2016-17 Annual Student Feedback Survey
Report Back to Students

The student experience is important at Conestoga. To support the development and delivery of high-quality services and facilities, the Office of Institutional Research and Planning has administered an Annual Student Feedback Survey since 2012. This online survey was administered in March 2017 to all full-time students at all campuses, and covered students' use of and satisfaction with Conestoga's facilities and many services including IT Services, OneCard, Facilities, Student Life and Student Health and Wellness. As in previous years, we found the response to the survey provided a good representation of the entire student body.

# of Full-time Students Invited	# of Respondents	Response Rate	Confidence Interval[1]
12,238	1,954	16%	±2%

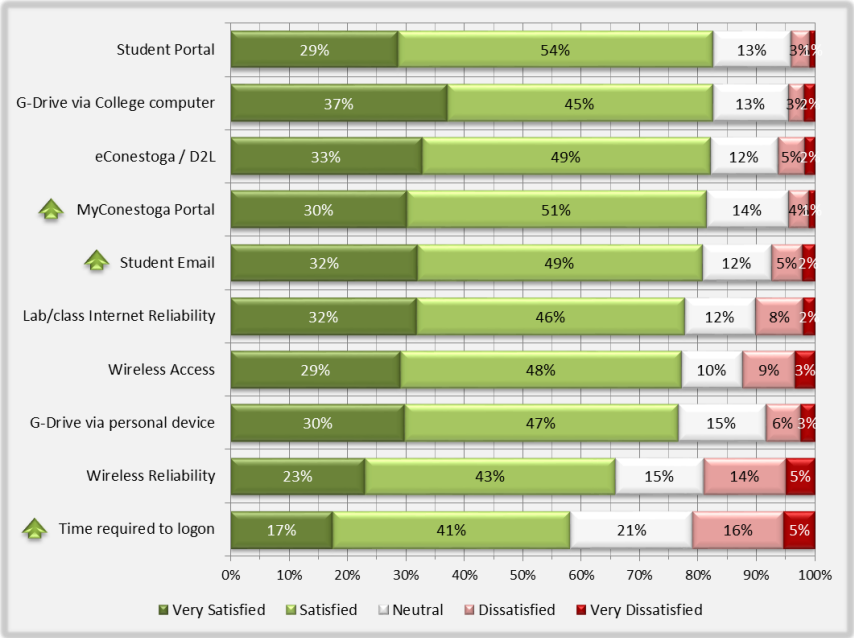
This year's results revealed the following insights…

1.0. IT Services and Resources

- Smartphone usage has levelled off – 94% of students report using them on-campus.
- On-campus Notebook / Laptop usage held steady since 2016 with roughly 74% of students reporting using them.
- With the exception of the G-Drive, all service offerings (e.g. email, MyConestoga, eConestoga, etc.) are reportedly being used by over 92% of the student population.
- Approximately 68% of students have accessed IT Support; this corresponds to approximately 7,100 students who have received service in the 2016-17 academic year.

Compared to 2016, students are more satisfied with myConestoga, student email and login/load times

IT Services Satisfaction (N=1750)



Statistically significant change between 2016 and 2017

Open Access Computers

- 83% of students used Open Access PCs which is down 7% points from 2015-16.
- Only about half of students report they are using Open Access PCs more than once per week; of those who wait, 70% report waiting less than five minutes for a computer.

[1] Based upon the size of the population and the sample size, the confidence interval represents the level of accuracy of the results; we can be confident that the results of the survey accurately reflect the entire student population within plus or minus 2 percentage points, nineteen times out of twenty.

IT Expansion Priorities

- Every year, IT Services asks students what areas they think should be improved as part of the Technology Enhancement Fee.
- In terms of priorities for 2017-18, students most often selected Internet Speed as a top priority, more open access computers, and virtual desktops.
- Faster login/load times has moved down the list from 4th last year to 6th this year.
- Priorities and their order tend to vary by campus.

Expansion Priorities, by Campus

(Mean score: items ranked 1 to 4, higher mean score equates to lower priority)

Priority Position	Overall	Cambridge	Doon	Guelph	Waterloo
1	Internet Speed (2.06)	More Open Access PCs (1.64)	Internet Speed (2.00)	Internet Speed (1.81)	More Open Access PCs (2.04)
2	More Open Access PCs (2.18)	Virtual Desktop (2.21)	More Open Access PCs (2.34)	More Computer Labs (2.11)	Faster Login/Load Times (2.20)
3	Virtual Desktop (2.42)	More Computer Labs (2.43)	Virtual Desktop (2.45)	More Open Access PCs (2.34)	Internet Speed (2.21)
4	More Computer Labs (2.47)	Internet Speed (2.47)	More Computer Labs (2.47)	Faster Login/Load Times (2.48)	More Online Courses (2.28)
5	More Online Courses (2.65)	G-Drive Space (2.79)	More Online Courses (2.63)	Virtual Desktop (2.58)	Virtual Desktop (2.58)

IT Services: Action Items

Conestoga's IT department continues to invest in resources and Infrastructure to improve access to advanced technologies, and support a variety of hardware / software upgrades and initiatives necessary to maintain a safe, secure, and reliable IT environment. An increasing student base and constant changes in technology make these tasks more challenging as we work to maintain the level of service, security and support our students deserve.

In 2017, we witnessed digital security become the mainstream focus worldwide. The speed & sophistication of attacks have presented new challenges to IT Departments globally. In response, we increased our efforts to harden the College Infrastructure against present & future dangers. We helped improve security with a new Microsoft-hosted password self-service solution, implemented additional steps to mitigate risk in Network Administration, and continue to improve Identity Management processes.

In response to student feedback, the IT Department has made further improvements in Login/Load Times by upgrading additional Classroom & Lab PCs with Solid-State Drives, and continue to make ongoing improvements to Wired & Wireless networks with new switching equipment & additional Wi-Fi Access Points in heavily utilized areas of the College. This year has also seen the beginning of a 2-year initiative to upgrade computers to Windows 10 & Office 2016.

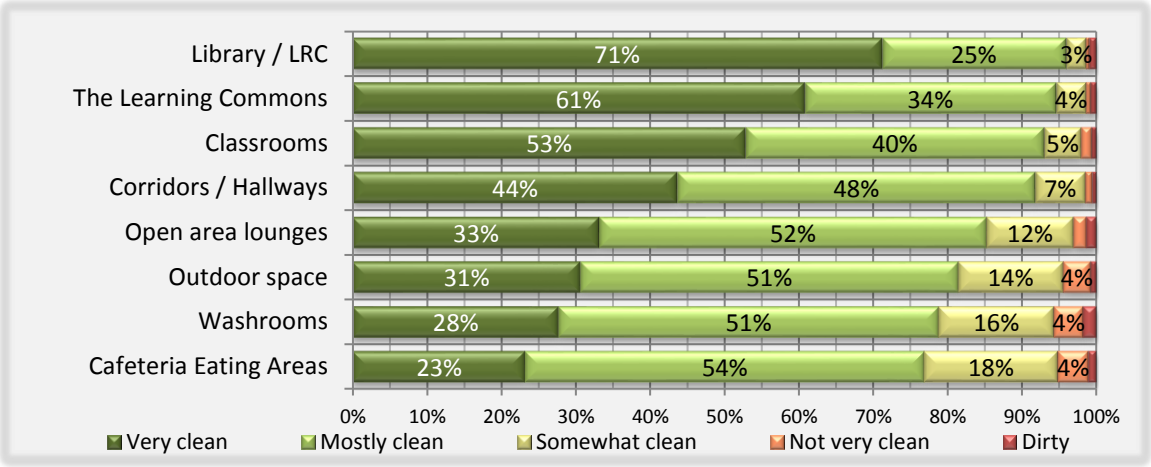
2.0. Facilities

- Overall, 55% or approximately 6,700 students make use of Conestoga's cafeteria eating areas a few times per week or more. Similarly, about 50% (6,100 students) make use of Open Area Lounges at this same rate.
- Cleanliness ratings are quite high overall with roughly 90% of students finding the Library, Learning Commons, classrooms and hallways to be "mostly" or "very" clean. Guelph students, however, find their washrooms and Learning Commons spaces to be less clean than do students at other campuses.
- Satisfaction with campus areas is quite high, largely mirroring cleanliness ratings. The majority of campus spaces score in the 80% to 90% range for satisfaction. Only washrooms and cafeteria eating areas score slightly lower around 78%.

78% of students indicate that washrooms are mostly or very clean - up from 67% in 2016

92% of students feel safe on campus

Facility Cleanliness N=1502



Facility Priorities

- Students were asked what types of areas would be their preference if Conestoga was to add new spaces. *Note the small number of respondents from Brantford and Ingersoll- these results are sensitive to sampling error.*
- The overall preference for students is fairly clear across most campuses: open quiet study areas are in high demand, with private quiet study areas next in line. Students from Waterloo place a higher priority on open social areas.

Facility Priorities, by Campus

(Mean score: items ranked 1 to 4, higher mean score equates to lower priority)

Campus	Top Priority	Second Priority	Third Priority	Fourth Priority
Overall (N=1434)	Open quiet study areas (2.11)	Private quiet study areas (2.28)	Open social areas (couch) (2.64)	Open social areas (t&c) (2.95)
Doon (N=1092)	Open quiet study areas (2.08)	Private quiet study areas (2.26)	Open social areas (couch) (2.70)	Open social areas (t&c) (2.95)
Cambridge (N=213)	Open quiet study areas (2.13)	Private quiet study areas (2.27)	Open social areas (couch) (2.59)	Open social areas (t&c) (2.98)
Guelph (N=42)	Open quiet study areas (2.06)	Private quiet study areas (2.40)	Open social areas (couch) (2.42)	Open social areas (t&c) (3.10)
Waterloo (N=64)	Open social areas (couch) (2.13)	Open quiet study areas (2.45)	Private quiet study areas (2.54)	Open social areas (t&c) (2.84)
Brantford (N=18)	Private quiet study areas (2.21)	Open social areas (couch) (2.46)	Open quiet study areas (2.50)	Open social areas (t&c) (2.83)
Ingersoll (N=6)	Open social areas (t&c) (2.00)	Open social areas (couch) (2.33)	Open quiet study areas (2.67)	Private quiet study areas (3.00)

Facilities: Action Items

Conestoga's continues to invest in facilities; since the last survey in 2014, the college has undertaken a multi-year plan that includes:

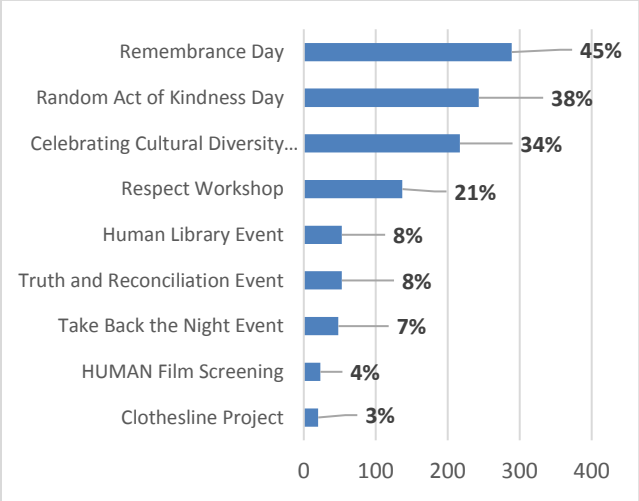
- *upgraded 20 washrooms at Doon, Guelph and Waterloo*
- *upgraded 15 classrooms to active learning, 12 have additional charging stations and 2 amphitheaters have had power added to each seat*
- *open seating has been added to almost everywhere possible without compromising egress through corridors*
- *In the Fall of 2017 we are introducing a new Safety, Security and Parking service hub at Doon campus to provide better front line service while also launching an updated mobile safety app*
- *To further improve access to Library spaces, hours at Doon campus will be extended to 10pm, Monday to Thursday, following Success Week.*

3.0. Student Engagement (formerly Student Life)

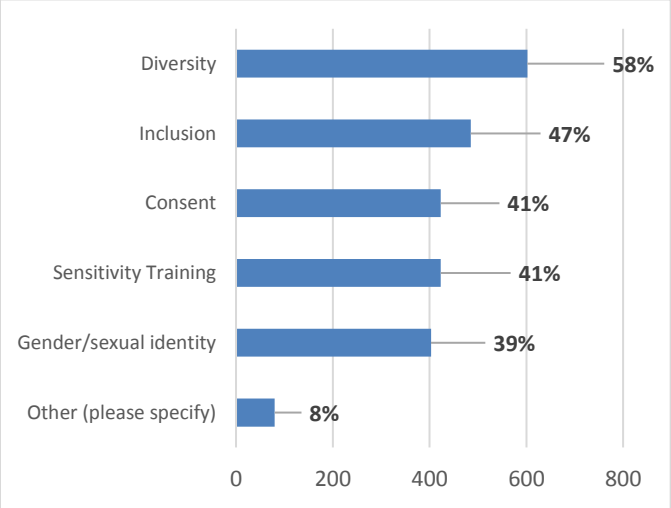
Respect Campaign Events

- About one-third of students attended at least one Respect Campaign event.
- Of those who attended an event, just under 50% attended the Remembrance Day ceremony while nearly 40% of these students participated in Random Act of Kindness Day.
- Students were asked what type of future programming and events should be held on campus – the most frequently cited were events that support diversity and inclusion followed closely by events that deal with consent issues and sensitivity training.
- With respect to the types of engagement most preferred by students, events, workshops and hands on activities remain the most popular.

Respect Campaign Events (N=644)



Future Respect Campaign Events (N=1,036)



Student Life: Action Items

It is the mission of Conestoga's Student Engagement department to "inspire students to shape their campus experience" to and "connect students with meaningful opportunities to enhance their classroom experience, apply their learning, explore their potential, and develop personally and professionally." Survey results have been very helpful for evaluation and planning as we approach the ten year anniversary of Respect@Conestoga. The Student Engagement department will focus on the following activities:

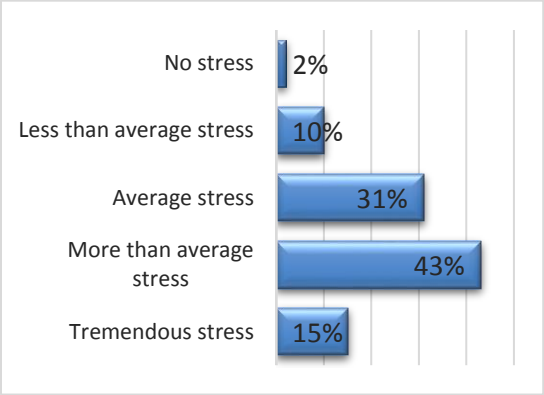
- *Implementation of additional Orientation transitions programming to increase support to first year students throughout the student life cycle - including information on an Orientation online learning module "Conestoga 101" launched Fall 2017.*
- *Increased in-class workshop offerings, with a recent re-vamp of the Connect Leadership Workshop Series – embedding the identified respect themes of diversity and inclusion with the redevelopment of our workshop series.*
- *Increasing marketing efforts for Conestoga's Co-Curricular Portal to enhance participation in events and programming offered across our campuses, and to provide recognition for participations in meaningful opportunities.*
- *Highlighting innovative ways to involve students in discussions on topics of civility, such as conversation circles/cafés, film screenings, community events and collaborative spaces*
- *Applying metrics to our data management system to be able to measure various forms of student engagement to identify areas of success and areas for opportunity.*

4.0. Health and Wellness

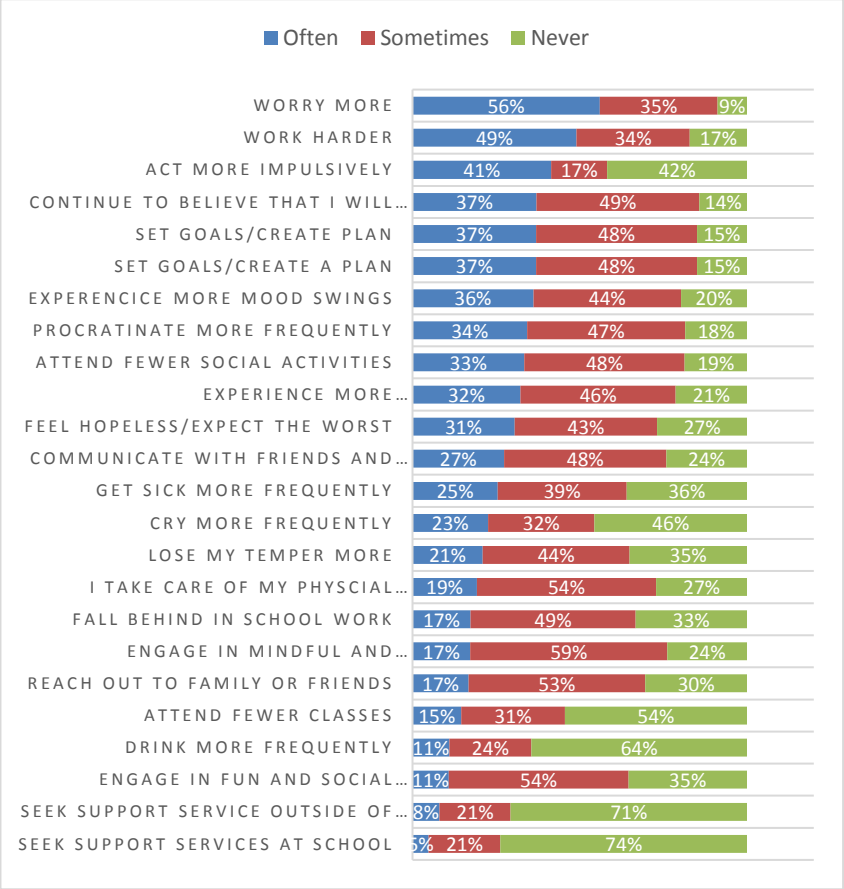
- A total of 1,416 students consented to complete the mental health portion of the survey. Within the six months prior to the survey, 58% of these students suggest that their stress level was above average (43% rating *more than average* and 15% rating *tremendous*).
- Most commonly cited sources of stress include finances, academic workload and sleep difficulties.
- When under stress, 56% of students tend to worry more and are more likely to work harder when under stress.
- Only one-quarter of students sometimes or often seek support from college services when they are stressed.

> Only **one-quarter** of students seek support from college services when stressed

Stress over the Last 6 Months



When Stressed I……



Coping Ability

- When dealing with difficult times, 44% of students agree they come through with little trouble while 24% disagree suggesting they do have trouble making it through difficult times.
- 29% of students indicated that it is hard to snap back when something bad has happened. 43% feel they are able to snap back quickly when something bad has happened.

Conestoga's response

Student health and well-being is an important topic for everyone to consider. In collaboration with the Hallman Mental Health Project, Student Success Services is exploring student experiences of stress and resilience with the hope of ensuring that the services and structures of the institution are supporting student health and well-being. To be responsive to the identified needs, Student Success Services developed two new positions for the 2017-18 academic year. Our Project Manager, Student Wellness and Communications and Event Coordinator and will partner in:

- *Developing a coordinated, student-centred communication strategy focused on supporting student wellness and learning and reducing stigma associated with service.*
- *Developing mental health awareness initiatives across our campus communities and in collaboration with campus and community partners.*
- *Expanding programming to foster resilience and support students to enhance the self-management and coping skills necessary to navigate college life.*