

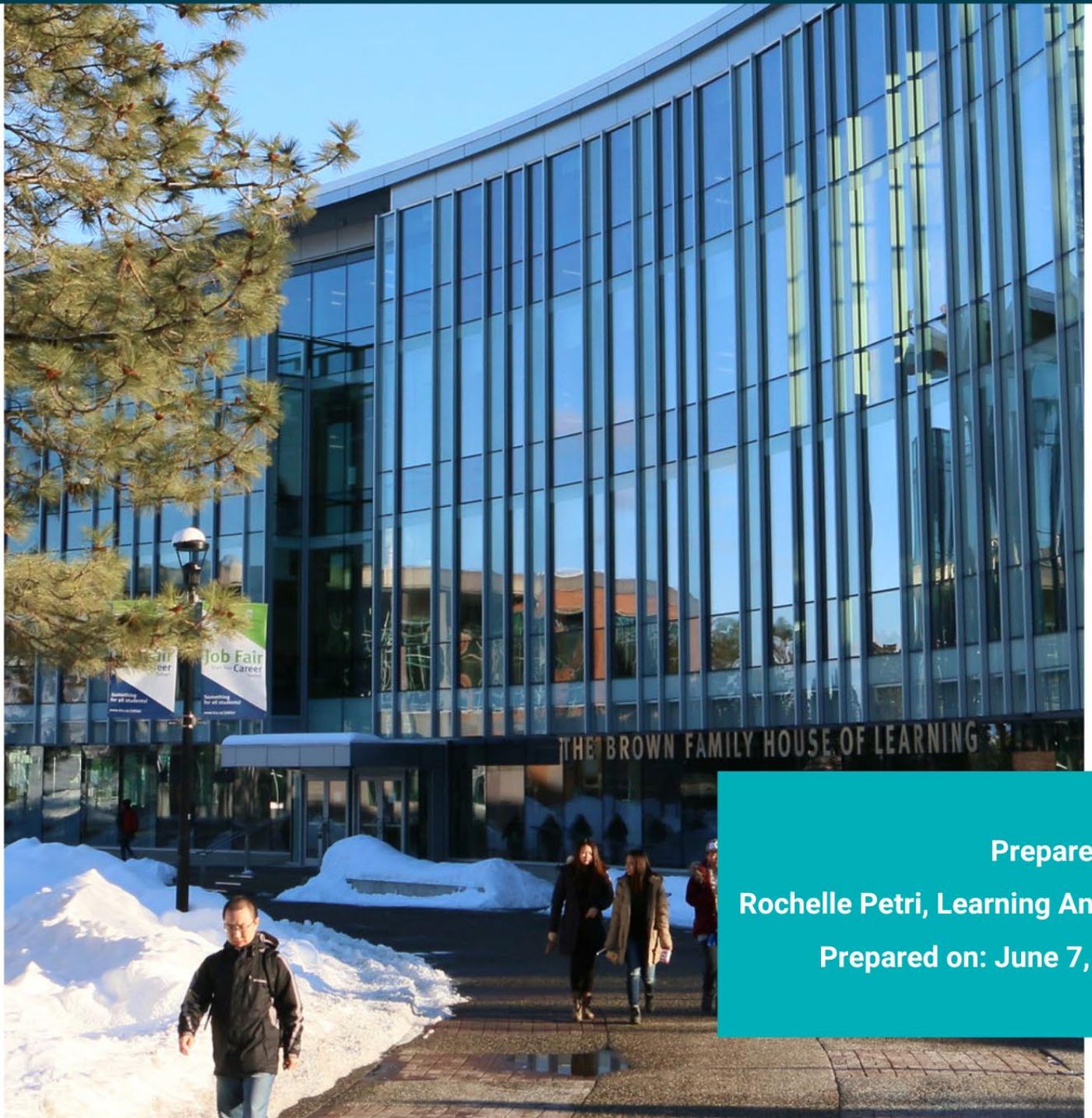


**THOMPSON
RIVERS
UNIVERSITY**

Integrated
Planning &
Effectiveness

Winter 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 winter 2023. This was the sixteenth full implementation, with 1,523 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 March 20th and April 6th, and School of Trades and Technology (Trades) evaluations took place during the months of January, February, March, and April (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
557 ²	Faculty Members	493	23	42
1,523	Courses	1,391	51	81
34,912	Student Course Enrolment	33,488	491	933
1,401 ³	Surveys	1,292	48	61
9,553	Student Headcount	8,688	182	709
92%	Survey Participation Rate	93%	83%	80%
16,207	Total Responses	15,455	284	468
51% ⁴	Response Rate	50%	72%	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.

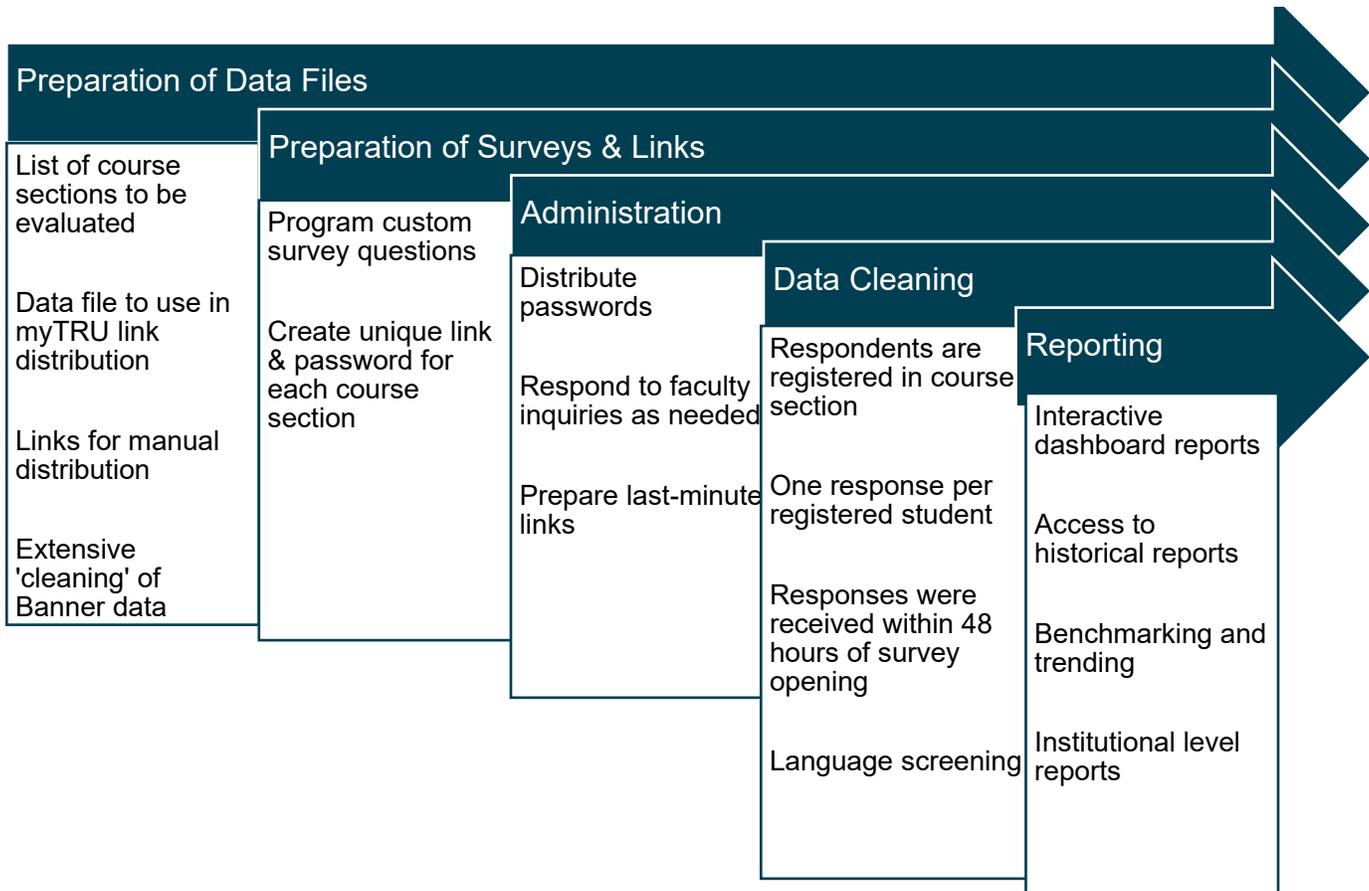
² Some instructors had course evaluations on more than one campus.

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 1,523 courses identified for inclusion in course evaluations, and 1,401 surveys were prepared (Figure 3). This involved 557 individual faculty members from each of the 9 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, Winter 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	#	94	33	92	75	34	124	9	60	42	557
	%	17%	6%	17%	13%	6%	22%	2%	11%	8%	100%
Courses	#	296	66	269	184	50	419	28	130	81	1,523
	%	19%	4%	18%	12%	3%	28%	2%	9%	5%	100%
Surveys	#	280	66	263	175	50	356	20	130	61	1,401
	%	20%	5%	19%	12%	4%	25%	1%	9%	4%	100%
Enrolment	#	8,997	1,329	7,665	2,949	1,842	8,643	259	2,295	933	34,912
	%	26%	4%	22%	8%	5%	25%	1%	7%	3%	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, Biological Sciences labs, Animal Health Technology Distance courses

- 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, winter 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, winter 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 February 6th, with a request for response by February 20th.

After the list of courses was finalized, a notification email was sent from IPE on February 27th 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 March 2023 for evaluations that took place in January and February, and in May 2023 for evaluations that took place in March and April.

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 March 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, 90% of all survey links were distributed via myTRU:

- 1,260 links distributed via myTRU (95% Kamloops, 83% Williams Lake),
- 139 links distributed by email directly to faculty members (5% Kamloops, 17% 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. Each faculty member received one email with password per course section. Most passwords were emailed to faculty members on November 9th.

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.

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 73% opened in the two last weeks (Figure 5). Twenty-two percent of the surveys were opened during the first week. Figure 6 shows that 9% 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 – Winter 2023

	# of Surveys Opened	% of Surveys Opened	# of Responses Received	% of Responses Received
Early (before March 20th)	59	5%	634	4%
Week 1 (March 20th - March 26th)	268	22%	3,832	25%
Week 2 (March 27th - April 2nd)	441	37%	6,099	39%
Week 3 (April 3rd onwards)	434	36%	4,890	32%
Total	1,202	100%	15,455	100%

Figure 6. Kamloops surveys opened by weekday – Winter 2023

	# of Surveys Opened	% of Surveys Opened	# of Responses Received	% of Responses Received
Sunday	5	0%	26	0%
Monday	247	21%	3,605	23%
Tuesday	309	26%	3,834	25%
Wednesday	284	24%	3,745	24%
Thursday	236	20%	3,005	19%
Friday	114	9%	1,225	8%
Saturday	7	1%	15	0%
Total	1,202	100%	15,455	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.

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

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.

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

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

Time to Complete Survey

The majority of the surveys were completed within an hour, with 91% of surveys completed within 10 minutes or less. Compared to winter 2022, there was a slight increase in percentage of surveys completed within 10 minutes or less. The completion time was calculated in minutes, from the time each respondent opened their survey to when they submitted it (Figure 7).

Figure 7. Survey completion time - Institutional

	Winter 2021	Winter 2022	Winter 2023
10 minutes or less	83%	89%	91%
11 to 20 minutes	11%	7%	6%
21 to 30 minutes	2%	1%	1%
1 hour +	4%	3%	2%

Law, Science, English as a Second Language, Education and Skills Training Program, Nursing theory, practice and lab practice section types, Biological Sciences labs, Animal Health Technology Distance courses were evaluated using custom survey instruments. The completion times for each questionnaire are available in Appendix C.

Time to Submit after Survey Open

Overall, 29% of surveys had responses submitted after the 48-hour window (late responses), which is an increase of 1% from winter 2022 (28%) and a decrease of 20% when compared to winter 2021 (49%). Of the 373 surveys that had responses submitted after 48 hours, 59% 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

	Winter 2021			Winter 2022			Winter 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	582	10	19	341	2	9	354	8	11
% of surveys that received responses outside of the 48-hour window	50%	29%	40%	30%	4%	18%	29%	20%	22%
# of responses over 48-hour window	1,460	21	31	687	4	10	764	14	18
% of responses over 48-hour window	14%	8%	8%	5%	1%	2%	5%	5%	3%

Figure 9. Surveys with late responses - Institutional, Winter 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	221	103	49	373
% of surveys that received responses outside of the 48-hour window	59%	28%	13%	100%
# of responses over 48-hour window	221	245	330	796
% of responses over 48-hour window	28%	31%	41%	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 winter 2023 responses.

Data Cleaning Summary

A total of 17,630 responses were received during winter 2023 course evaluations which is an increase of 14% from winter 2022 (15,488 responses). Of those responses, 433 (3%) were from students who were not enrolled in the course that they evaluated, 198 (1%) were duplicate student responses, and 796 (5%) were received after 48 hours of the survey opening. The remaining total number of valid student responses was 16,207.

Figure 10. Response validation summary by campus – Winter 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	16,802	395	2.4%	188	1.1%	764	5%	15,455
Williams Lake	306	6	2.0%	2	0.7%	14	5%	284
Trades & Technology	522	32	6.1%	8	1.5%	18	3%	468
Total	17,630	433	2.5%	198	1.1%	796	5%	16,207

Reporting

Overall, 92% (1,401) of the prepared surveys were administered in winter 2023 (Figure 11).

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

		Winter 2021	Winter 2022	Winter 2023
Kamloops	Surveys Administered	92%	94%	93%
	Surveys Not Administered	8%	6%	7%
Williams Lake	Surveys Administered	85%	78%	83%
	Surveys Not Administered	15%	22%	17%
Trades & Technology	Surveys Administered	75%	85%	80%
	Surveys Not Administered	25%	15%	20%
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 45% participation in the Faculty of Student Development (Figure 12). The participation rates for winter 2023 course evaluation administration across most faculties and schools have remained on par with winter 2021 and winter 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	Winter 2021	89%	11%
	Winter 2022	96%	4%
	Winter 2023	98%	3%
Faculty of Adventure, Culinary Arts and Tourism	Winter 2021	88%	12%
	Winter 2022	98%	2%
	Winter 2023	77%	23%
Faculty of Arts	Winter 2021	93%	7%
	Winter 2022	95%	5%
	Winter 2023	95%	5%
Faculty of Education and Social Work	Winter 2021	96%	4%
	Winter 2022	87%	13%
	Winter 2023	95%	5%
Faculty of Law	Winter 2021	88%	12%
	Winter 2022	98%	2%
	Winter 2023	90%	10%
Faculty of Science	Winter 2021	91%	9%
	Winter 2022	93%	7%
	Winter 2023	93%	7%
Faculty of Student Development	Winter 2021	100%	
	Winter 2022	83%	17%
	Winter 2023	45%	55%
School of Nursing	Winter 2021	91%	9%
	Winter 2022	89%	11%
	Winter 2023	90%	10%
School of Trades and Technology	Winter 2021	75%	25%
	Winter 2022	85%	15%
	Winter 2023	80%	20%

Response Rates

The average institutional response rate (of participating surveys) was 51%, compared to 49% in winter 2022 and 33% in winter 2021. Aggregate response rates ranged from 77% in School of Nursing in Williams Lake to 36% in the Faculty of Student Development in Kamloops (Figure 14).

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

	Winter 2021		Winter 2022		Winter 2023	
	Responses Received	Response Rate	Responses Received	Response Rate	Responses Received	Response Rate
Kamloops	9,991	32%	14,132	48%	15,455	50%
Williams Lake	259	55%	287	59%	284	72%
Trades & Technology	333	48%	454	61%	468	62%
Total	10,583	33%	14,873	49%	16,207	51%

Figure 14. Response rates by division – Winter 2023

		Surveys #	Responses Received	Response Rate
Kamloops	Bob Gaglardi School of Business and Economics	273	3,947	47%
	Faculty of Adventure, Culinary Arts and Tourism	51	577	54%
	Faculty of Arts	246	3,442	48%
	Faculty of Education and Social Work	159	1,577	61%
	Faculty of Law	45	789	49%
	Faculty of Science	324	4,021	51%
	Faculty of Student Development	9	77	36%
	School of Nursing	97	1,025	56%
Williams Lake	Faculty of Arts	5	21	66%
	Faculty of Education and Social Work	8	21	52%
	Faculty of Science	7	54	71%
	School of Nursing	20	188	77%
Trades & Technology	School of Trades and Technology	49	468	62%
Total		1,293	16,207	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 May 16th, 2023. 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 May 1st, 2023. As of May 31st, 2023, after the second grades check took place, all but three evaluated courses had 90% or greater of their final grades in Banner.

Appendix A – Participation and Response Rates by Department

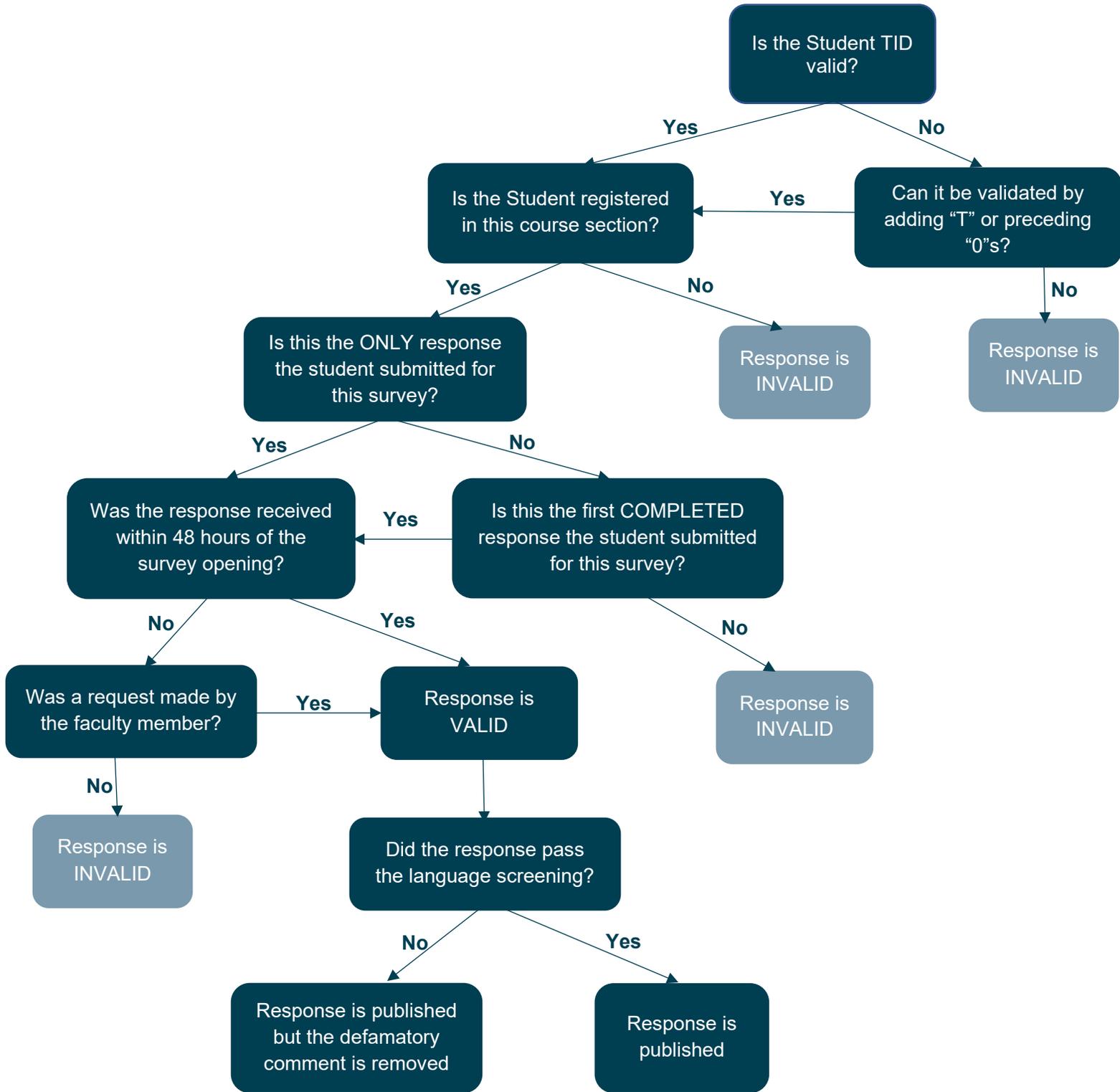
Participation Rates by Department

Division	Department	Surveys Administered		Surveys Not Administered		Total Surveys Prepared	
		#	%	#	%	#	%
Bob Gaglardi School of Business and Economics	Economics	59	94%	4	6%	63	100%
	Accounting, Finance, and Law	68	100%			68	100%
	Human Enterprise and Innovation	53	95%	3	5%	56	100%
	Management, Intl Bus, Info, Supply Chain	59	100%			59	100%
	Marketing	34	100%			34	100%
Faculty of Adventure, Culinary Arts and Tourism	Adventure Studies	9	53%	8	47%	17	100%
	Tourism Management	30	88%	4	12%	34	100%
	Culinary Arts and Retail Meat	12	80%	3	20%	15	100%
Faculty of Arts	Psychology	31	100%			31	100%
	Communication and Visual Arts	71	99%	1	1%	72	100%
	Environment, Culture, and Society	52	100%			52	100%
	Literatures, Languages, and Performing Arts	64	88%	9	12%	73	100%
	Philosophy, History, and Politics	33	94%	2	6%	35	100%
Faculty of Education and Social Work	Social Work and Human Service	35	95%	2	5%	37	100%
	Education	64	93%	5	7%	69	100%
	English Language Learning and Teaching	31	97%	1	3%	32	100%
	University and Employment Prep	37	100%			37	100%
Faculty of Law	Law	45	90%	5	10%	50	100%
Faculty of Science	Computing Science	40	100%			40	100%
	Mathematics and Statistics	44	100%			44	100%
	Agricultural Related	22	100%			22	100%
	Biological Sciences	57	93%	4	7%	61	100%
	Physical Sciences	62	94%	4	6%	66	100%
	Natural Resource Sciences	32	89%	4	11%	36	100%
	Allied Health	44	81%	10	19%	54	100%
	Architectural and Engineering Technology	10	83%	2	17%	12	100%
	Engineering	20	95%	1	5%	21	100%
Faculty of Student Development	Career and Experiential Learning	8	42%	11	58%	19	100%
	Counselling Acad Sup and Assess	1	100%			1	100%
School of Nursing	Nursing	90	90%	10	10%	100	100%
	Health Care Assistant	27	90%	3	10%	30	100%
School of Trades and Technology	Construction Trades	30	77%	9	23%	39	100%
	Mechanical and Welding Trades	19	86%	3	14%	22	100%
Total		1,293	92%	108	8%	1,401	100%

Response Rates by Department

Division	Department	Surveys #	Responses Received	Response Rate
Bob Gaglardi School of Business and Economics	Accounting, Finance, and Law	68	1,035	49%
	Economics	59	821	45%
	Human Enterprise and Innovation	53	652	44%
	Management, Intl Bus, Info, Supply Chain	59	838	49%
	Marketing	34	601	49%
Faculty of Adventure, Culinary Arts and Tourism	Adventure Studies	9	143	76%
	Culinary Arts and Retail Meat	12	92	74%
	Tourism Management	30	342	45%
Faculty of Arts	Communication and Visual Arts	71	799	43%
	Environment, Culture, and Society	52	823	52%
	Literatures, Languages, and Performing Arts	64	809	50%
	Philosophy, History, and Politics	33	492	48%
	Psychology	31	540	53%
Faculty of Education and Social Work	Education	64	711	62%
	English Language Learning and Teaching	31	309	67%
	Social Work and Human Service	35	305	52%
	University and Employment Prep	37	273	66%
Faculty of Law	Law	45	789	49%
Faculty of Science	Agricultural Related	22	398	82%
	Allied Health	44	380	30%
	Architectural and Engineering Technology	10	101	67%
	Biological Sciences	57	874	58%
	Computing Science	40	461	41%
	Engineering	20	154	53%
	Mathematics and Statistics	44	592	49%
	Natural Resource Sciences	32	355	47%
	Physical Sciences	62	760	63%
Faculty of Student Development	Career and Experiential Learning	8	52	29%
	Counselling Acad Sup and Assess	1	25	81%
School of Nursing	Health Care Assistant	27	337	67%
	Nursing	90	876	55%
School of Trades and Technology	Construction Trades	30	259	55%
	Mechanical and Welding Trades	19	209	75%
Total		1,293	16,207	51%

Appendix B – Response Validation Process



Appendix C – Custom Survey Instrument: Completion Time

		Winter 2021	Winter 2022	Winter 2023
Animal Health Technology Distance (ANHD)	10 minutes or less	85%	92%	
	11 to 20 minutes	8%	4%	
	21 to 30 minutes	4%		
	1 hour +	4%	4%	
Biology Lab	10 minutes or less	76%	87%	91%
	11 to 20 minutes	19%	10%	7%
	21 to 30 minutes	1%	1%	0%
	1 hour +	4%	1%	2%
Education and Skills Training Program (ESTR)	10 minutes or less	97%	97%	97%
	11 to 20 minutes	1%	1%	
	21 to 30 minutes	1%		3%
	1 hour +	1%	1%	
English as a Second/Additional Language (ESAL)	10 minutes or less	62%	72%	85%
	11 to 20 minutes	19%	22%	11%
	21 to 30 minutes	6%	2%	1%
	1 hour +	13%	4%	2%
General	10 minutes or less	86%	92%	93%
	11 to 20 minutes	9%	5%	4%
	21 to 30 minutes	1%	1%	1%
	1 hour +	4%	2%	2%
Law	10 minutes or less	79%	78%	87%
	11 to 20 minutes	13%	14%	9%
	21 to 30 minutes	3%	2%	1%
	1 hour +	6%	5%	4%
Nursing Lab Practice	10 minutes or less	95%	92%	89%
	11 to 20 minutes	2%	4%	6%
	21 to 30 minutes	1%	1%	2%
	1 hour +	3%	3%	3%
Nursing Practice	10 minutes or less	87%	76%	77%
	11 to 20 minutes	9%	16%	14%
	21 to 30 minutes	2%	3%	3%
	1 hour +	2%	5%	6%
Science	10 minutes or less	77%	87%	87%
	11 to 20 minutes	15%	10%	9%
	21 to 30 minutes	3%	1%	1%
	1 hour +	4%	3%	2%