

### PURPOSE OF THE SURVEY

The biennial **Part-time Studies Student Engagement Survey** is a part of BCIT's commitment, as specified in the BCIT Strategic Plan, towards improving PTS students' learning experience while they are studying at BCIT; hence the survey was designed to obtain a better understanding of students undertaking part-time studies, with a specific emphasis on their demographic characteristics and academic profile to measure PTS students' perceptions of several aspects of their overall BCIT experience, including their considerations prior to registering, experience with the registration process, BCIT website, Student Support Services, Security Services, facilities, educational objectives, and other aspects related to their learning environment.

### RESPONSE RATE

This survey was conducted as a population/census survey, i.e. all of the students registered as a part-time student in the 201930 term were targeted. Out of a total of 14,819 students, 14,698 were successfully sent the survey invitation through an e-mail list (the difference is due to the unsubscribers and invalid e-mail addresses), and of those students 3,765 participated in the survey, yielding an overall response rate of 26%, a slight increase from 25% in 2017. Response rates vary by question.

### SURVEY TIMEFRAME

The survey was in the field for about three weeks from November 5, 2019 to midnight on November 29, 2019; three reminders were sent, each a week apart.

### STRUCTURE OF THE REPORT

This report presents information on the **Institute-wide** results with the possibility to use **one or more of the filters** available on each dashboard in order to explore different levels of detail. The available filters include:

- School
- Campus
- Residency (Domestic vs International)
- Enrolment Type (Full-time vs. Part-time with PTS Course Load)
- Delivery Mode (Classroom, Online, Blended).
- Enrolment History (New vs. Returning Student)

The **Institute-wide** results are displayed when all the filters have the "**All**" option selected. The results are **weighted by Residency**, displayed sorted in descending order, i.e. from highest to lowest, except for the responses obtained from the categorical (nominal) questions with response categories following a chronological and/or sequential order. Multiple selection (checklist) questions add up to more than 100%.

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

### FOR QUESTIONS AND FEEDBACK ON THIS REPORT

Please contact: [Funda Erel, Senior Research and Information Analyst, Institutional Research and Enrolment Planning](#)

To create a PDF file for the open-ended comments throughout the report (this also applies to all other dashboards):

- 1- Click on **Download** (upper right corner)
- 2- Under **Select your file format**, select **PDF**
- 3- Under **Include**, select **Specific sheets from this dashboard**, click on the file/workbook icon and choose **Select All** (if you want to download the entire workbook, i.e. all dashboards, as PDF, then select **Specific sheets from this workbook** and choose **Select All**)
- 4- Scaling: Automatic
- 5- Make sure the **Paper size** is **Letter** and that **Orientation** is **Landscape**
- 6- Click on **Create PDF**
- 7- A message **The PDF file has been generated**
- 8- Click on **Download**

## Highlights of Findings (Institute Level)

### Demographics

- The gender ratio of the respondents was observed at nearly 2:3 at Institute level (Male 37%; female 60%).
- Over half of respondents (53%) were studying and working full-time.
- Almost one third of respondents (35%) had already a bachelor's degree prior to attending BCIT.
- The vast majority of respondents (83%) were domestic students.
- "I work full-time" yielded the highest score (52%) among other reasons for choosing to study on a part-time basis.

### Academic Profile

- Nearly six in ten (59%) were from the Burnaby campus.
- The large majority (81%) were part-time students taking 1 to 3 courses at BCIT.
- Two-thirds (66%) reported that the main delivery method of their PTS course(s) was "in-person."
- More than four in ten (42%) considered taking similar part-time courses at another post-secondary school, and the top three schools considered were Simon Fraser University (27%), University of British Columbia (Vancouver Campus) (26%), and Langara College (23%).
- "BCIT website" was most selected by respondents (24%) when they were asked how they had FIRST become aware of their BCIT PTS course.
- When asked about their reasons for considering BCIT, 46% of respondents assigned the highest rating to "BCIT's reputation," which is followed by "Flexible schedule" (34%).
- "Obtain or update job-related/professional skills" (41%) and "Obtain a BCIT credential (39%) were rated highest among the objectives in registering for their PTS course(s)/program at BCIT.

### Course Registration Process

- Eight in ten (80%) reported they had used "online" registration method for their part-time courses.
- Just over half of respondents (51%) reported that they themselves were PRIMARILY responsible for paying their BCIT course fees.

### After Registering for Your Part-Time Studies Course

- While only 13% reported course cancellations; of those whose course(s) had been cancelled, four in ten (40%) decided/had to wait so that they could take the course(S) from BCIT in the next offering. The ratio of those who registered for the same course delivered in another institution was as low as 11%.

### Student Support Services

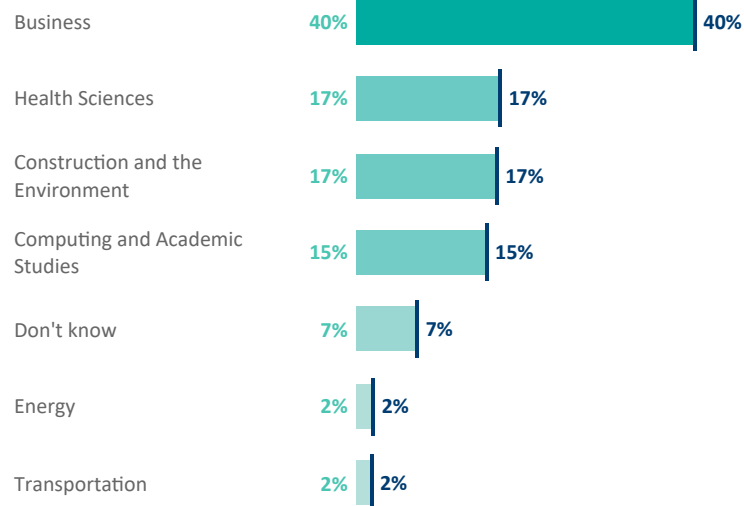
- Results suggest that there is an awareness gap among service areas and that improving awareness could help increase the usage of services and enhance user perceptions of them. While "Bookstore Services" and "Online course support" were assigned the highest level of awareness (79% and 59%, respectively), "International Credential Services (ICES)" and "Harassment and Discrimination Office" were assigned the lowest (11% each) among the BCIT Student Support Services. Overall, the level of awareness and usage of the BCITSA services have significantly increased.
- While results reveal that respondents were overall satisfied with services and facilities available to them at BCIT, they also indicate opportunities of improvement in a number of service areas, including "Harassment and Discrimination Office," "Parking Services," "Student Employment Services (eJobs)," "myBCIT Student Mobile App," and (satisfaction rates: 53%, 55%, 57%, and 58% respectively).

### Future Plans

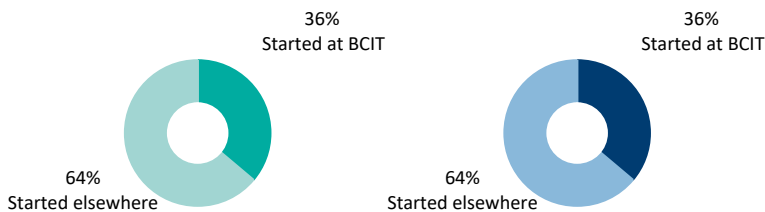
- Most respondents (68%) indicated that they planned to take another PTS course at BCIT in an upcoming term.
- A net-promoter score (NPS) indicator was used to measure the respondents' likelihood of recommending BCIT to their family, friends, and/or co-workers. This indicator divides respondents into promoters, passives, and detractors. Of the respondents, while 47% reported high likelihood (promoters, i.e. strong advocates of BCIT), a significant decrease from 60% reported in the 2017 survey, 16% indicated that they would not recommend BCIT to their family (detractors, i.e. non-advocates of BCIT), an increase from 8% reported in the 2017 survey.

# 2019 PART-TIME STUDENTS ENGAGEMENT SURVEY RESULTS

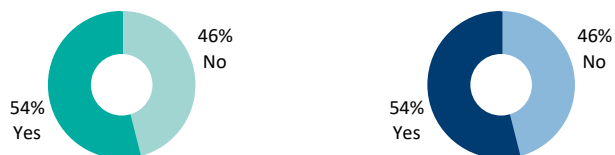
## What school are you in? (Select only one)



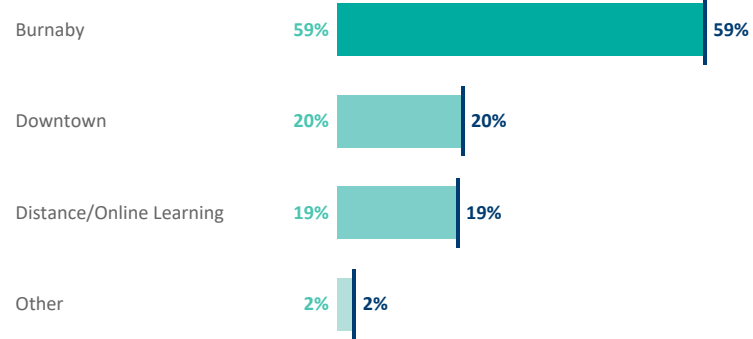
## Did you begin your post-secondary education/training at BCIT or elsewhere?



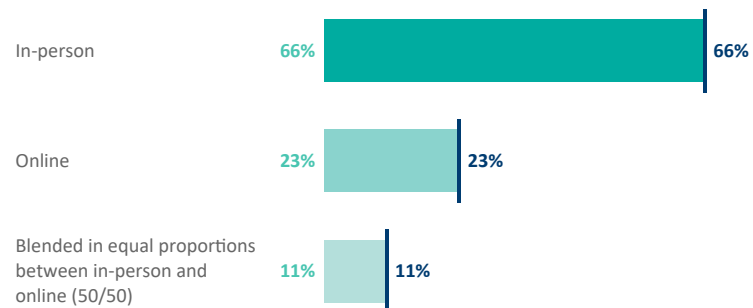
## Is this your first Part-time Studies course at BCIT?



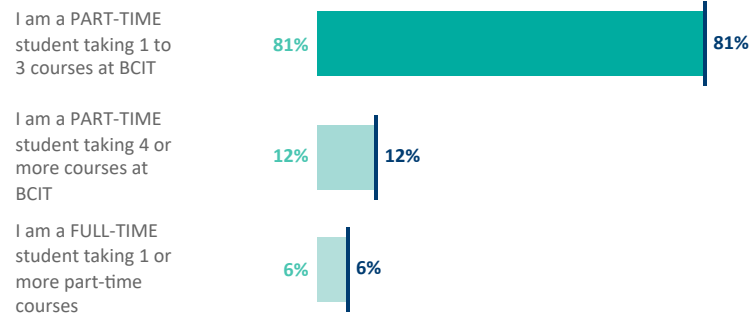
## Which BCIT campus do you MAINLY attend?



## What is the MAIN delivery method of your course(s) at BCIT? (Select only one)



## Which of the following describes you best?



## FILTER SELECTION

- School**  
All
- Campus**  
All
- Residency**  
All
- Enrolment Type**  
All
- Mode of Delivery**  
All
- New vs. Returning**  
All

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Blue colours, including vertical blue lines, identify the results at the Institute level for comparison purposes.

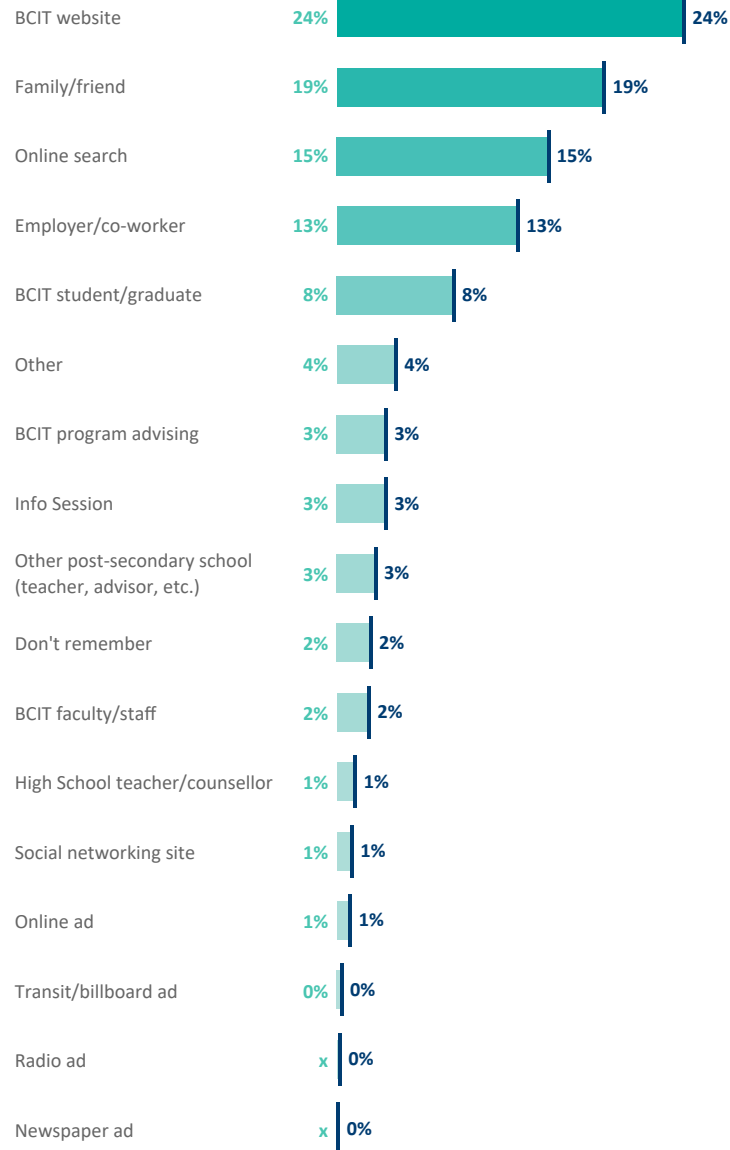
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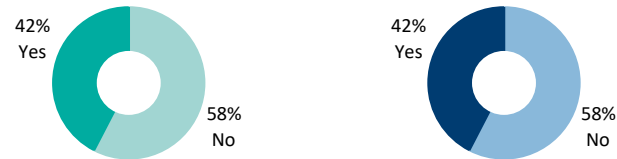
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(-): No answers recorded for this choice.

# 2019 PART-TIME STUDENTS ENGAGEMENT SURVEY RESULTS

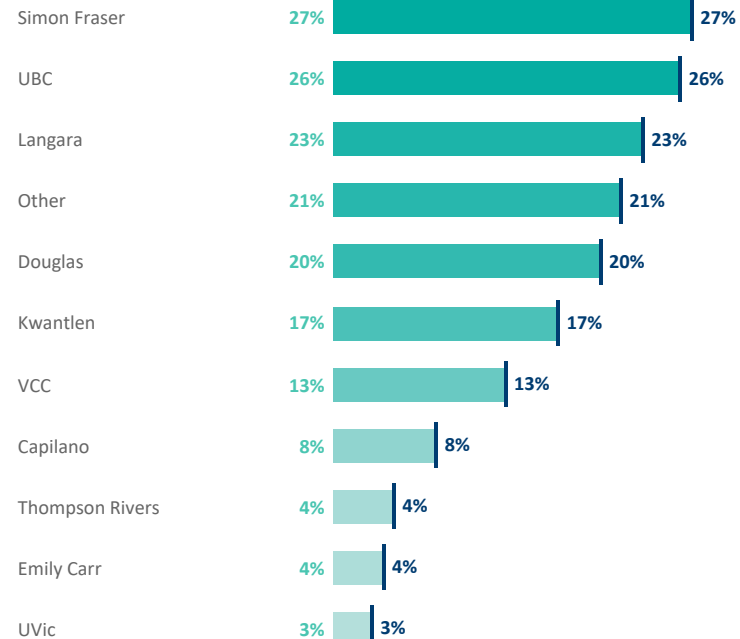
How did you FIRST become aware of your BCIT part-time studies course? *(Select only one)*



Before registering at BCIT, did you consider taking similar part-time courses at another post-secondary school?



Which of the following post-secondary schools did you consider before choosing BCIT? *(Select all that apply)*



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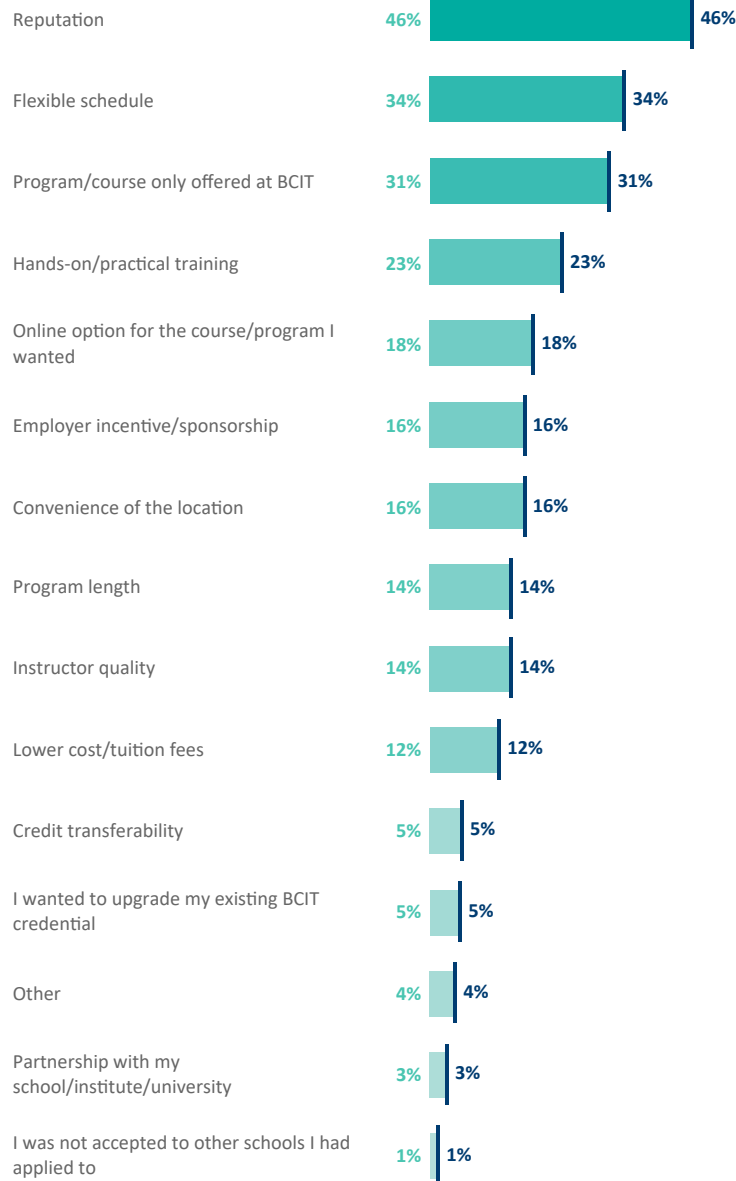
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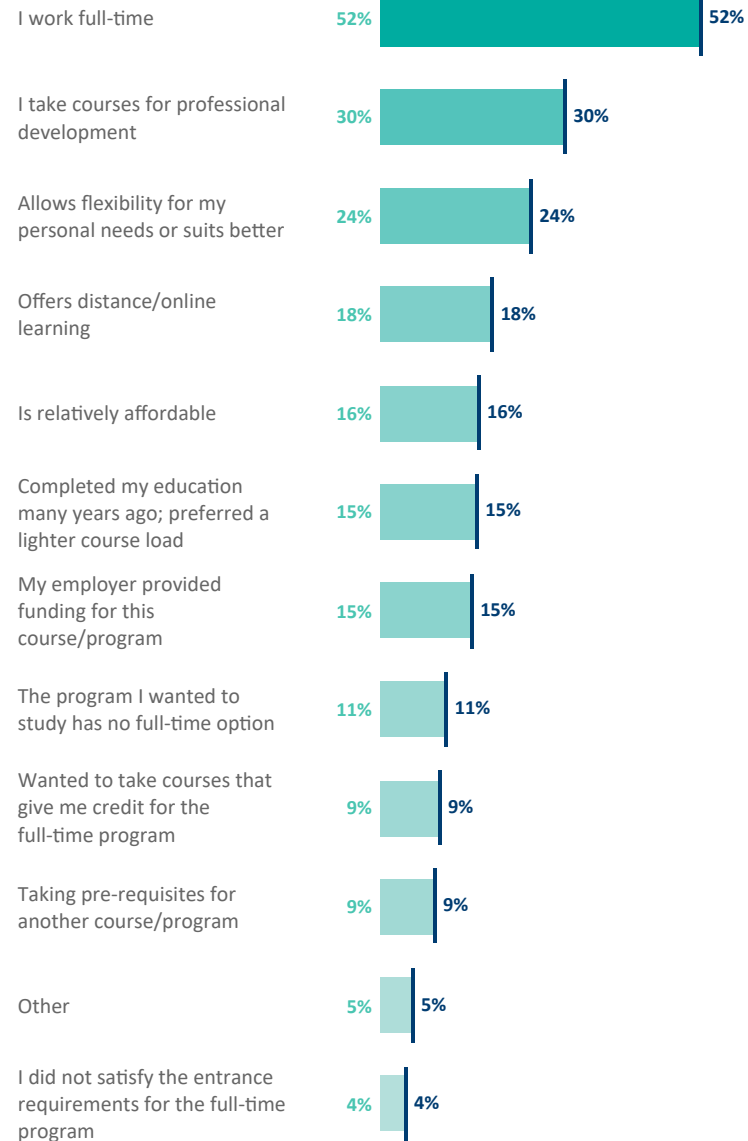
# 2019 PART-TIME STUDENTS ENGAGEMENT SURVEY RESULTS

-BEFORE REGISTERING-  
-REASONS FOR CONSIDERING BCIT-

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



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



## FILTER SELECTION

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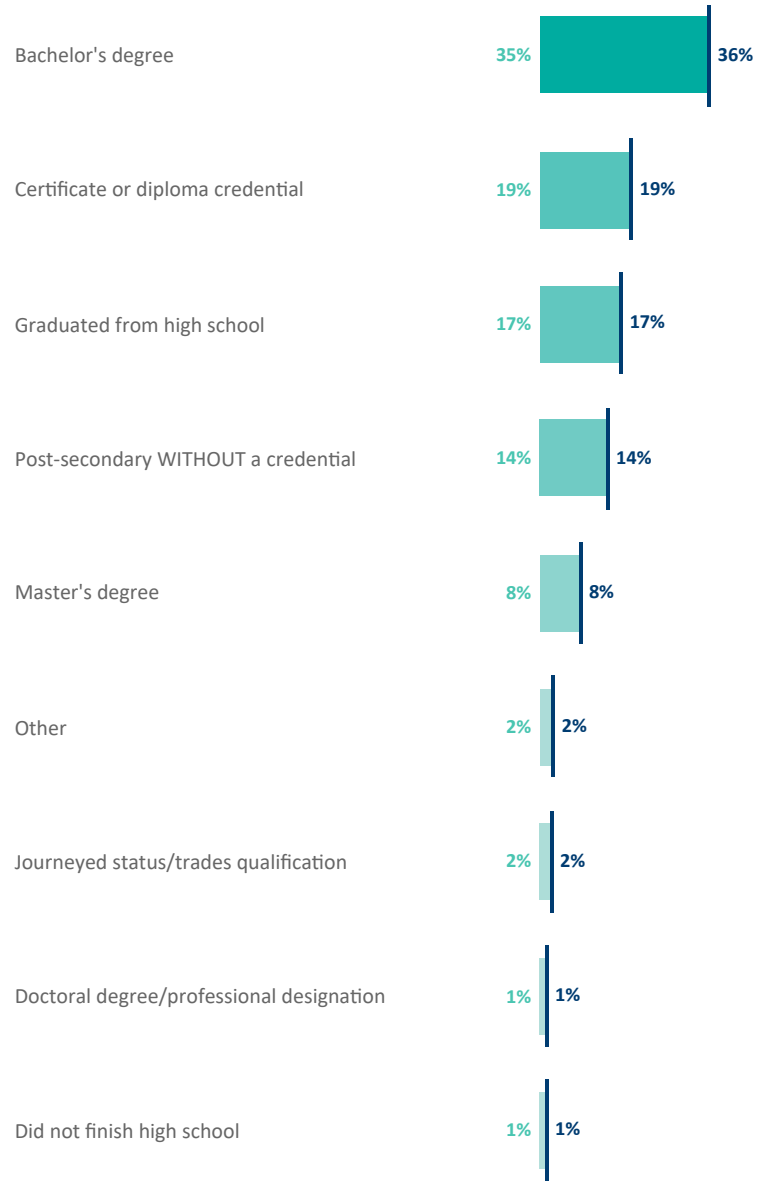
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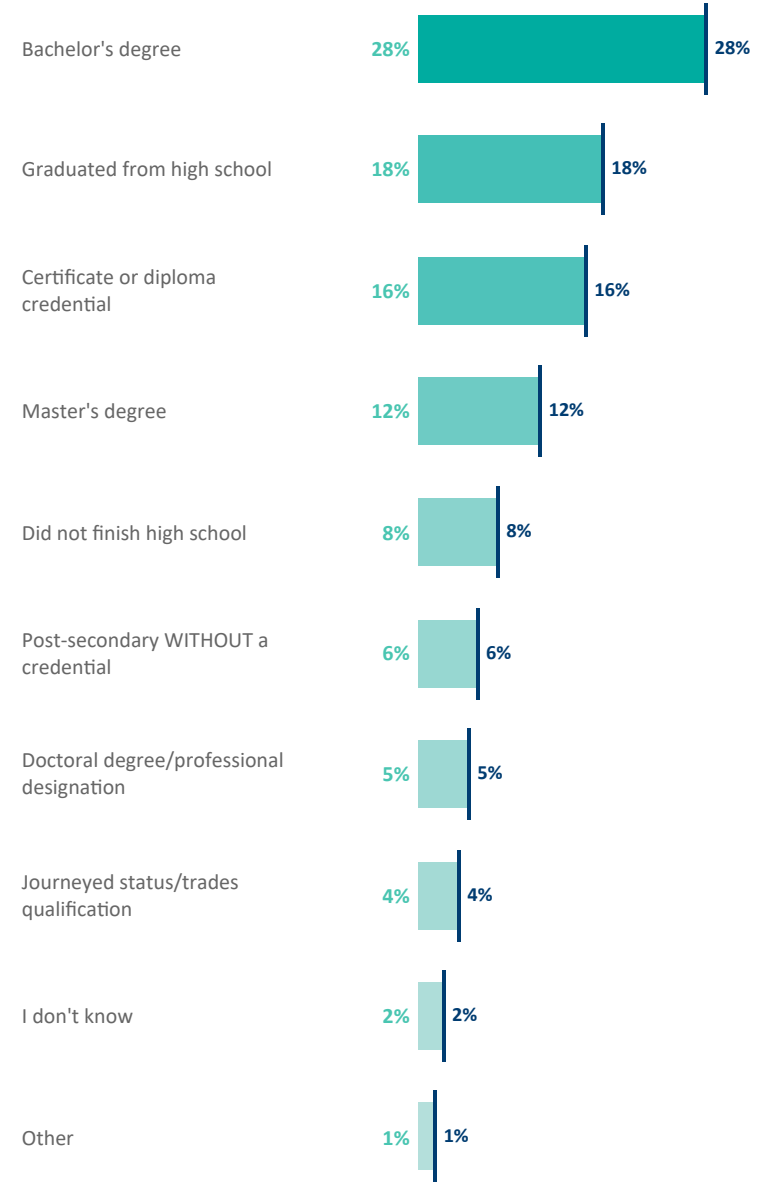
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# 2019 PART-TIME STUDENTS ENGAGEMENT SURVEY RESULTS

What is your highest level of education completed prior to registering at BCIT?



What is the highest level of education completed by either of your parents (or those who raised you)?



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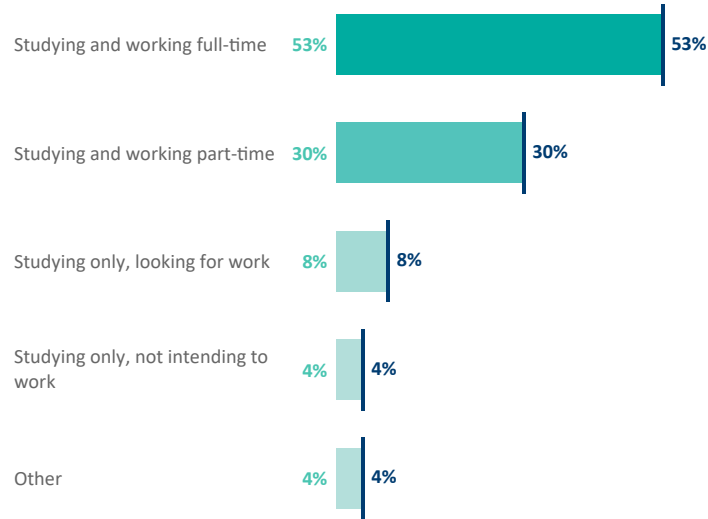
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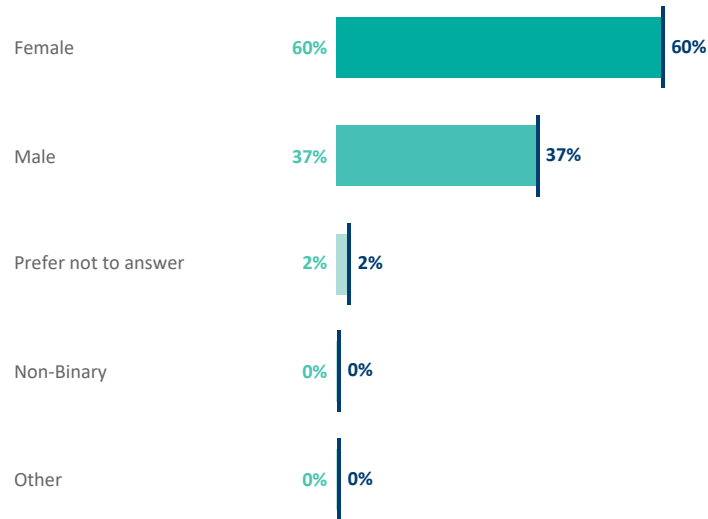
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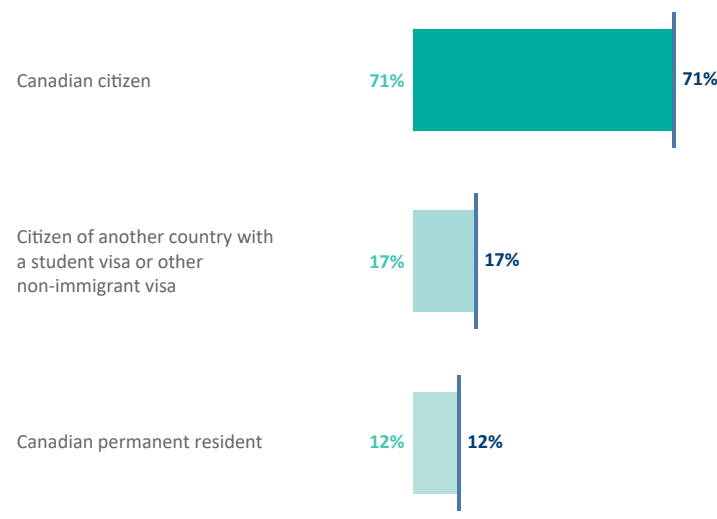
## What is your current status?



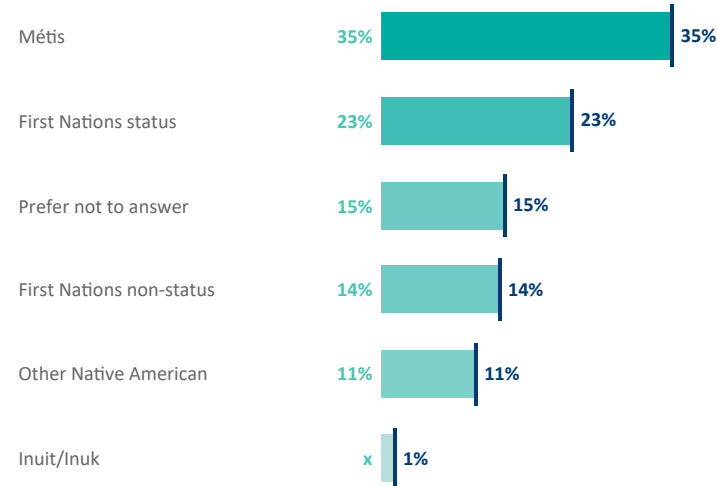
## What is your gender identity?



## What is your present citizenship status?



## Please indicate which indigenous group you belong to (of those who self identified as Indigenous)



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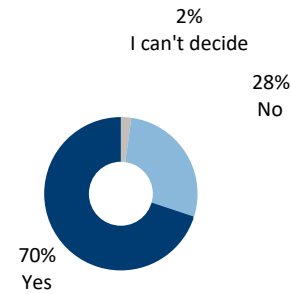
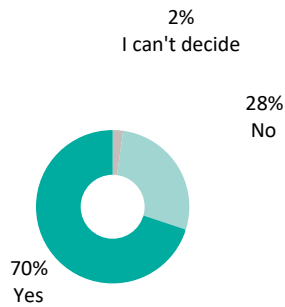
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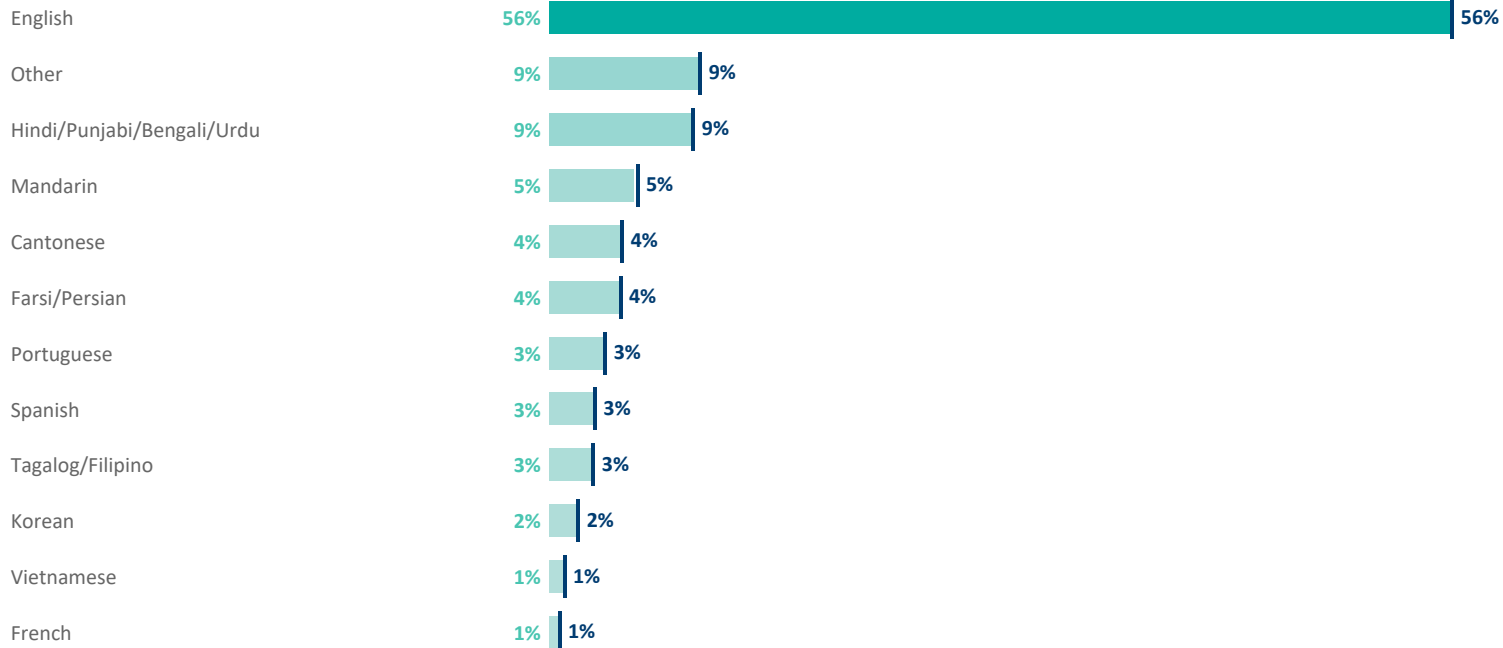


# 2019 PART-TIME STUDENTS ENGAGEMENT SURVEY RESULTS

Is English your primary language? (*primary language: the language you feel more comfortable using*)



What is your main language spoken at home?



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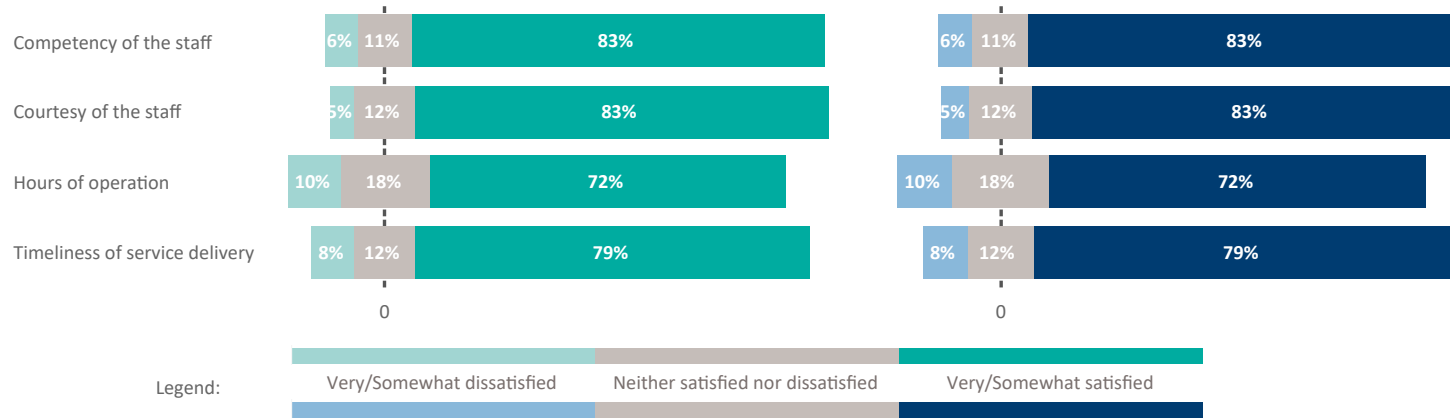
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# 2019 PART-TIME STUDENTS ENGAGEMENT SURVEY RESULTS

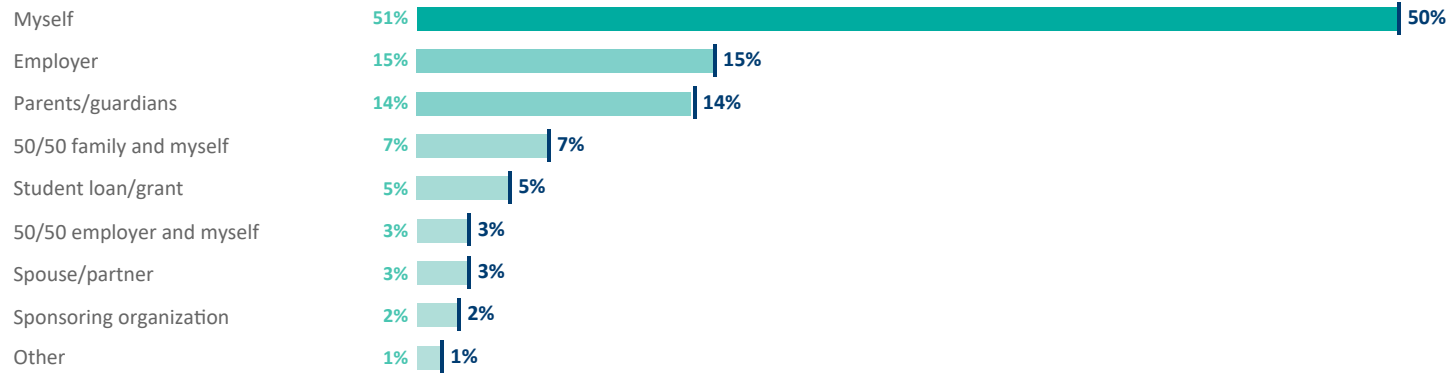
## What method did you use to register for your part-time course(s) in the current term?



## Please indicate your level of SATISFACTION with the BCIT Student Services listed below:



## Who was PRIMARILY responsible for paying your BCIT course fee(s)? (Select only one)



### FILTER SELECTION

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All
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# 2019 PART-TIME STUDENTS ENGAGEMENT SURVEY RESULTS

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

Guidelines (Registration Help) for online registration were helpful



Information about the D2L was adequate and helpful



It was easy to find information about BCIT Facilities



It was easy to find information about BCIT Student Services



It was easy to find information about the tuition and fees



It was easy to find the contact information I was looking for



It was easy to navigate the BCIT website to find the course I was looking for



It was easy to navigate the BCIT website to find the program I was looking for



It was easy to navigate the Bookstore website



It was easy to navigate the D2L website for the use of my course(s)



It was easy to navigate the myBCIT website to find the information I was looking for



Online registration was straightforward



There was sufficient information about the course for me to make my decision about which course to attend



There was sufficient information about the program for me to make my decision about which program to attend



0

0

Legend:



## FILTER SELECTION

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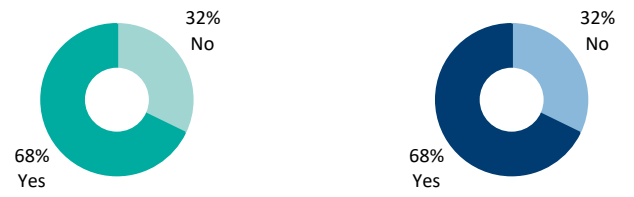
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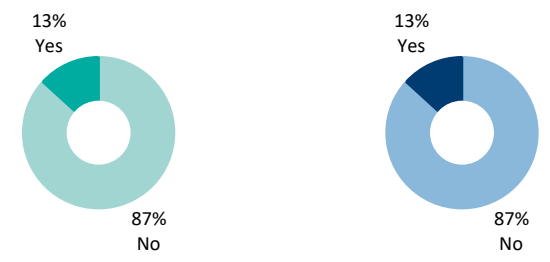
# 2019 PART-TIME STUDENTS ENGAGEMENT SURVEY RESULTS

-AFTER REGISTRATION-

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



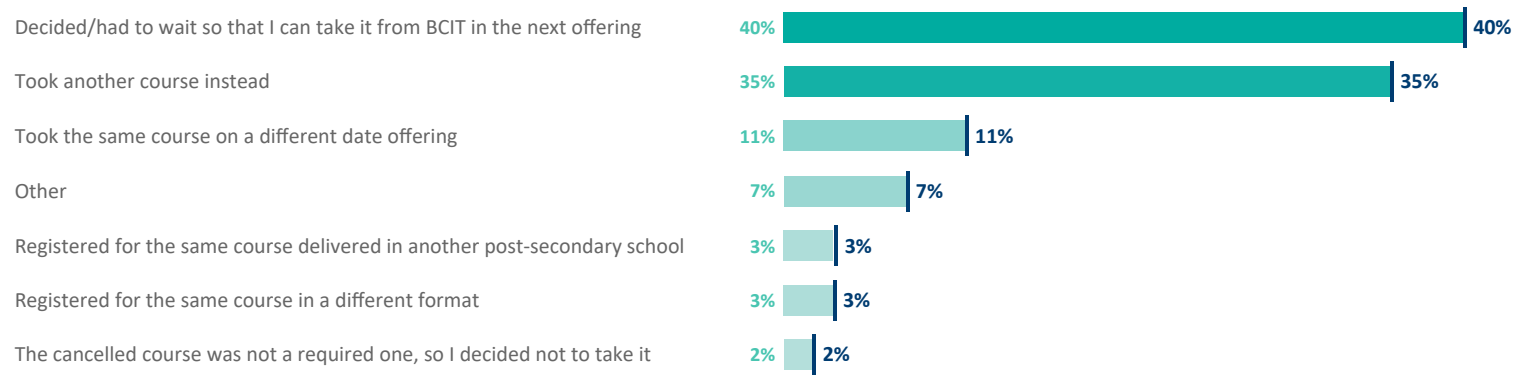
Have you ever experienced a course being cancelled?



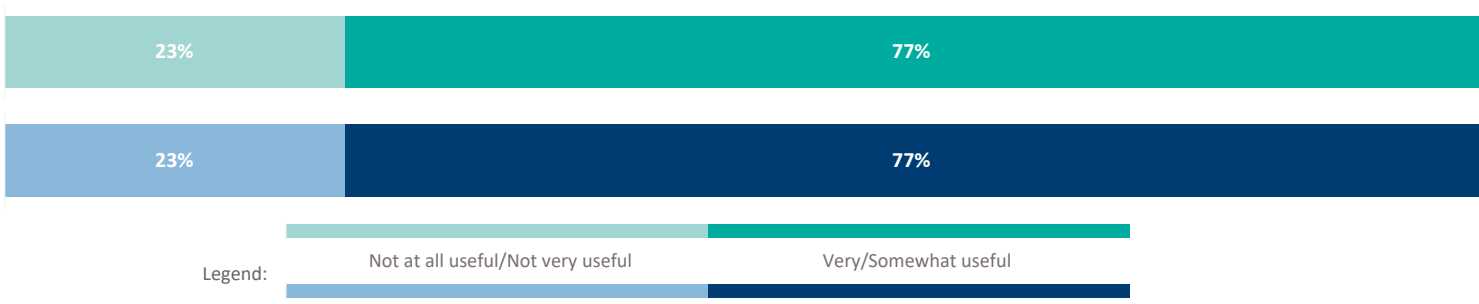
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All
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All
- New vs. Returning  
All

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



How useful did you find the Part-time Studies welcome e-mail?  
(Data excludes those who didn't receive the e-mail or had received but didn't read it)



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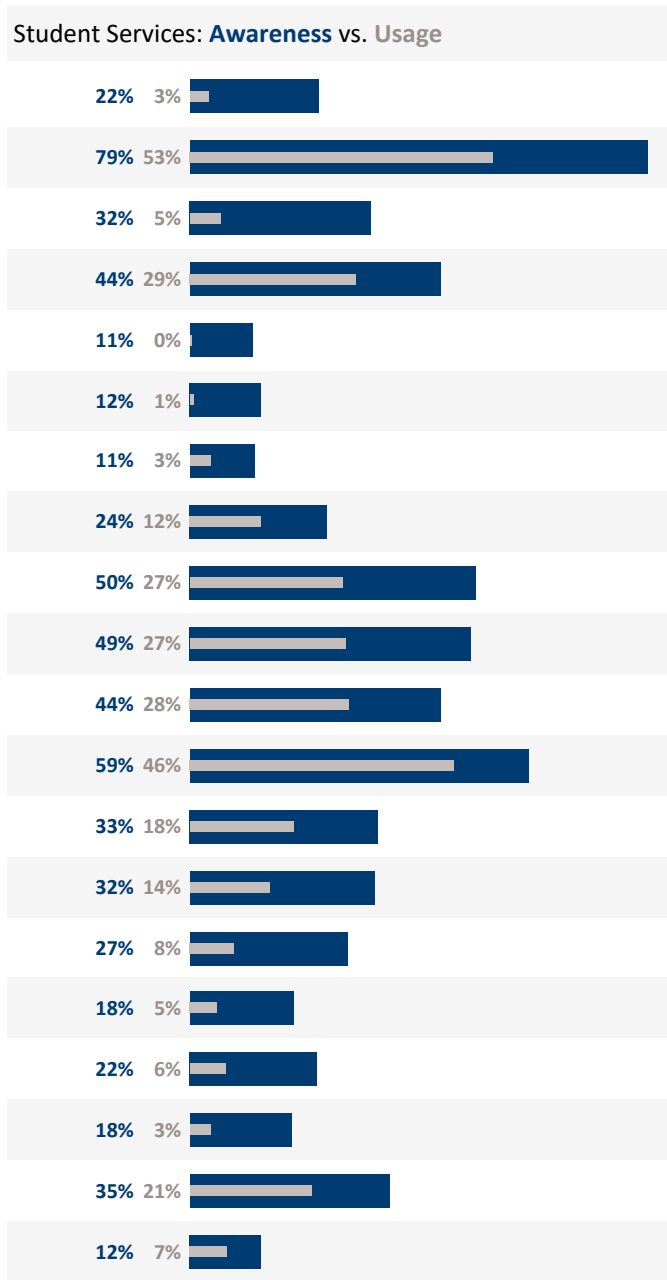
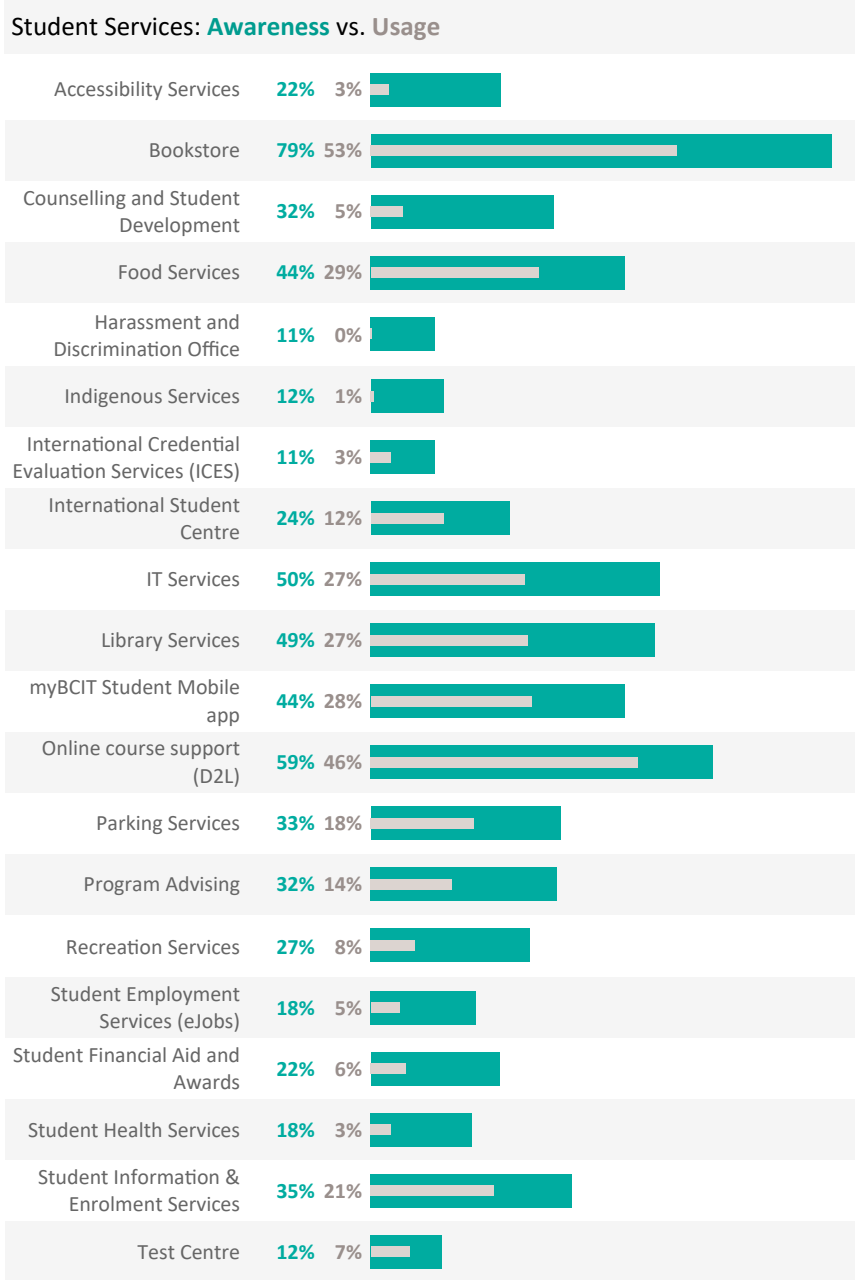
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# 2019 PART-TIME STUDENTS ENGAGEMENT SURVEY RESULTS



**FILTER SELECTION**

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- Residency All
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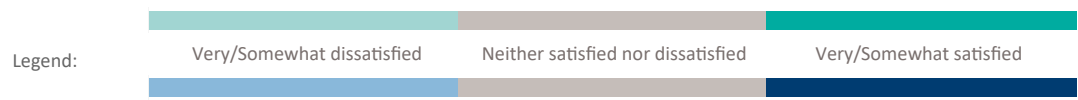
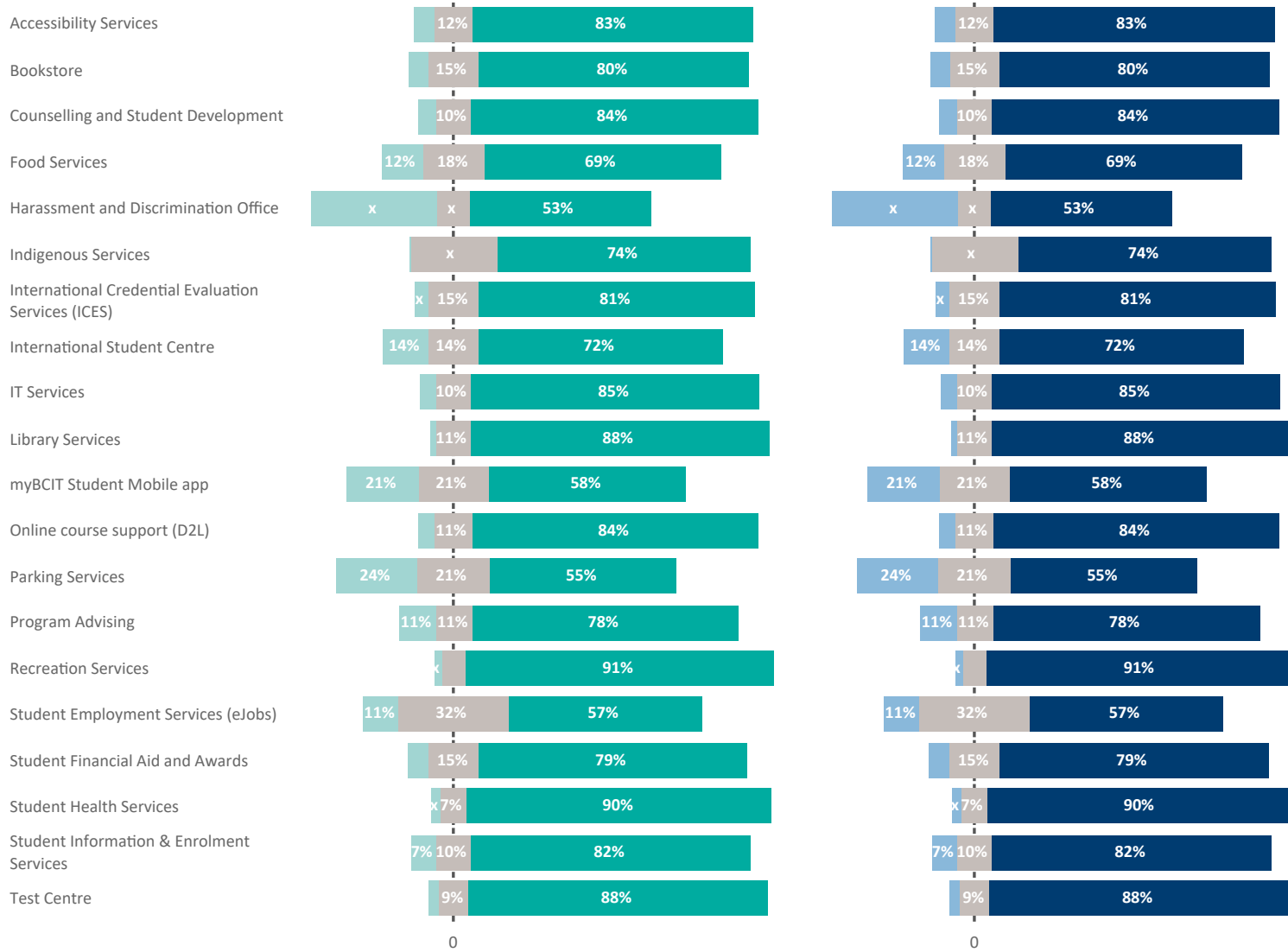
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# 2019 PART-TIME STUDENTS ENGAGEMENT SURVEY RESULTS

Please indicate your level of SATISFACTION with the BCIT Student Services listed below:



### FILTER SELECTION

- School: All
- Campus: All
- Residency: All
- Enrolment Type: All
- Mode of Delivery: All
- New vs. Returning: All

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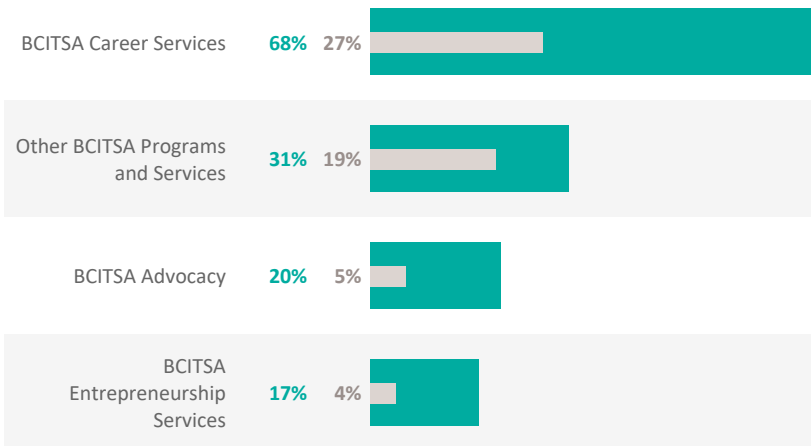
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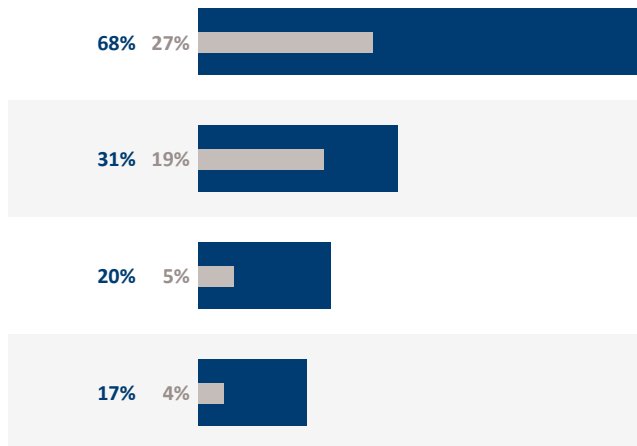
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## Student Association Services: Awareness and Usage



## Student Association Services: Awareness and Usage



## FILTER SELECTION

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- Campus: All
- Residency: All
- Enrolment Type: All
- Mode of Delivery: All
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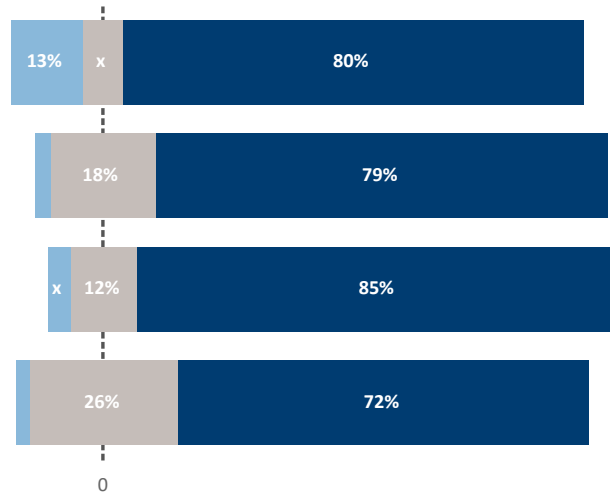
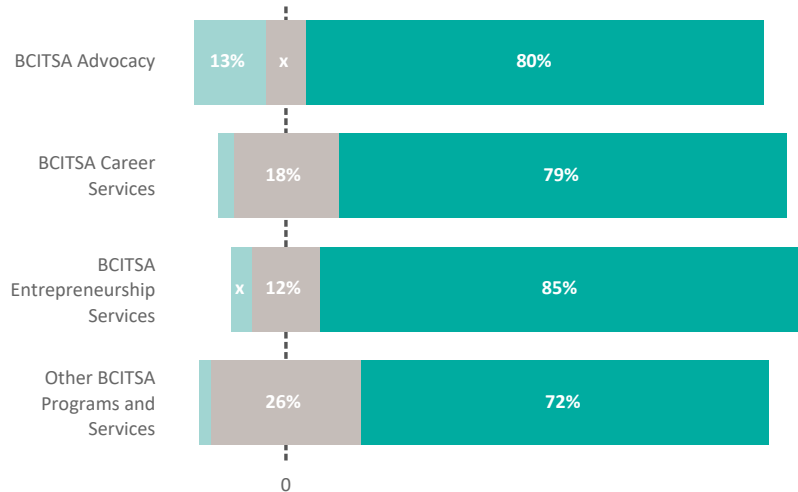
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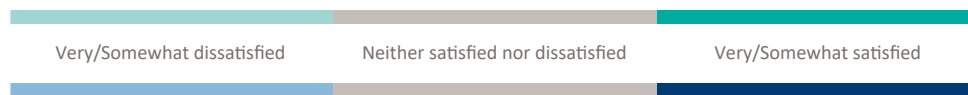
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## Please indicate your level of SATISFACTION with the BCITSA Services listed below:



Legend:



# 2019 PART-TIME STUDENTS ENGAGEMENT SURVEY RESULTS

## -SATISFACTION WITH CLASSROOMS, BUILDINGS, GROUNDS-

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



### FILTER SELECTION

- School: All
- Campus: All
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- Enrolment Type: All
- Mode of Delivery: All
- New vs. Returning: All

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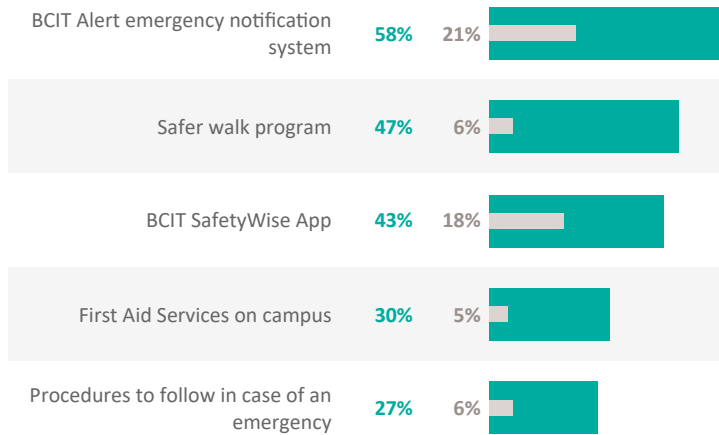
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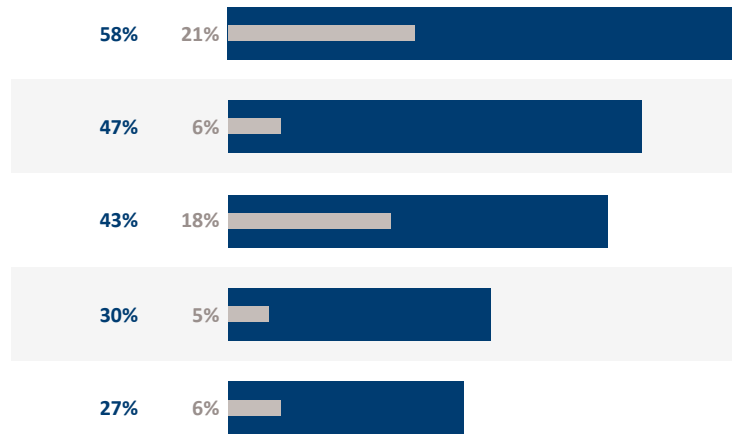
(-): No answers recorded for this choice.



## Security Services: Awareness and Usage



## Security Services: Awareness and Usage



## FILTER SELECTION

- School: All
- Campus: All
- Residency: All
- Enrolment Type: All
- Mode of Delivery: All
- New vs. Returning: All

Filters above can be used individually or in combination.

Green colours display the results by the **Filtered Selection**.

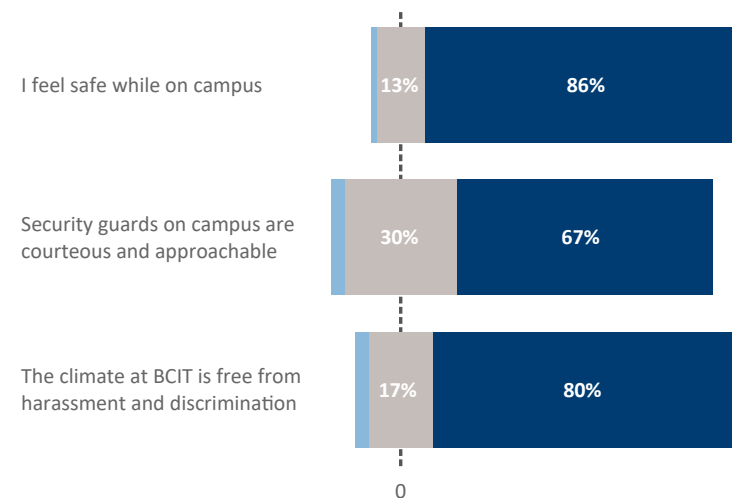
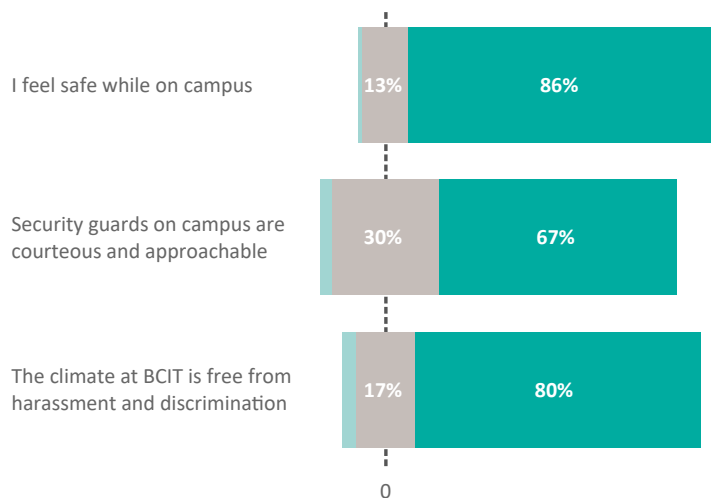
Blue colours, including vertical blue lines, identify the results at the Institute level for comparison purposes.

Data is sorted in descending order of the filtered results (and the mean score/average of agreement levels).

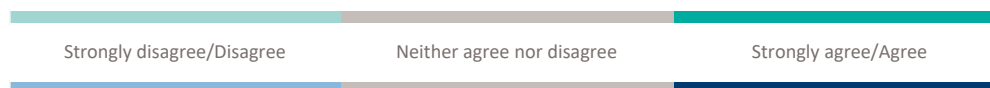
Hovering over the different data points will reveal a tooltip with further details.

(x): Suppressed results (5 or less respondents) to ensure privacy compliance.  
(-): No answers recorded for this choice.

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

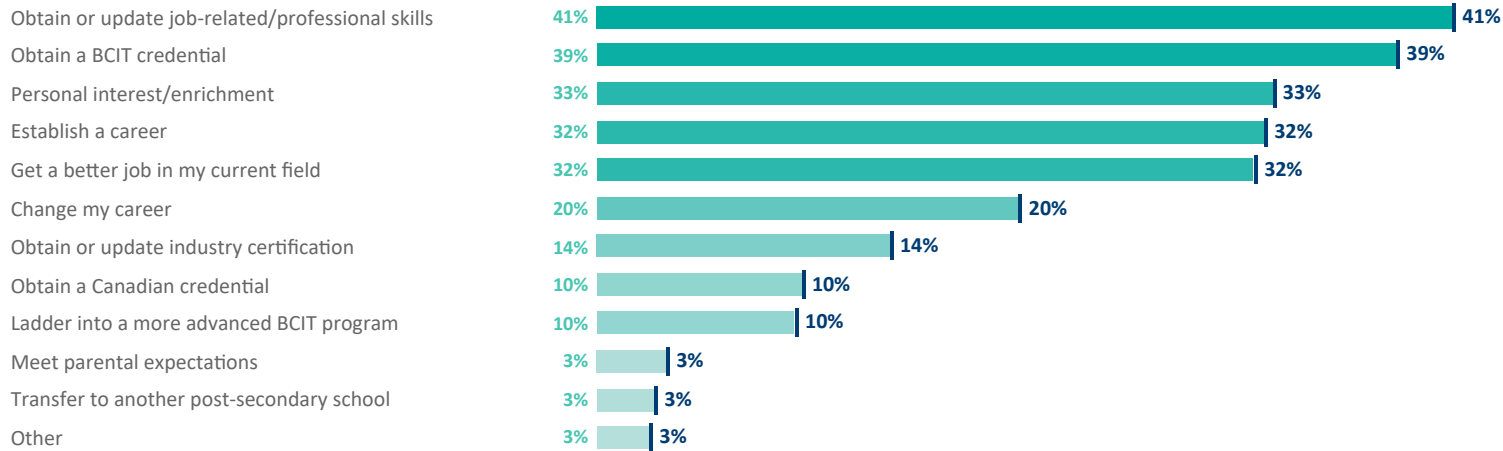


Legend:

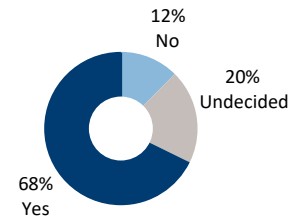
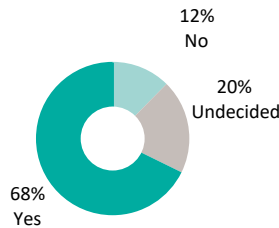


# 2019 PART-TIME STUDENTS ENGAGEMENT SURVEY RESULTS

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



Do you plan to take another Part-time Studies 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?



## FILTER SELECTION

- School**  
All
- Campus**  
All
- Residency**  
All
- Enrolment Type**  
All
- Mode of Delivery**  
All
- New vs. Returning**  
All

Filters above can be used individually or in combination.

Green colours display the results by the **Filtered Selection**.

Blue colours, including vertical blue lines, identify the results at the Institute level for comparison purposes.

Data is sorted in descending order of the filtered results (and the mean score/average of the level of likelihood).

Hovering over the different data points will reveal a tooltip with further details.

(x): Suppressed results (5 or less respondents) to ensure privacy compliance.

(-): No answers recorded for this choice.