

23rd Annual Customer Satisfaction Survey Report

October

2019

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Introduction

This report covers the period from September 1, 2018 to August 31, 2019. Seven different categories of surveys were conducted throughout this period: Enrolled Students (Survey regarding their course facilitator); Enrolled Students (Survey regarding their program), Non-Facilitational Staff; Facilitational Staff; Employers of Practicum Students; Graduate Students; and Students who had to step away from their program.

Responses to the survey questions were gathered, analysed and reported to the President. Survey responses are reviewed and discussed by College stakeholders for the purpose of determining where future changes should be considered or further information gathered. This process is directly related to Columbia College's quality management system and interest in continual improvement.

Statistical Significance

A summary report is generated and included for a particular survey category (i.e. an individual program or department) if it is considered to have a statistical significance based on the number of responses received. The statistical significance is determined by the following two criteria:

1. A response rate of more than or equal to 20% of the original number of surveys sent.
- AND
2. A survey category with more than or equal to 10 returned surveys.

Comparable Data

Each survey, when possible, will show a comparison with the previous two years. If a particular question did not exist or if a comparable question could not be found this was indicated by the word NONE.

Survey Evaluation Scale

Each survey is based on a scale of 1 to 5.

Description	Scale
ES=Extremely Satisfied	5
VS=Very Satisfied	4
S=Satisfied	3
LS=Little Satisfaction	2
NS=Not Satisfied	1
NC =No comment	NC

Please note that some surveys may use more than one scale. In these cases, the different scales used are displayed with the summary.

Annual Regulations and Procedures

TITLE OF SURVEY:	Non-Facilitational Staff (Example: Student Services; Administration; Managers; Chairs; Accounting; Assistant Managers)
Respondents will include:	All full-time and part-time staff employed for at least 6 months at the time of the survey.
When will surveys be completed:	Sent out in June. Completed in July
Managed by:	Representative(s) of the President's office.
Respondent names will be supplied by:	Survey Coordinator.
Surveys will be distributed:	Columbia College electronically or via hard copy by request of Program Chairs/Managers.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	Each staff member to submit survey to Survey Coordinator.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results will include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs/Managers, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY:	Facilitational Staff (Example: Those employed as facilitators)
Respondents will include:	All facilitators who are employed by Columbia at least 6 months prior to the survey.
When will surveys be completed:	Sent out in June. Completed in July
Managed by:	Representative(s) of the President's office.
Respondent names will be supplied by:	Survey Coordinator.
Surveys will be distributed through:	Columbia College Web Server Coordinator or via hard copy.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	Each staff member to submit survey to Survey Coordinator.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results will include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY:	Employers of Practicum Students
Respondents will include:	All employers of Pre-Career and Professional program practicums and work experience. This includes CSSD Employment Services. This will normally not include short term government or corporate contracted programs.
When will surveys be completed:	Employers of practicum will normally complete the survey at the end of each practicum.
Managed by:	Department Chair or designate.
Employers names will be supplied by:	Program/Department Work Experience/Practicum Coordinator/Department Chair, CRS.
Surveys will be distributed through:	Public mail, e-mail, hand delivery.
Surveys will include a cover letter from the Department Chair stating:	The importance of the survey and how it will aid future student development and program planning.
Surveys will include a return procedure:	A self addressed stamped envelope or e-mail address to the Coordinator or Program Chair.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages. Individual surveys will be used by the department to assess student progress.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results will include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Department Chairs, team members, Practicum Coordinators and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY:	Facilitator Course Evaluation
Respondents will include:	All students currently enrolled in Columbia's <u>courses</u> .
When will surveys be completed:	Students will complete a survey normally on the last day of a <u>COURSE</u> . Surveys will be completed at the beginning of the class.
Managed by:	Survey Coordinator.
Surveys will be distributed through:	The Survey Coordinator who will deliver survey to each Program/Department Chair. Each Chair will ensure each facilitator follows the directions noted on the front of the envelope.
The surveys will include a cover letter from the President stating:	The importance of the survey to the College and future decision making (Student's Role).
Surveys will include a return procedure:	The survey envelope will include the return procedures asking the selected <u>student</u> to place the surveys in one of the locked survey drop boxes located in the hallway in each building.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results may include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY:	Enrolled Students (Survey regarding his/her program)
Respondents will include:	All students currently enrolled in Columbia's <u>programs</u> .
When will surveys be completed:	Students will complete a survey of their particular program, normally at the end of their final semester.
Managed by:	Survey Coordinator.
Surveys will be distributed through:	The Survey Coordinator who will deliver survey to each Program/Department Chair. Each Manager will ensure each facilitator follows the directions noted on the front of the envelope.
Surveys will include a cover letter from the President stating:	The importance of the survey to the College and future decision making (Student's Role).
Surveys will include a return procedure:	The survey envelope will include the return procedures asking the selected <u>student</u> to place the surveys in one of the locked drop boxes located in the hallway in each building.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results may include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY:	Students Who Withdraw from a Program
Respondents will include:	All students who formally registered and later chose to or were asked to withdraw from the program.
When will surveys be completed:	Sent out in June. Completed in July.
Managed by:	Survey Coordinator.
Respondent names will be supplied by:	The Registrar's office.
Surveys will be distributed through:	Public mail or e-mail.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	Self addressed stamped envelope or e-mail addressed to the President's office.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or internal personnel designated by the President.
Analyzed results may include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Columbia College Customer Satisfaction Survey Annual Regulations and Procedures	
TITLE OF SURVEY: Graduate Students	
Respondents will include:	All students who graduated from Columbia within the past 12 months. This includes CSSD Employment Services.
When will surveys be completed:	Sent out in June. Completed in July.
Managed by:	Survey Coordinator.
Graduates names will be supplied by:	Registrar's Office.
Surveys will be distributed through:	Public mail or e-mail.
Surveys will include a cover letter from the President stating:	The importance of the survey and how it will aid future decision making.
Surveys will include a return procedure:	Self-addressed stamped envelope to the President's office.
Completed surveys will be entered into the survey database:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	An outside consultant or inside personnel designated by the President.
Analyzed results may include:	Variety of reports as determined by College President and Survey Coordinator.
Analyzed results will be shared with:	Program/Department Chairs, team members and staff.
An annual report will be compiled on each program and the college as a whole:	To compare current year results with the previous years. Results will be made available to all staff.

Enrolled Students - Facilitator Course Evaluation

Introduction:

The “Facilitator Course Evaluation” survey was designed to gather relevant information associated with the current level of satisfaction of students with their courses and facilitation at Columbia College.

This survey was conducted throughout the year at the end of each course.

The following table indicates how many surveys were collected from students enrolled in Columbia College courses:

Survey Category	Number of Surveys
Academic Upgrading	108
College Prep	179
Dental Assistant Professional Classroom	348
Dental Assistant Professional Clinic Courses	186
Dental Continuing Education Courses	176
English As A Second Language	785
Employment Training Programs	161
Education Assistant Program	280
Health Care Aide Professional Program	33
Human Services Professional Program	323
Language Instruction to New Comers (LINC)	830
Liberal Arts Courses	434
Practical Nurse Program Classroom	810
Practical Nurse Practicum Courses	37
Alberta Security Training	396
TOTAL:	5086

Academic Upgrading Program

	Change	2018 - 2019	2017-2018	2016-2017	
1. My facilitator begins and ends each class on time.	↔	0%	99%	NA	NA
2. My facilitator writes the daily agenda on the board.	↔	0%	96%	NA	NA
3. My facilitator knows about the subject they are teaching.	↔	0%	97%	NA	NA
4. My facilitator shows interest in what they teach.	↔	0%	97%	NA	NA
5. My facilitator understands my learning needs.	↔	0%	95%	NA	NA
6. My facilitator helps me when I need it.	↔	0%	96%	NA	NA
7. My facilitator listens to me.	↔	0%	97%	NA	NA
8. My facilitator encourages me to learn.	↔	0%	97%	NA	NA
9. My facilitator tells me what they expect from me (e.g. attendance, class work, behaviour).	↔	0%	97%	NA	NA
10. My facilitator uses different ways to teach me (e.g., group work, discussions, presentations).	↔	0%	94%	NA	NA
11. My facilitator speaks clearly.	↔	0%	97%	NA	NA
12. My facilitator gives clear instructions.	↔	0%	97%	NA	NA
13. My facilitator gives me enough time to practice English in class.	↔	0%	97%	NA	NA
14. My facilitator encourages me to work with other students.	↔	0%	95%	NA	NA
15. My facilitator reviews things I have learned in class.	↔	0%	95%	NA	NA
16. My facilitator gives me useful homework.	↔	0%	95%	NA	NA
17. My facilitator uses different ways to grade me (e.g. tasks, quizzes, tests, etc.).	↔	0%	97%	NA	NA
18. My facilitator tells me how they will mark my work.	↔	0%	95%	NA	NA
19. My facilitator returns my tasks, tests, quizzes and assignments on time.	↔	0%	98%	NA	NA
20. My facilitator is fair when grading my work.	↔	0%	97%	NA	NA

Total Average Percentage:	↔	0%	96%	NA	NA
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College Prep

Professional Approach	Change		2018-2019	2017-2018	2016-2017
1. Demonstrates interest and enthusiasm	↓	-3%	93%	96%	93%
2. Demonstrates knowledge and expertise	↓	-3%	94%	97%	95%
3. Displays respect, courtesy, sincerity and is polite to all students.	↓	-1%	96%	97%	97%
4. Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↔	0%	97%	97%	98%
5. Is objective and fair in the evaluation of my work	↓	-2%	95%	97%	96%
6. Demonstrates a willingness to assist me on an individual basis	↓	-5%	93%	98%	94%
Facilitating Learning					
7. Begins classes on time and is prepared to facilitate learning	↓	-4%	94%	98%	92%
8. Sets a high level of expectation for students	↓	-5%	92%	97%	93%
9. Provides the amount of homework assignments students were told to expect	↓	-3%	94%	97%	96%
10. Homework assignments were relevant and meaningful	↓	-3%	93%	96%	95%
11. Spreads student workload evenly throughout the course	↓	-4%	92%	96%	95%
12. Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↓	-6%	90%	96%	93%
13. Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↓	-8%	88%	96%	91%
14. Provides valuable support to students outside of class	↓	-8%	86%	94%	88%
15. Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↓	-4%	90%	94%	91%
16. Makes students aware of the method that will be used to assess them	↓	-5%	92%	97%	94%
17. Returns assignments, tests, and other assessment material within one week	↓	-2%	95%	97%	92%
18. Received prompt feedback (written or oral) from instructor/facilitator	↓	-7%	90%	97%	92%

Method of Communication					
19. Communicates expectations and ideas clearly and effectively	↓	-4%	91%	95%	93%
20. Asks students clear and appropriate questions	↓	-4%	92%	96%	92%
21. Speaks/presents with volume and clarity	↓	-2%	94%	96%	93%
22. Demonstrates willingness to listen to me	↓	-3%	93%	96%	95%

To what extent has your course emphasized the following mental activities:					
23. Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↓	-2%	89%	91%	92%
24. Analyzing the basic elements of an idea, an experience you had or a theory	↓	-1%	90%	91%	93%
25. Synthesizing and organizing ideas, information or experiences in new ways	↓	-1%	90%	91%	93%
26. Making judgements or arguments about the value or soundness of information you have read	↓	-4%	87%	91%	93%
27. Applying theories, concepts to help solve practical problems (such as cases)	↓	-1%	90%	91%	93%
Total Average Percentage:	↓	-2%	92%	94%	96%

Dental Assistant Professional - Classroom

Professional Approach	Change	2018-2019	2017-2018	2016-2017
1. Demonstrates interest and enthusiasm	↓ -7%	90%	97%	96%
2. Demonstrates knowledge and expertise	↓ -6%	92%	98%	95%
3. Displays respect, courtesy, sincerity and is polite to all students.	↓ -4%	93%	97%	95%
4. Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↓ -4%	95%	99%	95%
5. Is objective and fair in the evaluation of my work	↓ -5%	93%	98%	95%
6. Demonstrates a willingness to assist me on an individual basis	↓ -5%	91%	96%	98%

Facilitating Learning				
7. Begins classes on time and is prepared to facilitate learning	↓ -5%	92%	97%	98%
8. Sets a high level of expectation for students	↓ -8%	88%	96%	95%
9. Provides the amount of homework assignments students were told to expect	↓ -8%	89%	97%	95%
10. Homework assignments were relevant and meaningful	↓ -6%	91%	97%	93%
11. Spreads student workload evenly throughout the course	↓ -7%	90%	97%	93%
12. Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↓ -2%	92%	94%	96%
13. Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↓ -2%	92%	94%	96%
14. Provides valuable support to students outside of class	↓ -6%	89%	95%	95%
15. Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↓ -5%	90%	95%	95%
16. Makes students aware of the method that will be used to assess them	↓ -6%	90%	96%	96%
17. Returns assignments, tests, and other assessment material within one week	↓ -8%	89%	97%	95%
18. Received prompt feedback (written or oral) from instructor/facilitator	↓ -5%	89%	94%	95%

Method of Communication				
19. Communicates expectations and ideas clearly and effectively	↓ -8%	89%	97%	91%
20. Asks students clear and appropriate questions	↓ -5%	90%	95%	92%
21. Speaks/presents with volume and clarity	↓ -5%	93%	98%	96%
22. Demonstrates willingness to listen to me	↓ -5%	91%	96%	93%

To what extent has your course emphasized the following mental activities:						
23. Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↓	-5%	89%	94%	89%	
24. Analyzing the basic elements of an idea, an experience you had or a theory	↓	-6%	89%	95%	91%	
25. Synthesizing and organizing ideas, information or experiences in new ways	↓	-6%	88%	94%	90%	
26. Making judgements or arguments about the value or soundness of information you have read	↓	-7%	86%	93%	88%	
27. Applying theories, concepts to help solve practical problems (such as cases)	↓	-2%	89%	91%	88%	
Total Average Percentage:		↓	-6%	90%	96%	94%

Dental Assistant Professional Program – Clinical Courses

Facilitating Learning	Change		2018-2019	2017-2018	2016-2017
1. Models professional behaviour	↑	1%	97%	96%	95%
2. Dresses appropriately as a professional	↔	0%	99%	99%	99%
3. Attempts to begin each class punctually	↓	-1%	96%	97%	96%
4. Prepared for instructing the skill(s)	↓	-1%	96%	97%	94%
5. Demonstrates each skill effectively	↔	0%	96%	96%	93%
6. Communicates expectations and ideas clearly and effectively	↔	0%	96%	96%	89%
7. Displays respect, courtesy and sincerity to learners	↔	0%	96%	96%	92%
8. Topics or points reinforce the theory(s) information	↔	0%	96%	96%	92%
9. Demonstrates knowledge of subject(s)	↔	0%	97%	97%	93%
10. Demonstrates interest and enthusiasm in course	↔	0%	96%	96%	93%
11. Demonstrates a willingness to listen to students	↔	0%	96%	96%	90%
12. Responds to student's questions in a polite manner	↓	-1%	96%	97%	91%
13. Clinical lab supplies related to each clinical component are explained	↑	1%	96%	95%	90%
14. Clinical time is used for effective development of necessary skill	↔	0%	96%	96%	89%
15. Clinical evaluation process was clearly explained	↑	1%	96%	95%	89%
16. Is fair in evaluating or assessing the learner's acquisition of knowledge/skills	↔	0%	96%	96%	91%
17. Demonstrates a willingness to assist learners on an individual basis	↑	1%	96%	95%	92%
18. Theory information is accurate	↓	-2%	95%	97%	91%
19. What is your overall rating of the facilitator	↑	1%	97%	96%	90%
Total Average Percentage:	↔	0%	96%	96%	92%

Dental Continuing Education Courses

Facilitating Learning	Change		2018-2019	2017-2018	2016-2017
1. Models professional behaviour	↑	1%	99%	98%	96%
2. Dresses appropriately as a professional	↓	-1%	99%	100%	97%
3. Attempts to begin each class punctually	↔	0%	99%	99%	97%
4. Prepared for instructing the skill(s)	↔	0%	99%	99%	96%
5. Demonstrates each skill effectively	↑	1%	99%	98%	97%
6. Communicates expectations and ideas clearly and effectively	↑	1%	98%	97%	96%
7. Displays respect, courtesy and sincerity to learners	↑	1%	99%	98%	98%
8. Topics or points reinforce the theory(s) information	↔	0%	99%	99%	96%
9. Demonstrates knowledge of subject(s)	↔	0%	99%	99%	97%
10. Demonstrates interest and enthusiasm in course	↑	1%	99%	98%	96%
11. Demonstrates a willingness to listen to students	↑	1%	99%	98%	98%
12. Responds to student's questions in a polite manner	↑	1%	99%	98%	98%
13. Clinical lab supplies related to each clinical component are explained	↔	0%	99%	99%	97%
14. Clinical time is used for effective development of necessary skill	↑	1%	99%	98%	97%
15. Clinical evaluation process was clearly explained	↑	1%	99%	98%	97%
16. Is fair in evaluating or assessing the learner's acquisition of knowledge/skills	↑	1%	99%	98%	97%
17. Demonstrates a willingness to assist learners on an individual basis	↔	0%	99%	99%	97%
18. Theory information is accurate	↔	0%	99%	99%	96%
19. What is your overall rating of the facilitator	↔	0%	99%	99%	96%
Total Average Percentage:	↑	1%	99%	98%	97%

Employment Training Programs

	Change	2018 - 2019	2017-2018	2016-2017	
21. My facilitator begins and ends each class on time.	↔	0%	98%	98%	99%
22. My facilitator writes the daily agenda on the board.	↓	-5%	94%	99%	96%
23. My facilitator knows about the subject they are teaching.	↑	3%	98%	95%	98%
24. My facilitator shows interest in what they teach.	↑	2%	98%	96%	98%
25. My facilitator understands my learning needs.	↔	0%	93%	NA	NA
26. My facilitator helps me when I need it.	↓	-1%	95%	96%	95%
27. My facilitator listens to me.	↓	-1%	95%	96%	95%
28. My facilitator encourages me to learn.	↔	0%	97%	NA	NA
29. My facilitator tells me what they expect from me (e.g. attendance, class work, behaviour).	↔	0%	96%	NA	NA
30. My facilitator uses different ways to teach me (e.g., group work, discussions, presentations).	↑	1%	94%	93%	91%
31. My facilitator speaks clearly.	↓	-1%	95%	96%	93%
32. My facilitator gives clear instructions.	↔	0%	95%	95%	94%
33. My facilitator gives me enough time to practice English in class.	↓	-1%	95%	96%	95%
34. My facilitator encourages me to work with other students.	↑	2%	95%	93%	91%
35. My facilitator reviews things I have learned in class.	↓	-1%	93%	94%	93%
36. My facilitator gives me useful homework.	↑	1%	96%	95%	98%
37. My facilitator uses different ways to grade me (e.g. tasks, quizzes, tests, etc.).	↑	1%	96%	95%	95%
38. My facilitator tells me how they will mark my work.	↓	-6%	90%	96%	96%
39. My facilitator returns my tasks, tests, quizzes and assignments on time.	↓	-2%	96%	98%	99%
40. My facilitator is fair when grading my work.	↑	1%	96%	95%	96%

Total Average Percentage:	↓	-1%	95%	96%	95%
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English As A Second Language

	Change		2018 - 2019	2017-2018	2016-2017
1. My facilitator begins and ends each class on time.	↔	0%	99%	99%	98%
2. My facilitator writes the daily agenda on the board.	↑	1%	99%	98%	88%
3. My facilitator knows about the subject they are teaching.	↔	0%	98%	98%	96%
4. My facilitator shows interest in what they teach.	↓	-1%	97%	98%	96%
5. My facilitator understands my learning needs.	↔	0%	95%	NA	NA
6. My facilitator helps me when I need it.	↔	0%	97%	97%	94%
7. My facilitator listens to me.	↓	-1%	97%	98%	92%
8. My facilitator encourages me to learn.	↔	0%	96%	NA	NA
9. My facilitator tells me what they expect from me (e.g. attendance, class work, behaviour).	↔	0%	96%	NA	NA
10. My facilitator uses different ways to teach me (e.g., group work, discussions, presentations).	↔	0%	97%	97%	92%
11. My facilitator speaks clearly.	↔	0%	98%	98%	95%
12. My facilitator gives clear instructions.	↔	0%	97%	97%	93%
13. My facilitator gives me enough time to practice English in class.	↓	-2%	95%	97%	92%
14. My facilitator encourages me to work with other students.	↔	0%	97%	97%	93%
15. My facilitator reviews things I have learned in class.	↔	0%	96%	96%	92%
16. My facilitator gives me useful homework.	↔	0%	96%	96%	93%
17. My facilitator uses different ways to grade me (e.g. tasks, quizzes, tests, etc.).	↓	-1%	96%	97%	93%
18. My facilitator tells me how they will mark my work.	↔	0%	96%	96%	98%
19. My facilitator returns my tasks, tests, quizzes and assignments on time.	↔	0%	96%	96%	98%
20. My facilitator is fair when grading my work.	↑	1%	98%	97%	98%

Total Average Percentage:	↑	0%	97%	97%	95%
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Health Care Aide Program

Professional Approach		Change	2018- 2019	2017-2018	2016-2017
1. Demonstrates interest and enthusiasm	↔	0%	93%	93%	98%
2. Demonstrates knowledge and expertise	↑	2%	95%	93%	99%
3. Displays respect, courtesy, sincerity and is polite to all students.	↓	-2%	94%	96%	99%
4. Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↓	-3%	95%	98%	98%
5. Is objective and fair in the evaluation of my work	↑	1%	95%	94%	98%
6. Demonstrates a willingness to assist me on an individual basis	↓	-1%	92%	93%	98%

Facilitating Learning					
7. Begins classes on time and is prepared to facilitate learning	↔	0%	92%	92%	98%
8. Sets a high level of expectation for students	↑	1%	93%	92%	98%
9. Provides the amount of homework assignments students were told to expect	↓	-2%	87%	89%	98%
10. Homework assignments were relevant and meaningful	↔	0%	89%	89%	98%
11. Spreads student workload evenly throughout the course	↔	0%	91%	91%	98%
12. Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↓	-1%	90%	91%	99%
13. Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↓	-1%	90%	91%	99%
14. Provides valuable support to students outside of class	↓	-6%	83%	89%	95%
15. Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↓	-1%	91%	92%	95%
16. Makes students aware of the method that will be used to assess them	↓	-5%	88%	93%	96%
17. Returns assignments, tests, and other assessment material within one week	↓	-3%	93%	96%	99%
18. Received prompt feedback (written or oral) from instructor/facilitator	↓	-2%	93%	95%	98%

Method of Communication					
19. Communicates expectations and ideas clearly and effectively	↓	-2%	90%	92%	99%
20. Asks students clear and appropriate questions	↑	1%	94%	93%	99%
21. Speaks/presents with volume and clarity	↑	1%	92%	91%	99%
22. Demonstrates willingness to listen to me	↓	-2%	93%	95%	99%

To what extent has your course emphasized the following mental activities:						
23. Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↑	1%	92%	91%	93%	
24. Analyzing the basic elements of an idea, an experience you had or a theory	↔	0%	91%	91%	96%	
25. Synthesizing and organizing ideas, information or experiences in new ways	↓	-2%	90%	92%	92%	
26. Making judgements or arguments about the value or soundness of information you have read	↓	-3%	85%	88%	98%	
27. Applying theories, concepts to help solve practical problems (such as cases)	↓	-2%	93%	95%	98%	
Total Average Percentage:		↓	-1%	91%	92%	97%

Human Services Professional Programs

Professional Approach	Change		2018 - 2019	2017-2018	2016-2017
1. Demonstrates interest and enthusiasm	↑	2%	96%	94%	95%
2. Demonstrates knowledge and expertise	↑	2%	96%	94%	95%
3. Displays respect, courtesy, sincerity and is polite to all students.	↑	2%	97%	95%	95%
4. Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↑	2%	98%	96%	97%
5. Is objective and fair in the evaluation of my work	↑	2%	96%	94%	97%
6. Demonstrates a willingness to assist me on an individual basis	↑	3%	96%	93%	97%

Facilitating Learning					
7. Begins classes on time and is prepared to facilitate learning	↑	2%	96%	94%	97%
8. Sets a high level of expectation for students	↑	3%	96%	93%	96%
9. Provides the amount of homework assignments students were told to expect	↑	1%	96%	95%	96%
10. Homework assignments were relevant and meaningful	↑	4%	97%	93%	94%
11. Spreads student workload evenly throughout the course	↑	4%	97%	93%	94%
12. Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↑	4%	95%	91%	96%
13. Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↑	3%	94%	91%	96%
14. Provides valuable support to students outside of class	↑	5%	95%	90%	95%
15. Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↑	4%	95%	91%	95%
16. Makes students aware of the method that will be used to assess them	↑	4%	96%	92%	96%
17. Returns assignments, tests, and other assessment material within one week	↑	3%	94%	91%	95%
18. Received prompt feedback (written or oral) from instructor/facilitator	↑	4%	95%	91%	97%

Method of Communication					
19. Communicates expectations and ideas clearly and effectively	↑	4%	95%	91%	94%
20. Asks students clear and appropriate questions	↑	4%	96%	92%	95%
21. Speaks/presents with volume and clarity	↑	2%	95%	93%	96%
22. Demonstrates willingness to listen to me	↑	2%	96%	94%	95%

To what extent has your course emphasized the following mental activities:					
23. Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↑	5%	94%	89%	92%
24. Analyzing the basic elements of an idea, an experience you had or a theory	↑	4%	95%	91%	93%
25. Synthesizing and organizing ideas, information or experiences in new ways	↑	4%	95%	91%	93%
26. Making judgements or arguments about the value or soundness of information you have read	↑	5%	95%	90%	93%
27. Applying theories, concepts to help solve practical problems (such as cases)	↑	4%	94%	90%	93%
Total Average Percentage:	↑	4%	96%	92%	95%

Education Assistant Professional Programs

Professional Approach	Change		2018 - 2019	2017-2018	2016-2017
1. Demonstrates interest and enthusiasm	↔	0%	94%	94%	95%
2. Demonstrates knowledge and expertise	↓	-1%	93%	94%	95%
3. Displays respect, courtesy, sincerity and is polite to all students.	↓	-2%	93%	95%	95%
4. Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↓	-2%	94%	96%	97%
5. Is objective and fair in the evaluation of my work	↓	-3%	91%	94%	97%
6. Demonstrates a willingness to assist me on an individual basis	↓	-2%	91%	93%	97%

Facilitating Learning	Change		2018 - 2019	2017-2018	2016-2017
7. Begins classes on time and is prepared to facilitate learning	↑	1%	95%	94%	97%
8. Sets a high level of expectation for students	↔	0%	93%	93%	96%
9. Provides the amount of homework assignments students were told to expect	↓	-3%	92%	95%	96%
10. Homework assignments were relevant and meaningful	↓	-2%	91%	93%	94%
11. Spreads student workload evenly throughout the course	↓	-2%	91%	93%	94%
12. Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↓	-1%	90%	91%	96%
13. Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↓	-1%	90%	91%	96%
14. Provides valuable support to students outside of class	↓	-2%	88%	90%	95%
15. Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↔	0%	91%	91%	95%
16. Makes students aware of the method that will be used to assess them	↓	-1%	91%	92%	96%
17. Returns assignments, tests, and other assessment material within one week	↔	0%	91%	91%	95%
18. Received prompt feedback (written or oral) from instructor/facilitator	↔	0%	91%	91%	97%

Method of Communication	Change		2018 - 2019	2017-2018	2016-2017
19. Communicates expectations and ideas clearly and effectively	↔	0%	91%	91%	94%
20. Asks students clear and appropriate questions	↔	0%	92%	92%	95%
21. Speaks/presents with volume and clarity	↑	2%	95%	93%	96%
22. Demonstrates willingness to listen to me	↓	-1%	93%	94%	95%

To what extent has your course emphasized the following mental activities:					
23. Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↓	-2%	87%	89%	92%
24. Analyzing the basic elements of an idea, an experience you had or a theory	↓	-1%	90%	91%	93%
25. Synthesizing and organizing ideas, information or experiences in new ways	↓	-2%	89%	91%	93%
26. Making judgements or arguments about the value or soundness of information you have read	↓	-5%	85%	90%	93%
27. Applying theories, concepts to help solve practical problems (such as cases)	↑	1%	91%	90%	93%

Total Average Percentage:	↓	-1%	91%	92%	95%
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Data for previous years taken from the Human Services Professional Program

LINC

	Change		2018 - 2019	2017-2018	2016-2017	
1. My facilitator begins and ends each class on time.	↔	0%	99%	99%	98%	
2. My facilitator writes the daily agenda on the board.	↑	3%	98%	95%	84%	
3. My facilitator knows about the subject they are teaching.	↑	1%	99%	98%	97%	
4. My facilitator shows interest in what they teach.	↔	0%	98%	NA	NA	
5. My facilitator understands my learning needs.	↔	0%	96%	NA	NA	
6. My facilitator helps me when I need it.	↔	0%	98%	98%	98%	
7. My facilitator listens to me.	↔	0%	98%	98%	99%	
8. My facilitator encourages me to learn.	↔	0%	97%	NA	NA	
9. My facilitator tells me what they expect from me (e.g. attendance, class work, behaviour).	↔	0%	96%	NA	NA	
10. My facilitator uses different ways to teach me (e.g., group work, discussions, presentations).	↓	-1%	96%	97%	95%	
11. My facilitator speaks clearly.	↑	2%	99%	97%	96%	
12. My facilitator gives clear instructions.	↑	1%	98%	97%	97%	
13. My facilitator gives me enough time to practice English in class.	↔	0%	96%	96%	95%	
14. My facilitator encourages me to work with other students.	↔	0%	97%	97%	96%	
15. My facilitator reviews things I have learned in class.	↑	1%	95%	94%	92%	
16. My facilitator gives me useful homework.	↑	1%	92%	91%	85%	
17. My facilitator uses different ways to grade me (e.g. tasks, quizzes, tests, etc.).	↔	0%	96%	96%	94%	
18. My facilitator tells me how they will mark my work.	↔	0%	94%	94%	90%	
19. My facilitator returns my tasks, tests, quizzes and assignments on time.	↑	3%	95%	92%	90%	
20. My facilitator is fair when grading my work.	↑	3%	99%	96%	94%	
<hr/>						
Total Average Percentage:		↑	1%	97%	96%	94%

Liberal Arts Courses

Professional Approach	Change	2018 - 2019	2017-2018	2016-2017
1. Demonstrates interest and enthusiasm	↑ 1%	95%	94%	94%
2. Demonstrates knowledge and expertise	↑ 1%	95%	94%	95%
3. Displays respect, courtesy, sincerity and is polite to all students.	↑ 2%	97%	95%	95%
4. Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↑ 1%	97%	96%	96%
5. Is objective and fair in the evaluation of my work	↑ 3%	95%	92%	96%
6. Demonstrates a willingness to assist me on an individual basis	↑ 3%	95%	92%	97%

Facilitating Learning				
7. Begins classes on time and is prepared to facilitate learning	↔ 0%	96%	96%	97%
8. Sets a high level of expectation for students	↑ 2%	95%	93%	94%
9. Provides the amount of homework assignments students were told to expect	↑ 3%	96%	93%	94%
10. Homework assignments were relevant and meaningful	↑ 1%	94%	93%	93%
11. Spreads student workload evenly throughout the course	↑ 3%	95%	92%	93%
12. Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↑ 3%	94%	91%	95%
13. Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↑ 4%	94%	90%	95%
14. Provides valuable support to students outside of class	↑ 5%	93%	88%	93%
15. Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↑ 4%	94%	90%	93%
16. Makes students aware of the method that will be used to assess them	↑ 3%	95%	92%	95%
17. Returns assignments, tests, and other assessment material within one week	↑ 4%	93%	89%	95%
18. Received prompt feedback (written or oral) from instructor/facilitator	↑ 4%	94%	90%	96%

Method of Communication				
19. Communicates expectations and ideas clearly and effectively	↑ 3%	94%	91%	92%
20. Asks students clear and appropriate questions	↑ 4%	95%	91%	93%
21. Speaks/presents with volume and clarity	↑ 3%	96%	93%	94%
22. Demonstrates willingness to listen to me	↑ 2%	96%	94%	94%

To what extent has your course emphasized the following mental activities:					
23. Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↑	3%	91%	88%	90%
24. Analyzing the basic elements of an idea, an experience you had or a theory	↑	4%	93%	89%	91%
25. Synthesizing and organizing ideas, information or experiences in new ways	↑	4%	94%	90%	91%
26. Making judgements or arguments about the value or soundness of information you have read	↑	4%	92%	88%	91%
27. Applying theories, concepts to help solve practical problems (such as cases)	↑	4%	93%	89%	91%
Total Average Percentage:	↑	2%	94%	92%	94%

Practical Nurse Program

Professional Approach	Change		2018-2019	2017-2018	2016-2017
1. Demonstrates interest and enthusiasm	↑	2%	94%	92%	92%
2. Demonstrates knowledge and expertise	↑	1%	94%	93%	91%
3. Displays respect, courtesy, sincerity and is polite to all students.	↑	1%	96%	95%	91%
4. Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↔	0%	96%	96%	95%
5. Is objective and fair in the evaluation of my work	↔	0%	95%	95%	95%
6. Demonstrates a willingness to assist me on an individual basis	↑	2%	95%	93%	96%

Facilitating Learning	Change		2018-2019	2017-2018	2016-2017
7. Begins classes on time and is prepared to facilitate learning	↔	0%	95%	95%	96%
8. Sets a high level of expectation for students	↔	0%	94%	94%	95%
9. Provides the amount of homework assignments students were told to expect	↑	1%	95%	94%	95%
10. Homework assignments were relevant and meaningful	↑	1%	94%	93%	94%
11. Spreads student workload evenly throughout the course	↔	0%	94%	94%	94%
12. Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↑	2%	93%	91%	95%
13. Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↑	2%	92%	90%	95%
14. Provides valuable support to students outside of class	↑	3%	93%	90%	94%
15. Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↑	1%	92%	91%	94%
16. Makes students aware of the method that will be used to assess them	↑	2%	94%	92%	95%
17. Returns assignments, tests, and other assessment material within one week	↑	1%	96%	95%	91%
18. Received prompt feedback (written or oral) from instructor/facilitator	↑	3%	94%	91%	95%

Method of Communication	Change		2018-2019	2017-2018	2016-2017
19. Communicates expectations and ideas clearly and effectively	↑	1%	92%	91%	92%
20. Asks students clear and appropriate questions	↑	2%	94%	92%	93%
21. Speaks/presents with volume and clarity	↑	2%	94%	92%	93%
22. Demonstrates willingness to listen to me	↑	2%	95%	93%	95%

To what extent has your course emphasized the following mental activities:						
23. Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↑	1%	91%	90%	92%	
24. Analyzing the basic elements of an idea, an experience you had or a theory	↔	0%	92%	92%	92%	
25. Synthesizing and organizing ideas, information or experiences in new ways	↔	0%	91%	91%	91%	
26. Making judgements or arguments about the value or soundness of information you have read	↑	1%	91%	90%	91%	
27. Applying theories, concepts to help solve practical problems (such as cases)	↑	1%	92%	91%	91%	
Total Average Percentage:		↑	2%	94%	92%	93%

Practical Nurse Program – Practicum Courses

Facilitating Learning	Change		2018-2019	2017-2018	2016-2017
1. Models professional behaviour	↓	-3%	95%	98%	96%
2. Dresses appropriately as a professional	↓	-2%	97%	99%	97%
3. Attempts to begin each class punctually	↓	-3%	96%	99%	98%
4. Prepared for instructing the skill(s)	↓	-3%	96%	99%	97%
5. Demonstrates each skill effectively	↓	-3%	95%	98%	96%
6. Introduces each topic effectively	↓	-2%	96%	98%	95%
7. Displays respect, courtesy and sincerity to learners	↓	-2%	96%	98%	95%
8. Topics, discussions or examples reinforce the theory(s) / information learned	↓	-2%	96%	98%	96%
9. Demonstrates knowledge of clinical skills / theory	↓	-3%	96%	99%	95%
10. Demonstrates interest and enthusiasm in course	↓	-2%	96%	98%	96%
11. Demonstrates a willingness to listen to students	↓	-2%	95%	97%	95%
12. Responds to student's questions in a polite manner	↔	0%	98%	98%	96%
13. Health care supplies related to each clinical component are explained	↓	-2%	97%	99%	96%
14. Clinical time is used for effective development of necessary skill	↓	-1%	97%	98%	97%
15. Clinical evaluation process was clearly explained	↓	-1%	97%	98%	96%
16. Is fair in evaluating or assessing the learner's acquisition of knowledge/skills	↓	-2%	96%	98%	95%
17. Demonstrates a willingness to assist learners on an individual basis	↓	-2%	95%	97%	96%
18. Theory information is accurate / appropriate to experiences in clinical setting	↓	-4%	94%	98%	97%
19. What is your overall rating of the facilitator	↓	-6%	91%	97%	95%
Total Average Percentage:	↓	-2%	96%	98%	96%

Security Training Courses

Professional Approach	Change		2018-2019	2017-2018	2016-2017
1. Demonstrates interest and enthusiasm	↑	1%	98%	97%	98%
2. Demonstrates knowledge and expertise	↔	0%	98%	98%	99%
3. Displays respect, courtesy, sincerity and is polite to all students.	↓	-2%	97%	99%	99%
4. Treats each student equally regardless of race, ethnicity, gender, age, disability or religion	↓	-2%	97%	99%	99%
5. Is objective and fair in the evaluation of my work	↓	-1%	97%	98%	99%
6. Demonstrates a willingness to assist me on an individual basis	↔	0%	97%	97%	99%
Facilitating Learning					
7. Begins classes on time and is prepared to facilitate learning	↓	-1%	98%	99%	99%
8. Sets a high level of expectation for students	↔	0%	95%	95%	97%
9. Provides the amount of homework assignments students were told to expect	↔	0%	96%	96%	97%
10. Homework assignments were relevant and meaningful	↑	1%	97%	96%	96%
11. Spreads student workload evenly throughout the course	↓	-1%	95%	96%	96%
12. Uses a variety of methods of facilitating (e.g.: case studies, personal life experiences, discussions, review assignments, small group work, presentations, demonstrations, etc.)	↔	0%	97%	97%	99%
13. Uses a variety of learning aides (e.g.: internet, white board, multimedia, etc.)	↓	-1%	96%	97%	99%
14. Provides valuable support to students outside of class	↑	1%	94%	93%	95%
15. Uses a variety of methods to assess the student's knowledge, skills, attitudes and behaviors (e.g.: papers, reports, presentations, demonstrations, tests, projects, rubrics, etc.)	↑	2%	97%	95%	95%
16. Makes students aware of the method that will be used to assess them	↑	1%	97%	96%	97%
17. Returns assignments, tests, and other assessment material within one week	↑	1%	97%	96%	99%
18. Received prompt feedback (written or oral) from instructor/facilitator	↑	1%	97%	96%	99%
Method of Communication					
19. Communicates expectations and ideas clearly and effectively	↓	-1%	97%	98%	99%
20. Asks students clear and appropriate questions	↓	-1%	97%	98%	97%
21. Speaks/presents with volume and clarity	↔	0%	98%	98%	99%
22. Demonstrates willingness to listen to me	↔	0%	97%	97%	98%

To what extent has your course emphasized the following mental activities:						
23. Memorizing facts, ideas or methods from your courses and readings so you can repeat them in pretty much the same form	↔	0%	95%	95%	95%	
24. Analyzing the basic elements of an idea, an experience you had or a theory	↔	0%	96%	96%	95%	
25. Synthesizing and organizing ideas, information or experiences in new ways	↑	1%	96%	95%	95%	
26. Making judgements or arguments about the value or soundness of information you have read	↔	0%	91%	91%	96%	
27. Applying theories, concepts to help solve practical problems (such as cases)	↔	0%	96%	96%	96%	
Total Average Percentage:		↔	0%	96%	96%	97%

Enrolled Students - Program Survey

Introduction:

The “Enrolled Students: Survey Regarding his/her Program” survey was designed to gather relevant information associated with the current level of satisfaction of students with their entire program of studies at Columbia College.

This survey was conducted throughout the year and normally given to students in the last quarter of their program.

The following table indicates how many surveys were collected from students enrolled in Columbia College programs:

Survey Category	Number of Surveys
Academic Upgrading	58
Dental Assistant Professional Program	48
Education Assistant Professional Program	40
English As A Second Language	285
Employment Training / Academic Upgrading Programs	118
Health Care Aide Program	13
Human Services Professional Program	14
Language Instruction for New Comers	695
Practical Nurse Program	70
TOTAL:	1341

* Student comments are provided at the end of this section.

Academic Upgrading

Does your program do the following:	Change		2018/19	2017/18	2016/17
1. Show you how to study and do homework	↔	0%	93%	NA	NA
2. Give you the help you need	↔	0%	93%	NA	NA
3. Give you time to work on computers.	↔	0%	96%	NA	NA
4. Use textbooks that are useful in helping you learn.	↔	0%	97%	NA	NA
5. Use course handouts that are useful in helping you learn	↔	0%	95%	NA	NA
6. Use work strategies handbooks that are useful in helping you learn (for Employment Training students only).	↔	0%	92%	NA	NA
7. Help you set high goals for your education.	↔	0%	95%	NA	NA
8. Have facilitators who are encouraging and helpful.	↔	0%	95%	NA	NA
9. Have facilitators who are friendly.	↔	0%	96%	NA	NA
10. Give you job or work-related knowledge.	↔	0%	94%	NA	NA
11. Help you improve job or work-related attitudes.	↔	0%	90%	NA	NA
12. Help you write clearly.	↔	0%	93%	NA	NA
13. Help you improve your listening skills.	↔	0%	94%	NA	NA
14. Help you improve your thinking skills.	↔	0%	95%	NA	NA
15. Help you to learn how to solve problems.	↔	0%	92%	NA	NA
16. Help you to learn on your own.	↔	0%	97%	NA	NA
17. Encourage you to work with others as a team.	↔	0%	93%	NA	NA
18. Help you to understand your learning needs.	↔	0%	95%	NA	NA
19. Help you to meet deadlines.	↔	0%	95%	NA	NA
20. Help you to understand people from different countries.	↔	0%	92%	NA	NA

Do you use the following services at the College? (Yes, Sometimes, No)						
2.1.	Admissions (Admission Advisors)	↔	0%	84%	NA	NA
2.2.	Career Advising	↔	0%	73%	NA	NA
2.3.	Tutoring	↔	0%	68%	NA	NA
2.4.	Funding advice from your advisor	↔	0%	79%	NA	NA
2.5.	Computer work areas (not during class)	↔	0%	65%	NA	NA
2.6.	Services for people with disabilities	↔	0%	51%	NA	NA

Are you happy with the following services at Columbia College?						
3.1.	Admissions (Admission Advisors)	↔	0%	93%	NA	NA
3.2.	Career Advising	↔	0%	87%	NA	NA
3.3.	Tutoring	↔	0%	78%	NA	NA
3.4.	Funding advice from your advisor	↔	0%	83%	NA	NA
3.5.	Computer work areas (not during class)	↔	0%	82%	NA	NA
3.6.	Services for people with disabilities	↔	0%	84%	NA	NA

Please answer the following question: (Very Good, Good, Ok, Not Good)						
4.1	How was your school experience?	↔	0%	86%	NA	NA

Dental Assistant Professional Program

	Change	2018/19	2017/18	2016/17	
YOUR LEVEL OF SATISFACTION WITH THE PROGRAM:					
1.1 The information, support and assistance provided prior to starting the program (i.e. quality of information, assistance from Program personnel and Student Services staff).	↔	0%	80%	80%	85%
1.2 The competency, knowledge and skills of faculty I have experienced so far.	↑	1%	83%	82%	90%
1.3 The quality of classroom facilitation / instruction experienced thus far.	↓	-1%	83%	84%	84%
1.4 The quality of course materials, text books, handouts, etc. for all the courses taken thus far	↑	1%	87%	86%	90%
1.5 The amount of knowledge and skills I have acquired as a result of all the courses taken thus far	↓	-3%	81%	84%	89%
1.6 The level of respect and courtesy by all the faculty and staff related to this program.	↓	-1%	77%	78%	90%
1.7 The willingness of faculty to assist me since first enrolling in this program.	↓	-1%	81%	82%	90%
1.8 The ability of faculty to effectively communicate since first enrolling in this program.	↑	1%	82%	81%	86%
1.9 The overall organized nature of this program (eg. Orientation of students, delivery schedule, communication, coordination).	↓	-5%	76%	81%	83%
1.10 Support and assistance provided outside the classroom by all other College personnel since first enrolling in this program.	↓	-3%	80%	83%	85%
1.11 Ability of the specific program staff to effectively communicate since first enrolling in this program.	↔	0%	80%	80%	82%
1.12 Level of satisfaction with my cooperative education, clinical placement or work experience (if applicable).	↓	-1%	81%	82%	87%
Category Subtotal:	↓	-1%	81%	82%	87%

WHAT IS YOUR LEVEL OF SATISFACTION WITH COLLEGE FACILITIES					
2.1 Access to the bookstore is adequate to meet my needs.	↑	4%	76%	72%	83%
2.2 Access to computers and e-resources is sufficient.	↓	-4%	73%	77%	82%
2.3 Classroom / lab, furniture and learning aids (i.e. desks, tables, chairs, overhead projector, white board).	↓	-4%	75%	79%	79%
2.4 The cleanliness of the facilities as a whole (i.e. floor, tables, windows, doors, walls, etc.).	↓	-6%	76%	82%	76%
2.5 The lighting in the classrooms / labs (i.e. overhead lights, natural outside light).	↑	6%	84%	78%	88%
2.6 The temperature in the classroom / lab (i.e. heat, air conditioning).	↑	12%	80%	68%	81%
2.7 Computer lab equipment (i.e. computer hardware and software, printer, copiers, digital overheads).	↓	-14%	66%	80%	84%
Total Average Percentage:	↑	2%	79%	77%	82%

Education Assistant Professional Program

	Change	2018/19	2017/18	2016/17	
YOUR LEVEL OF SATISFACTION WITH THE PROGRAM:					
1.1 The information, support and assistance provided prior to starting the program (i.e. quality of information, assistance from Program personnel and Student Services staff).	↓	-2%	69%	71%	65%
1.2 The competency, knowledge and skills of faculty I have experienced so far.	↑	6%	75%	69%	73%
1.3 The quality of classroom facilitation / instruction experienced thus far.	↑	5%	72%	67%	78%
1.4 The quality of course materials, text books, hand outs, etc. for all the courses taken thus far	↑	8%	74%	66%	55%
1.5 The amount of knowledge and skills I have acquired as a result of all the courses taken thus far	↑	6%	81%	75%	68%
1.6 The level of respect and courtesy by all the faculty and staff related to this program.	↑	5%	83%	78%	75%
1.7 The willingness of faculty to assist me since first enrolling in this program.	↑	1%	82%	81%	75%
1.8 The ability of faculty to effectively communicate since first enrolling in this program.	↑	1%	74%	73%	50%
1.9 The overall organized nature of this program (eg. Orientation of students, delivery schedule, communication, coordination).	↑	4%	68%	64%	58%
1.10 Support and assistance provided outside the classroom by all other College personnel since first enrolling in this program.	↑	9%	77%	68%	75%
1.11 Ability of the specific program staff to effectively communicate since first enrolling in this program.	↑	2%	76%	74%	60%
1.12 Level of satisfaction with my cooperative education, clinical placement or work experience (if applicable).	↑	1%	76%	75%	63%
Category Subtotal:	↑	4%	76%	72%	66%

WHAT IS YOUR LEVEL OF SATISFACTION WITH COLLEGE FACILITIES					
2.1 Access to the bookstore is adequate to meet my needs.	↓	-1%	70%	71%	80%
2.2 Access to computers and e-resources is sufficient.	↑	9%	70%	61%	83%
2.3 Classroom / lab, furniture and learning aids (i.e. desks, tables, chairs, overhead projector, white board).	↑	1%	65%	64%	70%
2.4 The cleanliness of the facilities as a whole (i.e. floor, tables, windows, doors, walls, etc.).	↑	1%	69%	68%	88%
2.5 The lighting in the classrooms / labs (i.e. overhead lights, natural outside light).	↑	17%	76%	59%	75%
2.6 The temperature in the classroom / lab (i.e. heat, air conditioning).	↑	10%	70%	60%	60%
2.7 Computer lab equipment (i.e. computer hardware and software, printer, copiers, digital overheads).	↓	-3%	70%	73%	63%
Total Average Percentage:	↑	9%	74%	65%	74%

Employment Training Programs

Does your program do the following:	Change		2018/19	2017/18	2016/17
1. Show you how to study and do homework	↓	-2%	94%	96%	97%
2. Give you the help you need	↓	-3%	92%	95%	93%
3. Give you time to work on computers.	↑	1%	95%	94%	96%
4. Use textbooks that are useful in helping you learn.	↑	2%	96%	94%	93%
5. Use course handouts that are useful in helping you learn	↔	0%	94%	NA	NA
6. Use work strategies handbooks that are useful in helping you learn (for Employment Training students only).	↓	-2%	92%	94%	92%
7. Help you set high goals for your education.	↑	1%	90%	89%	89%
8. Have facilitators who are encouraging and helpful.	↔	0%	94%	94%	92%
9. Have facilitators who are friendly.	↑	2%	96%	94%	92%
10. Give you job or work-related knowledge.	↑	1%	95%	94%	92%
11. Help you improve job or work-related attitudes.	↓	-2%	92%	94%	93%
12. Help you write clearly.	↔	0%	94%	94%	90%
13. Help you improve your listening skills.	↑	2%	95%	93%	91%
14. Help you improve your thinking skills.	↑	1%	95%	94%	94%
15. Help you to learn how to solve problems.	↑	2%	95%	93%	91%
16. Help you to learn on your own.	↑	3%	96%	93%	94%
17. Encourage you to work with others as a team.	↔	0%	94%	94%	91%
18. Help you to understand your learning needs.	↓	-1%	92%	93%	93%
19. Help you to meet deadlines.	↑	4%	95%	91%	90%
20. Help you to understand people from different countries.	↔	0%	95%	95%	90%

Do you use the following services at the College? (Yes, Sometimes, No)						
2.1.	Admissions (Admission Advisors)	↓	-5%	92%	97%	93%
2.2.	Career Advising	↓	-7%	87%	94%	94%
2.3.	Tutoring	↓	-13%	74%	87%	69%
2.4.	Funding advice from your advisor	↓	-2%	91%	93%	90%
2.5.	Computer work areas (not during class)	↓	-7%	85%	92%	79%
2.6.	Services for people with disabilities	↓	-16%	72%	88%	83%

Are you happy with the following services at Columbia College?						
3.1.	Admissions (Admission Advisors)	↑	3%	95%	92%	96%
3.2.	Career Advising	↔	0%	88%	88%	95%
3.3.	Tutoring	↑	18%	90%	72%	75%
3.4.	Funding advice from your advisor	↑	3%	91%	88%	91%
3.5.	Computer work areas (not during class)	↑	9%	90%	81%	81%
3.6.	Services for people with disabilities	↑	22%	90%	68%	78%

Please answer the following question: (Very Good, Good, Ok, Not Good)						
4.1	How was your school experience?	↑	1%	86%	85%	90%

English As A Second Language

Does your program do the following:	Change		2018/19	2017/18	2016/17
1.1. Show you how to study and do homework	↓	-1%	95%	96%	93%
1.2. Give you the help you need	↔	0%	94%	94%	91%
1.3. Give you time to work on computers.	↑	2%	96%	94%	90%
1.4. Use textbooks that are useful in helping you learn.	↔	0%	92%	92%	89%
1.5. Use course handouts that are useful in helping you learn	↔	0%	94%	NA	NA
1.6. Use work strategies handbooks that are useful in helping you learn (for Employment Training students only).	↓	-6%	80%	86%	84%
1.7. Help you set high goals for your education.	↓	-3%	88%	91%	89%
1.8. Have facilitators who are encouraging and helpful.	↓	-2%	95%	97%	93%
1.9. Have facilitators who are friendly.	↑	1%	97%	96%	92%
1.10. Give you job or work-related knowledge.	↑	2%	89%	87%	86%
1.11. Help you improve job or work-related attitudes.	↑	4%	91%	87%	87%
1.12. Help you write clearly.	↑	2%	96%	94%	92%
1.13. Help you improve your listening skills.	↑	1%	95%	94%	91%
1.14. Help you improve your thinking skills.	↑	2%	94%	92%	91%
1.15. Help you to learn how to solve problems.	↑	1%	89%	88%	88%
1.16. Help you to learn on your own.	↔	0%	91%	91%	91%
1.17. Encourage you to work with others as a team.	↑	1%	97%	96%	93%
1.18. Help you to understand your learning needs.	↑	3%	93%	90%	88%
1.19. Help you to meet deadlines.	↑	1%	92%	91%	88%
1.20. Help you to understand people from different countries.	↔	0%	92%	92%	92%

Do you use the following services at the College? (Yes, Sometimes, No)						
2.1.	Admissions (Admission Advisors)	↓	-8%	89%	97%	93%
2.2.	Career Advising	↓	-21%	73%	94%	90%
2.3.	Tutoring	↓	-8%	80%	88%	78%
2.4.	Funding advice from your advisor	↓	-9%	87%	96%	92%
2.5.	Computer work areas (not during class)	↓	-18%	73%	91%	85%
2.6.	Services for people with disabilities	↓	-22%	66%	88%	77%

Are you happy with the following services at Columbia College?						
3.1.	Admissions (Admission Advisors)	↑	4%	95%	91%	94%
3.2.	Career Advising	↑	6%	89%	83%	90%
3.3.	Tutoring	↑	17%	90%	73%	80%
3.4.	Funding advice from your advisor	↓	-4%	87%	91%	91%
3.5.	Computer work areas (not during class)	↑	11%	90%	79%	85%
3.6.	Services for people with disabilities	↑	20%	86%	66%	75%

Please answer the following question: (Very Good, Good, Ok, Not Good)						
4.1	How was your school experience?	↑	4%	87%	83%	88%

Health Care Aide Program

		Change	2018/19	2017/18	2016/17
Legend:					
5 =Extremely Satisfied 4 =Very Satisfied 3 =Satisfied 2 =Limited Satisfaction 1 =Not Satisfied No Value = No comment					
YOUR LEVEL OF SATISFACTION WITH THE PROGRAM:					
1.1	The information, support and assistance provided prior to starting the program (i.e. quality of information, assistance from Program personnel and Student Services staff).	↔	0%	93%	93%
1.2	The competency, knowledge and skills of faculty I have experienced so far.	↑	2%	93%	91%
1.3	The quality of classroom facilitation / instruction experienced thus far.	↑	3%	90%	87%
1.4	The quality of course materials, text books, hand outs, etc. for all the courses taken thus far	↑	5%	97%	92%
1.5	The amount of knowledge and skills I have acquired as a result of all the courses taken thus far	↑	2%	93%	91%
1.6	The level of respect and courtesy by all the faculty and staff related to this program.	↑	1%	93%	92%
1.7	The willingness of faculty to assist me since first enrolling in this program.	↑	3%	96%	93%
1.8	The ability of faculty to effectively communicate since first enrolling in this program.	↔	0%	93%	93%
1.9	The overall organized nature of this program (eg. Orientation of students, delivery schedule, communication, coordination).	↓	-1%	90%	91%
1.10	Support and assistance provided outside the classroom by all other College personnel since first enrolling in this program.	↑	1%	88%	87%
1.11	Ability of the specific program staff to effectively communicate since first enrolling in this program.	↑	1%	95%	94%
1.12	Level of satisfaction with my cooperative education, clinical placement or work experience (if applicable).	↑	3%	89%	86%
Category Subtotal:		↑	2%	93%	91%

WHAT IS YOUR LEVEL OF SATISFACTION WITH COLLEGE FACILITIES					
2.1	Access to the bookstore is adequate to meet my needs.	↑	6%	94%	88%
2.2	Access to computers and e-resources is sufficient.	↓	-4%	87%	91%
2.3	Classroom / lab, furniture and learning aids (i.e. desks, tables, chairs, overhead projector, white board).	↑	6%	97%	91%
2.4	The cleanliness of the facilities as a whole (i.e. floor, tables, windows, doors, walls, etc.).	↑	7%	92%	85%
2.5	The lighting in the classrooms / labs (i.e. overhead lights, natural outside light).	↑	3%	92%	89%
2.6	The temperature in the classroom / lab (i.e. heat, air conditioning).	↑	4%	86%	82%
2.7	Computer lab equipment (i.e. computer hardware and software, printer, copiers, digital overheads).	↓	-4%	80%	84%
Total Average Percentage:		↑	5%	92%	87%

Human Services Professional Program

		Change	2018/19	2017/18	2016/17	
Legend:						
5 =Extremely Satisfied 4 =Very Satisfied 3 =Satisfied 2 =Limited Satisfaction 1 =Not Satisfied No Value = No comment						
YOUR LEVEL OF SATISFACTION WITH THE PROGRAM:						
1.1	The information, support and assistance provided prior to starting the program (i.e. quality of information, assistance from Program personnel and Student Services staff).	↑	3%	67%	64%	83%
1.2	The competency, knowledge and skills of faculty I have experienced so far.	↑	1%	80%	79%	90%
1.3	The quality of classroom facilitation / instruction experienced thus far.	↔	0%	77%	77%	86%
1.4	The quality of course materials, text books, hand outs, etc. for all the courses taken thus far	↔	0%	75%	75%	86%
1.5	The amount of knowledge and skills I have acquired as a result of all the courses taken thus far	↓	-3%	75%	78%	84%
1.6	The level of respect and courtesy by all the faculty and staff related to this program.	↓	-3%	77%	80%	89%
1.7	The willingness of faculty to assist me since first enrolling in this program.	↑	4%	78%	74%	86%
1.8	The ability of faculty to effectively communicate since first enrolling in this program.	↓	-12%	60%	72%	82%
1.9	The overall organized nature of this program (eg. Orientation of students, delivery schedule, communication, coordination).	↓	-13%	52%	65%	79%
1.10	Support and assistance provided outside the classroom by all other College personnel since first enrolling in this program.	↓	-11%	55%	66%	81%
1.11	Ability of the specific program staff to effectively communicate since first enrolling in this program.	↓	-24%	52%	76%	83%
1.12	Level of satisfaction with my cooperative education, clinical placement or work experience (if applicable).	↑	6%	76%	70%	80%
Category Subtotal:		↓	-4%	69%	73%	84%

WHAT IS YOUR LEVEL OF SATISFACTION WITH COLLEGE FACILITIES						
2.1	Access to the bookstore is adequate to meet my needs.	↔	0%	70%	70%	81%
2.2	Access to computers and e-resources is sufficient.	↑	8%	80%	72%	88%
2.3	Classroom / lab, furniture and learning aids (i.e. desks, tables, chairs, overhead projector, white board).	↓	-10%	70%	80%	83%
2.4	The cleanliness of the facilities as a whole (i.e. floor, tables, windows, doors, walls, etc.).	↓	-7%	72%	79%	87%
2.5	The lighting in the classrooms / labs (i.e. overhead lights, natural outside light).	↑	2%	77%	75%	87%
2.6	The temperature in the classroom / lab (i.e. heat, air conditioning).	↑	4%	75%	71%	78%
2.7	Computer lab equipment (i.e. computer hardware and software, printer, copiers, digital overheads).	↓	-4%	75%	79%	84%
Total Average Percentage:		↓	-4%	71%	75%	84%

LINC

Does your program do the following:	Change		2018/19	2017/18	2016/17
1.1. Show you how to study and do homework	↔	0%	94%	94%	94%
1.2. Give you the help you need	↑	2%	96%	94%	95%
1.3. Give you time to work on computers.	↔	0%	90%	90%	90%
1.4. Use textbooks that are useful in helping you learn.	↑	8%	84%	76%	78%
1.5. Use course handouts that are useful in helping you learn	↔	0%	96%	NA	NA
1.6. Use work strategies handbooks that are useful in helping you learn (for Employment Training students only).	↔	0%	88%	NA	NA
1.7. Help you set high goals for your education.	↑	1%	89%	88%	88%
1.8. Have facilitators who are encouraging and helpful.	↑	1%	96%	95%	93%
1.9. Have facilitators who are friendly.	↑	1%	97%	96%	95%
1.10. Give you job or work-related knowledge.	↑	2%	87%	85%	84%
1.11. Help you improve job or work-related attitudes.	↑	2%	86%	84%	85%
1.12. Help you write clearly.	↑	1%	95%	94%	93%
1.13. Help you improve your listening skills.	↑	1%	96%	95%	95%
1.14. Help you improve your thinking skills.	↑	2%	94%	92%	93%
1.15. Help you to learn how to solve problems.	↑	1%	90%	89%	86%
1.16. Help you to learn on your own.	↑	4%	92%	88%	89%
1.17. Encourage you to work with others as a team.	↑	2%	95%	93%	92%
1.18. Help you to understand your learning needs.	↑	3%	93%	90%	92%
1.19. Help you to meet deadlines.	↑	1%	87%	86%	87%
1.20. Help you to understand people from different countries.	↑	1%	92%	91%	89%

Do you use the following services at the College? (Yes, Sometimes, No)						
2.1.	Admissions (Admission Advisors)	↓	-15%	75%	90%	90%
2.2.	Career Advising	↓	-21%	69%	90%	88%
2.3.	Tutoring	↓	-19%	64%	83%	84%
2.4.	Funding advice from your advisor	↓	0%	61%	NA	NA
2.5.	Computer work areas (not during class)	↓	-19%	67%	86%	82%
2.6.	Services for people with disabilities	↓	-19%	66%	85%	83%

Are you happy with the following services at Columbia College?						
3.1.	Admissions (Admission Advisors)	↑	16%	92%	76%	75%
3.2.	Career Advising	↑	5%	76%	71%	72%
3.3.	Tutoring	↑	25%	83%	58%	62%
3.4.	Funding advice from your advisor	↓	78%	78%	NA	NA
3.5.	Computer work areas (not during class)	↑	15%	83%	68%	65%
3.6.	Services for people with disabilities	↑	24%	85%	61%	64%

Please answer the following question: (Very Good, Good, Ok, Not Good)						
4.1	How was your school experience?	↑	1%	86%	85%	86%

Practical Nurse Program

	Change	2018/19	2017/18	2016/17	
Legend:					
5 =Extremely Satisfied 4 =Very Satisfied 3 =Satisfied 2 =Limited Satisfaction 1 =Not Satisfied No Value = No comment					
YOUR LEVEL OF SATISFACTION WITH THE PROGRAM:					
1.1 The information, support and assistance provided prior to starting the program (i.e. quality of information, assistance from Program personnel and Student Services staff).	↑	4%	88%	84%	83%
1.2 The competency, knowledge and skills of faculty I have experienced so far.	↓	-1%	86%	87%	85%
1.3 The quality of classroom facilitation / instruction experienced thus far.	↓	-4%	79%	83%	81%
1.4 The quality of course materials, text books, hand outs, etc. for all the courses taken thus far	↑	1%	86%	85%	86%
1.5 The amount of knowledge and skills I have acquired as a result of all the courses taken thus far	↔	0%	88%	88%	88%
1.6 The level of respect and courtesy by all the faculty and staff related to this program.	↔	0%	88%	88%	89%
1.7 The willingness of faculty to assist me since first enrolling in this program.	↓	-2%	88%	90%	88%
1.8 The ability of faculty to effectively communicate since first enrolling in this program.	↔	0%	85%	85%	83%
1.9 The overall organized nature of this program (eg. Orientation of students, delivery schedule, communication, coordination).	↓	-1%	81%	82%	77%
1.10 Support and assistance provided outside the classroom by all other College personnel since first enrolling in this program.	↑	2%	86%	84%	83%
1.11 Ability of the specific program staff to effectively communicate since first enrolling in this program.	↓	-1%	86%	87%	82%
1.12 Level of satisfaction with my cooperative education, clinical placement or work experience (if applicable).	↓	-5%	88%	93%	87%
Category Subtotal:	↔	0%	86%	86%	84%

WHAT IS YOUR LEVEL OF SATISFACTION WITH COLLEGE FACILITIES					
2.1 Access to the bookstore is adequate to meet my needs.	↑	1%	82%	81%	87%
2.2 Access to computers and e-resources is sufficient.	↑	4%	82%	78%	84%
2.3 Classroom / lab, furniture and learning aids (i.e. desks, tables, chairs, overhead projector, white board).	↓	-2%	85%	87%	84%
2.4 The cleanliness of the facilities as a whole (i.e. floor, tables, windows, doors, walls, etc.).	↓	-9%	81%	90%	86%
2.5 The lighting in the classrooms / labs (i.e. overhead lights, natural outside light).	↓	-5%	86%	91%	89%
2.6 The temperature in the classroom / lab (i.e. heat, air conditioning).	↓	-12%	74%	86%	74%
2.7 Computer lab equipment (i.e. computer hardware and software, printer, copiers, digital overheads).	↓	-1%	80%	81%	81%
Total Average Percentage:	↓	-1%	84%	85%	84%

Non-Facilitational Staff

Introduction:

The “Non-Facilitational Staff” survey was designed to gather relevant information associated with the current level of satisfaction of staff at Columbia College.

This survey was conducted in June 2019. There were 94 invitations sent out to non-instructional staff to fill out the annual survey. 53 Responses were returned, for a response rate of 56%.

Legend:
5 =Extremely Satisfied 4 =Very Satisfied 3 =Satisfied 2 =Limited Satisfaction 1 =Not Satisfied No Value = No comment

Professional Approach	Change	2018/19	2017/18	2016/17	
1.1 I know what is expected of me	↑	1%	86%	85%	83%
1.2 I am provided with the basic materials, equipment, and work environment, needed to do my work	↓	-5%	81%	86%	81%
1.3 my supervisor tries to provide me with an opportunity to do what I do best every day	↔	0%	89%	89%	84%
1.4 in the last few weeks, I have received recognition and/or praise from someone for doing good work	↔	0%	81%	81%	83%
1.5 my supervisor, or someone at work, seems to care about me as a person	↓	-2%	88%	90%	87%
1.6 there is at least one person at work who encourages my development	↑	2%	89%	87%	83%
1.7 at work, my opinion seems to count	↑	5%	84%	79%	81%
1.8 the purpose of my program or department makes me feel what I do is important	↑	2%	88%	86%	85%
1.9 my fellow employees are committed to providing quality work	↓	5%	82%	77%	79%
1.10 I have a close or best friend at work	↑	3%	82%	79%	76%
1.11 in the last six months someone has indicated how I am progressing/performing	↔	0%	79%	79%	77%
1.12 this last year, I have had opportunities to learn and grow at work	↑	2%	83%	81%	79%
1.13 I feel I can properly handle my work load	↑	1%	82%	81%	77%
1.14 I feel my benefits are fair and competitive with similar positions in other organizations	↑	12%	76%	64%	N/A
1.15 I feel my salary is fair and competitive with similar positions in other organizations	↑	9%	72%	63%	N/A
1.16 overall I am satisfied with my position	↑	4%	84%	80%	80%

Your Current Program / Department						
2.1	communication within my department	↓	-4%	81%	85%	82%
2.2	department atmosphere, climate, culture	↓	-2%	84%	86%	81%
2.3	my level of satisfaction with the lighting in the classroom/lab/office (i.e. overhead lights, natural outside light) what location are you referring to: (Enter in comments at end of survey)	↓	-2%	78%	80%	74%
2.4	my level of satisfaction with the temperature in the classroom/lab/office (i.e. heat, air conditioning) what location are you referring to: (Enter in comments at end of survey)	↓	-4%	70%	74%	72%
2.5	design method of operating within my department	↔	0%	82%	82%	79%
2.6	direction and development of program and/or services in my department	↓	-4%	77%	81%	80%
2.7	calibre of students enrolled	↓	-4%	79%	83%	75%
2.8	relevancy and currency of courses and their related material	↓	-3%	70%	73%	78%
2.9	classroom furnishings and equipment	↓	-4%	70%	74%	69%
2.10	computer lab equipment and software	↓	-8%	66%	74%	70%
2.11	practicum/clinical/cooperative education component of program	↑	2%	84%	82%	81%
2.12	program ability to produce competent graduates employers value	↓	-1%	83%	84%	78%
2.13	my program's or department's overall operation	↓	-1%	84%	85%	81%

The Program/Department Manager/Chairperson						
3.1	provides opportunities for me to be involved as an active team member (meetings, document review, feedback, problem solving)	↔	0%	89%	89%	84%
3.2	listens to my suggestions for improvement	↑	4%	88%	84%	84%
3.3	displays positive energy, drive and enthusiasm	↑	2%	89%	87%	84%
3.4	keeps me informed of changes in the department and the college	↑	3%	88%	85%	85%
3.5	supports, coaches, advises and guides me	↑	3%	89%	86%	87%
3.6	treats me with respect, sincerity and dignity	↑	1%	90%	89%	87%
3.7	displays efficiency, effectiveness and organizational skills	↑	2%	88%	86%	87%
3.8	provides effective leadership, vision, and direction for the department	↑	6%	91%	85%	85%
3.9	Has the knowledge and skills to be an effective manager	↑	1%	88%	87%	N/A
3.10	overall performance of manager/chairperson	↓	-1%	89%	90%	88%

President						
4.1	seeks my input in college decisions (e.g. e-mail, surveys, requesting feedback to draft documents/materials made available by the Department Manager/Chair)	↓	-5%	84%	89%	85%
4.2	displays positive energy, drive and enthusiasm	↓	-2%	89%	91%	88%
4.3	keeps me informed of college changes (e.g. e-mail, minutes of AC meetings, newsletters, and other communication through the Department Manager/Chair)	↓	-4%	84%	88%	85%
4.4	supports, coaches, advises and guides me when I request said help	↓	-2%	86%	88%	85%
4.5	treats me with respect, sincerity and dignity	↓	-1%	88%	89%	87%
4.6	displays efficiency, effectiveness and organizational skills	↓	-4%	85%	89%	86%
4.7	provides effective college leadership, vision, and direction for the college	↓	-4%	88%	92%	86%
4.8	overall performance of the President	↓	-2%	88%	90%	88%
College As A Whole						
5.1	communication in the college as a whole (e.g. written memos, documents, manuals, policies, procedures, e-mails, newsletters, annual kick-offs, etc.)	↓	-7%	76%	83%	77%
5.2	atmosphere of college (positive, friendly, supportive, helpful)	↑	2%	85%	83%	85%
5.3	co-operation within the college (support, advice, assistance, teamwork)	↓	-3%	83%	86%	79%
5.4	if a health related problem is reported, something is done about it	↓	-3%	84%	87%	83%
5.5	if a safety related problem is reported, something is done about it	↑	6%	84%	78%	80%
5.6	reception services in student services	↓	-5%	87%	92%	85%
5.7	registrar's office (e.g. student registration, student records, student attendance, student graduation)	↓	-1%	85%	86%	82%
5.8	student services (admission advisors, student selection, student orientation)	↓	-1%	80%	81%	78%
5.9	marketing department services (promotion, presentations, advertising, website presentation, website content, academic calendar, open house, events)	↓	-2%	78%	80%	81%
5.10	accounting department services	↓	-2%	77%	79%	81%
5.11	bookstore area and services	↓	-3%	75%	78%	82%
5.12	college janitorial and cleaning services	↓	-5%	74%	79%	81%
5.13	college maintenance services (eg. painting, repairs and minor renovations)	↑	4%	74%	70%	79%
5.14	facility manager services	↑	1%	85%	84%	83%
5.15	computer technical support services (IT)	↓	-16%	65%	81%	81%
5.16	the overall operation of the college	↓	-4%	78%	82%	83%
Total Average Percentage:		↓	-4%	79%	83%	82%

Breakdown of responses by Program/Department:

Administration – 4 Responses
Childcare Services – 1 Response
College Prep – 0 Responses
CSSD – 10 Responses
Dental Assistant – 1 Response
ESL – 3 Responses
Health Care Aide – 1 Response
Human Services Professional – 1 Response
Employment Training – 1 Response
LINC – 3 Responses
Practical Nurse – 2 Responses
Registrar's Office/Admin – 2 Responses
Security Programs – 1 Response
Student Services Department – 13 Responses

Facilitational Staff

Introduction:

The “Facilitational Staff” survey was designed to gather relevant information associated with the current level of satisfaction of staff at Columbia College.

This survey was conducted in June 2019. There were 70 invitations sent out to Facilitational staff to fill out the annual survey. 48 responses were returned, for a response rate of 68%.

Legend:
5 =Extremely Satisfied 4 =Very Satisfied 3 =Satisfied 2 =Limited Satisfaction 1 =Not Satisfied No Value = No comment

Professional Approach	Change		2018/19	2017/18	2016/2017
1.1 I know what is expected of me	↑	1%	85%	84%	84%
1.2 I am provided with the basic materials, equipment, and work environment, needed to do my work	↓	-11%	71%	82%	78%
1.3 my supervisor tries to provide me with an opportunity to do what I do best every day	↔	0%	84%	84%	76%
1.4 in the last few weeks, I have received recognition and/or praise from someone for doing good work	↑	2%	75%	73%	70%
1.5 my supervisor, or someone at work, seems to care about me as a person	↑	1%	83%	82%	72%
1.6 there is at least one person at work who encourages my development	↓	-7%	79%	86%	73%
1.7 at work, my opinion seems to count	↓	-4%	78%	82%	65%
1.8 the purpose of my program or department makes me feel what I do is important	↓	-4%	86%	90%	86%
1.9 my fellow employees are committed to providing quality work	↓	-5%	87%	92%	81%
1.10 I have a close or best friend at work	↑	1%	75%	74%	74%
1.11 in the last six months someone has indicated how I am progressing/performing	↓	-7%	75%	82%	72%
1.12 this last year, I have had opportunities to learn and grow at work	↓	-6%	81%	87%	74%
1.13 I feel I can properly handle my work load	↓	-6%	77%	83%	79%
1.14 I feel my benefits are fair and competitive with similar positions in other organizations	↑	12%	73%	61%	N/A
1.15 I feel my salary is fair and competitive with similar positions in other organizations	↑	12%	70%	58%	N/A
1.16 overall I am satisfied with my position	↓	-3%	79%	82%	78%

Your Current Program / Department						
2.1	communication within my department	↓	-4%	80%	84%	74%
2.2	department atmosphere, climate, culture	↓	-2%	80%	82%	63%
2.3	my level of satisfaction with the lighting in the classroom/lab/office (i.e. overhead lights, natural outside light) what location are you referring to: (Enter in comments at end of survey)	↓	-4%	80%	84%	74%
2.4	my level of satisfaction with the temperature in the classroom/lab/office (i.e. heat, air conditioning) what location are you referring to: (Enter in comments at end of survey)	↑	1%	71%	70%	69%
2.5	design method of operating within my department	↓	-2%	80%	82%	72%
2.6	direction and development of program and/or services in my department	↓	-5%	71%	76%	74%
2.7	calibre of students enrolled	↓	-6%	79%	85%	70%
2.8	relevancy and currency of courses and their related material	↓	-4%	70%	74%	70%
2.9	classroom furnishings and equipment	↓	-12%	71%	83%	74%
2.10	computer lab equipment and software	↓	-14%	59%	73%	75%
2.11	practicum/clinical/cooperative education component of program	↓	-11%	83%	94%	76%
2.12	program ability to produce competent graduates employers value	↓	-11%	73%	84%	73%
2.13	my program's or department's overall operation	↓	-5%	80%	85%	73%

The Program/Department Manager/Chairperson						
3.1	provides opportunities for me to be involved as an active team member (meetings, document review, feedback, problem solving)	↓	-5%	81%	86%	77%
3.2	listens to my suggestions for improvement	↓	-1%	78%	79%	72%
3.3	displays positive energy, drive and enthusiasm	↑	1%	83%	82%	80%
3.4	keeps me informed of changes in the department and the college	↓	-4%	82%	86%	83%
3.5	supports, coaches, advises and guides me	↑	1%	79%	78%	70%
3.6	treats me with respect, sincerity and dignity	↓	-2%	84%	86%	74%
3.7	displays efficiency, effectiveness and organizational skills	↓	-3%	86%	89%	78%
3.8	provides effective leadership, vision, and direction for the department	↔	0%	83%	83%	78%
3.9	Has the knowledge and skills to be an effective manager	↓	-2%	86%	88%	N/A
3.10	overall performance of manager/chairperson	↓	-4%	81%	85%	77%

President						
4.1	seeks my input in college decisions (e.g. e-mail, surveys, requesting feedback to draft documents/materials made available by the Department Manager/Chair)	↑	1%	90%	89%	89%
4.2	displays positive energy, drive and enthusiasm	↑	2%	93%	91%	92%
4.3	keeps me informed of college changes (e.g. e-mail, minutes of AC meetings, newsletters, and other communication through the Department Manager/Chair)	↑	1%	89%	88%	87%
4.4	supports, coaches, advises and guides me when I request said help	↑	3%	88%	85%	92%
4.5	treats me with respect, sincerity and dignity	↑	3%	91%	88%	91%
4.6	displays efficiency, effectiveness and organizational skills	↑	1%	88%	87%	93%
4.7	provides effective college leadership, vision, and direction for the college	↔	0%	90%	90%	93%
4.8	overall performance of the President	↑	2%	89%	87%	91%

College As A Whole						
5.1	communication in the college as a whole (e.g. written memos, documents, manuals, policies, procedures, e-mails, newsletters, annual kick-offs, etc.)	↑	-6%	77%	83%	80%
5.2	atmosphere of college (positive, friendly, supportive, helpful)	↑	0%	83%	83%	79%
5.3	co-operation within the college (support, advice, assistance, teamwork)	↑	-2%	84%	86%	78%
5.4	if a health related problem is reported, something is done about it	↑	-2%	85%	87%	85%
5.5	if a safety related problem is reported, something is done about it	↓	3%	81%	78%	84%
5.6	reception services in student services	↑	-5%	87%	92%	82%
5.7	registrar's office (e.g. student registration, student records, student attendance, student graduation)	↑	-7%	79%	86%	83%
5.8	student services (admission advisors, student selection, student orientation)	↔	-2%	79%	81%	81%
5.9	marketing department services (promotion, presentations, advertising, website presentation, website content, academic calendar, open house, events)	↔	-3%	77%	80%	80%
5.10	accounting department services	↑	-3%	76%	79%	76%
5.11	bookstore area and services	↑	-12%	66%	78%	64%
5.12	college janitorial and cleaning services	↑	0%	79%	79%	76%
5.13	college maintenance services (eg. painting, repairs and minor renovations)	↓	1%	71%	70%	75%
5.14	facility manager services	↑	-4%	80%	84%	82%
5.15	computer technical support services (IT)	↑	-10%	71%	81%	71%
5.16	the overall operation of the college	↑	-6%	76%	82%	78%
Total Average Percentage:		↑	-4%	78%	82%	78%

Breakdown of responses by Program/Department:

Academic Upgrading – 1 Response
College Prep – 0 Responses
CSSD – 1 Response
Dental Assistant – 5 Responses
ESL – 12 Responses
Health Care Aide – 0 Response
Human Services Professional – 3 Responses
Education Assistant Program – 2 Responses
Employment Training – 4 Responses
LINC – 12 Responses
Practical Nurse – 1 Responses
Security Programs – 1 Response

Employers of Practicum Students

Introduction:

The “Employers of Practicum Students” survey was designed to gather relevant information from the employers of students who completed a final practicum from Columbia College throughout the year (from the period of September 1st, 2018 – August 31st, 2019).

SURVEY CATEGORY	Number of Surveys
CSSD – Employment Program	10
Dental Assistant Professional Program	63
Education Assistant Professional Program	53
ESL / Employment Training Programs Work Experience Evaluations	63
Health Care Aide Program / ET-Health Care Aide	19
Human Services / Education Assistant Professional Department	45
Practical Nurse Professional Program	34
TOTAL:	287

Student Performance Reviews from Employers						
CSSD – Employment Program		Change	2018/19	2017/18	2016-2017	
Legend:						
5 =Excellent		4 =Above Average		3 =Average		2 =Fair
						1 =Improvement Needed
						NC= No comment/Not
1.1	Approaches work in a pleasant, co-operative, and positive way.	↑	3%	84%	81%	79%
1.2	Has appropriate appearance regarding dress, grooming and hygiene.	↓	-5%	78%	83%	76%
1.3	Displays appropriate manners and behaviours on the work site.	↑	8%	88%	80%	79%
1.4	Meets the physical fitness requirement to carry out all work related duties.	↓	-4%	72%	76%	69%
1.5	Understands directions given and follows through appropriately.	↓	-10%	64%	74%	68%
1.6	Requires little supervision on the job.	↓	-1%	56%	57%	64%
1.7	Functions well in a flexible work environment.	↓	-3%	62%	65%	68%
1.8	Follows through on work expectations.	↓	-1%	72%	73%	67%
1.9	Handles constructive criticism positively.	↔	0%	73%	73%	73%
1.10	Seeks input, assistance and help from others.	↓	-6%	72%	78%	68%
1.11	Treats others in an equal, fair and just manner.	↔	0%	80%	80%	76%
1.12	Is sociable and co-operative.	↑	5%	80%	75%	77%
1.13	Speaks to others in a sincere and respectful manner.	↑	4%	84%	80%	83%
1.14	Offers support, assistance, and help to others.	↑	7%	78%	71%	72%
1.15	Follows work safety regulations.	↑	1%	82%	81%	76%
1.16	Demonstrates a willingness to learn.	↓	-5%	80%	85%	73%
1.17	Acknowledges mistakes and learns from them.	↓	-6%	70%	76%	69%
1.18	Demonstrates effective speaking skills.	↑	7%	76%	69%	65%
1.19	Demonstrates effective listening skills.	↓	-4%	74%	78%	69%
1.20	Productively and efficiently manages their time.	↓	-11%	60%	71%	57%
1.21	Consistently produces the expected volume of work.	↓	-5%	64%	69%	56%
1.22	Takes initiative – seeks extra work when expected tasks are completed.	↑	3%	68%	65%	64%
1.23	Maintains a clean and orderly work area.	↑	6%	78%	72%	68%
1.24	Effectively deals with change.	↓	-5%	69%	74%	67%
1.25	Works well under pressure.	↑	8%	68%	60%	63%
1.26	Deals with negative situations in a positive manner.	↑	4%	69%	65%	71%
Total Average Percentage:		↓	-1%	73%	74%	70%

Student Performance Reviews from Employers					
Dental Assistant Practicum Evaluations	Change	2018/19	2017/18	2016-2017	
Legend:					
Please rate the student's outcome from 1-10, or N/A (10 being best).					
Practice Management:					
1. Demonstrate competency in Dental Administration	↔	0%	81%	81%	81%
Dental Sterilization:					
2. Demonstrate competency in Sterilization Protocols	↓	-6%	88%	94%	93%
Clinical Care:					
3. Preparing, setting up & cleaning the operatory following infection control standards	↓	-7%	89%	96%	93%
Assistant Skills:					
4. Greeting / Seating patients	↓	-2%	90%	92%	91%
5. Reviewing Medical Histories	↓	-7%	80%	87%	89%
6. Taking & Recording Vital Signs	↓	-15%	82%	97%	88%
7. Performing Oral Inspections	↓	-14%	78%	91%	86%
8. Charting dental conditions	↓	-6%	80%	86%	86%
9. Assisting with oral evacuation & instrument transfer	↓	-4%	85%	89%	86%
10. Handling dental materials	↓	-6%	84%	90%	88%
11. Assisting in restorative procedures	↓	-6%	85%	91%	89%
12. Assisting in extraction procedures	↓	-5%	83%	88%	85%
13. Assisting in Crown and Bridge preparation procedures	↓	-5%	82%	87%	85%
14. Assisting in cementation of Crown and Bridge procedures	↓	-5%	82%	87%	86%
15. Assisting in endodontic procedures	↓	-9%	78%	87%	86%
16. Providing Oral Hygiene Instruction	↓	-3%	83%	86%	88%
Intra-Oral Duties:					
17. Exposing Intra-Oral & Extra-Oral Radiographs	↓	-6%	84%	90%	88%
18. Taking Preliminary Impressions & Wax Bites	↓	-6%	83%	89%	88%
19. Application and Removal of Dental Dam	↓	-11%	76%	87%	86%
20. Performing selective Coronal Polishing	↓	-1%	88%	89%	89%
21. Application of topical fluoride	↑	4%	91%	87%	92%
22. Application of Pit and Fissure Sealants	↓	-8%	80%	88%	87%
23. Application of Desensitizing Agents	↓	-10%	83%	93%	87%
24. Application & Removal of Matrices and Wedges	↓	-9%	78%	87%	86%

Student Performance Reviews from Employers						
Dental Assistant Practicum Evaluations		Change	2018/19	2017/18	2016-2017	
25.	Application of topical Anaesthetic	↓	-11%	88%	99%	91%
26.	Suture Removal	↓	-12%	81%	93%	86%
27.	Mixing & Placing Bases and Liners		-6%	83%	89%	87%
28.	Placing Temp / Intermediate Restorations	↓	-4%	77%	81%	85%
29.	Application & Removal of Gingival Retraction Cord	↓	-13%	74%	87%	88%
30.	Fabrication & Temporary Cementation of Provisional Crowns & Bridge	↓	-14%	74%	88%	87%
31.	Dental Probing & PSR recording	↑	7%	87%	80%	86%
Laboratory Procedures:						
32.	Pouring Stone Models	↓	-10%	83%	93%	89%
33.	Trimming Study Models	↓	-4%	85%	89%	90%
34.	Fabrication of whitening trays	↓	-2%	85%	87%	95%
35.	Fabrication of Custom Sports Guards	↓	-17%	76%	93%	91%
36.	Fabrication of Custom Acrylic Impression Trays	↓	-17%	73%	90%	92%
Learning to Learn and Professionalism:						
37.	As a professional, demonstrates pride in their work and is honest, moral, ethical, honourable, trustworthy, and acts with integrity.	↔	0%	93%	NA	NA
38.	Is pleasant, polite, punctual, positive, friendly, smiles, and asks how they may help others.	↔	0%	93%	NA	NA
39.	Is respectful, courteous, and sincere.	↔	0%	94%	NA	NA
40.	Is open to constructive criticism, and takes responsibility for one's errors and makes corrections where necessary.	↔	0%	91%	NA	NA
41.	Seeks help from others and offers help to others to become more efficient and effective.	↔	0%	91%	NA	NA
42.	Demonstrates effective listening, speaking, and communication skills.	↔	0%	90%	NA	NA
43.	Respects the privacy of others and confidentiality (does not engage in gossip).	↔	0%	93%	NA	NA
44.	Deals with difficult situations and sensitive issues in a professional manner.	↔	0%	88%	NA	NA
45.	Either individually or within a team, identifies work-related and customer-based problems/challenges.	↔	0%	86%	NA	NA
46.	Helps others to view problems and concerns as challenges and even opportunities.	↔	0%	83%	NA	NA
47.	Assesses and analyses problems by using such critical thinking techniques as brainstorming, nominal group technique, Delphi technique, reframing, and lateral thinking.	↔	0%	80%	NA	NA
48.	Maintains an organized office, desk, files, documents, and/or working environment.	↔	0%	87%	NA	NA

Student Performance Reviews from Employers						
<i>Dental Assistant Practicum Evaluations</i>		Change		2018/19	2017/18	2016-2017
49.	Is prepared in advance for scheduled shifts, appointments and meetings (meeting etiquette).	↔	0%	89%	NA	NA
50.	Effectively deals with negative situations and handle pressure in a professional manner.	↔	0%	85%	NA	NA
51.	Maintains a balance between personal and professional life.	↔	0%	88%	NA	NA
52.	Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale.	↔	0%	89%	NA	NA
53.	Builds a sense of shared values that bind others to a common cause and/or direction.	↔	0%	85%	NA	NA
54.	Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization.	↔	0%	85%	NA	NA
55.	I feel that this student has been adequately prepared to enter the workforce in this field.	↔	0%	88%	NA	NA
56.	I feel that this student has demonstrated strong overall professional conduct.	↔	0%	92%	NA	NA
Total Average Percentage:		↓	-3%	87%	90%	90%

Student Performance Reviews from Employers						
Education Assistant Professional Program		Change	2018-19	2017-18	2016-17	
Legend:						
5 =Exceptional 4 =Very Good 3 =Good 2 =Marginal 1 =Poor No Value = No comment						
1 Workplace Behaviour						
1.1	Approaches work in a professional, pleasant, co-operative, and positive way and presents a professional appearance regarding dress and hygiene.	↑	0.3	4.9	4.6	4.8
1.2	Treats others in an equal, fair and just manner regardless of race or cultural origin and speaks to others in a sincere, respectful, and polite manner.	↑	0.2	4.9	4.7	4.8
1.3	Displays appropriate level of self-confidence and offers support, assistance, and help to others when appropriate.	↑	0.1	4.4	4.3	4.5
1.4	Maintains a positive attitude, energy and drive and motivation to learn and grow.	↑	0.3	4.7	4.4	4.7
1.5	Handles constructive criticism in a proper manner and learns from it.	↑	0.1	4.7	4.6	4.6
1.6	Effectively deals with change and unexpected situations as well as handles stress in an appropriate manner.	↑	0.3	4.6	4.3	4.5
1.7	Deals with negative situations in a proper manner. (conflict resolution)	↑	0.2	4.5	4.3	4.4
1.8	Demonstrates physical ability to keep up with the demand of work and maintains a properly organized work area.	↑	0.1	4.7	4.6	4.7
1.9	Demonstrates behaviour that contributes to a safe and secure work environment.	↑	0.1	4.8	4.7	4.7
1.10	Displays genuine interest in the needs of customer/patient, etc.	↑	0.2	4.8	4.6	4.7
1.11	Selects most appropriate tools (equipment, devices) to complete a task and uses supplies and resources in an appropriate manner.	↑	0.3	4.6	4.3	4.5
1.12	Functions well with limited level of supervision yet understands one's limitations and seeks appropriate assistance.	↔	0.0	4.4	4.4	4.5
1.13	Supports and/or contributes to continuous improvement and is committed to quality and takes pride in one's work.	↔	0.0	4.6	4.6	4.6
2 Computer Literacy						
2.1	Uses computers to effectively communicate, manage data, and process information.	↓	-0.5	4.0	4.5	4.3
2.2	Demonstrates competence in the use of occupation-specific technologies which operate on computers.	↑	0.1	4.0	3.9	4.3
2.3	Applies computing skills to new situations and environments.	↓	-0.2	4.1	4.3	4.2

3 Communication						
3.1	Uses appropriate vocabulary, concepts, numbers, symbols, and charts that are appropriate to the occupation/position.	↔	0.0	4.4	4.4	4.5
3.2	Communicates effectively using written, spoken, visual and/or media formats that are appropriate to purpose, situation and audience needs.	↑	0.2	4.5	4.3	4.5
3.3	Displays effective interpersonal skills through listening, establishing rapport, and monitoring non-verbal signals while demonstrating respect for self and others.	↑	0.2	4.6	4.4	4.6
4 Group Effectiveness						
4.1	Communicates effectively in a group setting by actively listening as well as giving and receiving feedback in a proper manner.	↔	0.0	4.4	4.4	4.6
4.2	Accepts and demonstrates personal responsibility for the success of a group.	↑	0.2	4.5	4.3	4.6
4.3	Personally displays the ability to be an effective group member by being open, flexible, respectful of others and accepting of diversity.	↑	0.3	4.7	4.4	4.7
4.4	Demonstrates an understanding of group processes by participating in specific group tasks and by building relationships to support group success.	↔	0.0	4.5	4.5	4.6
5 Information Retrieval and Evaluation						
5.1	Identifies what information is required in a given situation and then identifies where it will be found.	↔	0.0	4.4	4.4	4.3
5.2	Identifies relevant sources of information and generates search methods in order to complete an effective search.	↑	0.1	4.5	4.4	4.4
5.3	Evaluates the quality of the information acquired (source, currency, accuracy, authenticity) and organizes it in order to assess its completeness. In addition, notes the sources of the information using a recognized format.	↔	0.0	4.4	4.4	4.4
6 Problem Solving and Decision Making						
6.1	Identifies and considers underlying beliefs, values, and parameters when assessing a situation or problem.	↑	0.1	4.5	4.4	4.5
6.2	Reviews current knowledge and then analyzes and evaluates this information in order to conclude a worthwhile or innovative solution to a problem or challenge.	↑	0.2	4.5	4.3	4.5
6.3	Breaks down a complex problem into its basic elements and examines connections to the elements.	↑	0.2	4.6	4.4	4.6
6.4	Achieves goals using objective thought processes to solve problems and overcome obstacles.	↔	0.0	4.4	4.4	4.6
6.5	Identifies and weighs alternatives in order to make an appropriate decision that is defensible.	↑	0.2	4.5	4.3	4.6

7 Ethical Reasoning						
7.1	Demonstrates awareness of one's own values and beliefs and recognizes and understands others have a right to their own values and beliefs.	↑	0.3	4.7	4.4	4.7
7.2	Accepts diversity and diverse points of view from a wide range of individuals.	↔	0.0	4.5	4.5	4.6
7.3	Examines various assumptions and connections among beliefs, decisions, actions and consequences from a variety of perspectives (individual, community, national, and global).	↔	0.0	4.4	4.4	4.3
7.4	Analyzes and discusses issues from ethical perspectives and applies ethical principles and frameworks in making a decision.	↑	0.1	4.5	4.4	4.4
Total Average Percentage:		↑	2%	90%	88%	90%

Student Work Experience Performance Reviews from Employers							
ESL / Employment Training Programs		Change	2018/19	2017/18	2016-17		
Legend:							
5 =Exceptional		4 =Very Good		3 =Good		2 =Marginal	
1 =Poor		No Value = No comment					
1.	Approaches work in a pleasant, co-operative, and positive way.	↑	0.1	4.7	4.6	4.6	
2.	Presents an appropriate appearance regarding dress, grooming and hygiene.	↑	0.2	4.8	4.6	4.7	
3.	Demonstrates effective level of listening, speaking, and writing skills for the occupation.	↑	0.4	4.2	3.8	3.8	
4.	Treats others in an equal, fair and just manner regardless of race or cultural origin.	↔	0.0	4.7	4.7	4.6	
5.	Speaks to others in a sincere, respectful, and polite manner. Offers support, assistance, and help to others when appropriate.	↑	0.1	4.7	4.6	4.7	
6.	Offers support, assistance, and help to others when appropriate.	↑	0.2	4.5	4.3	4.5	
7.	Displays an appropriate level of self-confidence and maintains a positive attitude, energy and drive.	↑	0.1	4.2	4.1	3.9	
8.	Exhibits a high level of motivation to learn and grow.	↔	0.0	4.3	4.3	4.1	
9.	Takes direction and follows through appropriately.	↑	0.1	4.3	4.2	4.2	
10.	Handles constructive criticism in a proper manner and admits mistakes and learns from them.	↑	0.1	4.3	4.2	4.3	
11.	Displays sensitivity to confidential issues.	↓	-0.1	4.4	4.5	4.3	
12.	Demonstrates a high level of morals, ethics, and honesty.	↔	0.0	4.5	4.5	4.3	
13.	Effectively deals with change and unexpected situations.	↔	0.0	4.0	4.0	3.8	
14.	Handles stress in an appropriate manner.	↓	-0.1	4.1	4.2	4.1	
15.	Deals with negative situations in a proper manner. (conflict resolution)	↑	0.1	4.1	4.0	4.0	
16.	Demonstrates physical ability to keep up with the demand of work.	↓	-0.2	4.3	4.5	4.2	
17.	Demonstrates proper concern for a safe and secure work environment.	↓	-0.1	4.5	4.6	4.2	
18.	Displays an appropriate level of team work and cooperation with others.	↓	-0.1	4.4	4.5	4.7	
19.	Displays genuine interest in the needs of customer.	↔	0.0	4.3	4.3	4.4	

20.	Selects the most appropriate tools (equipment, devices) to complete a task as well as uses supplies and resources in an appropriate manner.	↑	0.1	4.2	4.1	3.9
21.	Functions well with a limited level of supervision, yet understands their limitations and seeks appropriate assistance.	↑	0.3	4.2	3.9	3.8
22.	Maintains a properly organized work area and completes assigned duties in a reasonable period. (time management)	↓	-0.1	4.2	4.3	4.1
23.	Supports and/or contributes to continuous improvement and is committed to quality and takes pride in one's work.	↓	-0.2	4.2	4.4	4.1
24.	Is effective at identifying root causes and selecting appropriate solutions to problems.	↑	0.2	3.9	3.7	3.8
25.	Displays initiative by offering to take on additional work when assigned responsibilities are completed.	↑	0.1	4.4	4.3	3.9
26.	Demonstrates leadership by assessing changing circumstances and establishing new priorities or appropriate actions.	↑	0.3	4.0	3.7	3.7
Total Average Percentage:		↑	2%	87%	85%	84%

Note: 41/52 (79%) of the Employers who responded to the question 'Would you hire this student?', responded with either a yes (or yes when there was an opening) response.

AREA OF EMPLOYER EVALUATION						
Health Care Aide Program		Change	2018-19	2017-18	2016-17	
Legend:						
5 =Exceptional 4 =Very Good 3 =Good 2 =Marginal 1 =Poor No Value = No comment						
1	As a professional, demonstrates pride in their work and is honest, moral, ethical, honourable, trustworthy, and acts with integrity.	↓	-8%	83%	91%	NA
2	Is co-operative, pleasant, punctual, positive, friendly, smiles, and as a team member asks how they may help others.	↓	-6%	85%	91%	NA
3	Is respectful, courteous, and sincere regardless of race or cultural origin.	↓	-5%	86%	91%	NA
4	Is open to constructive criticism, and takes responsibility for one's errors and makes corrections where necessary.	↓	-10%	78%	88%	NA
5	Seeks help from others and offers help to others to become more efficient and effective.	↓	-10%	78%	88%	NA
6	Demonstrates effective listening, speaking, and communication skills.	↓	-8%	80%	88%	NA
7	Respects the privacy of others and confidentiality (does not engage in gossip).	↓	-3%	86%	89%	NA
8	Deals with difficult situations and sensitive issues in a professional manner.	↓	-8%	77%	85%	NA
9	Either individually or within a team, identifies work-related and customer-based problems/challenges.	↓	-10%	73%	83%	NA
10	Helps others to view problems and concerns as challenges and even opportunities.	↓	-10%	75%	85%	NA
11	Assesses and analyses problems by using such critical thinking techniques as brainstorming, nominal group technique, reframing, and lateral thinking.	↓	-14%	71%	85%	NA
12	Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization.	↓	-15%	67%	82%	NA
13	Is prepared in advance for scheduled shifts, appointments and meetings (meeting etiquette).	↓	-6%	80%	86%	NA
14	Effectively deals with negative situations and handle pressure in a professional manner.	↓	-7%	76%	83%	NA
15	Maintains a balance between personal and professional life.	↓	-6%	81%	87%	NA
16	Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale.	↓	-6%	78%	84%	NA
17	Builds a sense of shared organizational values that bind others to a common cause and/or direction.	↓	-16%	72%	88%	NA
18	Maintains an organized office, desk, files, documents, and/or working environment.	↓	-7%	75%	82%	NA
19	I feel that this student is adequately prepared to enter the workforce in this field in an entry-level position.	↓	-8%	83%	91%	NA
20	I feel that this student has demonstrated strong overall professional conduct.	↓	-6%	83%	89%	NA
21	Overall Performance	↓	-5%	84%	89%	NA
22	Number of Employers responded who would consider hiring graduate:	↑	4%	100%	96%	NA
23	Number of Employers responded who would consider taking a Columbia College practicum student:	↔	0	100%	100%	NA

Please note a new survey was used for the Health Care Aide Program Employer Survey in 2018 to 2019.

Student Performance Reviews from Employers						
Human Services Professional Program		Change	2018-19	2017-18	2016-17	
Legend:						
5 =Exceptional 4 =Very Good 3 =Good 2 =Marginal 1 =Poor No Value = No comment						
1 Workplace Behaviour						
1.1	Approaches work in a professional, pleasant, co-operative, and positive way and presents a professional appearance regarding dress and hygiene.	↔	0.0	4.6	4.6	4.8
1.2	Treats others in an equal, fair and just manner regardless of race or cultural origin and speaks to others in a sincere, respectful, and polite manner.	↑	0.1	4.8	4.7	4.8
1.3	Displays appropriate level of self-confidence and offers support, assistance, and help to others when appropriate.	↑	0.1	4.4	4.3	4.5
1.4	Maintains a positive attitude, energy and drive and motivation to learn and grow.	↑	0.1	4.5	4.4	4.7
1.5	Handles constructive criticism in a proper manner and learns from it.	↓	-0.1	4.5	4.6	4.6
1.6	Effectively deals with change and unexpected situations as well as handles stress in an appropriate manner.	↓	-0.1	4.2	4.3	4.5
1.7	Deals with negative situations in a proper manner. (conflict resolution)	↓	-0.1	4.2	4.3	4.4
1.8	Demonstrates physical ability to keep up with the demand of work and maintains a properly organized work area.	↓	-0.1	4.5	4.6	4.7
1.9	Demonstrates behaviour that contributes to a safe and secure work environment.	↔	0.0	4.7	4.7	4.7
1.10	Displays genuine interest in the needs of customer/patient, etc.	↔	0.0	4.6	4.6	4.7
1.11	Selects most appropriate tools (equipment, devices) to complete a task and uses supplies and resources in an appropriate manner.	↑	0.2	4.5	4.3	4.5
1.12	Functions well with limited level of supervision yet understands one's limitations and seeks appropriate assistance.	↑	0.1	4.5	4.4	4.5
1.13	Supports and/or contributes to continuous improvement and is committed to quality and takes pride in one's work.	↓	-0.1	4.5	4.6	4.6
2 Computer Literacy						
2.1	Uses computers to effectively communicate, manage data, and process information.	↓	-0.2	4.3	4.5	4.3
2.2	Demonstrates competence in the use of occupation-specific technologies which operate on computers.	↑	0.3	4.2	3.9	4.3
2.3	Applies computing skills to new situations and environments.	↔	0.0	4.3	4.3	4.2

3 Communication						
3.1	Uses appropriate vocabulary, concepts, numbers, symbols, and charts that are appropriate to the occupation/position.	↓	-0.1	4.3	4.4	4.5
3.2	Communicates effectively using written, spoken, visual and/or media formats that are appropriate to purpose, situation and audience needs.	↑	0.1	4.4	4.3	4.5
3.3	Displays effective interpersonal skills through listening, establishing rapport, and monitoring non-verbal signals while demonstrating respect for self and others.	↔	0.0	4.4	4.4	4.6
4 Group Effectiveness						
4.1	Communicates effectively in a group setting by actively listening as well as giving and receiving feedback in a proper manner.	↔	0.0	4.4	4.4	4.6
4.2	Accepts and demonstrates personal responsibility for the success of a group.	↑	0.1	4.4	4.3	4.6
4.3	Personally displays the ability to be an effective group member by being open, flexible, respectful of others and accepting of diversity.	↑	0.1	4.5	4.4	4.7
4.4	Demonstrates an understanding of group processes by participating in specific group tasks and by building relationships to support group success.	↓	-0.1	4.4	4.5	4.6
5 Information Retrieval and Evaluation						
5.1	Identifies what information is required in a given situation and then identifies where it will be found.	↓	-0.1	4.3	4.4	4.3
5.2	Identifies relevant sources of information and generates search methods in order to complete an effective search.	↓	-0.2	4.2	4.4	4.4
5.3	Evaluates the quality of the information acquired (source, currency, accuracy, authenticity) and organizes it in order to assess its completeness. In addition, notes the sources of the information using a recognized format.	↓	-0.2	4.2	4.4	4.4
6 Problem Solving and Decision Making						
6.1	Identifies and considers underlying beliefs, values, and parameters when assessing a situation or problem.	↔	0.0	4.4	4.4	4.5
6.2	Reviews current knowledge and then analyzes and evaluates this information in order to conclude a worthwhile or innovative solution to a problem or challenge.	↑	0.1	4.4	4.3	4.5
6.3	Breaks down a complex problem into its basic elements and examines connections to the elements.	↔	0.0	4.4	4.4	4.6
6.4	Achieves goals using objective thought processes to solve problems and overcome obstacles.	↔	0.0	4.4	4.4	4.6
6.5	Identifies and weighs alternatives in order to make an appropriate decision that is defensible.	↑	0.1	4.4	4.3	4.6

7 Ethical Reasoning						
7.1	Demonstrates awareness of one's own values and beliefs and recognizes and understands others have a right to their own values and beliefs.	↑	0.1	4.5	4.4	4.7
7.2	Accepts diversity and diverse points of view from a wide range of individuals.	↓	-0.1	4.4	4.5	4.6
7.3	Examines various assumptions and connections among beliefs, decisions, actions and consequences from a variety of perspectives (individual, community, national, and global).	↓	-0.1	4.3	4.4	4.3
7.4	Analyzes and discusses issues from ethical perspectives and applies ethical principles and frameworks in making a decision.	↓	-0.2	4.2	4.4	4.4
Total Average Percentage:		↔	0%	88%	88%	90%

AREA OF EMPLOYER EVALUATION						
<i>Practical Nurse Professional Program</i>		Change	2018-19	2017-18	2016-17	
Legend:						
5 =Exceptional 4 =Very Good 3 =Good 2 =Marginal 1 =Poor No Value = No comment						
1	As a professional, demonstrates pride in their work and is honest, moral, ethical, honourable, trustworthy, and acts with integrity.	↑	6%	94%	88%	NA
2	Is co-operative, pleasant, punctual, positive, friendly, smiles, and as a team member asks how they may help others.	↑	5%	95%	90%	NA
3	Is respectful, courteous, and sincere regardless of race or cultural origin.	↑	6%	96%	90%	NA
4	Is open to constructive criticism, and takes responsibility for one's errors and makes corrections where necessary.	↑	4%	92%	88%	NA
5	Seeks help from others and offers help to others to become more efficient and effective.	↑	4%	92%	88%	NA
6	Demonstrates effective listening, speaking, and communication skills.	↑	2%	89%	87%	NA
7	Respects the privacy of others and confidentiality (does not engage in gossip).	↑	2%	96%	94%	NA
8	Deals with difficult situations and sensitive issues in a professional manner.	↑	5%	93%	88%	NA
9	Either individually or within a team, identifies work-related and customer-based problems/challenges.	↑	5%	88%	83%	NA
10	Helps others to view problems and concerns as challenges and even opportunities.	↑	4%	87%	83%	NA
11	Assesses and analyses problems by using such critical thinking techniques as brainstorming, nominal group technique, reframing, and lateral thinking.	↑	6%	86%	80%	NA
12	Continually seeks new ways to more efficiently and effectively perform their duties and responsibilities which contributes to the financial success of the organization.	↑	5%	90%	85%	NA
13	Is prepared in advance for scheduled shifts, appointments and meetings (meeting etiquette).	↑	4%	95%	91%	NA
14	Effectively deals with negative situations and handle pressure in a professional manner.	↑	1%	85%	84%	NA
15	Maintains a balance between personal and professional life.	↑	4%	92%	88%	NA
16	Stimulates interest and enthusiasm on the part of others and contributes to positive employee morale.	↑	4%	91%	87%	NA
17	Builds a sense of shared organizational values that bind others to a common cause and/or direction.	↑	5%	89%	84%	NA
18	Maintains an organized office, desk, files, documents, and/or working environment.	↑	5%	91%	86%	NA
19	I feel that this student is adequately prepared to enter the workforce in this field in an entry-level position.	↑	6%	92%	86%	NA
20	I feel that this student has demonstrated strong overall professional conduct.	↑	4%	94%	90%	NA
21	Overall Performance	↑	5%	91%	86%	NA
22	Number of Employers responded who would consider hiring graduate:	↑	4%	100%	96%	NA
23	Number of Employers responded who would consider taking a Columbia College practicum student:	↓	-6%	94%	100%	NA

Graduate Students

Introduction:

The “Graduates Students” survey was designed to gather relevant information associated with graduates from Columbia College programs.

This survey was conducted in July 2019 and included students who graduated from a program at Columbia College between May 1st, 2018 and April 31st, 2019. 341 surveys were sent out and 39 were returned for a response rate of 11.4%. Due to the low response rate, survey summary results were not calculated.

Note: 87% of graduates who responded to the survey said they would recommend their program to a friend.

Students Who Withdrew

Introduction:

The “Students who Withdrew” survey was designed to gather information from students who were withdrawn from their program of studies.

This survey was conducted in July 2019 and included students who withdrew from their program prior to completion between May 1st, 2018 and April 31st, 2019. There were 86 surveys sent out to students during this period and 3 surveys returned. Due to the low response rate, survey summary results were not calculated.

Community Support Services Programs

Community Support Services - Employment Services	2018-2019	
	Student 2018/2019	P/G/A 2018/2019
Classroom		
1.1 Learned skills in class to help with job safety	100%	100%
1.2 Learned skills in class to help with job search	80%	100%
1.3 Learned skills in class to help keep job	80%	100%
1.4 Learned skills in class to help with personal development	100%	100%
1.5 Learned about WHIMIS	100%	50%
1.6 Learned money management skills through the "Momentum course"	80%	100%
1.7 Learned skills in class to help with understanding abuse "Abuse workshop"	80%	100%
Comments:		
<i>We learned a lot. we learned interviews, and how to get a job.</i>		
<i>I like to learn more about working as a team and how to be a good team player</i>		
<i>I would like new stuff.</i>		
<i>The classes and employment specialist were very helpful.</i>		
<i>I liked learning about employment expectation and time management</i>		
Work Experiences		
2.1 The work experience was something they were interested in	100%	85.71%
Comments:		
<i>The two work experiences I did I was interested in doing.</i>		
<i>I wanted a job where I was with people and that had tasks I could do. I wanted to be able to learn new things.</i>		
<i>I like cashiers job.</i>		
<i>Displaying Jewelry in working at a jewelry store</i>		
<i>I am not sure</i>		
<i>I like to learn and work like everyone.</i>		
<i>Was originally thinking warehouse. I like working with wood or clothes. I do like where I am at now</i>		
<i>I was looking for a daycare job or a home care job.</i>		

2.2 Learned new skills during the work experience	100%	100%
Comments:		
<i>Learned I can't be always focused on one kid and that I have to keep my eyes open to other kids.</i>		
<i>Sweeping the floor and cleaning the classroom.</i>		
<i>Organizing things, costumers care.</i>		
<i>I learned about how to clean the store and other daily duties and to always to take imitative about getting to work</i>		
<i>I learned about safety through the W/E</i>		
<i>Organizing and putting things away. Listening and following directions.</i>		
<i>How to fine code from boxes How to put sizes Organize Cleaning fitness room and area</i>		
<i>I learned to work in the steam tunnel, sort and fold.</i>		
<i>First time doing this kind of work. I do a lot of sorting</i>		
<i>I learned that I can't just focus on one thing I have to look all around.</i>		
Employment		
3.1 Students found a job in the field that they were looking for	80%	82.35%
3.2 Students enjoy their job	95.83	100%
3.3 Coaching support		
a. Poor	0%	0%
b. Fair	12.50%	0%
c. Good	33.33%	23.53%
d. Excellent	54.17%	76.47%
Comments:		
<i>Still looking for another one. I had dollars and few work experience</i>		
<i>They provided me to do a practicum in CINTAS. The company later hired me. I am thankful to my teachers.</i>		
<i>I have 2 jobs Winners and Sobeys. Winners I have had for 11 years with lots of ups and downs and Sobeys for a year I only work one day at each</i>		
<i>It was not a warehouse but I like what I am doing</i>		
<i>I have been there a long time. 11 years</i>		
<i>I wanted to work at a daycare and they found me a job at the daycare</i>		
<i>I wanted to work in an office filing</i>		
<i>I was able to find a job on my own</i>		
<i>sometimes I enjoy my job but not all the time</i>		
<i>People are good to work with.</i>		
<i>I love my work. It gives me an opportunity to live with dignity. I earn money and can spend for me and for my family. It</i>		
<i>gives me satisfaction.</i>		

<i>I have been there 10 years. The job that I have given me more hours and treat me equally.</i>		
<i>I enjoy both having money is good but also the coworkers and my bosses as well and that every time I am there I am</i>		
<i>trying to do a good job all the time</i>		
<i>I like what I do. I like the routine</i>		
<i>I like everything</i>		
<i>Yes I did enjoy my job but right now I am not working.</i>		
<i>The people there are good to me</i>		
<i>ITS OK. a JOB IS A JOB</i>		
<i>The job is important TO ME AND I NEED TO KEEP MY JOB. The people are friendly</i>		
3.4 Support from Employment Services Program		
a. Too little	0%	0%
b. Too much	0%	0%
c. Just enough	100%	35.71%
d. Excellent	0%	64.29%
Comments:		
<i>It was good. It was helpful.</i>		
<i>It is excellent help to find a job for me.</i>		
<i>The staff are very helpful and gave really great skills to learn at work.</i>		
<i>it is great to have someone to back me up. In case, my manager put me at a department where I have not trained to work there yet</i>		
<i>I like them to visit me once a week.</i>		
<i>Everything is good.</i>		
<i>Very helpful and supportive.</i>		
<i>I appreciate the support I receive. My teachers guide me when I need to advance my career.</i>		
<i>I get the best support through my Employment Specialist and Job Coach and if I need addition help I can call them.</i>		
<i>I like that I have support every week would like though be allowed to email more often but it is good to get support every week</i>		
<i>the support I receive is good.</i>		
<i>I'd like to mention my Job coach. They have been absolutely incredible since I've met them and always look forward to them coming and checking in on me.</i>		
<i>My Employment Specialist following through on things she has said she would do to help me is something to work on she has said she will speak to my manager about certain situations multiple times and I never heard back if she did. She's usually good but that seems to be a bit of a struggle</i>		
<i>I like having them come once a week</i>		
<i>It's all good</i>		

3.5 Staff were not able to find student a job in the field they were looking for		
a. Working, but not at a job they were really looking for	100%	100%
b. Presently not working	0%	0%
c. Not job ready yet	0%	0%
d. I am looking for a specific job that is hard to find	0%	0%
Comments:		
<i>Columbia did find me a job I was interested in. I am working in childcare and that is what I wanted to do.</i>		
<i>I need to develop more job skills.</i>		
3.6 If working, rate the support from Columbia		
a. Too little	0%	20%
b. Just enough	66.67%	60%
c. Too much	33.33%	20%
Communication		
4.1 Rate communication between yourself and staff at Columbia's Employment Services		
A. Satisfied	92.31%	94.11%
4.2 Do you feel that the Staff at Columbia advocate on your behalf?		
a. Yes	84.62%	94.12%
b. No	0%	5.88%
c. Unsure	15.38%	0%
Comments:		
<i>Whenever I was doing my work experience my job coach would be there to help me understand what my manager was trying to get me to do. They helped me with new skills at work.</i>		
<i>They come to see my job manager and see how I am working.</i>		
<i>They were able to get me transferred to a store where I enjoy the work and the people.</i>		
<i>They helped me by teaching me how to dust furniture very well. In the shop I was given a check list and worked very hard every day.</i>		
<i>My Employment specialist helped me out when I got fired.</i>		
<i>If I have a problem, I talk to staff and they help me.</i>		
<i>Helped by developing a checklist so I can check off my tasks when completed. Helps me stay focused.</i>		
<i>They meet with me and help me become more confident in my interview skills and apply in person to jobs.</i>		
<i>They sometimes come to my work place. They guide me all the time and ask me questions if I am doing good. They correct me when I make a mistake.</i>		

<i>I've been with program for 13 years. I have had many employment specialist over the years help support me.</i>		
<i>While I have been able to keep my two jobs even though this year has been hard in some areas I have tried to keep most of my spirits up.</i>		
<i>Helped me find a good job that I love going to everyday.</i>		
<i>Check up on me. If I have problems, I can turn to them. I see them weekly.</i>		
<i>They helped me get my job. They help me when I have problems at work.</i>		
<i>The employment specialist came and helped me with my interviews.</i>		
<i>Making sure I get my hours.</i>		
<i>My job coach helped me find a job.</i>		
Service		
5.1 I know who to talk to at Columbia if I ever need to	100%	100%
5.2 Staff care about what I say	92.31	100%
5.3 Staff at Columbia do what they say they will do	92.31	100%
5.4 Staff at Columbia tell me about any additional things I may need for my job	92.31	100%
Comments:		
<i>My Job coach was very helpful. She is very patient with me.</i>		
<i>I enjoyed the whole course since I'm proud of the job I have that is Permanent</i>		
<i>I feel ready to leave the program</i>		
<i>My Employment Specialist did great for me when I need her help.</i>		
<i>I don't have any problems at my job. If I did then I know Columbia Employment staff would help me.</i>		
<i>I wish all the best for my teachers, staff and employment specialists.</i>		
<i>I think its a good program for adults for persons with disabilities.</i>		
<i>I wish to receive better contact and acceptance of what I am able to get done and succeed</i>		
<i>My Job Coach has been absolutely incredible they are always there if I need help and answers any questions I have very professionally. And is great.</i>		
5.5 Columbia provides me with the opportunity to have a say in my services such as job searching and resume building	92.31%	70.59%
5.6 I am involved in planning services as much as I want to be. This includes input into my Individual Service Plan	80.77%	82.35%
5.7 I am satisfied that the training and support that I receive from Columbia assists me in finding and/or keeping my job	96.15%	93.75%
5.8 I am satisfied with the problem solving process I can use to resolve any issues at Columbia. These can be found in the student handbook	92.00%	83.35%

5.9 I am aware that if I am not happy with the services I am receiving at Columbia, I have the ability to move to another agency	84.00%	88.24%
5.10 Do you wish to share anything else with respect to the services you receive from Columbia training centre?		
Comments:		
<i>What I like about it is you're not getting judged at Columbia college. Everyone is respectful.</i>		
<i>I am happy with all the news skills. Every job I have and learned how to be safe on the job.</i>		
<i>I have learned some computer skills and internet searching through the class at Columbia. I have learned all skills related to my job before I joined the service.</i>		
<i>I like the program. It helped me get a good job and training. I am still keeping the job with the help of Columbia College Employment Services. Thank you for doing this for me.</i>		
<i>While I do want to keep what I have, I have figured out that I am still growing. When I am at the school I can always talk to my Job Coach.</i>		
5.11 What do you like about Columbia?		
Comments:		
<i>It was like going to school in a way but here they were actually teaching you what you need to be prepared for your future.</i>		
<i>The staff are very helpful and come out when I need them.</i>		
<i>It's good help.</i>		
<i>It is a good program if you need help finding a job that you want</i>		
<i>It has lots of learning. I feel passionate about sharing my interests about learning new skills.</i>		
<i>Staff respect students as adults. For example, employers see the students like adults. Therefore they hired the students.</i>		
<i>I like all teacher.</i>		
<i>The staff are willing to help m.</i>		
<i>Hanging out with my friends. Getting help at my workplace.</i>		
<i>The staff are good and helpful.</i>		
<i>The teachers, staff, and employment specialists are good.</i>		
<i>It's a good program. It shows that you can show a adult with disabilities that they can get a job and keep the job.</i>		
<i>I do like the jobs I have, in addition with the community access part the activities are fun and the ability to keep friends.</i>		
<i>Everything.</i>		
<i>I like that they found me jobs. They help me out. I would say "Yes" to Columbia College.</i>		
<i>They help me a lot.</i>		
<i>That they are very helpful. They got me the job I always wanted.</i>		
<i>It's very interesting</i>		
<i>They help me with my skills.</i>		

5.12 What can Columbia do better?		
Comments:		
<i>Everything was good. My first choice was homecare but then after my specialist put me in childcare. I felt like she didn't care about putting me back in home care.</i>		
<i>You are excellent.</i>		
<i>Learn more about taking the initiative.</i>		
<i>Add a new topic in class. Everything else was awesome.</i>		
<i>Please continue the program and help the vulnerable students so they could be employed and live a dignified life.</i>		
<i>Continue supporting students when they request assistance.</i>		
<i>Maybe stay longer with us at our jobs.</i>		

COLUMBIA TRAINING CENTRE SUPPORT SERVICES STUDENT SATISFACTION SURVEY

Executive Summary

Rationale:

Columbia Training Centre, Community Access Service has always been committed to identifying best practises and determines methods of continuous improvement in the hopes of providing the best possible services for the students we support.

This is done through a number of methods that includes in this case, stakeholder surveys.

Goals and Objectives:

The objective of this survey is to get the most up-to-date feedback from our most important stakeholders, our Students. In some cases, when Students were unable to voice their opinions, their residential supports, whether it be their family members or paid residential supports, assisted to ensure their voices were heard.

This survey will hopefully help Columbia determine where we are in relation to the goals we have set out, as well as determine our future goals for continuous improvement.

Methodology:

While **58** surveys were targeted for completion. **25** surveys were completed.

All Responses are based on a 5-point scale with 1 being Strongly Disagree and 5 being Strongly Agree.

The primary respondents in order of ranking were: students themselves, Legal Guardians and Parents who lived with and supported our students, Residential staff who lived with and supported our students.

The primary method for completion in order of ranking were: In-person surveys, returned paper surveys, emailed survey responses, and over the telephone surveys.

The timeline for the survey was July 1, 2019 to September 30, 2019.

Next Steps

With the survey now complete, it will be shared with the CSSD team, and action statements will be developed and implemented into our Short Term Goals.

Number of Surveys Sent: 58

Number of Survey

Respondents: 25

PART A: Background Information

1. How did you hear about Columbia Training Centre?

PDD referred Columbia 15 (60%)	My School referred Columbia 3 (12%)	I know someone at Columbia 2 (8%)	Columbia website 2 (8%)	Other, please specify: 3 (12%)
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2. How long have you been a student with Columbia Training Centre?

Under a year 1 (4%)	1-2 years 2 (8%)	2-5 years 5 (20%)	5-10 years 8 (32%)	Over 10 years 9 (36%)
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3. How many Day Support Programs have you had the opportunity to be part of?

1 program 12 (48%)	2 programs 7 (28%)	3 programs 3 (12%)	4 programs 1 (4%)	Over 5 programs 2 (8%)
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PART B: Satisfaction with Services

4. Please indicate how much you agree with the following statements:

The following Activities are important to me:	Average Score
Continuing my Academic pursuits	4.2
Being in Social settings	4.6
Participating in Sport and Recreation	4.4
Making new Friendships and Connections	4.4
Learning New Skills	4.6
Going to the following places are Important to me:	Average Score
Spending time learning in the Library	4.0
Going to Leisure Centres	4.3
Going to the Movies	4.5
Going to Museums	3.8
Going to Art Galleries	3.6
Going to Outdoor Summer events	4.4
Using the Computer lab at Columbia is important to me	3.4
I feel my Staff:	Average Score
Helped me choose activities I enjoy	4.5
Helped me plan to do the activities I chose	4.6
Took part in my activities with me	4.7
Offered enough supports	4.6
Ensured I had fun in my activities	4.7
Helped me connect with others	4.6
I feel my time is spent:	Average Score
Doing worthwhile things	4.6
Engaged with others	4.5
Learning new things	4.6
Doing things I enjoy	4.6
Doing things I chose	4.6

I feel supported because:	Average Score
My Staff discusses my activities with me	4.5
My Staff listens to my choices	4.6
My Staff informs others of what I like to do	4.4
My Staff follows through on my choices	4.6
My Staff involves me in planning	4.6
Regarding the Activities I currently do:	Average Score
I enjoy each activity I'm scheduled to do	4.2
I would not change any of my activities	4.0
I have a good variety in the activities I do	4.4
I want to change some of my activities	3.0
I wouldn't mind changing all my activities	2.7
Regarding my Supports and Services:	Average Score
I am happy with my supports and services	4.5
I am happy with the staff I work with	4.5
I am happy with the activities I take part in	4.4
I am happy with the friendships I've made	4.5
I'm happy with my level of participation	4.4
I'm happy with my level of interaction	4.5

PART C: Satisfaction with Outcomes

5. Please rate your level of agreement with the following statements:

	Average Score
I feel welcomed and included at Columbia Training Centre	4.7
I feel comfortable asking questions at Columbia Training Centre and my feedback is valued	4.3
I feel that people from Columbia care about me	4.7
I have made friends at Columbia	4.5
I have more connections compared to last year	4.3
I have more friends compared to last year	4.3
I received the supports I needed over the last year	4.6
I have more options compared to last year	4.2
I have 1 new role compared to last year	3.9
I contribute more to my community compared to last year.	4.0
My life has improved over the last year	4.3
I have more skills compared to last year	4.2
I am happier compared to last year	4.0
I am more active compared to last year	4.2
I still want Columbia to help me in my activities	4.5
I am more Independent compared to last year	4.4

PART D: Suggestions and Feedback**6. Tells us what you think is working well at Columbia Training Centre?**

Your staff matching to clients is working great
 The Staff are really good and care about me
 I like going out to do activities
 The structure of program overall seems to work well
 Weekly updates from staff to caregivers
 Helping me talk more
 Activities, day trips, helping make friends
 I have a good time doing the gym exercise and learning
 Improved variety of field trips and activities. The talent show was awesome
 Staff's support
 Being around my friends
 They organized a good volunteer opportunity for us. They communicate well and are approachable.
 Good activities. I like it
 I like spending time with T.A. and J.L. and some of the other staff, getting out into the community and volunteering
 Helping me with my mood. Talking with clients
 The summer activities were very good because I got to be a big group of my friends
 Gets me out of the house during the day
 Summer challenge
 Volunteer placements. 1 to 1 supports. Fun activities.
 Small groups. I like going to different locations we choose

7. Tells us how can we improve the services that Columbia Training Centre offers?

It's nice to have my group join with other groups that I have close friends in. It's nice to be able to do different activities with other groups.
 I am very satisfied with the service at Columbia College
 I want to attend camping
 Offer a greater variety of activities or at least change up schedules more frequently
 I am very satisfied with the services that the Columbia Training Centre provides
 Continue to improve communication
 Doing other activities
 Give us more time with you
 happy to have your service
 A better set up for lunchroom / classroom for a more central feel to Columbia College
 We are very happy. He is too. He would like to take his girlfriend to the Halloween party 😊
 All good
 For winter bring indoor activities with group and more people involved like the summer challenges.
 More board games
 Teach more life skills

8. What other services would you like to see at Columbia Training Centre?

It would be nice if there was more availability to the cooking class
 I want to attend self defense classes
 More overlap between the work program and the community program. Some more options around this
 I cannot think of any. The Columbia Training Centre meets almost all of my needs
 Retirement education for the clients
 Photo taking group
 If you could have a painting class at Columbia, I would like it
 Respite – Weeknights / Weekends
 Like to move toward some employment training and for academics towards that
 More camping trips
 Learning other languages
 More day trips
 Supported employment
 Start a cooking class

9. Please share any additional comments you have about our support services.

I love all the camping trips
 Support Services are great but would like to see support workers changed more often and more group activities
 They are excellent. Your staff does a fantastic job. I feel included and cared for in all of the activities that we do.
 Please continue to be positive with encouragement and praise
 Happy where I am
 I am happy with the support I am getting
 WE appreciate all that you do! The skills level and professionalism of the staff is admirable
 Very good
 It's fun
 Staff have helped me to grow by making good choices and be more independent