

PURPOSE OF THE SURVEY

The **Flexible Learning Student Engagement Survey** is a biennial survey conducted by BCIT's Institutional Research and Planning Office that investigates how BCIT Flexible Learning students are engaged with their educational experiences, how they perceive the academic challenges, and the support that they receive from the Institution.

RESPONSE RATE

The survey targeted Flexible Learning students registered in the Fall 2025 term. 11,857 were successfully sent a survey invitation through the email list, and of those students 1196, participated in the survey; yielding an overall response rate of 10% (response rates will vary by question).

Note: the total cohort was 11,989, but due to invalid email addresses and unsubscribes only 11,857 were contacted.

11,989	Cohort	Response Rate 10%
11,857	Valid invites	
1196	Valid responses	

SURVEY TIMEFRAME

September 24th- Initial invite	October 1th- First reminder	October 8th - Second reminder	October 15th-Last reminder	October 20th - Survey closed
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STRUCTURE OF THE REPORT

This report presents **Institute-wide** findings.

Rim weighting methodology was used to calculate a set of weights to demographically compensate for the answers collected, i.e. align the demographic profile of the respondents to that of the cohort.

The results are **weighted by: Age Group, Gender, Degree Type, Residency, Campus and School.**

There is a 95% certainty (19 out of 20 times) of the accuracy in the survey results at the institute level with a +/- 2.7% margin of error.

Multiple selection (checklist) questions add up to more than 100%.

Throughout the report, "-" and "x" are used when counts are "0" (zero) and <=5, respectively, to avoid the risks of disclosing the personally identifiable information.

Key Findings (Institute Level)

Academic Profile

- The large majority (76%) were part-time students taking 1 to 3 courses at BCIT.
- Only 7% were taking part-time courses at other post-secondary institutions.
- Top three post-secondary institutions students currently take part-time courses are University of British Columbia (10%), Vancouver Community College (8%), and Douglas College (9%).
- 45% of students reported that their main mode of learning was “Blended”, followed by “Online” (38%), and “In-person” (17%).
- “BCIT website” was most selected by respondents (29%) when they were asked how they had first become aware of their BCIT Flexible Learning course.
- When asked about their 3 main reasons for considering BCIT, 44 % of respondents selected “Flexible schedule”, followed by “Reputation” (39%), and “Online option for the course/program I wanted” (29%).
- “I work full-time” yielded the highest score (52%) among other reasons for choosing to study on a part-time basis.
- “Obtain or update job-related/professional skills” (42%), “Obtain a BCIT credential” (42%), and “Establish a career” (39%) were rated highest among the objectives for registering in their Flexible Learning course(s)/program(s) at BCIT

Course Registration

- Almost eight in ten (82%) reported they had used “online” registration method for their Flexible Learning courses.
- 41% of respondents reported that their personal saving was primarily source for paying their BCIT course fees.

Course Cancellation

- 16% of students reported they have experienced course cancellations.
- Of those whose course(s) had been cancelled, 34% “Decided/had to wait so that they could take the course(S) from BCIT in the next offering, 34% “Took another course instead”, and 14% “Took the same course on a different date offering” . The ratio of those who registered for the same course delivered in another institution was as low as 2%.

Key Findings (Institute Level)

BCIT Website

- While the results show that respondents were generally satisfied with the BCIT website overall, they also highlight opportunities for improvement in specific areas. In particular, satisfaction with **navigating the Bookstore website** and **finding information about BCIT facilities** (e.g., classroom and lab locations, campus maps, bookstore, library, parking, etc.) was lower, at **60%** and **65%**, respectively.

BCIT Classrooms, Buildings, and Grounds

- Students showed high satisfaction with different aspects of BCIT classrooms, buildings, and grounds. "Technology capabilities in classrooms" had the lowest satisfaction (76%).

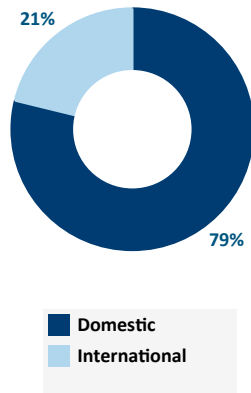
Learning Experience

- 51% of students indicated a high likelihood to recommend BCIT to family, friends, and/or co-workers (promoters or strong advocates). 11% reported a low likelihood to recommend (detractors or non-advocates for BCIT). These scores generate a net promoter score (NPS) of +40.

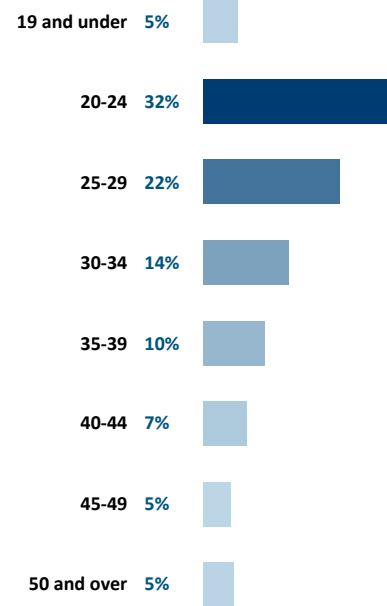
Future Plans

- Most respondents (72%) indicated that they planned to take another Flexible Learning course at BCIT in Winter 2026 term, 21% were undecided and 7% reported won't enroll a course in Winter.

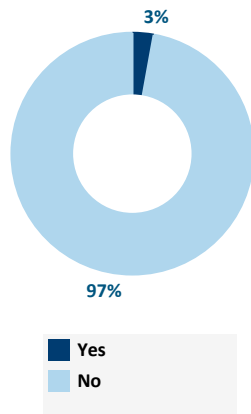
Residency



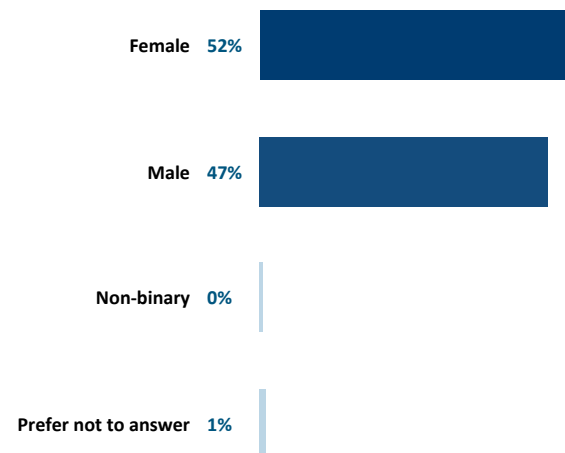
Age Group



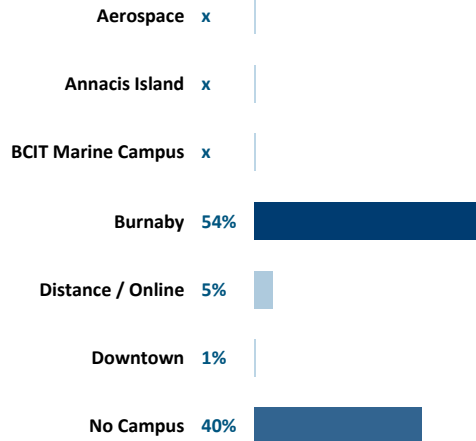
Indigenous



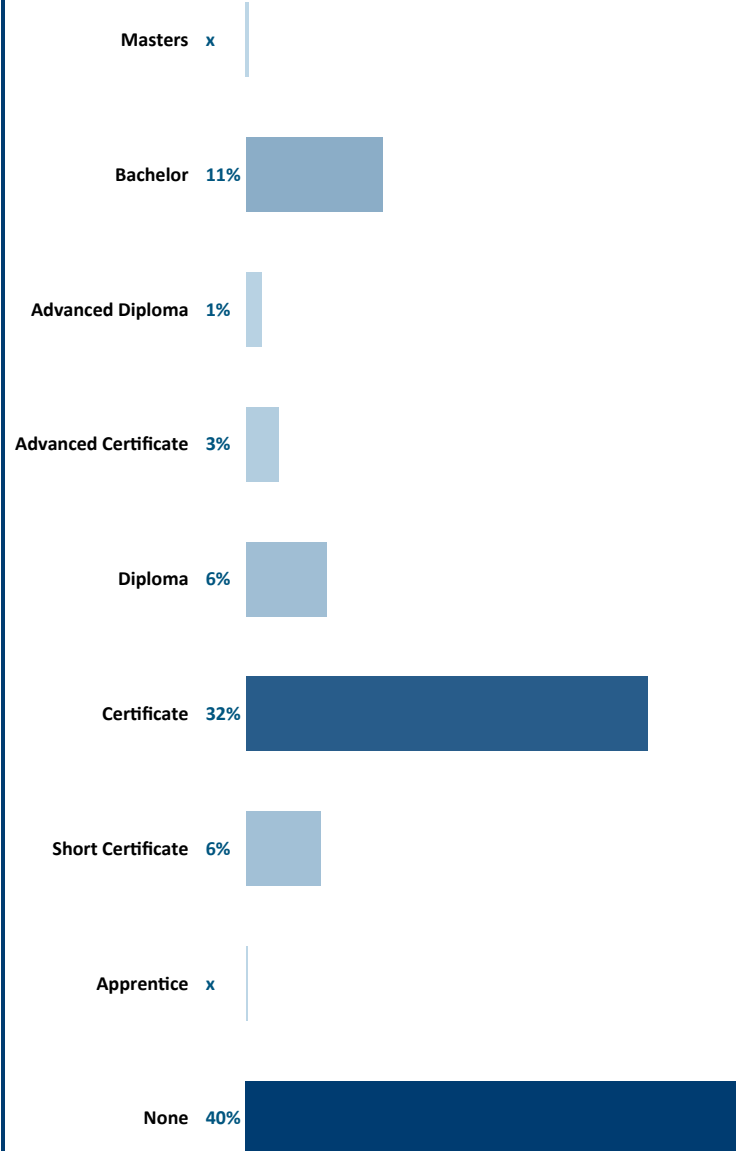
Gender



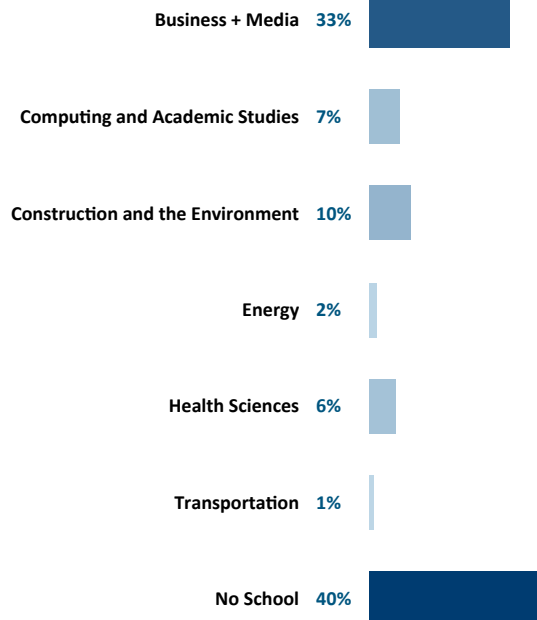
Campus



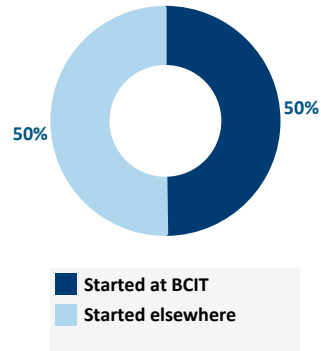
Degree Type



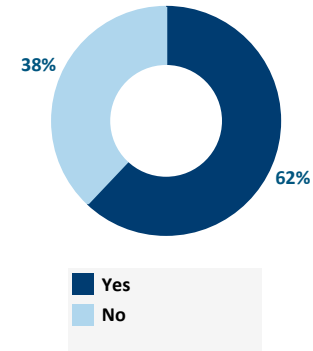
School



Did you begin your post-secondary education/training at BCIT or elsewhere?



Is this your first Flexible Learning course at BCIT?



What is the MAIN delivery method of your course(s) at BCIT?

Blended learning (online and in-person) 45%



100% Online learning 38%



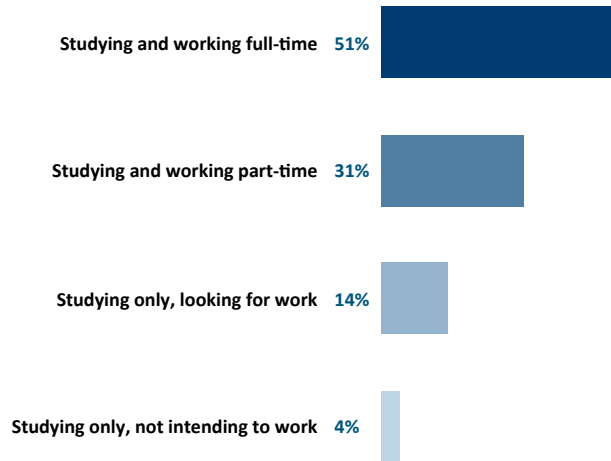
100% In-person learning 17%



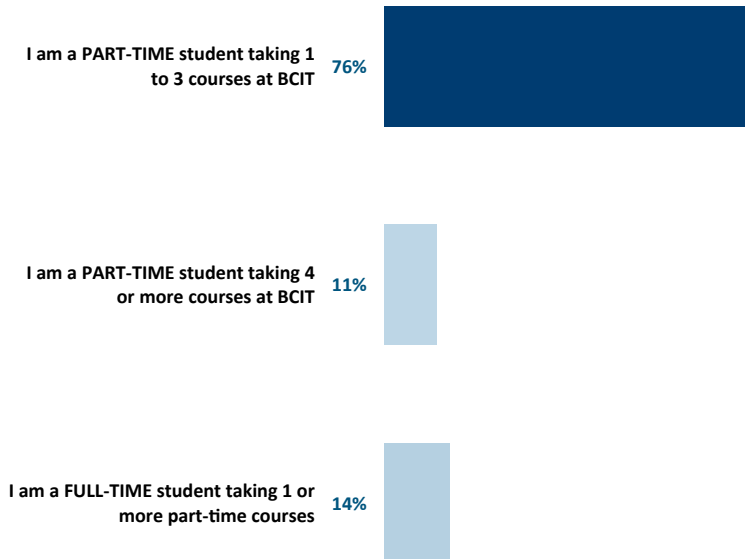
Other 1%



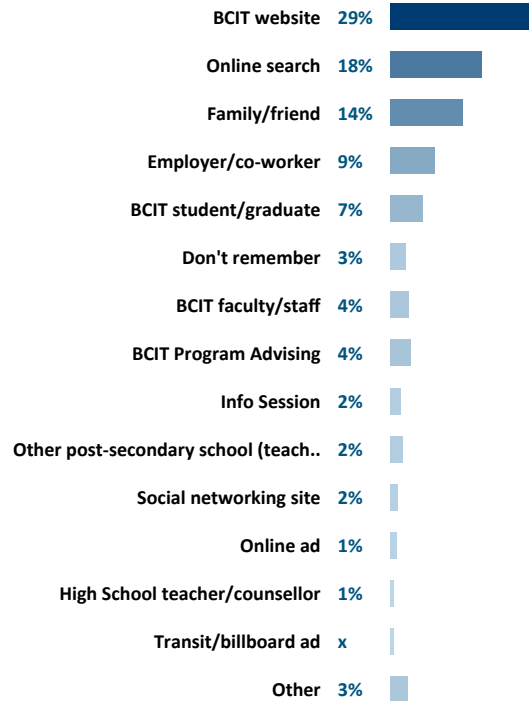
What is your current status?



Which of the following best describes your enrolment status?



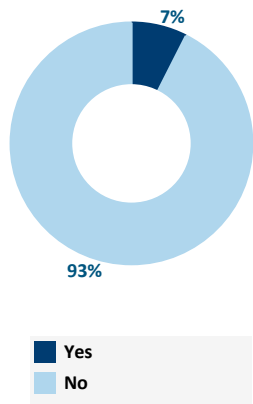
How did you FIRST become aware of your BCIT Flexible Learning course?



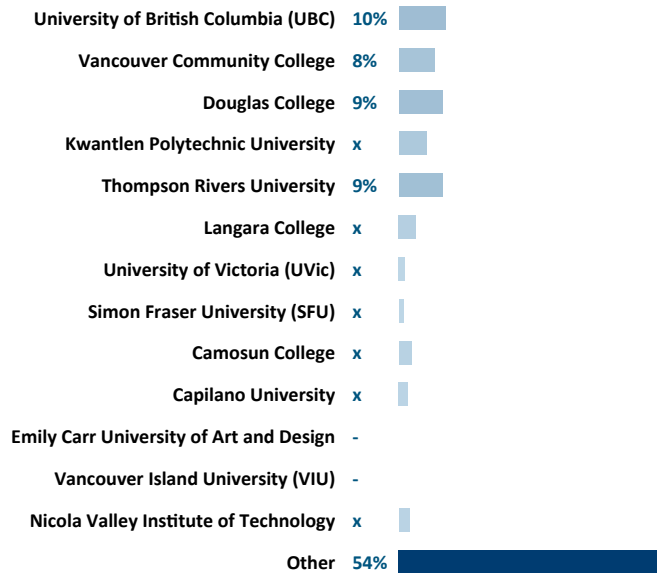
Other Resources Became Aware of BCIT Flexible Learning Course
(Students' Verbatim Comments)



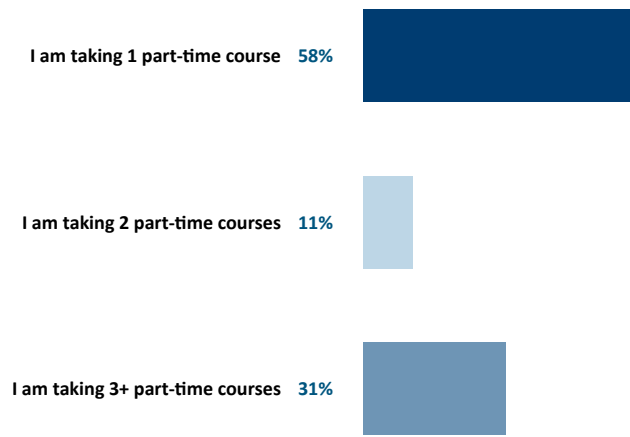
Are you taking part-time courses at another post-secondary institution?



Which of the following post-secondary institution(s) do you take the part-time course(s)?(Select all that apply)



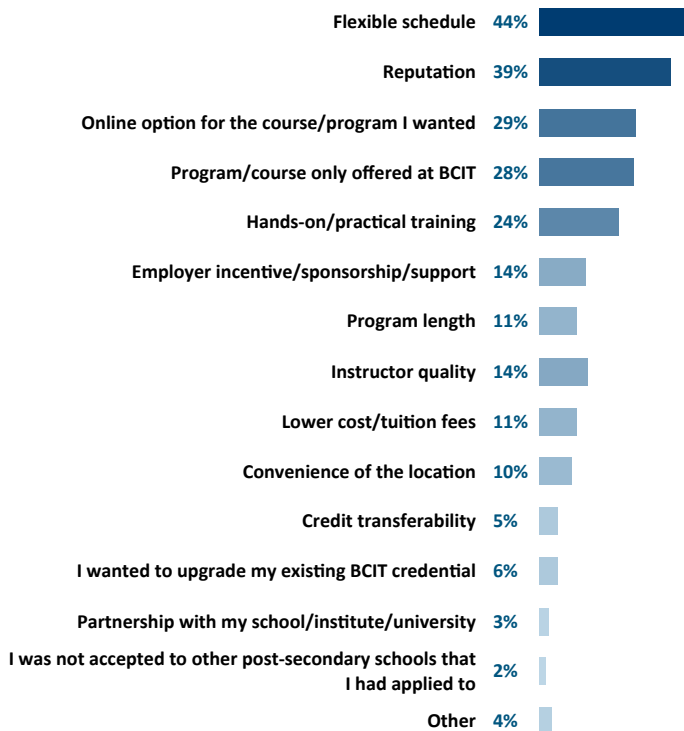
How many part-time courses are you taking at another post-secondary institution(s)?



Why did you consider that institution(s)?
(Students' Verbatim Comments)



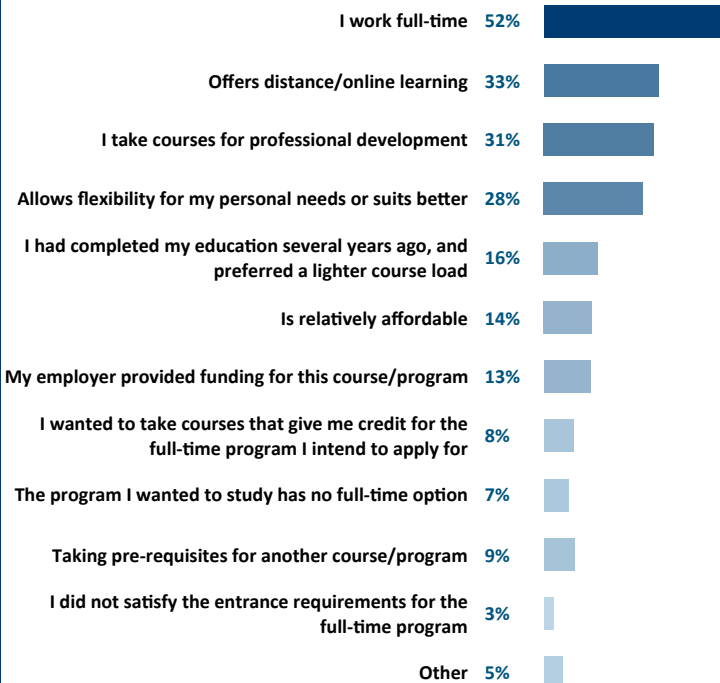
What were your reasons for considering BCIT? (Select 3 maximum)



Other Reasons for Considering BCIT
(Students' Verbatim Comments)



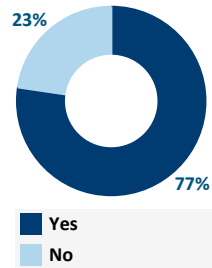
What were your reasons for choosing to study on a part-time basis? (Select 3 maximum)



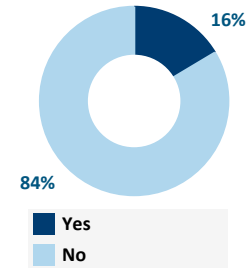
Other Reasons for Choosing to Study on a Part-time Basis
(Students' Verbatim Comments)



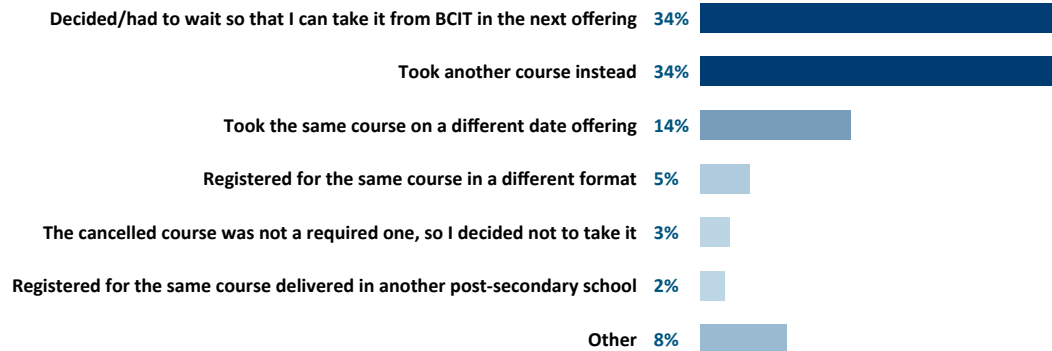
Were all the courses that you had wanted to take available this term?



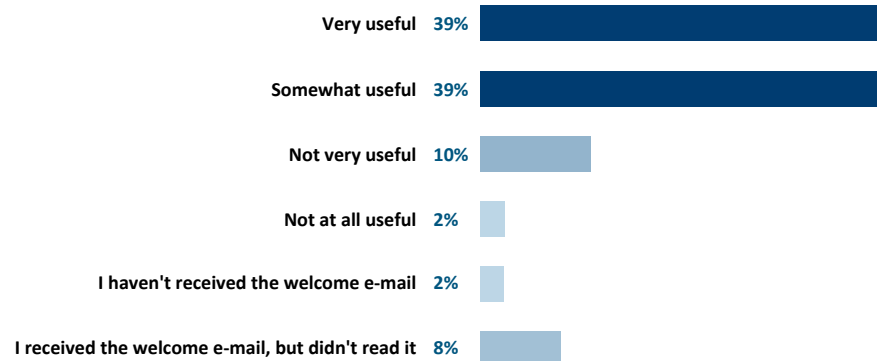
Have you ever experienced a course being cancelled?



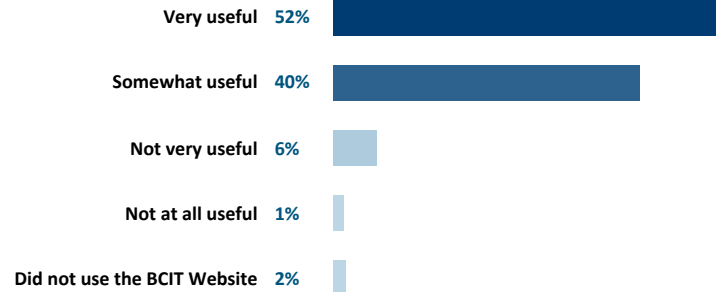
What did you do upon unavailability or cancellation of the course that you wanted to take?



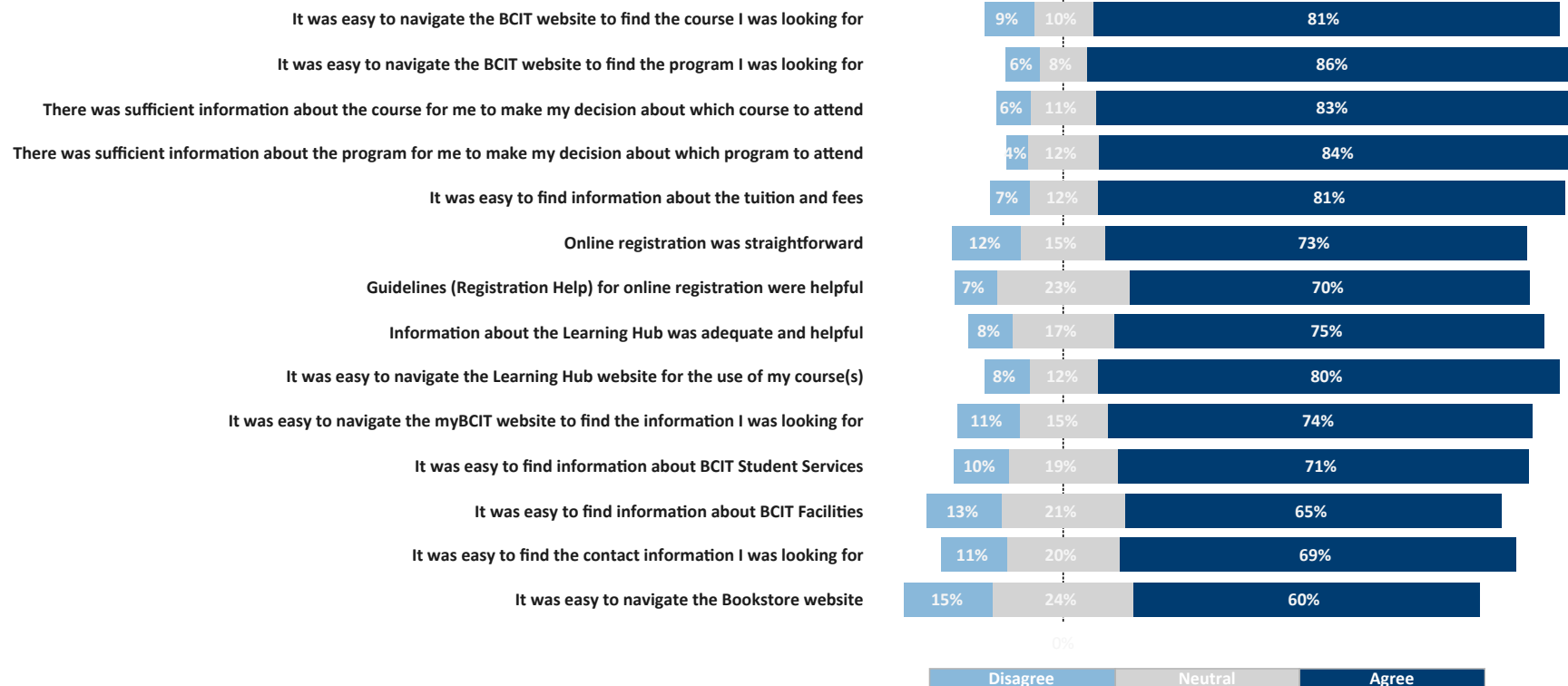
How useful did you find the Flexible Learning welcome e-mail?



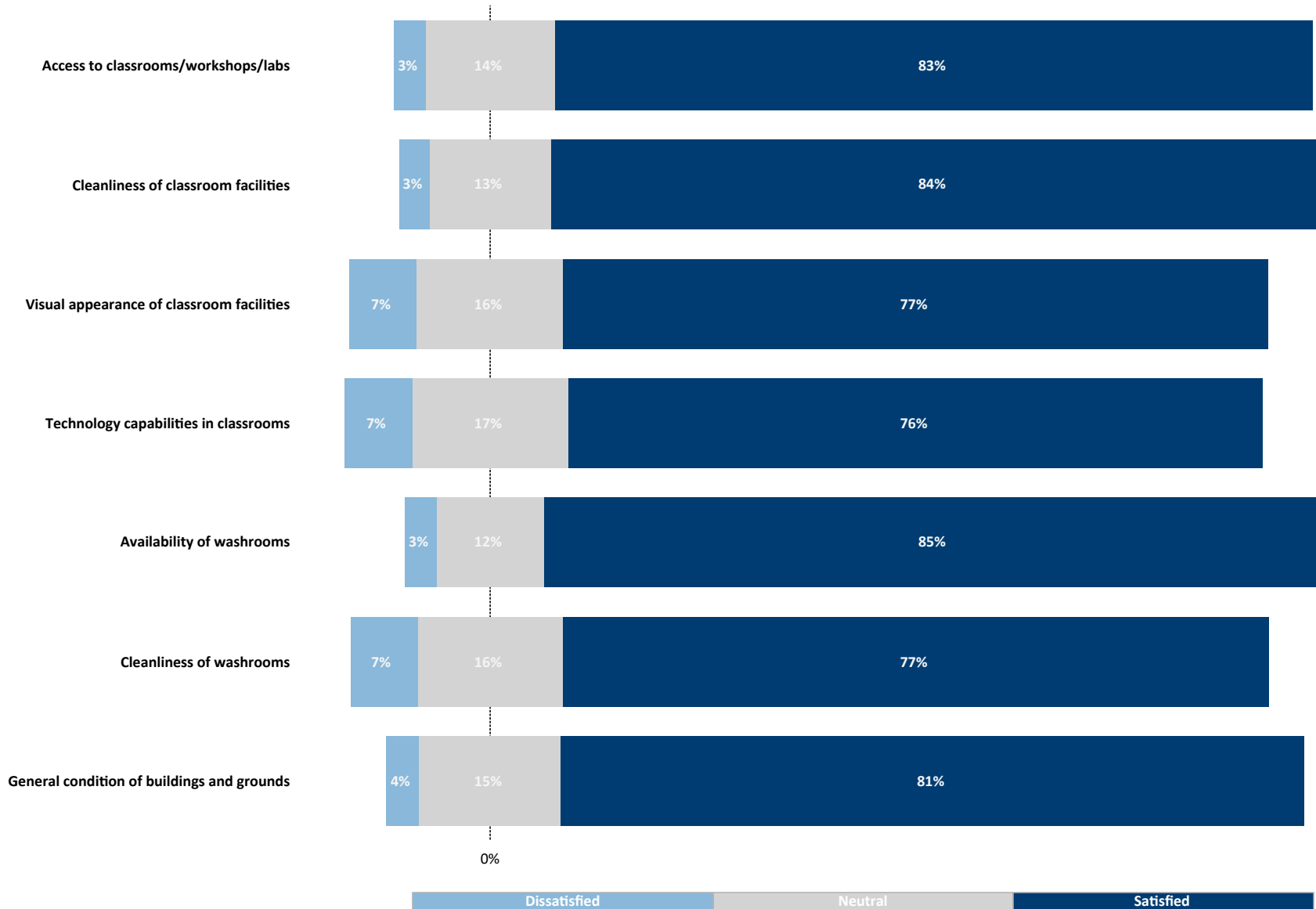
How useful was the BCIT WEBSITE in assisting with your decision to enroll at BCIT?



Please indicate the extent to which you agree or disagree with each of the following statements:



Please indicate your level of satisfaction with the following aspects relating to BCIT classrooms, buildings, and grounds:



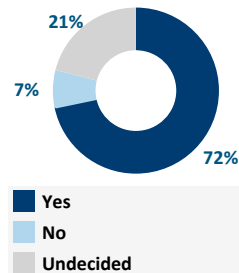
What were your objectives in registering for your course(s)/program at BCIT?
(Select 3 maximum)



Other Objectives in Registering at BCIT
(Students' Verbatim Comments)



Do you plan to take another Flexible Learning course at BCIT in an upcoming term?



On a scale of zero to ten, how likely are you to recommend BCIT to your family, friends, and/or co-workers?



NPS= **40%**