



Yukon College Student Survey Results

2015-16

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December 24, 2015

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Highlights

This year's student survey has a focus on technology, a theme that was also covered in 2012-13 and 2009-10. A total of 307 students completed the survey (40% of credit students enrolled for the Fall semester).

Three-quarters have laptops

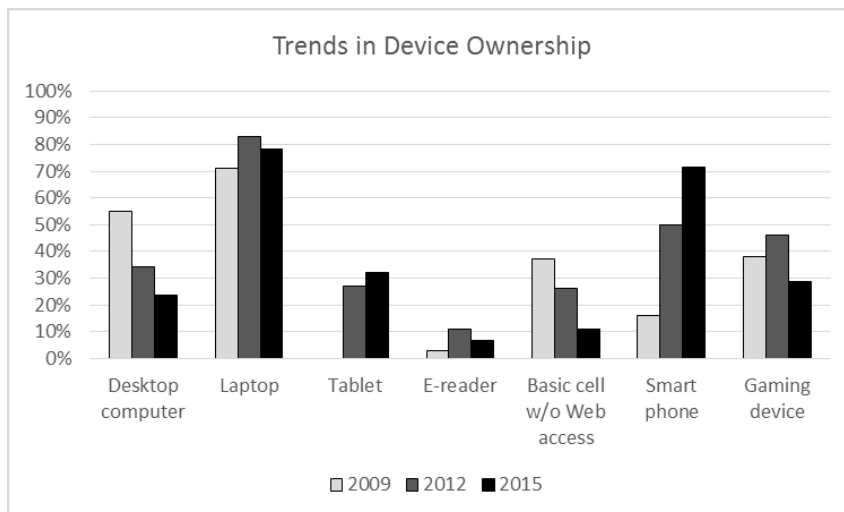
Laptop ownership has held fairly steady over the past six years, and is currently at 78%. Desktop ownership, meanwhile, has fallen from 55% in 2009-10 to 24% today.

Seven out of ten students have smartphones

Today, 71% of students have smartphones, up from 50% in 2012-13 and 16% in 2009-10. One out of ten (11%) has a basic cell phone without web access. This leaves one out of five students (20%) without any type of cell phone.

One-third have tablets

One out of three students (32%) has a tablet. Almost as many (29%) have gaming devices. E-readers are still a niche product, at 7%.

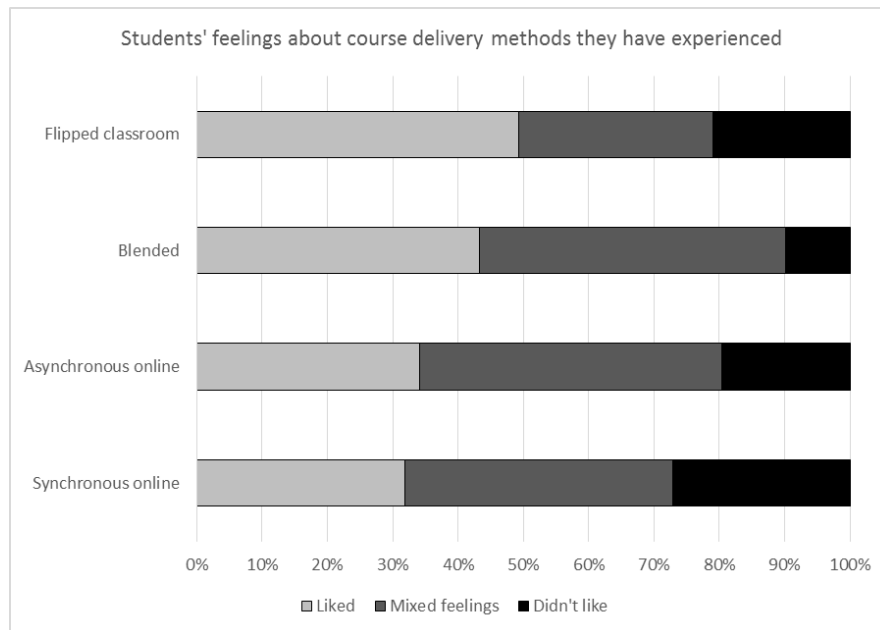


One-fifth to one-third have experienced alternative delivery methods

One out of five students (20%) has experienced a flipped classroom, while one-quarter (24%) has experience with blended learning. Three out of ten students (30%) have taken an asynchronous online course, and a similar proportion (29%) have taken synchronous online courses.

Alternative delivery methods are more liked than disliked, but there are mixed feelings

All these delivery methods have more "likes" (32%-49%) than "dislikes" (10%-27%), but there are also a lot of "mixed feelings" (30%-47%). The balance is most favorable towards blended learning, and flipped classrooms.



99% of students use the Internet

Only 1% of students said that they do not go online. Most access the Internet at home (82%) or at Yukon College (77%).

Facebook is the dominant social network

Four out of five students (82%) said they had used Facebook in the past 30 days. One-third (33%) used Instagram, 29% used Pinterest, and one-quarter (25%) used Snapchat. Fewer students use Twitter (16%), LinkedIn (7%), or YikYak (1%).

One-third have “liked” the Yukon College Facebook page

One out of three students (33%) has “liked” the Yukon College Facebook page, up from 23% in 2012-13. Students said that they like the postings of events, pictures and videos, and general updates and information. To improve the page, they suggested posting more events and posting events in advance, as well as posting more frequently.

Very few follow the Twitter feeds

Eight people (3% of respondents) said that they follow Yukon College on Twitter, and one person (0%) follows the Yukon Research Centre.

Two out of five would “definitely” use a Yukon College mobile app

Respondents were told, “Yukon College is considering creating a mobile app that would display academic and course information, campus life activities, volunteer opportunities, connections to support staff and the Student Union, and calendar updates.” They were then asked, “Does this sound like something you would use?” In response, 40% said that they would “definitely” use this, while 36% said “maybe” and 13% “probably not.” The remaining 10% chose “N/A” or skipped the question.

When asked what they would like to do with a Yukon College app, many respondents asked for access to academic and course information for their current courses, or for academic planning tools. Communication tools were also frequently mentioned, as well as information about campus life activities.

Three out five students are regular users of Moodle

Three-fifths (60%) of students use Moodle daily (29%) or weekly (31%). When Trades programs and community campuses are excluded, this percentage rises to 73%.

When asked what they like about Moodle, many students said that it is easy to use, and they like having everything in one place and well-organized. They enjoy having access to course materials, as well as access to grades.

To improve Moodle, students suggested having access to their Yukon College email from within the portal, and to simplify the login process by reducing the length of usernames and allowing custom passwords. They also suggested that all instructors be encouraged and equipped to use Moodle effectively and consistently.

Increase in ratings of effectiveness

This year, 87% of respondents “agree” or “strongly agree” with the statement, “Technology is used effectively in my courses at Yukon College.” This is up from 82% in the previous two years.

Improve navigation and show more course details to improve the website

Students were asked for suggestions to improve the main Yukon College website. They suggested showing more detailed information about courses and programs, as well as making this information easier to find. There were also general suggestions to improve the navigation, layout, and user-friendliness.

Use more devices and online tools

Students were asked what kinds of technologies they would like to see used more often in their courses, or at the College generally. They suggested making more use of Smart Boards, tablets, laptops, tools (e.g. for trades), and computers generally. They also asked for lecture capture, and online tests and practice exams, and more use of functionality in Moodle (such as posting grades and course materials). However, some said that nothing new is needed, and some prefer less technology.

Address slow computers and Wifi, and simplify log-ins

Students were also asked if there are any technologies that they wish they did not have to deal with at the College. They talked about slow computers and slow start-ups times for the computers in the labs and library. There were also complaints about slow Internet, and having to repeatedly sign on to the Wifi. Some suggested centralizing online services to reduce the number of log-ins and passwords. There were also some complaints about Moodle, and about reliance on technology in general. However, some said that there are no issues.

Purpose and Methods

The annual *Yukon College Student Survey* is an in-class, pencil-and-paper survey of credit students (and non-credit students in courses of at least four weeks duration at community campuses). It is conducted during the Fall semester between October and November. The content modules vary from year to year, in response to current priorities. This year's focus was on technology. The 2009 and 2012 surveys also had a technology focus. With rapid changes in consumer and educational technology, the questions have been revised substantially from previous years.

At Ayamdigut, the survey was administered in class by staff volunteers. Classes were selected to cover the range of programs offered at the College, and to maximize sample size while minimizing the overlap between class lists. No student was registered in more than two of the selected classes, and students were asked not to complete the survey more than once. Evening and daytime classes were included. For a complete list of included classes, see Appendix A.

A PDF version of the survey was emailed to community campus staff for use with their students. An online version of the survey was also created for those communities who preferred an online format, as well as for use in classes at Ayamdigut that had students connecting remotely via Fuze.

A total of 307 students completed the survey. This amounts to 40% of the 759 credit students enrolled during the Fall semester.

Because the student survey is administered in class, it tends to oversample full-time students relative to part-time students. The target population is best thought of as a snapshot of students present in classes during late October and November of 2014, rather than in terms of student headcounts. An overview of the respondent demographics, including full- and part-time status, can be found in Appendix B.

Results have been weighted to adjust for over- and under-sampling of some program areas. Details of the weighting procedure can be found in Appendix C.

Illustrative written comments are quoted where relevant in this report. The complete text of all written comments, edited where necessary to preserve respondent confidentiality and grouped by thematic analysis, can be found in further appendices to this report.

Technology Results

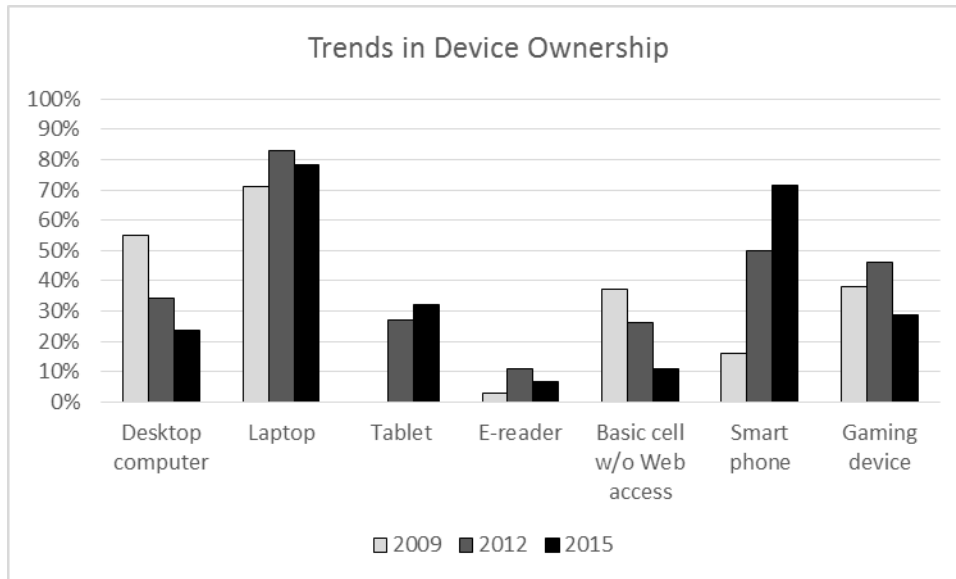
Device Ownership

Ownership of desktop computers has fallen dramatically from 55% in 2009, to 24% today. Laptop ownership has held fairly steady and is currently at 78%. Laptop ownership is highest amongst female students (85%), non-Aboriginal students (86%), students under the age of 30 (84%), and those who did all their K-12 schooling outside the territory (89%).

Trends in Device Ownership

SOURCE: Yukon College Student Survey 2015

	2009	2012	2015
Desktop computer	55%	34%	24%
Laptop	71%	83%	78%
Tablet	N/A	27%	32%
E-reader	3%	11%	7%
Basic cell w/o Web access	37%	26%	11%
Smart phone	16%	50%	71%
Gaming device	38%	46%	29%



About one-third (32%) of students have tablets, up only slightly from 27% in 2012. E-readers are still a niche product, owned by 7% of current students.

Smartphones have largely taken over, with 71% of students now owning one. Only 11% still have a basic cell phone without web access. One out of five students (20%) does not have any type of cell phone.

Smartphone ownership is highest amongst women (75%), non-Aboriginal students (75%), students under the age of 30 (80%), and those who did all their K-12 schooling outside the territory (77%).

There is no clear trend in gaming devices, which 29% of students have currently. These are most common amongst male students (44%), students under the age of 30 (38%), and students who did at least some of their K-12 schooling in the Yukon (36%).

The table below shows the percentage of students in each programming area that report having these devices. Laptop ownership is highest in Science and Technology (94%) and lowest at the community campuses (41%). Tablets are most common in Trades (42%) and Management, Tourism and Hospitality (40%). Smartphone ownership is highest in Academic and Skill Development (84%) and Liberal Arts (83%), but less common at the community campuses (35%) and in Health, Education and Human Services (65%).

"Which of the following devices do you have?"

SOURCE: Yukon College Student Survey 2015

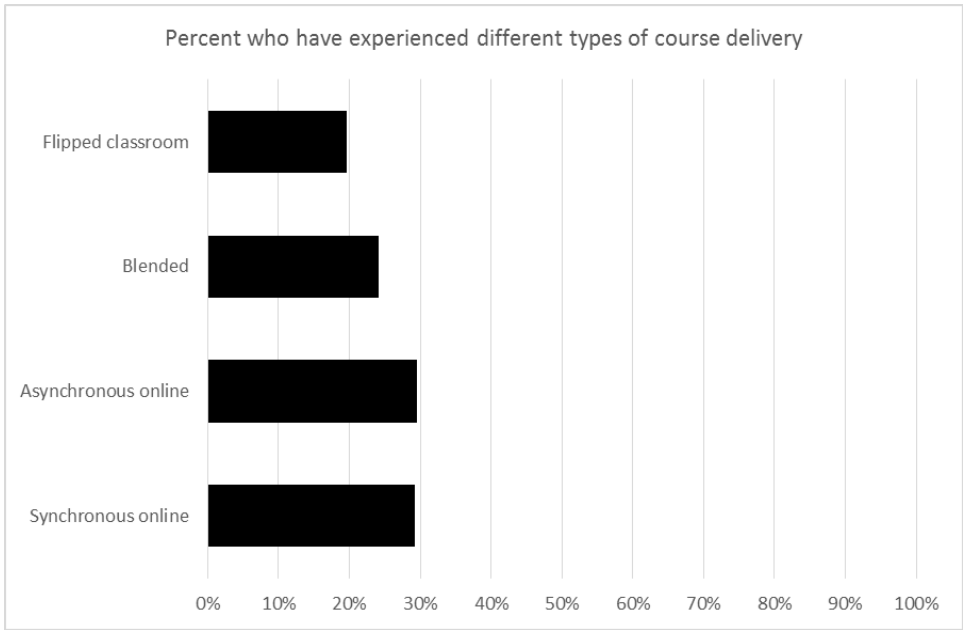
	ASD	HEHS	LA	MTH	ST	Trades	CC	Total
Desktop computer	32%	21%	25%	23%	28%	15%	16%	24%
Laptop	63%	89%	86%	89%	94%	65%	41%	78%
Tablet	32%	32%	31%	40%	28%	42%	24%	32%
E-reader	0%	7%	8%	10%	8%	8%	5%	7%
Basic cell w/o Web access	11%	9%	3%	12%	11%	19%	24%	11%
Smart phone	84%	65%	83%	73%	75%	81%	35%	71%
Gaming device	42%	16%	22%	34%	31%	54%	24%	29%

Course Delivery Modes

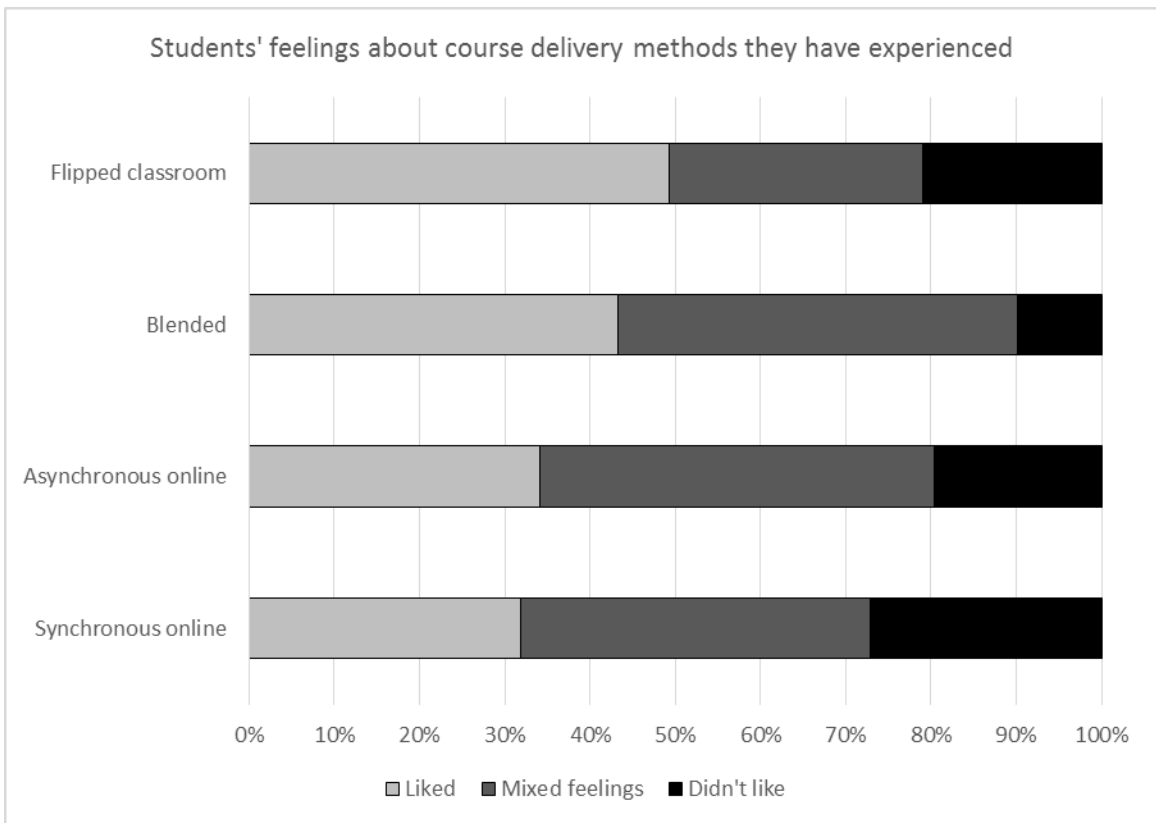
Students were asked if they have ever taken a class, course or other training that was (a) totally online, with set times to participate (synchronous), (b) totally online, at your own pace (asynchronous), (c) blended, with online and face-to-face components, or (d) flipped classroom, with video lectures to watch at home and class time spent on problems or discussion. Those who had experienced each type of delivery were asked whether they liked it, had mixed feelings, or did not like it.

One out of five students (20%) had experienced the flipped classroom, while one out of four (24%) had experience with blended learning. Slightly more had taken asynchronous online (30%) or synchronous online (29%) courses.

Students over the age of 30 were the most likely to have taken a synchronous online course (39%). Experience with asynchronous online courses was most prevalent amongst non-Aboriginal students (38%).



All these delivery methods had more “likes” than “dislikes,” but also a lot of “mixed feelings.” The balance was most favorable towards blended learning, and flipped classrooms.



Students' feelings about course delivery methods they have experienced

SOURCE: Yukon College Student Survey 2015

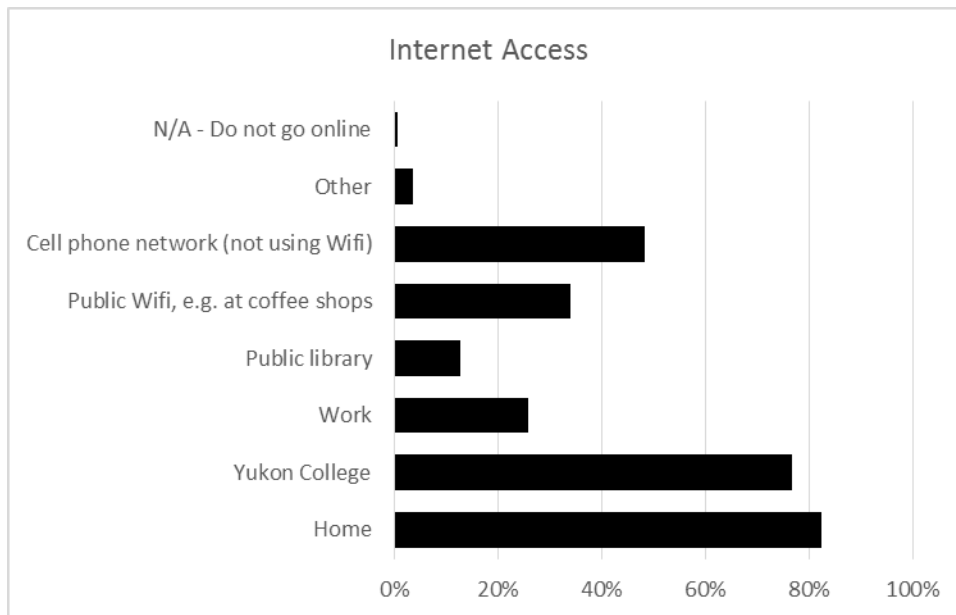
	Liked	Mixed feelings	Didn't like
Synchronous online	32%	41%	27%
Asynchronous online	34%	46%	20%
Blended	43%	47%	10%
Flipped classroom	49%	30%	21%

Synchronous online learning was most liked by women (42%), Aboriginal students (41%), and students over the age of 30 (37%). Asynchronous online learning was also more popular with women (40%).

Blended learning was most liked by students over the age of 30 (49%). The flipped classroom was liked most by non-Aboriginal students (61%) and those who had done all of their K-12 schooling outside the Yukon (61%). All of these percentages are based only on those who had experience with the delivery method in question.

Internet Access

Most students access the Internet at home (82%) or at Yukon College (77%). About half (48%) access the Internet through their cell phone network (not using Wifi). One-third (34%) use public wifi (e.g. at coffee shops, etc.), and one-quarter (26%) go online at work. Relatively few (13%) make use of Internet at the public library, while 4% go online in “other” ways such as at friends’ or relatives’ houses. Only 1% indicated that they do not go online at all.



"Where do you usually access the Internet?"

SOURCE: Yukon College Student Survey 2015

	ASD	HEHS	LA	MTH	ST	Trades	CC	Total
Home	74%	86%	90%	85%	89%	81%	65%	82%
Yukon College	89%	74%	85%	79%	83%	81%	41%	77%
Work	16%	33%	36%	18%	28%	19%	22%	26%
Public library	26%	9%	10%	12%	11%	0%	14%	13%
Public Wifi, e.g. at coffee shops	42%	28%	36%	34%	31%	35%	32%	34%
Cell phone network (not using Wifi)	58%	44%	53%	45%	53%	54%	35%	48%
Other	0%	4%	3%	3%	6%	0%	11%	4%
N/A - Do not go online	0%	0%	0%	0%	0%	0%	5%	1%

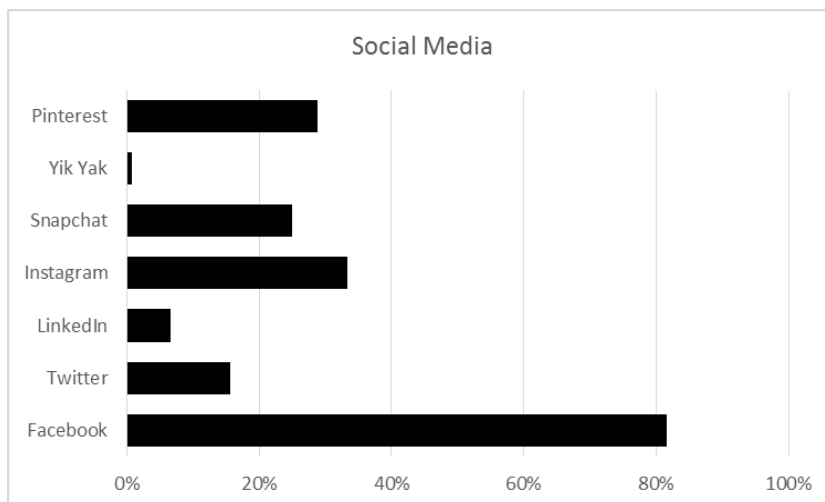
Social Media

Facebook continues to dominate social media, with 82% of students saying they had used it in the past 30 days. Between one-quarter to one-third are on Instagram (33%), Pinterest (29%), or Snapchat (25%). Twitter usage has increased from 2% in 2009 to 16% today. Very few students are on LinkedIn (7%) or YikYak (1%).

"Which of the following have you used during the past month (30 days)?"

SOURCE: Yukon College Student Survey 2015

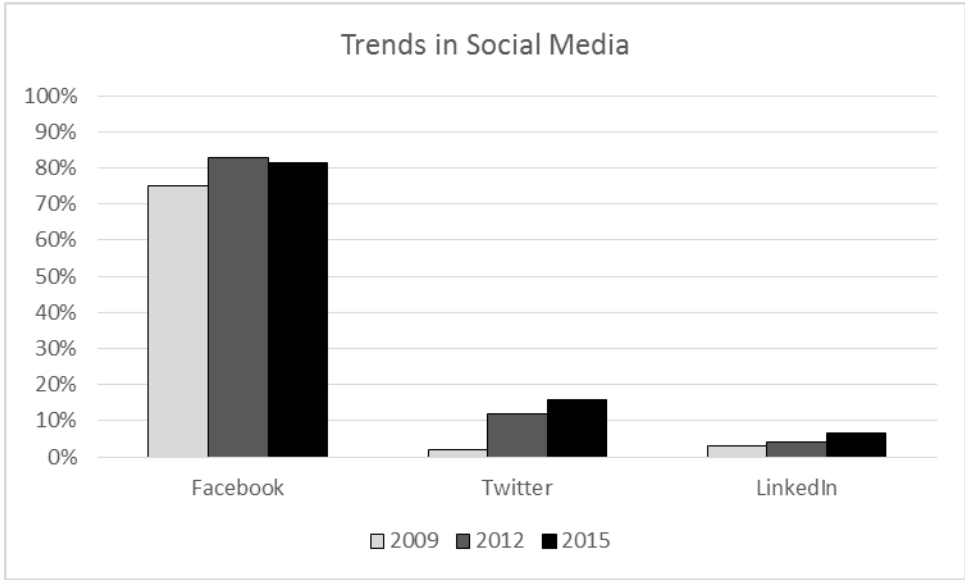
	ASD	HEHS	LA	MTH	ST	Trades	CC	Total
Facebook	89%	84%	85%	85%	89%	81%	51%	82%
Twitter	26%	9%	24%	14%	14%	15%	3%	16%
LinkedIn	0%	7%	10%	10%	14%	0%	0%	7%
Instagram	37%	25%	46%	40%	36%	31%	8%	33%
Snapchat	32%	16%	31%	29%	31%	38%	5%	25%
Yik Yak	0%	0%	3%	0%	0%	0%	0%	1%
Pinterest	21%	49%	37%	33%	14%	12%	5%	29%



Trends in Social Media

SOURCE: Yukon College Student Survey 2015

	2009	2012	2015
Facebook	75%	83%	82%
Twitter	2%	12%	16%
LinkedIn	3%	4%	7%



There are some demographic differences in social media usage. Facebook is most popular with women (88%), as is Pinterest (42%) and Instagram (41%). Instagram is also popular with students under the age of 30 (46%). Snapchat is used almost entirely by students under the age of 30 (42%, as compared with 1% of older students). Students who did at least some of their K-12 grades in the Yukon are also more likely to be on Snapchat (32%).

Yukon College Facebook

One-third (33%) of all students said that they have “liked” the Yukon College Facebook page, up from 23% in 2012. Eliminating those who are not on Facebook, this amounts to 41% of Facebook users currently at the College.

Students who did all of their K-12 schooling outside the Yukon were more likely to have “liked” the page (40% overall), even though they were not more likely to be on Facebook.

"Have you "liked" the Yukon College Facebook page?"

SOURCE: Yukon College Student Survey 2015

	ASD	HEHS	LA	MTH	ST	Trades	CC	Total
Yes	35%	50%	32%	45%	47%	29%	42%	41%
No, or no response	65%	50%	68%	55%	53%	71%	58%	59%
SUB-TOTAL:	89%	84%	85%	85%	89%	81%	51%	82%
Not a Facebook user	11%	16%	15%	15%	11%	19%	49%	18%
TOTAL:	100%	100%	100%	100%	100%	100%	100%	100%

Students were asked to comment on what they like about the Yukon College Facebook page. They especially mentioned events, as well as pictures and videos, and general updates and information.

"I like seeing updates on upcoming events"

"I'm notified of activities that I haven't heard about."

"All of the videos that they post."

"Photos of friends and events that happened – or will happen"

"Keeps me informed"

Students were also invited to offer suggestions for how to improve the Yukon College Facebook page. Primarily, they suggested posting more events and posting the events in advance, as well as generally posting more frequently.

"Calendar & Events posted ahead of time"

"Post events on the page so we can be reminded of them"

"Post more stuff"

"Post more often. Post more pictures. People on social media like pictures."

"A little more updates and interaction"

Additional comments can be found in Appendices D and E.

Yukon College and YRC Twitter

Very few students follow the Twitter feeds. Eight people (3%) said that they follow the Yukon College Twitter feed, while 1 person (0%) follows the Yukon Research Centre feed.

As a proportion of just those students who are active Twitter users, this comes out to 17% following the Yukon College feed and 2% following the YRC.

"Do you follow the Yukon College or Yukon Research Centre Twitter feeds?"

SOURCE: Yukon College Student Survey 2015

	ASD	HEHS	LA	MTH	ST	Trades	CC	Total
Yukon College	20%	20%	7%	30%	17%	25%	0%	17%
Yukon Research Centre	0%	0%	0%	0%	17%	0%	0%	2%
Neither, or no response	80%	80%	93%	70%	67%	75%	100%	82%
SUB-TOTAL:	26%	9%	24%	14%	17%	15%	3%	16%
Not a Twitter user	74%	91%	76%	86%	83%	85%	97%	84%
TOTAL:	100%	100%	100%	100%	100%	100%	100%	100%

Yukon College Mobile App

Students were presented with a description of a hypothetical mobile app for Yukon College, and asked about their interest in using such an app: "Yukon College is considering creating a mobile app that would display academic and course information, campus life activities, volunteer opportunities, connections to support staff and the Student Union, and calendar updates. Does this sound like something you would use?"

Two out of five respondents (40%) said they would definitely use this, with another 36% saying "maybe." This leaves 13% who said they probably would not use it, and 10% who chose "N/A" or skipped the question.

Interest was highest amongst students under the age of 30 (44% "definitely").

Interest in Using a Yukon College Mobile App - All Respondents

SOURCE: Yukon College Student Survey 2015

	ASD	HEHS	LA	MTH	ST	Trades	CC	Total
Definitely would use	53%	35%	42%	41%	44%	38%	27%	40%
Maybe would use	32%	37%	39%	40%	28%	42%	35%	36%
Probably would not use	5%	18%	15%	11%	17%	12%	16%	13%
N/A, or no response	11%	11%	3%	8%	11%	8%	22%	10%
TOTAL:	100%	100%	100%	100%	100%	100%	100%	100%

Focusing just on the 77% of respondents who indicated that they have either a smartphone or a tablet, the proportions are 44% definitely, 37% maybe, 14% probably not, and 5% not applicable or no response.

Interest in Using a Yukon College Mobile App - Respondents with a Smartphone or Tablet

SOURCE: Yukon College Student Survey 2015

	ASD	HEHS	LA	MTH	ST	Trades	CC	Total
Definitely would use	53%	36%	45%	46%	46%	38%	29%	44%
Maybe would use	29%	38%	39%	41%	32%	42%	43%	37%
Probably would not use	6%	19%	16%	10%	21%	13%	21%	14%
N/A, or no response	12%	7%	0%	3%	0%	8%	7%	5%
TOTAL:	100%	100%	100%	100%	100%	100%	100%	100%

Survey respondents were asked, “What would you like to be able to do with a Yukon College app?” Their written responses were analyzed for common themes.

Many respondents wanted to be able to access academic and course information for their current courses, such as grades, schedules, assignments and due dates, course materials, class cancellation notices, exam dates, etc. There was also interest in academic planning tools, such as course outlines, information about available courses and programs, course pre-requisites, schedule planners, etc.

Communication tools were frequently mentioned, such as access to Yukon College email, ability to message instructors, chat rooms for students, and ability to post.

Another common request was for campus life information, such as events, activities, volunteer and job opportunities, etc.

Some other ideas mentioned by respondents include being able to perform transactions (e.g. apply, register, make payments, request transcripts, etc.), access Moodle, view important dates and calendars, and see the daily cafeteria menu. Some said that they would like the app to do “everything listed.”

The full text of all comments can be found in Appendix F.

Moodle

Three out of five students (60%) are regular users of Moodle, with 29% using it daily and 31% weekly. One-quarter (25%) have logged in no more than once or twice. The remaining 15% have used it a few times, but not regularly.

Usage of Moodle is very low at the community campuses, and in Trades. When these areas are excluded, the unweighted figures for the remaining programs at Ayamdigut show 73% using Moodle on a daily or weekly basis.

"Since the start of the school year, how much have you used yukoncollege.me, also known as Moodle?"

SOURCE: Yukon College Student Survey 2015

	ASD	HEHS	LA	MTH	ST	Trades	CC	Total
Daily	11%	42%	34%	44%	36%	0%	5%	29%
Weekly	37%	46%	41%	21%	44%	8%	3%	31%
A few times but not regularly	37%	11%	15%	12%	11%	19%	0%	15%
Logged in once or twice	11%	2%	7%	10%	6%	15%	3%	7%
Never, or no response	5%	0%	3%	14%	3%	58%	89%	18%
TOTAL:	100%	100%	100%	100%	100%	100%	100%	100%

Regular (daily or weekly) Moodle usage is highest among female students (75%), non-Aboriginal students (69%), and students who did all of their K-12 schooling outside the territory (67%).

Survey respondents were asked, "What do you like about yukoncollege.me/Moodle?" Their written responses were analyzed for common themes.

Many students used the word "easy" in their responses – they find Moodle easy to use, like having everything in one place, and/or like the layout and organization of content.

In regards to the content, many respondents said that they like having access to course materials, such as assignments, lectures, readings, handouts, syllabi, etc.

Other positives that came up in the comments include having access to grades, communication tools and updates from instructors, being able to see due dates, test dates, and calendars, and course information generally.

Respondents were also asked, "What suggestions do you have to improve yukoncollege.me/Moodle?"

The top suggestions were to have access to Yukon College email within Moodle, to simplify the login process (e.g. reduce length of usernames, customize passwords), and to ensure that all instructors use the tool effectively and consistently (i.e. provide training and guidelines for instructors, and encourage instructors to use popular features such as posting grades and course materials).

Other suggestions include improvements to layout, navigation, ease of use, and user-friendliness; to resolve glitches that affect reliability and access; and to be able to customize the list of courses so that frequently accessed courses are listed first, and short courses are grouped or minimized.

The full text of all comments can be found in Appendices G and H.

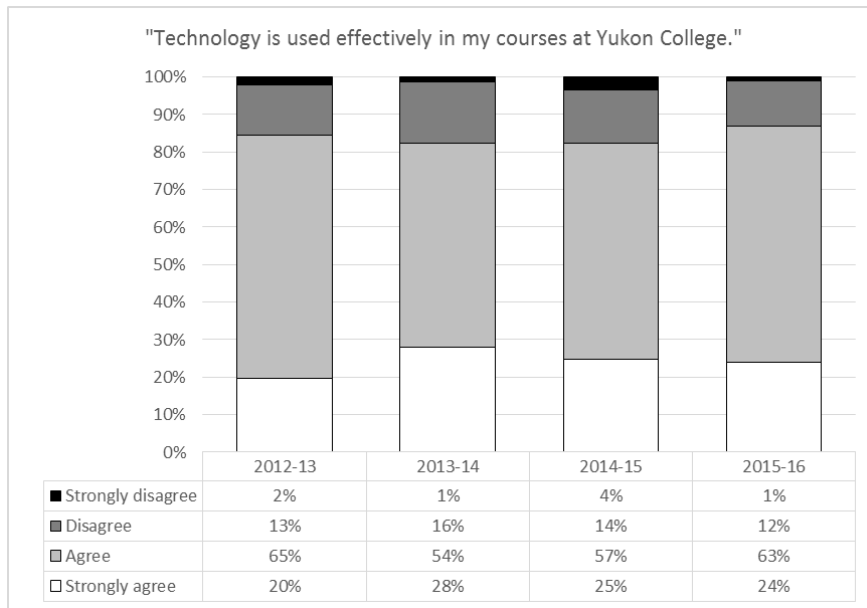
Effectiveness of Technology Used in Courses

Students were asked to rate whether technology is used effectively in their courses at Yukon College. “Agree” and “strongly agree” responses were given by 87%, while the remaining 13% disagree or strongly disagree. This is up from 82% agreement in 2014-15 and 2013-14.

"Technology is used effectively in my courses at Yukon College."

SOURCE: Yukon College Student Survey 2015

	ASD	HEHS	LA	MTH	ST	Trades	CC	Total
Strongly Agree	21%	18%	25%	26%	23%	32%	32%	24%
Agree	68%	67%	61%	61%	63%	50%	61%	63%
Disagree	11%	13%	13%	14%	11%	18%	7%	12%
Strongly Disagree	0%	2%	2%	0%	3%	0%	0%	1%
SUB-TOTAL:	100%	96%	95%	90%	97%	85%	76%	93%
Don't know, or no response	0%	4%	5%	10%	3%	15%	24%	7%
TOTAL:	100%	100%	100%	100%	100%	100%	100%	100%



Website

Survey respondents were asked, “What suggestions do you have to improve the main Yukon College website at yukoncollege.yk.ca?” Their responses were analyzed for common themes.

One suggestion is to show more detailed information about courses and programs, and make this information easier to locate. Dates, times, pre-requisites, transferability, course outlines, and electives are among the types of information sought.

Another common suggestion is to improve the navigation, layout, and user-friendliness of the website.

Some respondents suggested keeping the website updated, and/or removing obsolete information and links. A few respondents wanted the exam schedule to be posted where it may be found easily.

The full text of all comments can be found in Appendix I.

Suggestions to Improve Use of Technology at Yukon College

Survey respondents were asked, “What kinds of technologies could we be using more of in your courses, or at the College generally?”

In their written responses, they mentioned Smart Boards, tablets, laptops, lecture capture, online tests and practice exams, computers generally, tools (e.g. for trades), and functionality that exists in Moodle (such as posting grades and course materials), as well as a variety of other technologies. Some respondents expressed criticism of existing technologies at the College, particularly the Wifi. Quite a few respondents said that no new technologies are needed, or even that they prefer less technology.

Survey respondents were also asked, “Are there any technologies you wish you didn’t have to deal with at the College? Please tell us what’s wrong.”

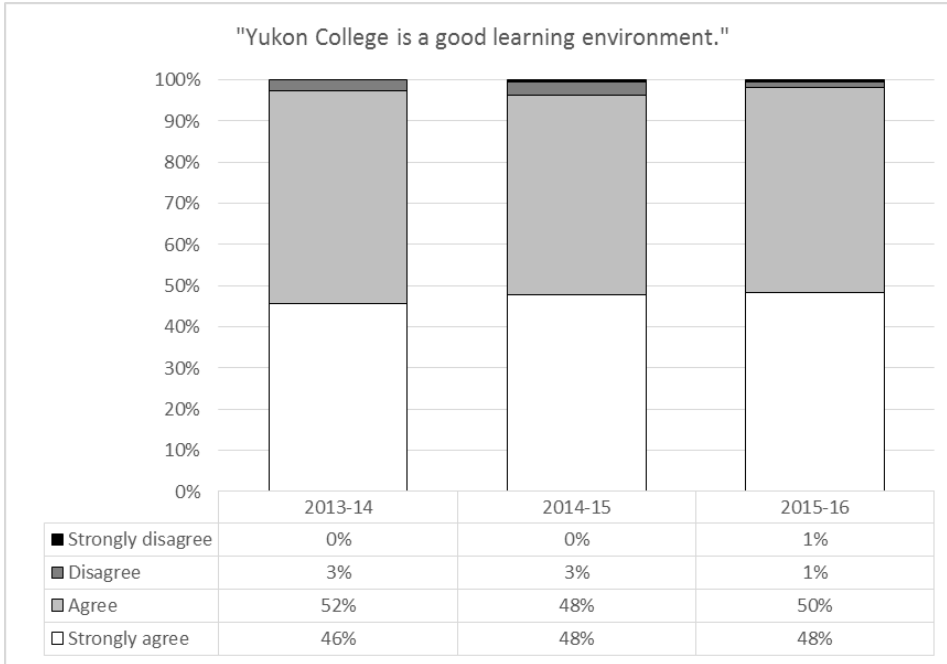
In their written responses, respondents talked about slow computers and/or slow start-up of computers in the labs and library. There were also complaints about slow Internet and having to repeatedly sign on to Wifi. Some respondents suggested centralizing online services to reduce the number of log-ins and passwords. There were some complaints about Moodle, along with various other technologies at the College. Some respondents dislike dependence on technology in general. On the other hand, some said that there are no issues with technology at the College.

The full text of all comments can be found in Appendices J and K.

Strategic Performance Indicators

The annual student survey includes some questions that provide data for the Strategic Performance Indicators used by the Board of Governors in monitoring the *2013-2016 Yukon College Strategic Plan*.

Almost all respondents (98%) agree or strongly agree with the statement, “Yukon College is a good learning environment.” This is consistent with previous results – 96% in 2014-15, and 97% in 2013-14.

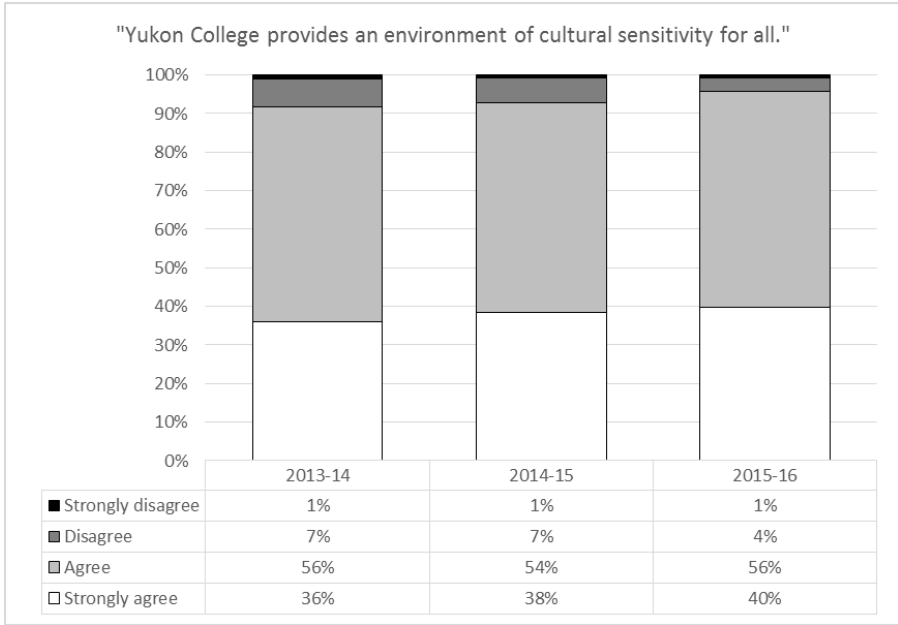


"Yukon College is a good learning environment."

SOURCE: Yukon College Student Survey 2014

	Access	HEHS	LA	MTH	ST	Trades	Total
Strongly agree	45%	55%	46%	54%	36%	44%	48%
Agree	50%	39%	51%	44%	62%	54%	48%
Disagree	5%	5%	2%	3%	3%	3%	3%
Strongly disagree	0%	0%	2%	0%	0%	0%	0%
SUB-TOTAL:	97%	95%	95%	98%	100%	95%	96%
Don't know or No response	3%	5%	5%	3%	0%	5%	4%
TOTAL:	100%	100%	100%	100%	100%	100%	100%

Nearly all students (96%) agree or strongly agree with the statement, “Yukon College provides an environment of cultural sensitivity for all.” Agreement is even higher amongst Aboriginal students, at 99%. This is up slightly from the previous two years.



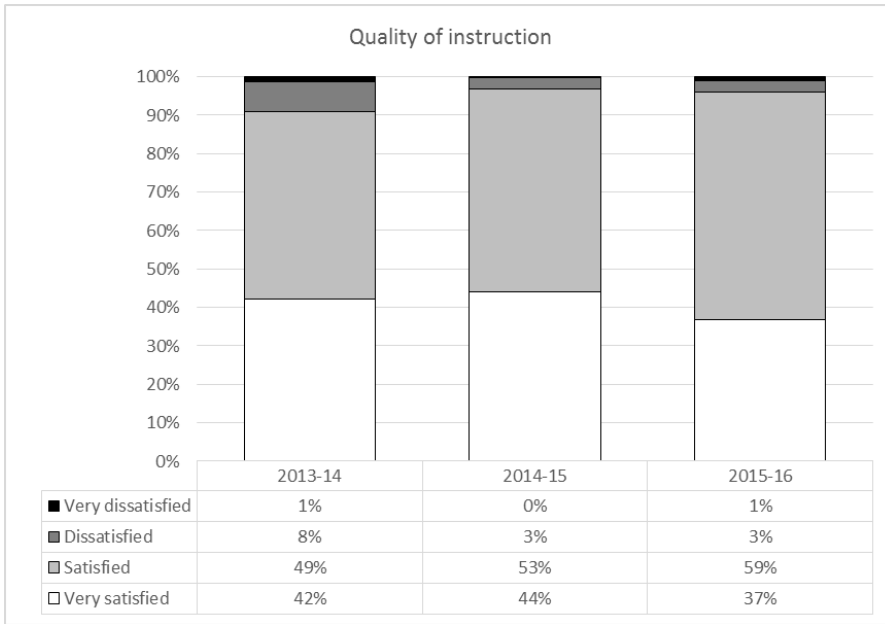
"Yukon College provides an environment of cultural sensitivity for all."

SOURCE: Yukon College Student Survey 2015

	ASD	HEHS	LA	MTH	ST	Trades	CC	Total
Strongly Agree	29%	44%	42%	39%	41%	55%	36%	40%
Agree	59%	48%	56%	58%	59%	45%	64%	56%
Disagree	12%	6%	2%	2%	0%	0%	0%	4%
Strongly Disagree	0%	2%	0%	2%	0%	0%	0%	1%
SUB-TOTAL:	89%	95%	93%	88%	89%	77%	76%	89%
Don't know, or no response	11%	5%	7%	12%	11%	23%	24%	11%
TOTAL:	100%	100%	100%	100%	100%	100%	100%	100%

Almost all students (96%) are satisfied or very satisfied with the quality of instruction at Yukon College. This is consistent with previous years.

Male students are the most satisfied with the quality of instruction (45% very satisfied). This is associated with a high level of satisfaction in Trades (64% very satisfied).



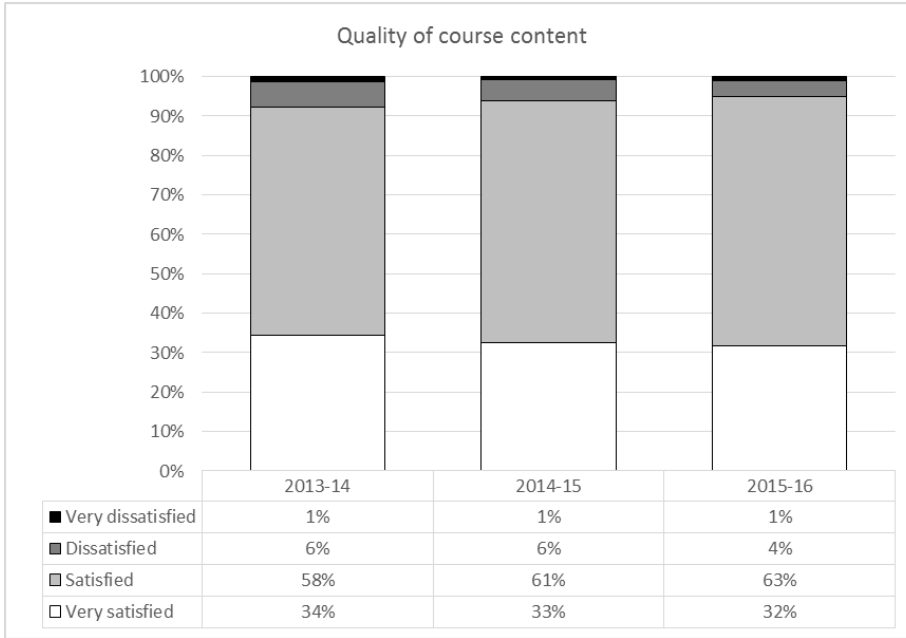
Quality of Instruction

SOURCE: Yukon College Student Survey 2015

	ASD	HEHS	LA	MTH	ST	Trades	CC	Total
Very satisfied	44%	36%	31%	30%	38%	64%	40%	37%
Satisfied	50%	61%	68%	61%	59%	36%	57%	59%
Dissatisfied	0%	2%	2%	9%	3%	0%	3%	3%
Very dissatisfied	6%	2%	0%	0%	0%	0%	0%	1%
SUB-TOTAL:	95%	98%	100%	95%	94%	96%	95%	97%
N/A, or no response	5%	2%	0%	5%	6%	4%	5%	3%
TOTAL:	100%	100%	100%	100%	100%	100%	100%	100%

Nearly all students (95%) are satisfied or very satisfied with the quality of course content at Yukon College. This is consistent with previous years.

Male students are the most satisfied with course content (37% very satisfied). This is associated with a high level of satisfaction in Trades (52% very satisfied).



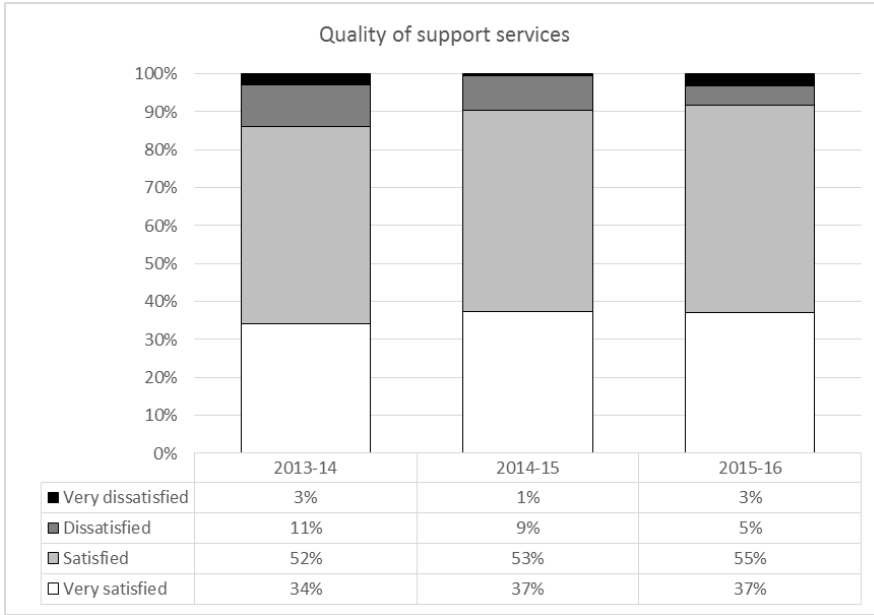
Quality of Course Content

SOURCE: Yukon College Student Survey 2015

	ASD	HEHS	LA	MTH	ST	Trades	CC	Total
Very satisfied	39%	30%	26%	29%	26%	52%	37%	32%
Satisfied	50%	66%	69%	65%	71%	44%	63%	63%
Dissatisfied	6%	2%	5%	6%	3%	4%	0%	4%
Very dissatisfied	6%	2%	0%	0%	0%	0%	0%	1%
SUB-TOTAL:	95%	98%	98%	95%	97%	96%	95%	96%
N/A, or no response	5%	2%	2%	5%	3%	4%	5%	4%
TOTAL:	100%	100%	100%	100%	100%	100%	100%	100%

More than nine out of ten respondents (92%) are satisfied or very satisfied with the quality of support services. This is up slightly from 86% in 2013-14 and 90% in 2014-15.

Satisfaction is highest amongst students under the age of 30 (40% very satisfied) and those who did at least some of the K-12 grades in the Yukon (40% very satisfied).



Quality of Support Services

SOURCE: Yukon College Student Survey 2015

	ASD	HEHS	LA	MTH	ST	Trades	CC	Total
Very satisfied	61%	28%	28%	40%	28%	41%	40%	37%
Satisfied	33%	57%	65%	54%	63%	45%	57%	55%
Dissatisfied	0%	9%	6%	6%	3%	9%	3%	5%
Very dissatisfied	6%	6%	2%	0%	6%	5%	0%	3%
SUB-TOTAL:	95%	95%	92%	86%	89%	85%	95%	91%
N/A, or no response	5%	5%	8%	14%	11%	15%	5%	9%
TOTAL:	100%	100%	100%	100%	100%	100%	100%	100%

Appendices

Appendix A: Included Classes

The following classes were included in the survey:

- ACCT 101, Introductory Financial Accounting
- ALES 391, Critical Thinking and Communications in Science
- BIOL 101, Principles of Biology I
- BUS 281, Human Resource Management
- Carpentry (Pre-Apprenticeship)
- Culinary Arts
- ELCC 125, Interpersonal Relationships and Communication Skills
- Electrical (Pre-Apprenticeship)
- EPE 215, Physical Education in the Elementary School
- FNGA 107, Public Policy
- GEOL 102, Geomorphology
- HCA 101, Health and Healing B – Concepts for Practice
- HCA 111, Health 2 – Lifestyles and Choices
- HHC 308, Nursing Trends and Issues
- HOSP 101, Food and Beverage Service I
- MATH 040, Introductory Algebra
- MATH 050, Intermediate Algebra
- MMC 112, Web Design
- Office Administration
- PHED 222, Northern Outdoor Pursuits and Leadership I
- POLI 222, Northern Resources and Environmental Law
- PSYC 100, Introduction to Psychology
- SW 390, Communication Skills in Social Work
- Welding (Pre-Apprenticeship)

In addition, the following community campuses participated in the survey:

- Pelly Crossing
- Old Crow
- Teslin
- WCC

Appendix B: Respondent Demographics

Enrolment Status

The vast majority (87%) of respondents considered themselves to be taking a program, as opposed to completing pre-requisites or just taking courses.

"Are you enrolled in a program at Yukon College?"

SOURCE: *Yukon College Student Survey 2015*

	Number	Percent
Yes	258	87%
No, taking pre-requisites	16	5%
No, just taking courses	24	8%
SUB-TOTAL:	298	97%
No response	9	3%
TOTAL:	307	100%

Four out of five survey respondents (81%) said that they were studying full-time. By comparison, 61% of Fall 2015 credit students were actually full-time. The survey oversamples full-time students because it is conducted in class. Full-time students are taking more classes than part-time students, and therefore have a higher probability of being in one of the selected classes.

The survey is best thought of as a snapshot of students in classes, rather than a random sample of students by headcount.

"Are you currently studying full-time, or part-time?"

SOURCE: *Yukon College Student Survey 2015*

	Number	Percent
Full-time	248	81%
Part-time	59	19%
TOTAL:	307	100%

Gender

A little more than half (55%) of survey respondents were female, while 38% were male, 1% gave other responses outside the gender binary, and 6% did not provide gender information. By comparison, 65% of all Fall 2015 credit students are female, while 30% are male, and 5% are either unidentified or outside the binary. The survey appears to have oversampled male students, and undersampled female students. This may be due in part to the inclusion of all current Pre-Apprenticeship Trades classes in the survey.

Gender of Survey Respondents

SOURCE: Yukon College Student Survey
2015

	Number	Percent
Female	170	55%
Male	118	38%
Other responses	2	1%
No response	17	6%
TOTAL:	307	100%

Aboriginal Identity

One-third (34%) of survey respondents identified themselves as Aboriginal. By comparison, 32% of Fall 2015 credit students are identified as First Nations, Inuit, or Metis.

Aboriginal Identity of Survey Respondents

SOURCE: Yukon College Student Survey
2015

	Number	Percent
Aboriginal	102	34%
Non-Aboriginal	197	66%
SUB-TOTAL:	299	97%
No response	8	3%
TOTAL:	307	100%

Age Distribution

The table below shows the age distribution of survey respondents. The results are fairly well matched to the actual age distribution of the Fall 2015 credit student population: 13% under 20, 25% aged 20-24, 21% aged 25-29, 19% aged 30-39, 12% aged 40-49, and 10% aged 50 and up.

Age of Survey Respondents

SOURCE: Yukon College Student Survey
2015

	Number	Percent
Under 20	42	14%
20 to 24	77	25%
25 to 29	65	22%
30 to 39	69	23%
40 to 49	31	10%
50 and up	18	6%
SUB-TOTAL:	302	98%
No response	5	2%
TOTAL:	307	100%

Geography of K-12 Schooling

Two out of five survey respondents (40%) indicated that they had done all of their K-12 schooling outside the Yukon Territory. A similar percentage (41%) had done at least some of their schooling in Whitehorse, though not in any of the rural Yukon communities. The remaining 20% had done at least some of their schooling in a rural Yukon community.

Geography of K-12 Schooling of Survey Respondents

SOURCE: Yukon College Student Survey 2015		
	Number	Percent
At least some rural Yukon	59	20%
Whitehorse but not rural YT	120	41%
Outside YT only	117	40%
SUB-TOTAL:	296	96%
No response	11	4%
TOTAL:	307	100%

Appendix C: Program Weightings

The classes selected for the survey are intended to cover the range of credit programs offered at the College, as well as to include both daytime and evening classes. In some program areas, such as Trades, it is relatively easy to reach almost all enrolled students by this method. In other areas, such as Liberal Arts, it is much more challenging to select classes in a way that will reach a large proportion of students, as students do not share a common core of courses nor move through in a cohort model. Inevitably, some program areas are oversampled and others are undersampled by the survey.

To correct for this over- and under-sampling, weights are applied to broad program areas. Programs are self-reported by the students completing the survey. If no program information is provided, then the program area hosting the class is taken to be the student's program. For example, a student in MATH 050 who self-reports that her program is "Business Administration" will be included in Business Administration. Another student in the same class who does not indicate his program will be included in Access Pathways.

Programs are then grouped into broad program areas, as follows:

- ASD (Academic and Skill Development):
 - College Access Pathways
- HEHS (Health, Education and Human Services):
 - Bachelor of Education
 - Bachelor of Social Work
 - Education Assistant
 - Early Learning and Child Care
 - Health Care Assistant
 - Practical Nursing
- LA (Liberal Arts):
 - First Nations Governance and Public Administration
 - General Studies
 - Liberal Arts
 - Multimedia Communications
 - Northern Justice and Criminology
 - Northern Outdoor and Environmental Studies
 - Northern Studies
 - Women's and Gender Studies
- MTH (Management, Tourism and Hospitality):
 - Business Administration
 - Culinary Arts
 - Food and Beverage Operations
 - Office Administration
- ST (Science and Technology):
 - Bachelor of Science
 - Geological Technology
 - Northern Science

- Renewable Resources Management
- Science
- Trades:
 - Pre-Apprenticeship Carpentry
 - Pre-Apprenticeship Electrical
 - Pre-Apprenticeship Welding

Community campus respondents cannot accurately be assigned to a program if they do not self-report this information, as it is unknown what classes they are taking. They are grouped together under a “CC (Community Campus)” category.

The table below shows the number and percentage of survey respondents in each programmatic area, the actual number and percentage of Fall 2015 credit students in each area, and the resulting weights. Community campus students are not weighted (i.e. assigned a default weight of 1.00).

Respondents by Program Area, and Program Weights

SOURCE: Yukon College Student Survey 2013-14 and Data Warehouse

Program Area	Survey		Actual Enrolment		Sampling Fraction	Weights
	N	%	N	%		
ASD	19	7%	127	17%	15%	2.38
HEHS	57	21%	156	21%	37%	0.97
LA	59	22%	192	25%	31%	1.16
MTH	73	27%	160	21%	46%	0.78
ST	36	13%	83	11%	43%	0.82
Trades	26	10%	41	5%	63%	0.56
SUB-TOTAL	270	88%	759	100%	36%	
Community Campus	37	12%				1.00
TOTAL:	307	100%	759		40%	

For example, ASD was undersampled by the survey, so each response from an ASD student is given a weight of 2.38 responses in the survey results – their responses count more than double. By contrast, Trades was oversampled, so each response from a Trades student counts as 0.56 responses in the survey results – their responses count about half. This serves to adjust for the sampling errors, given that students in different types of programs are different from one another in some systematic ways and give characteristically different types of responses.

Appendix D: "What do you like about the Yukon College Facebook page?"

Pictures and videos:

"pictures of the campus"

"Pictures"

"All of the videos that they post."

"Photos of friends and events that happened – or will happen"

"Image, video, picture of the events"

"I don't look at it much. So I'm not sure. But I see pictures sometimes, which I like to see."

"... And campus photos."

"I do not go on much, however, when I did I could see pictures to show friends."

"pictures"

"Pics of the events"

"... and posting pictures."

"putting great pictures on."

"I like the information & the pictures"

"... and the pictures"

"The pictures"

Events:

"I like seeing updates on upcoming events"

"keeps me updated on upcoming events"

"keeps people updated w/ news/events"

"the events and what is going on with the College"

"I like how it tells you about upcoming events, courses, exams, ect."

"Details on what is happening at College and events for students to look on."

"I'm notified of activities that I haven't heard about."

"- upcoming events ..."

"The events listings and important date reminders. ..."

"... up to date with events"

"updates about the events which happened"

"Lots of info about upcoming college events"

"Lets us know about upcoming events & initiatives"

"News, events"

"knowing events"

"being updated on the events"

"It's always updated, like events, etc."

"updated by events that is happening ..."

"but I would like to know about the events before these are happened."

"The newsfeed they have about upcoming events."

"Current events"

"info on events"

"Updates on events happening"

"updates on current activities going on the college"

"Keeping up on events at the college."

"Events that take place at the college."

"updates on events, information on campus"

"It told me what events took place at the college before I started attending"

"tell u new coarse avent that are happening updates and other great things"

"It's good timely about notification of event and [illegible] thing"

"in the loop, some events posted"

Updates and information

"It is constantly updated"

"see what's happening"

"information"

"The updates."

"I like it because I get the updates about the college right when I open facebook."

"All the updates and announcements"

"Gives updates on what is happening at the college."

"Keeps me informed"

"It's very updating"

"Info regarding what is happening at the college"

"It's informative, in a basic way"

"Provides up to date info about what is going on"

"info to keep up on what is happening ..."

"College updates & information"

"It's where I get updates/news on Yukon College."

"Accurately, I didn't have that before, I just look at it i like it. It can see the information what is happening in the Yukon College."

"I like the updates on whats going on."

Other reasons for liking the page:

"I enjoy the links to articles."

"It keeps me posted on deadlines for applying and important things like that"

"- easy access - understanding easy"

"all the different options, user friendly"

"it exists"

"Well it keeps us updated with the admission date"

"It's a good way to find other students ..."

"... - student job opportunities"

"It's awesome."

"clear, lots of options, easy to understand what they got to offer."

"They give out monthly gift online."

"what is available and how to reach that area."

"courses"

"you can get [illegible] and lets you know about programs."

"moddle site and writing centre"

"seems reasonable"

"I like Yukon College itself so i pressed the like button."

Don't know/not applicable/do not view the page regularly or at all

"I don't usually view it."

"Never been on any Facebook"

"N/A" [x6]

"n/a"

"Don't know just liked it"

"Don't really go on there."

"Never visited the Facebook page and likely won't – I don't use facebook for anything other than occassional messaging"

"I just "liked" it"

"Haven't seen it"

"No comment at this time"

"I have not seen it."

"Nothing."

"didn't know YC was on Facebook"

"Nothing in particular"

"I don't view it that often, only if something significant shows up in my feeds."

"I never accessed the Yukon College facebook page ever"

"I don't have tried & no idea."

"Haven't looked at it – no facebook time."

"I dont have FB"

"I've "liked" it but I rarely look at it."

"Have not seen this pg."

"Never looked at it"

"Don't know"

Appendix E: "How could we improve the Yukon College Facebook page?"

More events; events posted in advance

"Calendar & Events posted ahead of time"

"Posting many kind of event in Yukon College"

"More events, times, etc."

"posting the events early"

"putting events on their"

"Post events on the page so we can be reminded of them"

"More frequent updates on events and programs."

"make events more noticeable"

"updated activity or information in time"

"Maybe add events, stories of student success; (what's happening)"

"More posts on events going on, maybe more tagged photos of friends/people"

Post more frequently

"Post more stuff"

"post more"

"More updates!"

"more updating"

"Post more often. Post more pictures. People on social media like pictures."

"A little more updates and interaction"

"Keep it more up to date"

"it could be updated more frequently"

"More frequent updates"

“More frequent posting”

Other suggestions for improvement

“More useful student info”

“- prizes for people accessing it. – a “Q&A” section addressing common questions/concerns students may have.”

“Add more info about the college.”

“Advertise more programs to get more interest....”

“Get rid of it ... LOL”

“it could maybe be more interactive (reply to comments, online give-aways, etc)”

“less promotional propaganda, more updates about current events and changes”

“Gift Cards”

“In any way that will improve it”

“information for cancelling class”

“- Information about employment opportunities - Entertainment activities such as musical,”

“Better ref/connection 2 YCSU”

“Not sure. I do not use much as I find that some content I already have seen at school or in emails. No need to review it again. New information not found in other sources.”

“more color”

“more bookstore info on books and costs.”

Comments that seem to be about something else

“receiving messages and accessing moodle is so frustrating, it took so long to get my messages that they were no longer relevant. I still can only access them at home, not at all in the college.”

“Moodle is difficult sometimes.”

“Faster internet, better connections.”

“moodle”

Don't know/not applicable/do not view the page regularly or at all

"N/A" [x10]

"n/a"

"I dont have facebook"

"No idea"

"I have never even checked it out. I will have to."

"Not sure" [x2]

"Idk"

"I have no idea."

"Don't use facebook or any other. Computer illiterate."

"Not sure, I've never looked at it."

"I didn't even look on facebook for it, didn't know had a facebook! (If so does it provide easy help if needed & questions be answered if asked?)"

"I have not visited it"

"I haven't visited it yet."

"Haven't actually looked at it yet"

"?"

"haven't seen it"

"Not sure?"

"Haven't seen it"

"have no idea."

"It seems to be good to go. I just don't spend much time on facebook."

"No comment at this time"

"Unclear, need more time to answer."

"I am not on Facebook while Im in school ... so Im not sure."

Appendix F: "What would you like to be able to do with a Yukon College app?"

Academic and course information for current courses (e.g. grades, schedules, assignments and due dates, course materials, class cancellation notices, exam dates, etc.), and academic planning tools (course outlines, available courses and programs, course pre-requisites, schedule planners, etc.)

"Check due dates, schedules, grades and announcements."

"Access course information ..."

"class cancelation information"

"Check my courses and work assignments."

"make own schedule of courses"

" → Check course outlines. → Check grades → Access course materials"

"Check academic information"

"- check schedule - check grades - links to mypearson lab/keyboarding"

"Access course information. ... Create Calendar with homework scheduel."

"Exam and homework due dates"

"Download course attachments."

"If I miss a class or need to know when is my quiz or test if missed cause of sick. Maybe be able to make up it if done that day if its due on the app."

"Schedules, Grades ..."

"I would like to be able to check my courses and academic information when I have no access to Wi-fi."

"- access courses, grades ..."

"Access individual course pages. ..."

"... Exam schedules"

"See my class schedule and plot in my timetable with assignment due dates"

"See academic information related to my profile (similar to Moodle). ..."

"... be able to access courses just like moodle app."

“Search up different courses and course time. See what else is available at the college.”

“look up my homework”

“See home work and course outlines”

“... see what new course I can take”

“... look up courses/prices”

“See academic & course info/dates”

“- Check course information ...”

“information for canceling class.”

“Check grades and course updates (quizzes and such)”

“my assignments and due dates, emails/announcements from classes, lecture videos/presentations, grades, notes.”

“access grades, ... access course materials ex [instructor’s] lectures.”

“... enrolled course information”

“... check my marks & see what classes I can look into.”

*“Look up course outlines, summerized lecture from each day (in case a day is missed).
...”*

“check due dates of assignments”

“Being helpful in looking for information about the course”

“access course info”

“Access course material”

“... - Course schedule w/ contact info”

“Have a schedule – Check to see where classrooms are – See class updates”

“Perhaps look at assignment dates”

“check classes ...”

“schedules, courses & course info. I think putting everything in the app would make it crowded & confusing”

“See my grades, same as at yukoncollege.me ...”

“Access all of my assignments easily”

“course information ...”

“... - check grades – ”

“course outlines and pre-requisites”

“Check class start dates”

“... a providing courses”

“Look up course info ...”

“See my courses and have it lay out pre requisites”

“View my courses to view assignment updates”

“Look at grades and get reminders of assignments.”

“mostly see my grades.”

“check grades, calendar tests, assignment due dates”

“Keep track of homework and course updates”

“keep updated with results & assignments”

“Easily access content. Similar to moodle.”

“... courses, course activities, assignments due”

“access shedules and info about events/tests”

“Assignment due dates!”

“... - See course info/homework”

“... & class use”

“Check grades and course outline”

“Access my course/grades. ...”

“... Could be really helpful if it teachers could use it (make it course specific)”

“know what assignments are due on specific dates”

“I would like to see all the work I need to do within the year”

"- Access my class schedule/have a customizable calendar. ..."

"Check my own classes & Assignments."

"see class schedules"

"Access similar to that of the My YC app – courses – calenders"

"get to my class schedule and updates easily"

"see schedule & room location for my classes & event"

"See courses & course I am registered in. Read docs & submit assignments online."

"Reminders of assignment due dates."

"See courses (grades) and contacts for teachers and other staff."

"course calendar"

"... recieve marks."

"course info, ... marks ..."

"Check schedules. ..."

"Check course info, ... look at other programs"

"Access class materials"

"program courses"

"find out about courses & programs offered"

"Check Calendar & Courses info."

"up to date activitys going on for courses and what not."

"keep updated with the classes available"

"View course load, availability of various courses"

"videos or powerpoint presentations you can access if you are enrolled for a certain course"

"Mainly be able to check grades, and assignments on the go. ..."

"... and assignments"

"view academic and course information"

“See course information ...”

“... access course information”

“... Create schedule mock-ups: what your schedule would look like were you to enroll in these classes.”

Communication tools

“... and be able to email instructors.”

“... Chat with fellow students. ...”

“access easy communication with teachers on my phone. ...”

“Communicate with other Yukon College students. A chat room where housing residents could get ahold of each other would be nice.”

“... message students or teachers.”

“I’d love emails, live posts, etc. ...”

“Connect with instructors and maybe students”

“... - Email access”

“... - Internet access (student email)”

“Communicate with other students maybe?”

“... receive emails from teachers”

“... email teachers ...”

“... school email ...”

“... Message teacher.”

“... and our YC email.”

“... check college email”

“... & email”

“Check student mail ...”

“Check emails.”

“Contact students easier – projects”

“Quick communication with teachers (ie. class room changes or cancellations etc.)”

“Send messages directly to instructors/staff.”

“... Maybe a chat area with teachers”

“mail ...”

“... use emailing.”

Campus life information, e.g. events, activities, volunteer and job opportunities, etc.

“... and Events.”

“... see new job postings, volunteer opportunities, campus activities”

“More reliable information of campus events/calendar.”

“... Also see events that are taking place on campus.”

“... registering for gym sports, etc.”

“See activities/presentations in pit coming up b/c I don't use my school email very much.”

“To know when events are being held as well as volunteer opportunities and a school calendar.”

“- campus activities - volunteer opportunities - access to groups”

“Get recent updates about what's going on in the campus”

“Be more involved with the schools activities.”

“see jobs & volunteer possibilities”

“See campus events. View posts directly made my Student Union”

“... campus life activities, volunteer”

“Track noon-hour activities easily. The current calendar is not very accessible.”

“... campus activities and volunteer opportunities”

“I would like to be able to view more volunteer opportunities at the school”

“Sign up for activities. ...”

“engage in volunteer work. ...”

“updates on events ...”

“... Access to events.”

“would be good way to see events & things going on. ...”

“Calendar updates and campus activities”

“Find out activities going on at the college.”

“College fun stuff ...”

“- What is going on during lunch time”

“... Event updates ...”

“activities”

“what is going on at yukon college after hours”

“volunteer opportunities, the student Union and calendar updates”

“... event planner ...”

“Event calendar ...”

“... Sport opportunities. ...”

“Look at job postings at the college”

Perform transactions such as application, registration, payment, requesting transcripts, etc.

“Apply online to courses”

“apply for courses” [x2]

“Apply for school ...”

“... register for classes online”

“register online for courses”

“... - register for courses”

“Pay bills ...”

"... Pay rent."

"send transcripts or print transcripts"

"... Transcripts"

Access Moodle

"Check moodle ..."

"check Moodle ..."

"... - Moodle access ..."

"- Moodle access ..."

"get onto moodle ..."

"... manage moodle account ... (UNABLE TO SEND/RECEIVE MOODLE MESSAGES ON MOBILE PHONE!! SUCKS)"

"... moodle ..."

"Access moogle"

"simplify access to Moodle"

"check moodle"

"access yukoncollege.me ..."

"connect to moodle"

"maybe a direct way to go on your moodle"

"Access moodle ..."

"access moodle"

Important dates, calendars generally

"calender"

"Important dates ..."

"... - Calendar ..."

"- see a calendar of all the Yukon College dates ..."

"access imp. dates"

Cafeteria menu

"Lunch menus. ..."

"... Maybe see the cafeteria food of the day"

"Know what the daily lunch specials are ..."

"... cafeteria menu ..."

"Everything listed"

"everything listed already"

"Everything you just mentioned"

"everything"

"All of the above."

"Everything listed above."

"Access all these mentioned features"

"Everything mentioned"

"Everything listed in #9"

Other suggestions

"Contact info for instructors, Room #s ..."

"College news ..."

"check stuff"

"Find tutors"

"... - Post complaints of advice to student union"

"access library articles ..."

“set reminders about events or deadlines for say scholarships”

“Access school information”

“Easy Access log in ...”

“... Possibly a buy and sell for used books?”

“Anything we can do on Moodle ...”

“E-class ...”

“Everything that My YC can do”

“- sign in to personal account ...”

“... - access videos & podcasts of special lectures, seminars, brown-bag lunch speakers series, etc.”

“Bus schedule ...”

“follow campus updates”

“... book appointment w/ writing centre, counselor, academic advisor,”

“- Set my schedule - Have a dayplanner w/ reminders ...”

“Be up to date on the go!”

“access to all @ Yukon College”

“everything being on one app”

“... & U of A Eclass”

“... - a “scan code” accessing any/all available discounts for services/goods to students in the community.”

“Access contact info, hours, make appointments.”

“... be able to use it instead of moodle for some stuff.”

“Accessible”

“... hours of services ...”

“... College updates ...”

“LEARN”

“... access online courses ...”

"Be able to have everything in one spot, instead of having to go on Moodle, College email, MyLab. Having to remember all the passwords and emails, plus my personal email, etc. does get a bit confusing."

"... Have all the information on one site, rather than 2 or 3."

"- Have it not be mandatory to use like Moodle (which I dislike)"

"It would be easier to access the college page w/out having to go to the browser then enter in all the passwords for My YC."

"Have an access library. ..."

"... Updates."

Other comments

"Don't have any app"

"?"

"Not sure"

"why not improve the website to be the same"

"N/A" [x2]

"I'd rather the focus be on connectivity issues already at College."

"Don't know"

"I don't feel like I need an app because there isn't info that I need to check regularly/quickly other than what I am accessing when I do my school work, in which case I would be on my computer."

"That will be very handy for students."

"No comment"

"access it easily from my smart phone at all times it would be extremely convenient"

"All students here study a short term course. So we use only during academic year."

"not sure"

"I have no need for one."

"never thought about it"

“No idea”

“I already use my cell phone to access moodle & my e-mail account.”

“Not interested”

“Idk”

“I don’t know”

Appendix G: "What do you like about yukoncollege.me/Moodle?"

Easy to use; has everything in one place; good layout; organized

"straight forward, has everything"

"I like how you're able to access whatever info you need about a course ..."

"it's an easy way to access all course information ..."

"Every course is easily accessible"

"Easy to Access"

"Handy, helpful"

"Easy to navigate"

"Easy to use and access."

"I like that I can access everything I need for 2 of my 4 classes, as long as I can sign in and as long as things have loaded in time."

"- Organizes important class information to one page. ..."

"Easy to navigate and login"

"fairly easy to use - graphicly appealing (good aesthetics)"

"... It's a helpful organizational tool."

"- Easy access on to the courses. ..."

"Its everything you need"

"easy access to course info"

"That it is relatively easy to use."

"- Easy to use ..."

"... Easy to navigate."

"Easy to see course content. Layout is nice and accessible."

"- everything in one place for class work"

"Its easy to use and its convenient."

"- It's a consolidated way to access my courses. ..."

"easy to access all my classes"

"It's fairly easy to use, and helps keep on track of a heavy course load"

"Easy userface."

"everything is there ..."

"Easy to log in, Moodle is also very easy to find what you are looking for"

"Easy to use"

"fairly well organized"

"When well organized is very easy to read ie my ... [one specific course]"

"It's organized"

"Brocken out by course and class ..."

"More info on courses, easier to access."

"fast, well laid out"

"Access to course material in a single website"

"It display all course & has organized content"

"I can find my class very easily"

"Easy to connect my course information."

"Easy to use ..."

"It's a little easier to use than what we did last year with MyYC."

"easily navigable ..."

"More user friendly than the old myyc interface."

"easy access ..."

"Its pretty organised"

"... - organized ..."

"- easy to use ..."

"- all info is there - staying on track while @ home."

"easy to use"

"The organization of classes"

"user friendly, easy to understand"

"easy access, very informative"

"Transparent, easy to use"

"Better layout"

"Easy to navigate, once I knew how. ..."

"Easy to use"

"the organization of pages"

"Fast access to lots of information"

"All course content is organized"

"Easy to use."

"easy to use"

"I like the fact that for online course everything is accessible. It is pretty user friendly once you get used to it."

"The easy access to the courses"

"Easy to access. Remembers my name and password don't have to key in each time."

"Easier than last site offered last year. ..."

"New outline design is less cluttered. ☺"

"After accessing, it is in a very simple format that easy to navigate."

"easy access"

"More efficient"

"The lay out."

"It's simple and easy to use. The things we need to do during the week for the course is well defined & detailed."

"everything is there and easy to find."

"I like the new moodle easy to use and find the course information ..."

"Everything is in one place and is organized"

Access to course materials, such as assignments, lectures, readings, handouts, syllabi, etc.

"I like having access to course info, materials ..."

"Being able to have my work and classes together and checked what needs to be handed in. Also I can do my assignments online, depending on the course."

"... hand in assignments ..."

"... and submitting assignments online."

"I can see the assignments that are due and submit them"

"It has the courses and information I need for homework"

"I like how most of the course material is displayed."

"→ Lecture presentations are updated"

"I like about yukoncollege.me/Moodle, is the ability to check my classes and so I can get the lectures I am being taught before class."

"... - lectures & notes posted"

"- obtain class notes ..."

"... and notes that were discussed in class. ..."

"can access homework and notes online"

"Its hand to see slides from class and the home work if missed"

"It's great to be able to access my courses and syllabuses ..."

"That all course content is kept up to date"

"The syllabus for each course is on it, I can see past and present assignments ..."

"... and access school work."

"efficient for homework."

"I can access to homework and other presentation in class"

“Easy access to course info and assignments”

“I like that I have all assignments, notes, lectures, and presentations available to me. ...”

“most of my course materials can be found online ...”

“you can use moodle in class, the instructors can upload information”

“The teachers use it more, and all of our assignments are online.”

“My class handouts are always available on moodle – if I lose them I can always go online and print another.”

“Shows all my homework for most part”

“Assignments & Lectures posted”

“I have access to all the notes from one course.”

“able to access content that instructors post”

“I can see all my course material”

“... -- contains assignments ...”

“- Easy to electronically hand in homework”

“... - access to assignments & subjects - easy assignments submitted ...”

“I can view my courses and assignments”

“That I can see assignments due ...”

“Can keep track of assignments”

“... email my assignments”

“Seeing my homework posted ...”

“access to class power point slides”

“- That teachers are able to post articles, assignments, other info (class presentations)”

“most of the teachers post stuff from class so we can go over it later and take notes if we didn't have time to in class.”

“- Class slides being posted - Reading posted articles from my instructors - Access to my syllabus”

“I like it because I can see all my courses, ... videos & assignments.”

"keep me updated on my class if I missed"

"- Course lectures are saved in Moodle ..."

"Review the Power Point online. Watch videos that my instructors posted."

"All of my ppt is here from lectures & ease of access to various links & sites from lecture are here including other documents necessary"

"all documents are there (pdf, ppt, assignments, readings ...)"

"... Like being able to access readings & assignments online."

"I can look up things that our instructor posted"

"I like being able to keep up with Assignments ..."

"The fact that I can access teachers postings/videos and power points."

"I like that I can check the syllabus for class to ensure nothing has changed since the printout. If it has changed, I am more likely to be prepared."

"All handouts/course outlines in one place."

"- Post from teachers - Video - lectures ..."

"It is a very useful in the homework assignments, readings, etc. It takes a but to get used to but once you use it a couple of times its helpful."

"my course is on the moodle site and I like at I can print of powerpoint for the class"

"As a distance student, I like how my instructor can place all my course documents in files for each class."

"... - find my assignments there"

"... - most assignments are posted there, don't have to worry about losing them"

Access to grades:

"... and grades."

"I can view my grades ..."

"... and grades if they are posted. ..."

"... - marks"

"The idea of access to grades at your leisure is nice ..."

"I can look at my grades per class/course"

"... & grading."

"- I can get my grades there ..."

"... grades"

"... grades ..."

"... - Grades"

"look up grades"

"... see some of our marks ..."

Communication tools, updates from instructors

"... chat, everything"

"... and receive updates from teachers"

"- interacting with instructor ..."

"... - communicate with instructors, they with us"

"... - Able to access/send messages to staff/students"

"... and my teachers can contact me"

"- being able to easily contact teachers ..."

"... - It allows easy communication between teacher/student"

"... - communication with instructors is easy."

"... has course announcements, and stuff like that."

"... notices"

"updates about assignments"

"... - Post forum"

"... makes contacting instructors simple"

"Receiving and being in contact with teachers."

"... update info and communication about the courses ..."

"... and contact teachers and students."

"... - interaction w/ teachers"

See due dates, test dates, and calendars

"... - Warnings of upcoming assignments, tests, etc."

"It has due dates ..."

"... - shows a calendar which is very helpful for assignments."

"... like the visual reminders/schedule on the home page."

"... calender"

"Tells me when assignments are due. Although only one of my classes uses it."

"... assignment due dates ..."

"can see all your courses and the calendar highlights your due dates"

"knowing what I assignments/readings are due."

Courses and course information generally

"My courses"

"Course info"

"... - Contains important course details ..."

"Lists all my courses"

"- access to courses ..."

"Course info."

Other "likes"

"Its open to everyone, that wants a trade or degree."

"everything"

"gives me information on what I missed"

"Its primary based on course/class work. [One] teacher uses it regularly."

"Has lots of information on my program ..."

"Its an option for those who are in communities to access courses. Especially if you work full time, are a single parent, or don't have time to attend classes twice a week "in class"."

"- there's an app ..."

"- That I can learn & achieve my goals on my own schedule"

"I like that I can log on and do my work wherever and whenever I want."

"... take online class."

"- very much"

"Is better than it was before"

"It's better than MyYC."

"school stuff"

"... And that some tests were through moodle which was cool."

"- Can see whats happening in our next class ..."

"keeps me up to date with my classes"

"It makes my online courses so much easier than last semester!"

"update on the topics & current discussions"

"... I like that I get e-mails when I have a feedback."

"I like doing tests & practise tests for my course. Easy & shows mark right away"

"Where I could practice my tests."

"I like that I can do my practice test on moodle."

"It's an alright way to study and take practice tests for this Peticuler Course"

"There are many great features."

"I like all of it."

"I like to be able to pay course fee online."

"It is perfect"

"Pay my rent"

Criticisms and complaints

"I wish it work all the time"

"NOTHING!!!"

"could not access moodle"

"The technical difficulties are frustrating. ..."

"Start up was ridiculous. No help for login etc."

"I liked the older system"

"I don't like it, it is hit and miss with being able to get on it. Complications started w/ the beginning of the semester"

"Not much"

"nothing really."

"I prefer to use MyU."

"nothing" [x2]

"Nothing. Because of this communication, especially because of complications signing on, I was falling behind in my ... classes. I had to reduce my course load ..., requiring to sacrifice 50% charge, which was a loss I could not afford!"

"- Haven't used it often enough to ascertain, still not used to it yet, and find it somewhat confusing to use"

"never tried heard it not good."

"... however it is difficult to navigate"

"Not much."

"It is terrible"

"not much of it. Hard to navigate at times."

"... but I don't like have to open another website to check my Email."

"I prefer MyYC to Moodle"

Other comments

"N/A" [x9]

"Not sure haven't used it enough"

"add master student infor—"

"Don't know" [x2]

"no comment"

"?"

"moodle is fine but not the greatest."

"Compared to last year using the MyYC, I feel it's the same."

"I have not used it enough to like/or dislike"

"it's there and required for courses"

"It's OK."

"Haven't used it enough"

"Yes."

"I don't see a big difference from the last one (My YC)"

"ok"

"Don't log on enough to like"

"We get all our infor classes, but I am not a good computer user."

"Not much – The course list set up is OK"

"Its alright."

"0, hardly use it"

"I don't really have a use for it in my program."

"I don't know"

"Is that the WiFi?"

“never used”

“It definitely is interesting. A bit confusing at first...but once I used it more, I became familiar with it.”

Appendix H: "What suggestions do you have to improve yukoncollege.me/Moodle?"

Be able to access Yukon College email within Moodle

"It should be somehow directly linked by account to the office 360 e-mail which students are supposed to use."

"Include link for student email"

"Add email"

"linked with e-mail"

"It would be nice to have access to email through Moodle instead of a separate website and account."

"Have our yukon college emails available through moodle"

"- Email directly linked ..."

"I wish I didn't have to check my email separately."

"Have our email directly linked to Moodle. Having to go elsewhere discourages me from checking it."

"... College email is separate so have to sign in to several pages. ..."

"... If possible to integrate the Moodle site & the college e-mail. So it's all in one place. More convinient."

"incorporate moodle with our primary student email account"

"... Email is not linked ☹ Makes more work for students. ..."

"Have e-mail address incorporated into moodle as opposed to office 365. It would save time."

"... wish it connected directly with our yukon college email"

"Connect email to yukoncollege.me/moodle."

Simplify the login process

"easier access"

"Make Username changeable for easier log-in."

“... not logging out every time”

“shorter sign in names”

“Why do I need @yukoncollege.yk.ca can't I just have normal login”

*“auto log in on Lab computers, log in without having 2 type out
“@yukoncollege.yk.ca””*

*“at sign in, have a function to automatically add “@yukoncollege.yk.ca” to the end of
your name”*

“shorter username”

“Make my access name 50% shorter. ...”

“shorter username to login”

“auto-login”

“make it easier to log in to.”

“make it easier to log in”

“not having to include @yukoncollege.yk.ca in userid when logging in”

“keep me logged in (not have to re-put password every single time!)”

“Easier logon application, can start @ home 0 have to go to YC. Shorter username”

“faster login”

“password changes to what student wants.”

*“Login instructions are confusing... We should be able to change our password using a
secret question... If we put wrong password in, we need to get a hold of IT person to fix it
.... It's frustrating... Can't get a hold of someone sometimes.”*

**Instructors making full use of Moodle, understanding how to use it, and using it
consistently**

*“Make sure all instructors have more training than requisite 3 hours – it is hard to use if
the instructor is not using”*

“Instructors were confused and it showed”

“- assist teachers in how to use it so that all my teachers will use it.”

“Instructors need to make it worthwhile. There is not a lot on my Moodle right now, nothing more than MyYC last year.”

“If all instructors used it.”

“... Not all instructors use moodle”

“If all teachers would update marks once assignments have been computed”

“Posting Guidelines so every class doesn’t organize moodle differently”

“That all teachers use it.”

“All teachers use the grading system. All teacher posting assignments. Maybe if teachers recorded their class lesson and posted it.”

“- teachers stay on it. Some teachers have nothing in there.”

“More teachers need to upload more”

“all teachers should participate in using it.”

“- None of my teachers have responded to a single one of my messages all semester.”

“... - some consistency in how instructors use it – ie one teacher emails info, another uses latest announcements.”

“Please continue helping the teachers learn how to use it. Many issues there.”

“teacher friendly”

Instructors making more use of features such as posting grades, lecture videos, etc.

“- include grades for classes ...”

“Show our grades”

“put grades on ...”

“access to grades”

“- Grades would be nice to see ...”

“show our marks online. ...”

“- video lecture should be posted on Moodle. – Room Chatting”

“My grades and test results available there. Currently it’s not”

“Have it updated with the days assignments, videos, etc. Keep it current and have most of the classroom readings, presentations etc. on a timely basis. I mean have all the classroom documents for the day of the class on there before the class starts. Might be impossible but every little piece helps.”

Improvements to layout, navigation, ease of use, and user-friendliness

“Better site layout, if possible ...”

“Difficult to navigate. Soft Chalk has a shitty interface and is confusing. ...”

“More user friendly”

“- layout is confusing, especially for classes”

“graphically showing how to use”

“Improve navigation ...”

“Make it easier to find grades”

“Make it easier to use for students that are new to computers.”

“↑ These features are hard to navigate”

“No dates for teach uploaded content. Makes it hard to keep track of new stuff. ... Overall it is not simple & it is frustrating when I cannot find Posts.”

“make the web page more concise. feel confused w/ too many little clicks.”

“make it more simple and user friendly for those who aren't used to computers.”

“- Offer a “beginners seminar” to help new users find their way around ...”

“It can be a little overwhelming. I'm not even sure how to fix that.”

“The layout is not that appealing ...”

“make it more user friendly and faster”

“It's a little hard to find things sometimes – I find myself looking in several places before I find what I'm looking for.”

Resolve glitches that affect access and reliability

“Make sure the system doesn't go down so often and at inconvenient times.”

“get the kinks worked out so it doesn't stop working”

“make it actually run.”

“It took about 3 weeks to get my account up and running. It would have been great to be able to access class files before then. It was also added stress to have to go to IT several times to get my account running.”

“Reliability”

“I was without access for the first 3 weeks of the year due to school issues.”

“things posted disappear and its unreliable”

“Easier access – my login doesn’t work on and off”

“... and it was truly painful getting my account set up. There were way too many complications ...”

“I had a hard time registering and logging into my courses and program. The registration took a long time and I had to call many times to ask about the course and program. It took a long time to access the website with the correct password as well.”

Customizable or reduced list of courses

“- Combine “smaller classes” (i.e. WHMIS, CPR, TDG, etc.) into “one class” → takes up too much room on my Moodle homepage”

“more personalization, classes which I do not frequently use in moodle are at the top. I wish I could reorganize to display my frequently “moodled” courses.”

“Better organization – many courses listed are not used at all.”

“Duplicate listings of courses removed & remove non-academic courses, as well as from the previous year.”

Other suggestions

“Upgrading and fixing the Moodle app.”

“Able to access banner through Moodle, persolaize homework calender”

“Ability to see other coursework material that we are not registered in”

“Keep it all in one place. Make messages automatic. There seems to be a glitch where I don’t receive my messages except on my own laptop. There isn’t any use for other links scattering info.”

“... - have set up before classes begin!”

“- a time table option - exam schedule”

“put a pub in it.”

“Master Student”

“needs more info”

“→ more social aps, other community based info.”

“... - One stop shop – email, transcripts, library resources”

“... messaging needs to be improved”

“Not sure, its so new so haven’t used it too much. Maybe having “moodle” name attached to yukoncollege.me on main YC webpage b/c it took a while for students in my classes to know .me = moodle. Wasn’t made clear.”

“... - Messaging needs improvement”

“transcript”

“have information from previous course – all classes use it”

“have the log in in the middle of the screen as it is hard to see in the far right corner.”

“In house/in campus website hosting, that enhances speed of the portal”

“... Do away with all the pointless pics.”

“I want to see all announcement in one page (about my classes)”

“It’s a bit hard to read long instructor comments on the mark breakdowns. It breaks up words randomly.”

“Providing more courses”

“An evident way to look at all your grades. (your transcript) If this exists it is well hidden.”

“An App! haha with push notifications like a reminder on your calendar.”

“Better explanation of grades.”

“Make it an app.”

“I would like to be able to transfer emails to our personal email”

“I don’t want to be shown my name and course information that I am taking by other students.”

“easy access to classes ex. linked to access video conference. Share videos.”

“More space to upload. Being able to upload more than 4 files at a time. ...”

“Make it easier to find on the website.”

“To identify when an instructor posted document. It is not easy to find which document is newly posted.”

“updated it from time to time”

“Score receipt window does not disappear, one has to always go to “My Courses” instead of staying in the course.”

“When a teacher posts in my courses I would like an email notification.”

“to have it at the jail.”

No changes needed

“None” [x4]

“None. Good how it is.”

“None at the moment.”

“none” [x4]

“Its already pretty decent.”

“Nothing” [x2]

“It works fine, leave it”

“None.”

“—No”

“It’s good to go.”

“its fine”

“Keep it up!”

“Nothing it is simple & sweet”

“none, good as is”

“don’t have any”

“nothing really”

“No suggestions”

“None for me its perfect.”

“None right now, seems to be working out fine”

Other comments

“N/A” [x15]

“N/a”

“no comment”

“No comment”

“Not sure haven’t used it enough”

“used once”

“?” [x3]

“Not sure?”

“Don’t know” [x2]

“I don’t know.”

“- don’t require us to use yukoncollege.yk.ca email – let us use our own email. There is too much going on and to follow because things are spread out & more complicated than need be. – don’t like dependence on moodle & office 123”

“I have found that my class doesn’t require me to use it, so I haven’t for the most part. I have ... on-line classes that require different log-in info on a separate website, so it’s a bit hard to keep track of all the places I have to check. Simplify.”

“bring back MyYC”

“I live outside of town and do not have an option of getting internet hookup. This is a huge pain, having to stay at college for several hours longer than I would if I had internet at home. This electronic communication is reducing my success.”

“- Wondering what the advantages of this new system are, & wondering why it is replacing what seemed like a perfectly find previous system (i.e. – My YC, Banner, etc.)”

“”

“don’t use it”

“- As useful as it is, to not rely on it so much. If I don’t have internet/it’s not working I’m not able to do my homework.”

“I wouldn’t know, technology is not my forté.”

“No idea”

“0, hardly use it”

“↑”

Appendix I: "What suggestions do you have to improve the main Yukon College website at yukoncollege.yk.ca?"

Course and program information more detailed and/or easier to locate

"The directory is sometimes a bit confusing ie: looking for programs and courses is too complicated and doesn't give enough information."

"make the course dates easier to find or put directly in course outline"

"easier access to course dates."

"needs to be complete, more course details"

"- I would like to see syllabuses for upcoming courses"

"up date course information"

"the course days/times were a little all over the place to find"

"There is a lot to change. Especially course schedule and it's pre-requisites."

"more specific information about overall trade streams"

"Listing of current or new courses as it relates to program and or options for electives with schedules to see if it could fit w/ core schedules."

"More details in terms of programs would be good/Transferability of courses to other University"

"... - Course descriptions for Online Learning need to clarify the need for weekly scheduled meetings when applicable. Several of my class signed up thinking it was independant study."

"Maybe, some way of knowing how many courses we need/left in our program..advisors aren't also clear. If there was a list saying what we did/need to take"

Improvements to navigation, layout, and user-friendliness

"easier directory in order to easily find contact numbers and emails"

"Make the website more beautiful and easy to access"

"Better site layout, find things easier"

"Links in upper right corner should be larger. All electives should be listed on one page or link."

"A bit more user friendly, sometimes it's hard to navigate."

"New layout"

"easier to navigate"

"Maybe bigger images/font?"

"- top navigation bar always disappears when the web window is made smaller. Difficult to get to moodle link on a phone."

"Too much featured info. A simpler, clearer main page would be nice."

"- clearer - More simple to find on information about courses, dates, how to apply ..."

"... make it easier to scroll through it ..."

"make it more of a friendly user cite."

"confusing → make less confusing. ..."

"easier navigation"

"More user friendly to find things"

"Too many things everywhere on website, messy, hard to find information I'm looking for."

"It is sometimes hard to navigate. Add more imbedded links. ie highlighted words you can click to [illegible] to another part of the website."

Keep updated, and/or remove obsolete information

"- Update more frequently"

"update constantly"

"More updates! Pictures on whats going on."

"You could put different pictures up weekly"

"- Keep it updated re current & future campus events ..."

"keep updating"

"I found when I was looking into going to school a lot of info wasn't updated and had to come to school in person"

“Take out the stuff that is obsolete out of the main menu bar.”

“remove the old login info”

Post exam schedule where it can easily be found

“- exam schedule calendars”

“Post information that actual student attending the College want to know. – information like exam schedules is hard to find - locate on main page”

“Have the exam schedule easier to find”

Other suggestions for the website

“It should be clearer how to get transcripts.”

“directions to all activities in Yukon College.”

“It doesn’t even load half the time. I try on multiple computers but still won’t load.”

“easier directory for library use”

“- We should launch Search Engine Optimization on Yukon College target on Aboriginal Student & international student.”

“fees posted”

“YCSU info”

“Better Calendar & Events. I want to tutor who do I contact?”

“animatic gifs”

“YC needs to be billed as a destination opposed to a stepping stone”

““predictive text” for address section”

“easier access to library journals at home”

“Not as easy to see the log in for yukoncollege.yk.me and the login for that after.”

No suggestions/good as is

“Nothing I can think of.”

“None.” [x5]

"none" [x3]

"None" [x6]

"don't have any"

"looks great"

"not really"

"none – easy to use"

"No. All is good there."

"I find it fairly user-friendly."

"Nothing" [x3]

"Yukon College website is good."

"good to go as well"

"... - It's pretty good the way it is"

"Main page is fine."

"good as is"

"nothing" [x2]

"No"

"nil"

"No suggestions"

"I think it is easy to use already. 😊"

Comments that appear to refer to something other than the main Yukon College website

"make it better, faster, post grades"

"Need more up to date cookbooks in Library for Culinary Students."

"should have an app and have full-time course for this course"

"Maybe we could write the placement test online and check to see where we are at when it comes to upgrading our academics"

"shorten log-in"

"Add uploaded dates to powerpoints/Articles. link Email w/ moodle. NOT have hidden content."

"- Too many bugs with Fuze = wasted time ..."

"- FUZE IS AWFUL!!"

"Make it easier access at home. Some of the computers in the library aren't allowing certain things – no Finish button on the Quiz"

"I wish the Moodle page was directly linked to my yukon college email so I don't have to sign into two different things."

"everybody uses powerpt in my classes, can get boring. I think more teachers should start recording their lectures like [one particular instructor] and putting it on moodle."

"Merge fully My YC & Moodle."

"easier access to my moodle & it think on our main page it should pop up when there's a test within each class or Quiz & Reminders of Due & when (all course combined on one calendar)"

"We need better internet connection at the college. Sometimes takes 10 min loading before you can do anything."

"- work on before classes begin - better integrate email"

"Last year I had to learn MyYC, now a new LMS."

"Need to give my student ID # I don't even know what that is."

Other comments

"N/A" [x18]

"None, cause I didn't use it yet."

"only used once"

"Not sure?"

"?" [x3]

"Don't know"

“↑” [x2]

“N/a”

“I don’t use it”

“no clue.”

“n/a”

“No comment”

“I rarely use the site.”

“”

“- I don’t generally use this site.”

“No idea”

“0, hardly use it”

“Not sure.”

“I don’t use the site very much. So I would not know.”

Appendix J: "What kinds of technologies could we be using more of in your courses, or at the College generally?"

Smart boards

"Smart boards" [x3]

"- The smart boards are really awesome!"

"Smart boards are nicer than chalk"

"fix the smart board in this classroom. They are great if they work."

"Smart Screen"

"Smart Board is great if the instructors know how to use it."

"- Smart Boards ..."

"Have never seen a smart board put into use."

"Smart board"

"- Smart board ..."

Tablets

"Ipads/tablets ..."

"More activities on tablets, for Example Kahoot it."

"I pads"

"I Pads"

"ipads ..."

"... Touch screen, Ipads vs. paper ect.."

"Ipad"

"Tablet ..."

"- Courses taught on tablet ..."

"... - Tablets for student use."

"Ipad apps w/ course material."

"ipads" [x2]

Lecture capture

"Recorded classes so student can listen to it later"

"... - Wireless audio streaming to record the lecture"

"Recordings (At least audio)."

"record all lectures for playback at students convenience. ..."

"Class Recordings if you missed a lesson."

"More class recordings as 0 all classes have this. Is easy to keep up when class is missed. ..."

Online tests and practice exams

"In this course student issued ipads so we could be doing tests online instead of out of the book."

"comp for tests more often"

"More online multiple choice exams at home"

"Online quizzex? Most textbook websites don't seem to have working quizzes"

"Online text books"

"online/digital "Practice" exams."

Laptops

"A mixture of laptops and paper. It's 2015 and out in the real world, we need to know how to do our work on both paper and computers/laptops."

"... and laptops"

"... laptops,"

"Lap top"

"Laptop"

Computers generally

"Computers ..."

"computer"

"Computers."

"... and desktop computer"

"Computers" [x2]

Functionality that exists in Moodle, such as posting grades and due dates

"MOODLE"

"Moodle like my 5 classes Im so busy I would like a reminder daily on test, quiz, assignments due NOT to have to look on every different course outline. Combine all"

"having due dates for assignments updated to an online site would be useful ..."

"It would be useful if instructors actually used the online portion to post marks."

"having all teachers post grades online"

Tools (e.g. for trades)

"carpentry tools et"

"... Carpentry tools"

"carpentry tools"

"Tools"

"tools"

"Auto dimming welding helmets. just kidding."

"more power drills"

Improved internet connectivity/Wifi

"... Functional wireless network."

“Better internet technology, because the extremely poor quality internet often inhibits efficient and timely homework and assignment schedules. I cannot count the number of times I have had to use public internet downtown because the YC internet was not working.”

“Strong Wifi,”

“Better internet connection!”

“Better internet.”

“STRONGER, FASTER INTERNET (pressure on Northwestel!)”

“- Faster internet ...”

Other criticisms of existing technologies at Yukon College

“I have heard many complaints about the smart projector regarding its contrast resolution”

“Learn to implement the ones you have already.”

“school computers are too slow”

“Functional PA system. ...”

“- faster login time to the computers at the school. ...”

“Faster computers, faster computers, faster computers!”

“update College computers instead of having to shut down to log out and wait 15 mins for it to turn on as well.”

“→ sharepoint is a fail; never got it to work for me & NO good support from college staff. → I have used sharepoint extensively in the past but no help from college on their site”

“Make sure instructors know how to use all technologies such as SMART Boards, etc.”

“The plotter printer staff need to learn how to use it so they can show others. It shouldn't take 5 people + 1.5 hrs to print a poster!”

“... - bigger projection screens”

“The calendar for student life, activities, Learning Centre activities should be easy to find and totally up to date.”

“More training/familiarization for instructors to avoid delay of classes.”

“better computer @ library”

“more advance that won’t take me forever of waiting”

Other suggestions for technologies to use more of at the College

*“[One specific course] = excel program for ease, use of keyboard for inputing #s.
[Another specific course] = online educational gaming, note taking [Third specific course] = online gaming, use of keyboard for inputing #s”*

“ → Anything that can be borrowed. For example, to the students that don’t have gadget.”

“Phone apps.”

“graphing on the computer”

“Video ...”

“Powerpoint seems to work well. Can’t think of anything else right now.”

“digital notes”

“WHITEBOARDS”

“More with the internet but in combination with feild and classroom work”

“... Multiple screens in MMC labs.”

“... - More handouts and material. –”

“- Color Printers ...”

“online registration”

“Online text books”

“More Apple products! PC is terrible! ☺”

“more updated trave videos”

“Some kind of digital attendance so students don’t have to go sign in on fridays to keep getting STA to prove they are still in classes.”

“printing & 3D generation”

“Google Docs.”

“Office 365 has many features but is still new to many people. There should be basic training on this too. The ability to share/docs in progress is a great tool.”

“email would be good.”

“it would be helpful for me if instructors at YC could convert my assignments that are done in the pages Apple program to word & open it. I have to PDF it at work & send in.”

“Maybe SMS for mass announcements/emergencies?”

“... - Computer course to practice technology”

“not sure – computers in class for recipes.”

“Wireless printing”

“Online classes”

“Virtual courses w/ other universities”

“Better cameras so we can see the class more clearly or at least position them so we can see who is speaking in the classroom, so we can put the voice to the face”

“downloading”

“Facetime and apps”

“a proton accelerator would be much appreciated.”

“More courses”

“On the Job training for some courses ex. carpenter, Electricians, and many others that people would prefer: on the job training”

“everything.”

“Heated seats just joking.”

“None. It’s fine the way it is. (Maybe a digital library)”

“I don’t find it to be lacking. It would be nice to be able to register for courses on-line (without having to come in to the college).”

“videos, online portions”

“... - Larger database to gather data.”

“... - Quieter Library!!”

“... Online databank of journal articles like Egan at UAS.”

No more technology needed

"None" [x4]

"None, cause I think the current technology of the College is still good."

"- I prefer chalkboard/discussion the best, so no suggestions."

"None. Right amount of technology is being used."

"Not sure, it's been good so far."

"none" [x2]

"We don't really use much technology in [this trades] class."

"Good as is"

"Technology makes some course work more difficult"

"- level of class technology seems fine"

"Can't think of any"

"We're already using computers, do we need anything else?"

"Nothing" [x2]

"I think good amount currently"

"ur doing good yukon college"

"I think it is well balanced"

"good to go"

"less, if I wanted less class time I would do correspondence"

"less would be nice. Technologies are useful, but face to face and classroom communication is better."

"overhead projectors are sometimes fine if that's what an instructor is comfortable using"

"None – more than enough now."

"0 more technologies"

"- Technology for my course seems to be reasonably advanced"

“None at the moment.”

“In our particular course we seem fine just having the practical work for 98% of our class time.”

“good as is”

“Don’t really need technology much just computers for research maybe but really take a course textbook and study that.”

“I like studying on paper...”

“very happy with a pen and paper”

“less technologies – more paper!”

“I think the way it is now is good. Easily accessible for all. Not too much technology use is good at least for me.”

“Nothing I can think of...”

“I think the technology use is fine where it’s at.”

“less tech! I enrolled in FT studies for F2F experience, students shouldn’t be forced to print off own assignments/participate in online components on top of attending class regularly!”

Other comments

“not sure”

“N/A” [x7]

“don’t know” [x2]

“IDK”

“?” [x2]

“Not sure. I’m pretty much basic. This is why I am here to learn more.”

“no comment”

“Not sure?”

“No comment”

“Not sure” [x2]

“for trades not much. for other classes who knows.”

“I’m not sure only been in one course.”

“not sure.”

“I don’t know yo.”

“Not sure.”

“Not sure, whatever would fit into the class/course.”

“I’m not sure.”

Appendix K: "Are there any technologies you wish you didn't have to deal with at Yukon College? Please tell us what's wrong:"

Slow computers/slow start-up of computers in labs and library

"The computers are generally very slow starting up which ends up wasting a lot of time."

"the slow computers in the library & labs"

"The slow sloooooooooooooow slow slow computers at the library. First world problem though, as they're really not that terrible, just frustrating."

"slow login times"

"Slow computers at the library"

"The slow library computers. I wish there was an option to "log out", not have to turn computer off or always restart b/c it takes so long to get into any programs if always turning it on again."

"... - slow computers"

"Logging on to the library computers takes a long time, and signing up for them at the beginning of the year feels complicated – the same for accessing the online database for research/essays."

"Computers are slow and freeze at times when trying to print."

"Slow computers in lab."

"The computers are very slow."

"Login times for computers – could have a computer that you can only print material from – have to log in but not take over 10 mins"

"The computer lab computers. They take my entire study time to start."

"The slow start up time on the current computers."

"All PC computers! They are slow ..."

"slow server/start up"

"... or the college login that is extremely slow."

"... It takes 10 min. just for logging in again & again"

"... Computers are slow here for people who don't have them at home."

"... Computers in library take a very long time to log in."

Wifi/Internet connectivity issues, and need for repeated sign-in

"logging into wifi connection."

"The wifi is very bad"

"I wish I didn't have to sign in to the wi-fi everyday on my devices (wish it automatically signed-in)"

"wish the college internet was actually usable. Can't load web pages."

"The wifi is garbage and I'm sick of using cellular to access Moodle"

"Internet can be pretty slow."

"logging in every day to Wifi network."

"log in 4 times a day to wireless. plz just let me give my MAC adress."

"Poor internet."

"logging on to use the internet every 2 hours."

"The very slow internet XD"

"trying to get a wifi password"

"the internet suck here"

"Slow internet!"

"Slow internet" [x2]

"Wifi is very slow & often doesn't work. ..."

"Slow Internet"

"The internet is slow ..."

"logging into wifi every 2 hours"

"I live on campus and the log in method for the wi-fi is awful! Should be a different set up for dorm students."

Reduce number of log-ins and passwords; centralize online services

"I wish everything was in one place. Having only one account to sign into and one place where there are quizzes."

"So many passwords! So many hoops to jump through! They're different at home than in school."

"If Yukoncollege me and Outlook 365 were together, that's better, logging in twice is a bit of work."

"not so much a type of "technology" Rather it'd be great to have all digital/online services available at a centralized site/APP."

"moodle and email are separate. makes it challenging to coordinate."

"365 & access portal should be interfaced. ..."

"... email connect to myYC"

"Constantly changing student access services on the website. Multiple Login's and passwords."

Moodle

"Moodle"

"It seems like YC.me and moodle and the yukoncollege.me are 3 different sites. Sometimes I'm looking for something and can't find it anywhere. The messaging system is so flawed, it's absolutely useless from the College computers."

"moodle. I would rather use my personal email."

"Moodle – I don't like online reading."

"MOODLE ..."

"Moodle – was difficult"

Dependence on technology in general

"I don't like that some of my assignments are strictly on line in addition to assignments that are strictly on paper."

"Online course work → I prefer in class."

"Electronic communication dependence between students & staff/instructors."

"I wish homework was posted in class and not only on Moodle. ..."

"Most [technologies] r 4 younger generation. Don't appeal 2 me!"

Other issues with technology

"Sometimes when the teacher wants to do some lecture activities on the computer & display @ the front of the class the internet link has issues."

"I don't like the ... desk calculators because the buttons are sticky. I think they would be useful for practicing entering #s without visual aid otherwise."

"MyAccountingLab MyMathLab (but these aren't college properties) they are frustrating programs to use."

"Would like the college to stick with one database for more than 2 years."

"cell phones ..."

"Need to have the computer lab & Library more accessible for students who don't have internet at home!"

"Banner"

"- yukoncollege.yk.ca email ..."

"Updating passwords seems overkill and frustrating."

"Aging computers. Especially in Residence."

"The technology is great, just make sure instructors are comfortable with it"

"the fact that outlook and excel requires a login that rarely works."

"I find the college website pathways to info needlessly convoluted and difficult. Took me 5 hours once applying for funding."

"printing/10c a sheet"

"Please see previous written statement. Greater online component should = greater student savings! Not cutting costs while soaking students"

"Web conferences!"

"Maybe Phones, there is a lot of people addicted to those things and because their interruptive in class"

"→ need more support staff → or easily accessible via phone, chat, etc..."

"Email system."

"Fuze has not been a good experience."

"Yes, having to use email for handouts."

"Paying for Printing Fees when, we never get a chance to use it, busy class schedule etc. Never get to use Library"

"Using Fuze is nice, but it is hard to hear people and you can't see people on the other end clearly. Using technology with courses is great as community members can access them for various reasons that they can't directly attend the course. But technology is difficult to use as it doesn't work at times, hard to hear, not fast enough, etc."

No issues with technology at Yukon College

"None" [x4]

"None." [x2]

"- Nope"

"it's all good"

"No" [x7]

"? None"

"none" [x3]

"no" [x2]

"everything's fine"

"- No"

"No." [x2]

"Nothing"

"I haven't found any yet."

"nothing" [x2]

"N/A. Everything is good."

"The technology is great...."

Other comments

"N/A" [x11]

"n/a" [x2]

"not sure"

"No comment"

"?"

"- Please see previous responses"

"I don't know"

"look at question 14"

"Just more staff at Drop in & someone who knows accounting"

"less promotion of cultural diversity and Liberal agendas would be nice."

"I am just getting to learn what is here in technology"

"The coffee/cappacino machine in the store doesn't work."

"I wish there was a technology course offered."

"The I.t. desk in Library are often VERY LOUD its hard to concentrate."

"At the beginning I got confuse, using computer. And I did not have Internet at home. So it was hard. Last month I got myself set up, and learning why to used it. It's better now."

"To much algebra or trigometri. A lot of on the job training doesn't require, and a lot of jobs you take all this stuff and you don't ever use it."