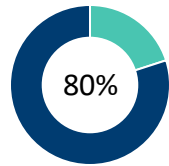


Program Overview (3 year average) - BC Diploma, Associate Degree and Certificate Student Outcomes

Technology Support Professional_7110_CERT

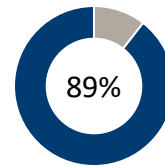
Employment Outcomes

Employment Rate



Those who responded were working and in labour force.

How useful was your program in getting your (main) job? (obtained after studies) rated very or somewhat useful



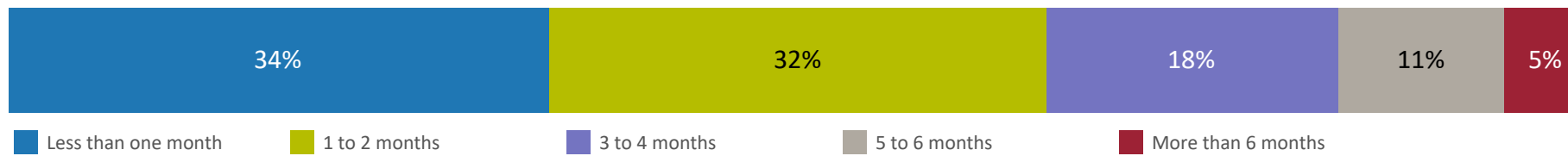
Survey Year

2021 2022 2023

Graduating Year

	2020	2021	2022
Eligible Students			109
Respondents			66
Response Rate			61%

How long did it take you to find your program-related job?



Average hourly wage of those in training related job (main job)

\$27

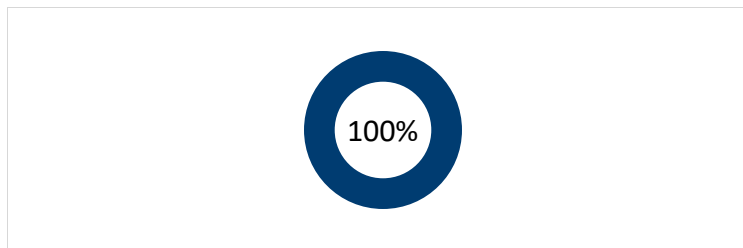
Education Outcomes

95%

of graduates were very satisfied or satisfied with their education

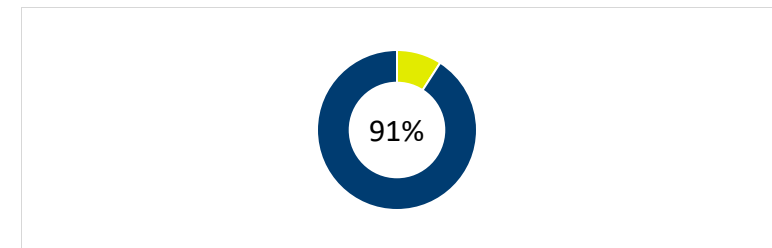
Aspects of Program

Quality of Instruction
rated very good, good, and adequate



Aspects of Courses

Covering topics relevant to field
rated very good or good



Please note results are from previous graduating years and are subject to industry and occupational trends.

When assessing a program, please consider researching other programs within the Post-Secondary Sector, reaching out to those within that industry and connecting with current students in the selected program.

NOTE: All percentages are rounded to whole numbers.



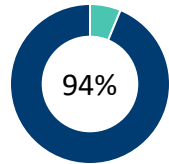
Program:
Technology Support Professional_7110_CERT

Graduating Year

2020	2021	2022
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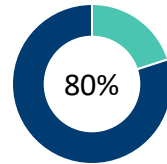
Employment Outcomes

In Labour Force



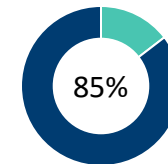
Those who responded were employed as well as looking and available for work at time of survey.

Employment Rate



Those who responded were working and in labour force.

Employed in training-related job



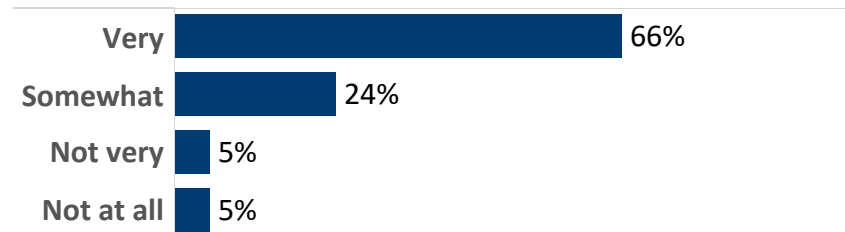
Those who responded were currently employed at a job or business at time of survey.

Eligible Students	109
Respondents	66
Response Rate	61%

Of those employed (in labour force):



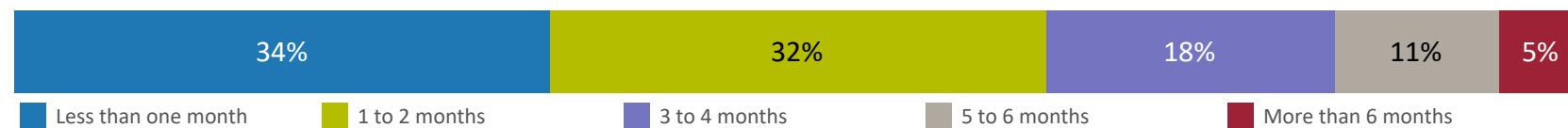
How useful was your program in getting your (main) job?
(obtained after studies)



Top 5 Jobs Obtained Related to Program

NOC 4	Occupation	% of those employed in program related jobs	Median hourly wage (main job)
2282	User support technicians	63%	\$25
2281	Computer network technicians	12%	\$30
2171	Information systems analysts and consultants	7%	
2147	Computer engineers (except software engineers and designers)	5%	\$34
2173	Software engineers and designers	2%	\$23

How long did it take you to find your program-related job?



Average hourly wage of those in training related job (main job)

\$27

Please note results are from previous graduating years and are subject to industry and occupational trends.

When assessing a program, please consider researching other programs within the Post-Secondary Sector, reaching out to those within that industry and connecting with current students in the selected program.

NOTE: All percentages are rounded to whole numbers.

Program:
Technology Support Professional_7110_CERT

Graduating Year

2020	2021	2022
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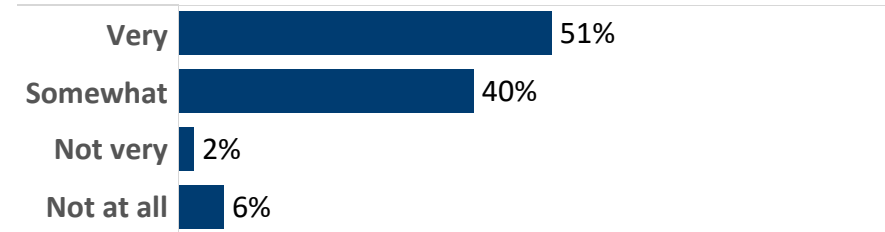
Eligible Students	109
Respondents	66
Response Rate	61%

Education Outcomes

95%

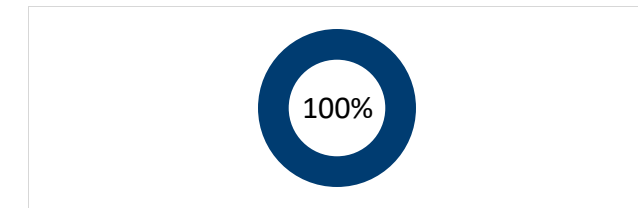
of graduates were very satisfied or satisfied with their education

How useful were the knowledge and skills you gained in your program in performing your (main) job?



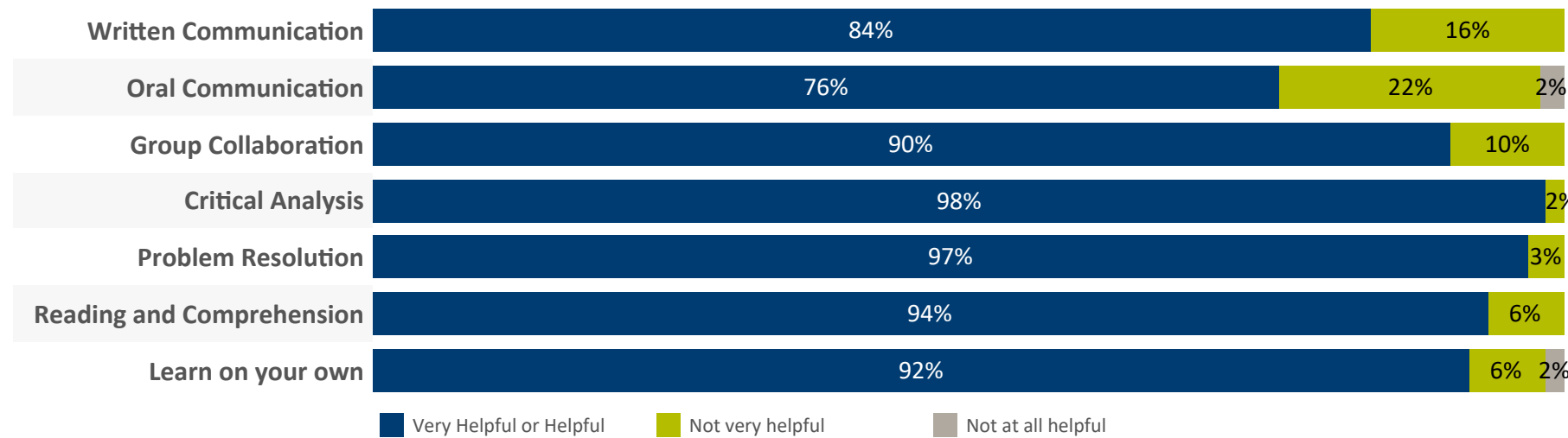
Aspects of Program

Quality of Instruction rated very good, good, and adequate



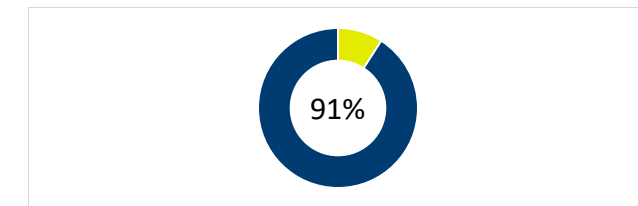
Skill Development

How well are students prepared to:



Aspects of Courses

Covering topics relevant to field rated very good or good



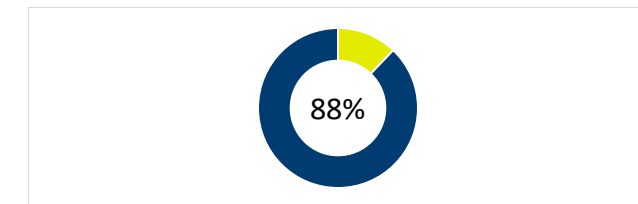
Aspects of Program

How did students rate:

Skill Development and Experience	Very Good or Good	Adequate	Poor or Very Poor
Quality of Instruction	89%	11%	0%
Amount of practical experience	88%	8%	5%
Organization of program	85%	12%	3%

Aspects of Courses

Covering standards used rated very good or good



Please note results are from previous graduating years and are subject to industry and occupational trends.

When assessing a program, please consider researching other programs within the Post-Secondary Sector, reaching out to those within that industry and connecting with current students in the selected program.

NOTE: All percentages are rounded to whole numbers.



Program:
Technology Support Professional_7110_CERT

Graduating Year

2020	2021	2022
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Further Studies



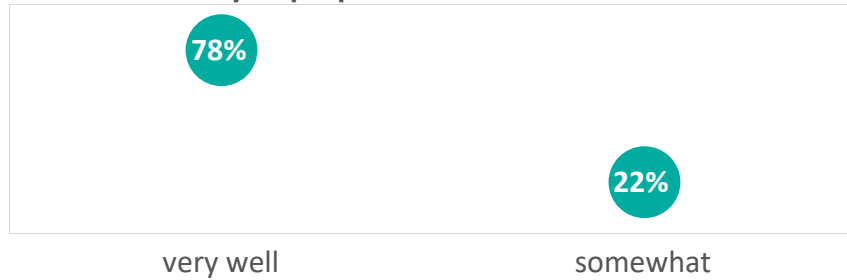
are currently studying on full-time or part-time bases after completing program



Have taken further studies after completing program

Eligible Students	109
Respondents	66
Response Rate	61%

How well were you prepared for further studies?



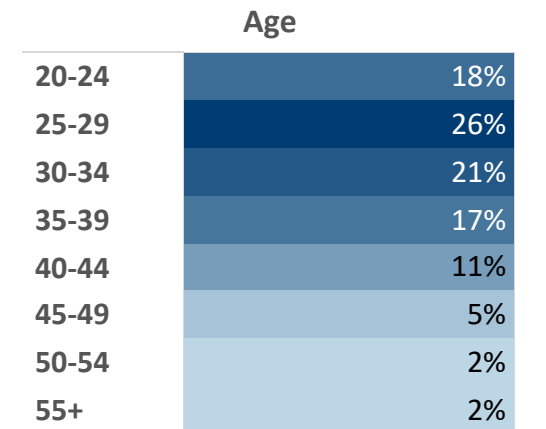
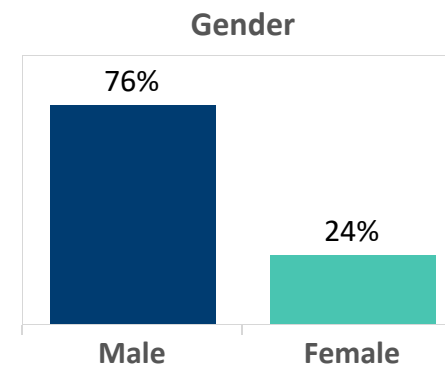
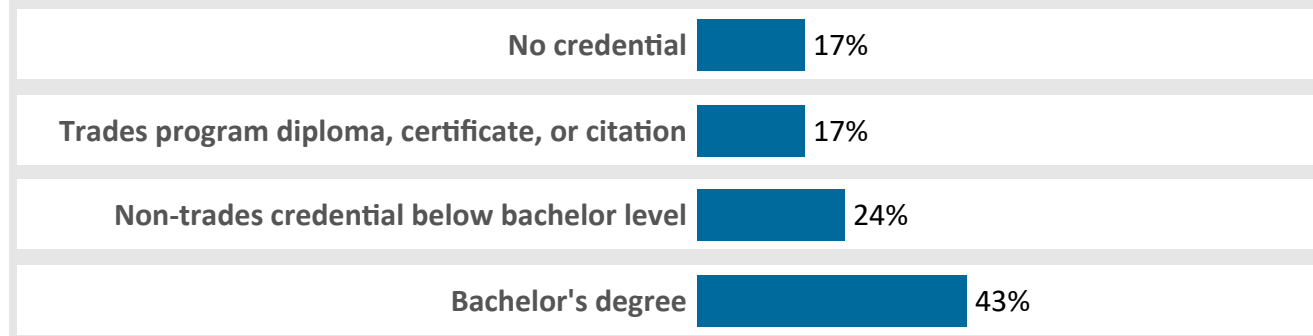
Where are you studying or where did you take further studies? Top B.C. Public Post-Secondary Institutions

BCIT	75%
University of British Columbia	25%

Program Demographics

Of those respondents had taken previous post-secondary education:

Note: Credentials are based on those who had taken previous post-secondary education. Respondents could report more than one type of post-secondary credential.



Please note results are from previous graduating years and are subject to industry and occupational trends.

When assessing a program, please consider researching other programs within the Post-Secondary Sector, reaching out to those within that industry and connecting with current students in the selected program.

NOTE: All percentages are rounded to whole numbers.

Student Outcomes Reporting System (SORS)

This report was run by:

British Columbia Institute of Technology

This report was run on:

10/18/2023

This report shows data from:

Survey name: BC Diploma, Associate Degree, and Certificate Student Outcomes Survey (DACSO)

Survey year(s): 2021, 2022, 2023

Results are from previous **graduating years 2020 - 2022** and are subject to industry and occupational trends

About the DACSO survey:

The DACSO Survey is conducted annually from January to June, with funding from the ministry responsible for post-secondary education and B.C.'s public post-secondary institutions. The eligible cohort for the DACSO Survey consists of former students from public post-secondary institutions who have completed or nearly completed their diploma, associate degree, or certificate programs 9 to 20 months before the survey. The annual questionnaire is built on a set of core questions based on the major themes of the survey: employment outcomes, further education, ratings of programs, and student satisfaction. Please note the DACSO survey does not include trades foundation, trades-related vocational, apprenticeship, short certificate, baccalaureate, or developmental (Adult Basic Education, English as a Second Language, and Adult Special Education) programs.

Data Definitions:

Information provided through BC Student Outcomes

*** Please take caution when interpreting the results with a response count less than 30, as they may not be statistically valid.**

Eligible Students: Count of total graduates in program

Respondents: Former students who responded to the DACSO survey.

Response Rate: Percentage of survey respondents to all graduates surveyed.

Programs less than 8 respondents are excluded from Summary Outcomes individual program reports.

% In Labour Force: Respondents who were in the labour force. The labour force includes people who were employed as well as those who were looking and available for work at the time of the survey.

% Employment Rate: % Those who were working in labour market.

% Employed in training related job: Respondents that were currently employed in an occupation that was either "very" or "somewhat" related to their past training they took in program.

% Of those employed: (in labour force) Percent of respondents who were currently working in labour force full-time (30 hours or more per week), part-time (less than 30 hours per week), or unemployed and looking for work.

% How useful were the knowledge and skills you gained in your program in performing your job: Percent of respondents who felt the knowledge and skills gained from their program were "very", "somewhat", "not very" or "not at all" useful in performing their job.

% How useful was your program in getting your (main) job: Percent of respondents who felt their program was "very", "somewhat", "not very" or "not at all" useful in getting their job.

Average hourly wage of those in training related job (main job): Mean (average) hourly wage of those in training related job (main full-time or part-time job).

% Satisfied with Education: Percent of respondents who felt "very", "satisfied", "dissatisfied" or "very dissatisfied" with education received.

% How well students were prepared to: (Questions changed to a 4-point scale in 2015) - Respondents who felt skill development was applicable responded "very helpful" or "helpful", "not very helpful" or "not at all helpful" to the skills listed.

% Are currently studying: Percent of respondents that they were currently studying on a full-time or part-time basis.

% Have taken further studies since leaving program: Percent of respondents have taken any further studies since the last course at their institution.

% How well were you prepared for further studies after completing program: Percent of respondents who felt their further studies were related to their program and felt that they were "very well", "somewhat", "not very" or "not at all" prepared for further study due to the program.