

# Ontario Colleges of Applied Arts and Technology

## KPI Student Satisfaction and Engagement Survey

### Seneca College

*The information asked for in this survey is collected under the legal authority of subsection 8(2) of Ontario Regulation 34/03 made under the Ontario Colleges of Applied Arts and Technology Act, 2002. The information is used for the administrative and statistical purposes of the college and the ministry, and the publication of the Employment Profile. Only collective information will be reported - individual responses will be kept confidential.*

This survey provides you with an opportunity to give feedback about your program and your college. It is not an evaluation of this specific course, subject or teacher.

Please do not mark in this area.

0	1	2	3	4	5	6	7	8	9
0	1	2	3	4	5	6	7	8	9
0	1	2	3	4	5	6	7	8	9
0	1	2	3	4	5	6	7	8	9

#### SECTION A:

1. Please mark the alphanumeric code identifying your program and campus in the following selection box. A list of codes has been printed on the back of the instruction sheet provided to you.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
0	1	2	3	4	5	6	7	8	9																
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z

2. In which semester/term/level are you currently enrolled?

1	2	3	4	5	6	7	8	Other
①	②	③	④	⑤	⑥	⑦	⑧	⑨

**SECTION B:** Please think about how the learning experiences in THIS PROGRAM relate to YOUR future, and then rate the importance of, and YOUR SATISFACTION with the following:

(If you choose 'NOT APPLICABLE', move to the next question. Do not complete the IMPORTANCE or SATISFACTION questions.)

*This program...*

#### IMPORTANCE

#### SATISFACTION

NOT APPLICABLE
Not Important
Important
Very Dissatisfied
Neither Satisfied nor Dissatisfied
Very Satisfied

3. Provides you with skills and abilities specific to your chosen career.	N	1	2	1	2	3	4	5
4. Provides you with skills and abilities helpful for your future life outside of work. ....	N	1	2	1	2	3	4	5
5. Helps you understand your career options. ....	N	1	2	1	2	3	4	5
6. Develops your writing skills. ....	N	1	2	1	2	3	4	5
7. Develops your speaking skills. ....	N	1	2	1	2	3	4	5
8. Develops your math skills. ....	N	1	2	1	2	3	4	5
9. Develops your ability to work with others. ....	N	1	2	1	2	3	4	5
10. Develops your ability to solve problems. ....	N	1	2	1	2	3	4	5
11. Develops your computer skills. ....	N	1	2	1	2	3	4	5
12. Helps you understand further education opportunities. ....	N	1	2	1	2	3	4	5
13. OVERALL, your program is giving you knowledge and skills that will be useful in your future career. ....		1	2	1	2	3	4	5

**SECTION C:** Please think IN GENERAL about ALL your courses and ALL your teachers in this program, and then rate the importance of, and YOUR SATISFACTION with the following:

(If you choose 'NOT APPLICABLE', move to the next question. Do not complete the IMPORTANCE or SATISFACTION questions.)

**IMPORTANCE**

**SATISFACTION**

	NOT APPLICABLE	Not Important	Important	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
14. Teachers are up-to-date/current in their fields. ....	(N)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
15. Teachers' presentation of the subject material. ....	(N)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
16. Helpfulness of teachers outside of class. ....	(N)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
17. Promptness of feedback on your work. ....	(N)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
18. Helpfulness of feedback on your work. ....	(N)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
19. Quality of the learning experiences related to the background theory and concepts of your program. ....	(N)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
20. Quality of the learning experiences related to the practical skills or hands-on aspects of your program. ....	(N)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
21. Quality of the learning experiences related to any online instruction. ....	(N)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
22. Quality of field placements, clinical experiences, internships or co-op work terms. ....	(N)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
23. Usefulness of assigned course materials (e.g., books, other readings, software, etc.). ....	(N)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
24. The OVERALL quality of the learning experiences in this program. ....		(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)

**SECTION D:** Please indicate YOUR usage of the following services. Rate how important they are to YOU, and if you used them, rate YOUR SATISFACTION with them.

**USAGE**

**IMPORTANCE**

**SATISFACTION**

	Did Not Use/ Not Available	Low Use	High Use	Not Important	Important	Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
25. Library/Resource Centre services. ....	(1) (2)	(2) (3)	(3) (4)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
26. Tutoring services. ....	(1) (2)	(2) (3)	(3) (4)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
27. Academic advising services. ....	(1) (2)	(2) (3)	(3) (4)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
28. Personal counselling services. ....	(1) (2)	(2) (3)	(3) (4)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
29. Services for students with disabilities. ....	(1) (2)	(2) (3)	(3) (4)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
30. Bookstore services. ....	(1) (2)	(2) (3)	(3) (4)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
31. International Office and other international student services. ....	(1) (2)	(2) (3)	(3) (4)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
32. Office of the Registrar services. ....	(1) (2)	(2) (3)	(3) (4)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
33. Health services. ....	(1) (2)	(2) (3)	(3) (4)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
34. Food services. ....	(1) (2)	(2) (3)	(3) (4)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
35. Campus Safety and Security services. ....	(1) (2)	(2) (3)	(3) (4)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
36. Financial Aid services (please comment on the service provided, not the amount of money received). ....	(1) (2)	(2) (3)	(3) (4)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
37. Services for finding a field placement, clinical experience, internship or co-op work term. ....	(1) (2)	(2) (3)	(3) (4)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
38. Career advising and job search assistance. ....	(1) (2)	(2) (3)	(3) (4)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)
39. The OVERALL quality of the services in the college. ....		(1) (2)	(1) (2)	(1) (2)	(1) (2)	(1) (2)	(3) (4)	(3) (4)	(4) (5)	(4) (5)

**SECTION E:** Please indicate YOUR usage of the following facilities/resources. Rate how important they are to YOU, and if you used them, rate YOUR SATISFACTION with them.

**USAGE IMPORTANCE SATISFACTION**

Did Not Use/ Not Available    Low Use    High Use    Not Important    Important    Very Dissatisfied    Dissatisfied    Neither Satisfied nor Dissatisfied    Satisfied    Very Satisfied

40. Library facilities/resources (e.g., physical space, books, journals, online databases).....	1	2	3	1	2	1	2	3	4	5
41. Internet connectivity.....	1	2	3	1	2	1	2	3	4	5
42. Lab/shop facilities.....	1	2	3	1	2	1	2	3	4	5
43. Individual/group study space.....	1	2	3	1	2	1	2	3	4	5
44. Social spaces (e.g., lounge areas).....	1	2	3	1	2	1	2	3	4	5
45. Recreation and athletics facilities.....	1	2	3	1	2	1	2	3	4	5
46. Accessibility of buildings, classrooms, and lab/shops for students with disabilities.....				1	2	1	2	3	4	5
47. Cleanliness of buildings and rooms (e.g., classrooms, hallways, study spaces, washrooms).....				1	2	1	2	3	4	5
48. General condition of buildings and campus grounds.....				1	2	1	2	3	4	5
49. The OVERALL quality of the facilities/resources in the college.....				1	2	1	2	3	4	5

**SECTION F:** Please rate the importance of, and your satisfaction with:

50. The usefulness of the college program information you received before your first class.....	1	2	1	2	3	4	5
51. The concern of people at this college for your success.....	1	2	1	2	3	4	5
52. Your overall college experience.....	1	2	1	2	3	4	5

**SECTION G:** Please think IN GENERAL about all your courses and experiences at this college.

*This college...*

53. Encourages you to spend time on your coursework.....	1	2	3	4	5
54. Provides support to deal with your coursework.....	1	2	3	4	5
55. Provides support to deal with your non-academic responsibilities (e.g., work, family, etc.).....	1	2	3	4	5
56. Provides information on social opportunities.....	1	2	3	4	5
57. Provides information on student financial aid services.....	1	2	3	4	5
58. Has at least one person you can rely on for useful information (e.g., teacher, counsellor, other staff, student).....	1	2	3	4	5
59. Provides you with challenging courses.....	1	2	3	4	5

**SECTION H:** Please think IN GENERAL about all your courses and experiences at this college.

*How often do you...*

60. Participate in class discussions?.....	1	2	3	4	5
61. Present information to your class?.....	1	2	3	4	5
62. Work with other students on assignments/projects?.....	1	2	3	4	5
63. Review an assignment/project before submitting it?.....	1	2	3	4	5
64. Complete homework assignments/projects on time?.....	1	2	3	4	5
65. Discuss your course performance with a teacher?.....	1	2	3	4	5
66. Work hard to meet the demands of your courses?.....	1	2	3	4	5

**SECTION I: The college is interested in understanding demands on students' time while at college.**

**Estimate to the nearest hour, how many hours you spend in a typical 7-day week doing each of the following:**

	None	1-5 hours	6-10 hours	11-15 hours	16-20 hours	21-25 hours	More than 25 hours
67. Traveling to and from the college. ....	1	2	3	4	5	6	7
68. Coursework outside of class. ....	1	2	3	4	5	6	7
69. Participating in college activities other than attending classes or labs. ....	1	2	3	4	5	6	7
70. Participating in volunteer activities. ....	1	2	3	4	5	6	7
71. Working for pay. ....	1	2	3	4	5	6	7
72. Providing care for dependents (e.g., children, spouse/partner, relatives, etc.). ....	1	2	3	4	5	6	7

**SECTION J: To help us group responses, please provide the following information about yourself: (No information which could identify an individual will be reported.)**

73. You identify as:  
 1 Female     2 Male     3 Other gender identity

74. Your age is:  
  0  1  2  3  4  5  6  7  8  9  
 0  1  2  3  4  5  6  7  8  9

75. Your first language is:  
 1 English     2 French     3 Other

76. The education you completed before entering this program includes: (Select all that apply.)  
 1 High school diploma     5 Some university  
 2 College upgrading     6 University degree  
 3 Some previous college     7 Other  
 4 College diploma     8 None of the above

77. Your main goal in enrolling in this program is: (Select only one.)  
 1 To prepare for employment/career  
 2 To prepare for further college or university study  
 3 To pursue an interest or for personal development  
 4 Other

78. You are registered as a:  
 1 Full-time student     2 Part-time student

79. Are you enrolled at Seneca College on an International Study permit?  
 1 Yes     2 No

80. Has either of your parents/guardians ever attended a university or college?  
 1 Yes     2 No

81. Do you consider yourself to have a physical, intellectual, mental health or learning disability?  
 1 Yes     2 No     3 Prefer not to say

82a. Do you want to self-identify as an Aboriginal Person? (An Aboriginal person is considered a person related to, or descended from, the Original Peoples of Canada.)  
 1 Yes    **Go to Question 82b**     2 No

82b. Select the description(s) that you self-identify with:  
 1 First Nation (Status/Non-Status Indian)  
 2 Métis  
 3 Inuk (Inuit)  
 4 I use an alternative term to describe my Aboriginal ancestry and/or identity (e.g. Anishinaabe, Treaty #3).  
 Specify: \_\_\_\_\_

83. I feel proud to be a Seneca student and would recommend it to a friend or family member.  
 1 Strongly Disagree     4 Agree  
 2 Disagree     5 Strongly Agree  
 3 Neither agree nor disagree

84. I am confident that I am in the right program at Seneca.  
 1 Strongly Disagree     4 Agree  
 2 Disagree     5 Strongly Agree  
 3 Neither agree nor disagree

85. I am most interested in help with: (Please select one.)  
 1 Developing study skills     6 Employment/career opportunities  
 2 Time management     7 Personal counselling  
 3 English     8 Financial planning  
 4 Mathematics     9 Other  
 5 Dealing with difficult courses

86. After graduation from my program, I plan to: (Please select one.)  
 1 Pursue a diploma program at Seneca     7 Set up a personal business  
 2 Pursue a graduate certificate program at Seneca     8 Other  
 3 Pursue a degree program at Seneca  
 4 Pursue a program at another college  
 5 Pursue a program at a university  
 6 Obtain employment

87. My preferred method to communicate with Seneca College is: (Please select one.)  
 1 In person     4 Live Chat     7 Phone  
 2 Email     5 Facebook, Twitter, etc.     8 Other  
 3 Text message     6 Blackboard