



**THOMPSON
RIVERS
UNIVERSITY**

Integrated
Planning &
Effectiveness

Fall 2023 Course Evaluation

Administration and
Results



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Summary

Thompson Rivers University (TRU) administered ‘every course, every time’ on campus course evaluations in fall 2023. This was the seventeenth full implementation, with 1,584 courses included to be evaluated.¹ Evaluations were administered in class for all courses during the last three weeks of classes (or equivalent).

The majority of Kamloops and Williams Lake evaluations took place between November 13th and December 1st, and School of Trades and Technology (Trades) evaluations took place during the months of September, October, November, and December (Figure 1). Course evaluations continued to be administered as per the regular process as the majority of on-campus courses returned to being taught in-person.

Figure 1. Course evaluation summary

Total		Kamloops	Williams Lake	Trades
2	Campuses			
9	Faculties and Schools	8	4	1
581 ²	Faculty Members	526	21	35
1,584	Courses	1,465	50	69
37,651	Student Course Enrolment	36,459	422	770
1,444 ³	Surveys	1,340	50	54
9,971	Student Headcount	9,234	125	625
92%	Survey Participation Rate	93%	74%	85%
18,435	Total Responses	17,793	239	403
51% ⁴	Response Rate	51%	65%	62%

Participation Rate: The percentage of surveys administered out of all prepared surveys. The reasons for not participating may be or may not be known.

Response Rate: The number of valid* responses received for each participating survey as a percentage of the total course enrolments (not the attendance in class that day). *one response per enrolled student received. See Response Validation

¹ Summer semester courses are evaluated using the same course evaluation administration process as both winter and fall courses. Due to a smaller number of courses a report on the administration and results is not produced.

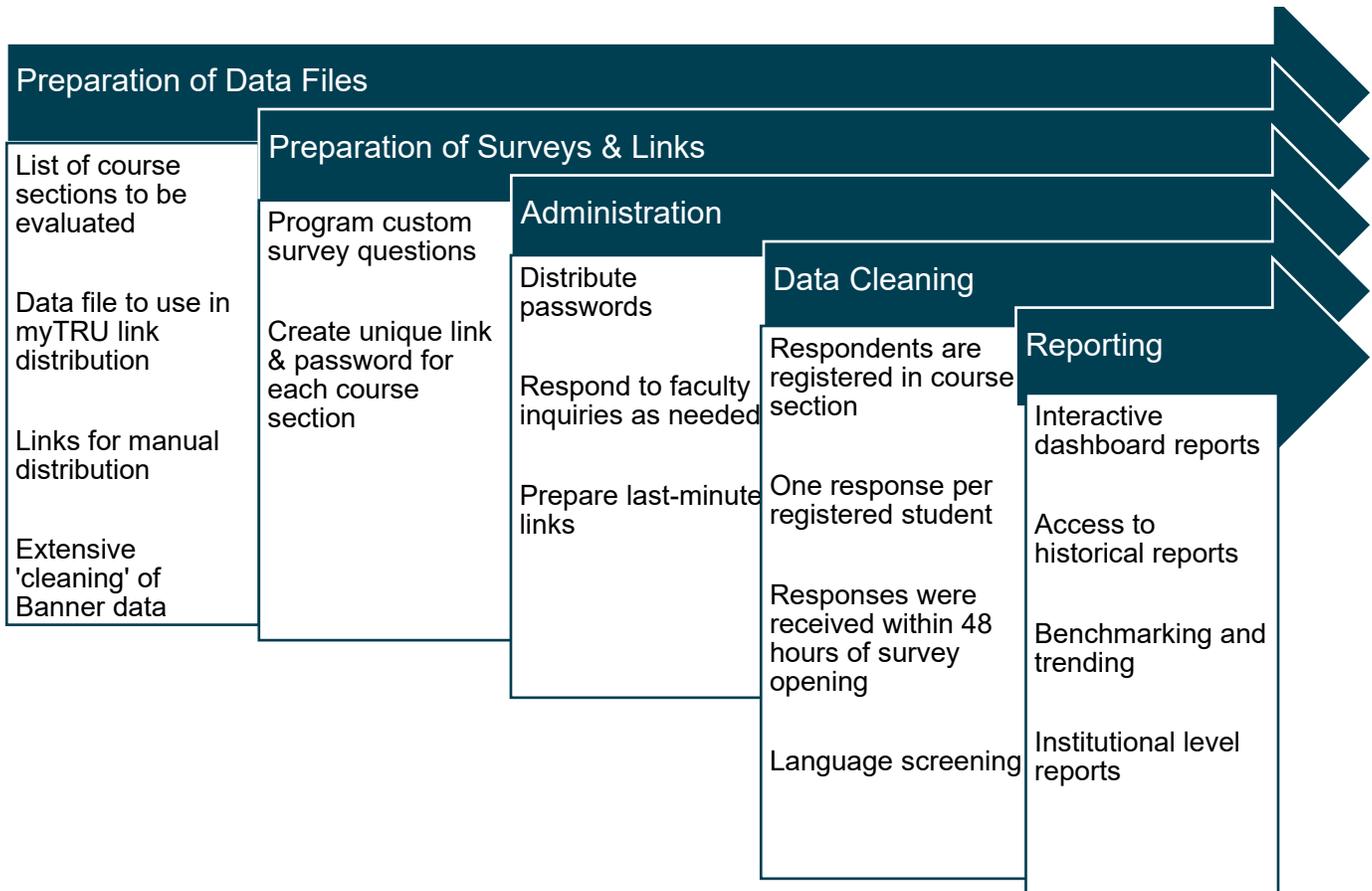
² Some instructors had course evaluations on more than one campus.

³ Some courses were set up as a combined evaluation, therefore the total number of surveys is less than the total number of included courses.

⁴ Includes only surveys that were opened.

Technical administration of the evaluations was carried out by Integrated Planning and Effectiveness (IPE). The technical administration included: preparation of data files, surveys, and links; technical administration of the survey; data cleaning; reporting; and providing technical assistance on an ad hoc basis (Figure 2).

Figure 2. Technical administration process



Preparation

Inclusion

There were 1,584 courses identified for inclusion in course evaluations, and 1,444 surveys were prepared (Figure 3). This involved 581 individual faculty members from each of the nine faculties and schools (including Williams Lake campus). Along with classroom-based, primary sections, this administration also included all Nursing practice and laboratory practice sections, as well as all Faculty of Science laboratories (Figure 3).

Figure 3. Faculty, Courses, Surveys, and Student Course Enrolments by Division - Institutional, Fall 2023

		Bob Gagliardi School of Business and Economics	Faculty of Adventure, Culinary Arts and Tourism	Faculty of Arts	Faculty of Education and Social Work	Faculty of Law	Faculty of Science	Faculty of Student Development	School of Nursing	School of Trades and Technology	Total
Faculty Members	#	101	34	99	88	27	140	5	62	35	581
	%	17%	6%	17%	15%	5%	24%	1%	11%	6%	100%
Courses	#	304	66	284	218	32	439	27	145	69	1,584
	%	19%	4%	18%	14%	2%	28%	2%	9%	4%	100%
Surveys	#	295	66	280	206	32	350	16	145	54	1,444
	%	20%	5%	19%	14%	2%	24%	1%	10%	4%	100%
Enrolment	#	9,318	1,403	8,570	3,446	1,276	9,903	207	2,758	770	37,651
	%	25%	4%	23%	9%	3%	26%	1%	7%	2%	100%

Considerations for Administration

Several considerations guided the inclusion and administration process. In addition to following guiding documents, centralizing course evaluations included incorporating existing processes of some academic areas while introducing a completely new process in other areas. Specifically:

- [Student Course Evaluations - Principles and Procedures](#) approved by the Teaching and Learning Committee (formerly The Instructional Development and Support Committee (IDSC)) and presented to Senate (January 23rd, 2019)
- Memorandum of Settlement between TRU and TRUFA (July 21st, 2015)
- Custom surveys: Law, Science, English as a Second Language, Education and Skills Training Program, Nursing practice and lab practice section types, and Biological Sciences labs

- Student confidentiality – course evaluations with less than 5 responses cannot be viewed, as is consistent with the practice of BCStats and current interpretation of the BC Statistics Act (BC Ministry of Technology, Innovation and Citizens’ Services)

Figure 4. Criteria for Inclusion or Exclusion

Criteria for Inclusion
-Lecture or combined section type
-Primary section
-Nursing practice or lab practice section type
-Science lab section type
-Co-op work
-Course ending within, or attached to, fall 2023
-Campus Kamloops and Williams Lake
-Trades and Technology courses
Criteria for Exclusion
-Seminar, lab (excluding Science labs), field, practicum, thesis, directed studies, exchange, or PLAR section types
-Non-graded support sections
-Courses not ending in, or attached to, fall 2023
-Open Learning courses
-Course section numbers designating BC Campus
-Continuing education courses

After proposed course inclusion lists were prepared based on the standard criteria for evaluation (see Figure 4 for criteria for inclusion or exclusion), IPE sent a list of courses to each dean’s office in Kamloops (and the Williams Lake campus coordinator) on October 3rd, with a request for response by October 16th.

After the list of courses was finalized, a notification email was sent from IPE on October 23rd to each faculty member included in the administration. The email detailed which of the individual’s courses were included, and briefly explained the evaluation process (including contact information for IPE and the Centre for Excellence in Learning and Teaching (CELT) and a link to the [FAQ web page](#)).

To accommodate continuous-entry Trades courses, course lists and surveys were prepared each month in anticipation of the following month. The lists were sent directly to the Trades chairs. Data validation and reporting was completed in November 2023 for evaluations that took place in September and October, and in January 2024 for evaluations that took place in November and December.

Administration

Distribution of Survey Links

As detailed under the box to the right, *Survey Response Data Integrity: Implementation*, most course survey links were made available to students through their myTRU portals. This protocol was chosen in response to a specific request from the TRU Students' Union (TRUSU). IPE prepared a data file containing the survey link and course detail (faculty name, CRN, etc.), which was then posted to the Student Course Evaluation myTRU channel by an IPE software analyst. The channel was populated with data from the survey link file according to each students' current course registrations.

IPE provided the main Kamloops file of survey links and course detail to the IPE software analyst for posting to student myTRU portals on November 6th; after this deadline, changes to the course lists were accommodated manually and links were provided directly to faculty members.

IPE supported the manual distribution of several course evaluations due to any of the following reasons:

- requests for changes submitted after the deadline,
- course sections running outside of the regular schedule,
- course sections where there was a mismatch between the section students were registered in and were taught in,
- students not registered in the course section,
- continuous entry course sections, or
- faculty requesting the survey link.

In total, 91% of all survey links were distributed via myTRU:

- 1,315 links distributed via myTRU (95% Kamloops, 80% Williams Lake),
- 129 links distributed by email directly to faculty members (5% Kamloops, 20% Williams Lake, 100% Trades).

Distribution of Passwords

As detailed under *Survey Response Data Integrity: Implementation*, each course survey link was assigned a unique password. The passwords were randomly generated using Norton IdentitySafe and were programmed into each survey. The passwords were individually distributed to faculty members using their official TRU email addresses.

Survey Response Data Integrity: Implementation

Ensuring the highest possible survey participation rates was balanced with the need to ensure the highest possible integrity of survey data. To this end, the following protocols were followed for all surveys (see exclusions below):

Students were required to sign in to their secure myTRU accounts in order to access the survey links.

Survey links were made available to students with a current registration in the course section.

Each survey was protected with a unique password.

The password was provided to the faculty member just prior to the survey administration period; in most cases (91%), faculty members were not provided with the link to the actual survey.

Faculty members were provided with a direct phone number to contact IPE for technical questions during the evaluation period.

Exceptions to the above protocols were rare and included course sections that required evaluation before the myTRU implementation, course sections that were included after the IPE deadlines, or a few rare instances of technical difficulty.

Each faculty member received one email with password per course section. Most passwords were emailed to faculty members on November 8th.

Kamloops Timeline

Faculty members chose the date that they opened their course evaluation survey during the last three weeks (or equivalent) of their classes. Surveys were opened when the faculty member chose to provide the unique password to students. In Kamloops, most surveys were opened toward the end of the three-week period, with 81% opened in the two last weeks (Figure 5). Eighteen percent (18%) of the surveys were opened during the first week. Figure 6 shows that 12% of surveys were opened on a Friday, with the majority of the responses received between Monday and Thursday.

Figure 5. Kamloops surveys opened by week – Fall 2023

	# of Surveys Opened	% of Surveys Opened	# of Responses Received	% of Responses Received
Early (before November 13th)	25	2%	279	2%
Week 1 (November 13th - November 19th)	188	15%	3,173	18%
Week 2 (November 20th - November 26th)	472	38%	6,871	39%
Week 3 (November 27th onward)	562	45%	7,470	42%
Total	1,247	100%	17,793	100%

Figure 6. Kamloops surveys opened by weekday – Fall 2023

	# of Surveys Opened	% of Surveys Opened	# of Responses Received	% of Responses Received
Sunday	20	2%	117	1%
Monday	193	15%	2,747	15%
Tuesday	344	28%	5,243	29%
Wednesday	292	23%	4,264	24%
Thursday	232	19%	3,106	17%
Friday	160	13%	2,278	13%
Saturday	6	0%	38	0%
Total	1,247	100%	17,793	100%

Data Cleaning

Survey Response Data Validation

To ensure the highest possible quality of response data and to encourage buy-in from all stakeholders, each individual survey response underwent several validity checks. Primarily:

1. The student was registered in the course.
2. The student submitted a single response.
3. The response was received within 48 hours of the survey opening.

For a more detailed process see the Responses Validation Process chart in **Appendix B – Response Validation Process**.

Student TID

After students gain entry to the survey with the unique course password, the survey instrument requires them to provide their TID. IPE programmed a validation mask that required the student to enter a 9-character ID (starting with “T”) before they could proceed with the survey.

Please provide your TID

This information will be used only to track survey completion and will not be shared with your instructor.
(example: T12345678)

Please use your 9-character TID

T

TID error message

The student TID is used to check that the respondent is enrolled in the course section for which they have completed a survey. This check is redundant to the requirement that most students access the survey through myTRU. It is also used to check for duplicate responses.

Duplicate Responses

Responses were determined to be duplicates if they had the same student TID in a course section. The first completed response was retained.

48 Hour Response Window

The exact time stamp (hours, minutes) of the first valid response to a given course section survey determined the opening of the 48-hour response window. The time stamp on each subsequent submission for that course section was compared to the first-time stamp; responses that were received more than 48 hours (2,880 minutes) after the first time stamp were considered invalid.

All School of Nursing practice courses and Cooperative Education courses were excluded from this validity check and will continue to be moving forward.

Survey Response Data Integrity: Validation

Ensuring that only registered students in each course completed the survey is a top priority. To guarantee the reliability of response data:

Students were required to provide their TID before completing the survey.

Each individual response TID was compared with the registrations for that course; only responses from registered students were validated.

In the case of mismatches between respondent TID and course registration, the records were checked manually prior to deletion.

Only the first completed response for each student in each course was retained; duplicate responses were manually examined and deleted.

Only responses received within 48 hours of the survey opening (the first password-protected response was received) were retained; overdue responses were manually examined and deleted.

Where possible, invalid student TIDs were automatically repaired by changing the letter ‘o’ to ‘0’ and by adding ‘T’ and preceding ‘0’.*

Where specifically advised, obsolete ‘9-IDs’ were manually corrected.

* Due to the large volume of responses, these corrections were accomplished with an automatic script

Duration of Survey Responses

The majority of the surveys were completed within the duration of an hour, with 90% of surveys completed within 10 minutes or less. Compared to fall 2022, there was no change in percentage of surveys completed within 10 minutes or less. The duration completion time was calculated in minutes, from the time each respondent opened their survey to when they submitted it (Figure 7).

Figure 7. Survey duration completion time - Institutional

	Fall 2021	Fall 2022	Fall 2023
10 minutes or less	89%	90%	90%
11 to 20 minutes	8%	6%	6%
21 to 30 minutes	1%	1%	1%
1 hour +	3%	2%	3%

Law, Science, English as a Second Language, Education and Skills Training Program, Nursing theory, practice and lab practice section types, and Biological Sciences labs were evaluated using custom survey instruments. The duration completion times for each questionnaire are available in **Appendix C – Custom Survey Instrument: Completion Time**.

Time to Submit after Survey Open

Overall, 29% of surveys had responses submitted after the 48-hour window (late responses), which is a decrease of 1% from fall 2022 (30%) and a decrease of 7% when compared to fall 2021 (36%). Of the 380 surveys that had responses submitted after 48 hours, 58% had one late response, 28% had two or three late responses, and 13% of surveys had four or more late responses (Figure 9).

Figure 8. Surveys with responses submitted after the 48-hour window

	Fall 2021			Fall 2022			Fall 2023		
	Kamloops	Williams Lake	Trades & Technology	Kamloops	Williams Lake	Trades & Technology	Kamloops	Williams Lake	Trades & Technology
# of surveys that received responses outside of the 48-hour window	471	10	7	364	2	4	368	6	6
% of surveys that received responses outside of the 48-hour window	37%	22%	15%	31%	5%	9%	29%	16%	13%
# of responses over 48-hour window	1,060	22	14	833	2	5	812	9	7
% of responses over 48-hour window	7%	6%	3%	5%	1%	1%	4%	3%	2%

Figure 9. Surveys with late responses - Institutional, Fall 2023

	1 late response	2 or 3 late responses	4 or more late responses	Grand Total
# of surveys that received responses outside of the 48-hour window	222	108	50	380
% of surveys that received responses outside of the 48-hour window	58%	28%	13%	100%
# of responses over 48-hour window	222	239	367	828
% of responses over 48-hour window	27%	29%	44%	100%

Language Screening

Starting in fall 2018, open ended responses were screened electronically for the presence of harassing or defamatory language. Student comments that were identified to contain any of the 467 predetermined harassing or defamatory words were flagged and provided to CELT for review to determine if the comment should be removed. Comments that were considered defamatory based on protected characteristics contained within the [BC Human Rights Code](#) were removed from the final reports. There were no harassing or defamatory student comments identified to be removed from fall 2023 responses.

Data Cleaning Summary

A total of 20,003 responses were received during fall 2023 course evaluations which is an increase of 9% from fall 2022 (18,313 responses). Of those responses, 543 (3%) were from students who were not enrolled in the course that they evaluated, 194 (1%) were duplicate student responses, and 828 (5%) were received after 48 hours of the survey opening. The remaining total number of valid student responses was 18,435.

Figure 10. Response validation summary by campus – Fall 2023

	Total Responses (not cleaned)	# of Not Registered	Not Registered Percent	# of Duplicate TID	Duplicate TID Percent	# of Over 48-hour Window Responses	% of Over 48-hour Window Responses	Responses Received
Kamloops	19,294	501	2.6%	185	1.0%	812	4%	17,793
Williams Lake	266	14	5.3%	4	1.5%	9	3%	239
Trades & Technology	443	28	6.3%	5	1.1%	7	2%	403
Total	20,003	543	2.7%	194	1.0%	828	4%	18,435

Reporting

Overall, 92% (1,333) of the prepared surveys were administered in fall 2023 (Figure 11).

Figure 11. Survey participation rates – Fall 2021, Fall 2022, Fall 2023

		Fall 2021	Fall 2022	Fall 2023
Kamloops	Surveys Administered	92%	92%	93%
	Surveys Not Administered	8%	8%	7%
Williams Lake	Surveys Administered	79%	82%	74%
	Surveys Not Administered	21%	18%	26%
Trades & Technology	Surveys Administered	84%	87%	85%
	Surveys Not Administered	16%	13%	15%
Total Surveys Prepared		100%	100%	100%

It is important to note that these participation rates measure participation in the survey administration only (not response rates). Participation rates varied by faculty and school, ranging from 98% participation in the Bob Gaglardi School of Business and Economics, to 44% participation in the Faculty of Student Development (Figure 12). The participation rates for fall 2023 course evaluation administration across most faculties and schools have remained on par with fall 2021 and fall 2022 results.

For participation rates by department, see **Appendix A – Participation and Response Rates by Department**.

Figure 12. Survey participation rate by division - Institutional

		Surveys Administered	Surveys Not Administered
Bob Gaglardi School of Business and Economics	Fall 2021	96%	4%
	Fall 2022	97%	3%
	Fall 2023	98%	2%
Faculty of Adventure, Culinary Arts and Tourism	Fall 2021	95%	5%
	Fall 2022	74%	26%
	Fall 2023	94%	6%
Faculty of Arts	Fall 2021	93%	7%
	Fall 2022	94%	6%
	Fall 2023	94%	6%
Faculty of Education and Social Work	Fall 2021	93%	7%
	Fall 2022	90%	10%
	Fall 2023	90%	10%
Faculty of Law	Fall 2021	89%	11%
	Fall 2022	93%	7%
	Fall 2023	78%	22%
Faculty of Science	Fall 2021	88%	12%
	Fall 2022	91%	9%
	Fall 2023	92%	8%
Faculty of Student Development	Fall 2021	83%	17%
	Fall 2022	44%	56%
	Fall 2023	44%	56%
School of Nursing	Fall 2021	87%	13%
	Fall 2022	94%	6%
	Fall 2023	90%	10%
School of Trades and Technology	Fall 2021	84%	16%
	Fall 2022	87%	13%
	Fall 2023	85%	15%

Response Rates

The average institutional response rate (of participating surveys) was 51%, compared to 53% in fall 2022 and 50% in fall 2021. Aggregate response rates ranged from 78% in School of Nursing in Williams Lake to 24% in the Faculty of Education and Social Work in Williams Lake (Figure 14).

Figure 13. Historical response rates – Fall 2021, Fall 2022, Fall 2023

	Fall 2021		Fall 2022		Fall 2023	
	Responses Received	Response Rate	Responses Received	Response Rate	Responses Received	Response Rate
Kamloops	15,523	49%	16,870	53%	17,793	51%
Williams Lake	338	63%	295	70%	239	65%
Trades & Technology	495	68%	448	72%	403	62%
Total	16,356	50%	17,613	53%	18,435	51%

Figure 14. Response rates by division – Fall 2023

		Surveys #	Responses Received	Response Rate
Kamloops	Bob Gaglardi School of Business and Economics	290	4,178	45%
	Faculty of Adventure, Culinary Arts and Tourism	62	647	48%
	Faculty of Arts	258	4,060	50%
	Faculty of Education and Social Work	178	2,056	65%
	Faculty of Law	25	286	28%
	Faculty of Science	319	5,109	54%
	Faculty of Student Development	7	67	38%
	School of Nursing	111	1,390	59%
Williams Lake	Faculty of Arts	5	32	70%
	Faculty of Education and Social Work	8	17	24%
	Faculty of Science	4	14	64%
	School of Nursing	20	176	78%
Trades & Technology	School of Trades and Technology	46	403	62%
Total		1,333	18,435	51%

Course Evaluation Reports

As directed by Senate, IPE produced the following aggregated course evaluation reports made available on the CELT Student Course Evaluations website or by request to IPE:

1. Institutional report (all responses, four Senate questions only)
2. Faculty and School reports (all responses, all numeric questions)
3. Department reports (all responses, all numeric questions)

In addition to the above aggregate reports, faculty and chairs were given access to interactive dashboard reports.

Dashboard Reports

The faculty and chair reports offer enhanced reporting capabilities through interactive dashboards, such as secure access through the TRU Employee portal, access to all historical responses since the start of online course evaluations (winter 2016), ability to aggregate and filter data, view trends over time and set institutional, divisional, or departmental benchmarks. Starting in May 2019, chairs and faculty were able to download and pdf their own course evaluation reports.

Distribution

IPE published the course evaluation dashboard reports to faculty and chairs on January 4th, 2024. Faculty were required to have submitted final grades before they were able to access their course evaluation results. The deadline for grade submission for regular semester courses was December 22nd, 2023. As of January 15th, 2024, after the second grades check took place, all but one evaluated course had 90% or greater of their final grades in Banner.

Appendix A – Participation and Response Rates by Department

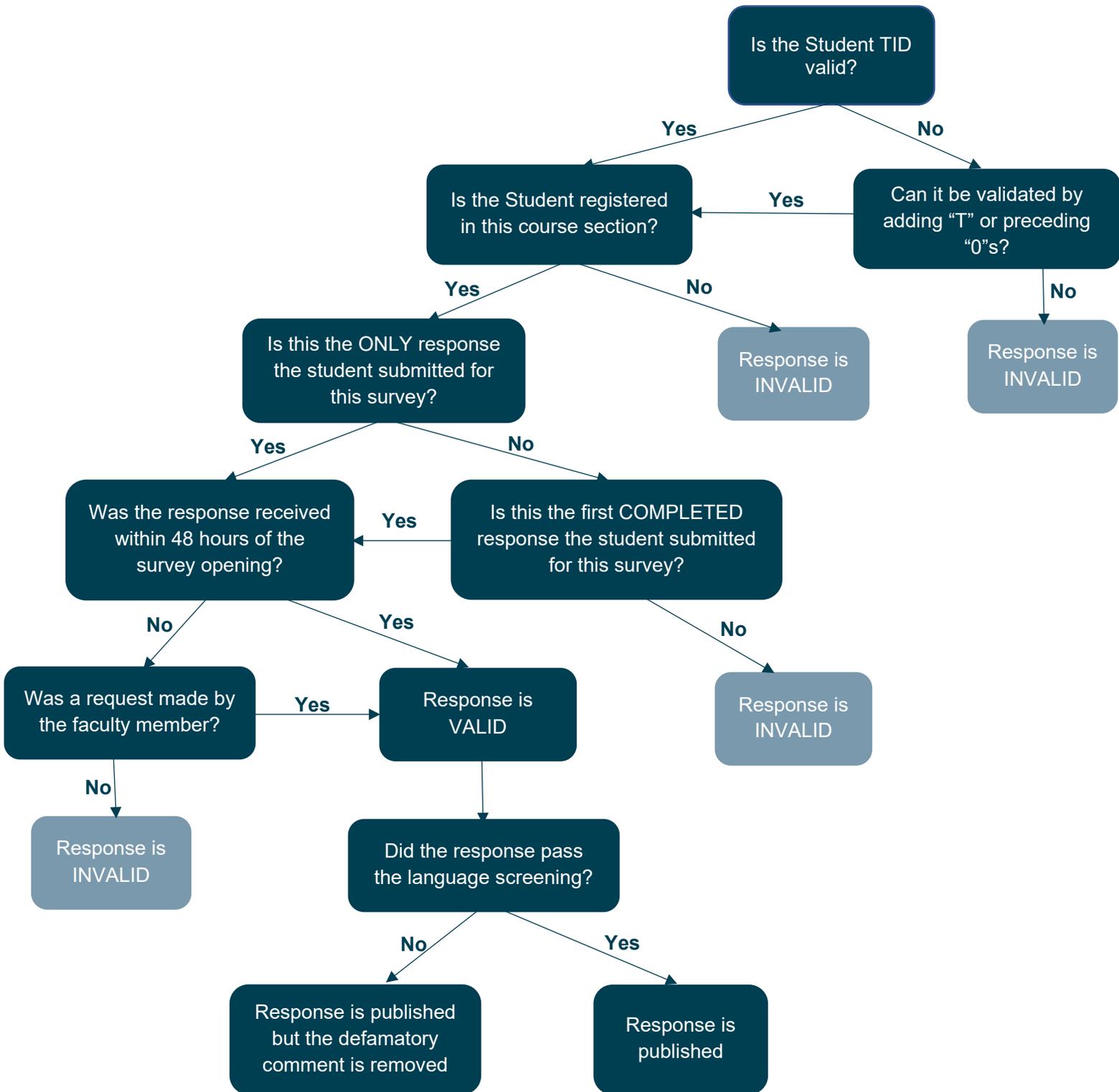
Participation Rates by Department

Division	Department	Surveys Administered		Surveys Not Administered		Total Surveys Prepared	
		#	%	#	%	#	%
Bob Gaglardi School of Business and Economics	Economics	65	94%	4	6%	69	100%
	Accounting, Finance, and Law	73	100%			73	100%
	Human Enterprise and Innovation	49	100%			49	100%
	Management, Intl Bus, Info, Supply Chain	65	98%	1	2%	66	100%
	Marketing	38	100%			38	100%
Faculty of Adventure, Culinary Arts and Tourism	Adventure Studies	16	100%			16	100%
	Tourism Management	34	94%	2	6%	36	100%
	Culinary Arts and Retail Meat	12	86%	2	14%	14	100%
Faculty of Arts	Psychology	33	97%	1	3%	34	100%
	Communication and Visual Arts	63	97%	2	3%	65	100%
	Environment, Culture, and Society	53	96%	2	4%	55	100%
	Literatures, Languages, and Performing Arts	79	90%	9	10%	88	100%
	Philosophy, History, and Politics	35	92%	3	8%	38	100%
Faculty of Education and Social Work	Social Work and Human Service	37	90%	4	10%	41	100%
	Education	83	94%	5	6%	88	100%
	English Language Learning and Teaching	32	89%	4	11%	36	100%
	University and Employment Prep	34	83%	7	17%	41	100%
Faculty of Law	Law	25	78%	7	22%	32	100%
Faculty of Science	Computing Science	46	94%	3	6%	49	100%
	Mathematics and Statistics	55	100%			55	100%
	Agricultural Related	19	100%			19	100%
	Biological Sciences	43	90%	5	10%	48	100%
	Physical Sciences	70	99%	1	1%	71	100%
	Natural Resource Sciences	35	81%	8	19%	43	100%
	Allied Health	31	76%	10	24%	41	100%
	Architectural and Engineering Technology	9	100%			9	100%
	Engineering	15	100%			15	100%
Faculty of Student Development	Career and Experiential Learning	6	40%	9	60%	15	100%
	Counselling Acad Sup and Assess	1	100%			1	100%
School of Nursing	Nursing	105	97%	3	3%	108	100%
	Health Care Assistant	26	70%	11	30%	37	100%
School of Trades and Technology	Construction Trades	28	93%	2	7%	30	100%
	Mechanical and Welding Trades	18	75%	6	25%	24	100%
Total		1,333	92%	111	8%	1,444	100%

Response Rates by Department

Division	Department	Surveys #	Responses Received	Response Rate
Bob Gaglardi School of Business and Economics	Accounting, Finance, and Law	73	1,088	47%
	Economics	65	956	49%
	Human Enterprise and Innovation	49	585	36%
	Management, Intl Bus, Info, Supply Chain	65	861	41%
	Marketing	38	688	52%
Faculty of Adventure, Culinary Arts and Tourism	Adventure Studies	16	171	55%
	Culinary Arts and Retail Meat	12	82	65%
	Tourism Management	34	394	43%
Faculty of Arts	Communication and Visual Arts	63	894	48%
	Environment, Culture, and Society	53	863	47%
	Literatures, Languages, and Performing Arts	79	1,239	57%
	Philosophy, History, and Politics	35	556	50%
	Psychology	33	540	47%
Faculty of Education and Social Work	Education	83	1,098	66%
	English Language Learning and Teaching	32	289	63%
	Social Work and Human Service	37	434	64%
	University and Employment Prep	34	252	59%
Faculty of Law	Law	25	286	28%
Faculty of Science	Agricultural Related	19	405	92%
	Allied Health	31	506	44%
	Architectural and Engineering Technology	9	103	80%
	Biological Sciences	43	740	51%
	Computing Science	46	651	43%
	Engineering	15	114	44%
	Mathematics and Statistics	55	848	48%
	Natural Resource Sciences	35	638	62%
	Physical Sciences	70	1,118	63%
Faculty of Student Development	Career and Experiential Learning	6	46	32%
	Counselling Acad Sup and Assess	1	21	72%
School of Nursing	Health Care Assistant	26	195	59%
	Nursing	105	1,371	60%
School of Trades and Technology	Construction Trades	28	207	52%
	Mechanical and Welding Trades	18	196	78%
Total		1,333	18,435	51%

Appendix B – Response Validation Process



Appendix C – Custom Survey Instrument: Completion Time

		Fall 2021	Fall 2022	Fall 2023
Animal Health Technology Distance (ANHD)	10 minutes or less	78%		
	11 to 20 minutes	15%		
	21 to 30 minutes	2%		
	1 hour +	5%		
Biology Lab	10 minutes or less	89%	84%	90%
	11 to 20 minutes	7%	12%	6%
	21 to 30 minutes	1%	1%	1%
	1 hour +	3%	3%	3%
Education and Skills Training Program (ESTR)	10 minutes or less	100%	100%	97%
	11 to 20 minutes			3%
English as a Second/Additional Language (ESAL)	10 minutes or less	82%	78%	81%
	11 to 20 minutes	11%	13%	10%
	21 to 30 minutes	2%	4%	2%
	1 hour +	5%	5%	7%
General	10 minutes or less	92%	93%	93%
	11 to 20 minutes	5%	4%	4%
	21 to 30 minutes	1%	1%	1%
	1 hour +	2%	2%	2%
Law	10 minutes or less	88%	92%	86%
	11 to 20 minutes	9%	4%	9%
	21 to 30 minutes	1%	1%	1%
	1 hour +	2%	3%	3%
Nursing Lab Practice	10 minutes or less	96%	89%	90%
	11 to 20 minutes	2%	8%	5%
	21 to 30 minutes		2%	2%
	1 hour +	2%	1%	4%
Nursing Practice	10 minutes or less	82%	78%	76%
	11 to 20 minutes	12%	15%	16%
	21 to 30 minutes	3%	2%	1%
	1 hour +	4%	5%	6%
Science	10 minutes or less	83%	86%	85%
	11 to 20 minutes	13%	10%	10%
	21 to 30 minutes	1%	1%	1%
	1 hour +	3%	2%	3%