resources in an appropriate manner.	↑	0.2	4.6	4.4	4.3
1.12 Functions well with limited level of supervision yet understands one's limitations and seeks appropriate assistance.	↑	0.1	4.6	4.5	4.2
1.13 Supports and/or contributes to continuous improvement and is committed to quality and takes pride in one's work.	↓	-0.2	4.4	4.6	4.5
2 Computer Literacy					
2.1 Uses computers to effectively communicate, manage data, and process information.	↑	0.3	4.4	4.1	4.3
2.2 Demonstrates competence in the use of occupation-specific technologies which operate on computers.	↑	0.2	4.4	4.2	4.2
2.3 Applies computing skills to new situations and environments.	↑	0.3	4.3	4.0	4.3

Student Performance Reviews from Employers					
Human Services / Education Assistant Programs	Change		2015-2016	2014-2015	2013-2014
3 Communication					
3.1 Uses appropriate vocabulary, concepts, numbers, symbols, and charts that are appropriate to the occupation/position.	↓	0.0	4.4	4.4	4.1
3.2 Communicates effectively using written, spoken, visual and/or media formats that are appropriate to purpose, situation and audience needs.	↑	0.0	4.4	4.4	3.9
3.3 Displays effective interpersonal skills through listening, establishing rapport, and monitoring non-verbal signals while demonstrating respect for self and others.	↓	-2.1	4.6	6.7	4.2
4 Group Effectiveness					
4.1 Communicates effectively in a group setting by actively listening as well as giving and receiving feedback in a proper manner.	↓	-0.1	4.4	4.5	4.2
4.2 Accepts and demonstrates personal responsibility for the success of a group.	↓	-0.1	4.5	4.6	4.3
4.3 Personally displays the ability to be an effective group member by being open, flexible, respectful of others and accepting of diversity.	↓	-0.1	4.7	4.8	4.5
4.4 Demonstrates an understanding of group processes by participating in specific group tasks and by building relationships to support group success.	↑	0.1	4.6	4.5	4.3
5 Information Retrieval and Evaluation					
5.1 Identifies what information is required in a given situation and then identifies where it will be found.	↑	1.0	5.4	4.4	4.4
5.2 Identifies relevant sources of information and generates search methods in order to complete an effective search.	↓	-0.1	4.3	4.4	4.4
5.3 Evaluates the quality of the information acquired (source, currency, accuracy, authenticity) and organizes it in order to assess its completeness. In addition, notes the sources of the information using a recognized format.	↓	0.0	4.4	4.4	4.2
6 Problem Solving and Decision Making					
6.1 Identifies and considers underlying beliefs, values, and parameters when assessing a situation or problem.	↑	0.0	4.5	4.5	4.1
6.2 Reviews current knowledge and then analyzes and evaluates this information in order to conclude a worthwhile or innovative solution to a problem or challenge.	↑	0.0	4.4	4.4	4.2
6.3 Breaks down a complex problem into its basic elements and examines connections to the elements.	↑	0.1	4.6	4.5	4.1
6.4 Achieves goals using objective thought processes to solve problems and overcome obstacles.	↓	-0.1	4.4	4.5	4.3
6.5 Identifies and weighs alternatives in order to make an appropriate decision that is defensible.	↓	-0.1	4.5	4.6	4.3

Student Performance Reviews from Employers					
Human Services / Education Assistant Programs	Change		2015-2016	2014-2015	2013-2014
7 Ethical Reasoning					
7.1 Demonstrates awareness of one's own values and beliefs and recognizes and understands others have a right to their own values and beliefs.	↓	-0.1	4.7	4.8	4.5
7.2 Accepts diversity and diverse points of view from a wide range of individuals.	↑	0.1	4.6	4.5	4.6
7.3 Examines various assumptions and connections among beliefs, decisions, actions and consequences from a variety of perspectives (individual, community, national, and global).	↑	1.0	5.4	4.4	4.4
7.4 Analyzes and discusses issues from ethical perspectives and applies ethical principles and frameworks in making a decision.	↓	-0.1	4.3	4.4	4.4
Total Average Percentage:	↔	0.0	92%	90%	86.8%

Student Performance Reviews from Employers					
Dental Assistant Practicum Evaluations		Change	2015-2016	2014-2015	2013-2014
Legend:					
Please rate the student's outcome from 1-10, or N/A (10 being best).					
Practice Management:					
1.	Demonstrate competency in Dental Administration	↓	-9%	79%	88%	88%
Dental Sterilization:					
2.	Demonstrate competency in Sterilization Protocols	↓	-3%	90%	93%	95%
Clinical Care:					
3.	Preparing, setting up & cleaning the operatory following infection control standards	↓	-5%	89%	94%	95%
Assistant Skills:					
4.	Greeting / Seating patients	↓	-5%	90%	95%	92%
5.	Reviewing Medical Histories	↓	-7%	82%	89%	92%
6.	Taking & Recording Vital Signs	↓	-14%	81%	95%	92%
7.	Performing Oral Inspections	↓	-8%	84%	92%	92%
8.	Charting dental conditions	↓	-9%	81%	90%	92%
9.	Assisting with oral evacuation & instrument transfer	↓	-5%	83%	88%	89%
10.	Handling dental materials	↓	-7%	83%	90%	89%
11.	Assisting in restorative procedures	↔	-3%	87%	90%	89%
12.	Assisting in extraction procedures	↓	-9%	83%	92%	89%
13.	Assisting in Crown and Bridge preparation procedures	↓	-8%	81%	89%	89%
14.	Assisting in cementation of Crown and Bridge procedures	↓	-8%	83%	91%	89%
15.	Assisting in endodontic procedures	↓	-5%	84%	89%	91%
16.	Providing Oral Hygiene Instruction	↓	-10%	83%	93%	91%
Intra-Oral Duties:					
17.	Exposing Intra-Oral & Extra-Oral Radiographs	↓	-5%	86%	91%	88%
18.	Taking Preliminary Impressions & Wax Bites	↓	-4%	88%	92%	87%
19.	Application and Removal of Dental Dam	↑	-4%	82%	86%	87%
20.	Performing selective Coronal Polishing	↓	-5%	86%	91%	91%
21.	Application of topical fluoride	↓	-3%	92%	95%	95%

Student Performance Reviews from Employers					
Dental Assistant Practicum Evaluations	Change		2015-2016	2014-2015	2013-2014
22. Application of Pit and Fissure Sealants	↓	-1%	91%	92%	90%
23. Application of Desensitizing Agents	↓	-8%	88%	96%	87%
24. Application & Removal of Matrices and Wedges	↓	-2%	85%	87%	87%
25. Application of topical Anaesthetic	↓	-5%	90%	95%	87%
26. Suture Removal	↓	-4%	84%	88%	87%
27. Mixing & Placing Bases and Liners	↓	-7%	84%	91%	87%
28. Placing Temp / Intermediate Restorations	↓	-3%	85%	88%	87%
29. Application & Removal of Gingival Retraction Cord	↓	-5%	84%	89%	87%
30. Fabrication & Temporary Cementation of Provisional Crowns & Bridge	↑	-5%	83%	88%	87%
31. Dental Probing & PSR recording	↑	1%	86%	85%	87%
Laboratory Procedures:					
32. Pouring Stone Models	↓	-4%	88%	92%	93%
33. Trimming Study Models	↓	-7%	88%	95%	93%
34. Fabrication of whitening trays	↑	-8%	83%	91%	96%
35. Fabrication of Custom Sports Guards	↓	-13%	83%	96%	100%
36. Fabrication of Custom Acrylic Impression Trays	↓	-4%	93%	97%	97%
Learning to Learn and Professionalism:					
37. Consistently exhibited a positive, professional attitude	↓	-4%	91%	95%	95%
38. Consistently presented good professional appearance and hygiene	↓	-6%	91%	97%	97%
39. Exhibited a high level of motivation throughout this portion of the practicum	↓	-4%	94%	98%	93%
40. Maintained effective, professional communication with patients	↓	-7%	90%	97%	93%
41. Maintained effective, professional communication with the team	↓	-5%	91%	96%	94%
42. Maintained effective, professional communication with the Dentist	↓	-3%	93%	96%	93%
43. Displayed an open willingness to learn from the team	↔	-1%	94%	95%	93%
44. Displayed an open willingness to learn from the Dentist	↓	-8%	90%	98%	93%

Student Performance Reviews from Employers					
Dental Assistant Practicum Evaluations		**Change**	**2015-2016**	**2014-2015**	**2013-2014**
45.	Was able to follow directions accurately from the team	↓ -6%	92%	98%	94%
46.	Was able to follow directions accurately from the Dentist	↓ -6%	90%	96%	94%
47.	Was able to handle pressure in a professional manner	↓ -6%	90%	96%	88%
48.	Was willing to learn from constructive criticism	↑ -4%	92%	96%	93%
49.	Was punctual and present throughout the practicum	↓ -5%	91%	96%	93%
50.	Always notified the office if late or absent	↓ -3%	94%	97%	97%
51.	Overall performance in this portion of the practicum	↓ -5%	90%	95%	93%
Total Average Percentage:		↓ -6%	87%	93%	93%

Graduate Students

Introduction:

The "Graduates Students" survey was designed to gather relevant information associated with graduates from Columbia College programs.

This survey was conducted in June 2016 and included students who graduated from a program at Columbia College between May 1st, 2015 and April 31st, 2016. 235 surveys were sent out and 18 were returned for a response rate of 7.7%.

Graduate Students					
	Change		**2015-2016**	**2014-2015**	**2013-2014**
About the College					
the competency, knowledge and skills of faculty in their subject area	↓	-3%	76%	79%	75%
the quality of classroom instruction provided by faculty	↔	0%	74%	74%	76%
willingness of faculty and staff to assist students	↓	-4%	71%	75%	78%
ability of faculty and staff to effectively communicate with students	↓	-7%	66%	73%	74%
overall organized nature of this program (eg. Orientation of students, delivery schedule, communication, coordination)	↑	4%	70%	66%	70%
the quality and content of course materials, textbooks, pamphlets, handouts, etc.	↑	10%	78%	68%	77%
the degree to which the courses increase my knowledge and skills	↓	-2%	76%	78%	79%
the degree to which the knowledge and skills acquired will help in the students future education and/or employment	↓	-7%	71%	78%	80%
the level of respect and courtesy shown to me by faculty and staff	↑	2%	72%	70%	76%
support and assistance available to help me "learn how to search for a job" as well as assist me during my cooperative education, work experience, or practicum	↑	6%	71%	65%	70%
the level of satisfaction with my clinical, work experience, or practicum	↔	0%	67%	NA	NA
the level of support and assistance available after graduation, ie. help obtaining employment or acceptance to my next educational program	↔	0%	70%	NA	NA

Note: 82% of graduates who responded to the survey said they would recommend their program to a friend.

Breakdown of responses by Program:

Criminal Justice Program – 2 Responses
Dental Assistant Program – 6 Responses
Health Care Aide Program – 2 Responses
Human Services Professional Program – 6 Responses
Integrated Training – Childcare – 1 Response
Practical Nurse Program – 1 Response

Students Who Withdrew

Introduction:

The "Students who Withdrew" survey was designed to gather information from students who were withdrawn from their program of studies.

This survey was conducted in June 2016 and included students who withdrew from their program prior to completion between May 1st, 2015 and April 31st, 2016. There were 100 surveys sent out to students during this period and 6 surveys returned. Due to the low response rate, survey summary results were not calculated.

Community Support Services Programs

Employment Program

Parent / Guardian Survey		Change	2015-2016	2014-2015	2013-2014
1.1. The overall quality of support that the Employment Specialist and/or Job Coach provides	↑	3%	86%	83%	NA
1.2. The overall quality of the Employment Services	↑	6%	86%	80%	NA
1.3. The employment specialist was able to find you (student) a job/work experience in the field that you (student) were looking for	↓	-11%	89%	100%	NA
1.4. The communication between yourself and direct staff	↑	10%	87%	77%	NA
1.5. The direct staffs ability to help achieve(Student's) goals	↑	7%	87%	80%	NA
1.6. Did your time in the classroom help you achieve your (Student's) goals?	↑	14%	87%	73%	NA
1.7. Do you (Student) participate in regular inclusive community activities such as sports, church, family activities, Special Olympics or other classes?	↓	-3%	97%	100%	NA
1.8. Do you believe you have a friend when you participate in your community activities or work/work experiences?	↓	-9%	91%	100%	NA

Student Survey		Change	2015-2016	2014-2015	2013-2014
1.1. The overall quality of support that the Employment Specialist and/or Job Coach provides	↑	3%	83%	80%	NA
1.2. The overall quality of the Employment Services	↑	6%	80%	74%	NA
1.3. The employment specialist was able to find you (student) a job/work experience in the field that you (student) were looking for	↑	4%	90%	86%	NA
1.4. The communication between yourself and direct staff	↑	6%	83%	77%	NA
1.5. The direct staffs ability to help achieve (Student's) goals	↑	15%	81%	66%	NA
1.6. Did your time in the classroom help you achieve your (Student's) goals?	↑	3%	92%	89%	NA
1.7. Do you (Student) participate in regular inclusive community activities such as sports, church, family activities, Special Olympics or other classes?	↑	19%	90%	71%	NA
1.8. Do you believe you have a friend when you participate in your community activities or work/work experiences?	↓	-8%	92%	100%	NA

Community Access Program

Student Survey	Change		2015-2016	2014-2015	2013-2014
1.1. The level of supports the student has received from their Community Support Worker.	↔	-	87%	NA	NA
1.2. The level of supports the student has received from Columbia Training Center.	↔	-	87%	NA	NA
1.3. The level of communication between yourselves and your Community Support Worker.	↔	-	87%	NA	NA
1.4. The level of communication between yourselves and the Columbia Training Center.	↔	-	87%	NA	NA
1.5. The ability of your Community Support Worker to help the student achieve your goals.	↔	-	84%	NA	NA
1.6. The ability of the Columbia Training Center to help the student achieve your goals.	↔	-	87%	NA	NA
1.7. Do you (student) have a paid job?	↔	-	44%	NA	NA
1.8. Do you (student) feel that you participated in the development of your Individual Support Plan?	↔	-	98%	NA	NA
1.9. Do you (student) believe you have friends or acquaintances within the activities you participate in?	↔	-	100%	NA	NA
1.10. Overall, are you (student) generally satisfied with the services you've received from the Columbia Training Center?	↔	-	100%	NA	NA