

# 2021 STUDENT SATISFACTION SURVEY REPORT

### STUDENT DIVERSITY

#### **DOMESTIC/INTERNATIONAL STATUS**



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Coloured bars and labels represent students who answered the survey. Dotted lines represent the entire student body.

International students were overrepresented in the 2021 survey: they made up 44% of the sample, but only made up 35% of the student body.

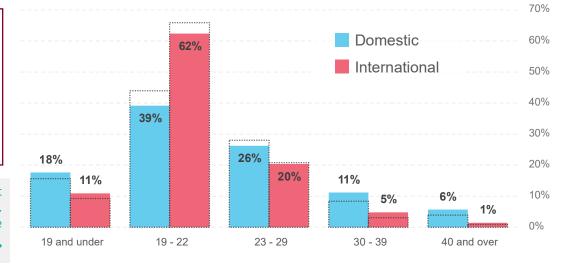
#### **Response Rates**

Overall: 38%
Domestic: 33%
International: 49%

#### AGE GROUPS

The majority of KPU students were between the ages of 19 and 29. The youngest and oldest age categories were slightly overrepresented in the 2021 survey.

Coloured bars and labels represent students who answered the survey. Dotted lines represent the entire student body.



#### FIRST GENERATION



#### 38% of Domestic 67% of International

students were first-generation students, meaning that their parents did not attend any post-secondary education.

#### **NEW STUDENTS**



Students who first attended KPU in Fall 2021 were more likely to respond to the survey than continuing students: they made up 29% of the sample but only 23% of the student body.

#### DISTANCE LEARNING



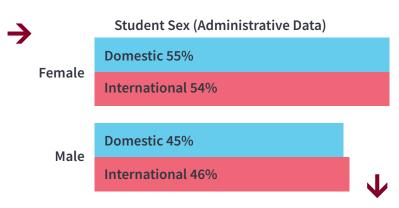
## 4% of Domestic 29% of International

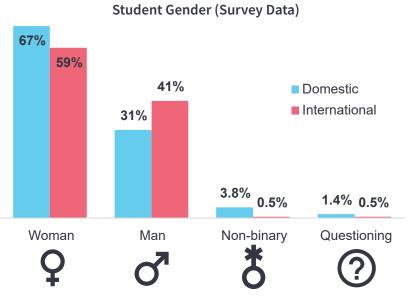
students were studying outside of the Lower Mainland — elsewhere in BC, elsewhere in Canada, or outside of Canada entirely.

1 | Office of Planning & Accountability: August 29, 2022

#### **GENDER DIVERSITY**

Previously, KPU's administrative system only collected binary data on legal sex (male/female). Going forward, the administrative system will collect data on gender identity. Students will be able to identity as a man, woman, or non-binary gender. Additionally, students will be able to specify whether they are cisgender or transgender.





Women tend to be over-represented in the Student Satisfaction Survey. The SSS has had a non-binary gender option since 2017.



Overall, **3**% of students had trans experience or had a non-binary gender identity. Another **1**% of students were questioning their gender identity.



'Non-binary' includes students who identified as non-binary, genderqueer, genderfluid, gender non-conforming, Two-Spirit, or who self-described another gender identity. 'Questioning' includes students who indicated that they are questioning their gender identity.

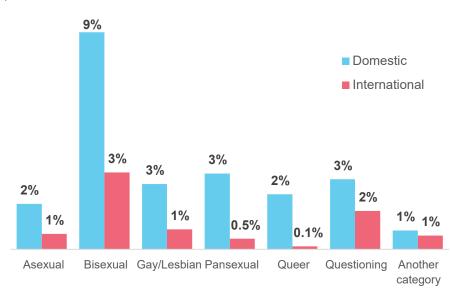
#### SEXUAL DIVERSITY

The proportion of students who identied as LGBQ+ declined compared to 2020, likely caused by changes to how the question on sexual orientation was asked. In 2021, a definition was added to the asexual category, and the unsure/questioning category was divided into two distinct categories due to ambiguity ("I'm questioning my sexual orientation" and "I don't understand the question"). About 2% of domestic and 13% of international students did not understand the question; these students were excluded from calculations.

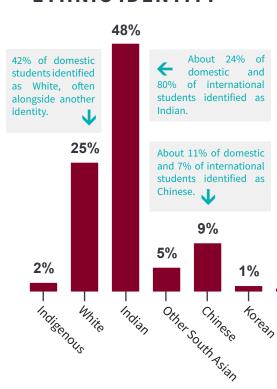


Overall, 14% of students identify as asexual, bisexual, gay, lesbian, pansexual, queer, Indigiqueer, self-described another sexual orientation, or are questioning their sexual orientation.

Domestic: 19% International: 7%



#### ETHNIC IDENTITY



After consultation with KPU International and the Task Force on Anti-Racism, survey questions on racialization and family background were reverted into a question on ethnic identity similar to that used in the Census of Canada. Categories were added based on prior knowledge of the population of the KPU region and student body, so that students could find a category or categories that they most closely identify with. Students could select more than one category.

2%



**78%** of students belonged to visible minority groups (62% of Domestic and 98% of International)

6%

'Visible minority' is a term defined by Canada's Employment Equity Act as people who are non-Caucasian in race or non-white in colour, excluding Indigenous people. This statistic was calculated using Statistics Canada's most recent standard.

**31**% of domestic students were first-generation Canadians, meaning they immigrated to Canada. Another **29**% were born in Canada to parents who immigrated.

0.3%

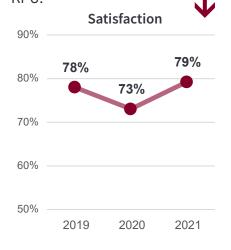
0.4%

#### INDIGENOUS STUDENTS

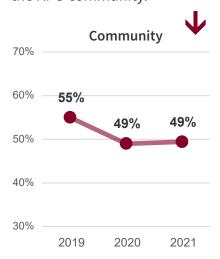
**3**% of domestic students identified as Indigenous, which includes status or non-status First Nations, Métis, and Inuk/Inuit people of Canada.



**79**% of Indigenous students indicated that they were somewhat or very satisfied with their educational experience at KPU.



**49**% of Indigenous students somewhat or strongly agreed that they feel they are part of the KPU community.

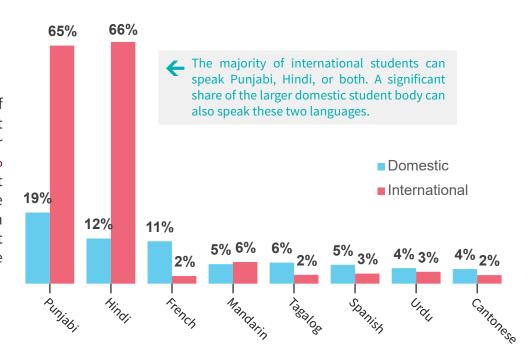


#### LANGUAGE



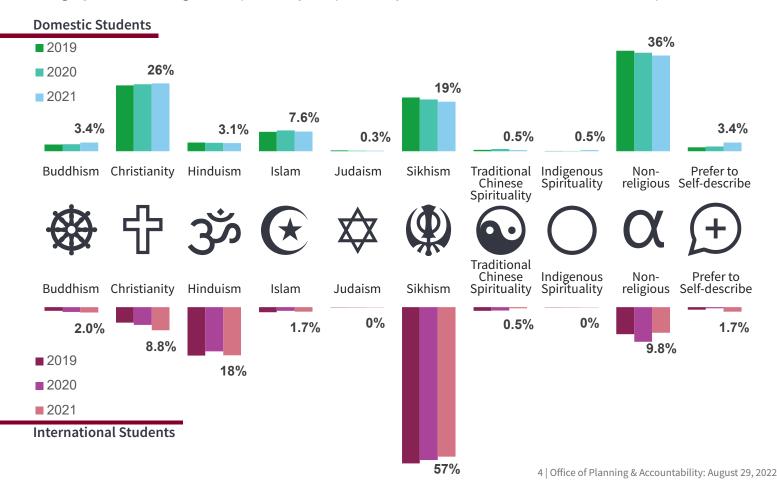
Percent of students who speak a language other than English (Eight most frequently reported languages)

**42**% of domestic and **3**% of international students report that English was their only mother tongue. **58**% of domestic and **87**% of international students report that they can speak a language other than English well enough to conduct a conversation. At least **86** unique languages are spoken by KPU's student body.



#### RELIGION

KPU has asked students about their religious beliefs since 2019. In 2021, the question was rephrased from asking about 'religion' to 'religious, spiritual, or belief tradition' and introduced an 'Indigenous spirituality' category. Data on 'Indigenous spirituality' for previous years is reconstructed from write-in responses.



#### **DISABILITY & MEDICAL CONDITIONS**

In 2020, KPU began asking students about disabilities and medical conditions that affect them which they consider a disadvantage in their studies or for which they require accommodation. This included forms of disability that can be invisible, episodic, or recurring in nature, such as mental health conditions, learning disabilities, and neurodevelopmental disorders. There was a marked increase in the proportion of students who reported having a disability or medical condition between 2020 and 2021, and most of this is attributed to mental health conditions and Attention Deficit Hyperactivity Disorder (ADHD).

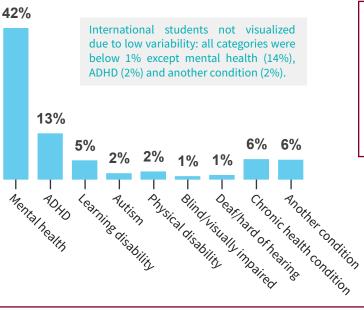
Percentage of students who report having a disability or medical condition they consider a disadvantage:



International Students

10% → 16%
2020
2021





Of students who wanted to take fewer than five courses, 7% reported this was because they are limited in the number of courses they can take due to a disability or medical condition.

RELATED STUDENT SERVICES

#### **Accessibility Services**

12%

of all students used services from Accessibility Services.

Of this 12%...



of students were satisfied with the services they received.

#### **Counselling Services**



of all students used services from Counselling Services.

Of this 10%...

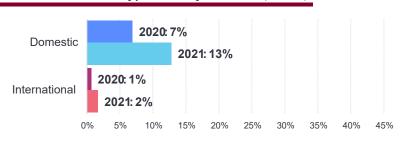


of students were satisfied with the services they received.

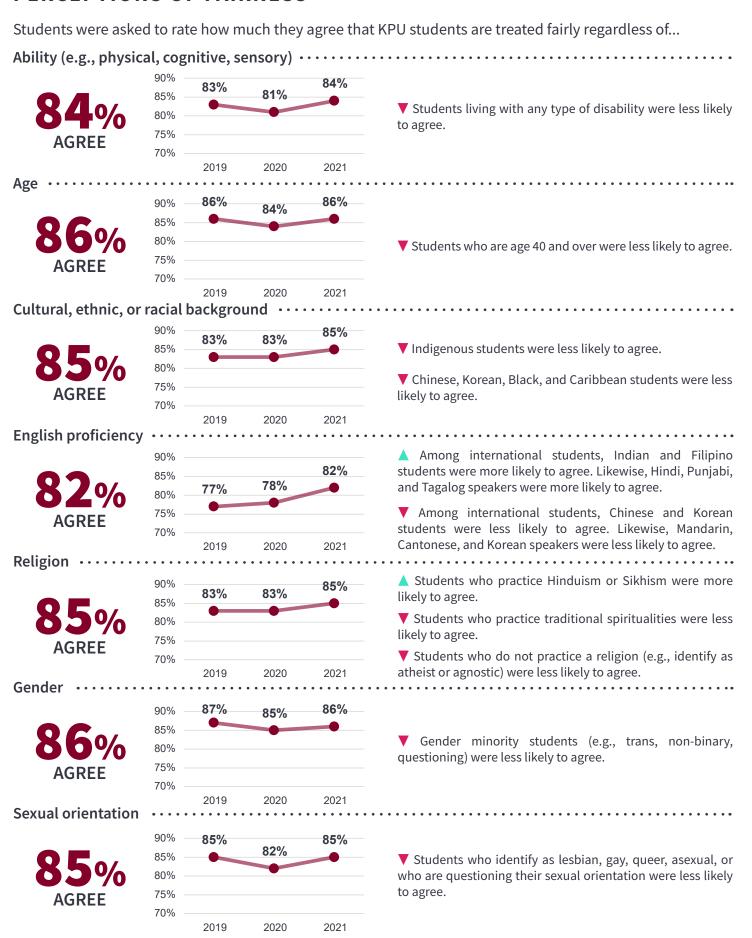
The proportion of students with a mental health condition or ADHD increased considerably between 2020 and 2021:

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#### Attention Deficit Hyperactivity Disorder (ADHD)



#### PERCEPTIONS OF FAIRNESS



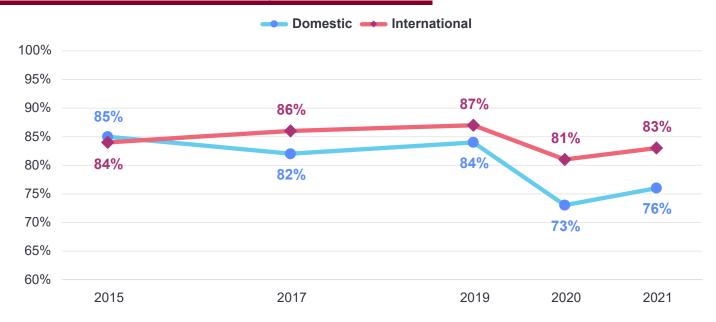
#### OVERALL SATISFACTION WITH EDUCATION

Students were asked how satisfied they are with their educational experience at KPU.

79% of students are satisfied with their educational experience

Domestic: 76% International: 83%

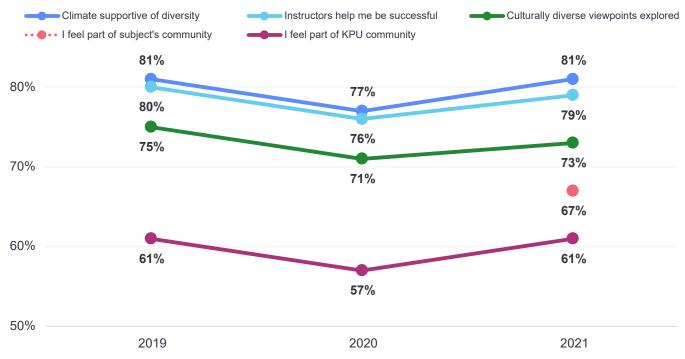
#### Satisfaction with Educational Experience Over Time



#### ASPECTS OF EDUCATIONAL EXPERIENCE

Students were asked to rate how much they agree with statements representing different aspects of their educational experience. In 2021, a new statement about the student's subject area's community was added.

#### **Aspects of Educational Experience Over Time**



#### Notable subgroup differences (reported if ±5% from the average):

#### Instructors create a climate supportive of student diversity ......

**81%**AGREE

Domestic: 78% International: 84%

- ▼ Indigenous, Chinese, Black, and Latin American students were less likely to agree.
- ▲ Filipino and Pacific Islander students were more likely to agree.
- ▼ Students with ADHD, Autism, a learning disability, or a physical disability were less likely to agree.
- ▼ Students from gender minorities (e.g., trans, non-binary, questioning) were less likely to agree.
- ▼ Gay and asexual students were less likely to agree.
- ▲ Lesbian students were more likely to agree.

#### 

**79%**AGREE

Domestic: 75% International: 84%

- ▼ Chinese, Korean, and Arab students were less likely to agree.
- ▲ Japanese students were more likely to agree.
- ▼ Students with a learning disability, neurodevelopmental disorder, or a physical impairment were less likely to agree.
- ▼ Trans and non-binary students were less likely to agree.
- ▼ Gay and asexual students, and those who are questioning their sexual orientation were less likely to agree.
- ▲ Pansexual students were more likely to agree.
- ▼ Students under the age of 19 were less likely to agree.
- ▲ Students age 40 and over were more likely to agree.

#### 

**73%**AGREE

Domestic: 70% International: 76%

- ▼ Indigenous students were less likely to agree.
- ▼ Students belonging to a visible minority group (excluding Indian students) were less likely to agree.
- ▲ The other exception is Filipino students, who were more likely to agree.
- ▼ Students who practice Islam or a traditional spirituality were less likely to agree.
- ▲ Students who practice Hinduism were more likely to agree.

#### I feel part of my subject area's community at KPU ......

67%
AGREE

Domestic: 57% International: 80%

- ▼ Students with a disability were less likely to agree.
- ▲ Students without a disability were more likely to agree.
- ▼ Students from gender or sexual minorities were less likely to agree.
- ▲ First-generation students were more likely to agree.

#### I feel part of the KPU community ......

**61%**AGREE

Domestic: 48% International: 79%

- ▼ Students with a disability were less likely to agree.
- ▲ Students without a disability were more likely to agree.
- ▼ Students from gender or sexual minorities were less likely to agree.
- ▲ First-generation students were more likely to agree.
- ▼ Students age 23 to 39 were less likely to agree.