

2020 Student Engagement Survey

WEST KOOTENAY & BOUNDARY REGIONS



2020 STUDENT ENGAGEMENT SURVEY

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SURVEY HIGHLIGHTS

About the Respondents

Out of a possible 2,321 students who attended Selkirk College in the Winter 2020 semester, 1,253 students responded to the 2020 Student Engagement Survey for a response rate of 54%. In 2019, the response rate was 36%.

The majority of students who took the survey were:

- on the Castlegar campus (60%)
- between the ages of 22 and 30 (44%)
- studying full-time (82%)
- domestic students (68%)
- working full-time before attending Selkirk (41%)

79% of students said that Selkirk College was their first choice, representing an increase from 2019 (67%).

The most common reason domestic students attended Selkirk was because Selkirk was close to home (61%), it has affordable tuition (45%), or for a specific program (44%). For international students, the most common reasons for choosing Selkirk was the affordable tuition (65%), for a specific program (41%), and for the reputation of Selkirk College (25%).

The Selkirk College website is the top source of information used to help domestic students make decisions (41%). International students (51%) said an international agent was the most useful tool in deciding on attending Selkirk.

Aspects of Interaction with Faculty*

92% of students said they often worked hard to meet their instructor's expectations, representing a 1% increase from 2019. 85% of students felt encouraged and supported by their instructor(s) to meet their goals. While we know that receiving feedback is important to students' success, only 72% of students said they had received timely and meaningful feedback on their academic performance.

- 92% worked hard to meet instructor's expectations
- 85% felt encouraged and supported by instructor to meet your goals
- 72% received timely and meaningful feedback from an instructor on your academic performance
- 44% discussed grades or assignments with an instructor

SURVEY HIGHLIGHTS

***See section heading for domestic/international breakdown**

Aspects of Educational Experience*

For the first time since 2014, 2 of the 9 indicators have met the 90% threshold that Ministry of Education sets for Quality of Education. While students are still overall satisfied with their educational experience, 7 indicators fall below the 90% threshold.

The areas that are 90% or above the benchmark are:

- 91% satisfaction with the amount of knowledge that I have gained
- 90% satisfaction with quality of instruction

The areas that fall below the 90% (below 89%) benchmark and therefore require additional attention are:

- 89% satisfaction with availability of instructors to answer questions
- 88% satisfaction with the level of instructional expertise
- 85% satisfaction with the quality of course content
- 85% satisfaction with the clarity of course objectives
- 81% satisfaction with the availability of courses
- 80% satisfaction with the extent to which I am learning how to learn
- 74% satisfaction with the convenience of class scheduling

Aspects of Active and Collaborative Learning*

Students were asked how often they engaged in six areas of active and collaborative learning.

- 75% worked together with classmates on assignments, projects, or coursework
- 74% discussed ideas from class with others outside of class
- 71% asked questions in class or contributed to a class discussion
- 69% put together ideas or concepts from different courses
- 59% expressed their individual point of view during class discussions
- 54% made a class presentation

Challenges to Academic Success

Managing finances continues to be the most significant challenge students face, especially for international students. In 2019, 45% of students said managing their finances was a challenge, in 2020 this percentage remained consistent. For domestic students, other major challenges were balancing personal obligations (47%), keeping motivated (43%) and managing a heavy course load (34%). For international students, other major challenges included transportation to school (39%), keeping motivated (30%), managing a heavy course load (26%)

SURVEY HIGHLIGHTS

and balancing work obligations (26%).

***See section heading for domestic/international breakdown**

Tuition Fees

Student satisfaction with Selkirk's tuition fees increase from 2019 to 2020 by 6% with 69% of students saying they were satisfied with the the comparability of Selkirk's tuition fees to other colleges compared to 63% in 2019. Likewise, satisfaction with the affordability of Selkirk's tuition fees increased in 2019.

69% satisfaction with comparability of tuition fees to other colleges

66% satisfaction with affordability of Selkirk College tuition fees

54% satisfaction with affordability of post-secondary education

The results show that students are increasingly using their own money and part-time employing while studying to fund their education. While "personal savings" has historically been the number one source of educational funding, the percentage of students using this source of funding has slightly increased from 54% to 56% from 2016 to 2020. Likewise, the percentage of students who use part-time employment while studying to fund their education has remained consistent at 30 % in 2016 to 2019.

Healthy Campus

In 2017, a special section on the new Healthy Campus initiative was added to/included in the Student Engagement Survey and continued again in 2020. Students were asked several questions relating to their college experience on campus as well as programs they would participate in if they were offered at Selkirk.

In 2020, the top three statements that students agreed with are:

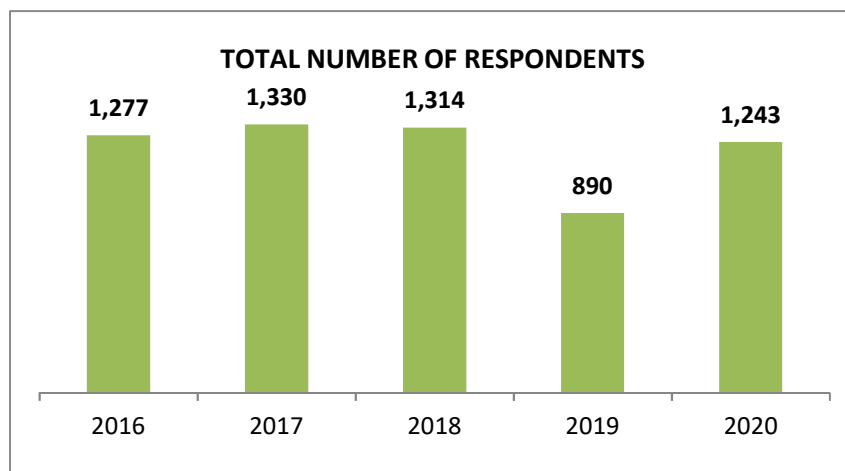
I have access to clean safe water on campus (89%)

I feel safe from oppressive and discriminatory attitudes and beliefs at Selkirk College (72%)

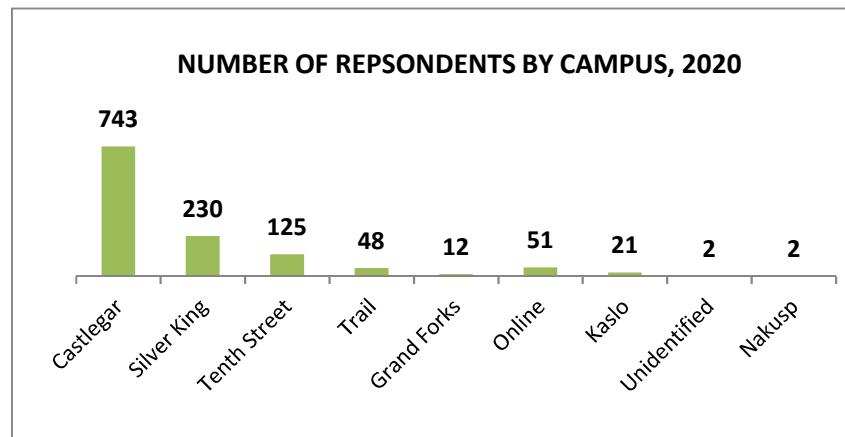
I feel safe from oppressive and discriminatory attitudes and beliefs in the community (71%)

NUMBER OF RESPONDENTS

Number of Respondents	2016	2017	2018	2019	2020	Change 2019 to 2020
Castlegar	685	759	784	543	743	200
Silver King	252	237	212	99	230	131
Tenth Street	177	205	176	136	125	-11
Trail	36	54	58	35	48	13
Grand Forks	14	14	25	16	12	-4
Online	48	24	22	34	51	17
Kaslo	25	16	16	13	21	8
Unidentified	1	5	9	4	2	-2
Nakusp	7	8	7	1	2	1
Victoria Street	32	8	5	9	9	0
Total	1,277	1,330	1,314	890	1,243	353



% of Respondents	2016	2017	2018	2019	2020	Change 2019 to 2020
Castlegar	54%	57%	60%	61%	60%	-1%
Silver King	20%	18%	16%	11%	19%	7%
Online	3%	4%	4%	4%	4%	0%
Tenth Street	14%	15%	13%	15%	10%	-5%
Trail	1%	1%	2%	4%	4%	0%
Nakusp	1%	1%	1%	0%	0%	0%
Kaslo	2%	1%	1%	2%	2%	0%
Grand Forks	0%	0%	1%	2%	1%	-1%
Victoria Street	4%	2%	2%	1%	1%	0%
Total	97%	99%	100%	100%	100%	0%



NUMBER OF RESPONDENTS BY PROGRAM

*responses by program are below 5 and not included in by-program results

Adult Basic Education	2018	2019	2020
Adult Basic Education	111	54	96
Adult Special Education	12	2	10
Sub Total - Adult Basic Education	123	56	106

Business	2018	2019	2020
Business Administration	149	36	56
<i>Business Administration - Year 3</i>	~	~	3
Post Grad Dip in Accounting	53	26	38
Post Grad Dip in Business Management	98	66	118
Sub Total - Business	300	128	215

Environment and Geomatics	2018	2019	2020
1st Year SEG	~	31	53
Forestry Year 2	50	21	21
Geographical Information Systems	22	18	20
Integrated Environmental Planning Year 2	33	6	13
Recreation, Fish & Wildlife Year 2	41	12	18
Sub Total - Renewable Resources	146	88	125

Health and Human Services	2018	2019	2020
Education Assistant & Community Support Work	1	24	28
Early Childhood Care and Education	2	22	41
<i>Gerontology*</i>	0	1	1
Health Care Assistant	29	18	24
Human Services Diploma (all disciplines)	21	20	32
<i>Medical Transcription*</i>	1	5	0
<i>Mental Health Addictions*</i>	2	1	0
Nursing	87	39	55
Nursing Unit Clerk	2	10	29
Pharmacy Technician	6	14	10
<i>Pharmacy Technician - Bridge*</i>	10	2	0
<i>Post Grad Dip in Gerontology*</i>	16	6	1
Social Service Worker	18	30	21
Sub Total - Health and Human Services	195	192	242

Hospitality and Tourism	2018	2019	2020
Cook Training, Professional	19	13	8
<i>Culinary Management Diploma*</i>	1	1	2
<i>Golf Club Operation*</i>	5	1	1
<i>Post Grad Dip in Culinary Management*</i>	1	2	3
Post Grad Dip in Hospitality Management	38	21	24
Resort and Hotel Management	25	28	12
Ski Resort Operations and Management	14	14	17
Sub Total - Hospitality and Tourism	103	80	67

Industry and Trades Training	2018	2019	2020
Carpentry Apprentice	52	3	15
Carpentry Foundation	16	4	20
Electrical Foundation	14	13	27
Electrical Apprentice	44	4	27
Fine Woodworking	19	5	16
Hairdressing	5	12	6
Heavy Mechanical Foundation	17	13	14
<i>Metal Fabrication*</i>	4	0	4
Millwright/Machinist (includes ACE IT)	32	29	20
Plant Operator	0	5	18
Welding	11	0	22
Sub Total - Industry and Trades Training	214	88	189

International Education	2018	2019	2020
English as a Second Language	12	4	7
<i>Teaching English to Speakers of Other Languages*</i>	0	11	1
Sub Total - International Education	12	15	8

NUMBER OF RESPONDENTS BY PROGRAM

*responses by program are below 5 and not included in by-program results

School of the Arts	2018	2019	2020
<i>Blacksmithing*</i>	0	0	0
<i>Bronze Casting*</i>	4	0	0
<i>Ceramics*</i>	0	0	0
Digital Arts and New Media	19	34	31
<i>Jewelry*</i>	0	5	0
<i>Metal Casting*</i>	0	0	0
Kootenay Studio Arts Certificate	~	~	9
<i>Open Studio Advanced Certificate*</i>	0	0	0
Music	60	23	13
<i>Sculptural Metal*</i>	2	4	0
<i>Studio Arts Diploma*</i>	1	0	0
<i>Textiles*</i>	0	0	0
Web Development	~	~	6
Sub Total - School of the Arts	86	66	53

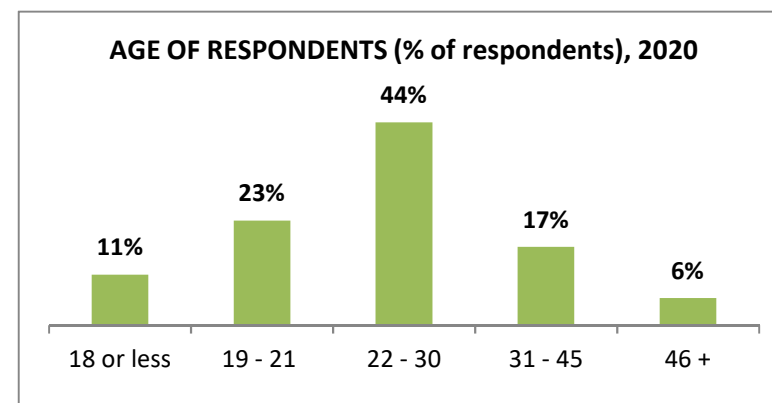
Note: In 2020 Kootenay Studio Arts Certificate was created to encompass the majority of low reporting programs in previous years.

University Arts & Sciences	2018	2019	2020
Adv. Dip in Rural Pre-Medicine	30	22	26
Associate of Arts	40	75	88
Associate of Science	52	51	46
<i>College Prep*</i>	0	3	0
Engineering	16	5	11
<i>General Studies for Transfer*</i>	4	3	4
Law and Justice	5	10	15
<i>Unarmed Civilian Peacekeeping*</i>	0	0	0
Sub Total - University Arts and Sciences	147	169	190

DEMOGRAPHIC INFORMATION

% of Respondents

Age	2016	2017	2018	2019	2020	Change 2019 to 2020
18 or less	11%	11%	11%	10%	11%	1%
19 - 21	28%	27%	27%	29%	23%	-7%
22 - 30	38%	43%	45%	42%	44%	2%
31 - 45	17%	14%	13%	15%	17%	2%
46 +	6%	5%	4%	5%	6%	1%



Status	2016	2017	2018	2019	2020	Change 2019 to 2020
Full-time	83%	84%	87%	84%	82%	-3%
Part-time	17%	16%	13%	16%	18%	3%

Domestic or International	2016	2017	2018	2019	2020	Change 2019 to 2020
Domestic Student	82%	73%	71%	72%	68%	-4%
International Student	18%	27%	29%	28%	32%	4%

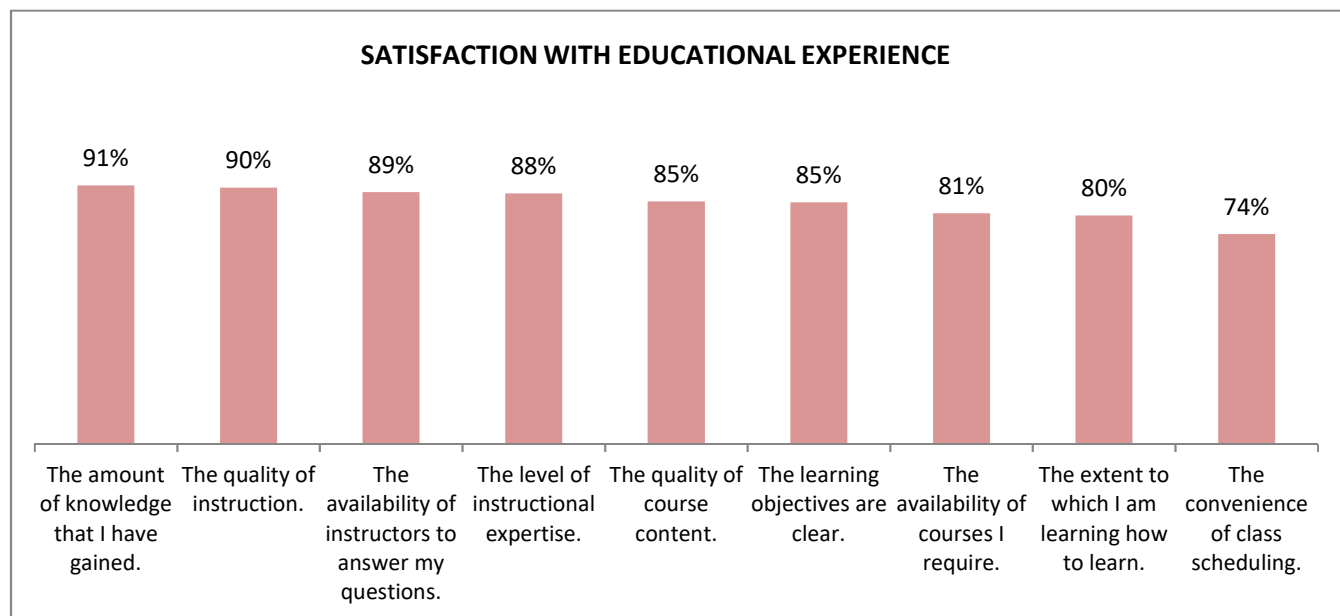
Activity Before Selkirk	2016	2017	2018	2019	2020	Change 2019 to 2020
Working full-time	39%	38%	39%	35%	41%	6%
Attending high school	22%	23%	23%	25%	21%	-4%
Studying and working	10%	12%	13%	13%	13%	0%
Studying elsewhere	7%	9%	8%	8%	7%	-2%
Working part-time	8%	7%	7%	6%	6%	0%
Parenting	5%	4%	4%	7%	5%	-2%
Travelling	3%	2%	2%	3%	3%	-1%
Retired	1%	1%	1%	1%	2%	1%

EDUCATIONAL EXPERIENCE

SATISFACTION BELOW MINISTRY TARGET OF 90% IS HIGHLIGHTED (within 1%)

% Very Satisfied or Somewhat Satisfied

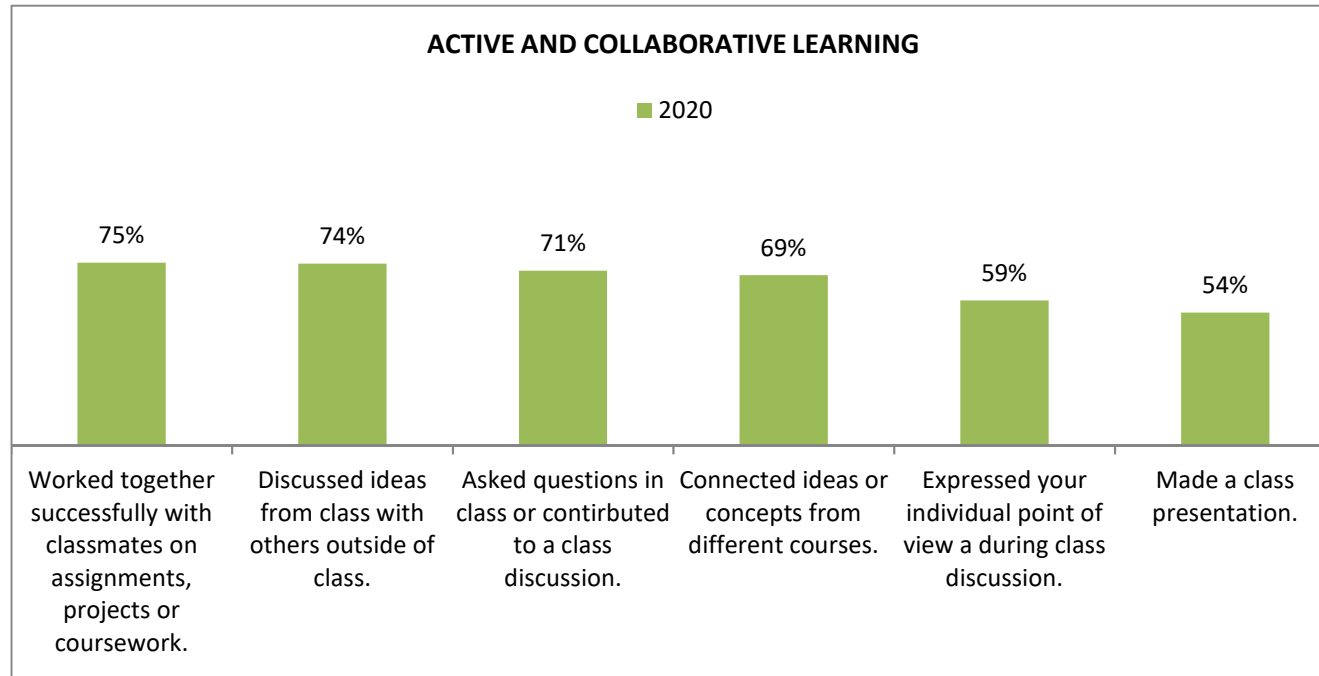
Satisfaction with Educational Experience	2016	2017	2018	2019	2020	Change 2019 to 2020
The amount of knowledge that I have gained.	90%	90%	88%	86%	91%	5%
The quality of instruction.	90%	88%	88%	87%	90%	3%
The availability of instructors to answer my questions.	90%	90%	89%	88%	89%	1%
The level of instructional expertise.	87%	85%	84%	84%	88%	5%
The quality of course content.	89%	86%	88%	84%	85%	2%
The learning objectives are clear.	86%	84%	84%	82%	85%	3%
The availability of courses I require.	78%	75%	77%	79%	81%	2%
The extent to which I am learning how to learn.	83%	82%	79%	76%	80%	5%
The convenience of class scheduling.	75%	72%	71%	68%	74%	6%



ACTIVE AND COLLABORATIVE LEARNING

% Often or Very Often

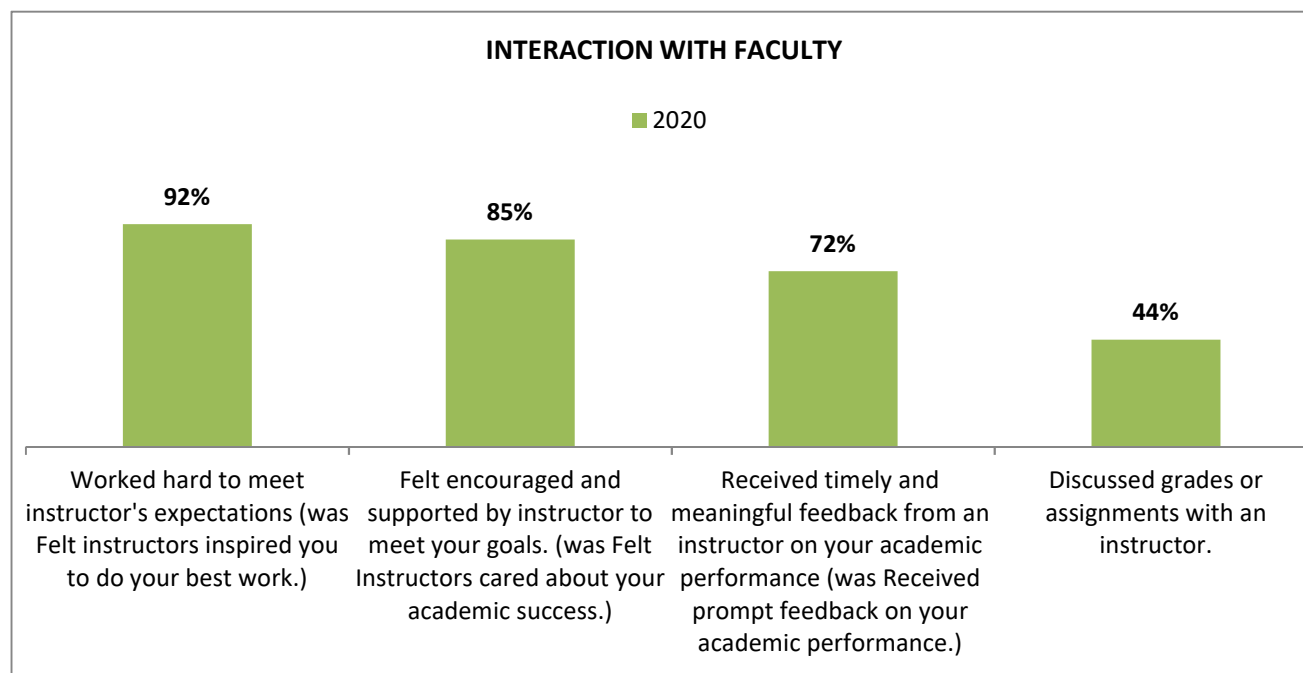
Active and Collaborative Learning	2017	2018	2019	2020
Worked together successfully with classmates on assignments, projects or coursework.	74%	72%	77%	75%
Discussed ideas from class with others outside of class.	72%	69%	75%	74%
Asked questions in class or contirbuted to a class discussion.	67%	63%	70%	71%
Connected ideas or concepts from different courses.	62%	63%	74%	69%
Expressed your individual point of view a during class discussion.	56%	52%	57%	59%
Made a class presentation.	50%	55%	53%	54%



INTERACTION WITH FACULTY

% Often or Very Often

Interaction with Faculty	2016	2017	2018	2019	2020	Change 2019 to 2020
Worked hard to meet instructor's expectations (was Felt instructors inspired you to do your best work.)	90%	89%	89%	91%	92%	1%
Felt encouraged and supported by instructor to meet your goals. (was Felt Instructors cared about your academic success.)	84%	83%	83%	82%	85%	3%
Received timely and meaningful feedback from an instructor on your academic performance (was Received prompt feedback on your academic performance.)	71%	71%	70%	72%	72%	1%
Discussed grades or assignments with an instructor.	41%	44%	45%	45%	44%	-1%

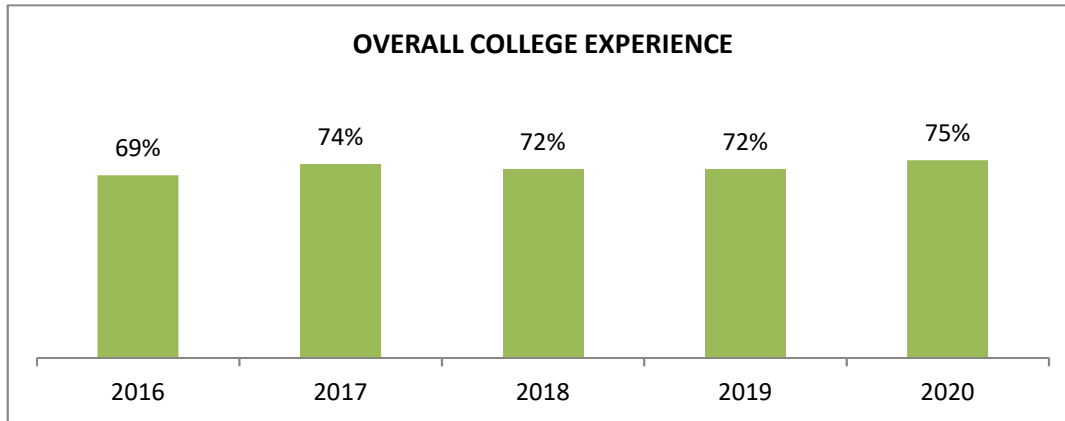


THE COLLEGE EXPERIENCE

% of respondents

% Very Satisfied or Somewhat Satisfied	2016	2017	2018	2019	2020	Change 2019 to 2020
Your overall experience this year.	82%	79%	76%	81%	84%	3%
You feel a part of Selkirk College.	69%	74%	72%	72%	75%	3%

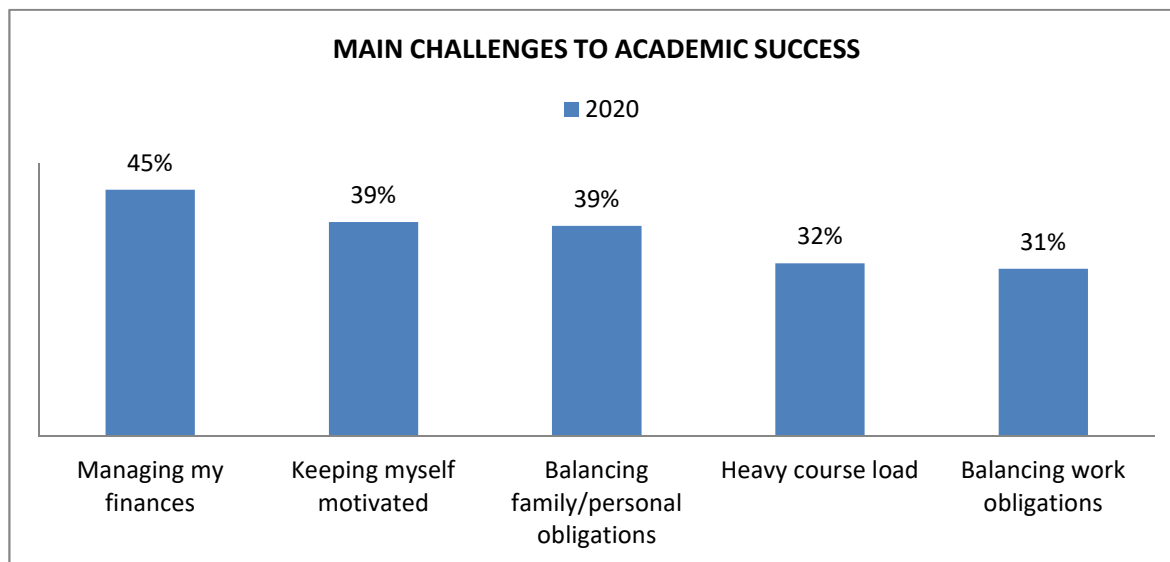
Was Selkirk College your first choice?	2016	2017	2018	2019	2020	Change 2019 to 2020
Yes	78%	76%	76%	67%	70%	3%



CHALLENGES TO ACADEMIC SUCCESS

Select all that apply

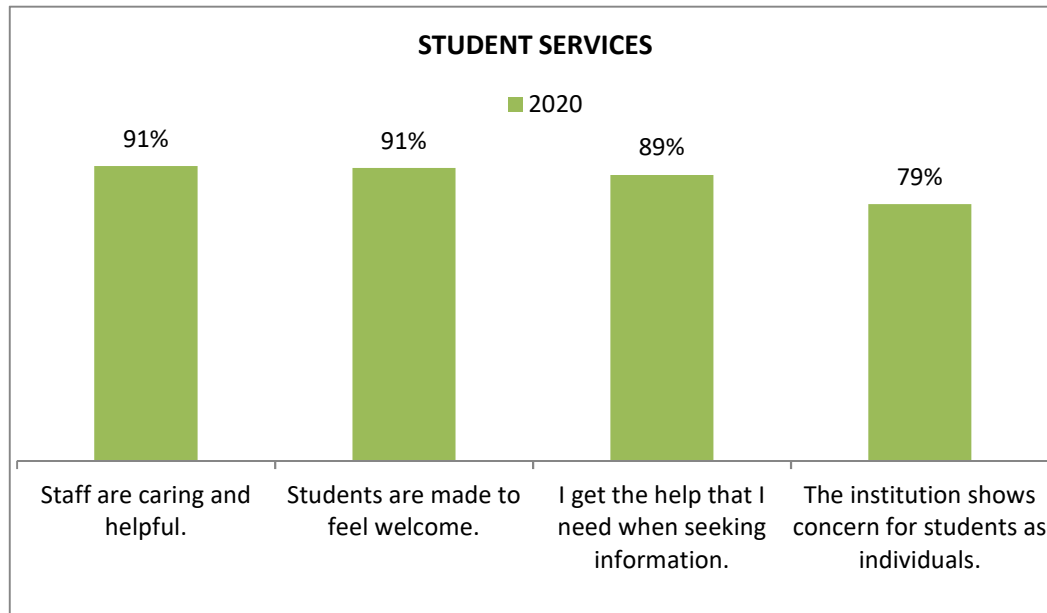
Major Challenges to Academic Success	2016	2017	2018	2019	2020	Change 2019 to 2020
Managing my finances	54%	56%	51%	45%	45%	0%
Keeping myself motivated	47%	45%	45%	40%	39%	-1%
Balancing family/personal obligations	42%	34%	37%	38%	39%	0%
Heavy course load	38%	36%	40%	35%	32%	-3%
Balancing work obligations	32%	29%	29%	29%	31%	2%
Transportation to/from school	21%	24%	29%	24%	27%	2%
My health	21%	20%	21%	25%	24%	-1%
Passing my courses	21%	21%	23%	22%	20%	-2%
Finding appropriate living arrangements	14%	19%	21%	14%	15%	1%
Making new friends	14%	13%	12%	14%	14%	0%



STUDENT SERVICES

% Strongly Agree or Agree

Student Services	2016	2017	2018	2020	Change 2019 to 2020
Staff are caring and helpful.	91%	87%	90%	91%	2%
Students are made to feel welcome.	90%	88%	88%	91%	3%
I get the help that I need when seeking information.	87%	84%	85%	89%	3%
The institution shows concern for students as individuals.	79%	76%	76%	79%	3%



STUDENT SERVICES, 2020

% Very Satisfied or Satisfied

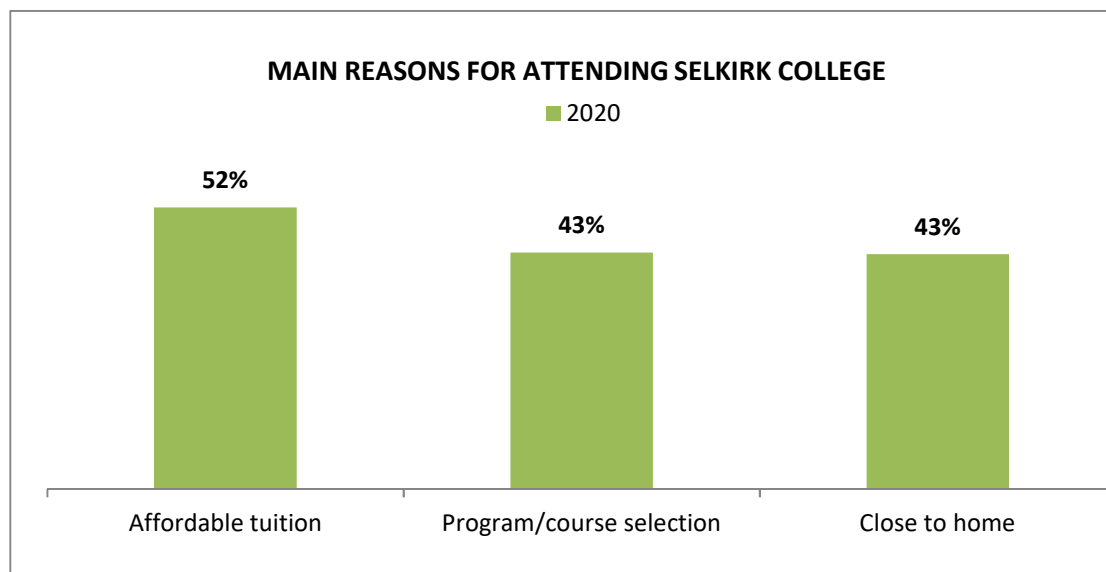
Responses under 10 are not shown

	Selkirk Overall	Didn't Use	Didn't Know	International Overall	Domestic Overall
Accessibility Services	36%	39%	10%	55%	29%
Cafeteria	49%	10%	2%	48%	49%
Co-op Education	29%	34%	15%	47%	23%
Counselling	47%	28%	4%	61%	41%
Education/Career Advising	46%	29%	6%	63%	39%
Employment Services	37%	31%	11%	48%	32%
Enrolment Services	65%	9%	3%	70%	63%
Financial Aid	40%	28%	7%	37%	41%
Gym Facilities	50%	26%	6%	70%	42%
Healthy Campus Programming	33%	32%	16%	48%	27%
Indigenous Services	23%	47%	12%	39%	17%
Learning Success Centre	39%	37%	10%	63%	30%
Library	62%	16%	4%	80%	55%
Peer Tutoring	28%	46%	7%	52%	19%
Pre-Admission Assessment Services (CRT)	34%	31%	10%	48%	29%
Residence	23%	50%	7%	39%	17%
Student Ambassadors	23%	41%	15%	41%	16%
Student & Campus Life	37%	31%	9%	63%	28%
Work Study	33%	37%	10%	58%	24%
Writing Centre	31%	41%	11%	55%	22%

REASONS FOR CHOOSING SELKIRK

Select all that apply

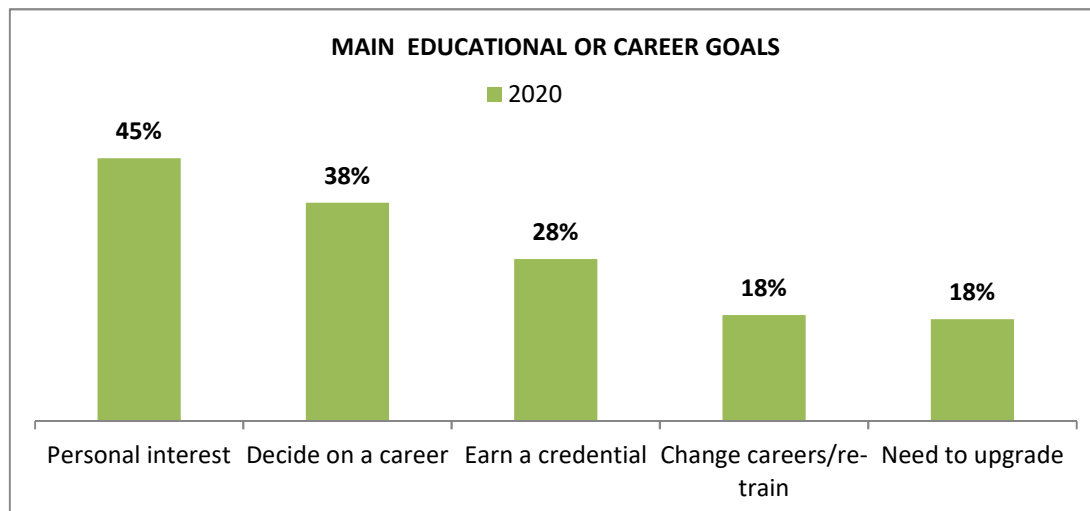
Reasons for Attending						Change 2019
	2016	2017	2018	2019	2020	to 2020
Affordable tuition	45%	45%	49%	50%	52%	1%
Program/course selection	46%	41%	39%	44%	43%	-1%
Close to home	48%	42%	43%	49%	43%	-6%
Personal attention/small classes	33%	32%	30%	35%	29%	-5%
Reputation of Selkirk	22%	23%	21%	19%	22%	2%
Quality of instruction	21%	20%	17%	18%	19%	0%
Region/lifestyle (arts, culture, recreation)	10%	10%	8%	18%	18%	-1%
Ability to transfer	-	-	-	17%	13%	17%
Applied learning opportunities (co-op, practicum, etc.)	-	-	-	12%	11%	12%
Availability of scholarships/bursaries/awards	8%	7%	8%	11%	10%	-1%
Financial constraints	9%	9%	9%	10%	8%	-2%



MAIN EDUCATIONAL OR CAREER GOALS FOR ENROLLING

Select all that apply

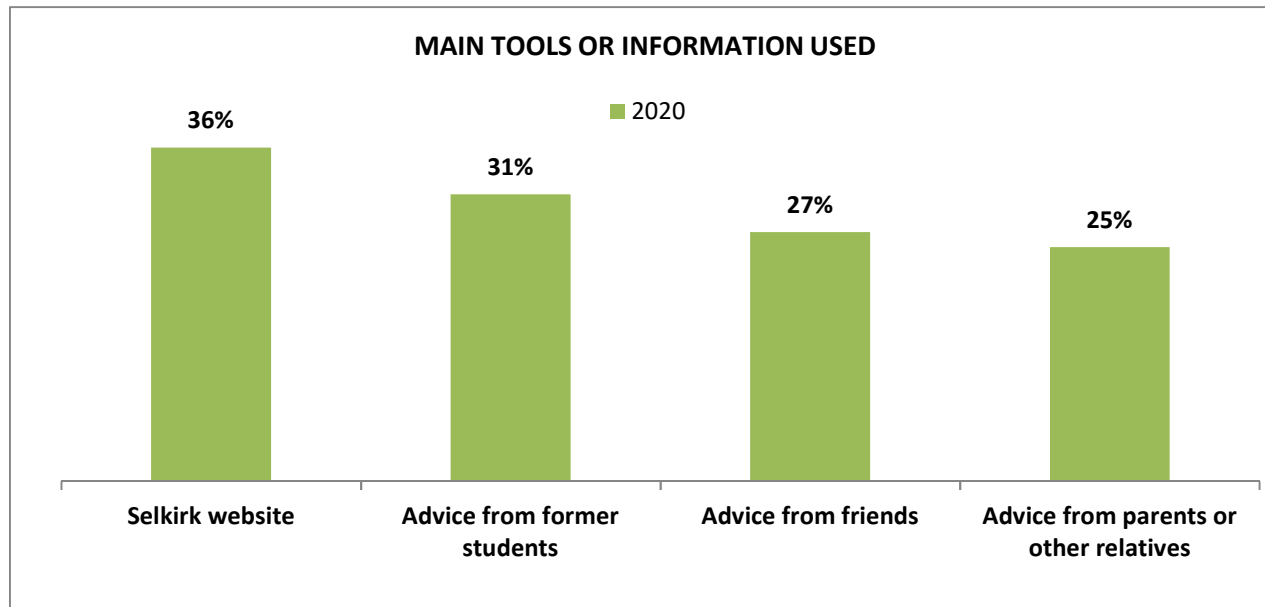
Educational or Career Goals						Change 2019
	2016	2017	2018	2019	2020	to 2020
Personal interest	40%	33%	34%	48%	45%	-2%
Decide on a career	38%	35%	35%	39%	38%	-2%
Earn a credential	46%	43%	47%	28%	28%	0%
Change careers/re-train	-	-	-	16%	18%	2%
Need to upgrade	19%	17%	17%	14%	18%	4%
Qualify to enter a program	11%	11%	11%	13%	13%	0%
Add to current credentials	-	-	-	13%	12%	0%
Prepare to transfer	14%	13%	13%	15%	9%	-5%



TOOLS OR INFORMATION USED TO HELP MAKE DECISION TO ATTEND SELKIRK

Select all that apply

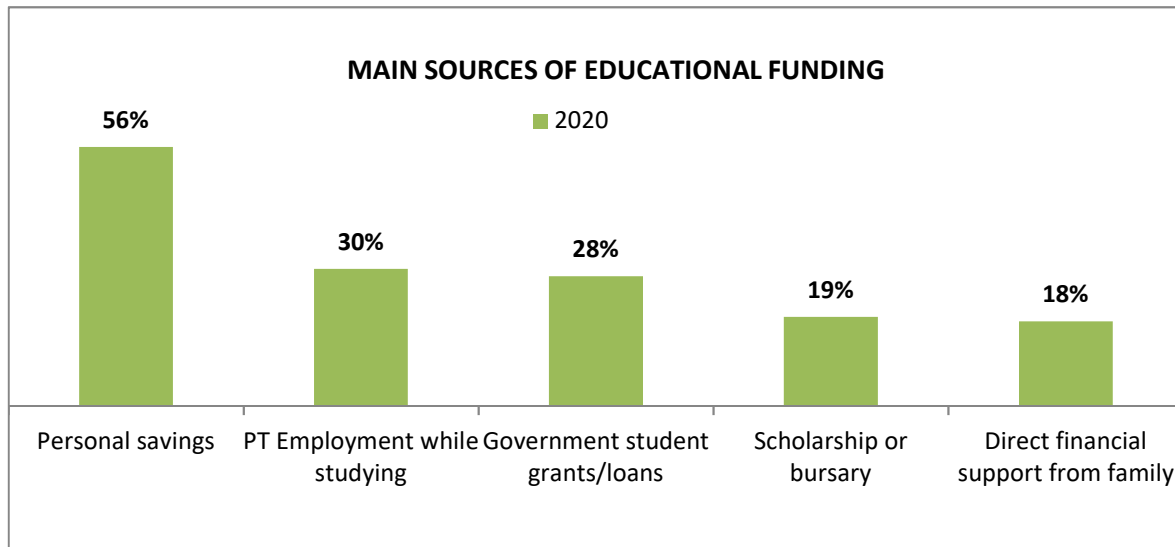
Tools or Information Used	2016	2017	2018	2019	2020	Change 2019 to 2020
Selkirk website	33%	33%	29%	38%	36%	-2%
Advice from former students	26%	24%	23%	27%	31%	4%
Advice from friends	27%	25%	23%	25%	27%	1%
Advice from parents or other relatives	26%	23%	25%	29%	25%	-4%
International Agent	~	~	16%	14%	16%	3%
High school Counsellor or Academic Advisor	13%	10%	12%	14%	13%	-1%
Selkirk College Employee (recruiter, advisor, etc.)	14%	11%	10%	10%	11%	1%
Social media	7%	7%	7%	8%	11%	4%
Employment Agency or Career Centre (KCDS, etc)	~	~	5%	6%	7%	2%
Attended a Selkirk College Event	16%	13%	14%	8%	7%	-1%
Selkirk College Promotional Print Material	6%	5%	2%	6%	6%	0%
College representative visiting your high school	7%	6%	5%	6%	5%	-1%



MAIN SOURCES OF EDUCATIONAL FUNDING

Select all that apply

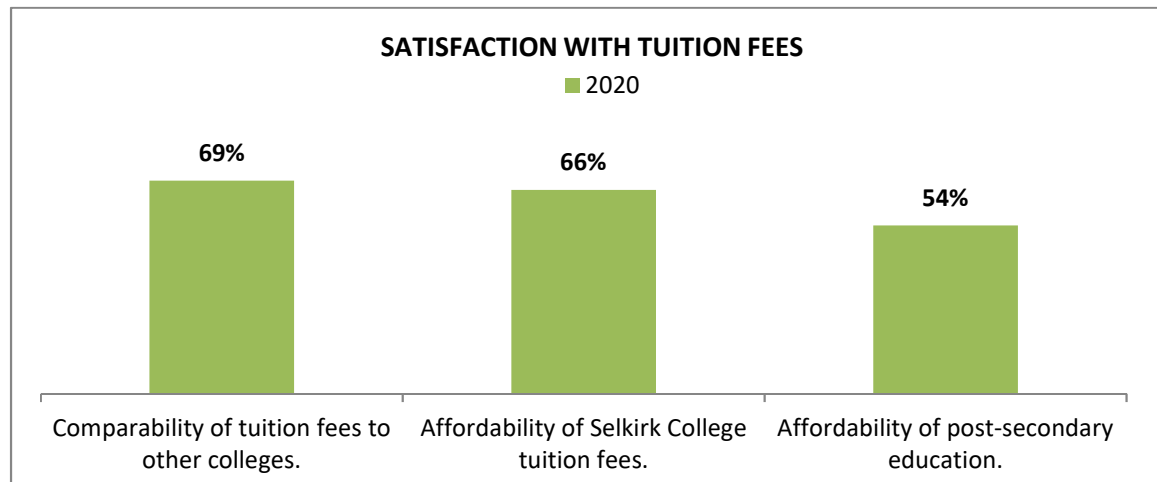
Main Sources of Funding	2016	2017	2018	2019	2020	Change 2019 to 2020
Personal savings	54%	52%	56%	54%	56%	2%
PT Employment while studying	30%	30%	32%	27%	30%	3%
Government student grants/loans	28%	30%	28%	24%	28%	4%
Scholarship or bursary	20%	17%	20%	22%	19%	-3%
Direct financial support from family	25%	24%	24%	20%	18%	-1%
Employment during school breaks	15%	14%	16%	17%	13%	-4%
Loan from family	14%	16%	17%	15%	12%	-3%
Personal bank loan or credit card debt	11%	9%	11%	11%	10%	-1%
Registered Education Savings Plan (RESP)	8%	8%	7%	5%	6%	1%
FT Employment while studying	5%	3%	4%	4%	4%	0%
Employment insurance	6%	5%	6%	2%	4%	2%
Band or other First Nations Sponsorship	-	-	-	1%	2%	1%



SATISFACTION OF TUITION FEES

% Very Satisfied or Somewhat Satisfied

Satisfaction of Tuition Fees	2016	2017	2018	2019	2020	Change 2019 to 2020
Comparability of tuition fees to other colleges.	69%	69%	71%	63%	69%	6%
Affordability of Selkirk College tuition fees.	63%	64%	65%	57%	66%	9%
Affordability of post-secondary education.	48%	48%	53%	45%	54%	9%



HEALTHY CAMPUS OVERALL

% Strongly Agree or Agree

Agreeance with statements	2017	2018	2019	2020
I have access to clean safe water on campus.	91%	91%	88%	89%
I feel safe from oppressive and discriminatory attitudes and beliefs at Selkirk	76%	72%	65%	72%
I feel safe from oppressive and discriminatory attitudes and beliefs in the community.	74%	69%	65%	71%
I live in an environment that is supportive of restful sleep.	72%	70%	67%	68%
I am aware of programs at Selkirk College that promote good emotional and mental health.	62%	61%	59%	67%
I have the opportunity to participate in activities that suit my preference and abilities.	71%	67%	62%	65%
I have access to healthy foods on campus that suit my cultural preferences and dietary needs.	58%	58%	56%	53%
There are welcoming spaces and programs for LGBTQ2IA+ students on campus.	50%	44%	48%	50%
My spritual expression and needs are supported by Selkirk College.	43%	42%	37%	45%
I participate in programs at Selkirk College that promote good emotional and mental health.	38%	38%	35%	42%
I feel safe from sexualized violence on campus and in our community.	81%	78%	73%	78%