



BCcampus
connect.collaborate.innovate.

STUDENT SERVICES SURVEY RESULT

Purpose of the Survey

The Student Services Survey was conducted by BCcampus in order to understand what kinds of issues post-secondary students are having with the **current student services** and to find out how BCcampus can better help these students.

Who We Are

BCcampus is a publicly-funded organization that works to improve online education services for B.C. public post-secondary students. We are working to improve our student services such as ApplyBC, CoursesBC and MyCreditsBC.

Method

In the online survey, respondents were asked to choose from a list of possible answers. For certain questions, they were given the option to choose 'Other' open-ended response with a text field next to it.

Duration and Respondents

The survey ran for 18 days in April 2013, and was published by email, on course homepages, and on Social Networks. The **926 students** who responded attend one of the following **post-secondary institutions**:

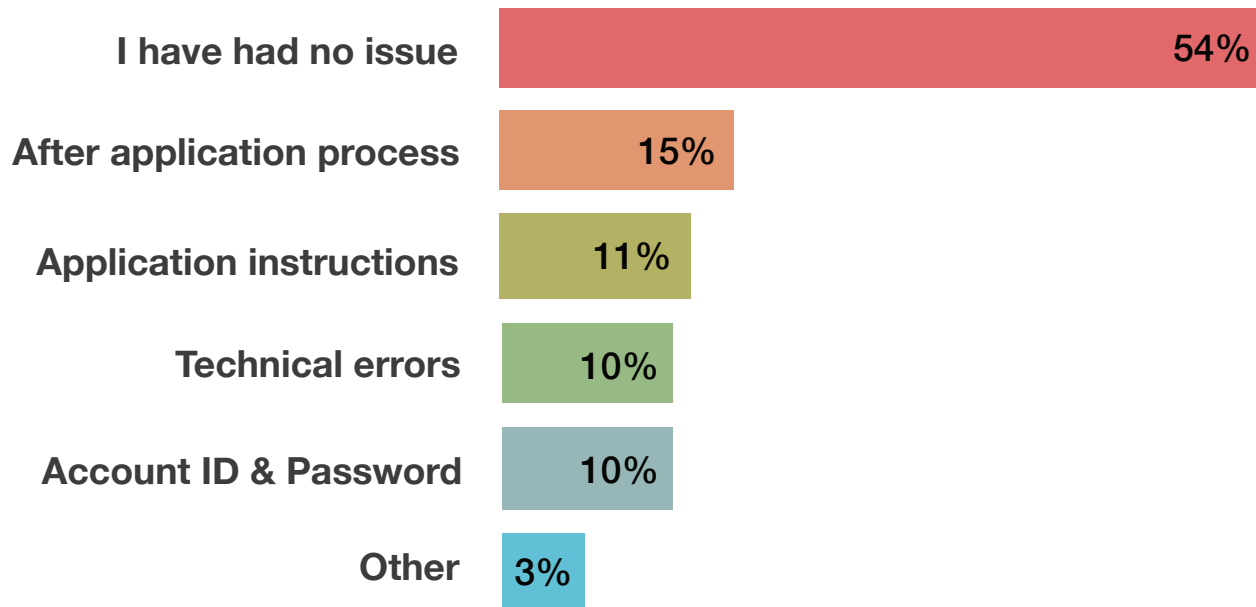
BC Institute of Technology
College of New Caledonia
Camosun College
Capilano University
Douglas College
Kwantlen Polytechnic University
Langara College

Nicola Valley Institute of Technology
North Island College
Northwest Community College
Okanagan College
Selkirk College
Simon Fraser University
Thompson Rivers University

University of British Columbia
University of Northern British Columbia
University of Victoria
Vancouver Community College
Vancouver Island University

POST SECONDARY ONLINE APPLICATIONS

Q. When you were applying to B.C. post-secondary institutions online, did you have difficulty with any of these? (multiple answers)



Q. Which type of post-secondary online applications had the issue(s) mentioned in the previous question?



ONLINE COURSES

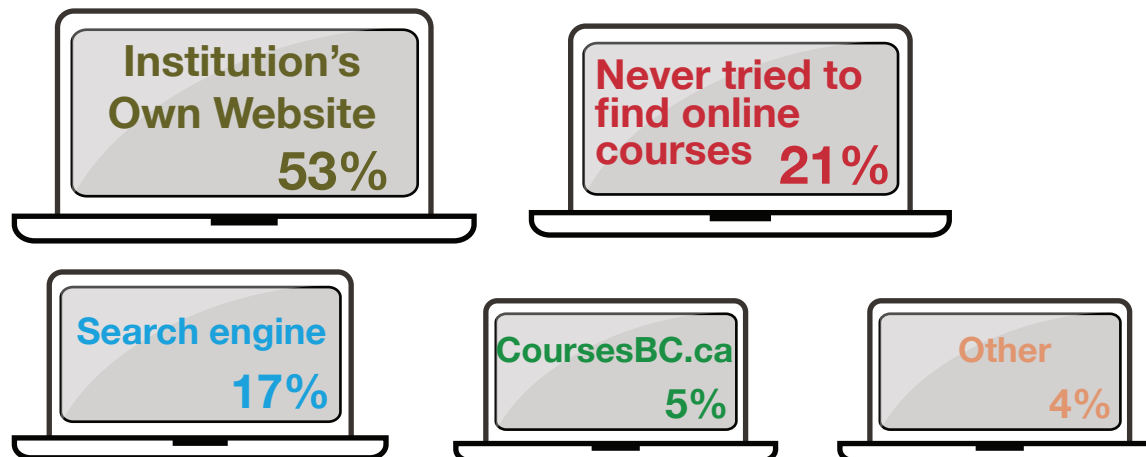
The factors that affect the selection of online courses:

- 31%** Quality of instruction and course content
- 20%** Getting credits
- 13%** It is the only mode available
- 12%** School's reputation
- 9%** Easy use of course materials
- 7%** Available for free or low cost
- 7%** Other

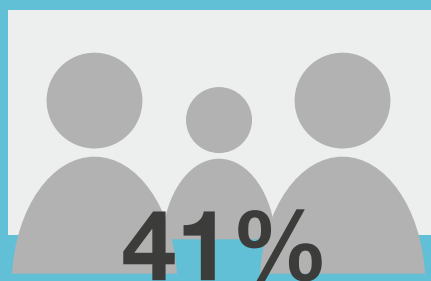
54%
of students are currently taking online courses

58%
of students feel that there are not enough online courses available

Q. How do you usually find online courses?

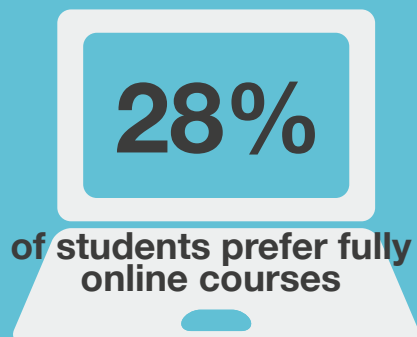


Without a restriction on time or location:



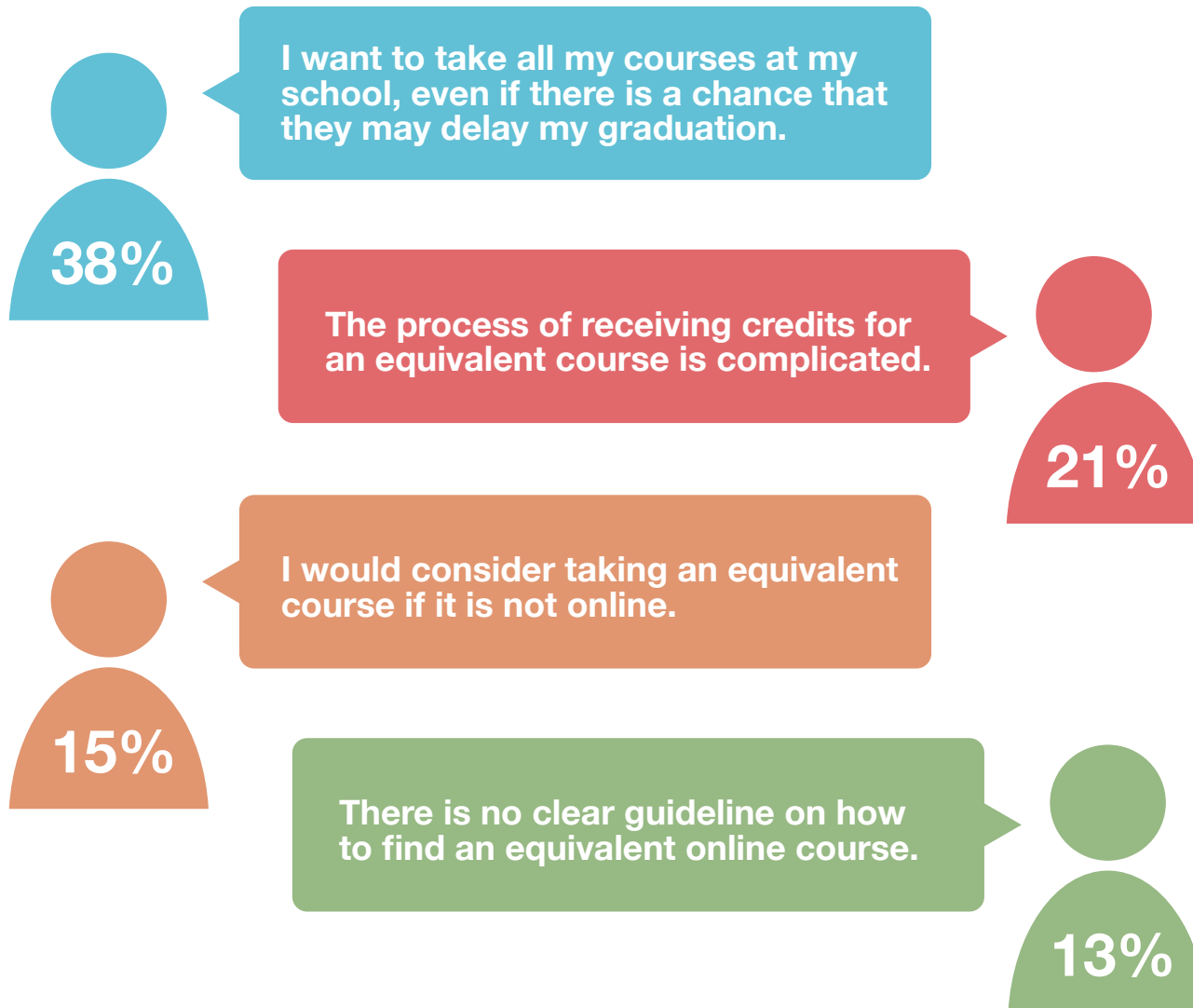
of students prefer face to face courses

38%
prefer a mix of the two



WAIT LIST & EQUIVALENT COURSES

The other 25%'s reasons for not considering online courses at other institutions are:



75%

of students would consider taking an equivalent online course at another institution

Over the past year

47%

of students have experienced being placed on a waitlist for a course

TRANSCRIPTS, ADVISING & COUNSELING SERVICES

Q. Are your transcripts useful to you?
If so, what is your reason for checking your transcripts?

77% Checking my academic progress

10% Transferring to another institution

8% No, transcripts are not useful.

5% Other

92%

of students have NOT
had any difficulty
retrieving their unofficial
transcripts from their
school website

Q. Which aspects of advising and counseling services
do you think should be improved?



49%

“I want an online advising service.”



31%

“I want advising office hours to be increased.”

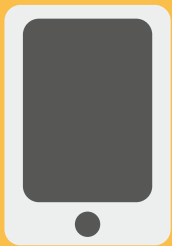
53%

of students check their
transcript at least a couple
times each semester

For checking transcripts, class schedules, and paying tuition:



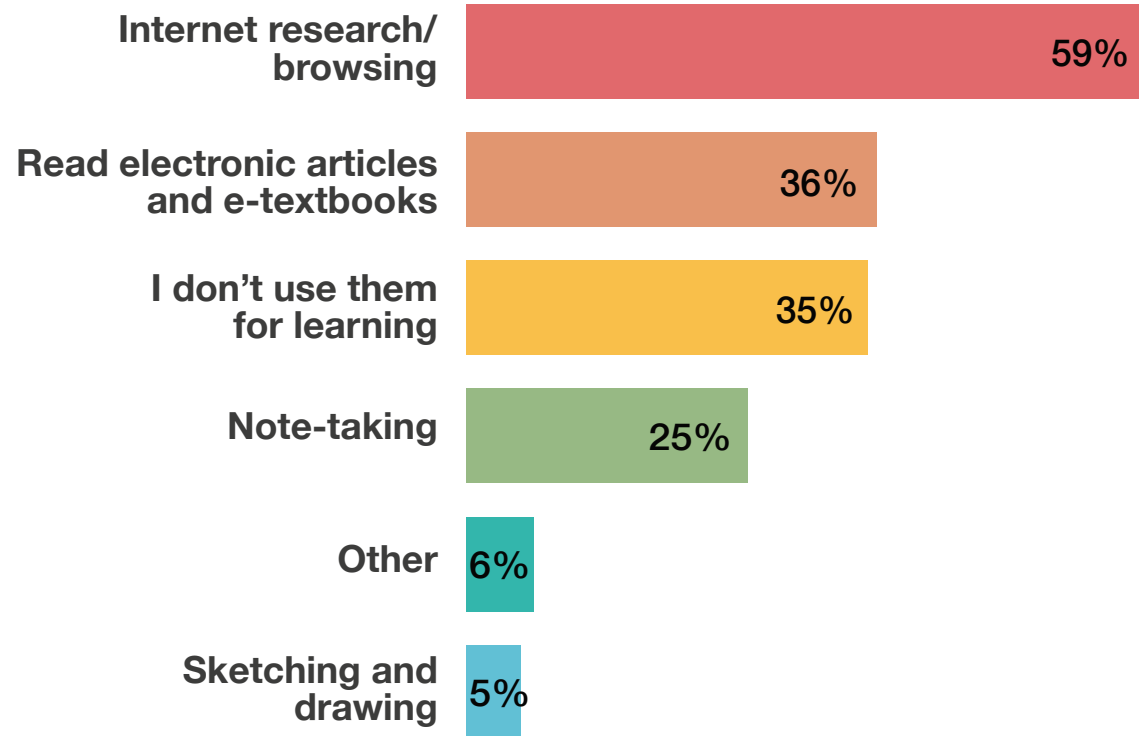
of students use a desktop or laptop to access student services



8%
use a mobile device like a smart phone or tablet

MOBILE DEVICES

Q. How do you use your mobile devices for learning? (multiple answers)

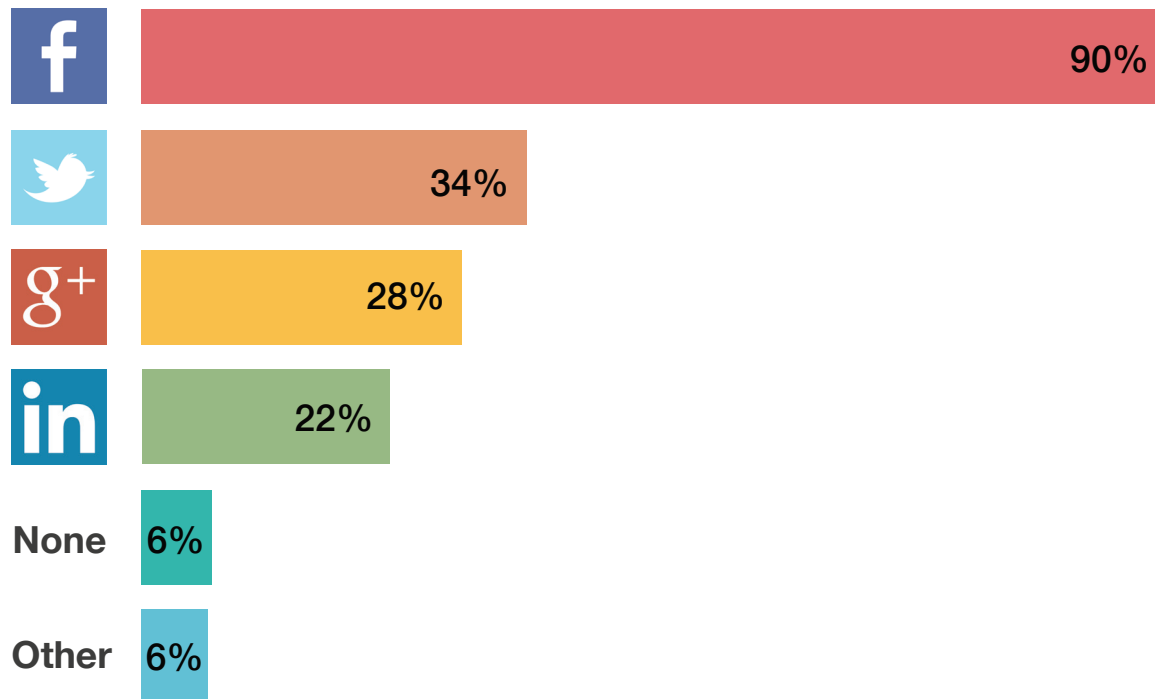


54%

of students agree that it is important to be able to access student services from their mobile device

SOCIAL NETWORKS

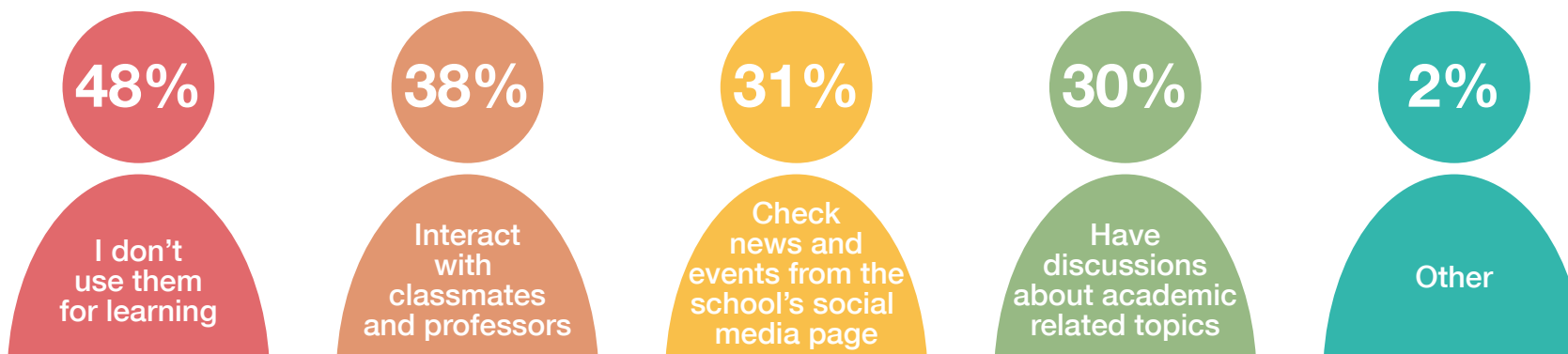
Q. Which social networks do you use? (multiple answers)



87%
of students say
their courses do not
require the use of
social networks

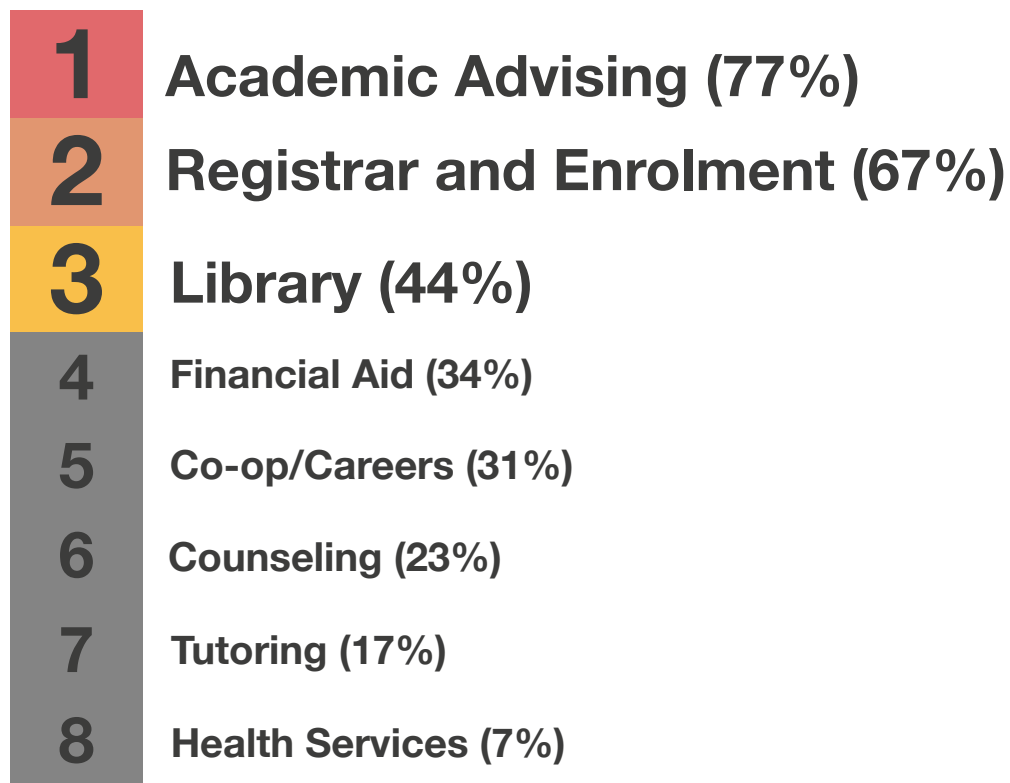
78%
of students check
their social networks
“often” per week

Q. How do you use social networks for learning purpose? (multiple answers)



STUDENT SERVICES IN GENERAL

Students identified the top three most important student services:



54%

of students agree that
all student services
should be
available online

ONLINE STUDENTS & TRADITIONAL STUDENTS

There were some differences in preference between different types of students:

Face to Face or Online

73% of students who are NOT currently taking online courses preferred fully face to face courses; however, only 14% of students who are currently taking online courses preferred fully face to face courses.

Wait List

Over the past year, 62% of students who are NOT currently taking online courses have been placed on a wait list, whereas only 33% of students who are currently taking online courses have been placed on a wait list.

Mobile Devices

63% of traditional students agree that accessing student services from mobile devices is important, whereas only 46% of online students agree with this.



I prefer face to face courses.

I have been placed on a waitlist.

Accessing student services from mobile devices is important.

I prefer online classes or blended courses.

I have not been placed on a waitlist.

Accessing student services from mobile devices is not as important to them.

