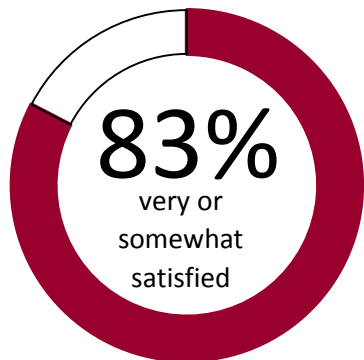


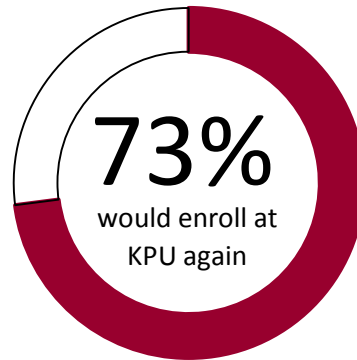
Student Experience

KPU students' overall satisfaction with their educational experience^{1,2}



**International students
(86%) vs. Domestic
students (82%)**

2015: (85%)



2015: (74%)

**International students
(77%) are up from
2015 (71%)**³

*Views on their educational experience*⁴

Domestic Students

International Students

What's going well: Highest three by % agree or strongly agree

78% instructors are available in class and during office hours

77% I have opportunities in the classroom that help me learn by doing

77% I know how to get help for my coursework

84% Instructors are available in class and during office hours

82% I have opportunities in the classroom that help me learn by doing

82% KPU has services that help students succeed

51% it is easy for me to get to know KPU students

44% I have opportunities to enhance my learning through activities beyond the classroom

40% I feel part of the KPU community

What could be better: Lowest three by % agree or strongly agree

64% I have opportunities to enhance my learning beyond the classroom

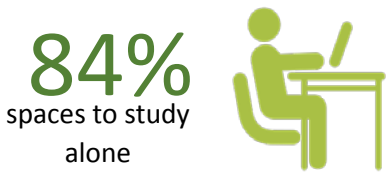
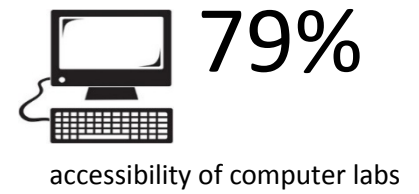
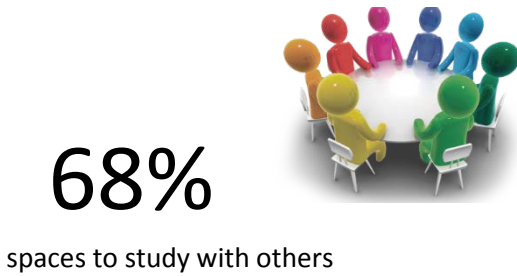
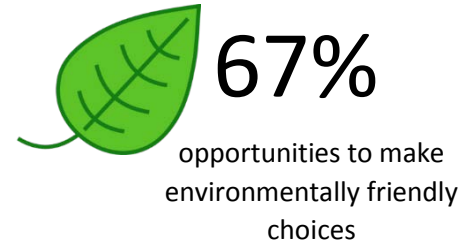
63% Other KPU students have made me feel welcome

60% It was easy for me to get to know other KPU students

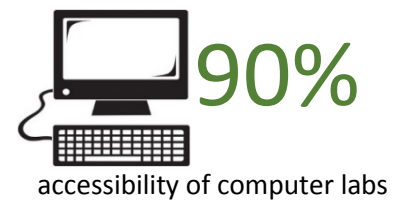
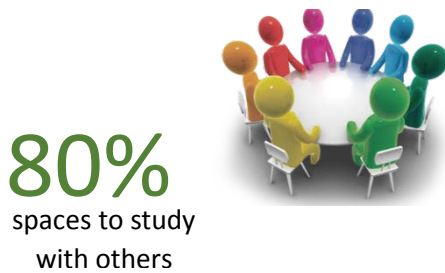
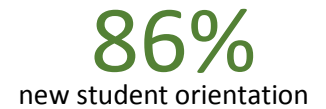
Satisfaction with services used the most ⁵



Domestic Students



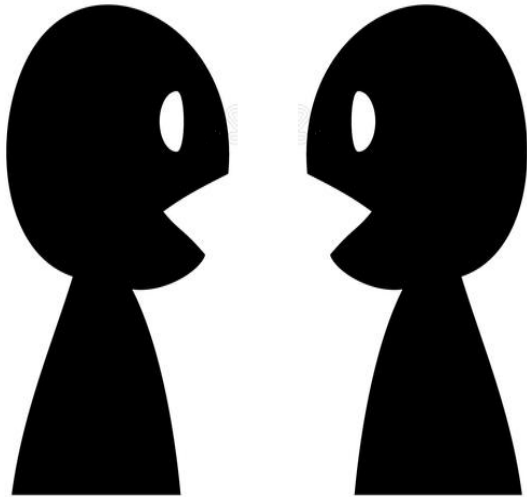
International Students



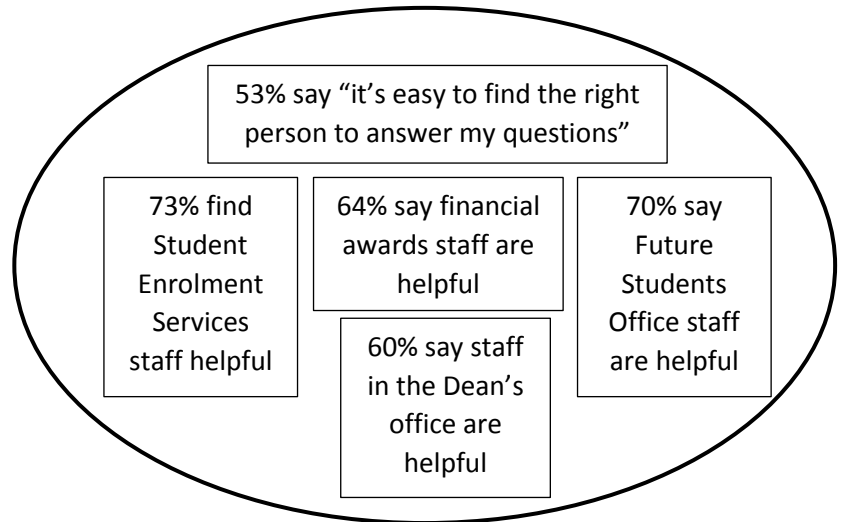
Satisfaction with shuttle services (by campus)



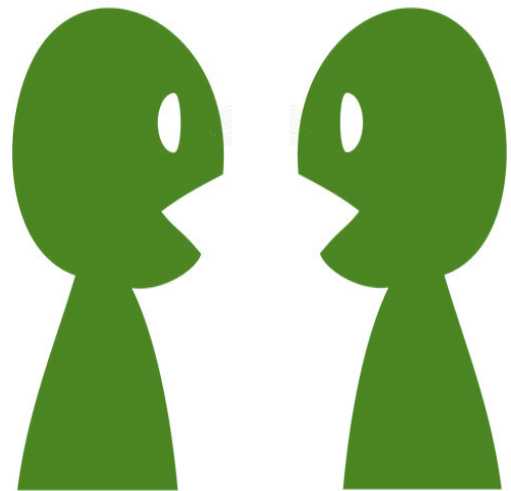
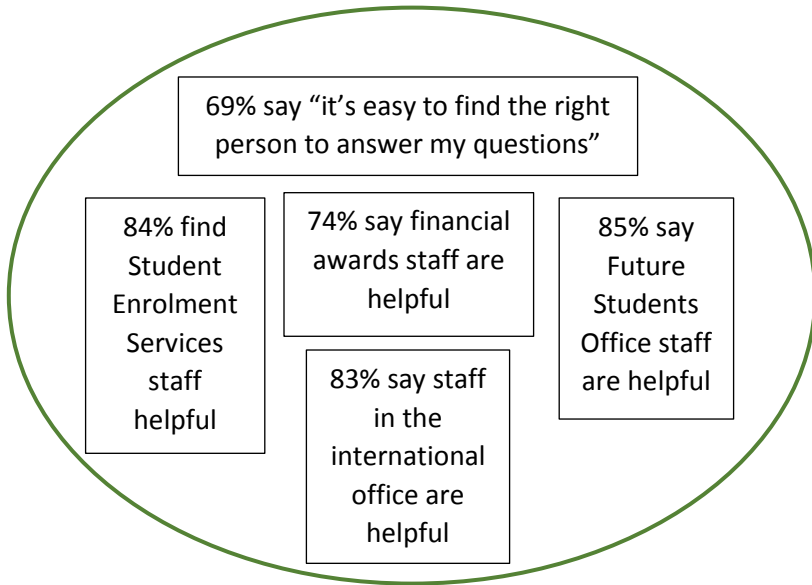
Views on interacting with staff⁷



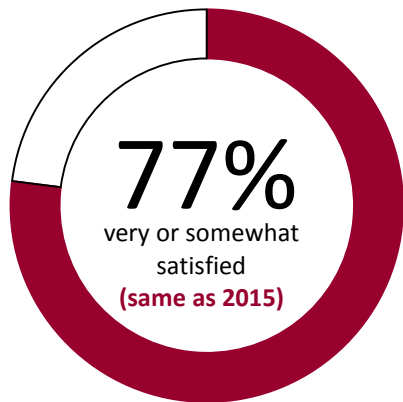
Domestic students



International students



Overall satisfaction with services at KPU



In **2017**, international students were more likely than domestic students to be very or somewhat satisfied with services at KPU



Domestic Students in 2017: 75%

International Students in 2017: 87%

In **2015**, **83%** of international students were very or somewhat satisfied, compared to **76%** of domestic students

Overall satisfaction with services at KPU (by campus)



73%

of Richmond
campus
students



78%

of Surrey
campus
students



84%

of KPU Tech
students⁵



81%

of Langley
campus
students

ENDNOTES

ABOUT THE 2017 STUDENT SATISFACTION SURVEY

KPU conducts a student satisfaction survey every 2 years and asks students various questions related to their selection of post-secondary institution, their education plans at KPU, their course registration and educational experiences, satisfaction with support services, as well as their background information (such as age, funding sources, etc.). In 2017, a total of 3,662 students responded to the online survey between October 17, 2017 and November 10, 2017. This translates into an overall response rate of 25%, a 1 percentage point decrease from the 2015 survey.

When reviewing information from the 2017 Student Satisfaction Survey, it is important to keep in mind that some groups are over-represented:

Group	Survey Percentage	Actual Percentage
Female students	66%	54%
Full-time students	77%	72%
Students 23 and older	41%	34%

The breakdown of domestic and international students who responded to the survey (83% domestic, 17% international) is close to the actual breakdown in the KPU student body for Fall 2017 (79% domestic, 21% international)

All percentages reported are rounded to the nearest whole percent.

All numbers reported as X of 10 students are reported such that X is the nearest whole number. For example, 9/10 students could refer to anywhere between 85% and 94%.

¹ All mentions of the percent of students who are very or somewhat satisfied are from a scale where the answer options were: “very satisfied,” “somewhat satisfied,” “neither satisfied nor dissatisfied,” “somewhat dissatisfied,” and “very dissatisfied.”

² Answer options for the question “if you could start over again, would you enroll at KPU?” were: “yes,” “no,” and “don’t know.”

³ Between 2015 and 2017, domestic students showed a slight decrease in the percent who said they would enroll at KPU again (75% in 2015 to 72% in 2017).

⁴ Students were asked to rate different aspects of their educational experience on a scale ranging from: “strongly agree,” “agree,” “neither agree nor disagree,” “somewhat disagree,” and “strongly disagree.”

⁵ The top five services used for domestic students and international students were the defined as those services which had the highest percentages of respondents who used a service. That is, the rating these respondents gave was not one of: “didn’t know about it,” “knew about it but have not used,” and “does not apply.” Satisfaction refers to the percent who were very or somewhat satisfied, on the same scale as reported in endnote 1.

⁶ Results for the KPU Tech campus should be interpreted with caution due to small numbers (n = 51).

⁷ In the “views on interacting with staff” sections, the percentages refer to the percentage of students who agree or strongly agree with each statement, on a scale ranging from: “strongly agree,” “agree,” “neither agree nor disagree,” “somewhat disagree,” and “strongly disagree.”