

# 2021 Student Engagement Survey

WEST KOOTENAY AND BOUNDARY REGIONS



# 2021 STUDENT ENGAGEMENT SURVEY

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## **SURVEY HIGHLIGHTS**

### **About the Respondents**

Out of a possible 2,204 students who attended Selkirk College in the Winter 2021 semester, 1,031 students responded to the 2021 Student Engagement Survey for a response rate of 47%. In 2020, the response rate was 54%.

The majority of students who took the survey were:

- on the Castlegar campus (38%)
- between the ages of 22 and 30 (43%)
- studying full-time (80%)
- domestic students (72%)
- working full-time before attending Selkirk (45%)

74% of students said that Selkirk College was their first choice, representing an increase from 2020 (70%).

The most common reason domestic students attended Selkirk was because Selkirk was close to home (65%), it has affordable tuition (44%), or for a specific program (44%). For international students, the most common reasons for choosing Selkirk was the affordable tuition (61%), for a specific program (52%), and for the reputation of Selkirk College (31%).

The Selkirk College website is the top source of information used to help domestic students make decisions (36%). International students (46%) said an international agent was the most useful tool in deciding to attend Selkirk.

### **Aspects of Interaction with Faculty\***

90% of students said they often worked hard to meet their instructor's expectations, representing a 2% decrease from 2020. 83% 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 70% of students said they had received timely and meaningful feedback on their academic performance.

- 90% worked hard to meet instructor's expectations
- 83% felt encouraged and supported by instructor to meet your goals
- 70% received timely and meaningful feedback from an instructor on your academic performance
- 42% discussed grades or assignments with an instructor

## **SURVEY HIGHLIGHTS**

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

### **Aspects of Educational Experience\***

1 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, 8 indicators fall below the 90% threshold.

The area at 90% or above the Ministry benchmark is:

90% satisfaction with the amount of knowledge that I have gained

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

87% satisfaction with the level of instructional expertise

86% satisfaction with quality of instruction

86% satisfaction with availability of instructors to answer questions

85% satisfaction with the quality of course content

84% satisfaction with the clarity of course objectives

83% satisfaction with the availability of courses

79% satisfaction with the extent to which I am learning how to learn

75% 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.

68% asked questions in class or contributed to a class discussion

67% worked together with classmates on assignments, projects, or coursework

67% discussed ideas from class with others outside of class

65% put together ideas or concepts from different courses

57% expressed their individual point of view during class discussions

41% made a class presentation

## **SURVEY HIGHLIGHTS**

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

### **Challenges to Academic Success**

The most common challenge facing students during this pandemic year was staying motivated, 43% of students in total. Close behind, at 39%, is the struggle students identified with their mental health. For domestic students, other major challenges were balancing personal obligations (41%), finances (31%) and connecting with classmates (33%). For international students, other major challenges included managing finances (38%), keeping motivated (35%), managing a heavy course load (32%) and connecting with classmates (30%).

### **Tuition Fees**

Student satisfaction with Selkirk's tuition fees continued an upward trend with 70% of students saying they were satisfied with the comparability of Selkirk's tuition fees to other colleges compared to 63% in 2019, and 69% in 2020. Likewise, satisfaction with the affordability of Selkirk's tuition fees and affordability of post-secondary education increased from 2020.

70% satisfaction with comparability of tuition fees to other colleges

67% satisfaction with affordability of Selkirk College tuition fees

56% satisfaction with affordability of post-secondary education

The results show that students are increasingly using their own money and part-time employment 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 decreased from 56% to 53% from 2020 to 2021. Likewise, the percentage of students who use part-time employment while studying to fund their education also declined from 30% in 2020 to 27% in 2021.

### **Online Experience**

In 2021, a special section on the online experience was added to the Student Engagement Survey. Students were asked several questions relating to their college experience online, as well as feedback on a number of key areas affected by the pandemic.

The top three statements that students agreed with are:

Satisfaction with overall online/remote learning experience (66%)

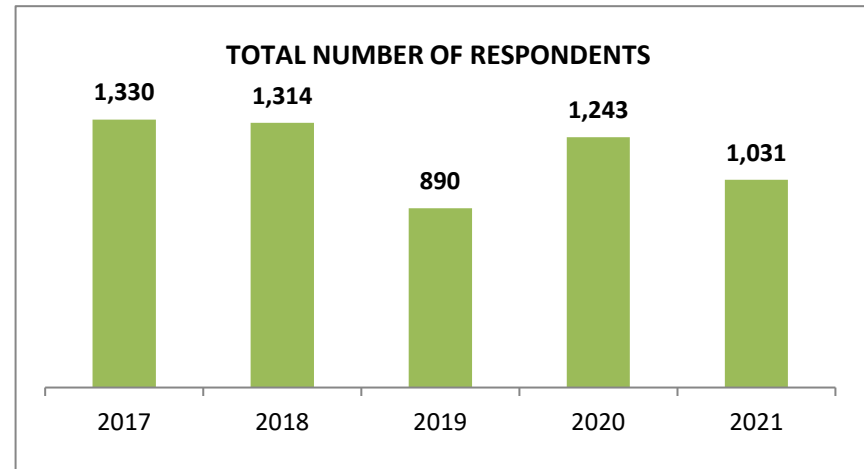
First time taking a fully online or remote course (46%)

Prefer course delivery in the classroom (38%)

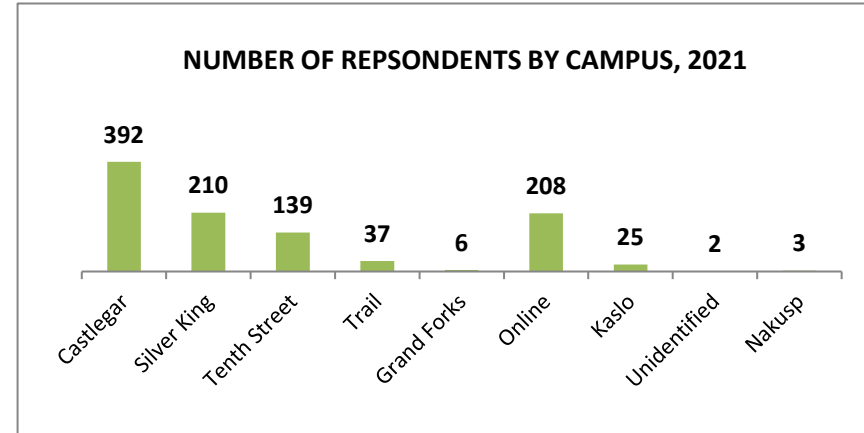
Students also agreed that a mix of in-person learning in the classroom and online was a close second preference for course delivery (36%).

## NUMBER OF RESPONDENTS

Number of Respondents	2017	2018	2019	2020	2021	Change 2020 to 2021
Castlegar	759	784	543	743	392	-351
Silver King	237	212	99	230	210	-20
Tenth Street	205	176	136	125	139	14
Trail	54	58	35	48	37	-11
Grand Forks	14	25	16	12	6	-6
Online	24	22	34	51	208	157
Kaslo	16	16	13	21	25	4
Unidentified	5	9	4	2	2	0
Nakusp	8	7	1	2	3	1
Victoria Street	8	5	9	9	9	0
<b>Total</b>	<b>1,330</b>	<b>1,314</b>	<b>890</b>	<b>1,243</b>	<b>1,031</b>	<b>-212</b>



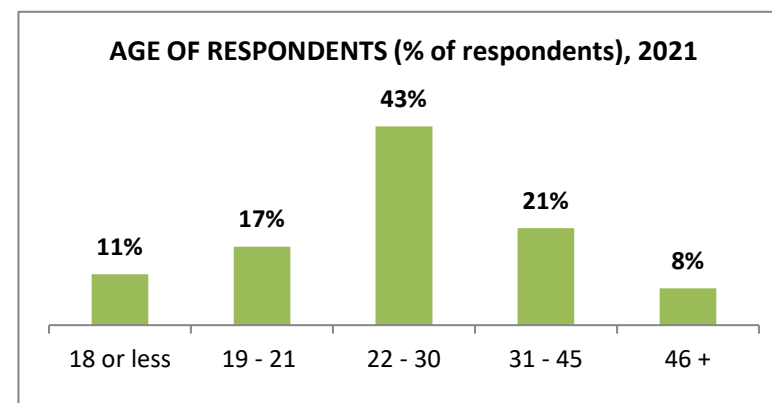
% of Respondents	2017	2018	2019	2020	2021	Change 2020 to 2021
Castlegar	57%	60%	61%	60%	38%	-22%
Silver King	18%	16%	11%	19%	20%	1%
Online	4%	4%	4%	4%	20%	16%
Tenth Street	15%	13%	15%	10%	14%	4%
Trail	1%	2%	4%	4%	4%	0%
Nakusp	1%	1%	0%	0%	0%	0%
Kaslo	1%	1%	2%	2%	2%	0%
Grand Forks	0%	1%	2%	1%	1%	0%
Victoria Street	2%	2%	1%	1%	1%	0%
<b>Total</b>	<b>99%</b>	<b>100%</b>	<b>100%</b>	<b>101%</b>	<b>100%</b>	<b>-1%</b>



## DEMOGRAPHIC INFORMATION

% of Respondents

Age	2017	2018	2019	2020	2021	Change 2020 to 2021
18 or less	11%	11%	10%	11%	11%	0%
19 - 21	27%	27%	29%	23%	17%	-6%
22 - 30	43%	45%	42%	44%	43%	-1%
31 - 45	14%	13%	15%	17%	21%	4%
46 +	5%	4%	5%	6%	8%	2%



Status	2017	2018	2019	2020	2021	Change 2020 to 2021
Full-time	84%	87%	84%	82%	80%	-2%
Part-time	16%	13%	16%	18%	20%	2%

Domestic or International	2017	2018	2019	2020	2021	Change 2020 to 2021
Domestic Student	73%	71%	72%	68%	72%	4%
International Student	27%	29%	28%	32%	28%	-4%

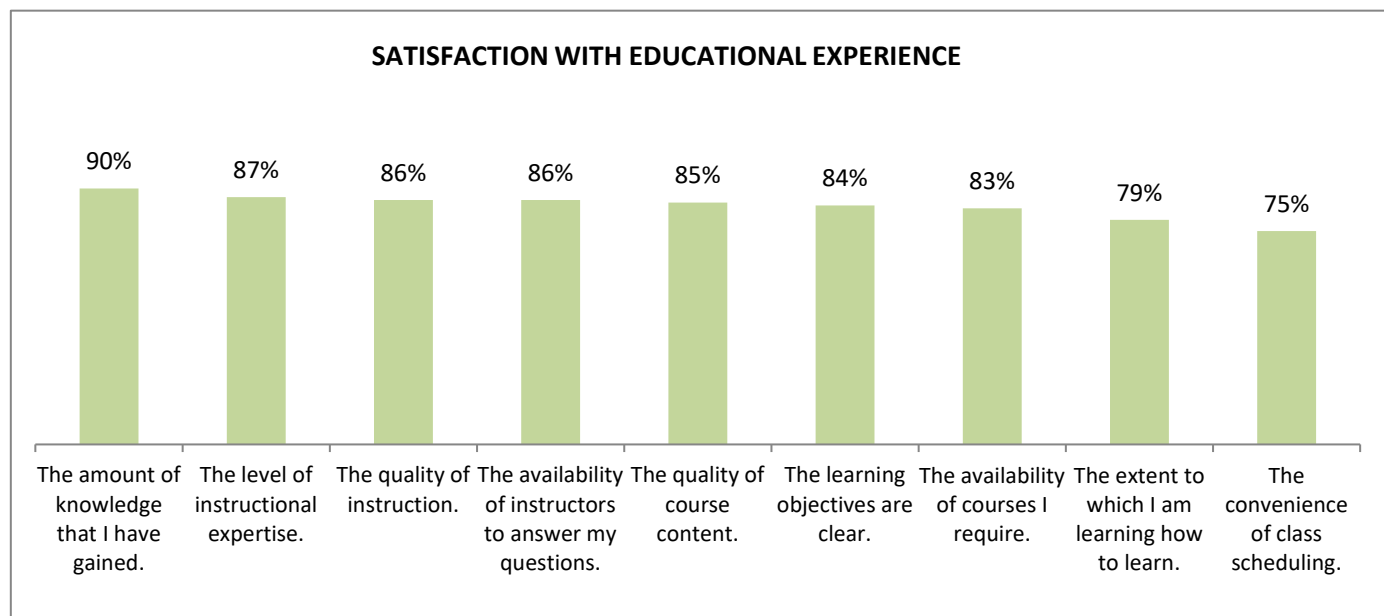
Activity Before Selkirk	2017	2018	2019	2020	2021	Change 2020 to 2021
Working full-time	38%	39%	35%	41%	45%	4%
Attending high school	23%	23%	25%	21%	19%	-2%
Studying and working	12%	13%	13%	13%	11%	-2%
Studying elsewhere	9%	8%	8%	7%	5%	-2%
Working part-time	7%	7%	6%	6%	7%	1%
Parenting	4%	4%	7%	5%	5%	0%
Travelling	2%	2%	3%	3%	2%	-1%
Retired	1%	1%	1%	2%	2%	0%

## EDUCATIONAL EXPERIENCE

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

% Very Satisfied or Somewhat Satisfied

Satisfaction with Educational Experience	2017	2018	2019	2020	2021	Change 2020 to 2021
The amount of knowledge that I have gained.	90%	88%	86%	91%	90%	-1%
The level of instructional expertise.	85%	84%	84%	88%	87%	-1%
The quality of instruction.	88%	88%	87%	90%	86%	-4%
The availability of instructors to answer my questions.	90%	89%	88%	89%	86%	-3%
The quality of course content.	86%	88%	84%	85%	85%	0%
The learning objectives are clear.	84%	84%	82%	85%	84%	-1%
The availability of courses I require.	75%	77%	79%	81%	83%	2%
The extent to which I am learning how to learn.	82%	79%	76%	80%	79%	-1%
The convenience of class scheduling.	72%	71%	68%	74%	75%	1%

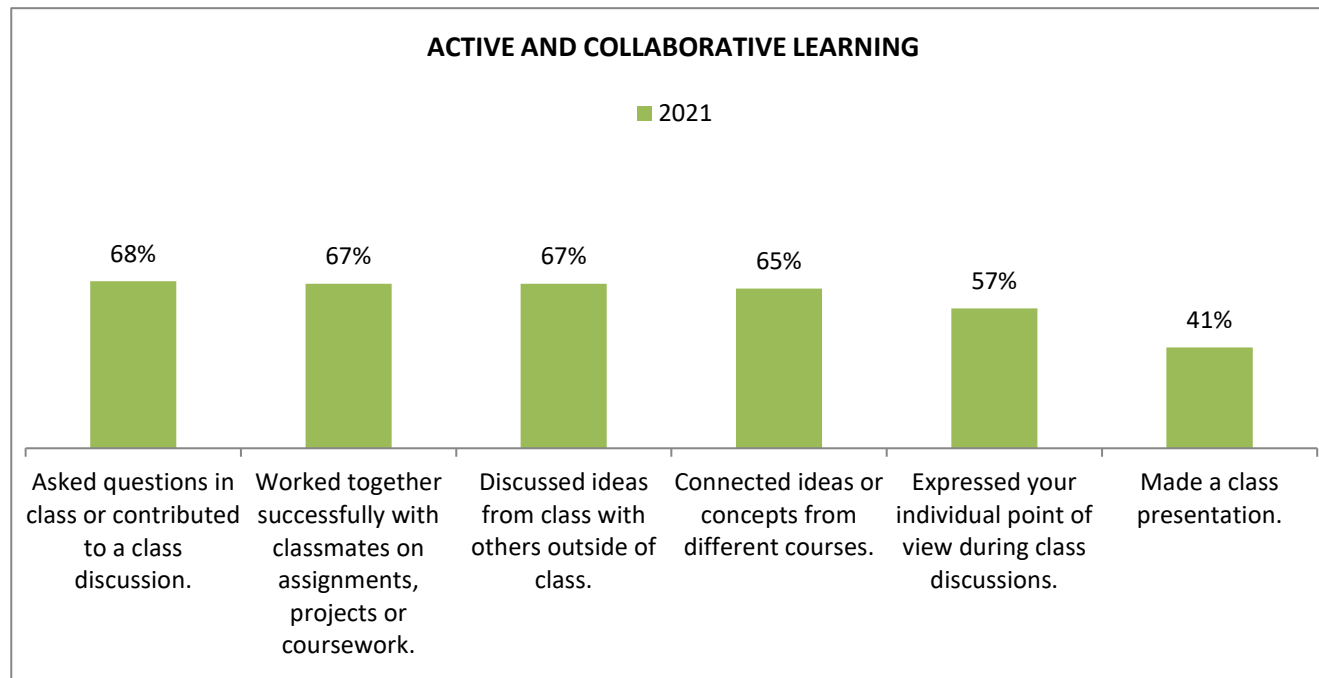




## ACTIVE AND COLLABORATIVE LEARNING

% Often or Very Often

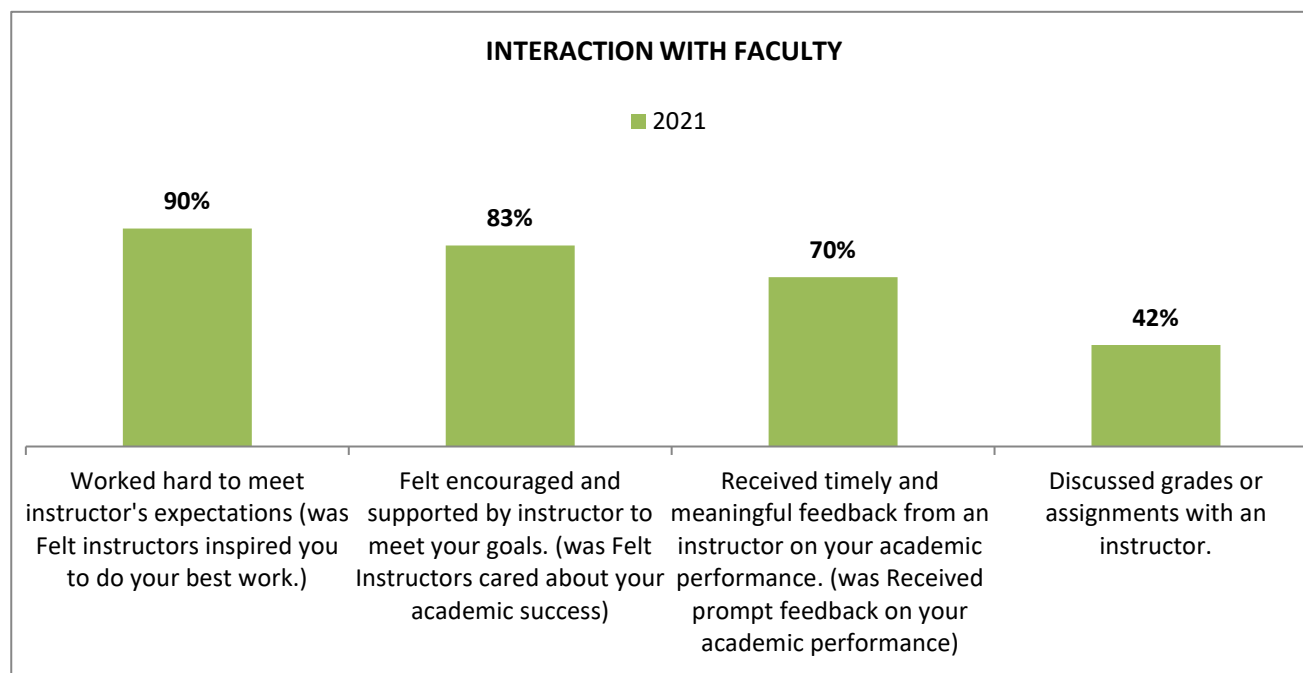
Active and Collaborative Learning	2018	2019	2020	2021	Change 2020 to 2021
Asked questions in class or contributed to a class discussion.	63%	70%	71%	68%	-3%
Worked together successfully with classmates on assignments, projects or coursework.	72%	77%	75%	67%	-8%
Discussed ideas from class with others outside of class.	69%	75%	74%	67%	-7%
Connected ideas or concepts from different courses.	63%	74%	69%	65%	-4%
Expressed your individual point of view during class discussions.	52%	57%	59%	57%	-2%
Made a class presentation.	55%	53%	54%	41%	-13%



## INTERACTION WITH FACULTY

% Often or Very Often

Interaction with Faculty	2017	2018	2019	2020	2021	Change 2020 to 2021
Worked hard to meet instructor's expectations (was Felt instructors inspired you to do your best work.)	89%	89%	91%	92%	90%	-2%
Felt encouraged and supported by instructor to meet your goals. (was Felt Instructors cared about your academic success )	83%	83%	82%	85%	83%	-2%
Received timely and meaningful feedback from an instructor on your academic performance. (was Received prompt feedback on your academic performance )	71%	70%	72%	72%	70%	-2%
Discussed grades or assignments with an instructor.	44%	45%	45%	44%	42%	-2%

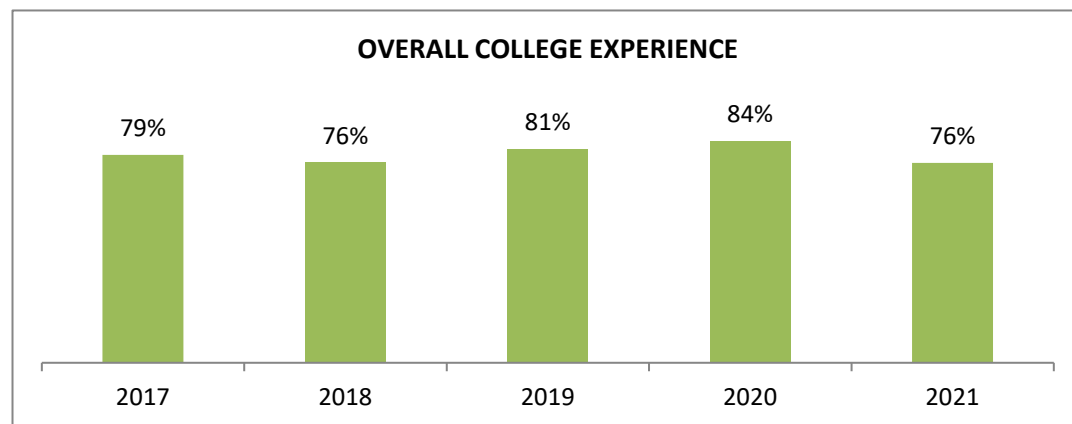


## THE COLLEGE EXPERIENCE

*% of respondents*

	2017	2018	2019	2020	2021	Change 2020 to 2021
<b>% Very Satisfied or Somewhat Satisfied</b>						
Your overall experience this year.	79%	76%	81%	84%	76%	-8%
You feel a part of Selkirk College.	74%	72%	72%	75%	70%	-5%

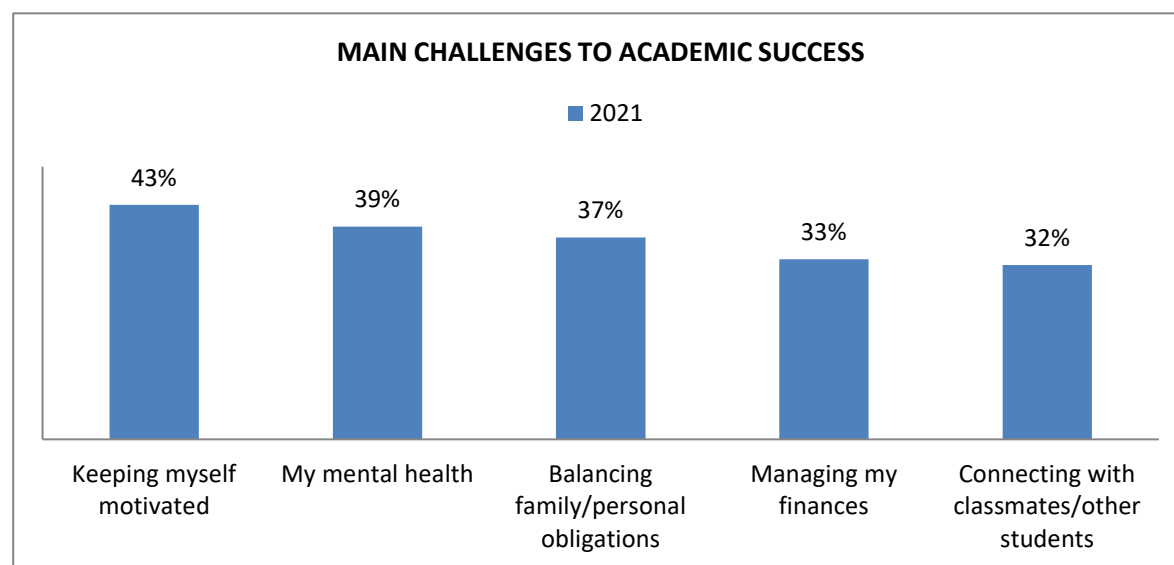
	2017	2018	2019	2020	2021	Change 2020 to 2021
<b>Was Selkirk College your first choice?</b>						
Yes	76%	76%	67%	70%	74%	4%



## CHALLENGES TO ACADEMIC SUCCESS

Select all that apply

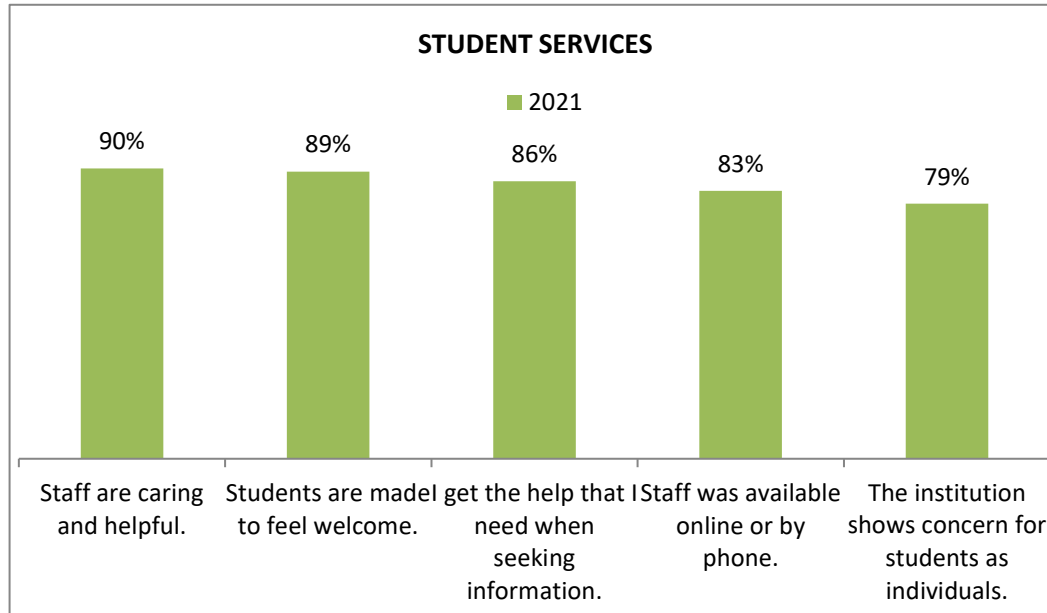
Major Challenges to Academic Success	2017	2018	2019	2020	2021	Change 2020 to 2021
Keeping myself motivated	45%	45%	40%	39%	43%	4%
My mental health	~	~	~	~	39%	~
Balancing family/personal obligations	34%	37%	38%	39%	37%	-2%
Managing my finances	56%	51%	45%	45%	33%	-12%
Connecting with classmates/other students	~	~	~	~	32%	~
Online/Remote Learning	~	~	~	~	32%	~
Heavy course load	36%	40%	35%	32%	30%	-2%
Balancing work obligations	29%	29%	29%	31%	28%	-3%
My physical health	~	~	~	~	18%	~
Passing my courses	21%	23%	22%	20%	17%	-3%
Finding appropriate living arrangements	19%	21%	14%	15%	12%	-3%
Transportation to/from school	24%	29%	24%	27%	9%	-18%
My health	20%	21%	25%	24%	~	~
Making new friends	13%	12%	14%	14%	~	~



## STUDENT SERVICES

% Strongly Agree or Agree

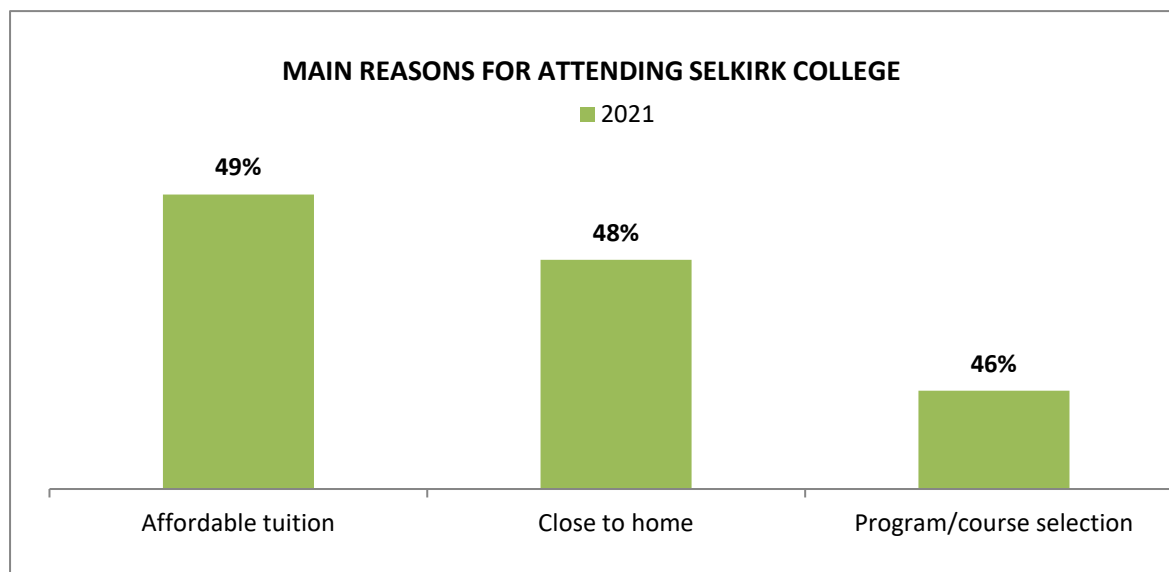
Student Services	2017	2018	2020	2021	Change 2020 to 2021
Staff are caring and helpful.	87%	90%	91%	90%	-1%
Students are made to feel welcome.	88%	88%	91%	89%	-2%
I get the help that I need when seeking information.	84%	85%	89%	86%	-3%
Staff was available online or by phone.	~	~	~	83%	~
The institution shows concern for students as individuals.	76%	76%	79%	79%	0%



## REASONS FOR CHOOSING SELKIRK

Select all that apply

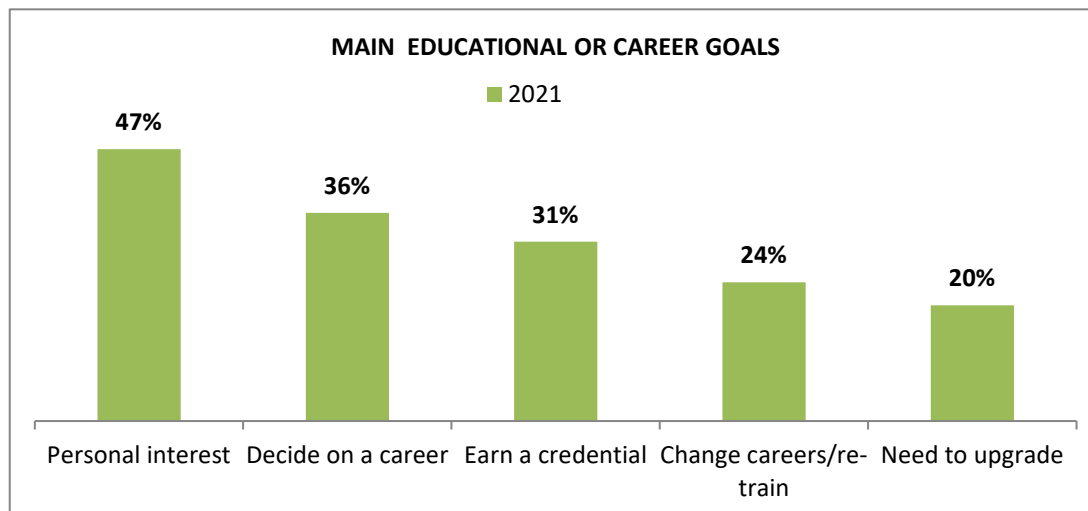
Reasons for Attending						Change 2020
	2017	2018	2019	2020	2021	to 2021
Affordable tuition	45%	49%	50%	52%	49%	-3%
Close to home	42%	43%	49%	43%	48%	5%
Program/course selection	41%	39%	44%	43%	46%	3%
Personal attention/small classes	32%	30%	35%	29%	30%	1%
Reputation of Selkirk	23%	21%	19%	22%	24%	2%
Quality of instruction	20%	17%	18%	19%	20%	1%
Region/lifestyle (arts, culture, recreation)	10%	8%	18%	18%	19%	1%
Applied learning opportunities (co-op, practicum, etc)	-	-	12%	11%	16%	5%
Ability to transfer	-	-	17%	13%	12%	-1%
Availability of scholarships/bursaries/awards	7%	8%	11%	10%	10%	0%
Financial constraints	9%	9%	10%	8%	8%	0%



## MAIN EDUCATIONAL OR CAREER GOALS FOR ENROLLING

Select all that apply

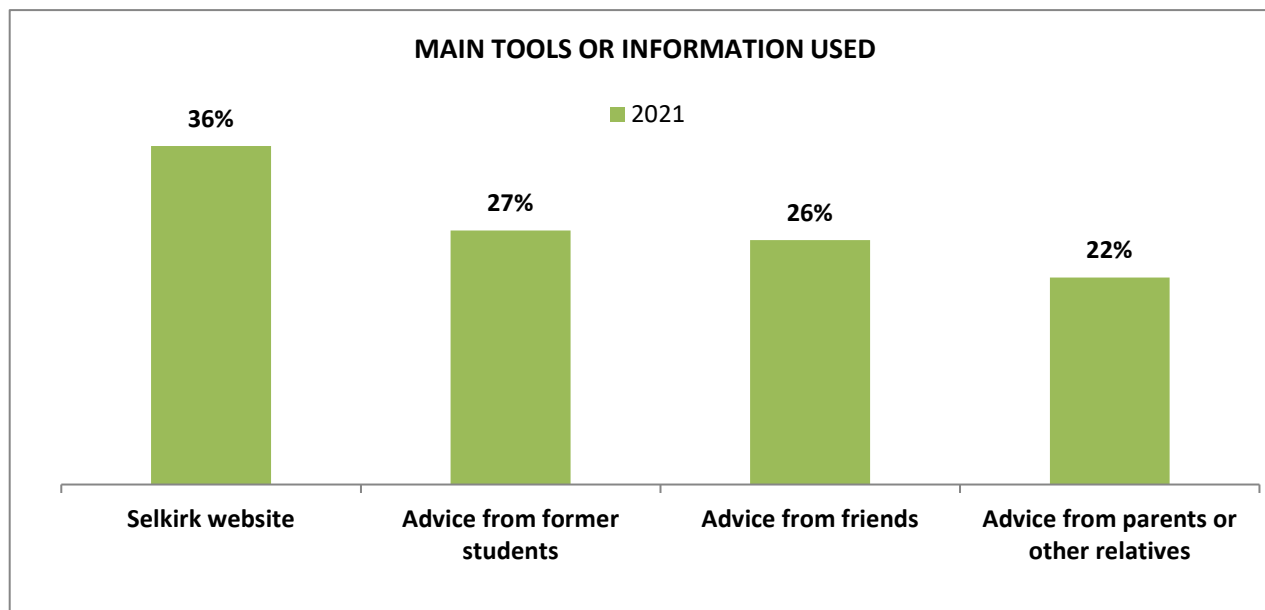
Educational or Career Goals						Change 2020
	2017	2018	2019	2020	2021	to 2021
Personal interest	33%	34%	48%	45%	47%	2%
Decide on a career	35%	35%	39%	38%	36%	-2%
Earn a credential	43%	47%	28%	28%	31%	3%
Change careers/re-train	-	-	16%	18%	24%	6%
Need to upgrade	17%	17%	14%	18%	20%	2%
Qualify to enter a program	11%	11%	13%	13%	12%	-1%
Add to current credentials	-	-	13%	12%	13%	1%
Prepare to transfer	13%	13%	15%	9%	10%	1%



## TOOLS OR INFORMATION USED TO HELP MAKE DECISION TO ATTEND SELKIRK

Select all that apply

Tools or Information Used	2017	2018	2019	2020	2021	Change 2020 to 2021
Selkirk website	33%	29%	38%	36%	36%	0%
Advice from former students	24%	23%	27%	31%	27%	-4%
Advice from friends	25%	23%	25%	27%	26%	-1%
Advice from parents or other relatives	23%	25%	29%	25%	22%	-3%
International Agent	~	16%	14%	16%	13%	-3%
High school Counsellor or Academic Advisor	10%	12%	14%	13%	13%	0%
Selkirk College Employee (recruiter, advisor, etc.)	11%	10%	10%	11%	11%	0%
Social media	7%	7%	8%	11%	8%	-3%
Employment Agency or Career Centre (KCDS, etc)	~	5%	6%	7%	7%	0%
Attended a Selkirk College Event	13%	14%	8%	7%	8%	1%
Selkirk College Promotional Print Material	5%	2%	6%	6%	7%	1%
College representative visiting your high school	6%	5%	6%	5%	5%	0%

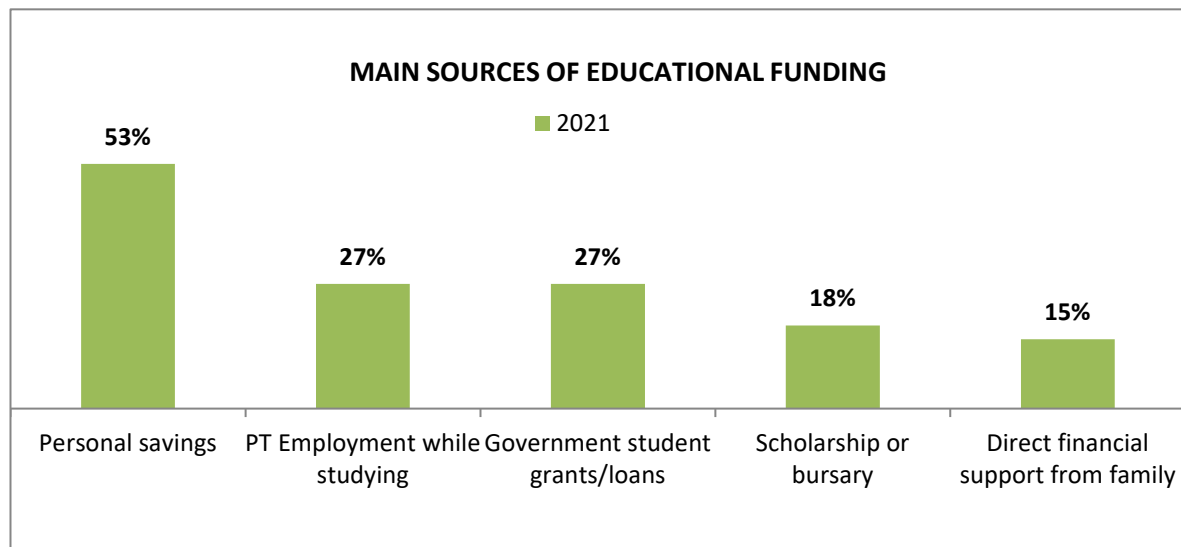




## MAIN SOURCES OF EDUCATIONAL FUNDING

Select all that apply

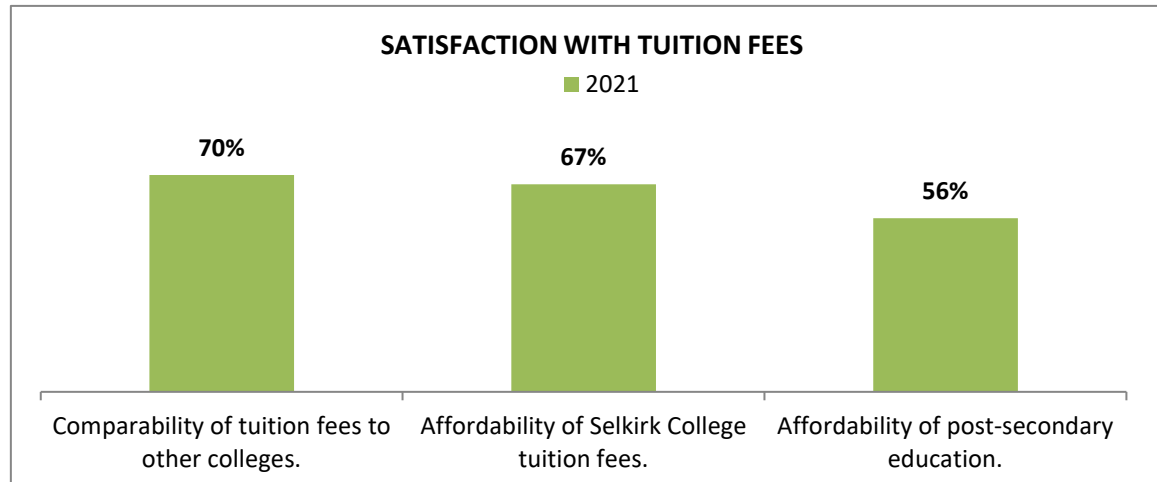
Main Sources of Funding	2017	2018	2019	2020	2021	Change 2020 to 2021
Personal savings	52%	56%	54%	56%	53%	-3%
PT Employment while studying	30%	32%	27%	30%	27%	-3%
Government student grants/loans	30%	28%	24%	28%	27%	-1%
Scholarship or bursary	17%	20%	22%	19%	18%	-1%
Direct financial support from family	24%	24%	20%	18%	15%	-3%
Employment during school breaks	14%	16%	17%	13%	9%	-4%
Loan from family	16%	17%	15%	12%	10%	-2%
Personal bank loan or credit card debt	9%	11%	11%	10%	7%	-3%
Registered Education Savings Plan (RESP)	8%	7%	5%	6%	5%	-1%
FT Employment while studying	3%	4%	4%	4%	5%	1%
Employment insurance	5%	6%	2%	4%	9%	5%
Band or other First Nations Sponsorship	-	-	1%	2%	1%	-1%



## SATISFACTION OF TUITION FEES

*% Very Satisfied or Somewhat Satisfied*

Satisfaction of Tuition Fees	2017	2018	2019	2020	2021	Change 2020 to 2021
Comparability of tuition fees to other colleges.	69%	71%	63%	69%	70%	1%
Affordability of Selkirk College tuition fees.	64%	65%	57%	66%	67%	1%
Affordability of post-secondary education.	48%	53%	45%	54%	56%	2%



## ONLINE/REMOTE LEARNING INFORMATION

% of respondents

<b>% Very Satisfied or Somewhat Satisfied</b>	<b>2021</b>
Your overall online/remote learning experience this fall/winter	66%

<b>Previous Online/Remote Learning</b>	<b>2021</b>
First time taking a fully online or remote course(s)	46%
Completed at least one <b>fully</b> online/remote course before	36%
Completed at least one online/remote course before	13%
Remote/online course at the end of the Winter semester only	5%

## ONLINE/REMOTE LEARNING EXPERIENCE

% Strongly Agree or Agree

<b>Online/Remote Learning Experience</b>	<b>2021</b>
I feel I am on track to achieving my educational goals	82%
I received all of the information I needed about how my courses would be delivered	79%
I feel like I have received an excellent education	75%
I can achieve my course-learning outcomes through online/remote/blended learning	73%
The course technology was an effective medium to use for instruction	72%
Technical issues/problems were resolved in a timely manner	72%
I found online/remote learning to be equally effective	41%

<b>Course Delivery Preference</b>	<b>2021</b>
In the classroom	38%
A mix between online/remote and in-person	36%
All online at my own pace (pre-recorded lectures)	16%
All online with live, real-time lectures	10%

