



## Yukon College Student Exit Survey 2011/2012

A Survey of the Experiences of  
Students Who Attended  
Yukon College  
In 2011-2012



April 2013

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# Context

As the only post-secondary institution in the Yukon, Yukon College is a comprehensive college committed to the principles of inclusiveness, accessibility, responsiveness, and excellence. Yukon College provides an extensive campus network providing a broad range of culturally and economically relevant programming across the territory.

Yukon College offers academic courses, certificate and diploma programs, sectoral training and upgrading, and trades and continuing education courses and programs. Community campuses offer developmental courses and programs, career and job readiness courses and programs, academic and vocational courses, and career counselling.

This is the twelfth annual exit survey and is part of an ongoing institutional research initiative to measure student outcomes. The Yukon College Exit Survey collects information from former students about their satisfaction with their college experience. This includes student success in making transitions from Yukon College to the labour market and/or further educational pursuits.

Student outcomes are important sources of information for current and prospective students, for funding agencies (both those who fund the College and those who fund students directly), and for the institution itself. From the perspective of institutional planning, student outcomes are necessary for the College to assess its performance and success in meeting its goals, and to facilitate deliberate evaluation and planning of its programs and services.

# Purpose

Yukon College Student Exit Survey Reports provide:

- information needed by the Board of Governors for monitoring the effectiveness of the College's work, and for comparing actual performance with stated objectives in the Board's strategic directions.
- information needed by the Yukon Government and other funding agencies to evaluate their investments in college training;
- information needed by College staff to help identify priorities for program planning and improvement;
- an external measure of performance to use in evaluating progress in the implementation of the College's Strategic Plan;
- information prospective students need to assess the education and training opportunities available; and
- valuable information on the success of students in making transitions from completing a program at Yukon College to jobs or further studies.

# Survey Design

The 2011/2012 Yukon College Student Exit Survey collects data on student education and employment outcomes and student assessments of college programs and services. The information will be used to compare Yukon College's present programs and services with those of the past, and for comparing results from past and future exit surveys. The survey was administered through telephone interviews in February and March 2013.

The survey results provide the College, its funders, and prospective students with valuable information on its services and past student satisfaction with the College.

For a copy of the survey instrument used, please see Appendix A.

# Population Surveyed

The student population of Yukon College is diverse in many respects: in its requirements for training, in its geographic location, and in its cultural background. Many students enroll in a course or two to upgrade skills and leave the College prior to meeting the requirements for graduation from a program.

As a comprehensive college, Yukon College provides as wide a range of training opportunities as possible in order to respond to the Territory's diverse training needs.

Recognizing that the student population of the 2011/2012 academic year is a very diverse group, the target population for this exit survey consisted of former students who:

- attended Yukon College in the academic year 2011/2012 and who earned a certificate, diploma, or degree, **OR**
- completed 75% of the credits required for a two-year applied program, **OR**
- completed 100% of the credits required for a one-year applied program, **OR**
- completed at least 24 credits of a university-level program in the School of Liberal Arts or the School of Science, Trades and Technology program, **OR**
- completed the Skills for Employment Program **OR**
- completed at least 3 College Prep courses, **AND**
- have not been enrolled in a college program between June 1, 2012 and February 1, 2013.

Former students who fit these criteria, and who were currently enrolled in one Yukon College course, were also eligible to take part in the survey. The rationale for including this latter group was that (1) "lifelong learning" is a fact of life for many of Yukon College's students, and that, by excluding these students from the population, we would lose valuable information; and (2) it was assumed that they had essentially completed a large part of their education.

## Population Statistics

<b>Population size</b>	276
<b>Completed interviews</b>	118(43%)
<b>Could not be found</b>	80(29%)
<b>Declined</b>	17(6%)
<b>Could not be contacted*</b>	61(22%)

*\*Did not respond to attempts to communicate throughout the duration of the survey (did not answer telephone, return calls, etc.).*

# Part A - College-Wide Results and Highlights

The survey of 2011/2012 students collected useful information about the experiences of students attending Yukon College during that academic year. This section presents some key survey findings gained through the analysis of their responses on a wide variety of issues.

## Section 1 - Demographic and General Information

Demographic data helps us understand the nature of our student body.

### Gender

- 62% of respondents were female
- 38% of respondents were male

### Age

The average age of respondents was 33 years.

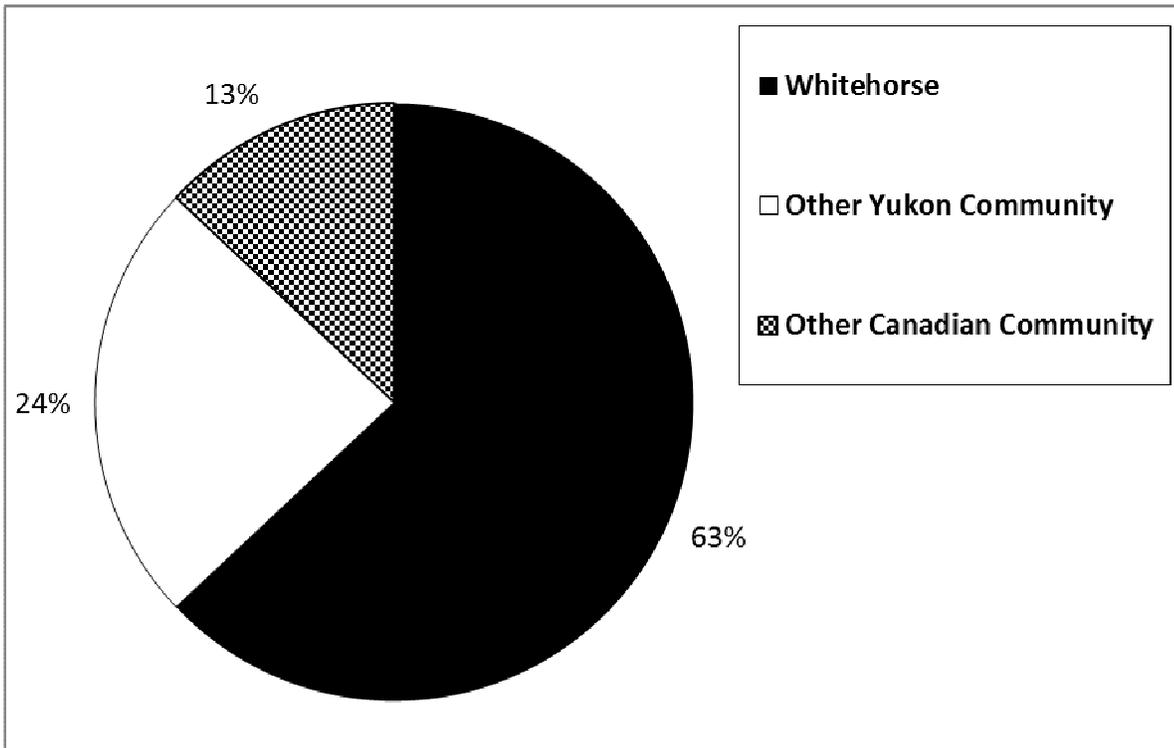
### Cultural Background (Self-Declared)

Of the respondents, 33% said they were of First Nations ancestry. Another 10% who did not report First Nations ancestry said that they were part of a visible minority group other than First Nations, and 1% claimed both First Nations ancestry and membership in another visible minority group. Two respondents declared they were international students.

### Home Community

Respondents were asked what (where) they considered to be their home community. Their responses are graphically depicted in Figure 1.

**Figure 1 - Home Community**



## Section 2 - Transfer and Participation in Further Education

Students were asked a series of questions with respect to their experience transferring credits to other institutions. Other questions related to how well the College helped them prepare for further education. The responses to these questions provide useful information on how many students proceed with further education, how many do not, and how well respondents felt they were prepared for further educational goals.

### Application to Post-Secondary Institutions

- Of the respondents, 26% had applied to a post-secondary institution since they attended Yukon College in the 2011/2012 school year.

### Acceptance and Enrollment in Post-Secondary Institutions

- Of those who had applied to post-secondary institutions since their time at Yukon College, 81% had been accepted by that institution, and 16% of respondents were still waiting to hear back at the time of this survey.
- Of the former Yukon College students who had been accepted by a post-secondary institution for further study, 80% were currently enrolled at that institution.

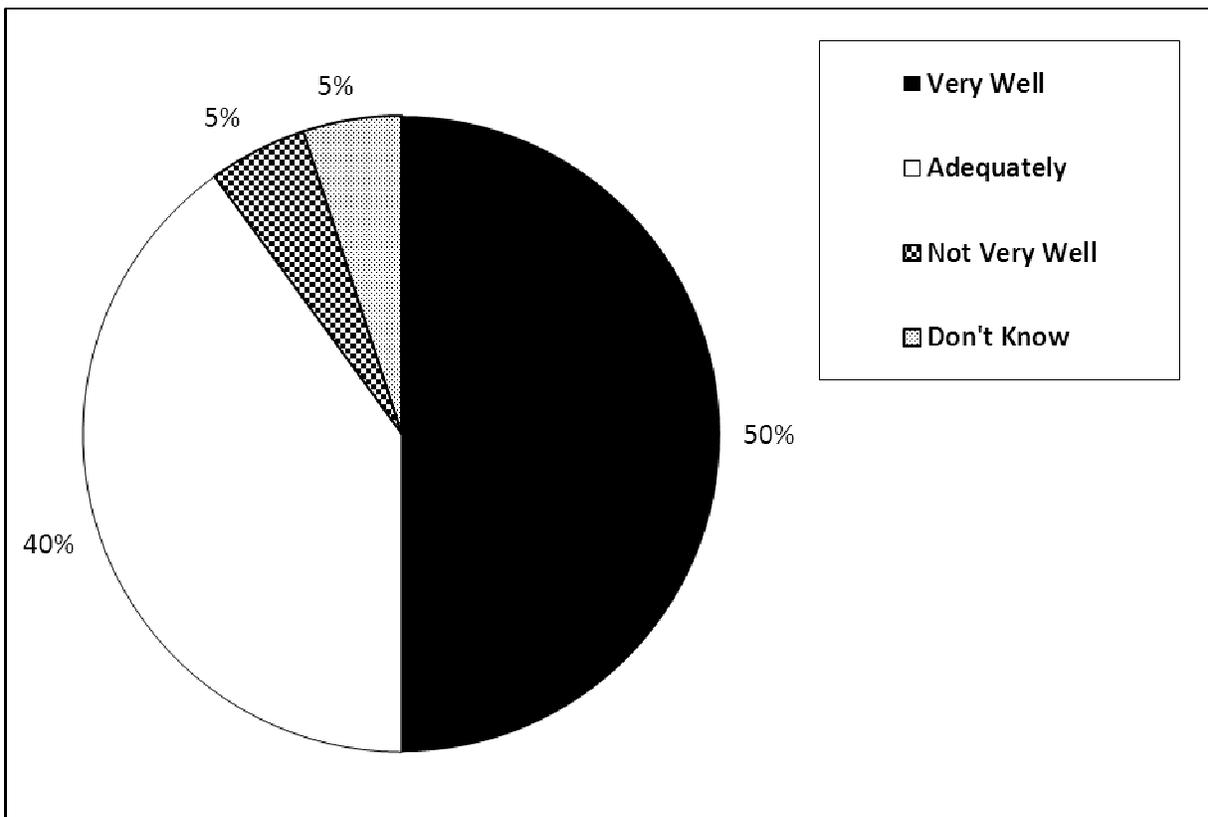
## Transferring Process

Of those who were currently enrolled at another institution, 70% had expected to transfer credits to another institution. Of those who expected to transfer credits, 79% received all the transfer credits they expected, and 93% described themselves as “very satisfied” or “satisfied” with the transfer process.

## Preparation for Further Studies

Students were asked how well Yukon College prepared them for their further studies. Of those 20 respondents who had gone on to further post-secondary endeavours, 90% said they were either “very well or “adequately” prepared. The graph below indicates the full range of their responses.

**Figure 2 - Preparation for Further Studies**



## Section 3 - Employment and Volunteer Work

Students were asked a series of questions related to their post-college experiences with employment and volunteer work. These questions were asked in order to find out how well they were making the transition from school to work life, as well as to determine what kinds of jobs they were engaged in (e.g., relevance to their studies, permanence of the position, etc.).

### Employment

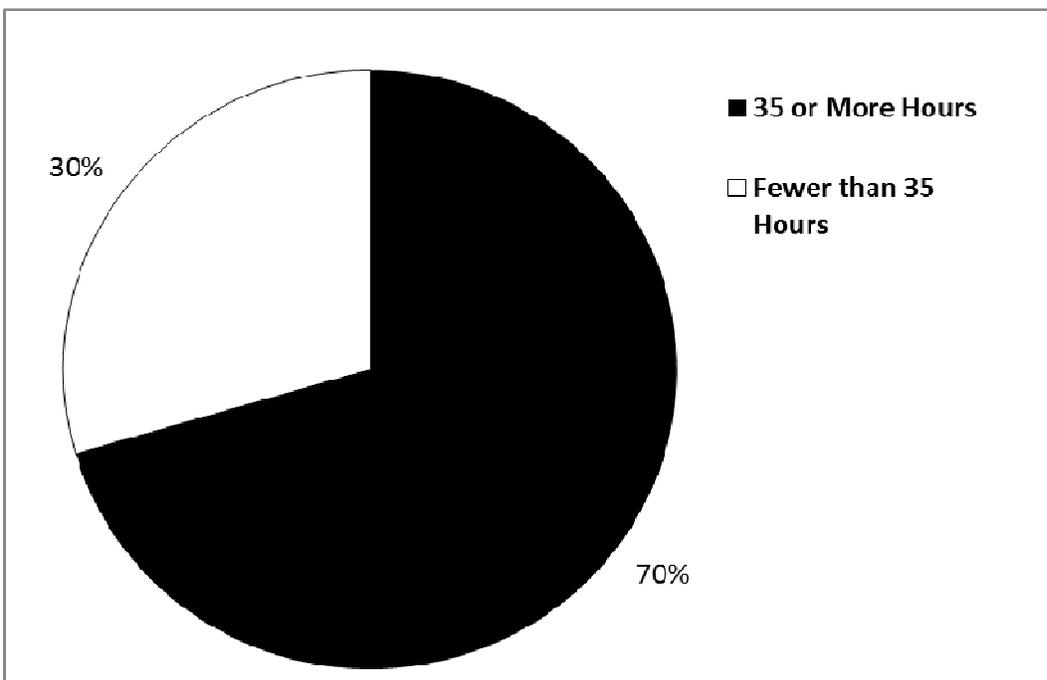
Respondents were asked a number of questions related to their employment and volunteer work. Of the respondents, 75% said they were currently employed. Of these, 28% had more than one job or business and 6% were self-employed.

When asked what they would describe their employment as, respondents provided the following:

- 50% said their employment was “permanent, year-round”
- 20% said their employment was “casual or auxiliary on-call”
- 16% said their employment was “temporary”
- 10% said their employment was “seasonal”
- 2% said they did not know
- 1% refused to respond

Respondents were asked how many hours they usually worked at their main job or business. Of the respondents, 70% said they worked 35 hours a week or more. The following graph indicates the full range of responses.

**Figure 3 – Hours Worked per Week at Job or Business**



## Relevance of Current Employment

Of those who were currently employed, 57% said that it was “directly related” to their studies at Yukon College. A further 18% said that their job was “somewhat related,” and 25% said their job was “not at all related.”

## Preparation for Current Career

The survey asked respondents whose jobs were directly or somewhat related to their studies how well they thought their studies had prepared them for their work. They provided the following information:

- 59% were “very well prepared”
- 21% were “adequately prepared”
- 17% were “somewhat prepared”
- 3% were “not at all prepared”

The survey also asked respondents how well they thought their studies had provided them with the technical skills and knowledge they needed for their current job. They provided the following information:

- 44 % were “very well prepared”
- 36% were “adequately prepared”
- 15% were “somewhat prepared”
- 5% were “not at all prepared”

## Job Security

Out of the respondents who were currently working, 72% said that their employment or job security had improved because of their studies at Yukon College.

## Unemployment

Of all respondents, 25% were not currently working. The reasons for unemployment were as follows:

Response	Percentage of Respondents
Other	27%
Attending school or training	23%
Personal or family reasons	20%
Cannot find work	10%
Health reasons	10%
Seasonal layoff	10%

## Volunteer Work

**By those who are Currently Employed** - Of those who were working at a paid job or business,

- 45% said they also did volunteer work. Of that group, 40% said their volunteer work was related to their program of study.

**By those who are Currently Unemployed** – Of those who were not currently working at a paid job or business,

- 20% said they did volunteer work, and 33% of that group said their volunteer work was related to their program of study.

## Section 4 - General Evaluation of Programs and Services

This portion of the report deals with student opinions on a variety of experiences at the College. The programs presented are those that all students may have had experience with.

### Program Related Experiences

Of the respondents, 82% felt that the quality of instruction they received was either “excellent” or “good”.

Aspect	Excellent	Good	Fair	Poor	Don't Know	Refused
<i>Percentage of Respondents</i>						
Course quality	42	43	12	3	0	0
Instruction quality	49	33	14	4	0	0
Program advising	36	33	11	9	10	0
Cost of program	37	36	19	6	2	0
Variety of programs offered	23	48	23	3	3	0

## College Services

Aspect	Excellent	Good	Fair	Poor	Don't Know	Refused	Did Not Use
<b>Percentage of Respondents</b>							
Registration	48%	37%	9%	3%	1%	0%	2%
Library	48%	25%	9%	1%	1%	0%	16%
Learning Assistance Centre	19%	7%	5%	3%	2%	0%	65%
Computer labs	36%	31%	10%	1%	1%	0%	21%
Personal Counseling	14%	7%	3%	3%	0%	0%	73%
Career and Education Planning	17%	7%	6%	2%	1%	0%	68%
Residence	15%	5%	3%	2%	2%	0%	74%
Help with financial matters	12%	10%	6%	4%	1%	0%	67%
Cafeteria	36%	31%	5%	2%	1%	0%	25%
Recreational facilities	14%	15%	7%	4%	1%	0%	59%

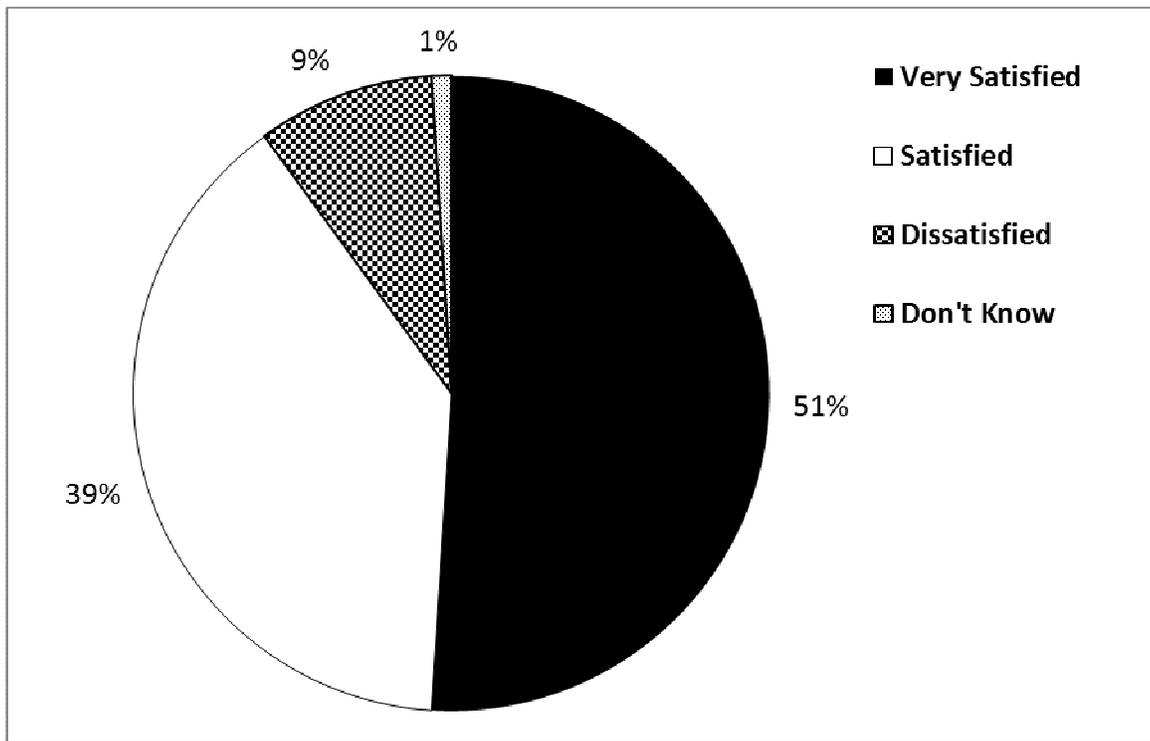
## General College Experiences

Students were asked several additional questions with respect to their general experiences at the College. Their responses are shown below.

### Satisfaction with Education

The majority of respondents (90%) were either "very satisfied" or "satisfied" with their education at Yukon College.

**Figure 4 – Satisfaction with Education**



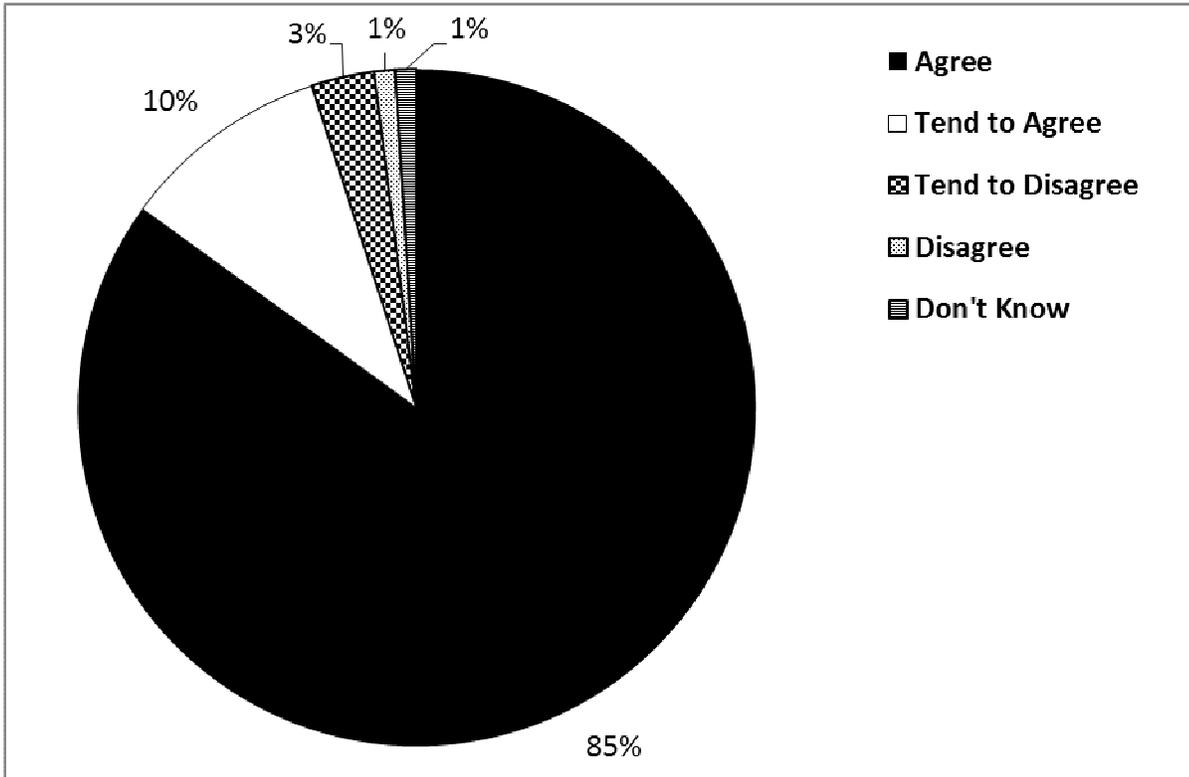
### **Recommendation of the College**

The vast majority (95%) of the respondents said they would recommend Yukon College as a place of study to others.

## College Environment

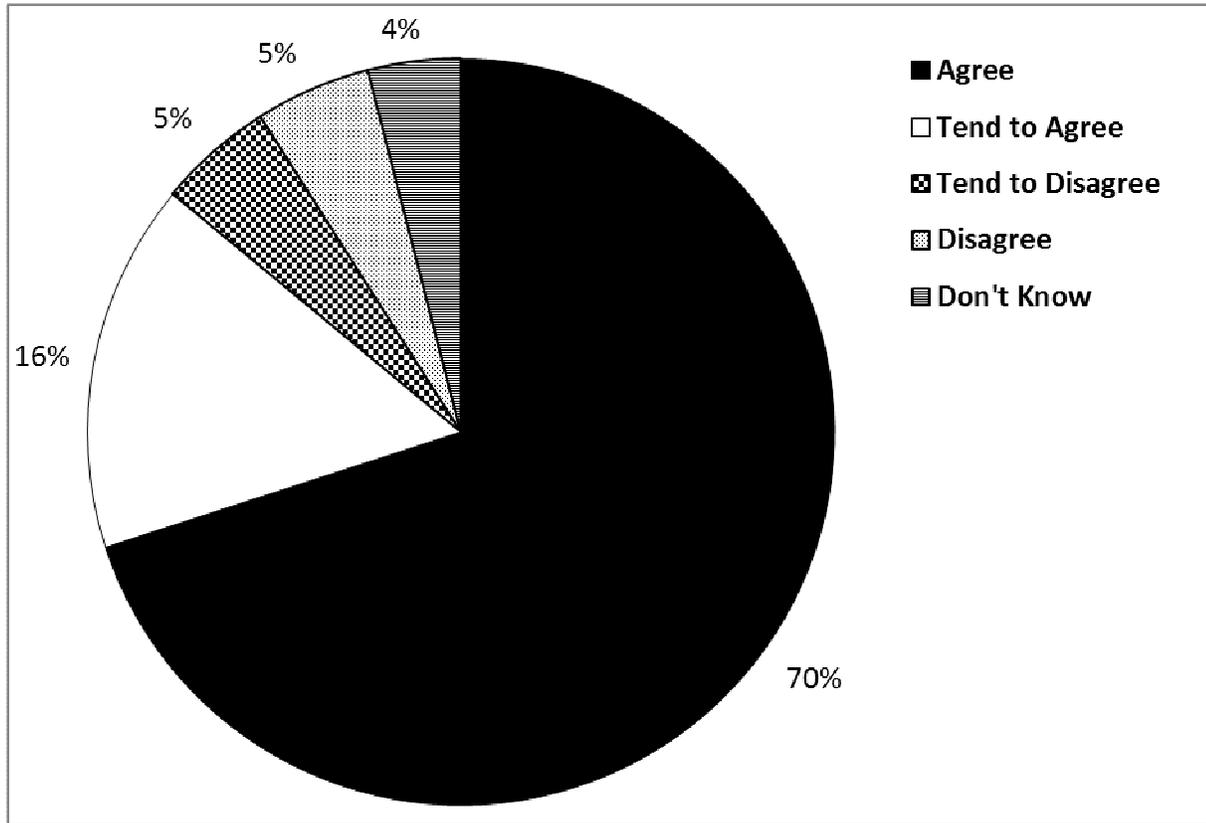
Of the respondents, 85% “agreed” with the statement that the College has an environment of cultural sensitivity for all. Another 10% “tended to agree”.

**Figure 5 – College Environment**



The majority of respondents (85%) either “agreed” or “tended to agree” that Yukon College provides opportunities for students to meet, socialize and engage in healthy activities.

**Figure 6 – Student Engagement**



### Safety

Of the respondents, 99% “agreed” or “tended to agree” that they felt safe at Yukon College.

### Participation in College Activities and Services

In addition to academic programming, the College provides a variety of activities and services for the benefit of students. Several questions were asked to determine the level of participation in these College activities and services. The questions were posed as, “While you were at the College, did you participate in any of the following...?”:

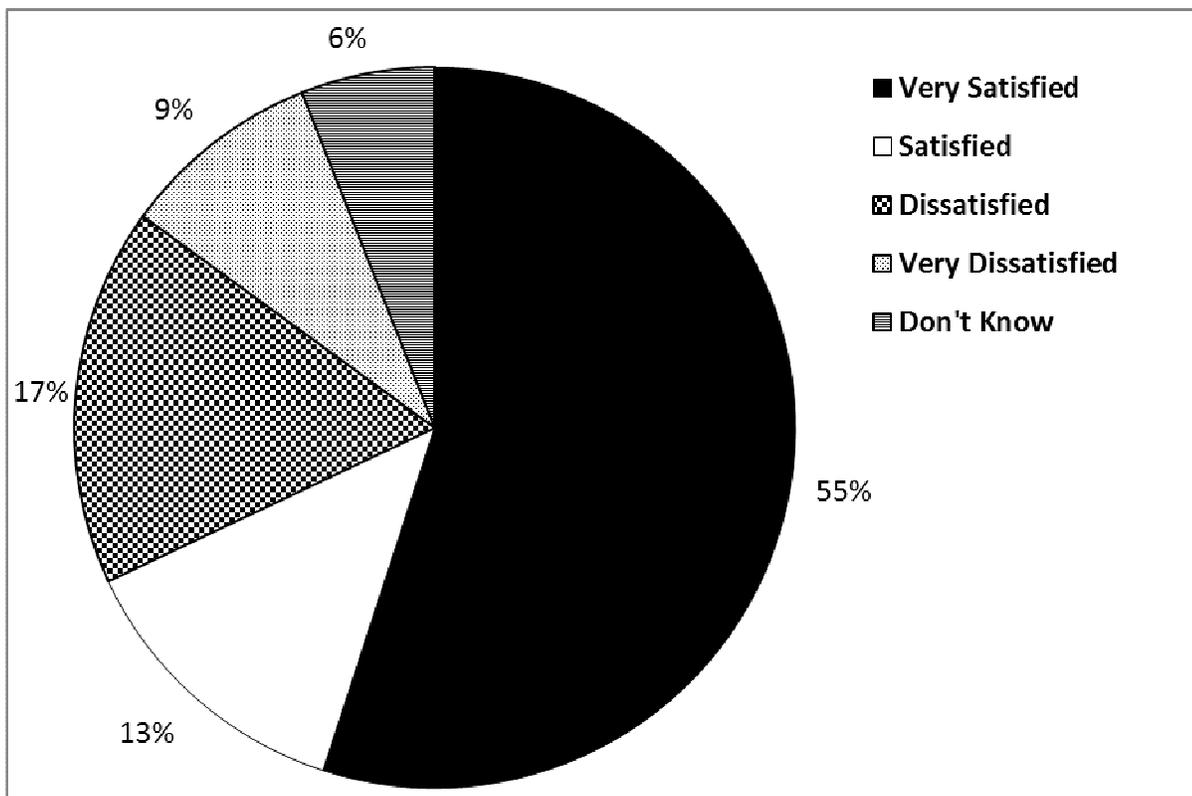
Activity/Service	Student Clubs	Sports	Student Government	Social Events	First Nations Cultural Activities	Other Cultural Activities
<b>Percentage of Respondents</b>						
Yes	6%	12%	5%	44%	50%	20%
No	93%	87%	93%	55%	50%	78%
Don't Know	1%	1%	2%	1%	0%	3%

## Work Placement Component

Co-op education attempts to make training more practical and relevant by augmenting classroom instruction with hands-on industry training. On-the-job training also provides students with personal contacts and experience in the field of their choice. Including co-op and practicum placements, 45% of respondents reported having had a work placement as part of their program.

When asked “how satisfied they were with the work placement component of their education”, 68% of those respondents who had a work placement were “very satisfied” or “satisfied” with it.

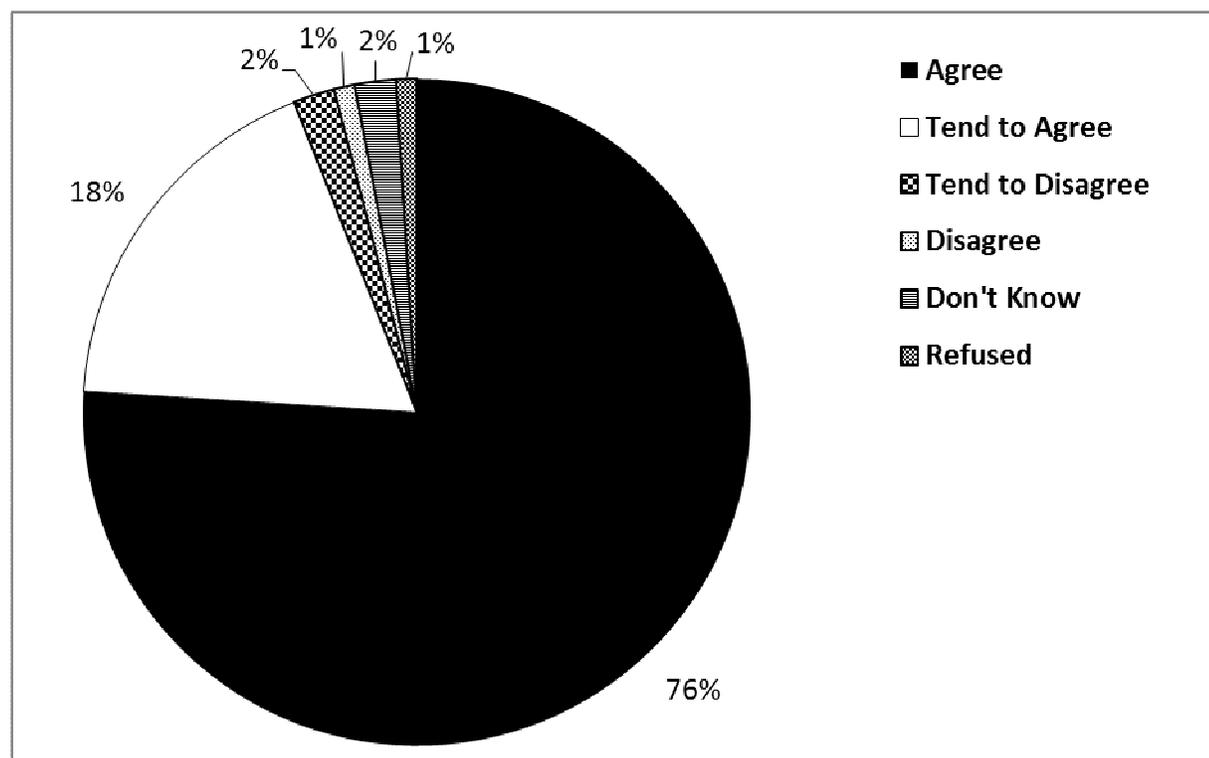
**Figure 7 – Satisfaction with Work Placement**



## Technical Skills Gained

Of the respondents, 95% either “agreed” or “tended to agree” that the technical skills they received at the college were up-to-date and appropriate.

**Figure 8 – Satisfaction with Technical Skills Gained**



## Section 5 - Financing of Education and Training

The majority of respondents used a variety of sources to finance their education, but most were able to identify one main source upon which they relied most heavily. The results from the 2011/2012 Exit Survey indicate that respondents’ main source of financing were as follows:

- 21% used funding from a First Nation
- 18% used personal savings
- 10% used a Yukon Grant
- 9% used their income from working
- 9% used money from family and/or friends
- 9% used Student Loans
- 7% used Employment Insurance (EI) or HRSDC benefits
- 7% used some other source of funding
- 4% used the Student Training Allowance (STA)
- 3% used Social Assistance (SA)
- 2% used money from Aboriginal Affairs and Northern Development Canada (AANDC, formerly INAC or DIAND)
- 1% used scholarship(s)

# Appendix A - Survey Instrument