



**THOMPSON  
RIVERS  
UNIVERSITY**

Integrated  
Planning &  
Effectiveness

# Winter 2021 Course Evaluation

Administration and Results

July 2021

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## Summary

Thompson Rivers University (TRU) administered 'every course, every time' on campus course evaluations in winter 2021. This was the twelfth full implementation, with 1,458 courses included to be evaluated.<sup>1</sup> Evaluations were administered online for all courses during the last three weeks of classes (or equivalent).

The majority of Kamloops and Williams Lake evaluations took place between March 22<sup>nd</sup> and April 13<sup>th</sup>, and School of Trades and Technology (Trades) evaluations took place during the months of December, January, February, and March (Figure 1). Course evaluations continued to be administered as per the regular process even with the majority of on-campus courses being taught virtually due to the COVID-19 pandemic.

Figure 1. Course evaluation summary

Total		Kamloops	Williams Lake	Trades
2	Campuses			
9	Faculties and Schools	8	4	1
568 <sup>2</sup>	Faculty Members	513	23	38
1,458	Courses	1,337	41	80
34,556	Student Course Enrolment	33,168	509	879
1,366 <sup>3</sup>	Surveys	1,262	40	64
9,044	Student Headcount	8,225	143	676
91%	Survey Participation Rate	92%	85%	75%
10,583	Total Responses	9,991	259	333
33% <sup>4</sup>	Response Rate	32%	55%	48%

**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 within 48 hours of survey opening. See Response Validation

<sup>1</sup> 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.

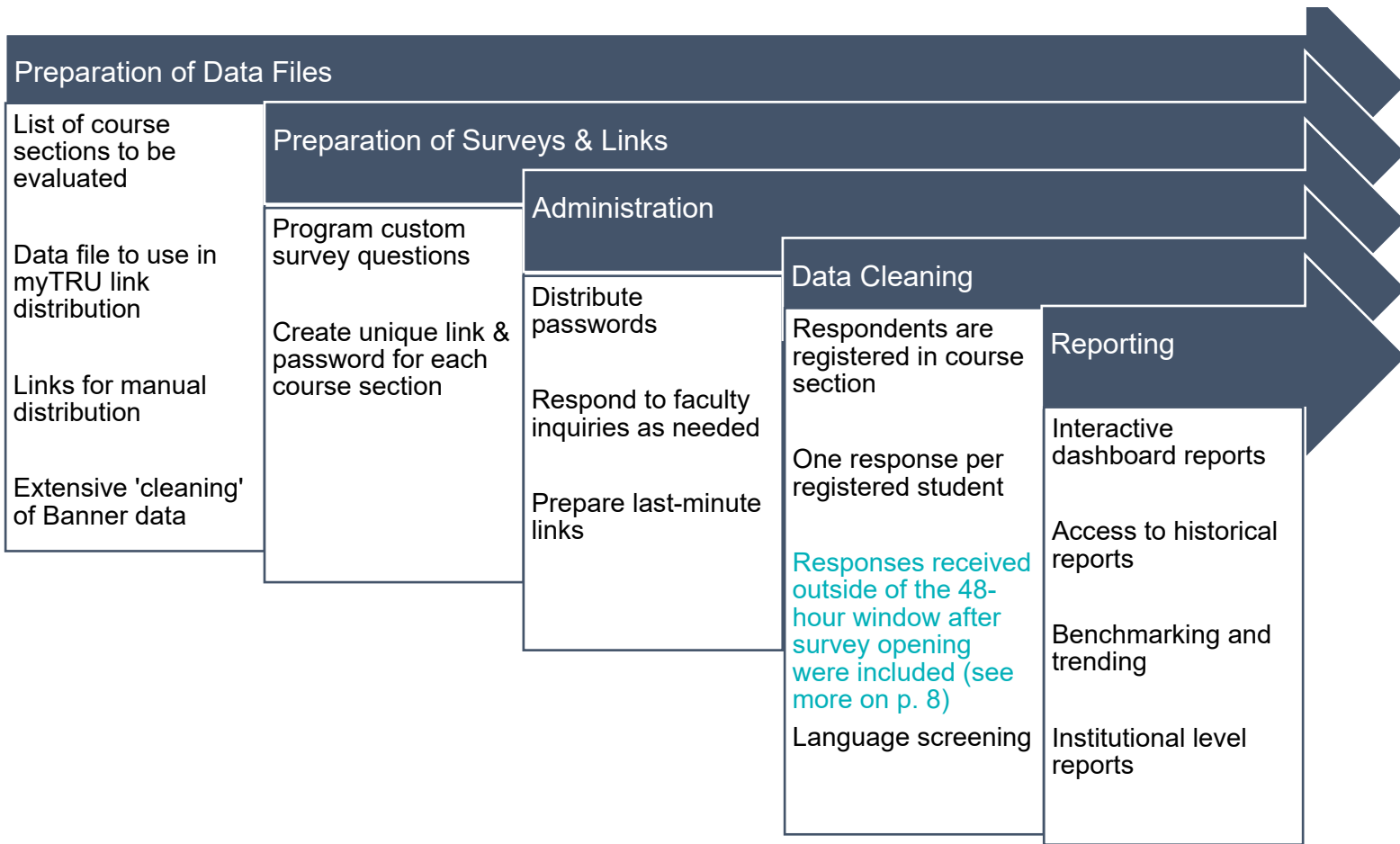
<sup>2</sup> Some instructors had course evaluations on more than one campus.

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

<sup>4</sup> Includes only surveys that were opened.

Technical administration of the evaluations was carried out by 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 1,458 courses identified for inclusion in course evaluations, and 1,366 surveys were prepared (Figure 3). This involved 568 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 4).

Figure 3. Faculty, Courses, Surveys and Student Course Enrolments by Division – Institutional, Winter 2021

		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 Business and Economics	School of Nursing	School of Trades and Technology	Total
Faculty Members	#	35	98	87	35	130	4	89	60	38	568
	%	6%	17%	15%	6%	23%	1%	16%	11%	7%	100%
Courses	#	79	255	193	52	395	5	261	138	80	1,458
	%	5%	17%	13%	4%	27%	0%	18%	9%	5%	100%
Surveys	#	65	252	186	52	360	5	246	136	64	1,366
	%	5%	18%	14%	4%	26%	0%	18%	10%	5%	100%
Enrolment	#	1,208	7,446	3,269	2,398	9,057	95	7,589	2,615	879	34,556
	%	3%	22%	9%	7%	26%	0%	22%	8%	3%	100%

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
- Course ending within, or attached to, winter 2021
- Campus Kamloops and Williams Lake
- Trades and Technology courses

#### Criteria for Exclusion

- Seminar, lab (excluding Science labs), field, practicum, thesis, directed studies, exchange, co-op work or PLAR section types
- Non-graded support sections
- Courses not ending in, or attached to, winter 2021
- Open Learning courses
- Course section numbers designating BC Campus
- Continuing education courses

#### 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 23<sup>rd</sup>, 2019)
- Memorandum of Settlement between TRU and TRUFA (July 21<sup>st</sup>, 2015)
- Custom surveys: Law, Science, English as a Second Language, Education and Skills Training

# Survey Response Data Integrity: Implementation

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)

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 8<sup>th</sup>, with a request for response by February 19<sup>th</sup>.

After the list of courses was finalized, a notification email was sent from IPE on March 1<sup>st</sup> 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](#)). Given that Williams Lake campus has moved away from the block course delivery in fall 2020, course evaluation administration, data validation, and reporting were aligned with the Kamloops campus course evaluation timeline.

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 January 2021 for evaluations that took place in December, in March 2021 for evaluations that took place in January and February, and in May 2021 for courses that took place in March.

## 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

*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 (88%), 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.*

portals on March 16<sup>th</sup>; 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, 88% of all survey links were distributed via myTRU:**

- 1,206 links distributed via myTRU (93% Kamloops, 85% Williams Lake),
- 158 links distributed by email directly to faculty members (7% Kamloops, 15% 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 March 18<sup>th</sup>.

### 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 71% opened in the two last weeks (Figure 5). Twenty-four percent of the surveys were opened during the first week. Figure 6 shows that 11% 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 2021**

	# of Surveys Opened	% of Surveys Opened	# of Responses Received	% of Responses Received
Early (before March 22nd)	62	5%	762	8%
Week 1 (March 22nd - March 28th)	276	24%	2,657	27%
Week 2 (March 29th - April 4th)	233	20%	2,282	23%
Week 3 (April 5th onwards)	584	51%	4,290	43%
Total	1,155	100%	9,991	100%

**Figure 6. Kamloops surveys opened by weekday – Winter 2021**

	# of Surveys Opened	% of Surveys Opened	# of Responses Received	% of Responses Received
Sunday	18	2%	129	1%
Monday	238	21%	2,143	21%
Tuesday	272	24%	2,414	24%
Wednesday	268	23%	2,286	23%
Thursday	216	19%	1,852	19%
Friday	128	11%	1,072	11%
Saturday	15	1%	95	1%
Total	1,155	100%	9,991	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

Course evaluations continued to be administered as per the regular process even with the majority of on-campus courses being taught virtually due to the COVID-19 pandemic. Once all responses were collected, IPE analysed the responses to determine the percent of responses submitted outside of the 48-hour window (late responses), how many course evaluations were affected by late responses, and how excluding the late responses would affect the response rate. Similarly to the winter course evaluation administration, these numbers were provided to TRU to consult with TRUFA on whether to include the late responses as an exception for this administration due to the pandemic and the shift of course evaluations being administered virtually and not in-person in class. Due to the significant impact that the late responses had on the response rate, TRUFA made the decision to include late responses for this winter administration.

For a more detailed process see the Reponses 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.

### TID error message

#### 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

## 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.

**As an exception, responses submitted outside of the 48-hour window period were included for the winter 2021 administration.**

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.



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 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. However, an exception was made for the winter 2021 course evaluation administration due to the significant impact on the response rate. As the result, responses received outside of the 48-hour window were included in the reporting.

All School of Nursing practice courses and Animal Health Technology distance 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 83% of surveys completed within 10 minutes or less. Compared to winter 2019 and 2020, there was a slight decrease 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 2019	Winter 2020	Winter 2021
10 minutes or less	94%	86%	83%
11 to 20 minutes	4%	9%	11%
21 to 30 minutes	1%	2%	2%
1 hour +	1%	3%	4%

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, 49% of surveys had responses submitted after the 48-hour window (late responses), which is a decrease of 10% from winter 2020 (59%) and a significant increase of 34% when compared to winter 2019 (15%). Of the 611 surveys that had responses submitted after 48 hours, 46% had one late response, 33% had two or three late responses, and 21% of surveys had four or more late responses (Figure 9).

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

	Winter 2019			Winter 2020			Winter 2021		
	Kamloops	Trades & Technology	Williams Lake	Kamloops	Trades & Technology	Williams Lake	Kamloops	Trades & Technology	Williams Lake
# of surveys that received responses outside of the 48-hour window	180	3	9	746	9	15	582	19	10
% of surveys that received responses outside of the 48-hour window	15%	5%	13%	63%	17%	27%	50%	40%	29%
# of responses over 48-hour window	259	4	12	2,176	13	19	1,460	31	21
% of responses over 48-hour window	1%	1%	2%	21%	2%	4%	14%	8%	8%

**Figure 9. Surveys with late responses – Institutional, Winter 2021**

	1 late response	2 or 3 late responses	4 or more late responses	Total
# of surveys that received responses outside of the 48-hour window	282	199	130	611
% of surveys that received responses outside of the 48-hour window	46%	33%	21%	100%
# of responses over 48-hour window	282	475	755	1,512
% of responses over 48-hour window	19%	31%	50%	100%

In light of the significant increase in number of responses received outside of the 48-hour window, TRUFA decided to make an exception for winter 2021 course evaluation administration and include these responses in faculty reports.

### 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 2021 responses.

### Data Cleaning Summary

A total of 11,063 responses were received during winter 2021 course evaluations which is a decrease of 4% from winter 2020 (11,534 responses). Of those responses, 302 (2.7%) were from students who were not enrolled in the course that they evaluated, 178 (1.6%) were duplicate student responses, and 1,512 (13.7%) were received after 48 hours of the survey opening. The remaining total number of valid student responses was 10,583 which includes responses received over the 48-hour window.

**Figure 10. Response validation summary by campus – Winter 2021**

	Total Responses (not cleaned)	# of Not Registered	Not Registered Percent	# of Duplicate TID	Duplicate TID Percent	# Over 48-hour Window Responses	% Over 48-hour Window Responses	Total Valid Responses (cleaned)
Kamloops	10,407	256	2.5%	160	1.5%	1,460	14.0%	9,991
Williams Lake	266	2	0.8%	5	1.9%	21	7.9%	259
Trades & Technology	390	44	11.3%	13	3.3%	31	7.9%	333
Total	11,063	302	2.7%	178	1.6%	1,512	13.7%	10,583

## Reporting

Overall, 91% (1,366) of the prepared surveys were administered in winter 2021 (Figure 11). The largest decrease in participation rate was observed in the Schools of Trades and Technology.

**Figure 11. Survey participation rates – Institutional, Winter 2019, 2020, 2021**

		Winter 2019	Winter 2020	Winter 2021
Kamloops	Surveys Administered	92%	88%	92%
	Survey Not Administered	8%	12%	8%
Trades & Technology	Surveys Administered	90%	83%	75%
	Survey Not Administered	10%	17%	25%
Williams Lake	Surveys Administered	90%	66%	85%
	Survey Not Administered	10%	34%	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 100% participation in the Faculty of Student Development, to 75% participation in the School of Trades and Technology (Figure 12). The participation rates for winter 2021 course evaluation administration across most faculties and schools have remained on par with winter 2019 and winter 2020 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	Survey Not Administered
School of Business and Economics	Winter 2019	95%	5%
	Winter 2020	89%	11%
	Winter 2021	89%	11%
Faculty of Adventure, Culinary Arts and Tourism	Winter 2019	95%	5%
	Winter 2020	81%	19%
	Winter 2021	88%	12%
Faculty of Arts	Winter 2019	95%	5%
	Winter 2020	88%	12%
	Winter 2021	93%	7%
Faculty of Science	Winter 2019	89%	11%
	Winter 2020	86%	14%
	Winter 2021	91%	9%
School of Nursing	Winter 2019	94%	6%
	Winter 2020	89%	11%
	Winter 2021	91%	9%
Faculty of Law	Winter 2019	81%	19%
	Winter 2020	71%	29%
	Winter 2021	88%	12%
Faculty of Education and Social Work	Winter 2019	90%	10%
	Winter 2020	87%	13%
	Winter 2021	96%	4%
Faculty of Student Development	Winter 2019	100%	
	Winter 2020	86%	14%
	Winter 2021	100%	
School of Trades and Technology	Winter 2019	90%	10%
	Winter 2020	83%	17%
	Winter 2021	75%	25%

## Response Rates

The average institutional response rate (of participating surveys) was 33%, compared to 32% in winter 2020 and 60% in winter 2019. Aggregate response rates ranged from 66% in School of Nursing (Williams Lake campus) to 25% in the Faculty of Student Development (Kamloops campus) (Figure 14).

**Figure 13. Historical response rates – Winter 2019, Winter 2020, Winter 2021**

	Winter 2019		Winter 2020		Winter 2021	
	Responses Received	Response Rate	Responses Received	Response Rate	Responses Received	Response Rate
Kamloops	19,094	60%	9,884	31%	9,991	32%
Trades & Technology	465	59%	509	61%	333	48%
Williams Lake	562	69%	413	57%	259	55%
Total	20,121	60%	10,806	32%	10,583	33%

**Figure 14. Response rates by division – Winter 2021**

		Surveys #	Responses Received	Response Rate
Trades & Technology	School of Trades and Technology	48	333	48%
Williams Lake	School of Nursing	20	204	66%
	Faculty of Science	4	19	42%
	Faculty of Education and Social Work	8	32	32%
	Faculty of Arts	2	4	29%
Kamloops	School of Nursing	104	1,016	49%
	Faculty of Education and Social Work	170	1,404	46%
	Faculty of Law	46	836	40%
	Faculty of Adventure, Culinary Arts and Tourism	57	368	35%
	School of Business and Economics	220	2,093	30%
	Faculty of Science	325	2,401	29%
	Faculty of Arts	232	1,849	26%
	Faculty of Student Development	5	24	25%
Total		1,241	10,583	33%

## 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.

In January 2021, the Faculty of Science passed a motion at faculty council to adopt the institutional course evaluation dashboard reporting. Starting in winter 2021, interactive dashboard reports became available for all Faculty of Science faculty and chairs and the Science course evaluation dataset was no longer shared to Science for their own inhouse analysis and distribution of reports from their dean's office. Two webinars on dashboard reporting were offered to faculty on March 23<sup>rd</sup>, and Chairs on March 30<sup>th</sup>.

## **Dashboard Reports**

The faculty and chair reports offer enhanced reporting capabilities through interactive dashboards, such as secure access through the TRUEmployee 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 7<sup>th</sup>, 2021. 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 5<sup>th</sup>, 2021. As of May 13<sup>th</sup>, after the second grades check took place, all but four evaluated courses had 90% or greater of their final grades in Banner.

## Appendix A – Participation and Response Rates by Department

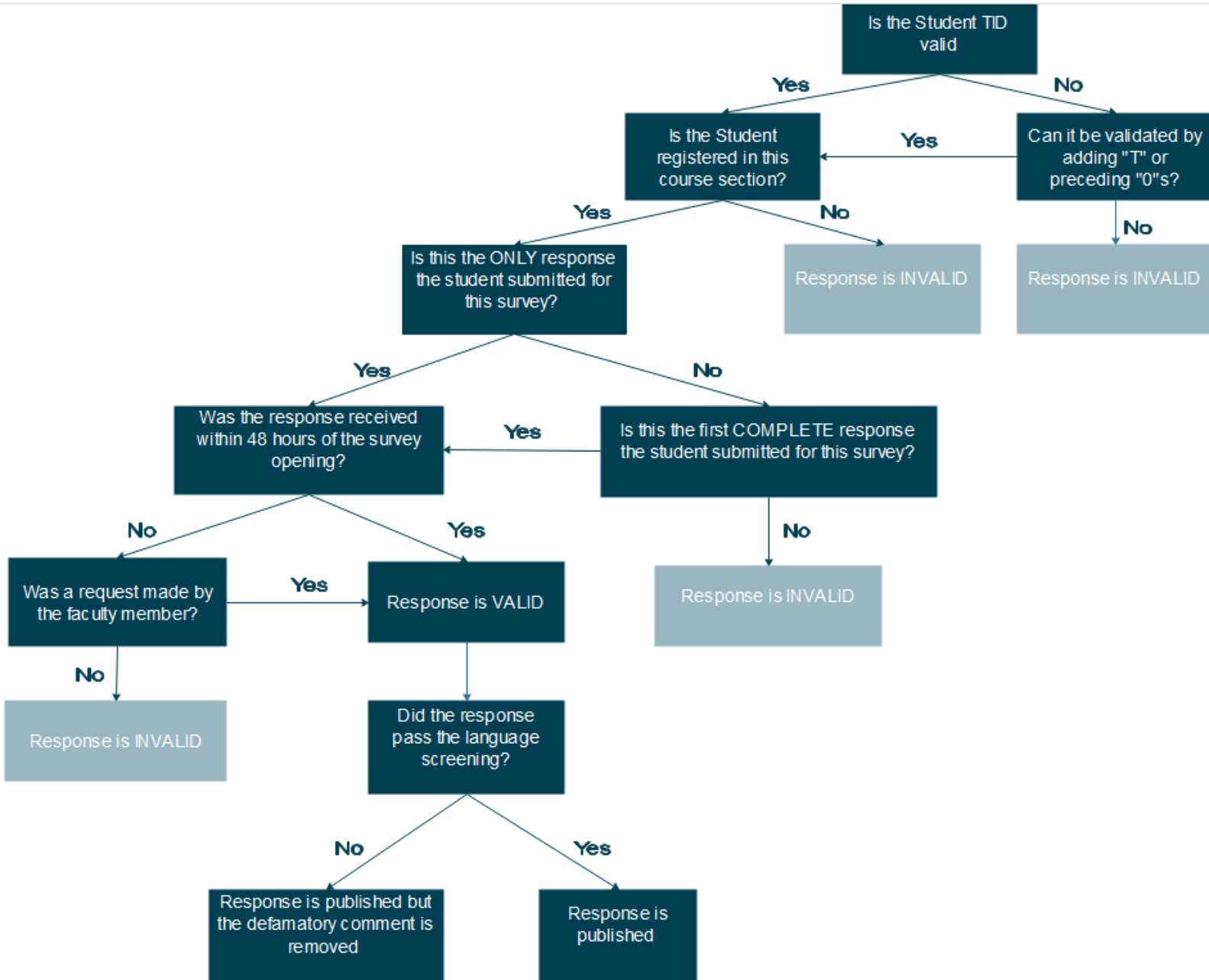
### Participation Rates by Department

Division	Department	Surveys Administered		Survey Not Administered		Total Surveys Prepared	
		#	%	#	%	#	%
Faculty of Adventure, Culinary Arts and Tourism	Adventure Studies	9	82%	2	18%	11	100%
	Tourism Management	35	88%	5	13%	40	100%
	Culinary Arts & Retail Meat	13	93%	1	7%	14	100%
Faculty of Arts	Psychology	30	100%			30	100%
	Journalism, Comm & New Media	45	92%	4	8%	49	100%
	Sociology and Anthropology	32	97%	1	3%	33	100%
	English & Modern Languages	61	87%	9	13%	70	100%
	Philosophy, History & Politics	33	97%	1	3%	34	100%
	Visual and Performing Arts	23	96%	1	4%	24	100%
	Geography & Environmental Studies	10	83%	2	17%	12	100%
Faculty of Education and Social Work	EC, Elementary & Physical Ed	70	99%	1	1%	71	100%
	Social Work and Human Service	40	91%	4	9%	44	100%
	University & Employment Prep	46	94%	3	6%	49	100%
	English Language Learning and Teaching	22	100%			22	100%
Faculty of Law	Law	46	88%	6	12%	52	100%
Faculty of Science	Computing Science	36	100%			36	100%
	Mathematics and Statistics	39	93%	3	7%	42	100%
	Agricultural Related	46	88%	6	12%	52	100%
	Biological Sciences	51	96%	2	4%	53	100%
	Physical Sciences	67	100%			67	100%
	Natural Resource Sciences	21	84%	4	16%	25	100%
	Allied Health	34	76%	11	24%	45	100%
	Architectural & Engineering Technology	15	88%	2	12%	17	100%
	Engineering & Applied Science	17	85%	3	15%	20	100%
	Science Undeclared	3	100%			3	100%
Faculty of Student Development	Counselling, Academic Supports & Assessment	2	100%			2	100%
	Career & Experiential Learning	3	100%			3	100%
School of Business and Economics	Economics	45	87%	7	13%	52	100%
	Accounting & Finance	61	94%	4	6%	65	100%
	Human Enterprise & Innovation	47	85%	8	15%	55	100%
	Management, International Business, Informatio..	41	87%	6	13%	47	100%
	Marketing	26	96%	1	4%	27	100%
School of Nursing	Nursing	97	92%	8	8%	105	100%
	Health Care Assistant	27	87%	4	13%	31	100%
School of Trades and Technology	Construction Trades	30	71%	12	29%	42	100%
	Mechanical and Welding Trades	18	82%	4	18%	22	100%
<b>Total</b>		<b>1,241</b>	<b>91%</b>	<b>125</b>	<b>9%</b>	<b>1,366</b>	<b>100%</b>

## Response Rates by Department

Division	Department	Surveys #	Responses Received	Response Rate
Faculty of Adventure, Culinary Arts and Tourism	Adventure Studies	9	51	33%
	Culinary Arts & Retail Meat	13	54	73%
	Tourism Management	35	263	32%
Faculty of Arts	English & Modern Languages	61	423	26%
	Geography & Environmental Studies	10	71	21%
	Journalism, Comm & New Media	45	352	24%
	Philosophy, History & Politics	33	257	24%
	Psychology	30	313	28%
	Sociology and Anthropology	32	297	28%
	Visual and Performing Arts	23	140	39%
Faculty of Education and Social Work	EC, Elementary & Physical Ed	70	707	47%
	English Language Learning and Teaching	22	177	50%
	Social Work and Human Service	40	267	37%
	University & Employment Prep	46	285	52%
Faculty of Law	Law	46	836	40%
Faculty of Science	Agricultural Related	46	141	23%
	Allied Health	34	146	13%
	Architectural & Engineering Technology	15	114	43%
	Biological Sciences	51	432	28%
	Computing Science	36	319	25%
	Engineering & Applied Science	17	141	56%
	Mathematics and Statistics	39	347	33%
	Natural Resource Sciences	21	186	21%
	Physical Sciences	67	574	42%
	Science Undeclared	3	20	74%
Faculty of Student Development	Career & Experiential Learning	3	16	23%
	Counselling, Academic Supports & Assessment	2	8	33%
School of Business and Economics	Accounting & Finance	61	607	31%
	Economics	45	397	26%
	Human Enterprise & Innovation	47	428	33%
	Management, International Business, Informati..	41	374	30%
	Marketing	26	287	30%
School of Nursing	Health Care Assistant	27	356	67%
	Nursing	97	864	46%
School of Trades and Technology	Construction Trades	30	201	44%
	Mechanical and Welding Trades	18	132	55%
Total		1,241	10,583	33%

## Appendix B – Response Validation Process





## Appendix C – Custom Survey Instrument: Completion Time

		Winter 2019	Winter 2020	Winter 2021
Animal Health Technology Distance (ANHD)	10 minutes or less		67%	85%
	11 to 20 minutes		17%	8%
	21 to 30 minutes			4%
	1 hour +		17%	4%
Biology Lab	10 minutes or less	96%	84%	76%
	11 to 20 minutes	2%	11%	19%
	21 to 30 minutes	1%	4%	1%
	1 hour +	1%	2%	4%
Education and Skills Training Program (ESTR)	10 minutes or less	100%	98%	97%
	11 to 20 minutes		1%	1%
	21 to 30 minutes			1%
	1 hour +		1%	1%
English as a Second/Additional Language (ESAL)	10 minutes or less	87%	77%	62%
	11 to 20 minutes	10%	14%	19%
	21 to 30 minutes	1%	4%	6%
	1 hour +	2%	5%	13%
General	10 minutes or less	95%	89%	86%
	11 to 20 minutes	3%	7%	9%
	21 to 30 minutes	1%	1%	1%
	1 hour +	1%	3%	4%
Law	10 minutes or less	90%	82%	79%
	11 to 20 minutes	6%	13%	13%
	21 to 30 minutes	1%	2%	3%
	1 hour +	2%	3%	6%
Nursing Lab Practice	10 minutes or less	98%	93%	95%
	11 to 20 minutes	1%	3%	2%
	21 to 30 minutes	0%	3%	1%
	1 hour +	1%	1%	3%
Nursing Practice	10 minutes or less	81%	82%	87%
	11 to 20 minutes	14%	13%	9%
	21 to 30 minutes	2%	3%	2%
	1 hour +	3%	2%	2%
Science	10 minutes or less	90%	78%	77%
	11 to 20 minutes	7%	14%	15%
	21 to 30 minutes	1%	3%	3%
	1 hour +	2%	4%	4%