

## PURPOSE OF THE SURVEY

The **BCIT 2024 Student Check-in Survey** is an annual survey conducted by BCIT's Institutional Research and Planning Office.

The purpose of this survey is to reach out to current students and learn more about their needs, challenges, concerns and future considerations.

The survey also provides an insight into the awareness, usage and satisfaction of these students with the services available to them.

It is our hope that the findings from the survey will help BCIT make more informed decisions to better meet students needs and mitigate their concerns.

## RESPONSE RATE

The survey targeted Full-time and Flexible Learning students registered in the Winter 2024 term. 22,094 were successfully sent a survey invitation through the email list, and of those students 3,689 participated in the survey; yielding an overall response rate of 17% (response rates will vary by question).

**Note:** the total cohort was 22,116, but due to invalid email addresses and unsubscribes only 22,094 were contacted.

22,116	Cohort	Response Rate
22,094	Valid invites	17%
3,689	Valid responses	

## SURVEY TIMEFRAME

January 30 - Initial invite

February 6 - First reminder

February 13 - Second reminder

February 20 - Final reminder

February 24 - Survey closed

## STRUCTURE OF THE REPORT

This report presents information on **Institute-wide** results and different program types . The 5 available sections are:

Institute results

Full-time Technology results

Apprenticeship results

Trades & Technical Studies results

Flexible Learning results

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 and Residency.**

There is a 95% certainty (19 out of 20 times) of the accuracy in the survey results at the institute level with a +/- 1% margin of error.

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

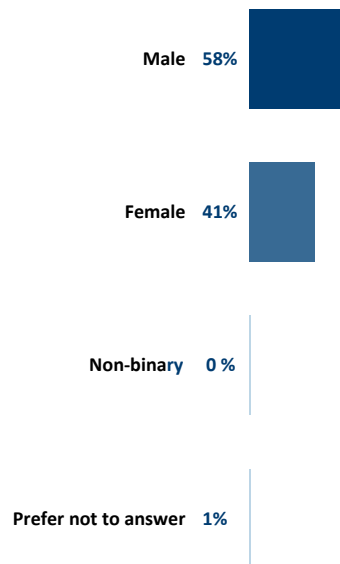
Throughout the report, "-" and "x" are used when counts are "0" (zero) and <=5, respectively, to avoid the risks of disclosing the personally identifiable information.

- The vast majority of respondents (86%) were domestic students located in Canada, while international students located in Canada made up 13%.
- Six in ten (61%) were returning students with 39% being new students.
- Ten percent (10%) of respondents identified themselves as a person with a disability.
- Over one third of respondents (37%) identified themselves as members of a visible minority.
- Fifty percent (50%) of students reported their main mode of learning as “100% in-person learning”, followed by “blended” (25%), and “100% online learning” (24%).
- Eighty five percent (85%) of students expressed satisfaction with the education they received during the Winter 2024 term.
- Forty seven percent (47%) of students indicated a high likelihood of recommending BCIT to family, friends, and/or co-workers (promoters or strong advocates), while 17% reported a low likelihood (detractors or non-advocates for BCIT), resulting in a net promoter score (NPS) of +30. Apprentice students had the highest NPS score (+40).
- Factors that could prevent students from continuing their education in Winter 2024 were: "lack of financial support" (42%), "hard to fit classes with job schedule" (38%), and "course load" (37%).
- When asked about how easy or challenging students found their education at BCIT, 54% responded that it was challenging.
- Results suggest there continues to be an awareness and usage gap about BCIT student services. "Learning Hub" and "Bookstore" had the highest awareness and usage among BCIT student services. Overall students are fairly satisfied with BCIT student services that they have used, except for "parking" which had lower satisfaction (31%).
- In terms of the awareness and usage of BCIT Student Association services: "BCITSA Career Services" had the most awareness and usage, while "BCITSA Childcare Centre" had the least awareness and usage. Of those who used BCITSA Childcare Services, 100% reported satisfaction.
- Regarding diversity and inclusion, the respondents agreed that BCIT is a diverse and inclusive environment. While there was strong agreement with "At BCIT I am treated fairly and with respect" (80%), agreement was lower for "I am aware of where to report harassment at BCIT" (46%).
- Approximately **half of Full-time students indicated their plans for next term remained unchanged** (domestic 53%; international 52%).
- Forty five percent (45%) of **domestic Flexible Learning** students and 51% of **international Flexible Learning** students indicated no change to their plans for next term.
- Twenty five percent (25%) of **international Full-time students**, and 15% of **international Flexible Learning students** responded they will have completed their program by Fall 2024.
- Twenty five percent (25%) of **domestic Full-time students**, and 16% of **domestic Flexible Learning students** responded they will have completed their program by Fall 2024.

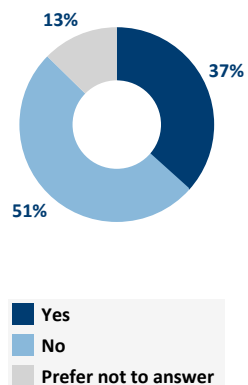
Results by

**Institute**

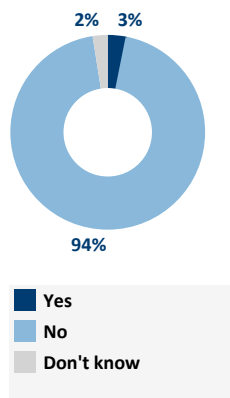
## Gender



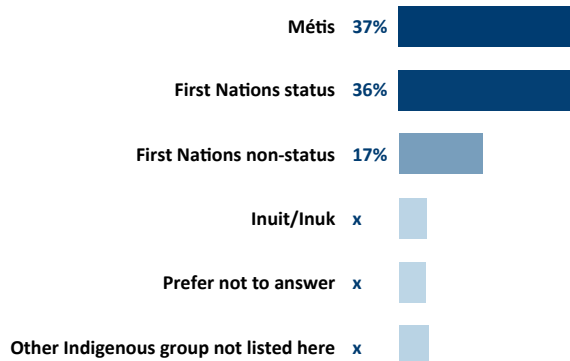
## Do you identify as a member of a visible minority?



## Do you identify as Indigenous?

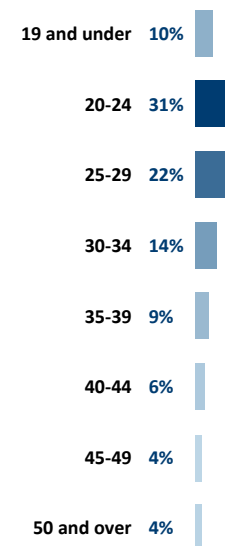


## Please indicate which Indigenous group you belong to:

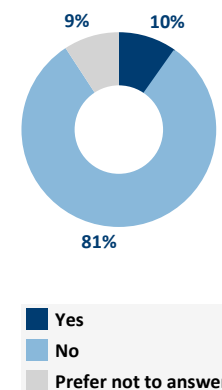


*Note: This chart displays responses of those students who self-identified themselves as Indigenous.*

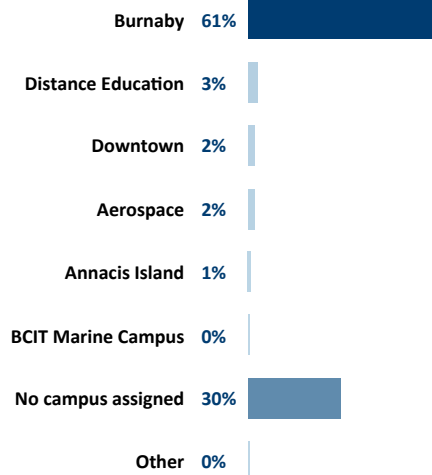
## Age group



## Do you identify as a person with a disability?

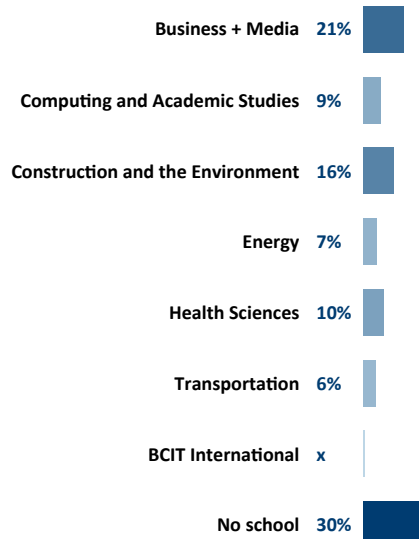


## Campus

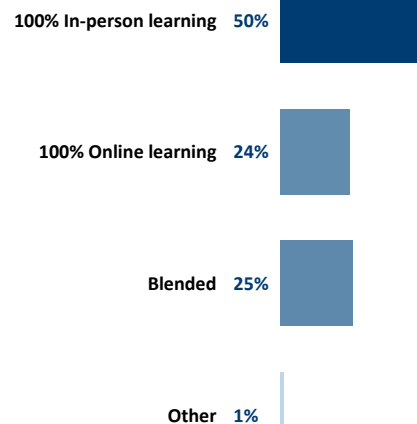


**Note:** A few students from the Marine Campus participated in survey, due to the percentage being below 0.5% it is rounded down to 0%.

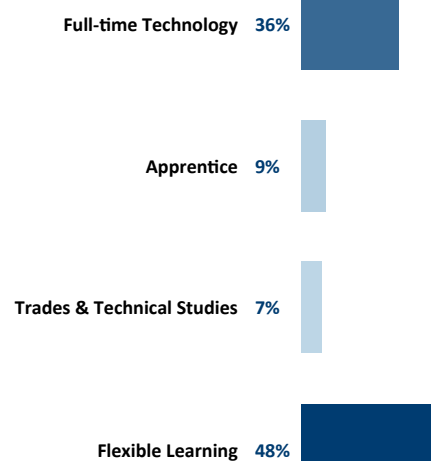
## School



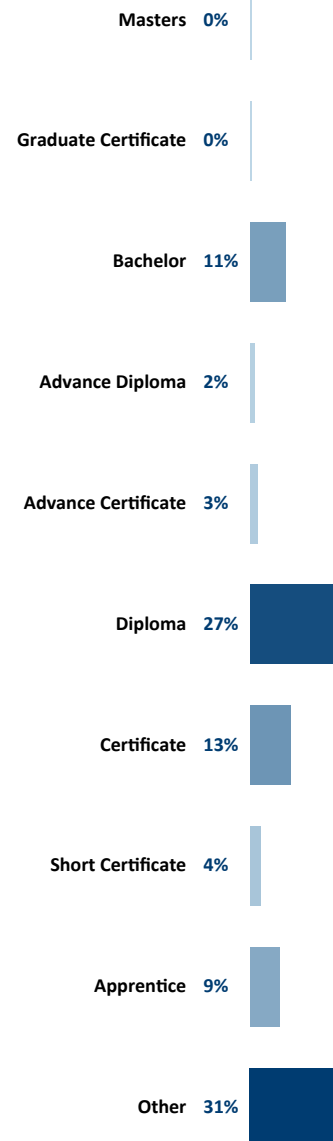
## Current mode of learning



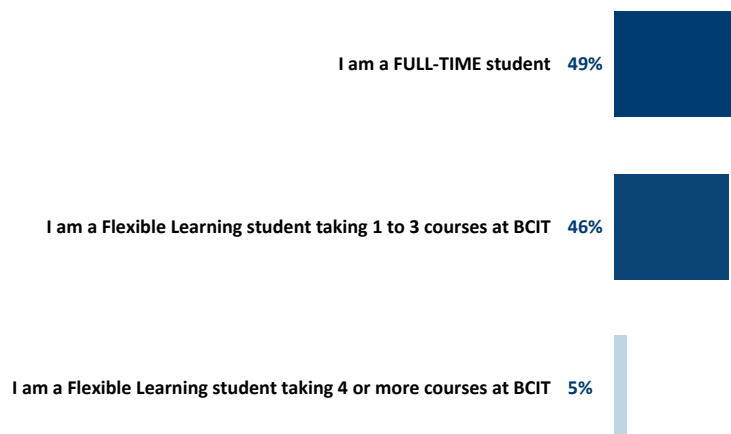
## Program type



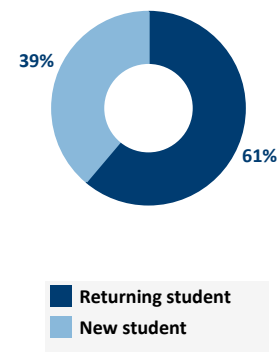
## Degree type



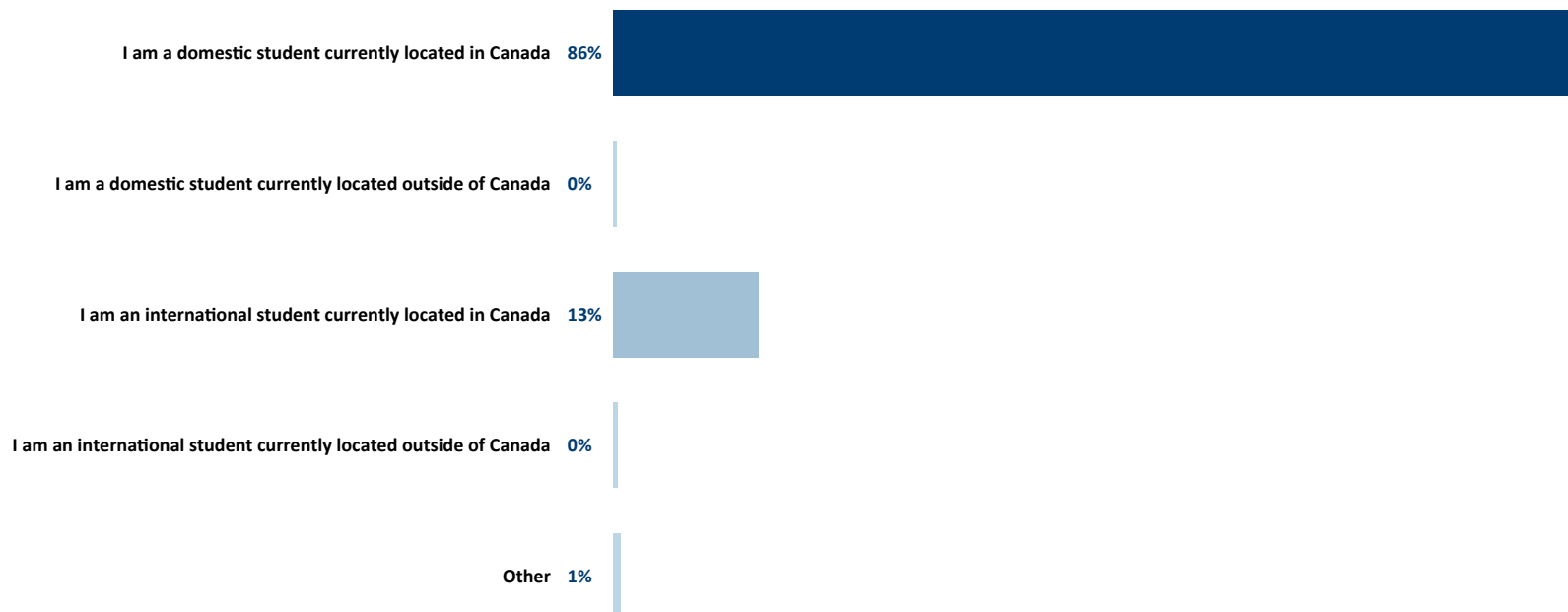
Which of the following best describes your enrolment status?



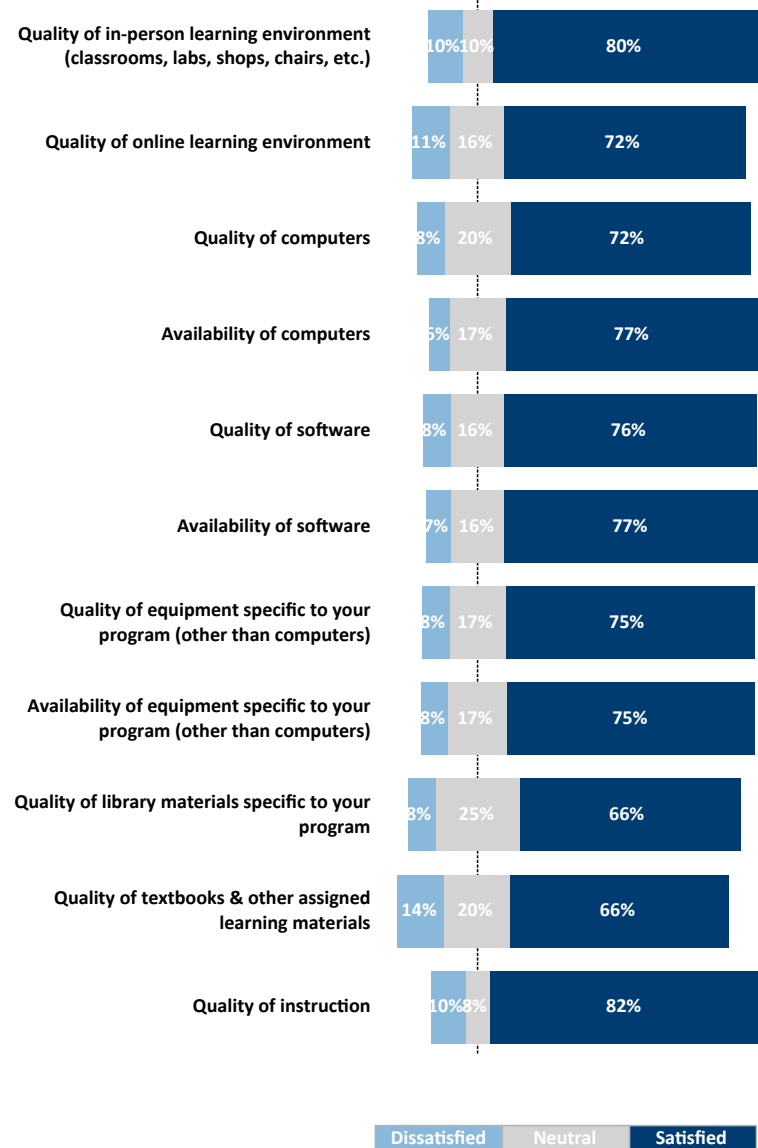
Are you a new or returning student to BCIT?



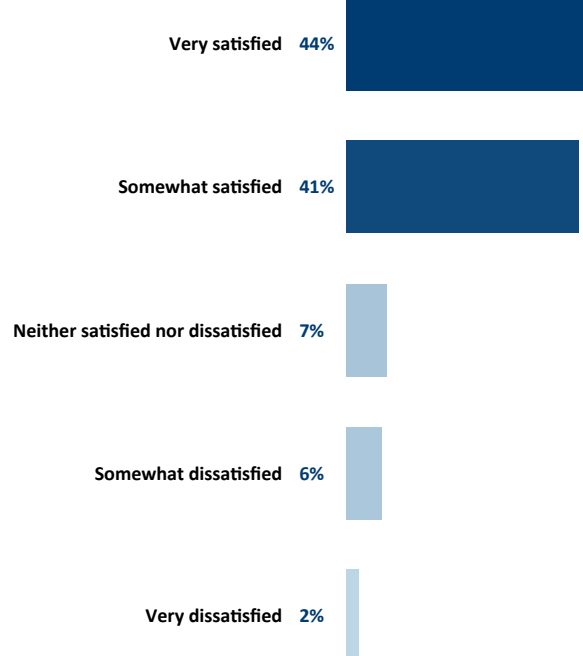
What is your current enrolment status at BCIT?



How satisfied are you with the following resources/facilities related to your program or course so far this term?



Overall, how satisfied are you with the education/training you have received at BCIT this term?

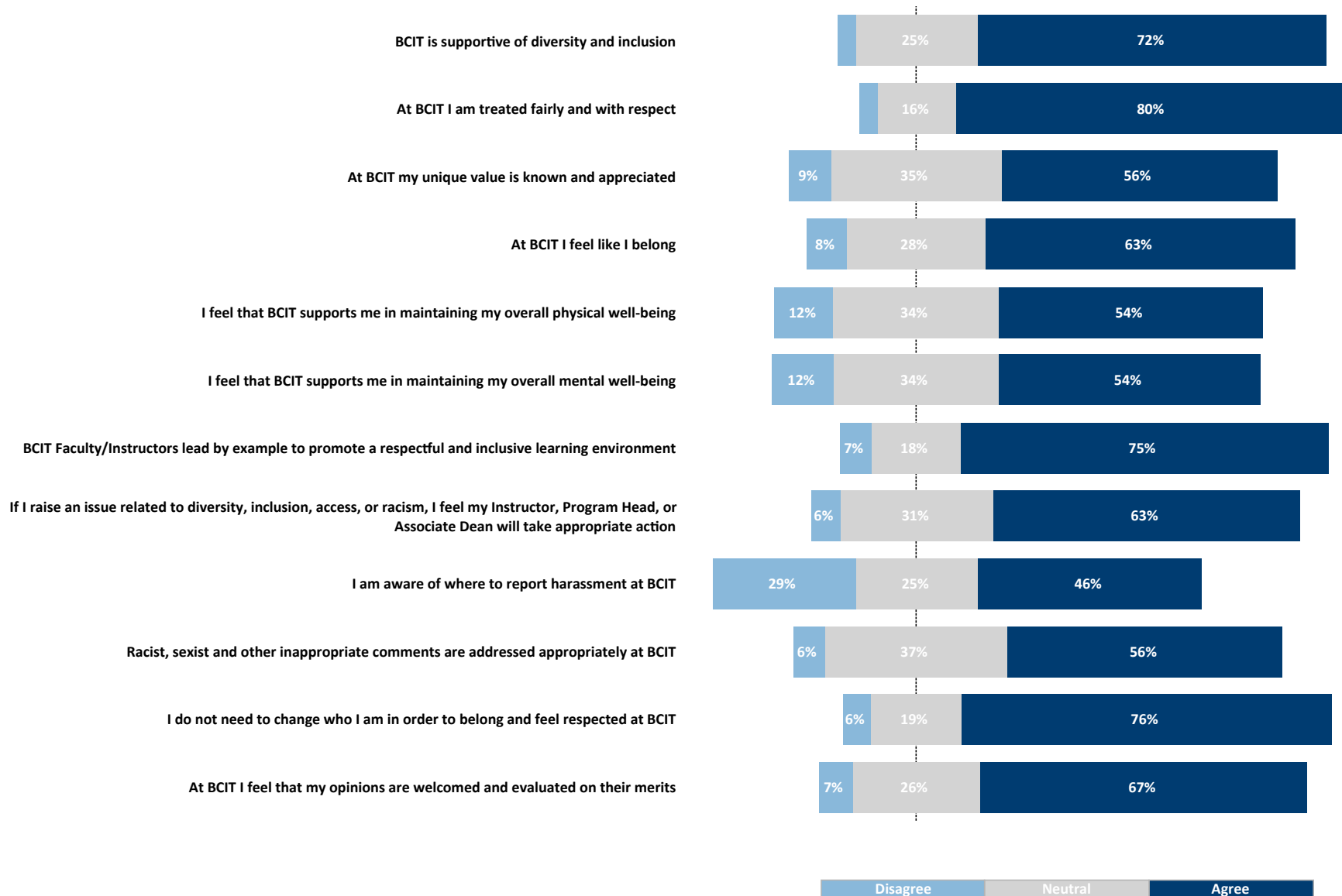


On a scale of 0 – 10, how likely are you to recommend BCIT to your family, friends or co-workers?



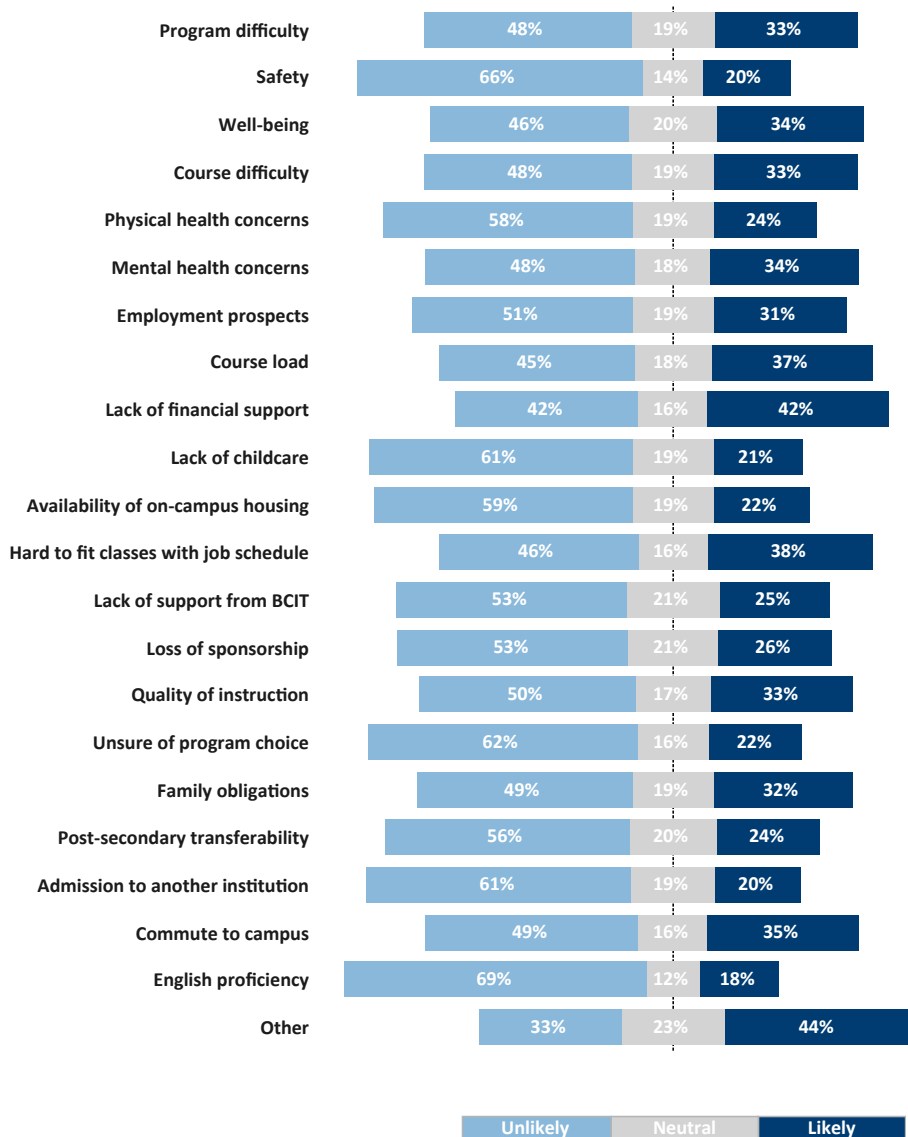
NPS = 30%

Please rate the extent of your agreement with the following statements:

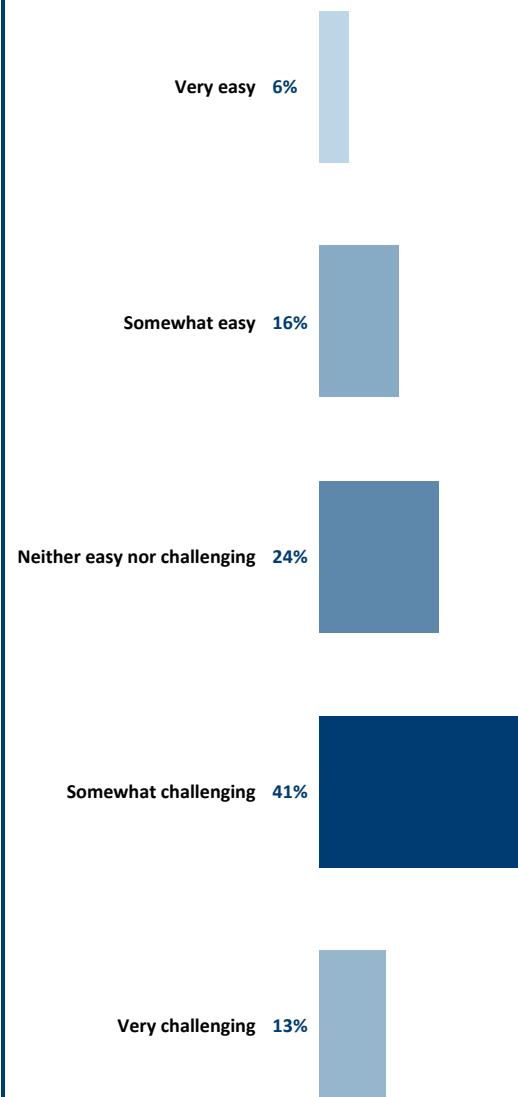


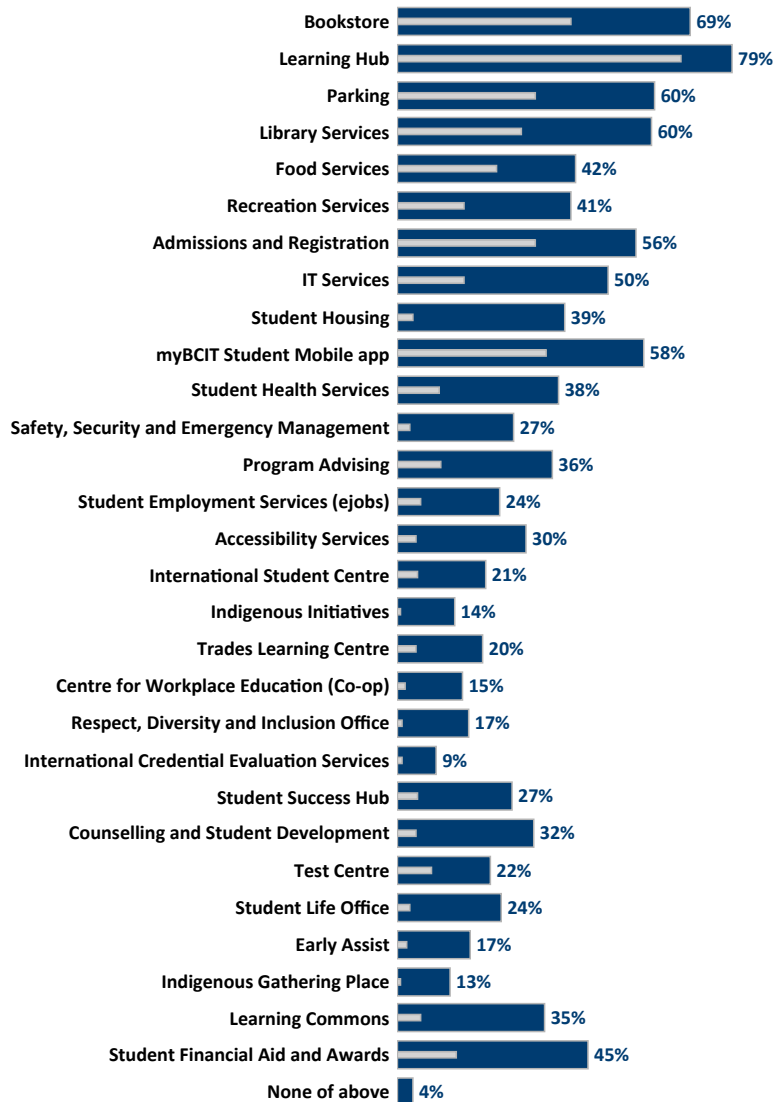


How likely is it that any of the following factors could delay or prevent you from completing your education/training at BCIT this term?

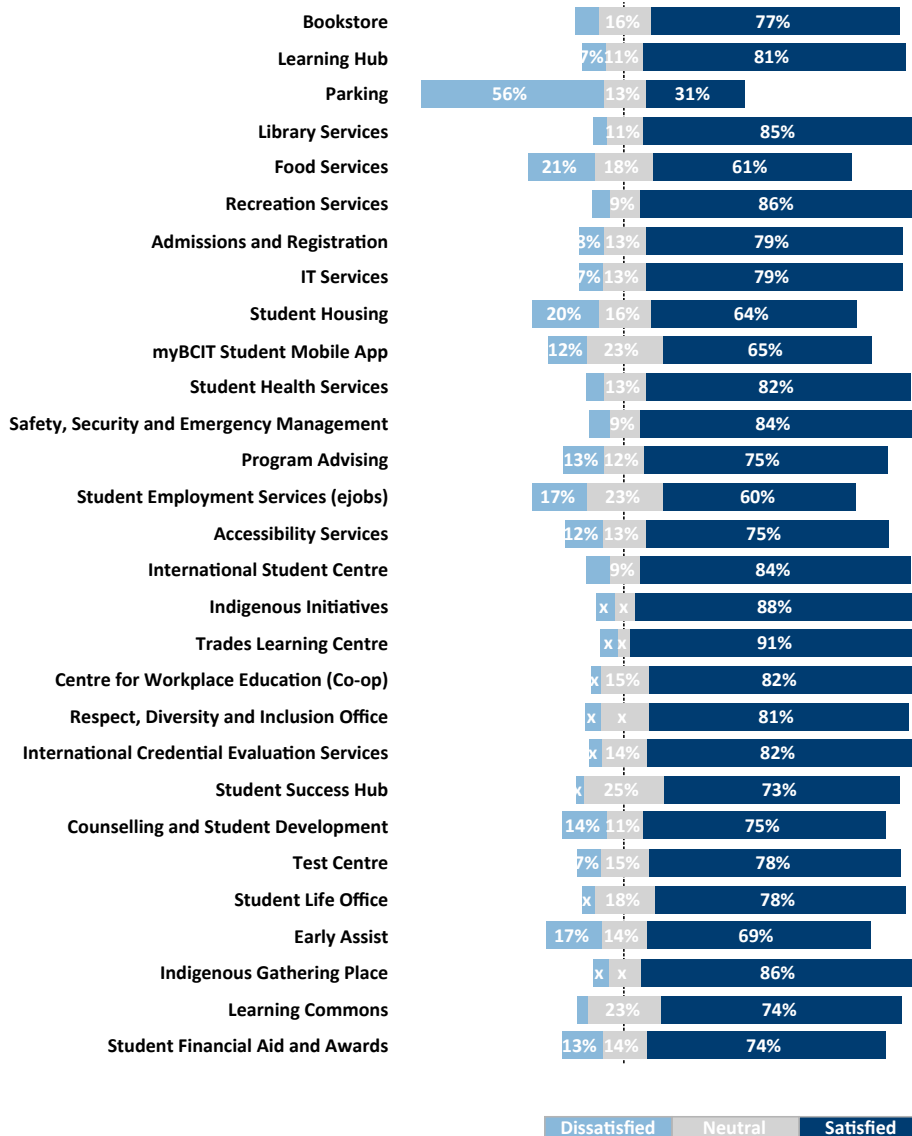


Overall, how easy or challenging do you find your education/training at BCIT this term?



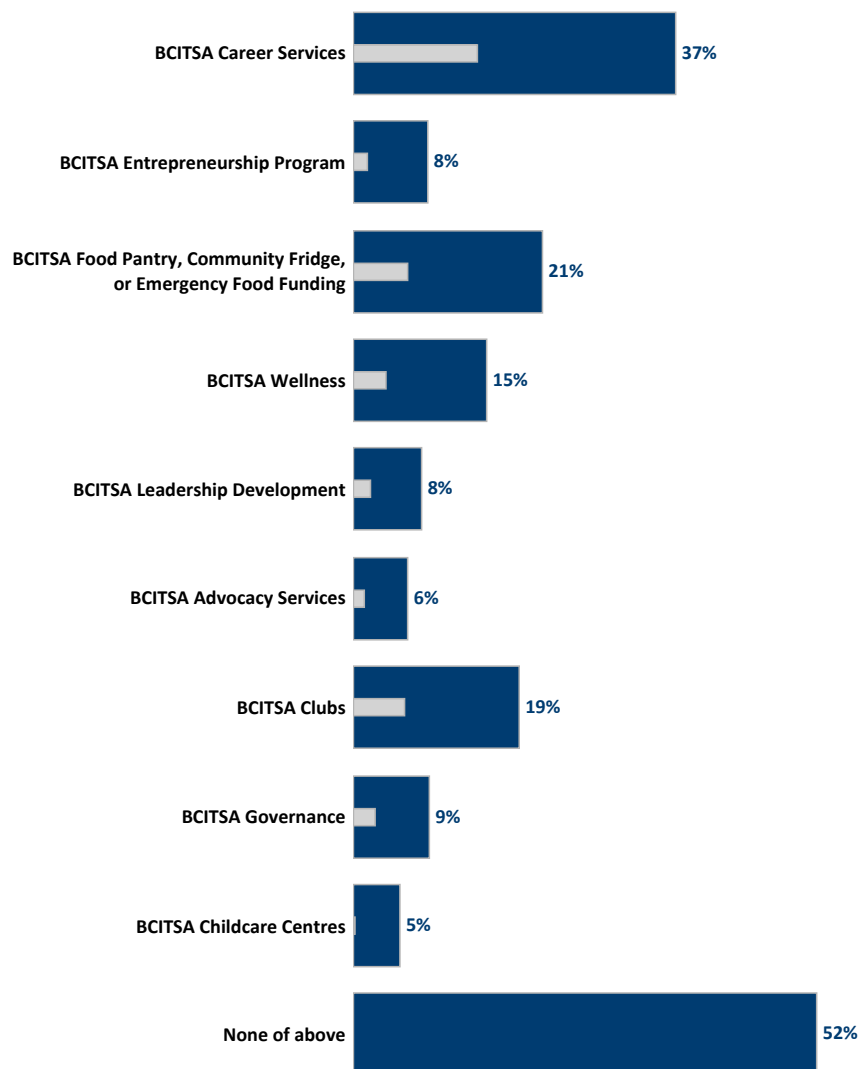
BCIT Student Services: **Awareness** vs. **Usage**


Please indicate your level of SATISFACTION with the BCIT student services listed below:

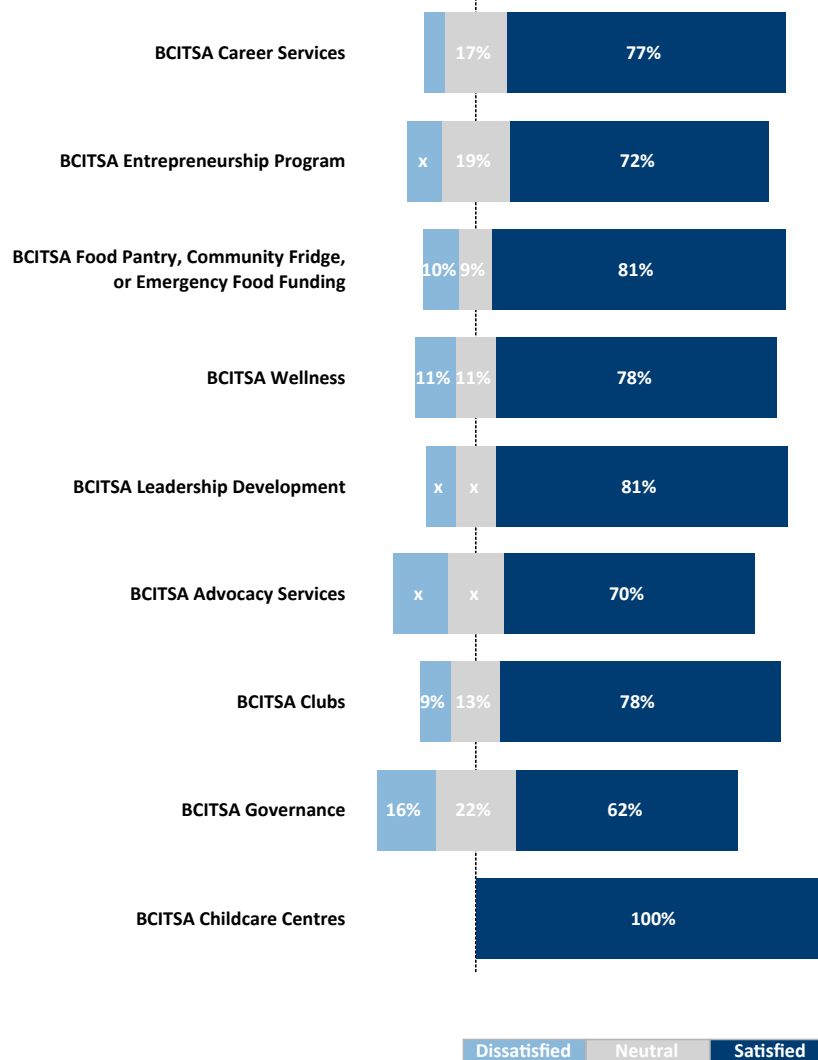


*Note: Chart above displays the results for students who have used BCIT student services*

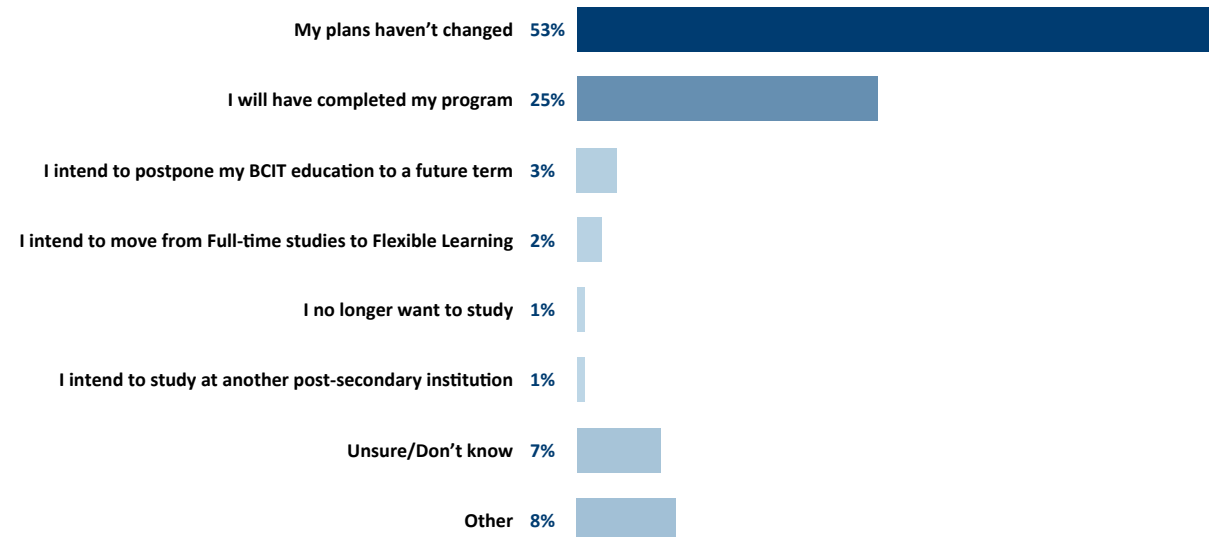
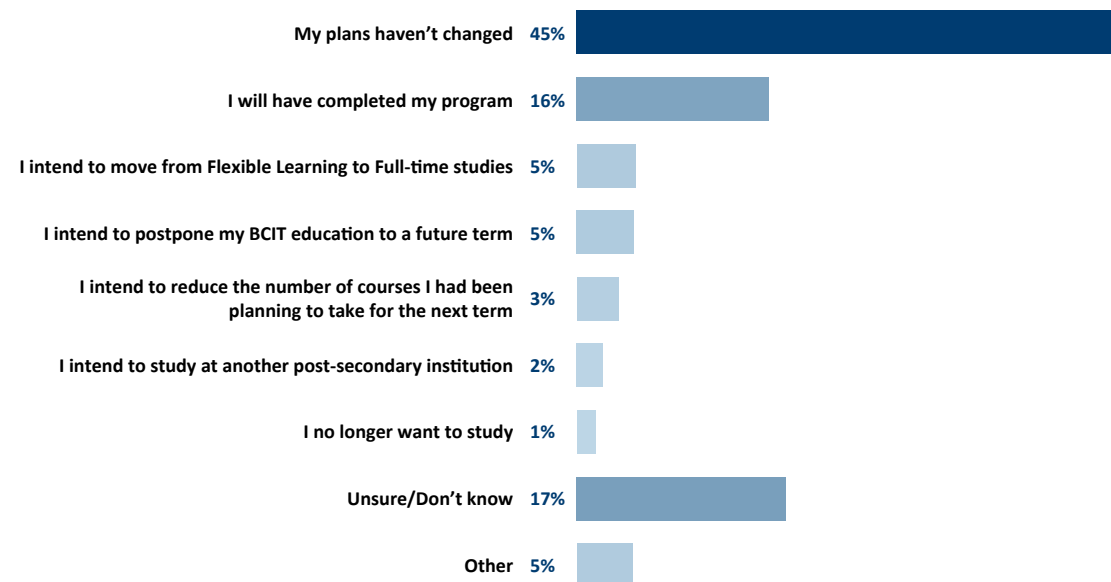
BCITSA Student Services: **Awareness** vs. **Usage**

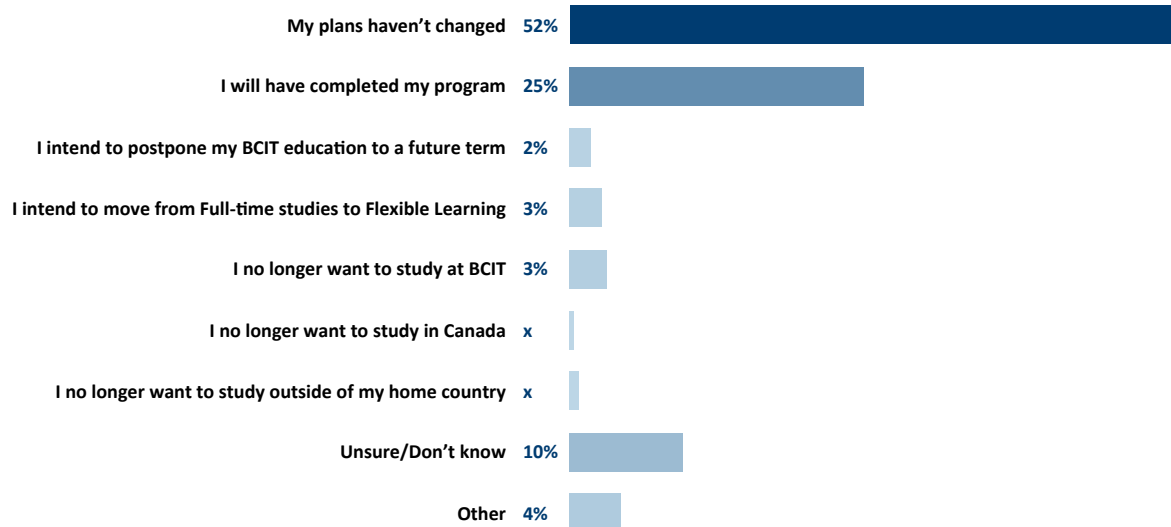
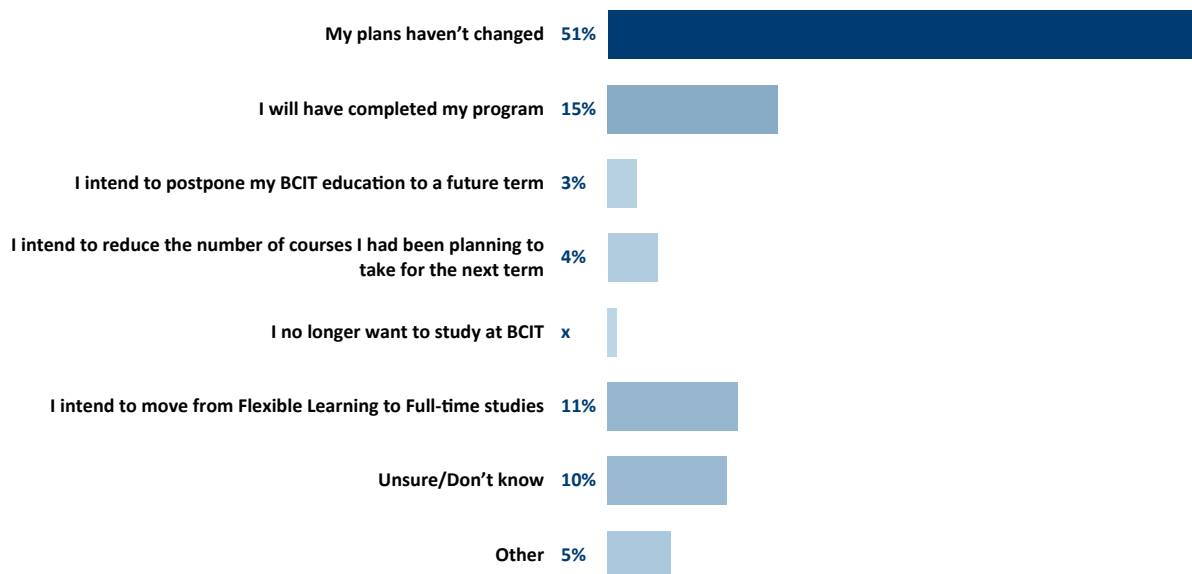


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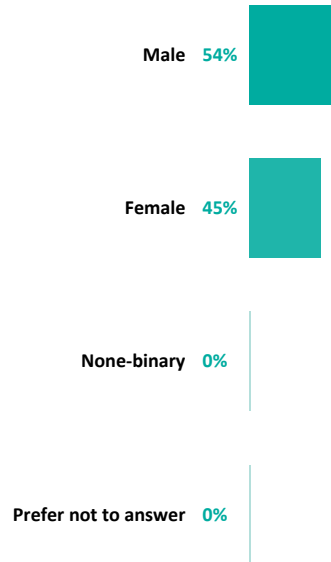
**Domestic Full Time Students:** What are your plans for the Spring/Summer 2024 term (April-August 2024)?**Domestic Flexible Learning Students:** What are your plans for the Spring/Summer 2024 term (April-August 2024)?

**International Full Time Students:** What are your plans for the Spring/Summer 2024 term (April-August 2024)?**International Flexible Learning Students:** What are your plans for the Spring/Summer 2024 term (April-August 2024)?

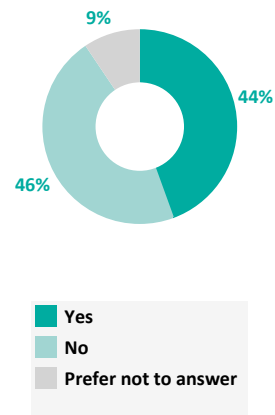
Results by

**Full-time Technology**

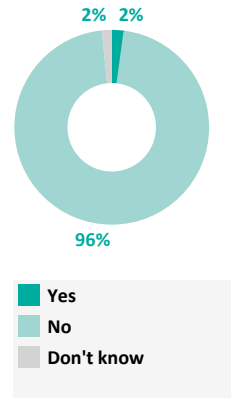
## Gender



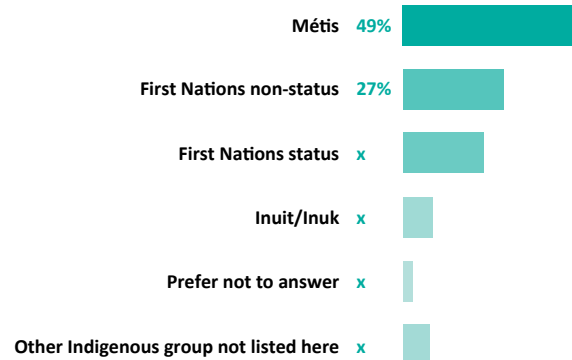
## Do you identify as a member of a visible minority?



## Do you identify as Indigenous?

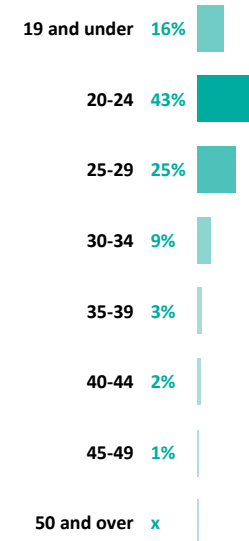


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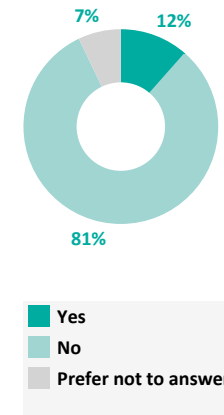


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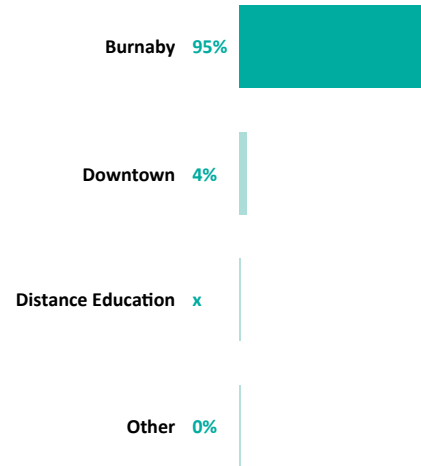
## Age group



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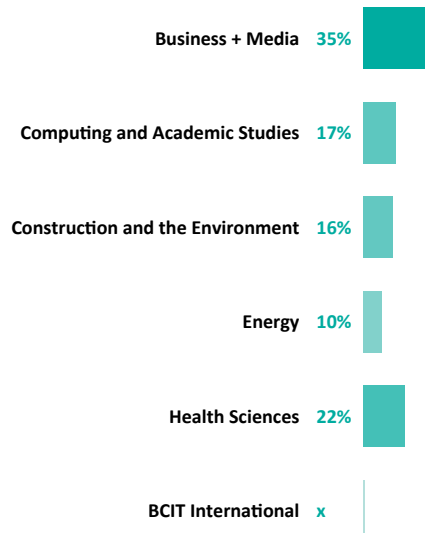


### Campus

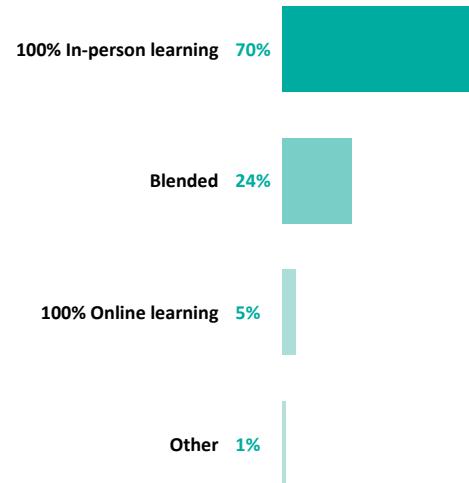


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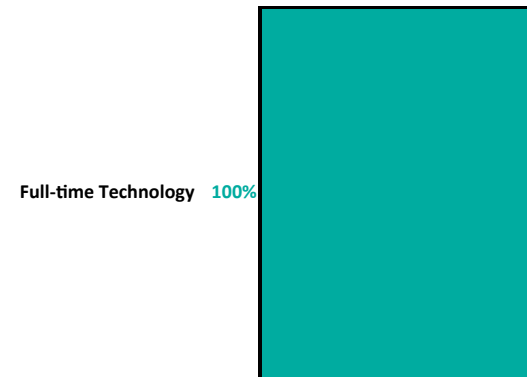
### School



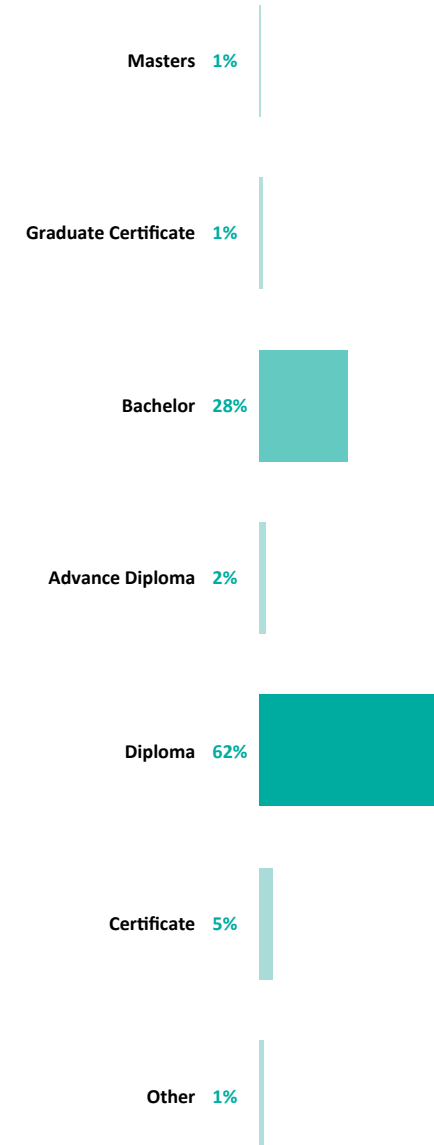
### Current mode of learning



### Program type

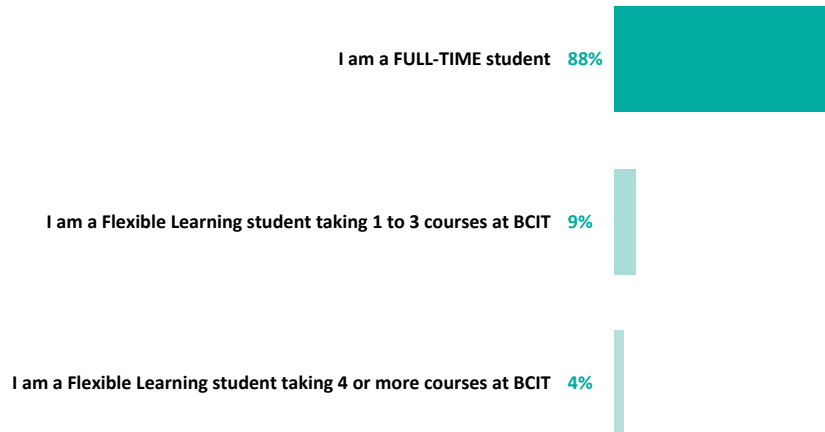


### Degree type

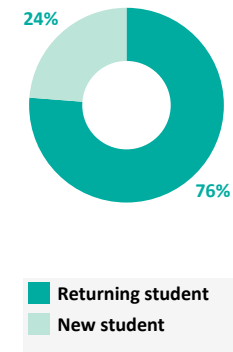




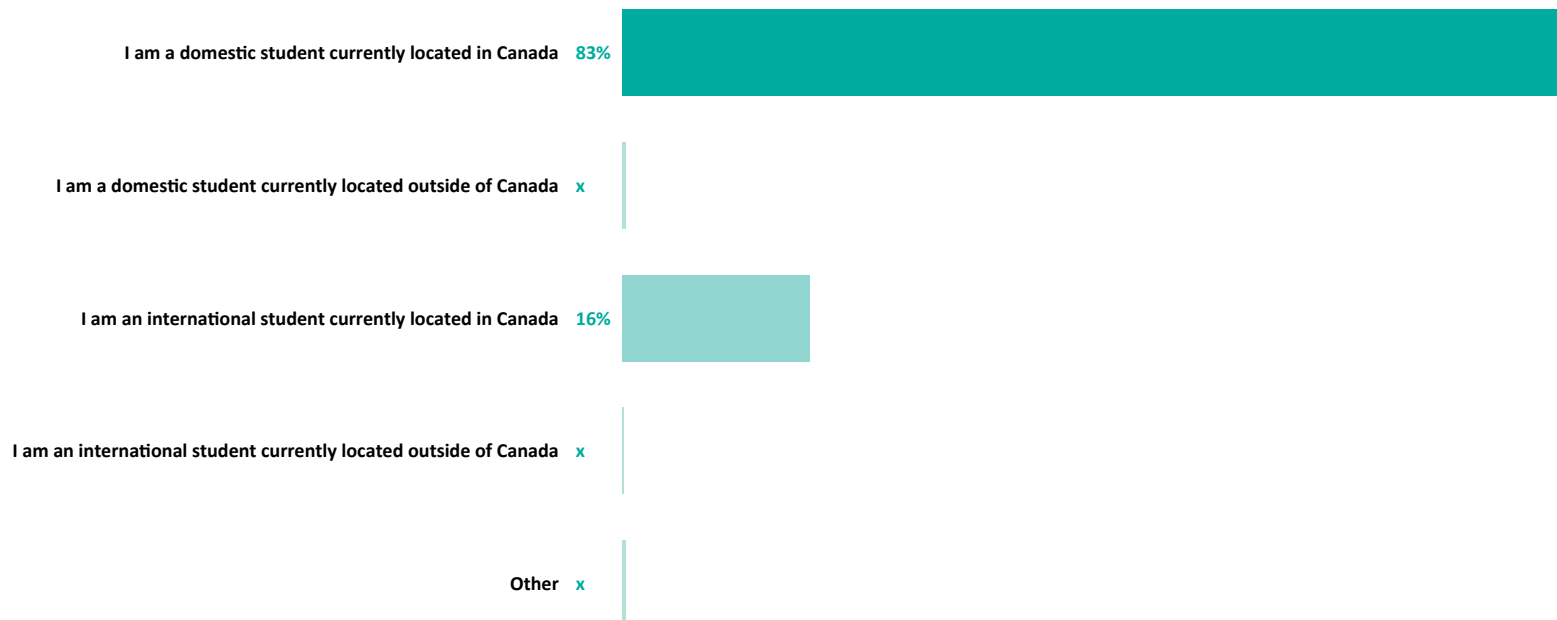
Which of the following best describes your enrolment status?



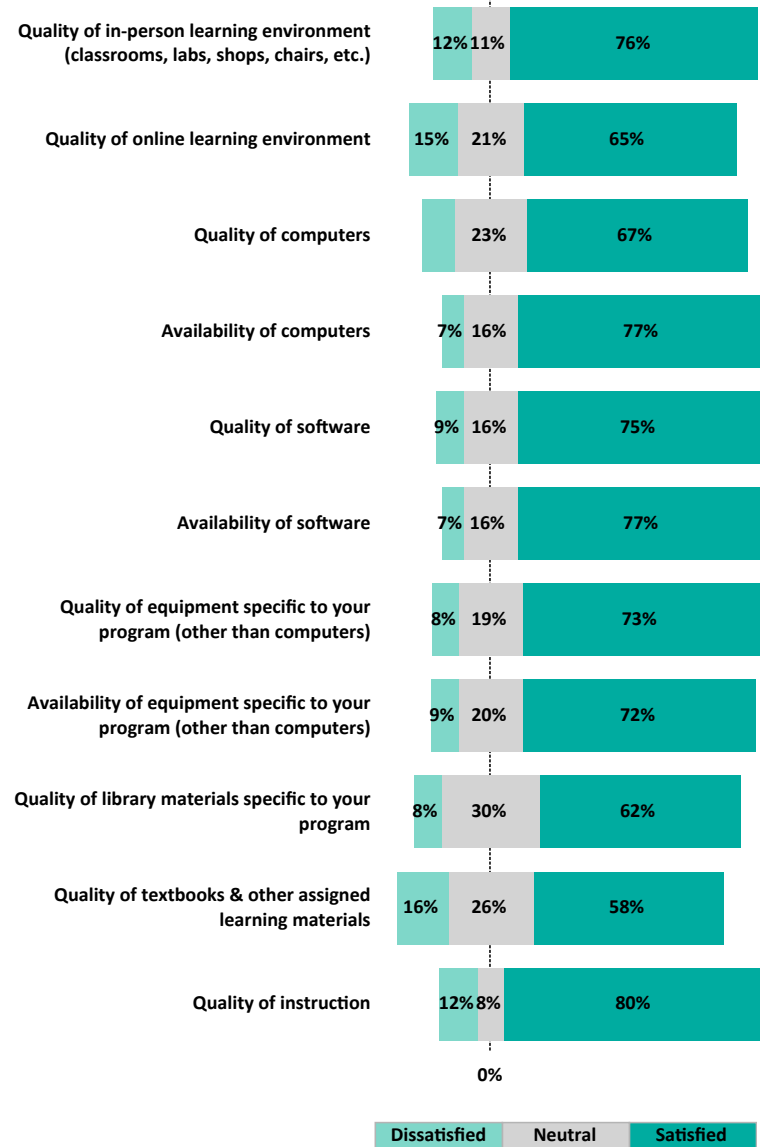
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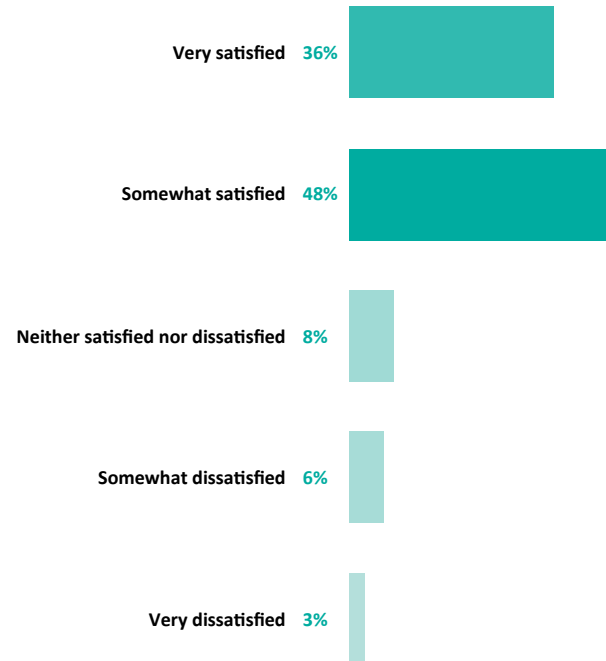
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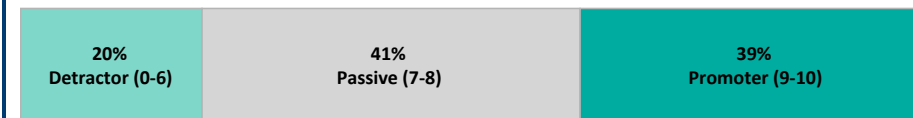
How satisfied are you with the following resources/facilities related to your program or course so far this term?



Overall, how satisfied are you with the education/training you have received at BCIT this term?

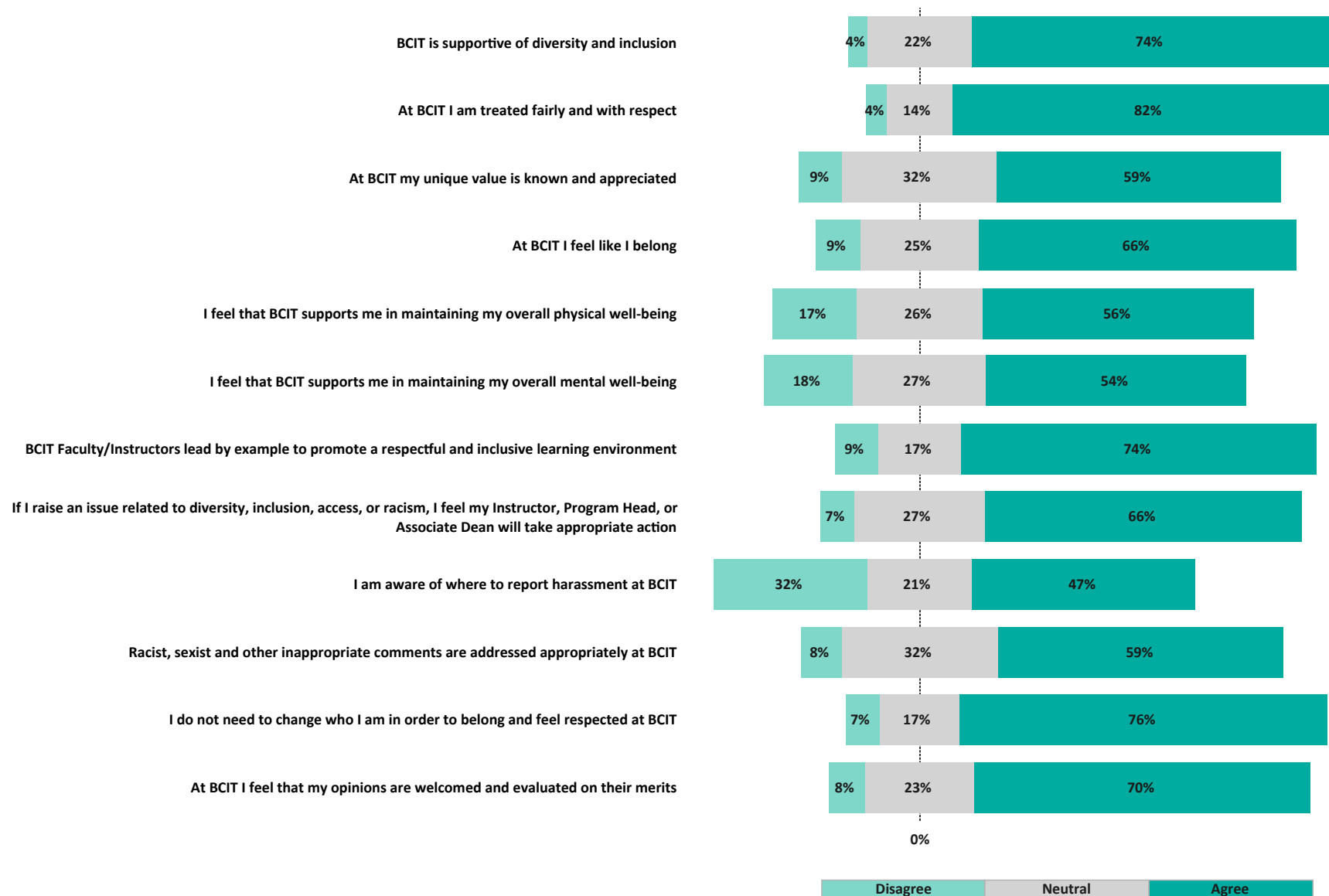


On a scale of 0 – 10, how likely are you to recommend BCIT to your family, friends or co-workers?

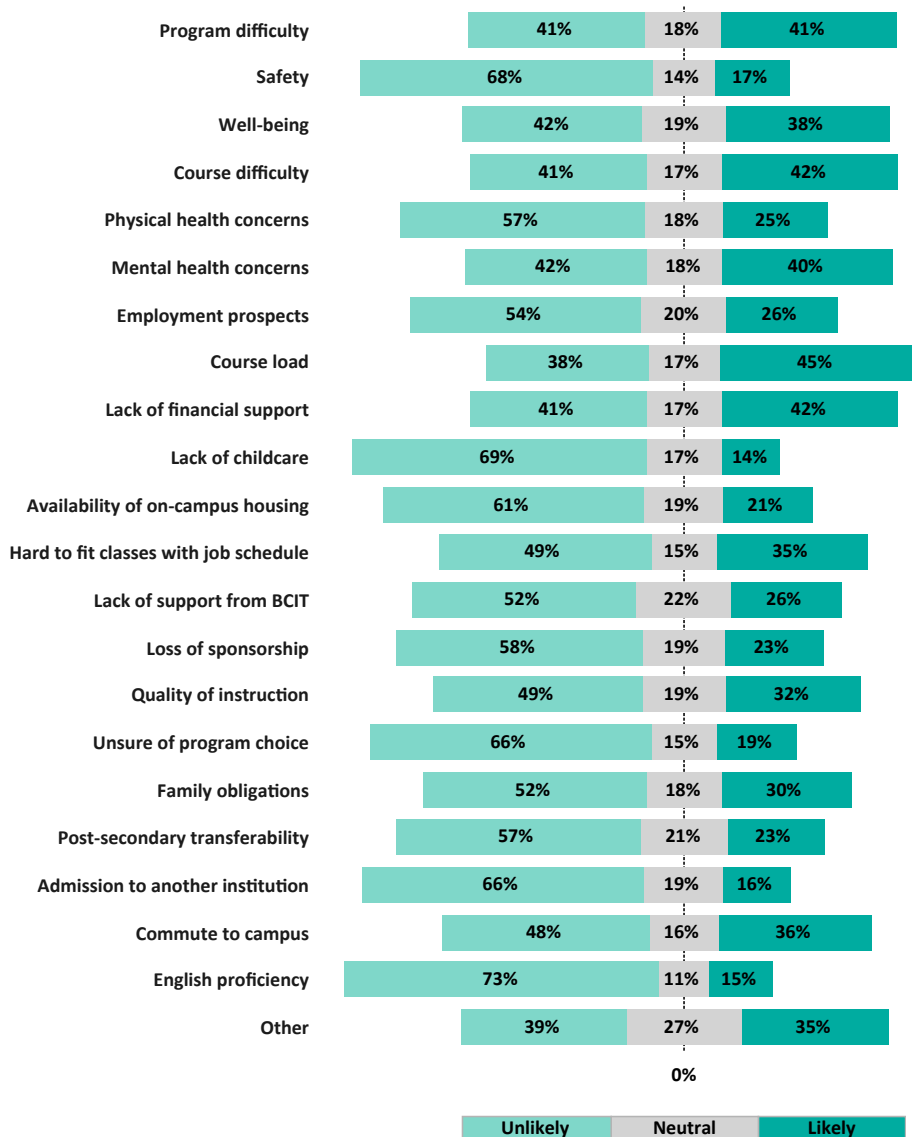


NPS = 19%

Please rate the extent of your agreement with the following statements:



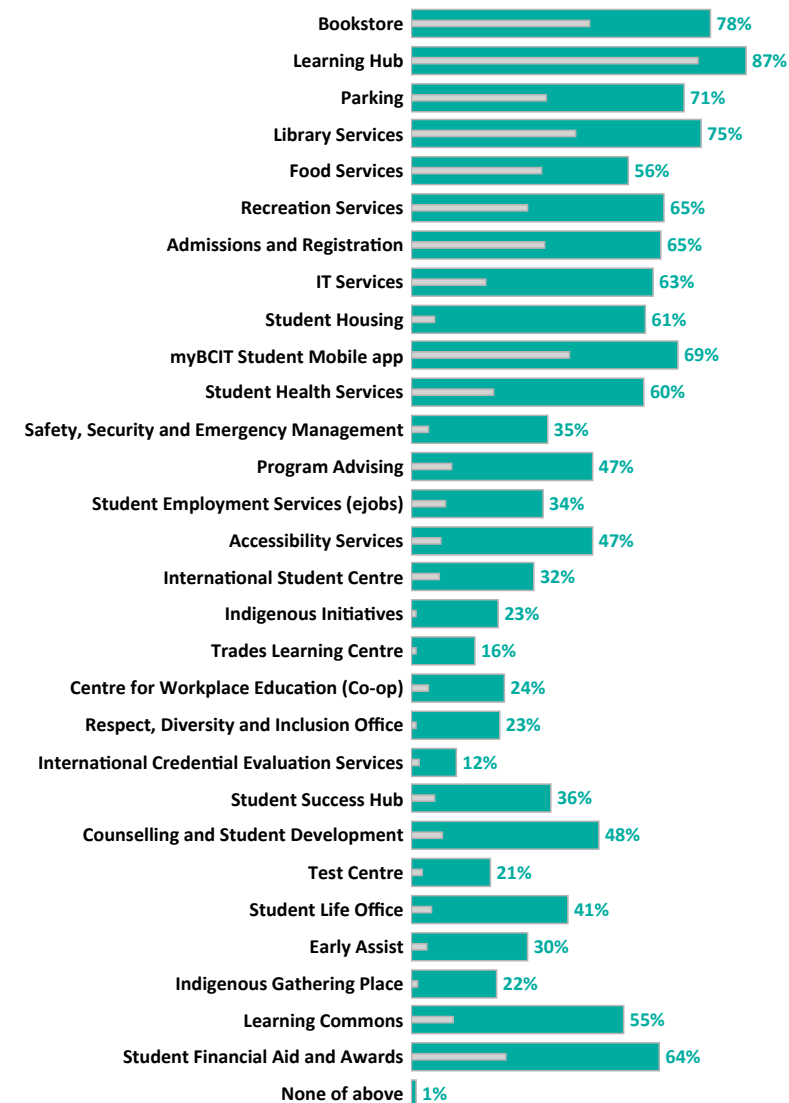
How likely is it that any of the following factors could delay or prevent you from completing your education/training at BCIT this term?



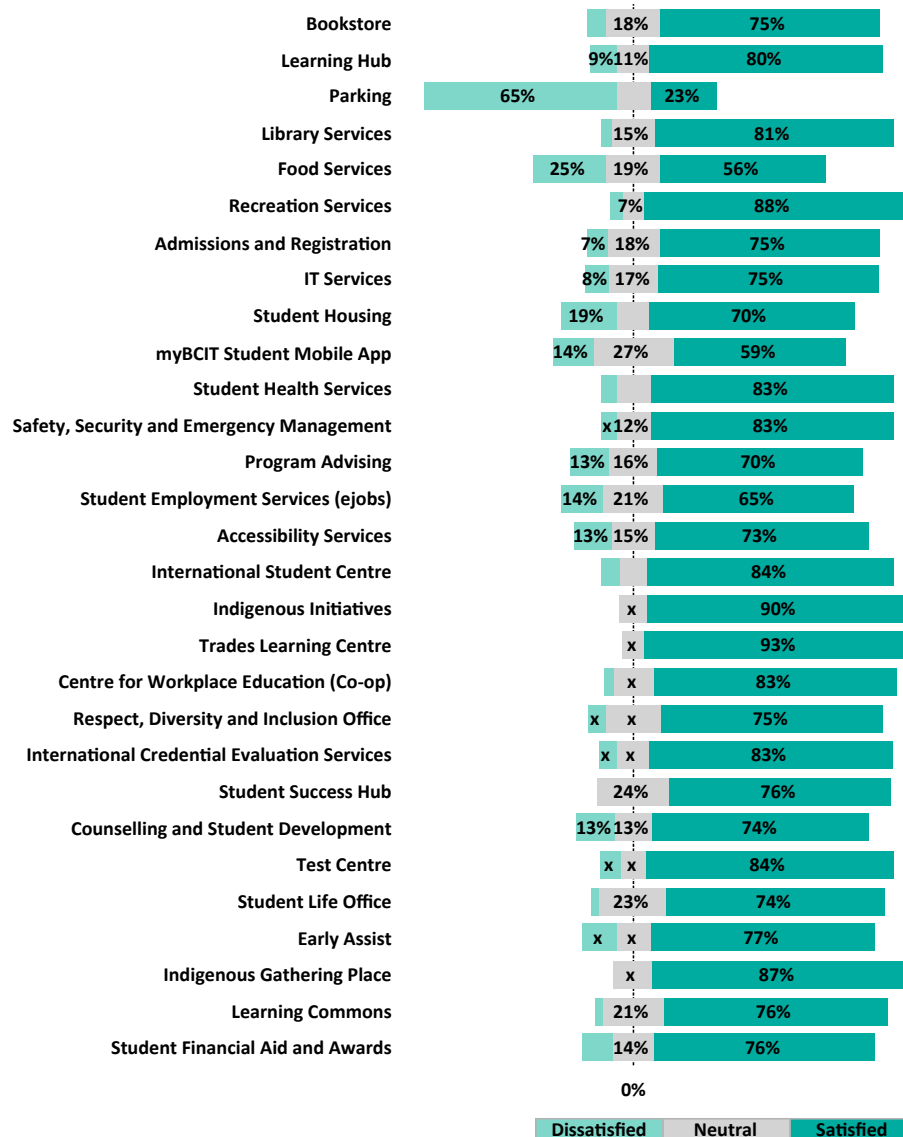
Overall, how easy or challenging do you find your education/training at BCIT this term?



## BCIT Student Services: Awareness vs. Usage

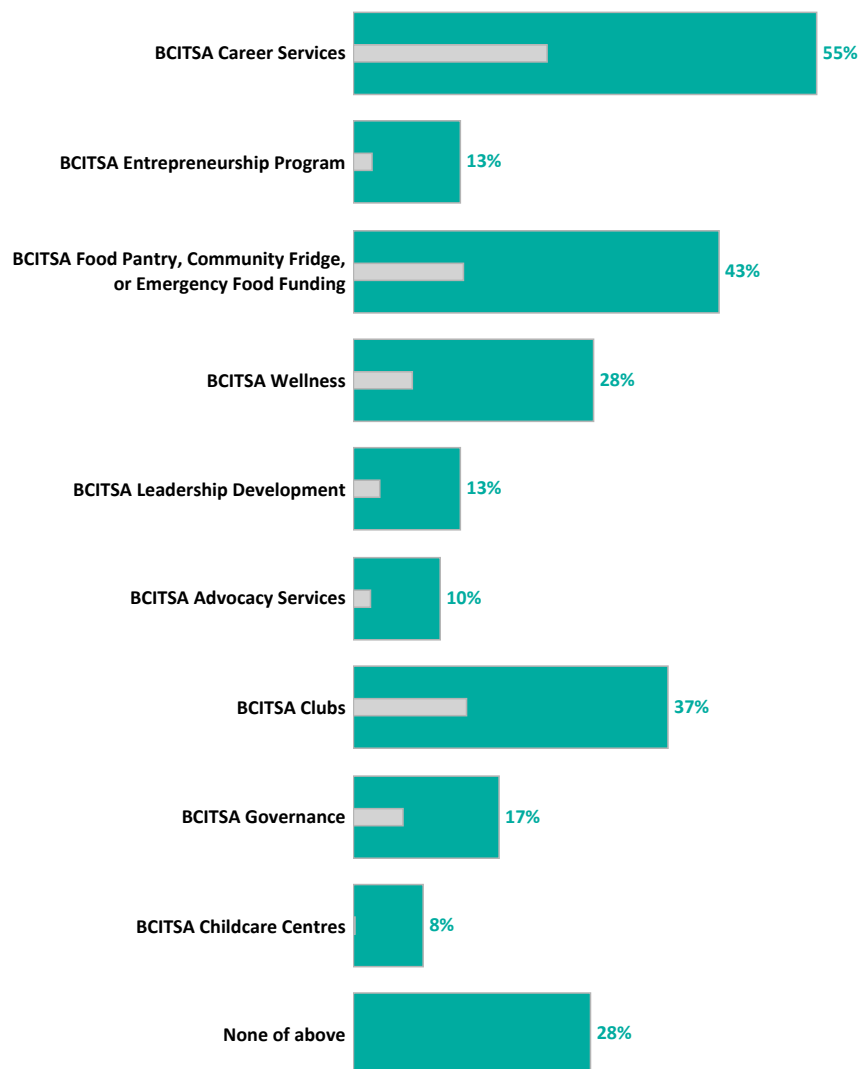


Please indicate your level of SATISFACTION with the BCIT student services listed below:

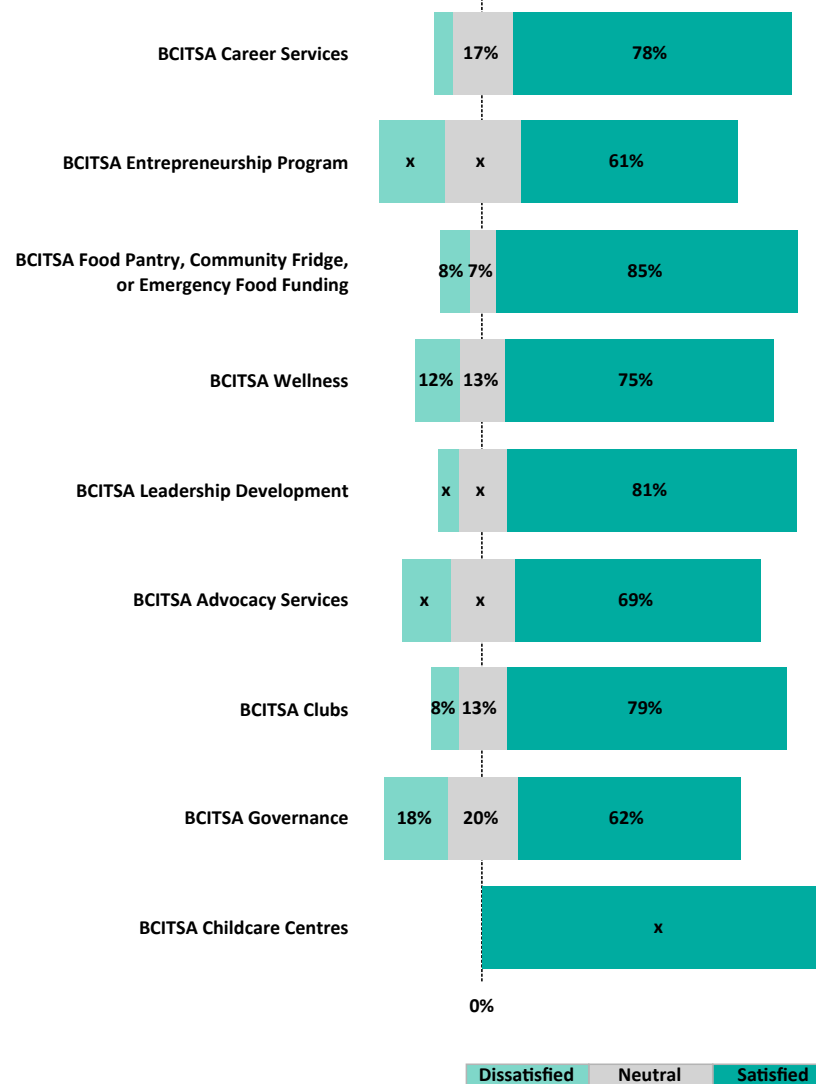


Note: Chart above displays the results for students who have used BCIT student services

## BCITSA Student Services: Awareness vs. Usage

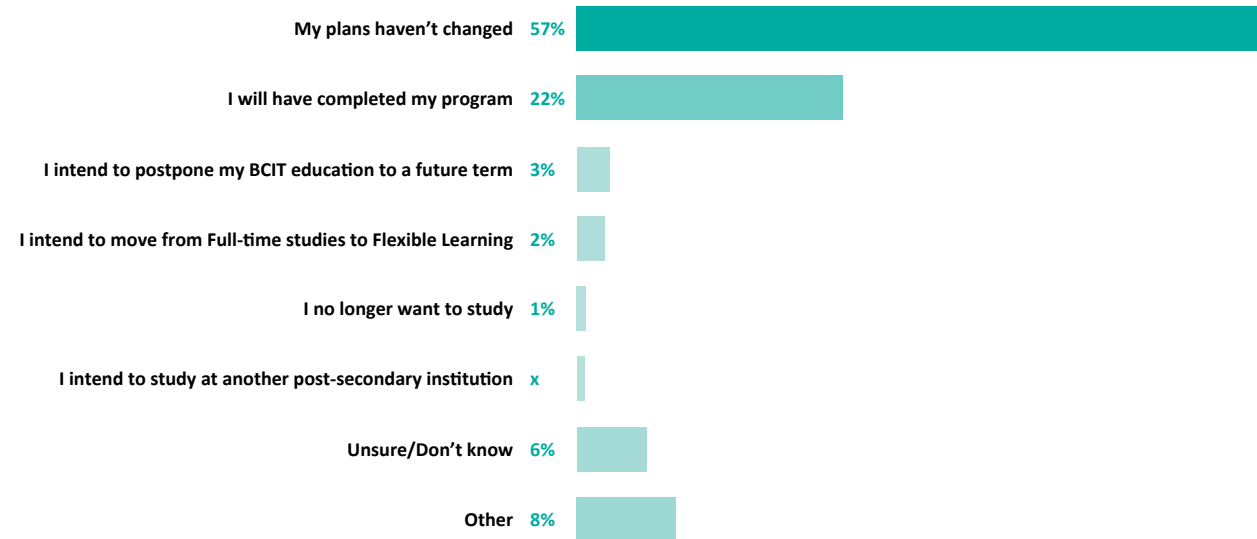


Please indicate your level of SATISFACTION with the BCITSA student services listed below:

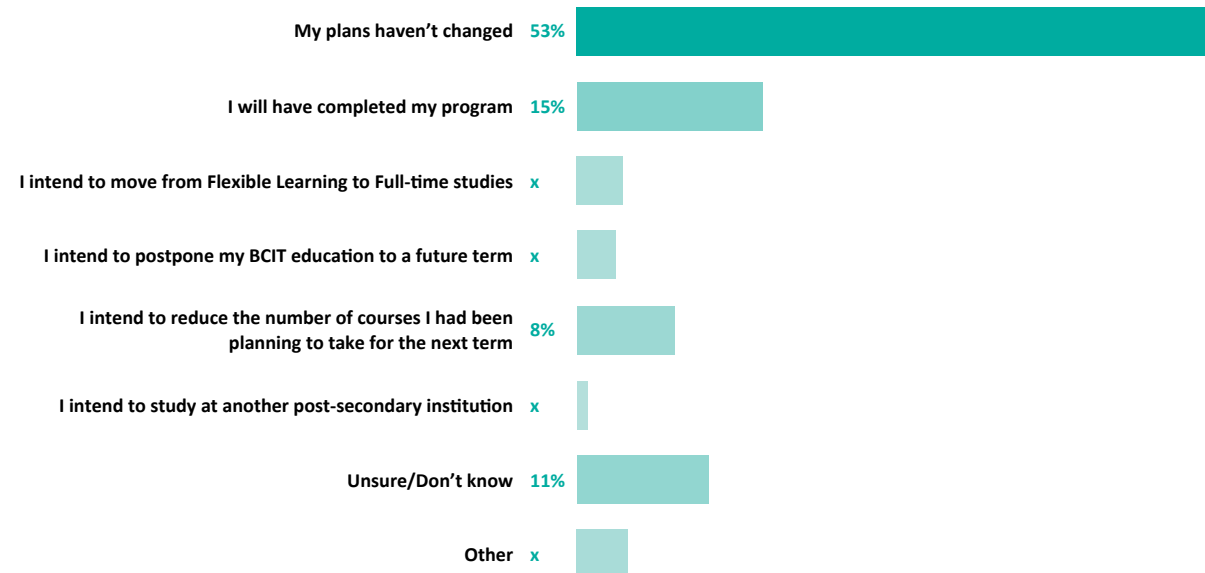


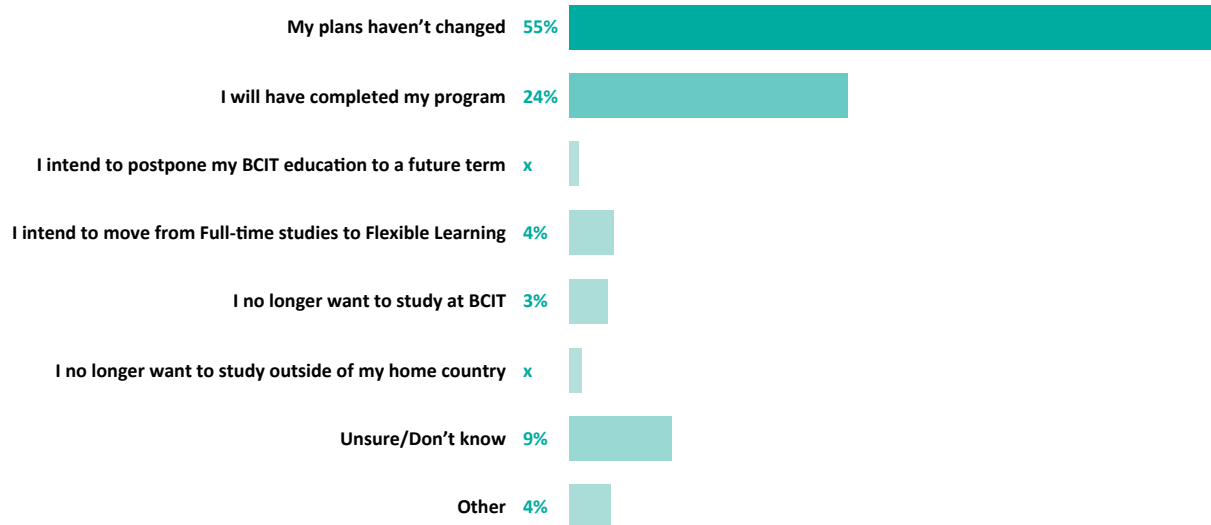
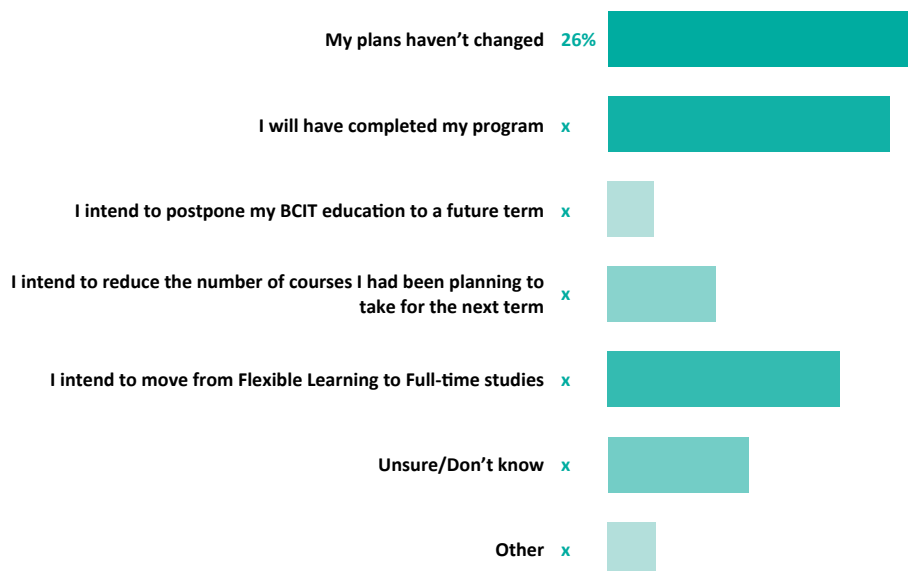
*Note: Chart above displays the results for students who have used BCITSA student services*

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Domestic Flexible Learning Students: What are your plans for the Spring/Summer 2024 term (April-August 2024)?



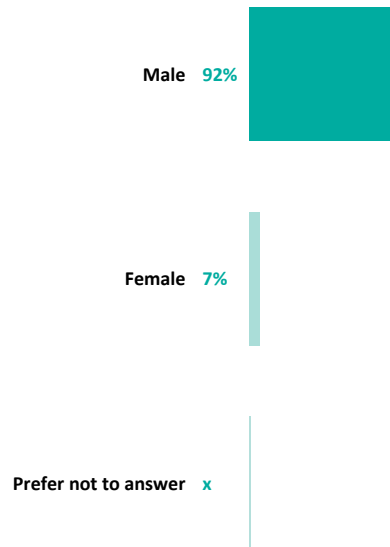
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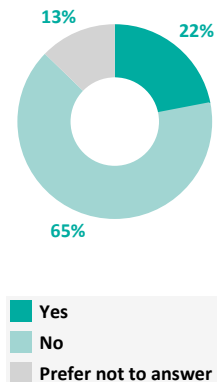
Results by

Apprenticeship

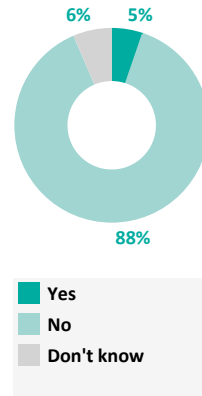
## Gender



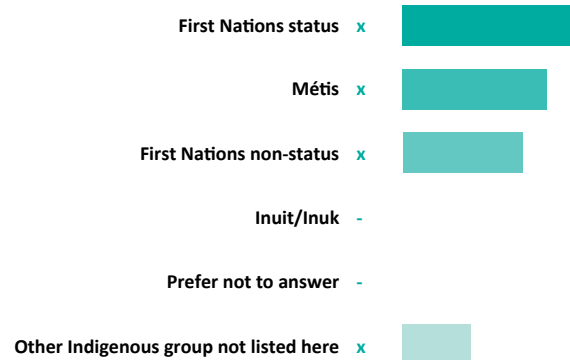
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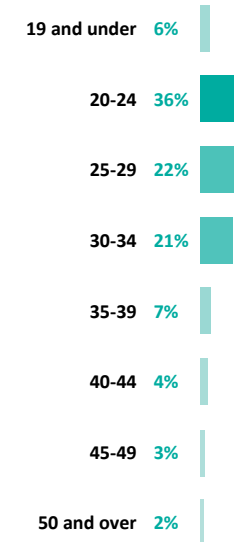


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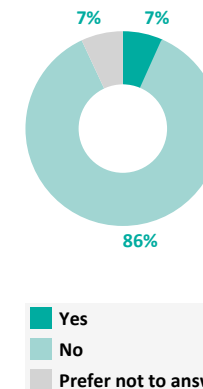


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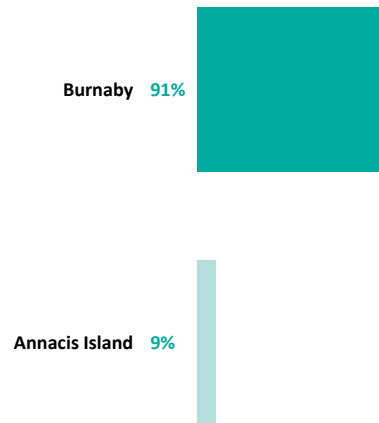
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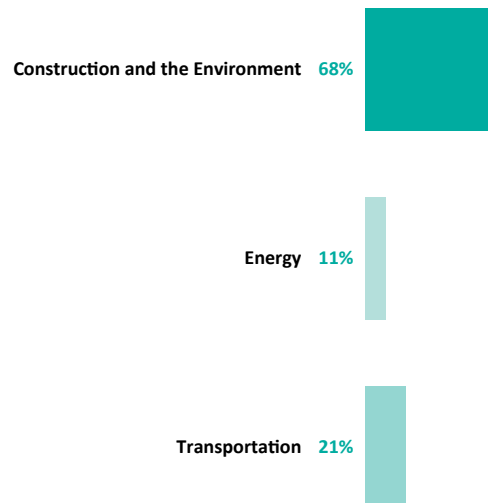


Campus

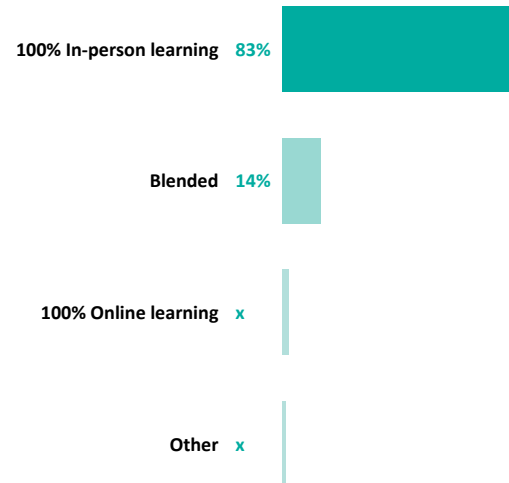


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School



Current mode of learning



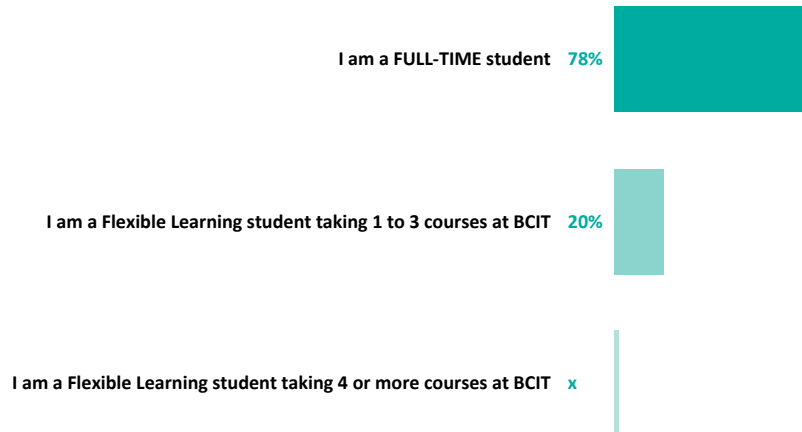
Program type

Apprentice 100%

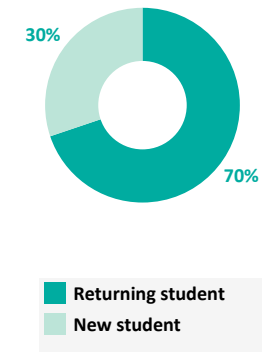
Degree type

Apprentice 100%

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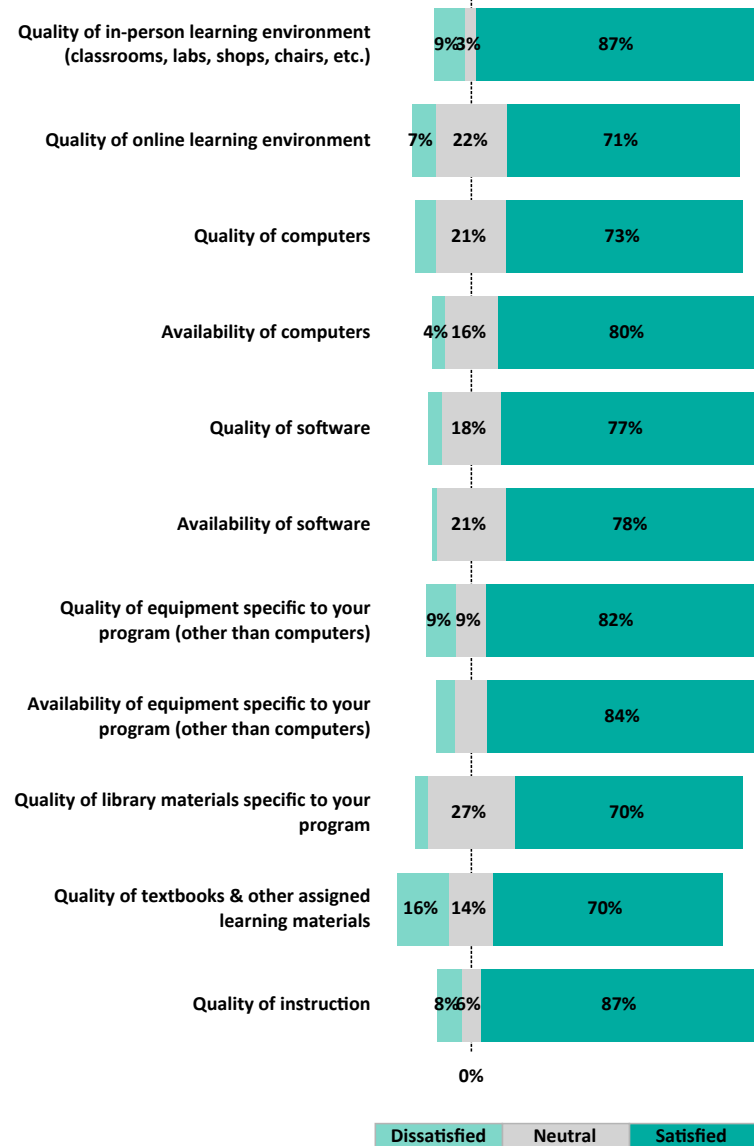
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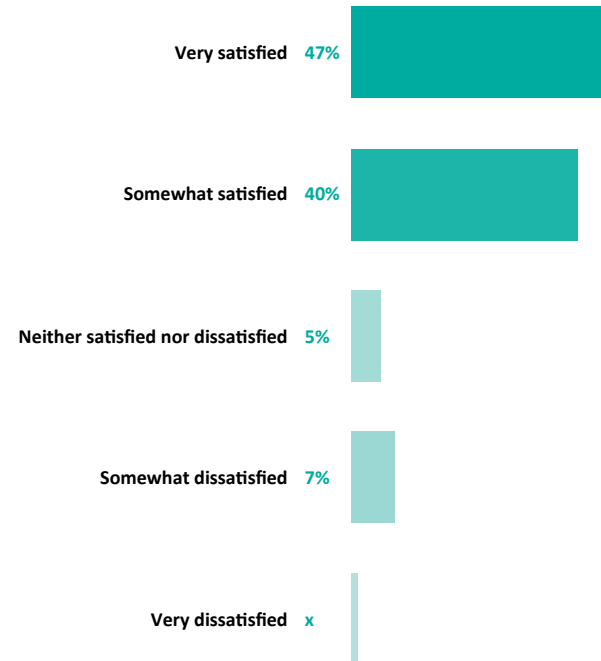
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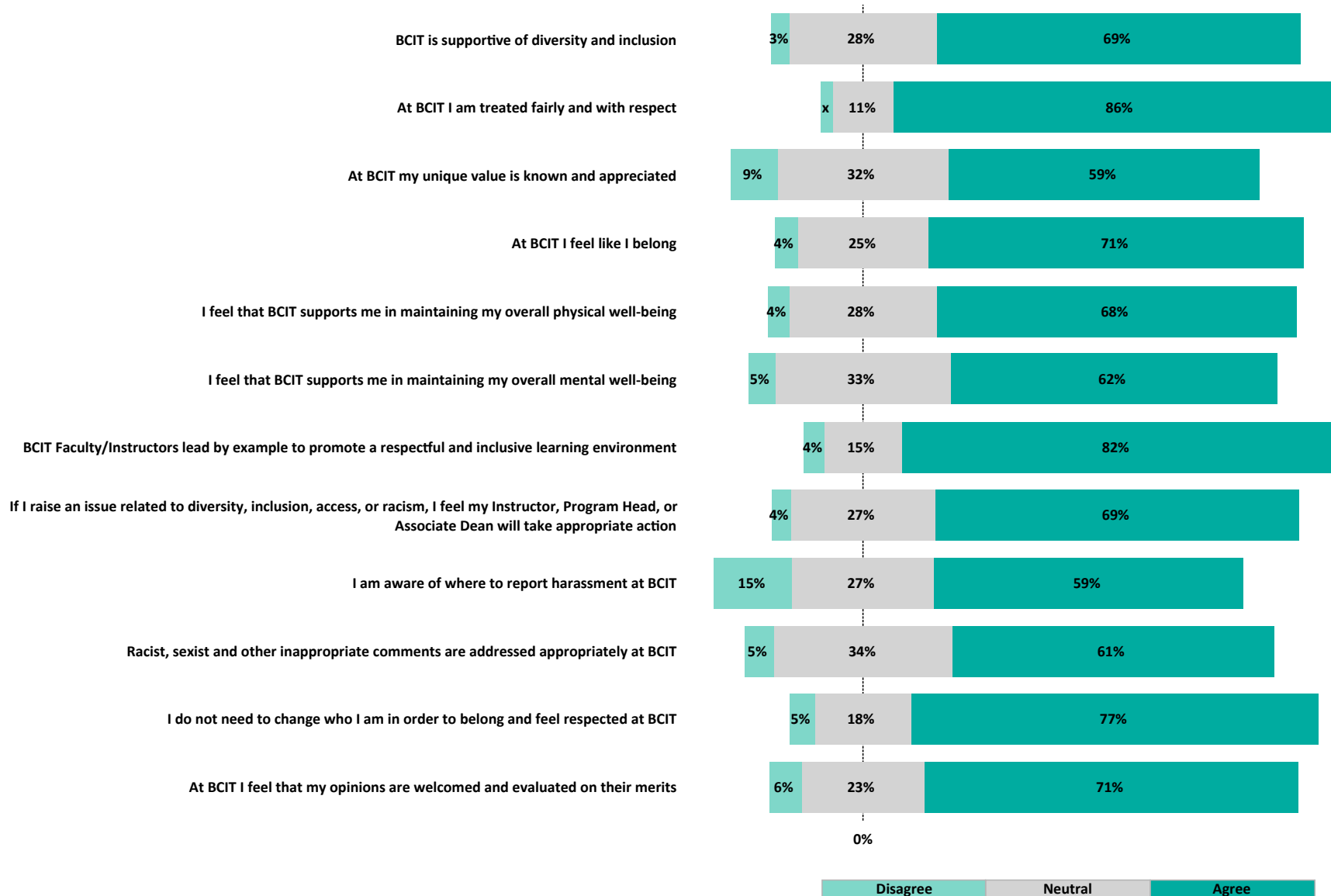


On a scale of 0 – 10, how likely are you to recommend BCIT to your family, friends or co-workers?

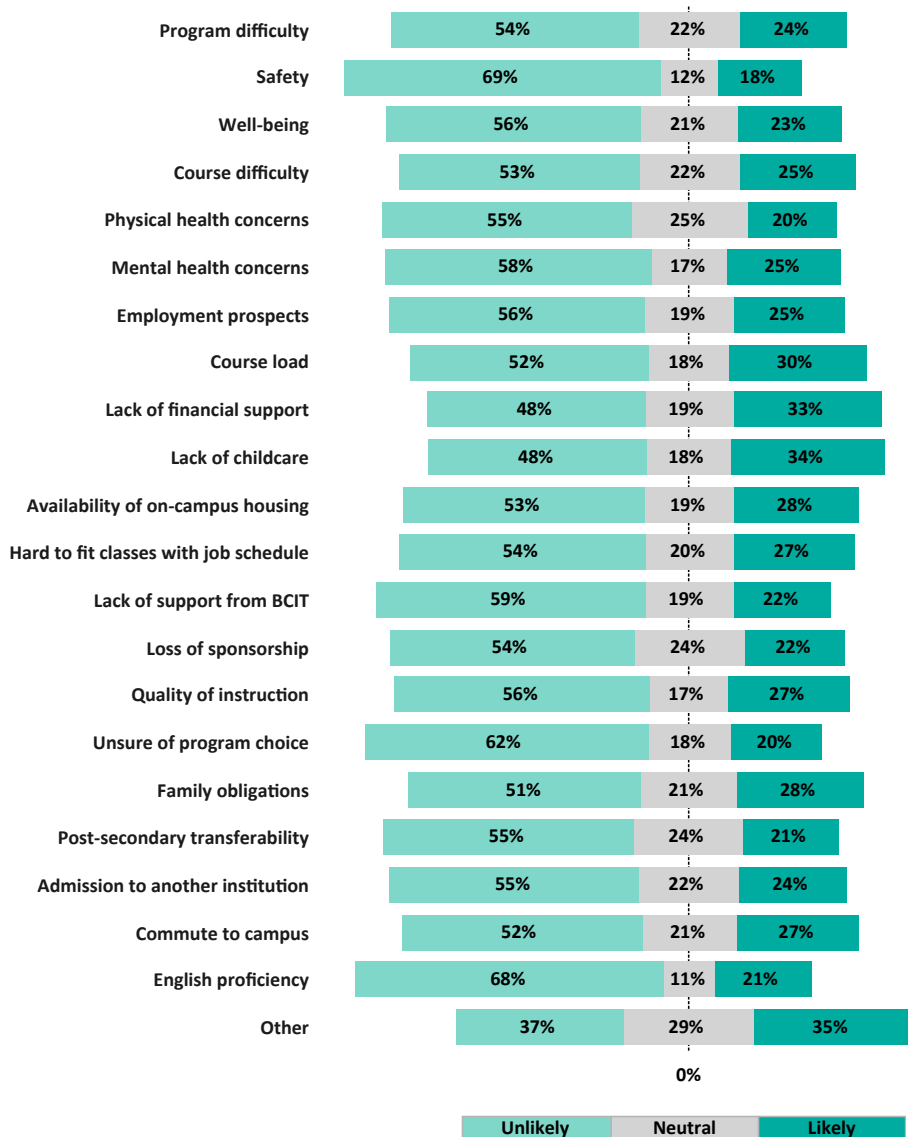


NPS = 40%

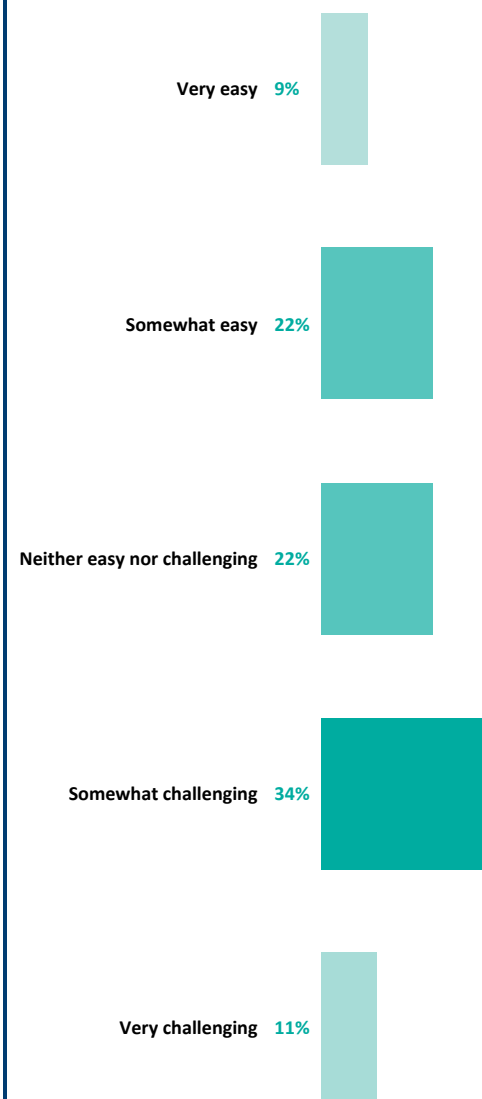
Please rate the extent of your agreement with the following statements:



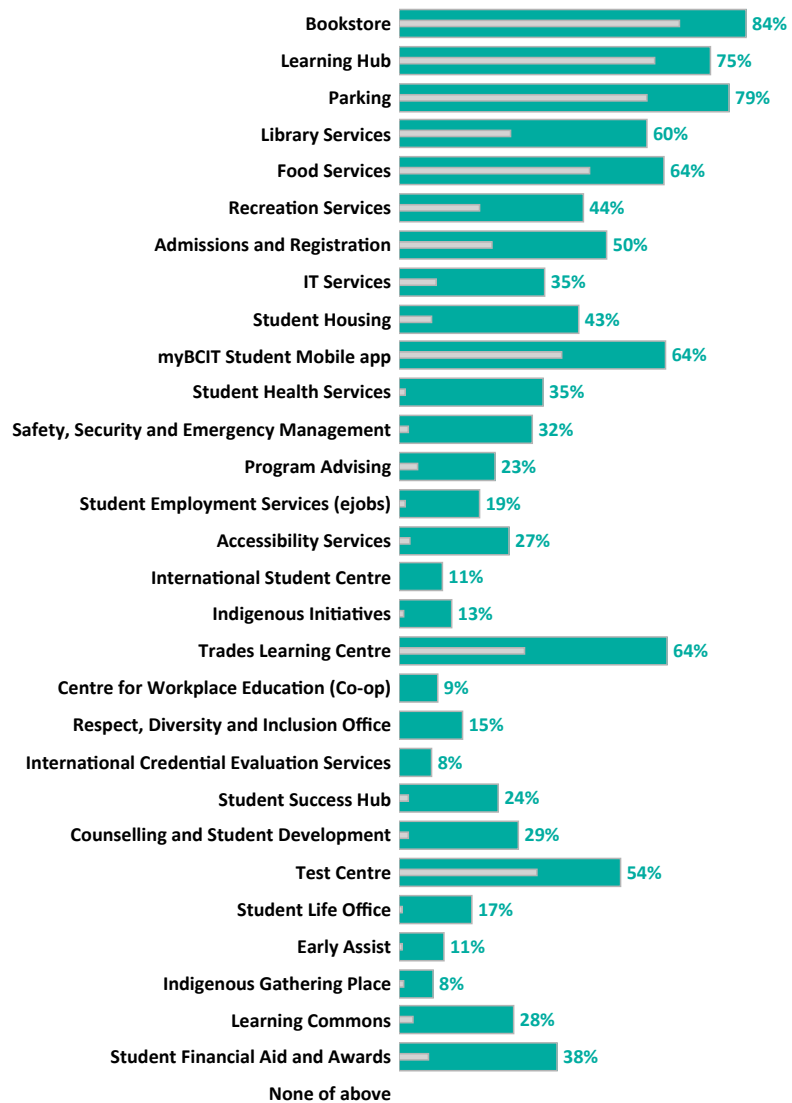
How likely is it that any of the following factors could delay or prevent you from completing your education/training at BCIT this term?



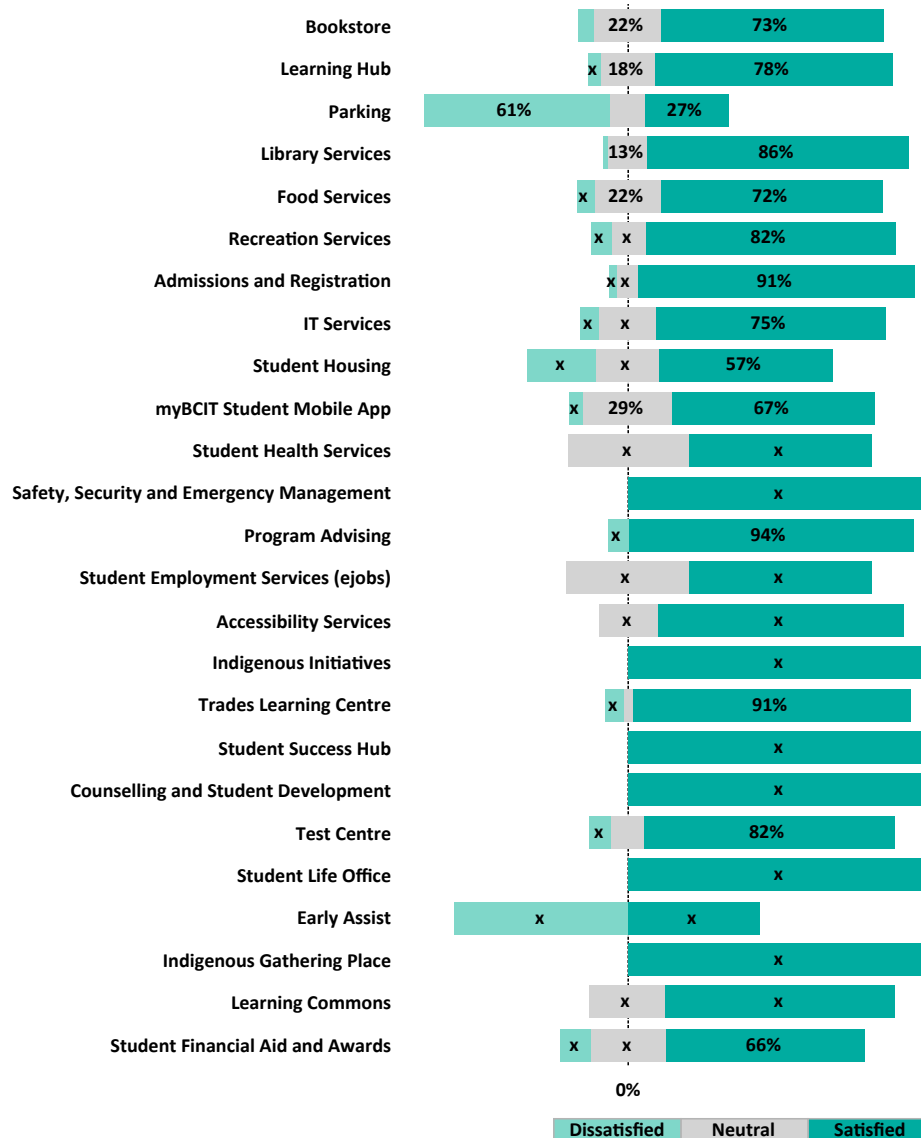
Overall, how easy or challenging do you find your education/training at BCIT this term?



## BCIT Student Services: Awareness vs. Usage



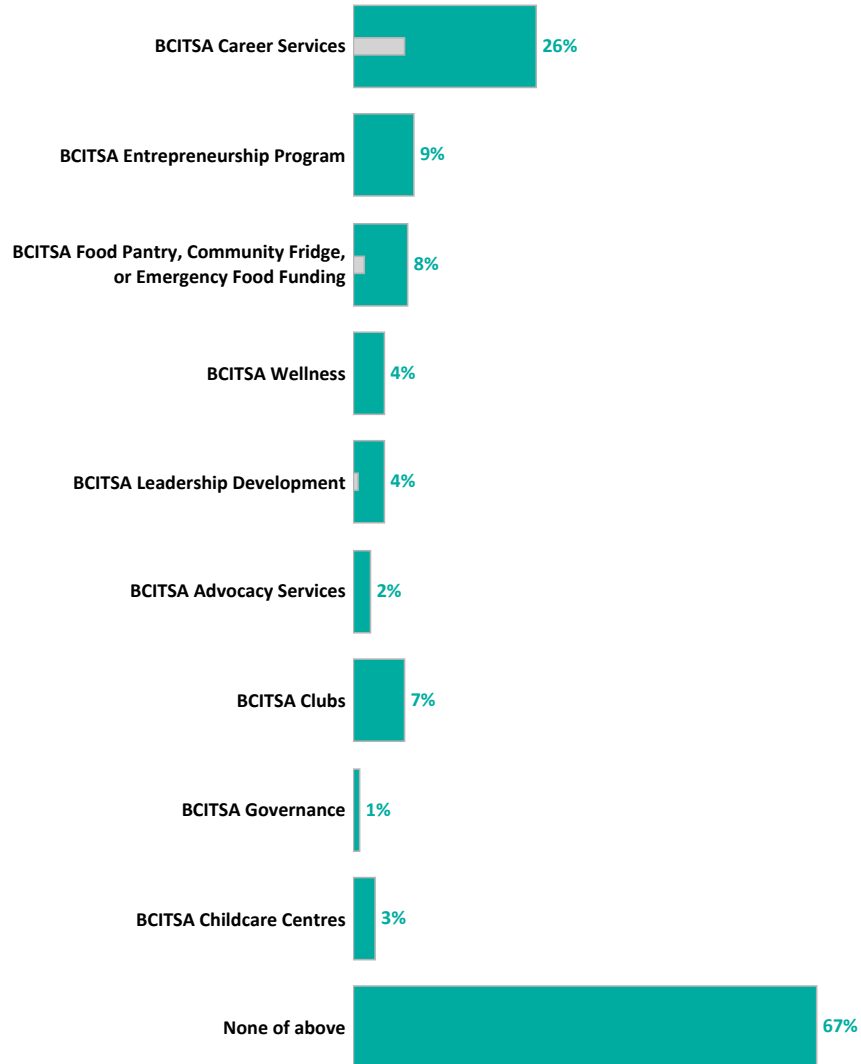
Please indicate your level of SATISFACTION with the BCIT student services listed below:



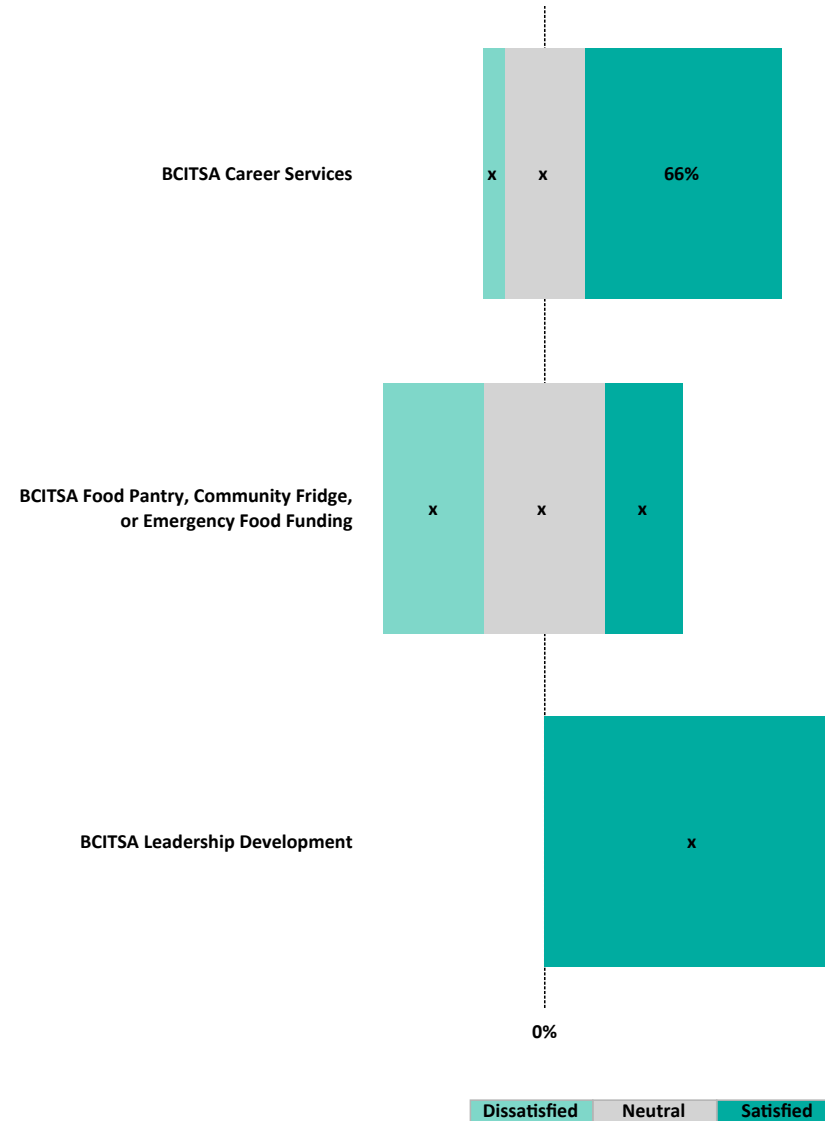
*Note: Chart above displays the results for students who have used BCIT student services*



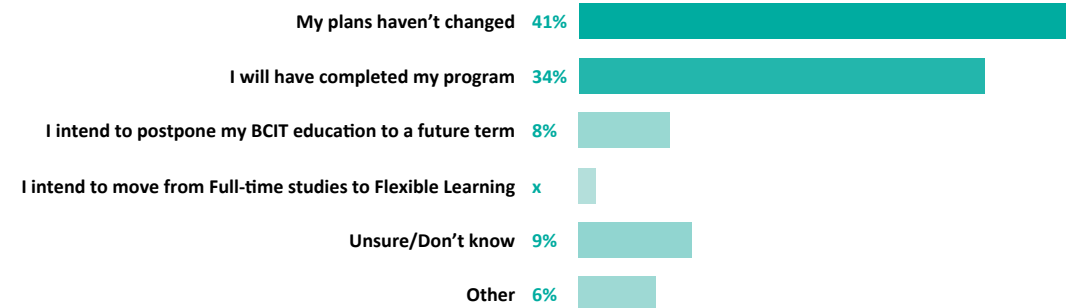
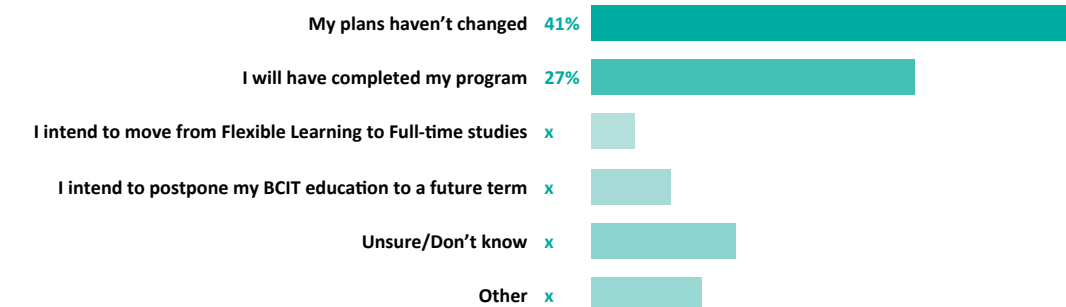
BCITSA Student Services: **Awareness** vs. **Usage**



Please indicate your level of SATISFACTION with the BCITSA student services listed below:



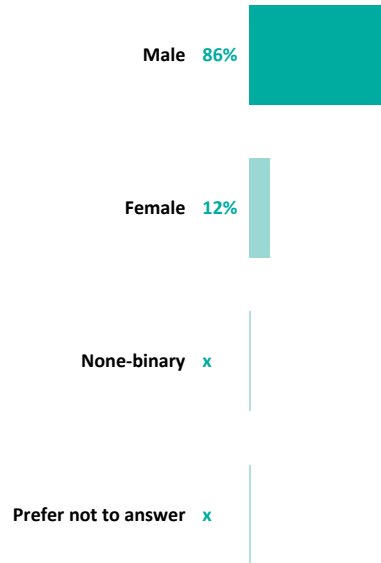
**Note:** Chart above displays the results for students who have used BCITSA student services

**Domestic Full Time Students:** What are your plans for the Spring/Summer 2024 term (April-August 2024)?**Domestic Flexible Learning Students:** What are your plans for the Spring/Summer 2024 term (April-August 2024)?**International Full Time Students:** What are your plans for the Spring/Summer 2024 term (April-August 2024)?**International Flexible Learning Students:** What are your plans for the Spring/Summer 2024 term (April-August 2024)?

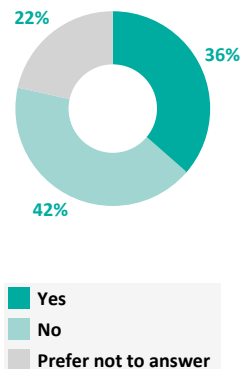
Results by

# Trades & Technical Studies

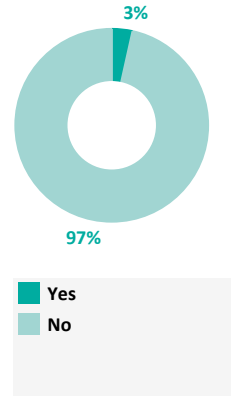
## Gender



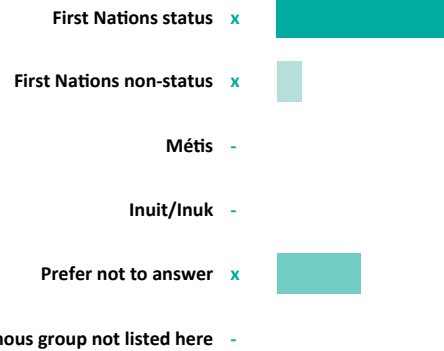
## Do you identify as a member of a visible minority?



## Do you identify as Indigenous?

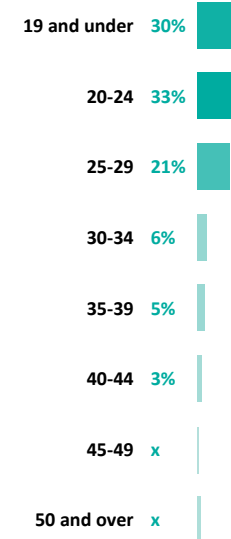


## Please indicate which Indigenous group you belong to:

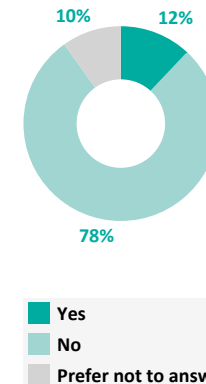


*Note: This chart displays responses of those students who self-identified themselves as Indigenous.*

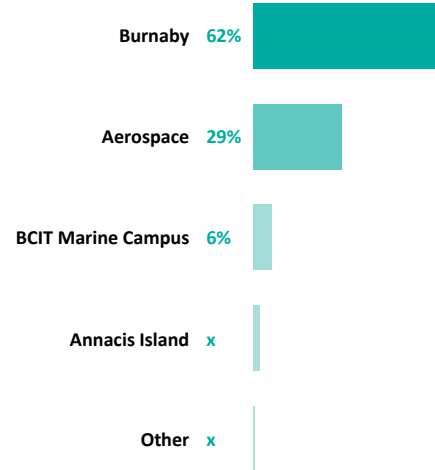
## Age group



## Do you identify as a person with a disability?

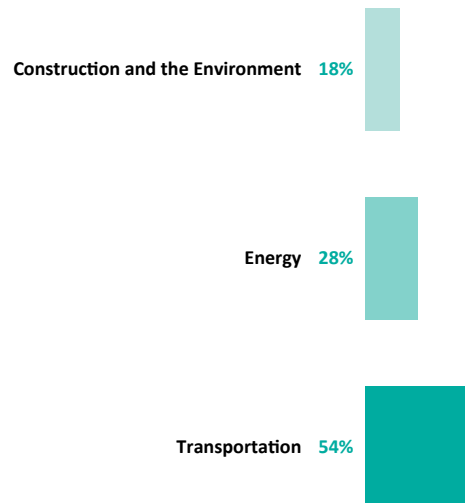


Campus

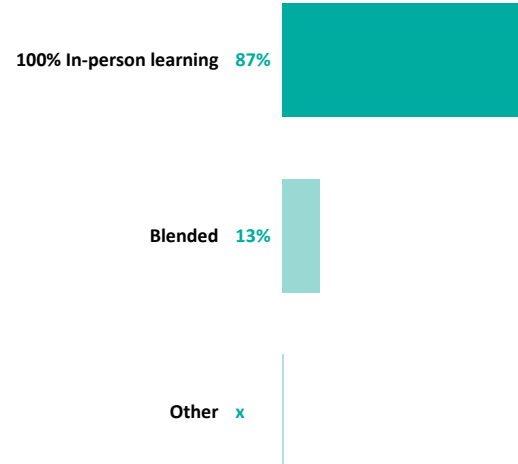


**Note:** A few students from the Marine Campus participated in survey, due to the percentage being below 0.5% it is rounded down to 0%.

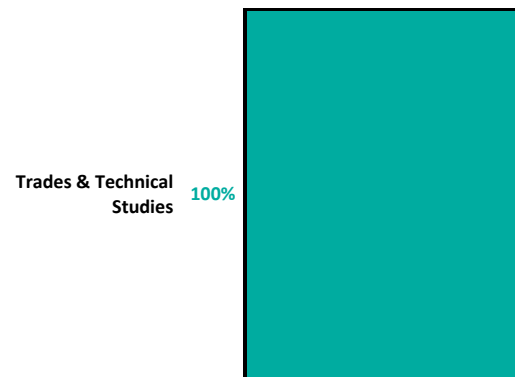
School



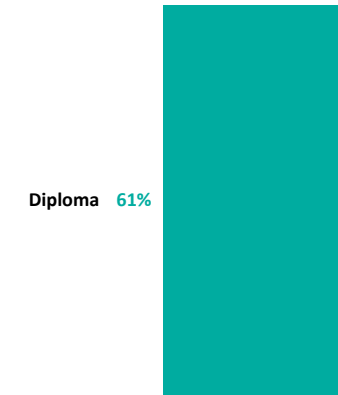
Current mode of learning



Program type



Degree type



Which of the following best describes your enrolment status?

I am a FULL-TIME student 98%



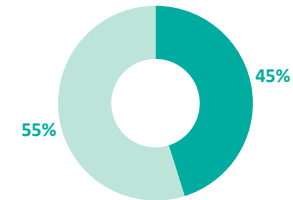
I am a Flexible Learning student taking 1 to 3 courses at BCIT x



I am a Flexible Learning student taking 4 or more courses at BCIT x



Are you a new or returning student to BCIT?



Returning student  
New student

What is your current enrolment status at BCIT?

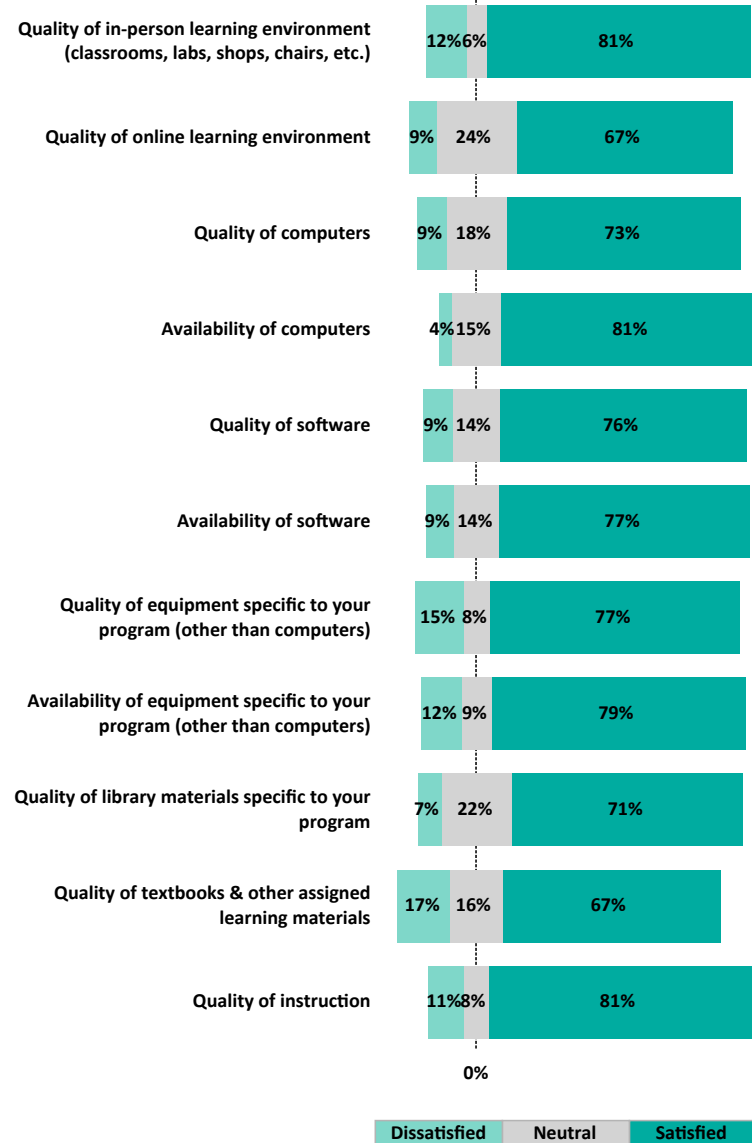
I am a domestic student currently located in Canada 86%



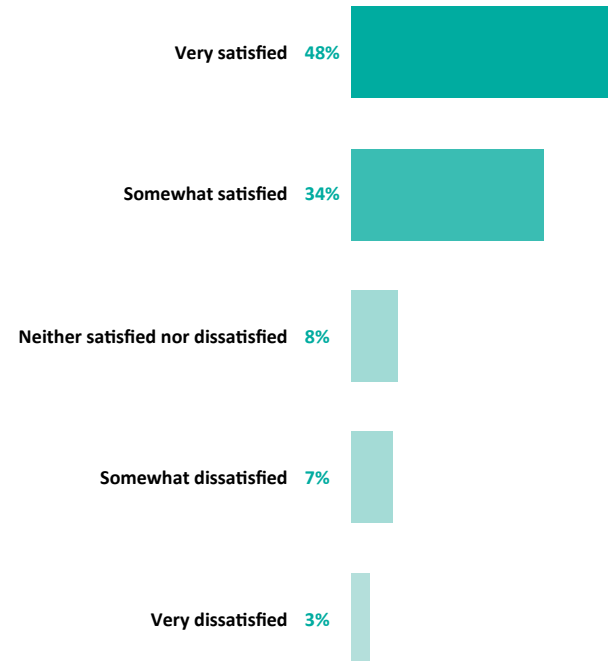
I am an international student currently located in Canada 14%



How satisfied are you with the following resources/facilities related to your program or course so far this term?



Overall, how satisfied are you with the education/training you have received at BCIT this term?

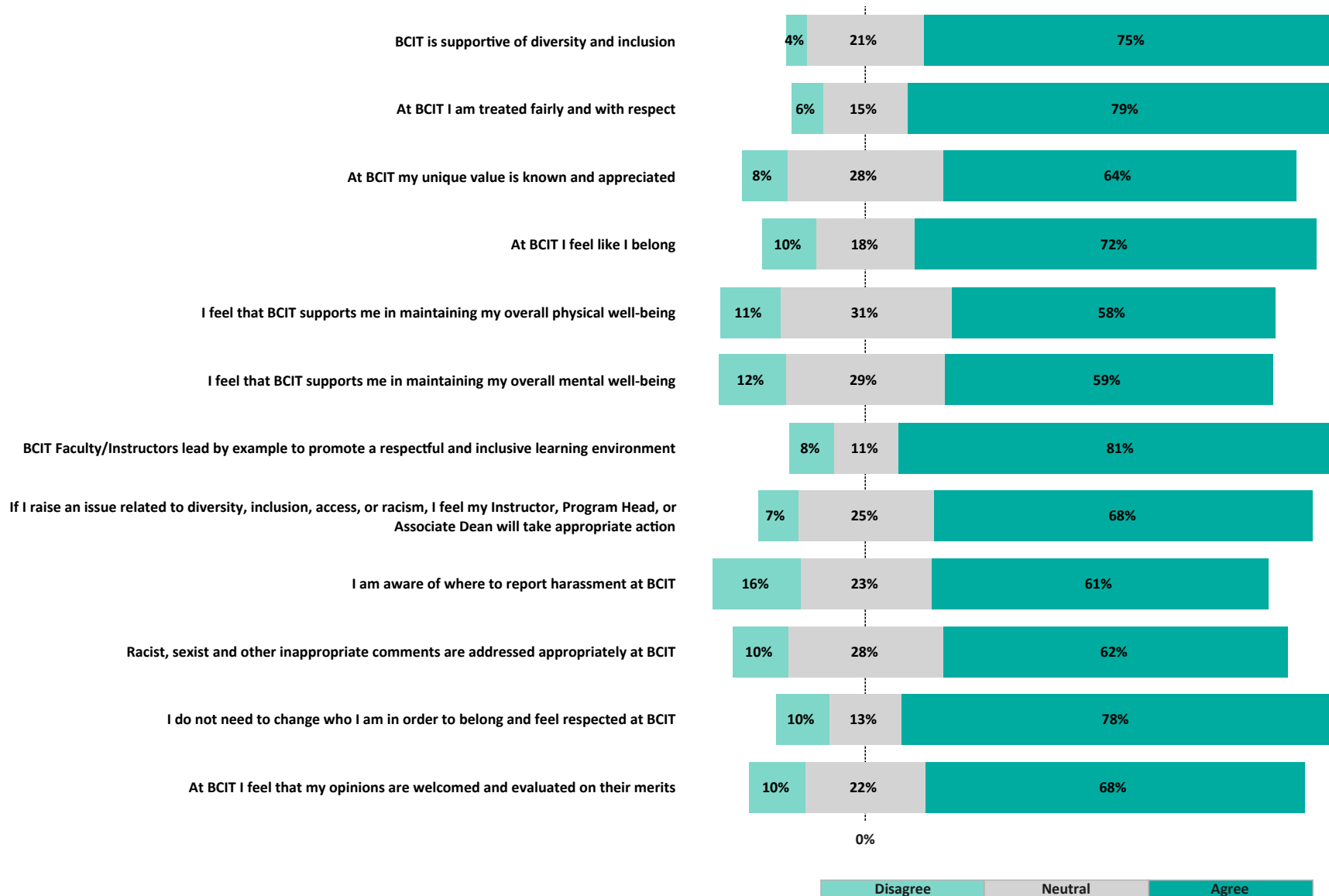


On a scale of 0 – 10, how likely are you to recommend BCIT to your family, friends or co-workers?



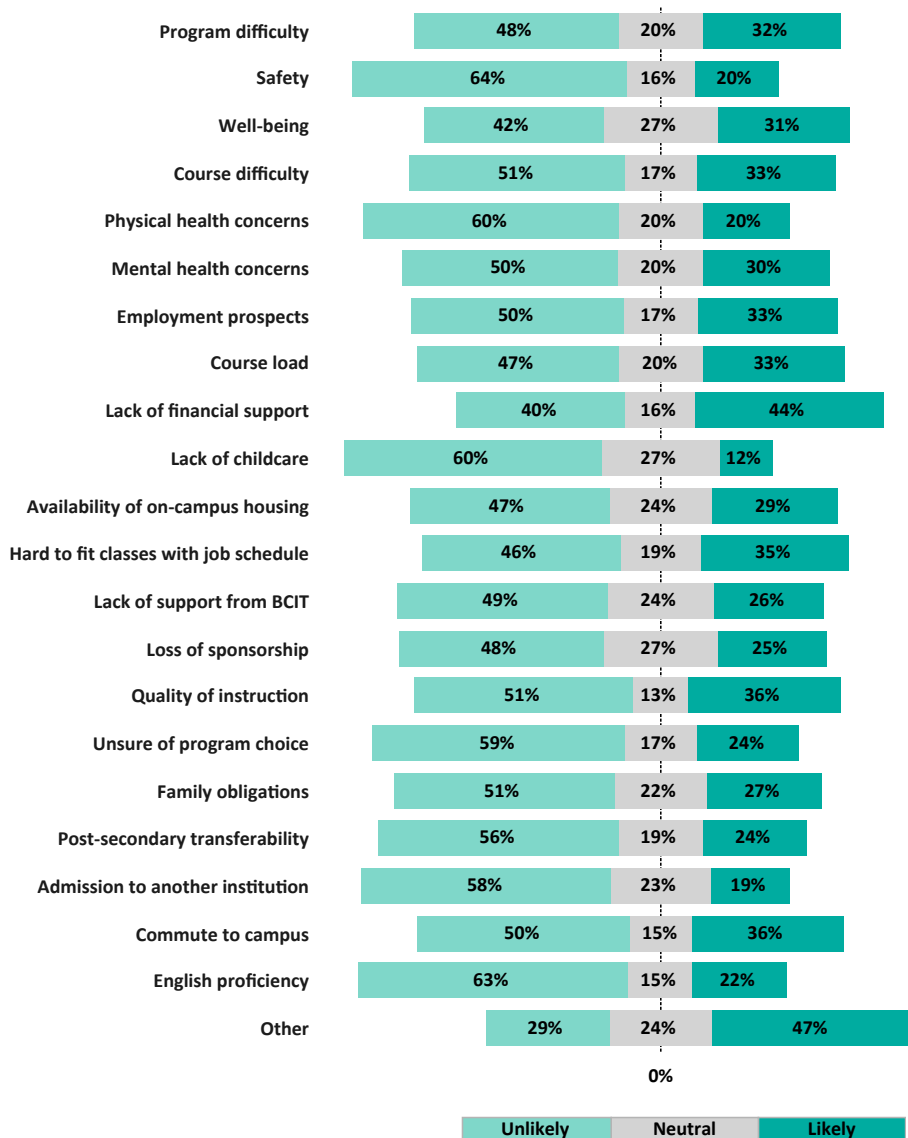
NPS = 34%

Please rate the extent of your agreement with the following statements:

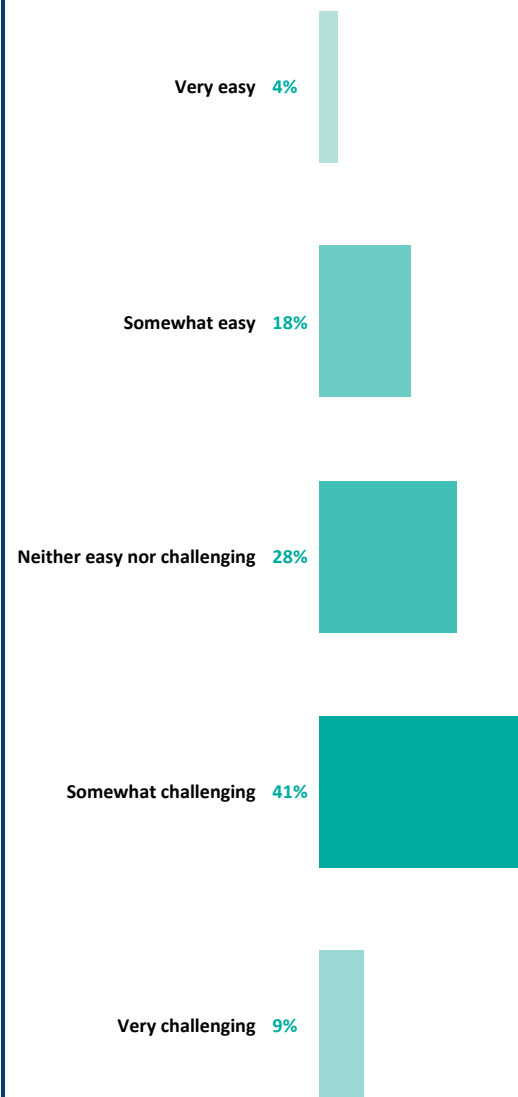




How likely is it that any of the following factors could delay or prevent you from completing your education/training at BCIT this term?

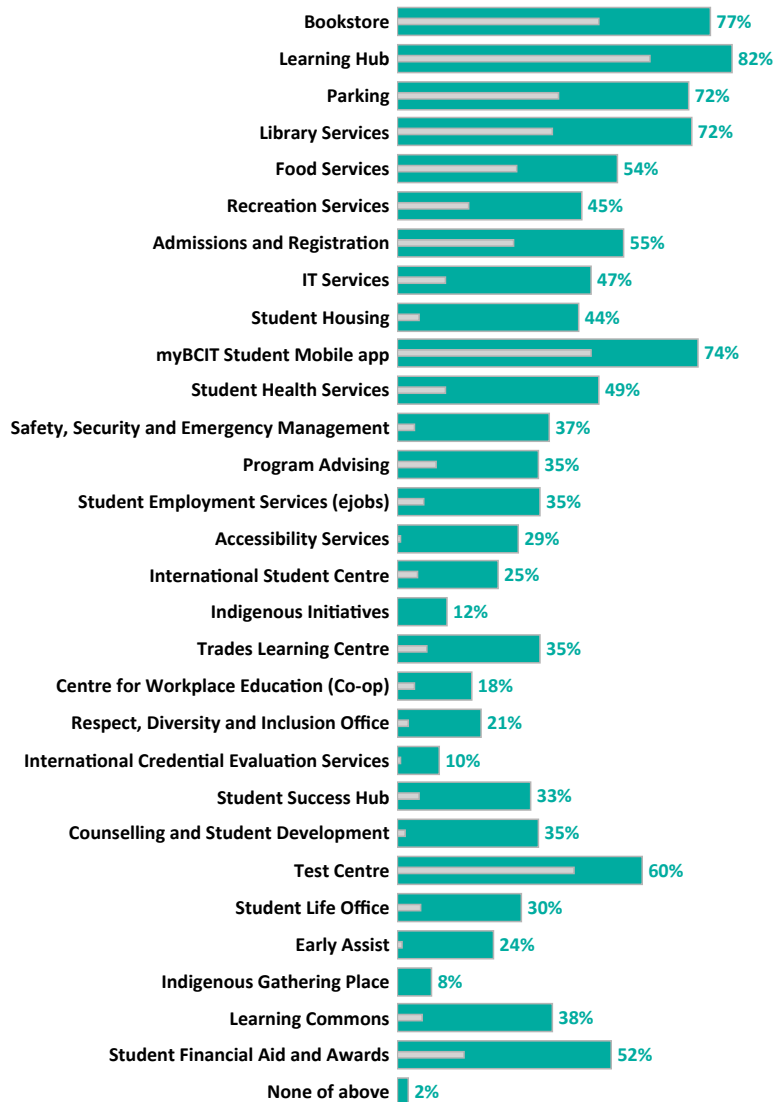


Overall, how easy or challenging do you find your education/training at BCIT this term?

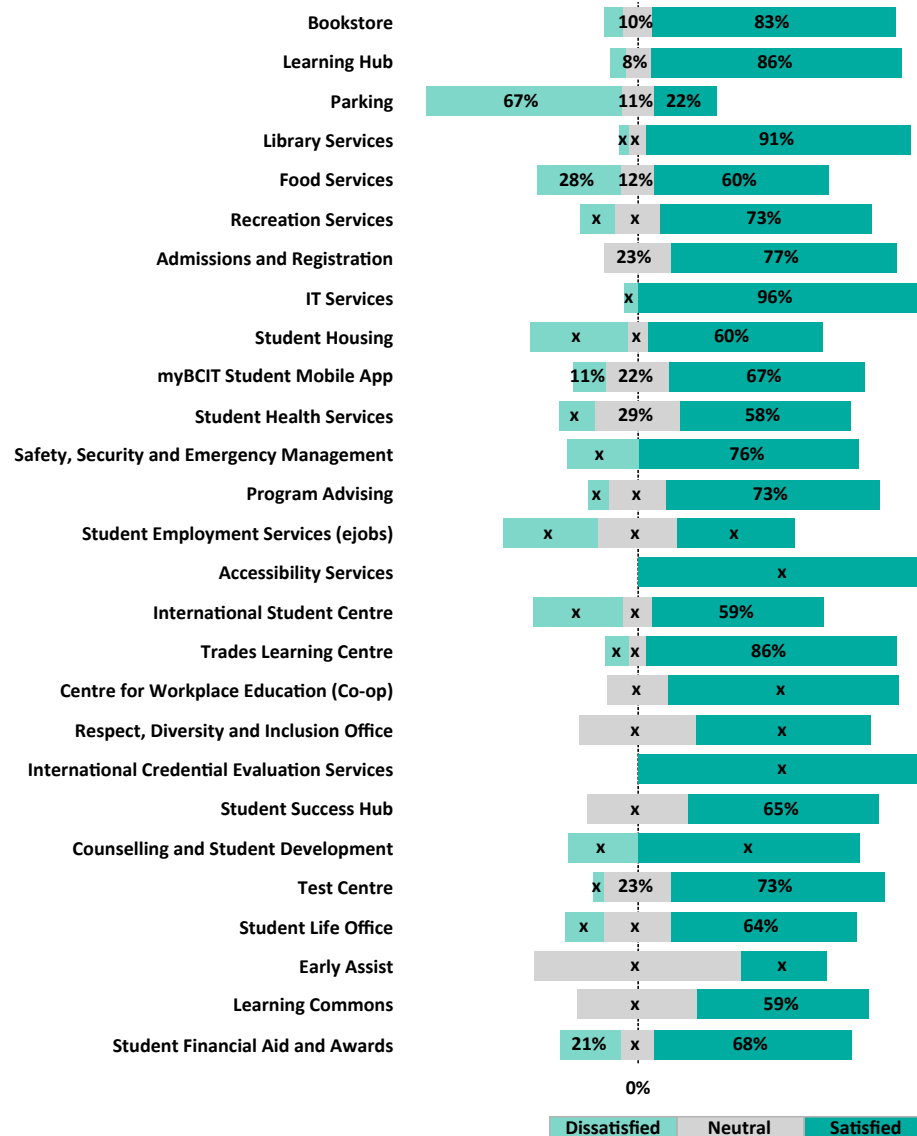


# BCIT 2024 Student Check in Survey

## BCIT Student Services: Awareness vs. Usage



Please indicate your level of SATISFACTION with the BCIT student services listed below:

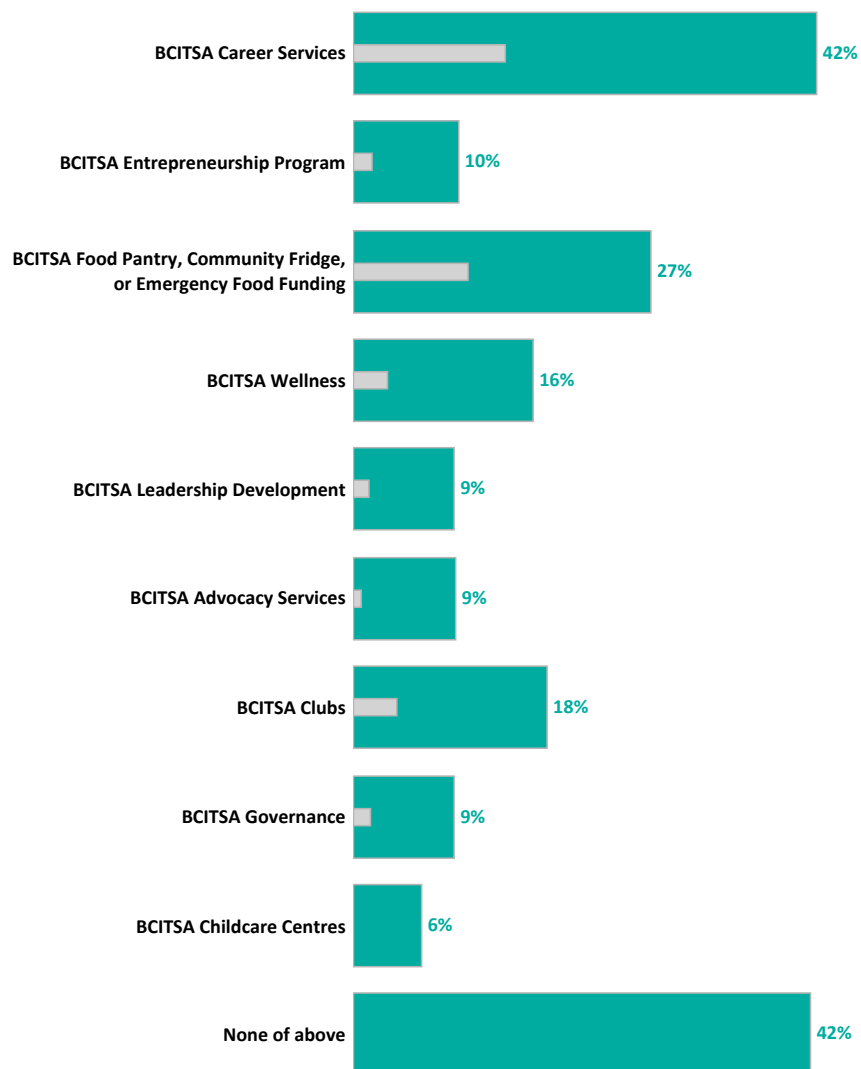


Note: Chart above displays the results for students who have used BCIT student services

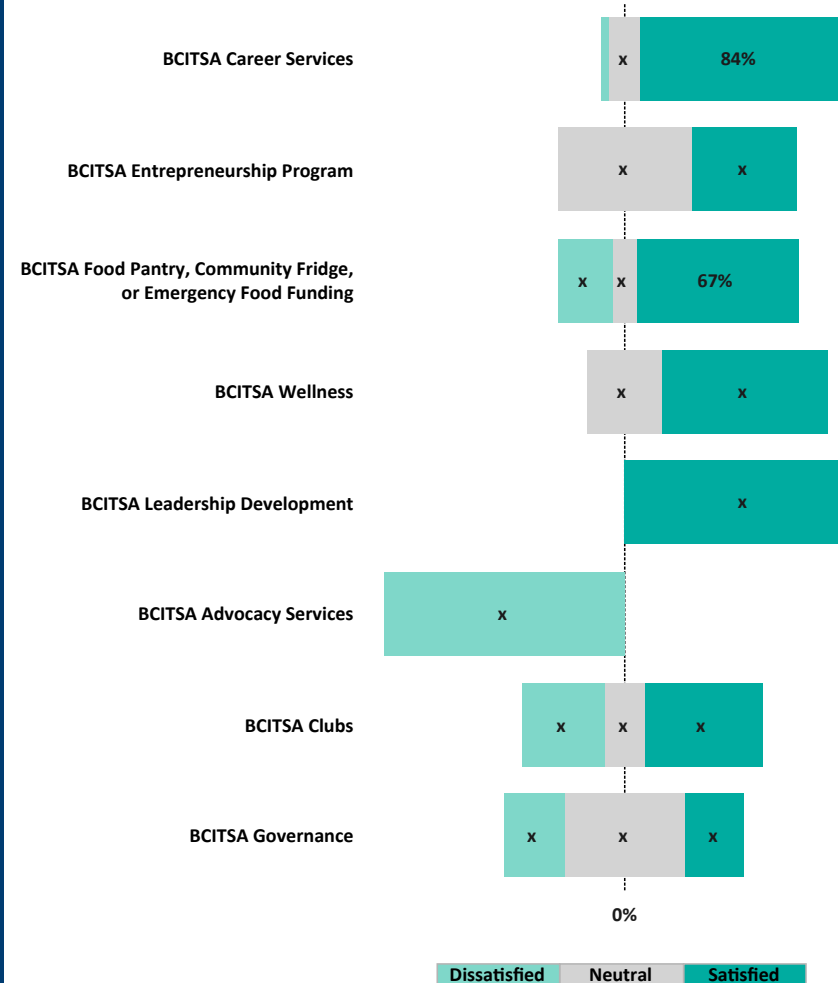
# BCIT 2024 Student Check in Survey

## - STUDENT ASSOCIATION SERVICES - - AWARENESS & USAGE -

### BCITSA Student Services: Awareness vs. Usage

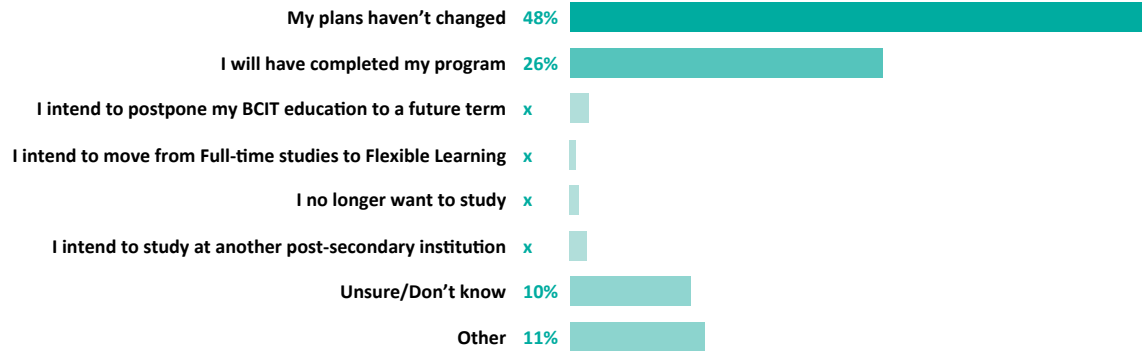


Please indicate your level of SATISFACTION with the BCITSA student services listed below:

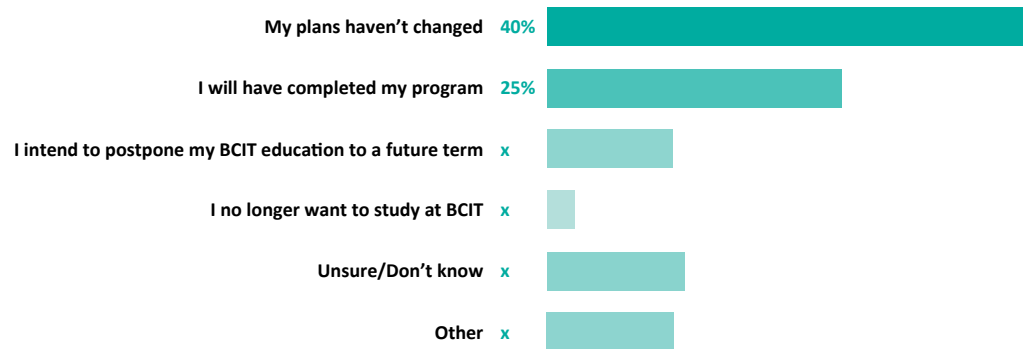


*Note: Chart above displays the results for students who have used BCITSA student services*

**Domestic Full Time Students:** What are your plans for the Spring/Summer 2024 term (April-August 2024)?



**International Full Time Students:** What are your plans for the Spring/Summer 2024 term (April-August 2024)?



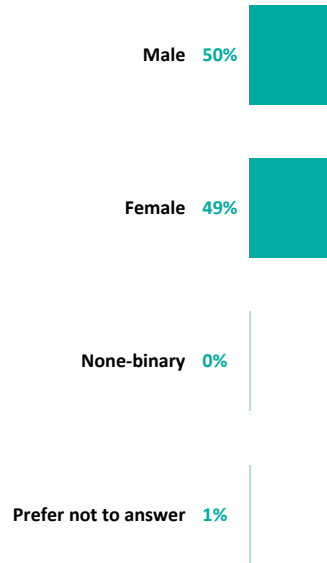
**Domestic Flexible Learning Students:** What are your plans for the Spring/Summer 2024 term (April-August 2024)?



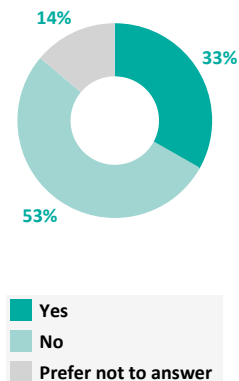
Results by

# Flexible Learning

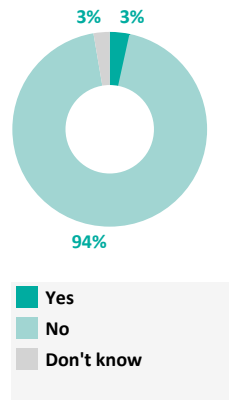
## Gender



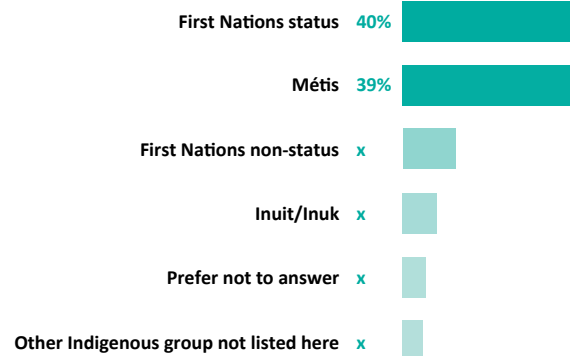
## Do you identify as a member of a visible minority?



## Do you identify as Indigenous?

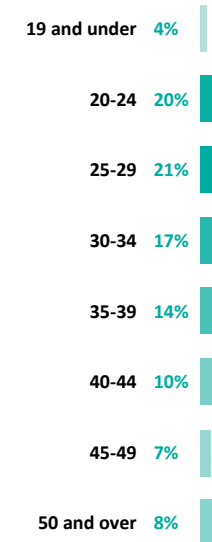


## Please indicate which Indigenous group you belong to:

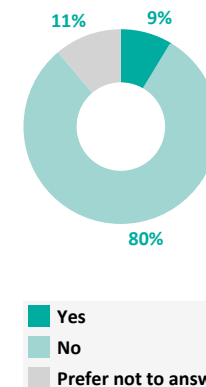


*Note: This chart displays responses of those students who self-identified themselves as Indigenous.*

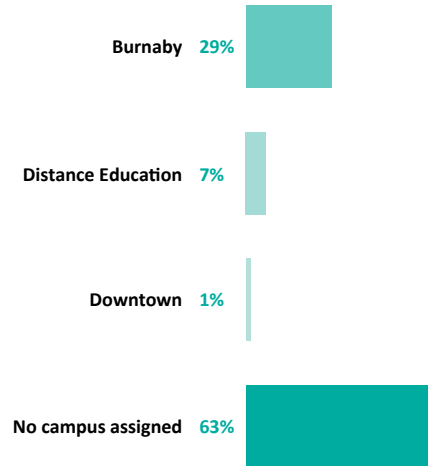
## Age group



## Do you identify as a person with a disability?

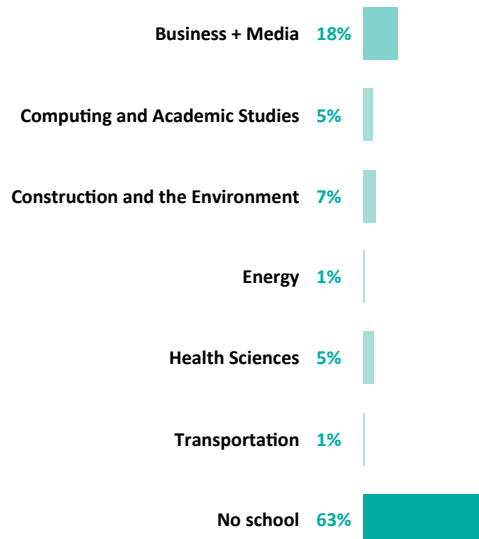


## Campus

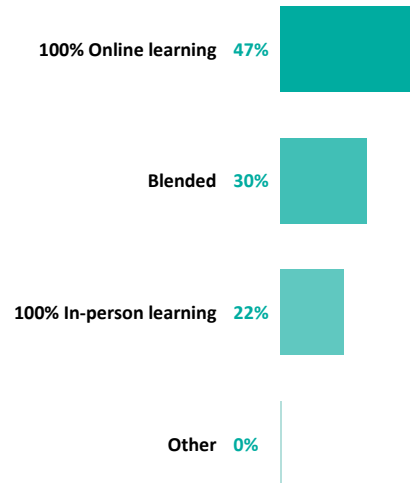


**Note:** A few students from the Marine Campus participated in survey, due to the percentage being below 0.5% it is rounded down to 0%.

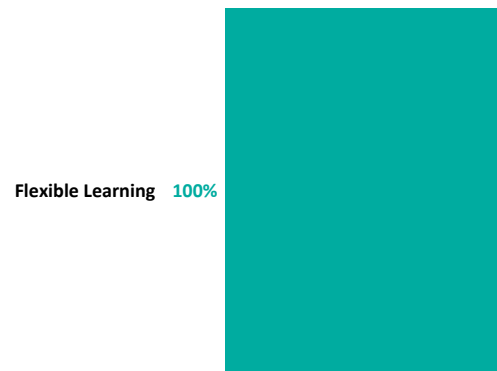
## School



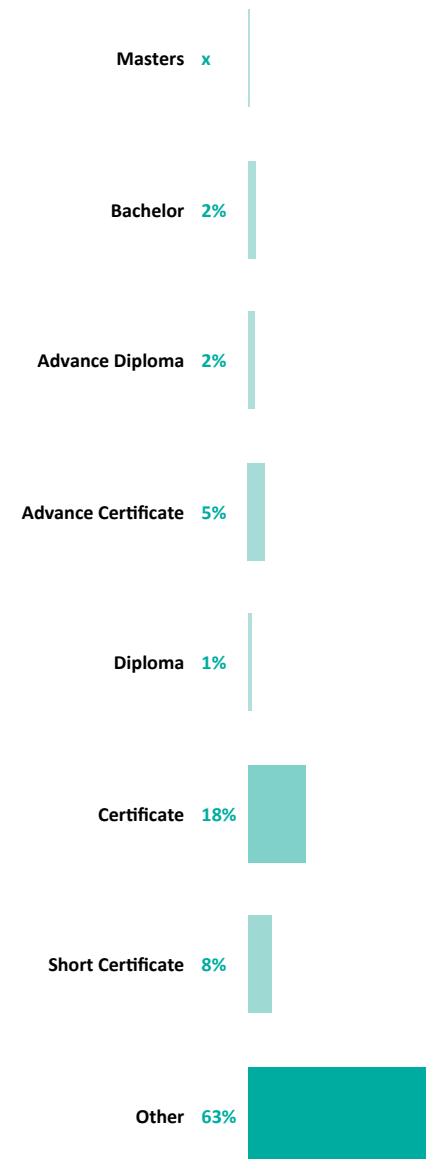
## Current mode of learning



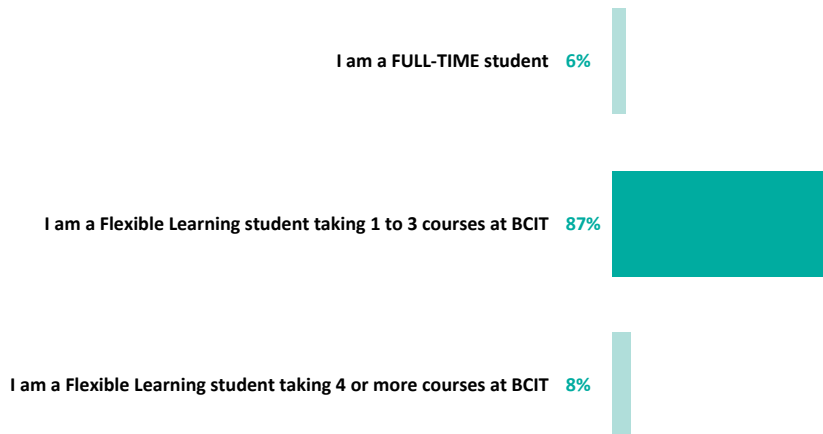
## Program type



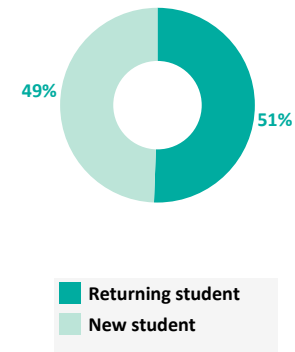
## Degree type



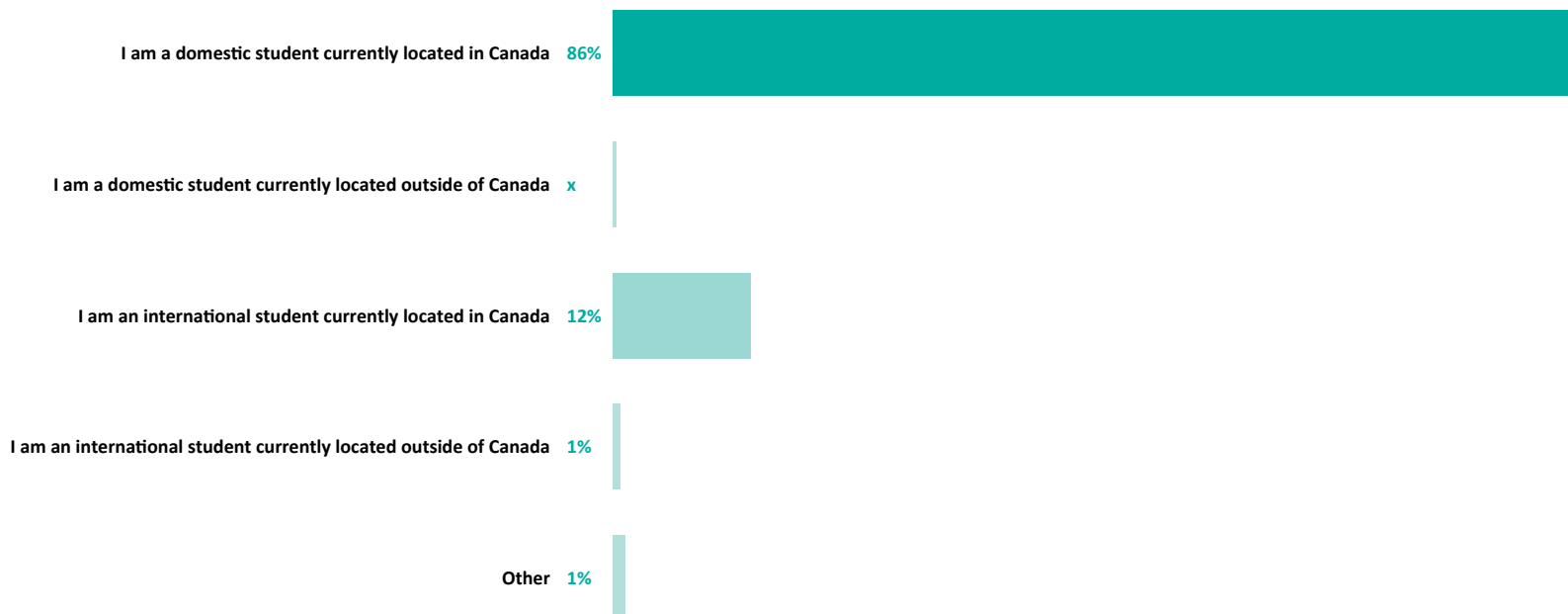
Which of the following best describes your enrolment status?



Are you a new or returning student to BCIT?

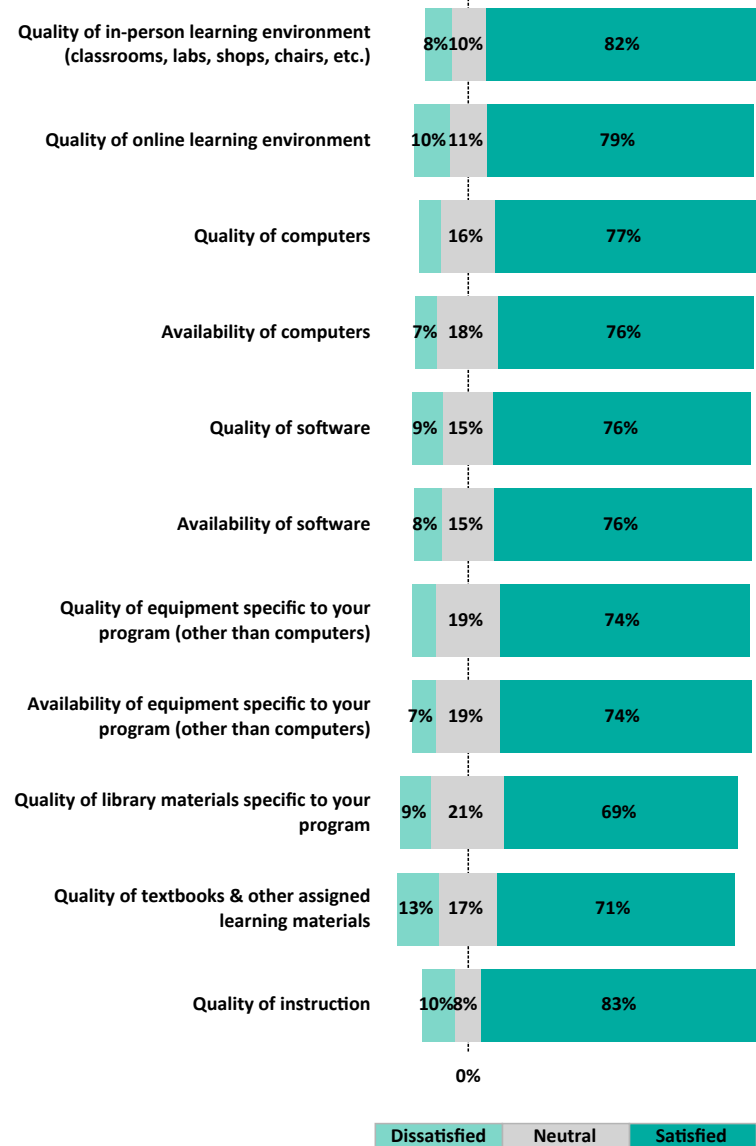


What is your current enrolment status at BCIT?

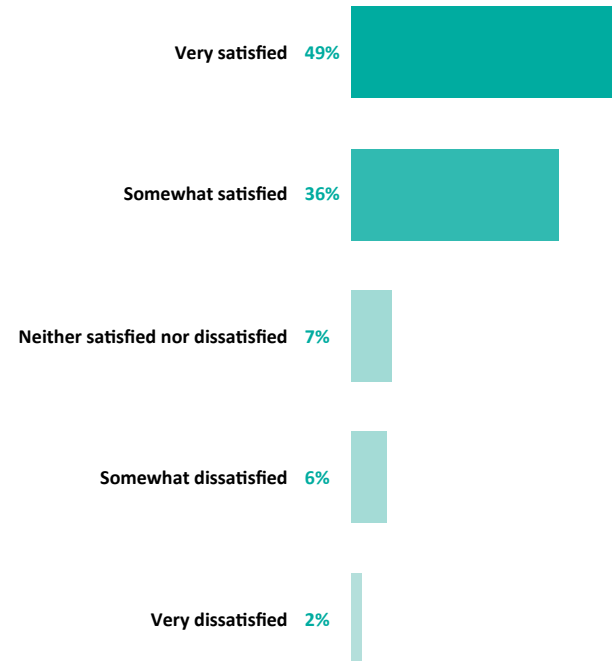




How satisfied are you with the following resources/facilities related to your program or course so far this term?



Overall, how satisfied are you with the education/training you have received at BCIT this term?

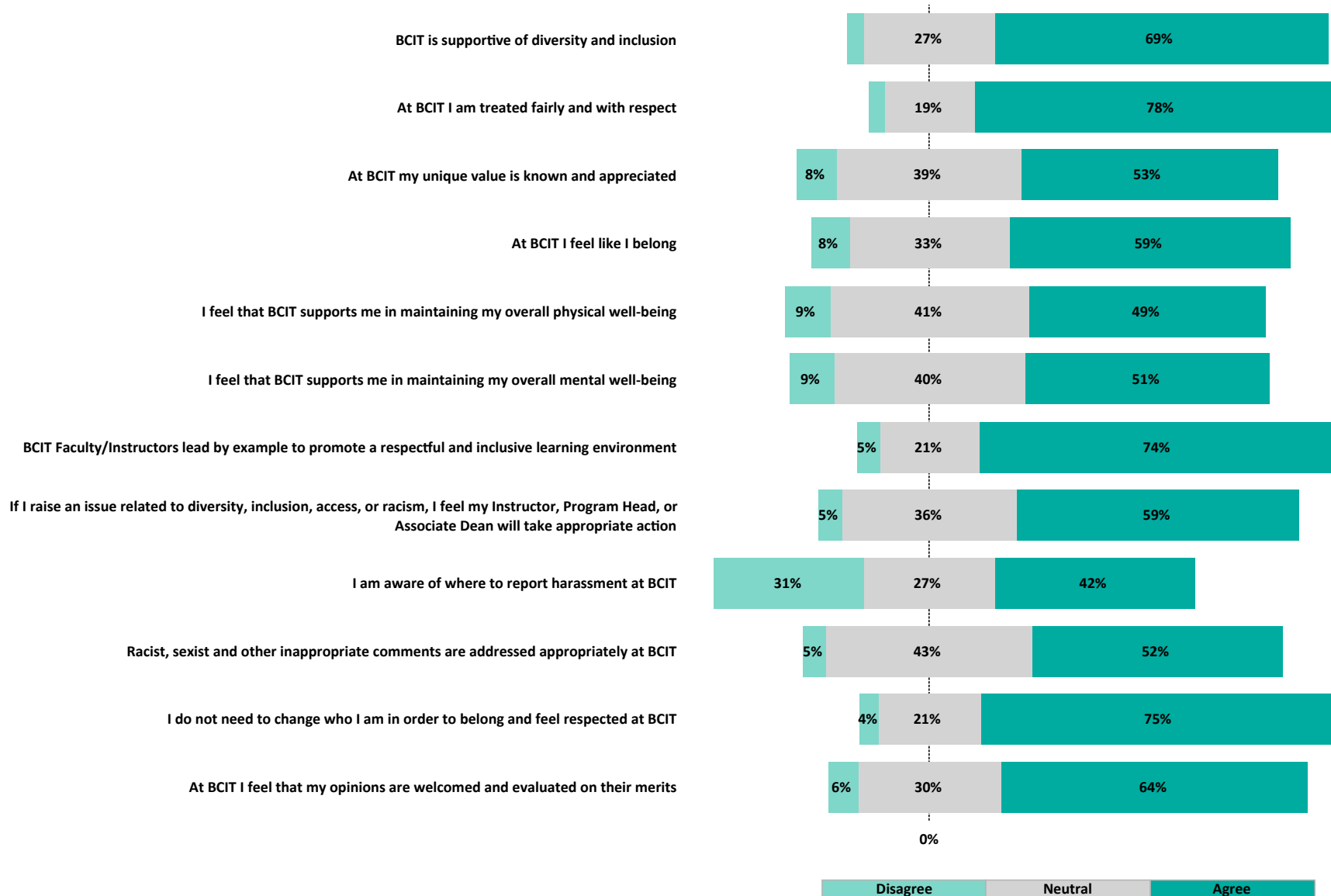


On a scale of 0 – 10, how likely are you to recommend BCIT to your family, friends or co-workers?

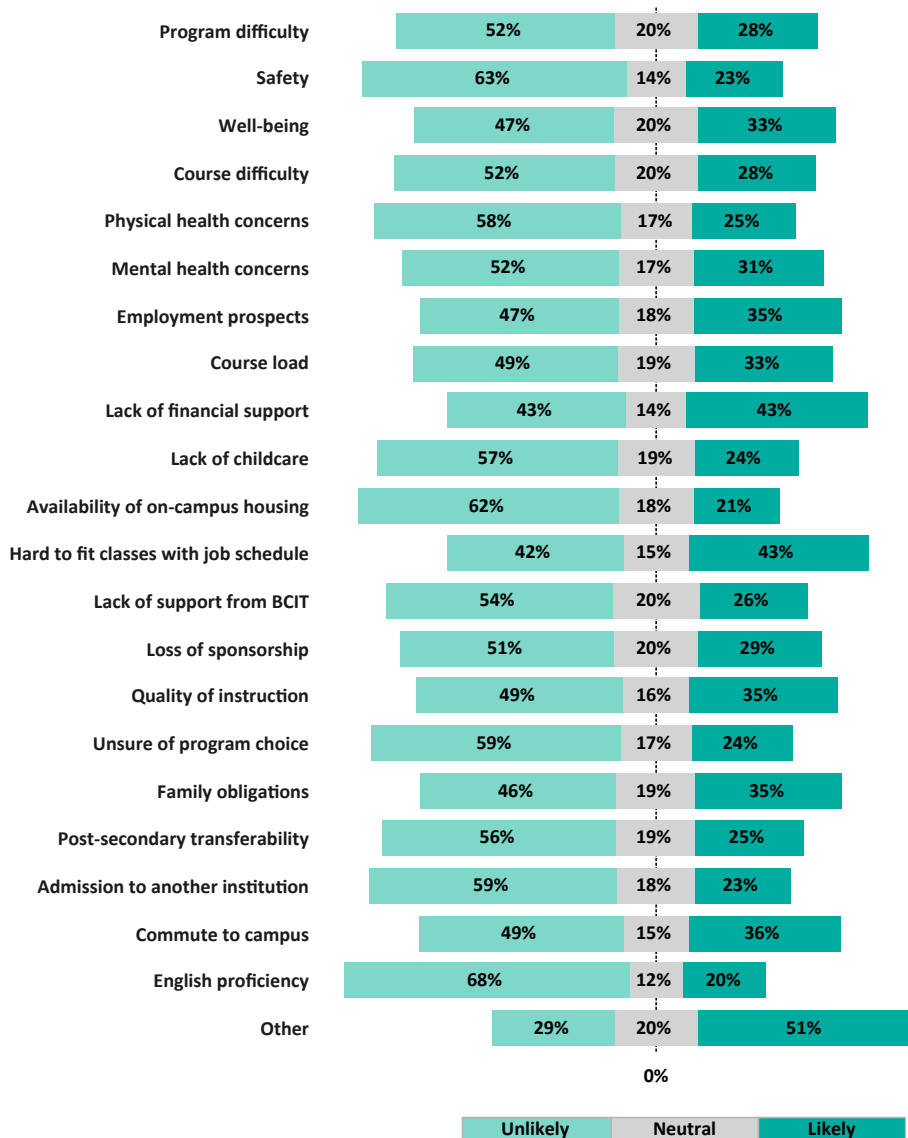


NPS = 36%

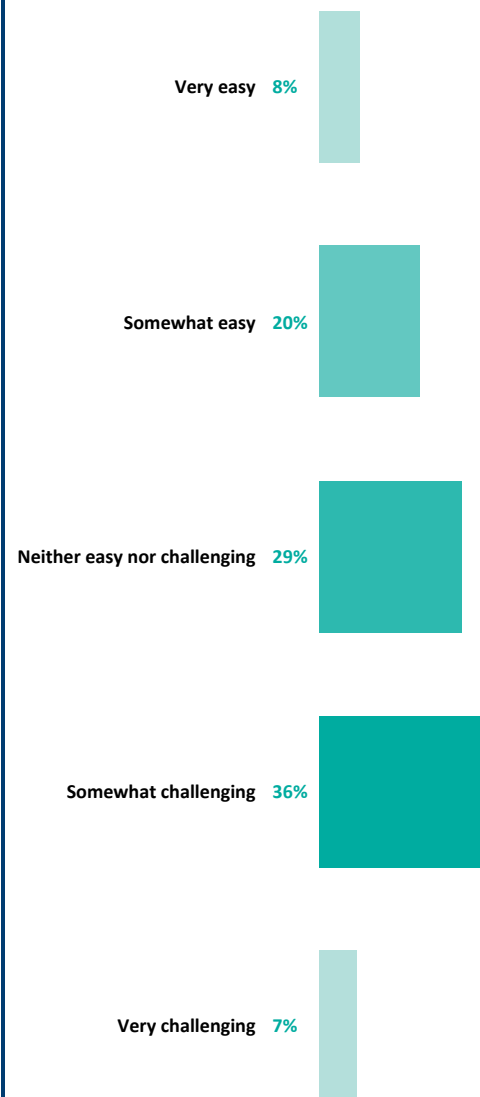
Please rate the extent of your agreement with the following statements:



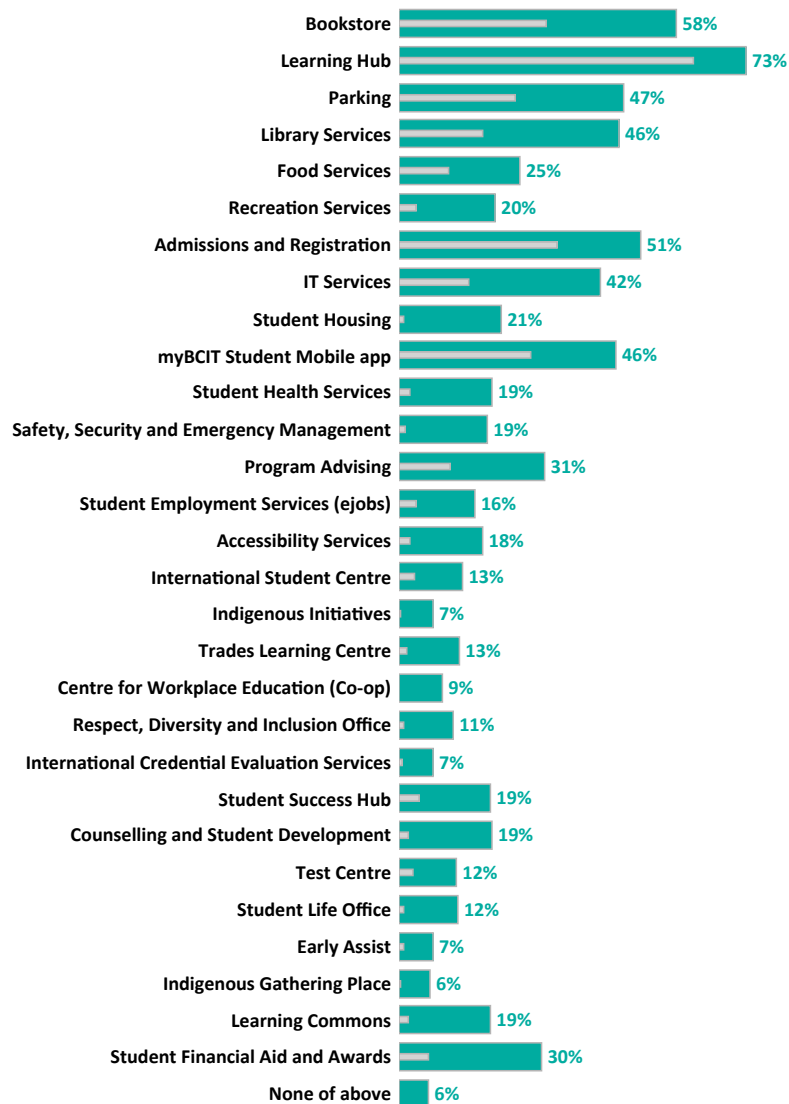
How likely is it that any of the following factors could delay or prevent you from completing your education/training at BCIT this term?



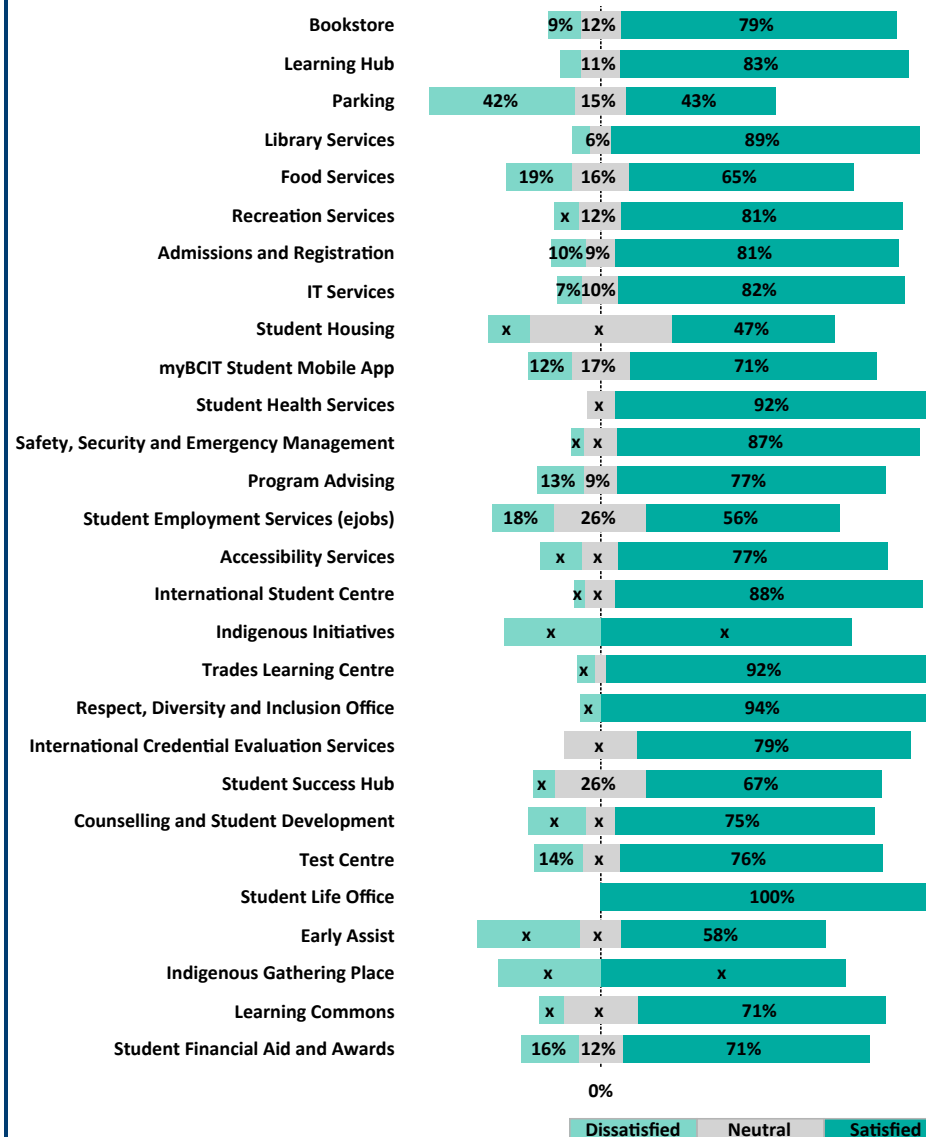
Overall, how easy or challenging do you find your education/training at BCIT this term?



## BCIT Student Services: Awareness vs. Usage

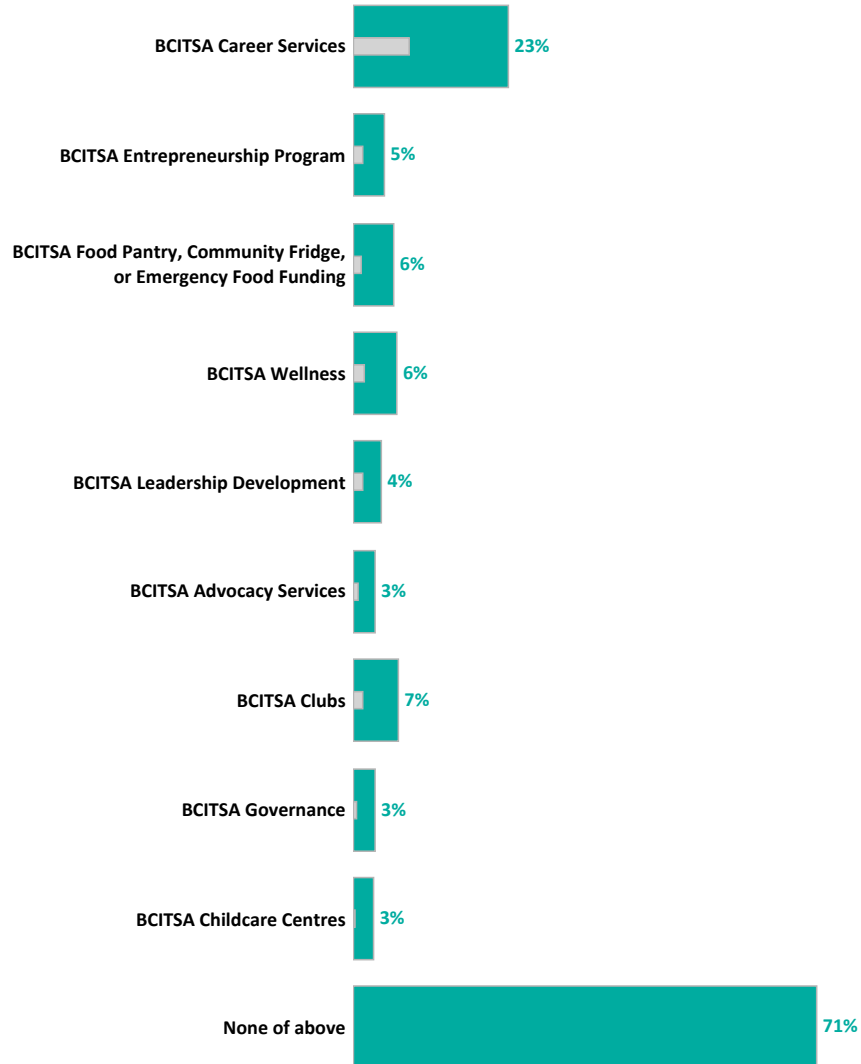


Please indicate your level of SATISFACTION with the BCIT student services listed below:

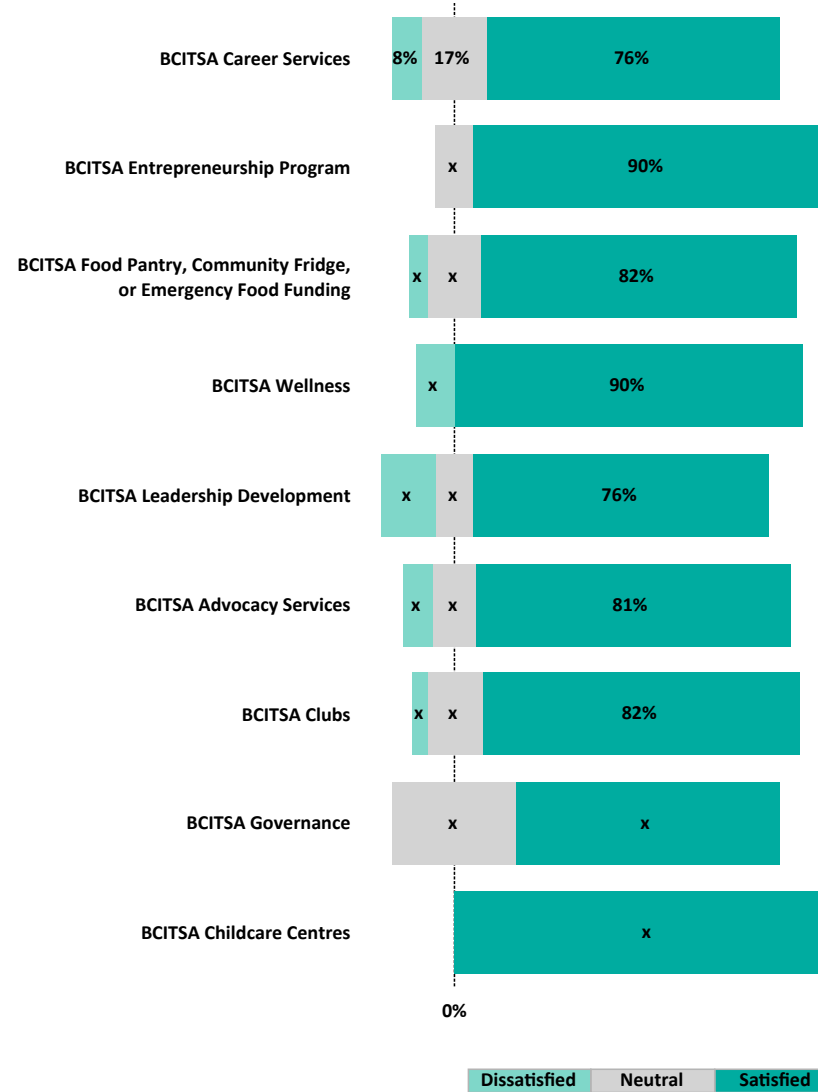


Note: Chart above displays the results for students who have used BCIT student services

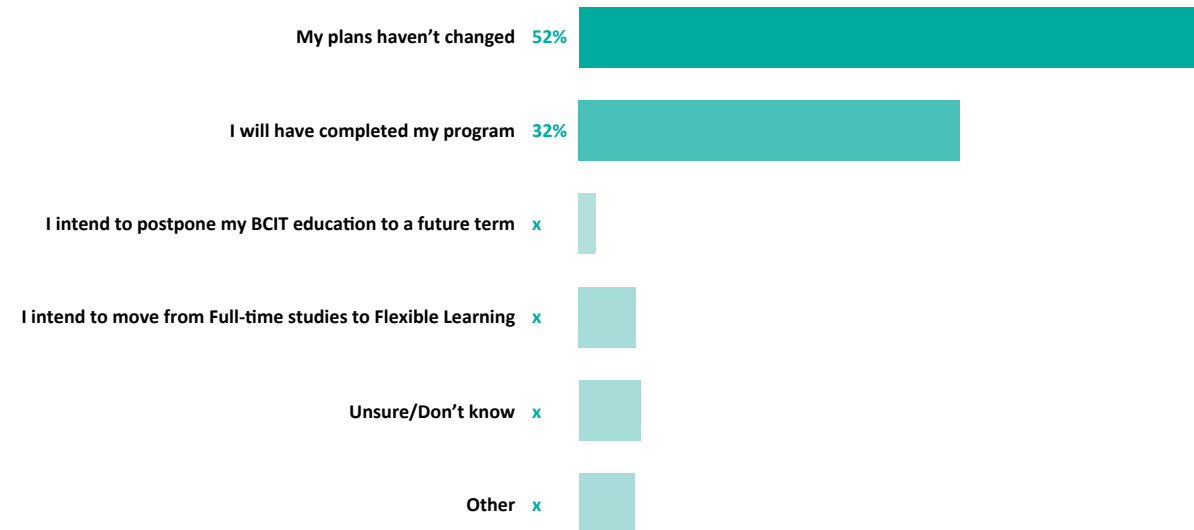
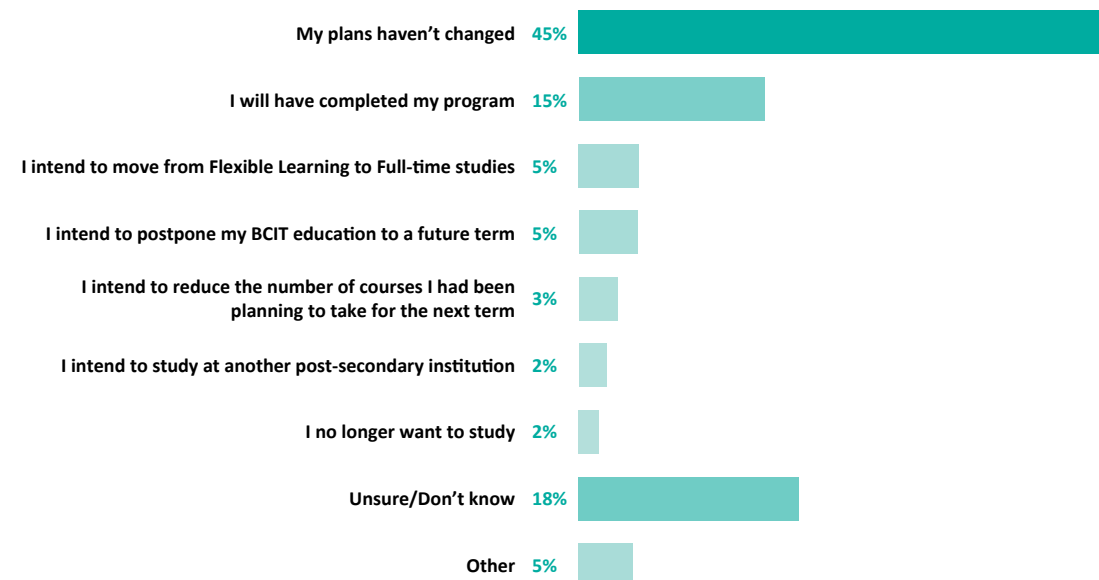
BCITSA Student Services: **Awareness** vs. **Usage**

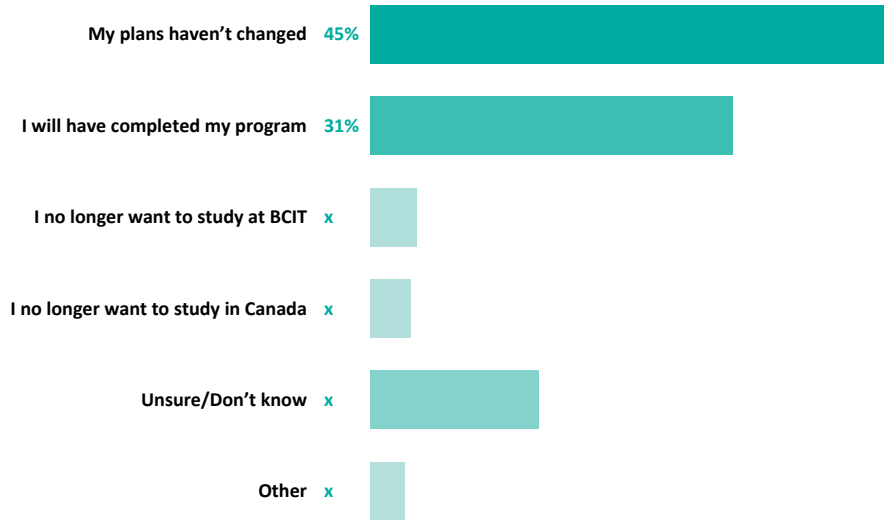


Please indicate your level of SATISFACTION with the BCITSA student services listed below:



*Note: Chart above displays the results for students who have used BCITSA student services*

**Domestic Full Time Students:** What are your plans for the Spring/Summer 2024 term (April-August 2024)?**Domestic Flexible Learning Students:** What are your plans for the Spring/Summer 2024 term (April-August 2024)?

**International Full Time Students:** What are your plans for the Spring/Summer 2024 term (April-August 2024)?**International Flexible Learning Students:** What are your plans for the Spring/Summer 2024 term (April-August 2024)?