



Yukon College Student Exit Survey

2015-16

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- Jasmine Rolls – Interviewer
- Nina Vogt – Interviewer
- Sara Thompson – Survey Supervisor

Survey Design, Purpose and Context

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 to further educational pursuits. The survey has been conducted annually since 2001, providing 16 years of data. The survey is conducted by telephone, with a web completion option, and is delivered approximately nine to eleven months after the completion of the respondents' Yukon College studies. This year's interviews were conducted during March and April of 2017.

The target population for the 2015-16 survey consists of all students who:

- graduated from a Yukon College certificate, diploma, or degree program in 2015-16, or
- completed at least 24 credits at Yukon College between 2014-15 and 2015-16, or
- completed at least 3 College Access Pathways courses in 2015-16, and
- had not been enrolled in more than one Yukon College credit course (equivalent to 3 credit hours) in 2016-17.

The rationale for including former students enrolled in one credit course in 2016-17 is to acknowledge “lifelong learning,” while recognizing that these students will have already completed a large part of their education based on the above criteria.

This year's survey had an overall response rate of 47%. Past years' surveys have had response rates ranging from 16%-50%.

Response Rate to 2015-16 Survey

	Number	Percent
Population size	193	
Completed interviews	91	47%
Unable to locate*	59	31%
Unable to contact**	29	15%
Refused	14	7%

*No working phone number could be found, and no response to email attempts

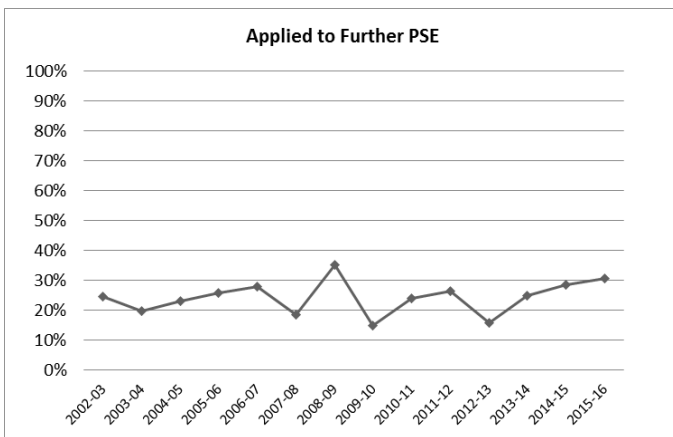
**Did not respond to attempts to communicate throughout the duration of the survey

Results

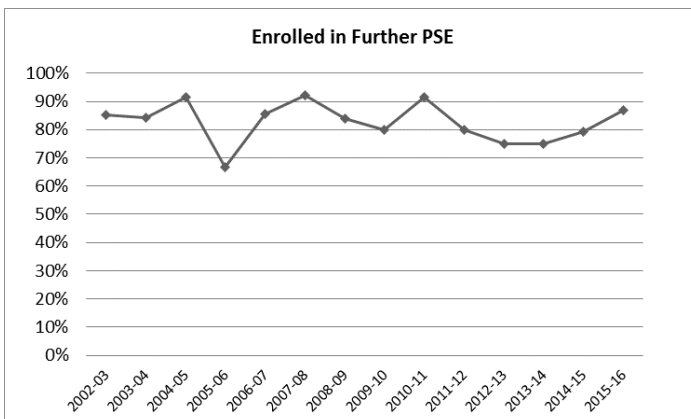
The *Yukon College Exit Survey* covers a variety of topics including: program completion, upgrading, further education, employment, volunteer work, funding for education, satisfaction with the Yukon College experience, and demographic details. The survey is primarily quantitative but does include space for some qualitative comments. Illustrative comments are used in this report to add context, but may not be representative of all respondents. This report presents highlights of the main results of the survey. Additional details may be available upon request from Institutional Research and Planning.

Transfer and Participation in Further Education

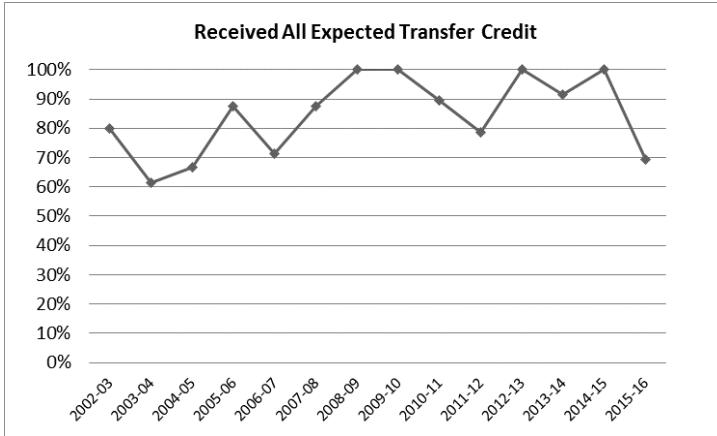
Nearly one-third (31%) of survey respondents had applied to another post-secondary institution since going to Yukon College, which is at the high end of historical norms.



Out of the 28 respondents who had applied, 86% had been accepted and 7% were still waiting to hear back. Out of those who had been accepted, 87% had enrolled. These figures are within historical ranges.



Among those who had enrolled at another post-secondary institution, nearly three-quarters (72%) expected to receive transfer credit, and about two-thirds of these students (69%) received all the transfer credit they expected. These figures are within historical norms, but are down from recent years.

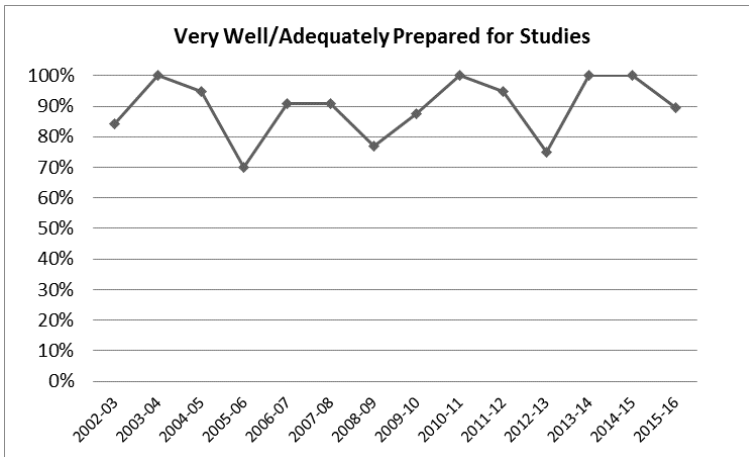


Out of the 13 respondents who expected to receive transfer credit, 69% (or 9 respondents) were satisfied or very satisfied with their transfer experience. This is lower than in any previous year of the survey.



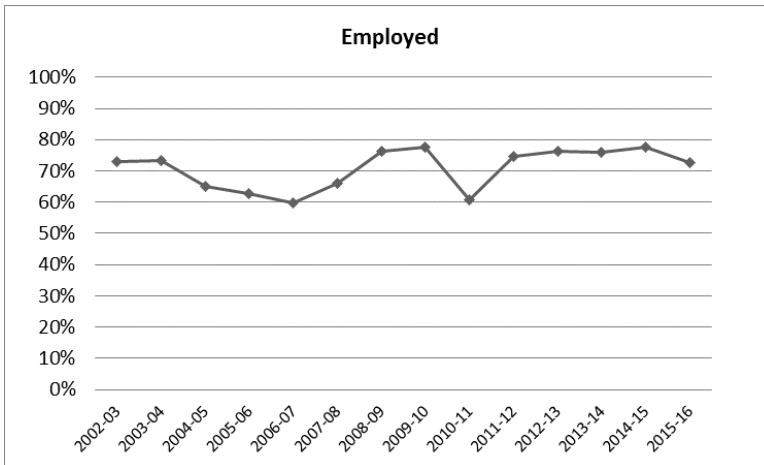
“My experience was very easy but they didn't transfer all of the credits that I should have received. I had to retake another English course, which I had already [done] at YC, to have my diploma accepted. It was a disappointment that I had to waste time and money to redo classes.”

The 20 respondents who had enrolled at another post-secondary institution were asked how well their studies at Yukon College had prepared them. Overall, 89% said that they were “very well prepared” or “adequately prepared.” However, 11% were “not very well prepared” or “not at all prepared.” (These figures do not include the one respondent who said they did not know how to answer).

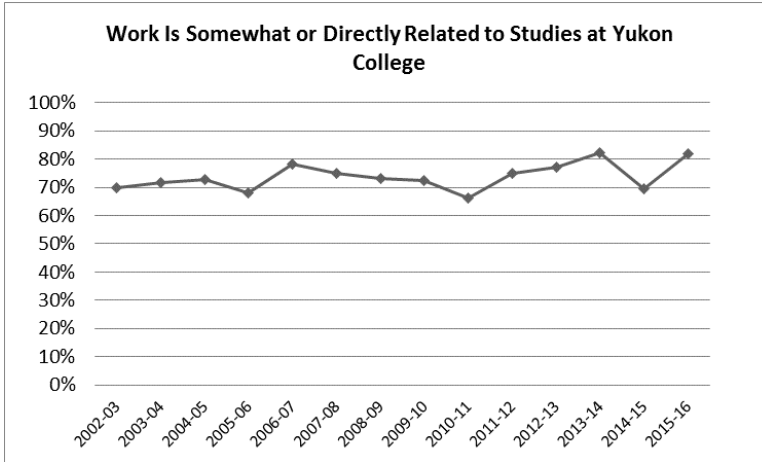


Employment

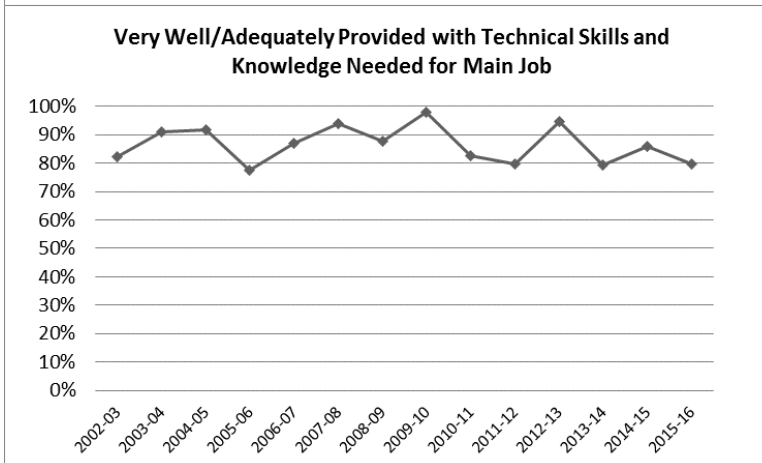
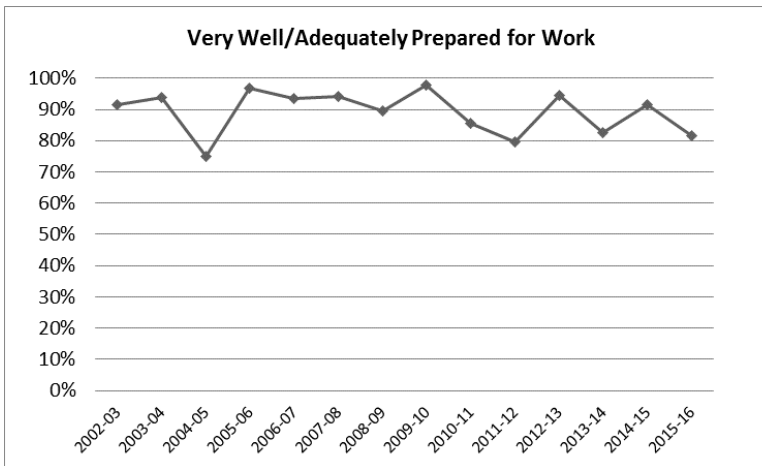
Nearly three-quarters of respondents (73%) said that they were working at a paid job or business at the time of the survey. Among those who were working, 86% worked 35 hours per week or more at their main job. Nearly one-third of employed respondents (30%) had more than one job or business, and 3% were self-employed. Close to two-thirds of employed respondents (64%) had permanent, year-round employment (as opposed to seasonal, temporary, or casual types of work).



Among those who were employed, 82% said that their work was “directly related” or “somewhat related” to their studies at Yukon College. This is at the high end of historical norms.



Survey respondents who were working in jobs that were “directly” or “somewhat” related were asked how well Yukon College had prepared them for their work, and whether the training and education they received at Yukon College had provided them with the technical skills and knowledge they needed for their main job. In both cases, about four out of five (80%-81%) said that they were “very well prepared” or “adequately prepared.”

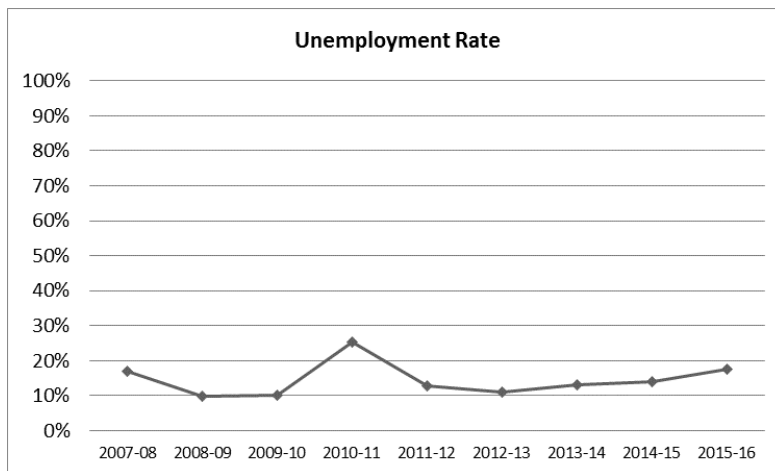


Unemployment

More than one-quarter (27%) of survey respondents said that they were not working at a paid job or business at the time of the survey. The main reasons they gave as to why they were not working were that they are attending school, training or studying (40%); can't find work (32%); are not interested in working right now (8%); have personal or family reasons (4%); are on seasonal layoff (4%); or other reasons (12%).

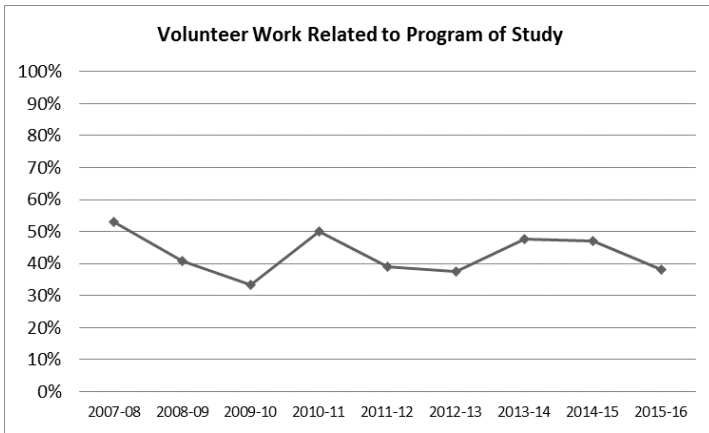
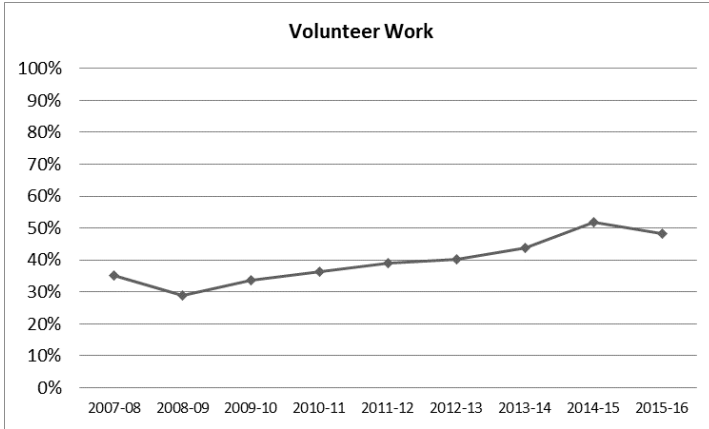
In determining an unemployment rate, it is a standard practice to exclude individuals who are unable to work or who are not currently interested in working, e.g. because they are engaged in non-market activities such as education or caregiving. Survey respondents who were not working were asked whether they had done anything to look for work in the last four weeks, and those who answered "yes" are considered part of the labour force along with those who were actually employed.

On this year's survey, 88% of respondents were in the labour force (working, or looking for work). The unemployment rate was 18% (not working, but looking). This is at the high end of historical norms.



Volunteer Work

Close to half (48%) of respondents do volunteer work, and 38% of those who do volunteer work said that it is related to their program of study at Yukon College. These figures are within historical ranges.



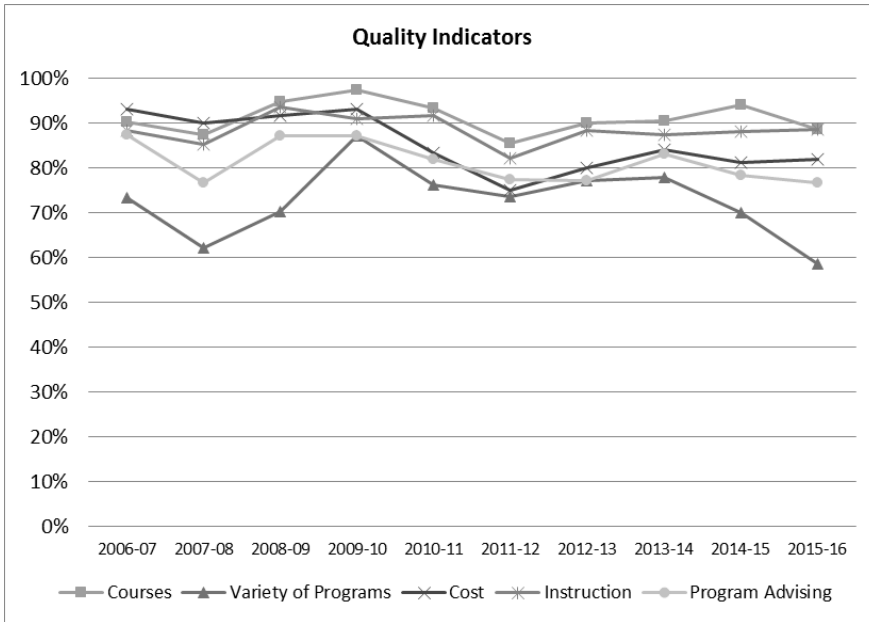
Satisfaction with Yukon College

Nearly nine out of ten respondents (89%) said that the quality of the courses they took at Yukon College was “excellent” or “good,” and the same proportion gave “excellent” or “good” ratings to the quality of instruction they received at Yukon College. About three-quarters (77%) gave “excellent” or “good” ratings to the quality of program advising. Four out of five respondents (82%) gave “excellent” or “good” ratings to the cost of their program at Yukon College. All these figures are within historical norms.

“Yukon College was a great experience. I’d say the best thing was how much networking was possible. All my instructors had tons of experience working in the field and especially working in Whitehorse to share with the students. It was also great to connect with the students who are working in the same field as I.”

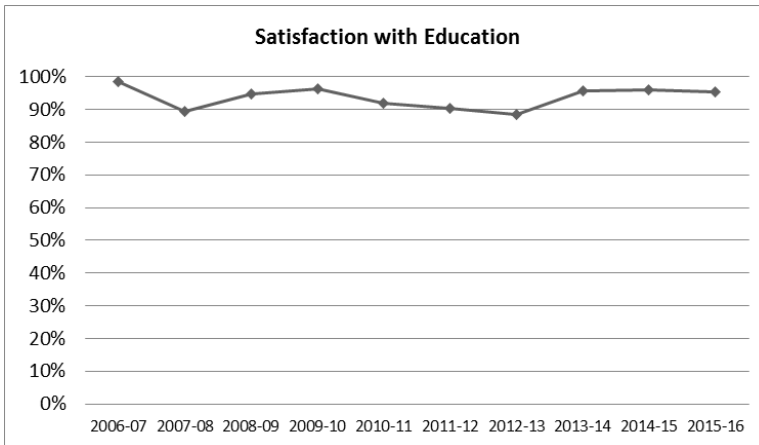
The variety of programs available at Yukon College was rated “excellent” or “good” by 59% of respondents, which is a historical low.

“Variety of programs good as a technical institute but not as an academic one.”

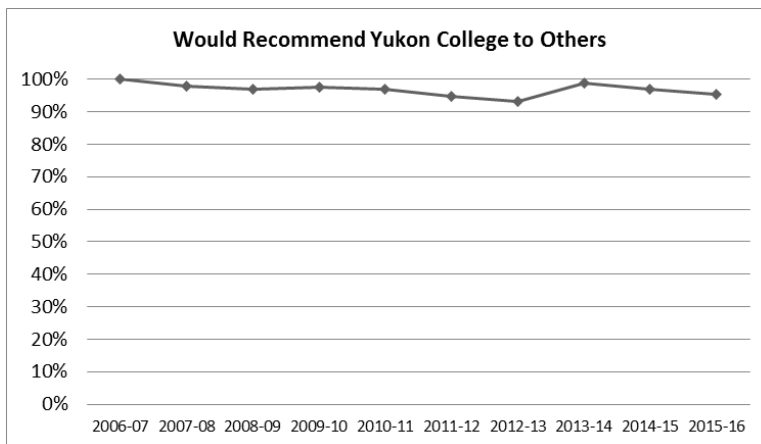


When asked about their satisfaction with the education they received at Yukon College, 95% said that they were “satisfied” or “very satisfied.” As well, 95% would recommend Yukon College to others as a place to study. These figures are within historical norms.

“I have never enjoyed school, including post secondary, but once I enrolled in Yukon College I loved going to class everyday.”



“It's super awesome in terms of the teachers really get to know you and are very very approachable.”



“If You Could Change One Thing”

Survey respondents were asked, “If you could change one thing about your experience at Yukon College, what would that be?” Their responses were analyzed for common themes.

Several respondents said that they would have liked to have had more options of programs to take or electives to choose, including having programs extended to higher years, and having electives offered more frequently.

“I would like if the College offered 3rd and 4th year liberal arts classes”

Program planning was an area with room for improvement for some respondents, particularly in regards to planning with transfer in mind.

“I would have planned out my degree better by taking as many YC classes that I could before transferring to [a BC university].”

Some respondents had negative experiences with instructors, or felt there was room for improvement in the quality of instruction in some cases.

“Some of the instructors were a bit grumpy. They could have been kinder. More encouragement for students who have been out of school for years. ...”

A few respondents would have liked to have had more student involvement in clubs, sports, social events, and so on.

“Engaging the students in sports and having a Yukon College team.”

On the other hand, several respondents said that they would not change a thing.

“I don’t think I would change anything. It was overall great. The instructors and resources are great and I never felt awkward or out of place.”

Conclusion

Overall satisfaction with the Yukon College experience remains high. Anticipation of the transition to university status may have raised expectations about the variety of courses and programs that could be offered. Among students who transferred courses or credits to another institution, overall satisfaction with the transfer experience was lower this year than in previous years.