

2026 Sustainability Survey (Student Version) – Frequently Asked Questions

Is this survey legitimate?

Yes. This survey is being administered by KPU's Office of Planning & Accountability. Students are invited to participate via an email sent from qualtrics@kpu.ca, as well as links posted on Moodle, myKPU, in "Update to KPU Students" emails, posters on campus, and KPU social media channels.

I'm having trouble accessing the survey. Why is this happening? What should I do?

The main reasons for access issues are eligibility and name/email changes. The survey is only open for students who are enrolled in courses this Spring. The survey is not intended for dual-credit (high school) students, visiting/exchange students, students only taking Continuing and Professional Studies courses, or students only taking courses through the Phoenix program.

If you are a KPU employee, you will be invited to participate in the employee version of the survey via an email. You will not be able to log into the survey via a QR code or other link as that is for students only.

If your KPU email address was recently changed, you should still be able to participate. Please contact KPU's Office of Planning & Accountability at opa@kpu.ca as soon as possible, using your KPU email address.

Is the student survey confidential? Who will have access to my information?

Your survey answers are completely confidential. All personally identifiable information, such as your name or email address, is removed prior to analysis so that you are not linked with your answers. The survey responses you provide are only accessible by a restricted number of staff in the Office of Planning & Accountability for the purpose of analysis. The same is true for your contact information (i.e., email address), which is only used for the purpose of conducting the prize draw and contacting the winner. Results will only be reported in a summarized format, and any names or other personally identifying information in written comments will be redacted.

I completed the survey but I'm still getting reminder emails. What should I do?

Thank you for participating! If you completed the survey through a QR code or link that was not sent to you directly from qualtrics@kpu.ca, you may continue receiving reminder emails even though your response has been recorded. If you want to stop getting the emails from qualtrics@kpu.ca, please click on the unsubscribe link at the bottom of the email message.

The prize for the student survey is a chance to win either a \$500 tuition waiver or gift card. Why can't the winner receive a cash prize instead? What kind of gift card can I choose?

We are unable to provide cash substitutes due to Canada Revenue Agency regulations regarding cash-based prizes. If you win and select the gift card, you may decide where the gift card is for. For example, you may decide on a gift card for a local grocery store, an online store (such as Amazon), or something else entirely. We only require that the gift card be something we can easily provide to you (such as a local or digital gift card) and that it does not violate KPU policies. KPU reserves the right to substitute the gift card if we are not able to obtain the one of your choosing.

Who should I contact if I have more questions about the survey?

You can contact the Office of Planning & Accountability at opa@kpu.ca for any technical issues. For questions about sustainability initiatives at KPU or the survey content, please contact sustainability@kpu.ca.