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Submission of Information from Senior Staff to the Board of Governors

REPORT TITLE

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DATE

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BACKGROUND INFORMATION

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On an annual basis, at the last regularly scheduled Board meeting for the calendar year, the Board will be notified of any new, significantly revised or deleted policies which were approved by the President or

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Submission of Information from Senior Staff to the

2021

STUDENT SATISFACTION SURVEY

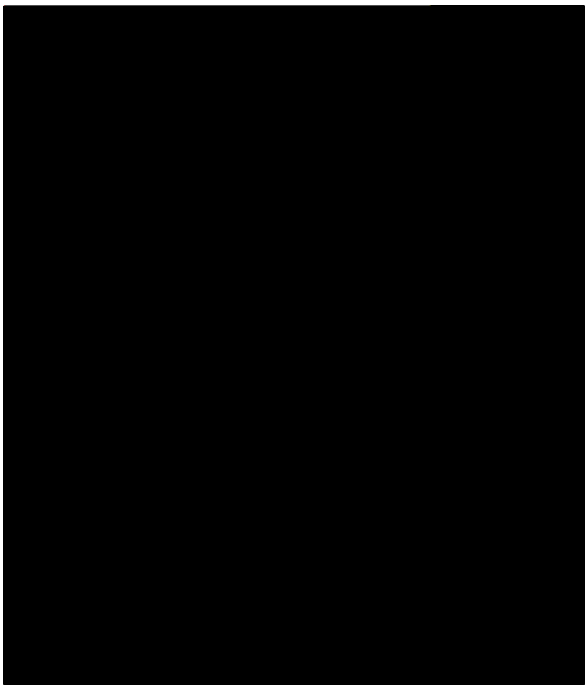
THE DEPARTMENT OF INSTITUTIONAL RESEARCH

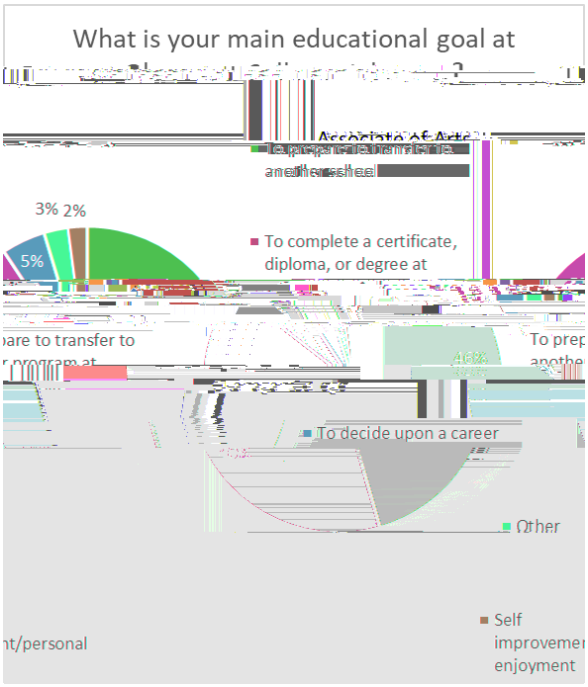
OKANAGAN COLLEGE | SEPTEMBER 2021

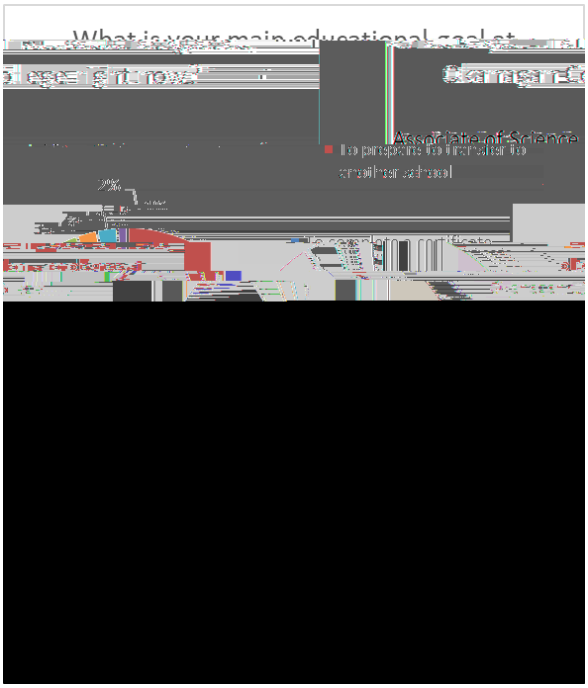
Executive Summary

This report presents the results of the eleventh Student Satisfaction Survey of Okanagan College students, conducted in the spring of 2021 (March 9 - April 16, 2021). The survey had a 40 per cent response rate, with 1,301 responses, resulting in a ± 2.4 per cent margin of error at 95 per cent confidence interval.

largely remained similar to results from previous years. Okanagan College remains the first-choice institution for the majority of students, with only 61 per cent applying to other institutions




What is your main educational goal at
3%
2%
5%
To complete a certificate, diploma, or degree at
To decide upon a career
Other
Self
enjoyment



School of Choice

The majority of students who enrolled last fall did not apply to other post-secondary institutions. As can be seen by the two charts below, the results in 2021 were similar to results from the previous iteration of the SSS in 2020.

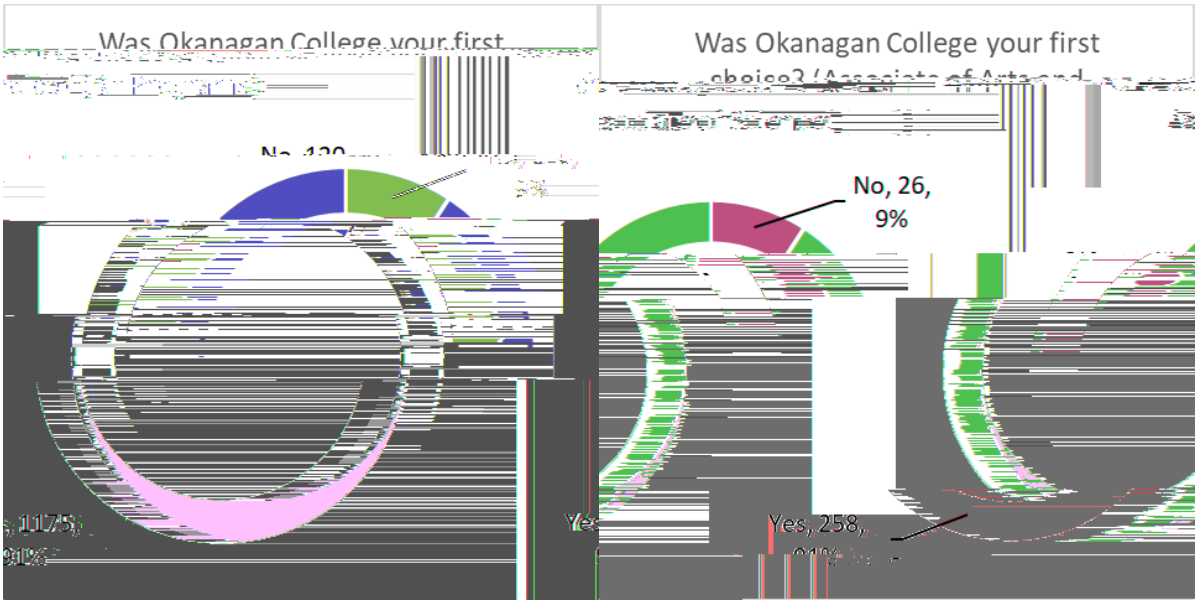
Whether a student applies to another institution

Most students that applied to another school did so locally, generally to UBC Okanagan or Thompson Rivers University. There was no distinction made by year of study so some of these students may be applying to transfer.

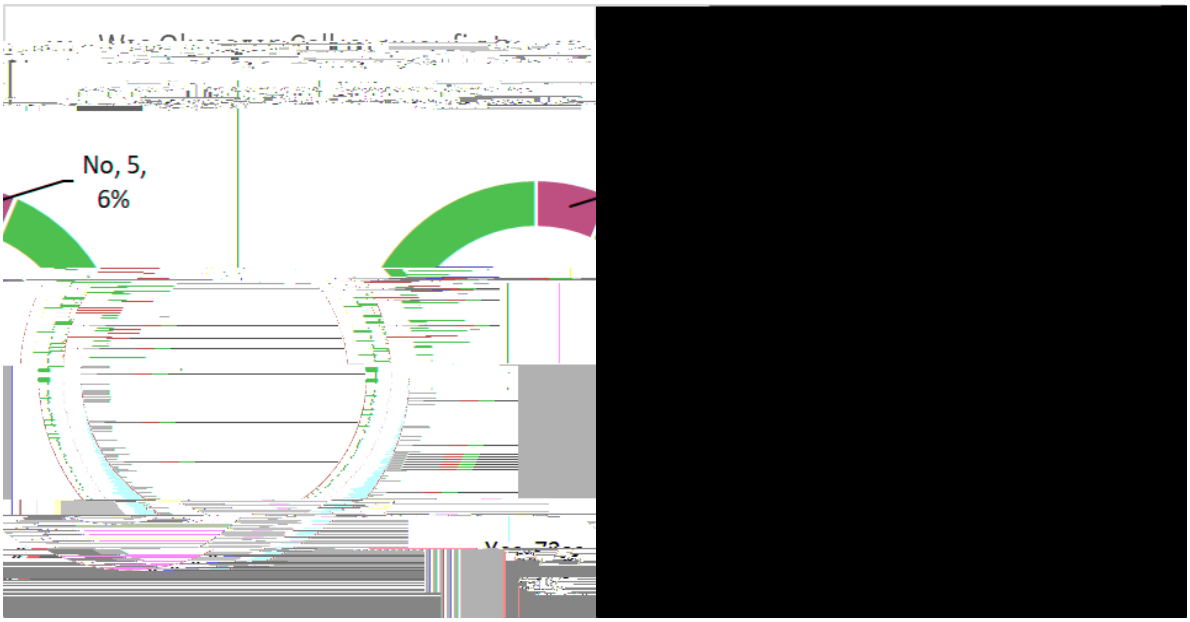
Post-Secondary Institution	Count
UBC - Okanagan	105
Thompson Rivers University	43
UBC - Vancouver	31
University of Victoria	26
BCIT	20
Simon Fraser University	13
University of Calgary	7
Langara College	6
SAIT	6
Vancouver Island University	6
University of Alberta	5
University of the Fraser Valley	5
University of Saskatchewan	4
College of the Rockies	3
NorQuest College	3
Trinity Western University	3
UNBC	3
Athabasca University	2
Camosun College	2
Capilano University	2
College of New Caledonia	2
Kwantlen Polytechnic University	2
Mount Royal University	2
North Island College	2
Red Deer College	2
Selkirk College	2
Sheridan College	2
Other	20
Total	329

First Choice

In 2021, ninety-one per cent of students said that Okanagan College was their first choice. For the Associate of Arts and Associate of Science programs, results were up slightly (by three per cent) compared to 2020.



Similar to 2020, Okanagan College was the first choice of 94 per cent of Trades students who responded to the survey and only seven per cent of Trades survey respondents said they applied to another school when they initially applied to their program.



Results by Category: Overall

The Student Satisfaction Survey was originally conducted in 2007 to measure student satisfaction with Programs, Facilities, Services, and Campus Life; these categories were taken from the first Strategic Plan launched in 2006 called

Results by Category: Program

None of the Program category questions saw statistically significant change in agreement or importance percentages between 2020 and 2021. In 2020, 92 per cent of respondents agreed that they would recommend their program or course to other people. The stat
at the college in recent years, rising from 72 per cent in 2014 to 86 per cent in 2021.

from 76 per cent in 2014 to 86 per cent in 2021.

It should be noted that the wording of two statements in this section have been altered from previous iterations of the survey. Prior to the 2021 SSS, the s There is a commitment to academic excellence at the college s campus

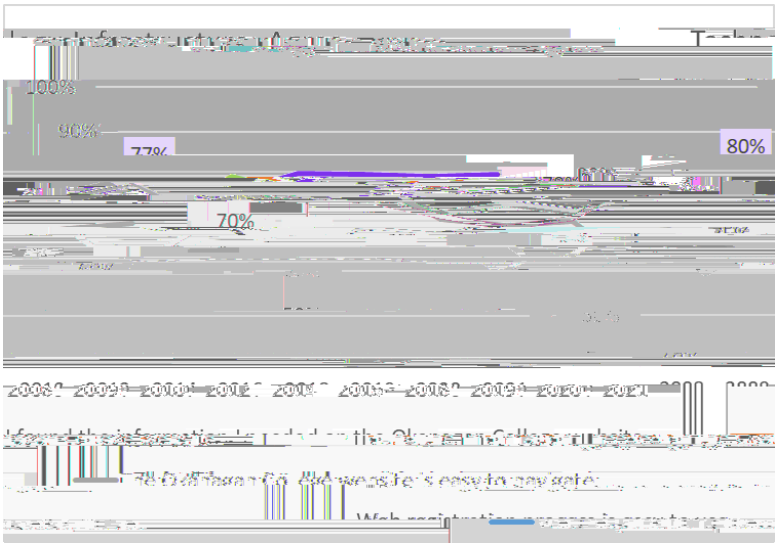
As can be seen from the table below, the slight change in wording did not significantly impact the results

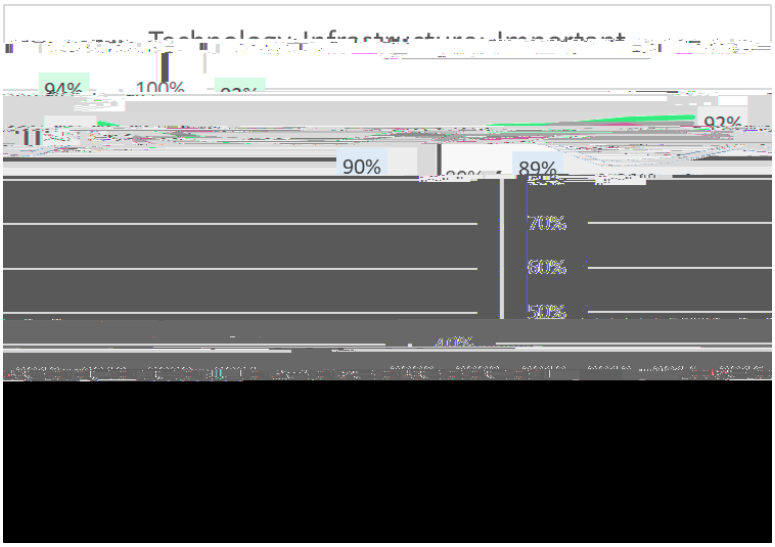
Website

As with many of the category questions, the website importance and agreement results have been generally stable since 2008 with a small gap between scores.

In 2021, the percentage of respondents who said they found the information they needed on the Okanagan College website was 80 per cent, consistent with the last three iterations of the SSS. The navigability of the Okanagan College website was at 70 per cent, close to its usual agreement score after dipping to 59 per cent in 2016.
received an agreement rating of 78 per cent, consistent with the previous two iterations of the SSS.

All three statements have been considered important by 90 per cent or more of respondents since 2019





Services/Facilities/Infrastructure

Results by Category: Services

Registration Office

Satisfaction with Registration Office hours of operation and its related services has generally remained steady for the last three years. After a considerable decline in early versions of the SSI, importance

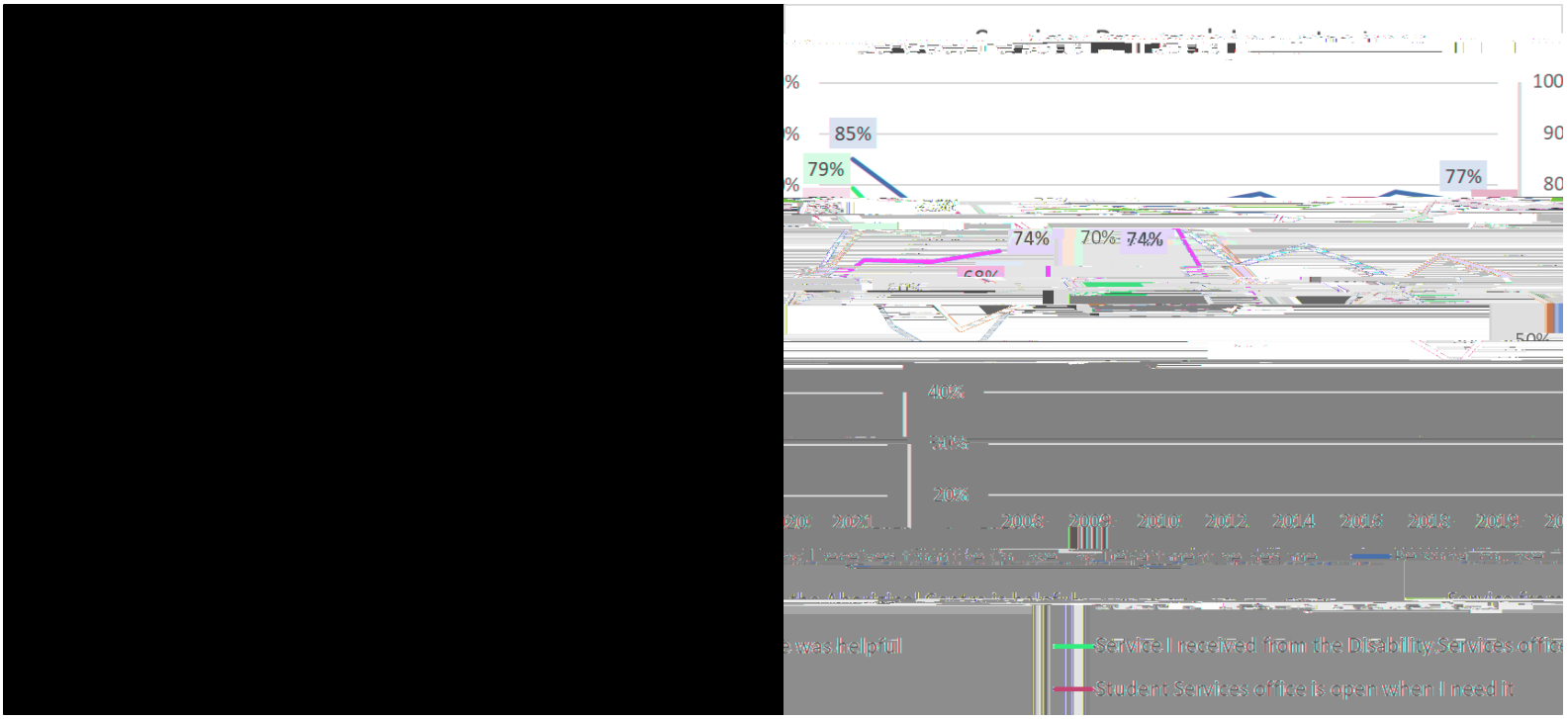
Registration Process

Services: Personal

After a significant rise from 2018 to 2019, agreement levels with the Aboriginal Centre and Disability Services office have essentially flattened in the last several iterations of the SSS.

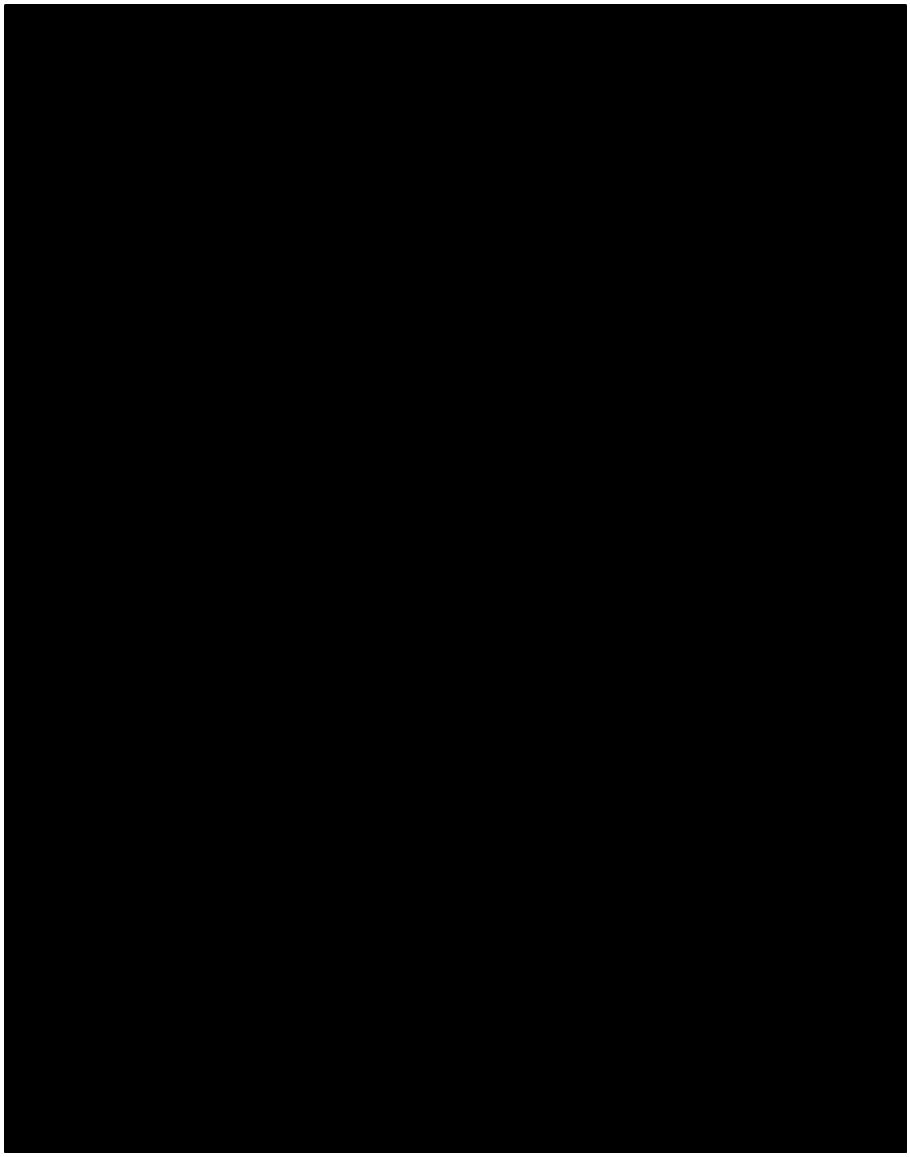
The Student Services Office (phrased as Welcome Centre until the 2018 survey) experienced a noteworthy increase in satisfaction from 2018 to 2019 but has seen a slight downward trend in recent years, decreasing from 75 per cent in 2019 to 70 per cent in 2021.

Satisfaction with the Counselling Department has consistently remained at or near 60 per cent since 2008. Importance levels for all personal services have remained consistent since 2019.



Services: Personal (continued)

The Aboriginal Centre question results are filtered by respondent demographic (Aboriginal or non-Aboriginal) and are presented below. The number of Aboriginal respondents to this question is very low (32) and the results should be used with caution; 232 non-Aboriginal people responded to the question in 2020. The survey instructs students to respond only if they have experience with the service. There were 119 respondents who declared themselves Aboriginal.



Services: Other

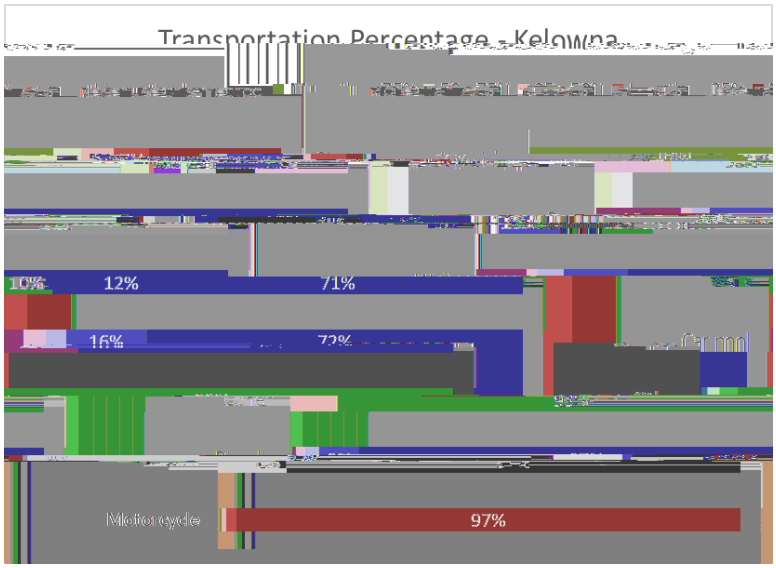
After reaching a record [illegible]

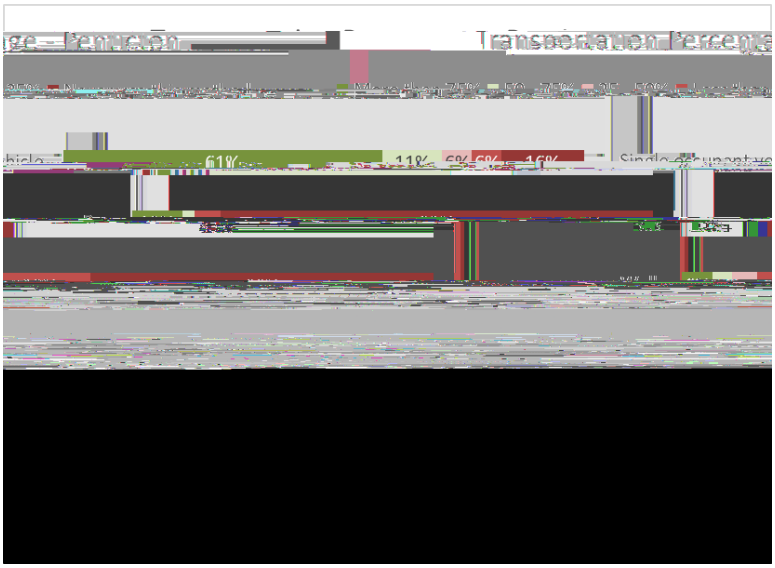
Results by Category: Transportation

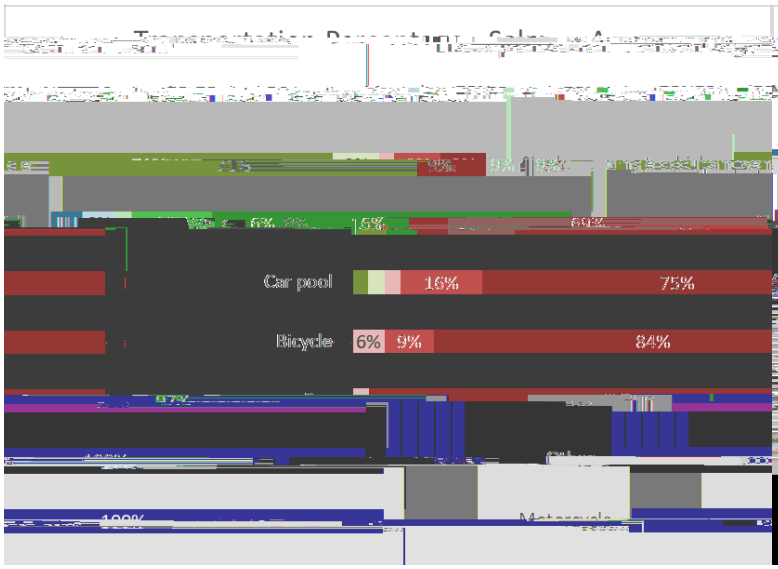
Questions about transportation methods were first introduced in the 2014 Student Satisfaction Survey (SSS). After being excluded from the 2016 SSS, they were reinstated in 2018. Responses to the questions [illegible] and [illegible] have been separated by campus below.

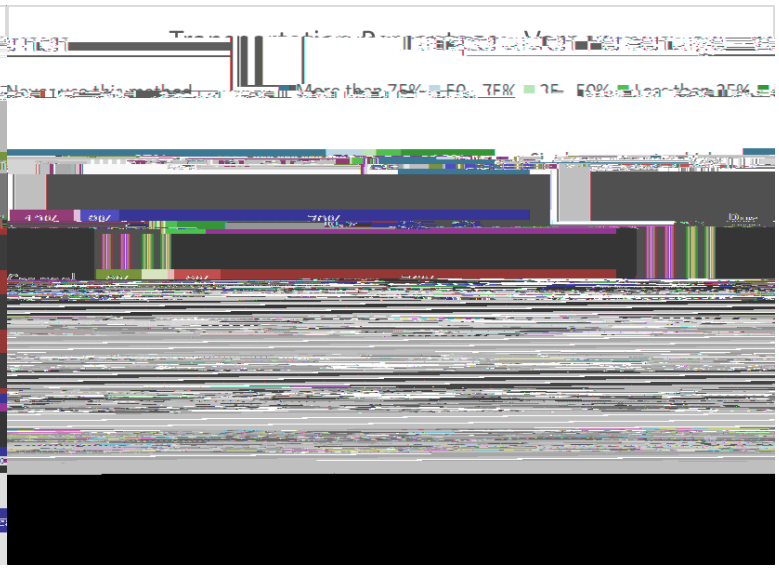
Each year, the most common transportation method selected by respondents has been the single occupant vehicle. In 2021, 71 per cent of Salmon Arm respondents used the single occupant vehicle method over 75 per cent of the time. When compared to other campuses, public transit was most used on the Kelowna campus, while walking and carpooling were most used on Penticton campus.

In 2021, only respondents who attended classes on a physical Okanagan College campus were asked to provide their opinion on transportation methods.









Distance Education Gap Analysis

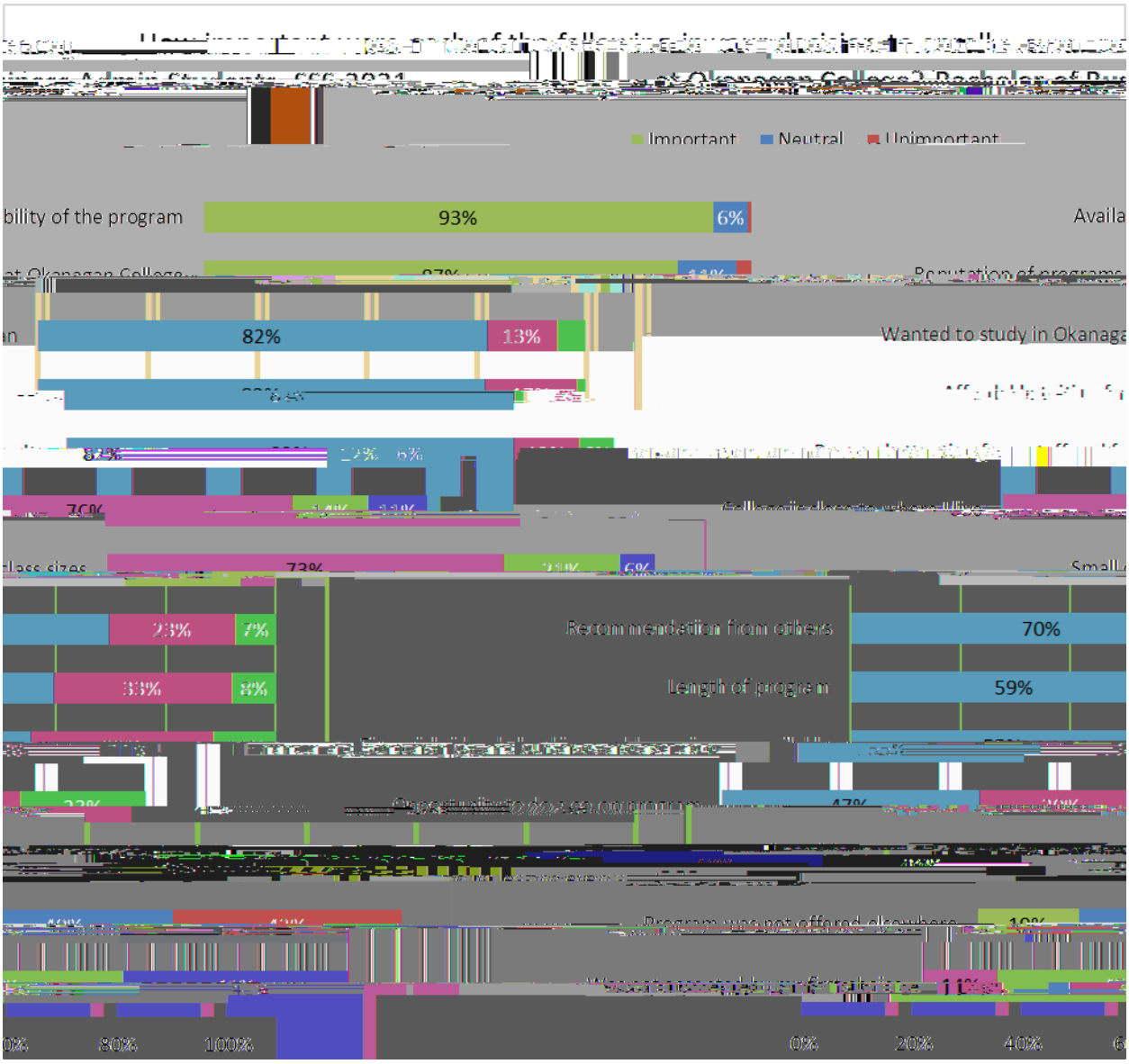
The radar chart below shows the mean scores for questions (scored between one and five) in terms of importance and agreement. Large gaps where importance is more than agreement may be a focus for improvement. Where agreement is greater than importance, this indicates that expectations have been met.

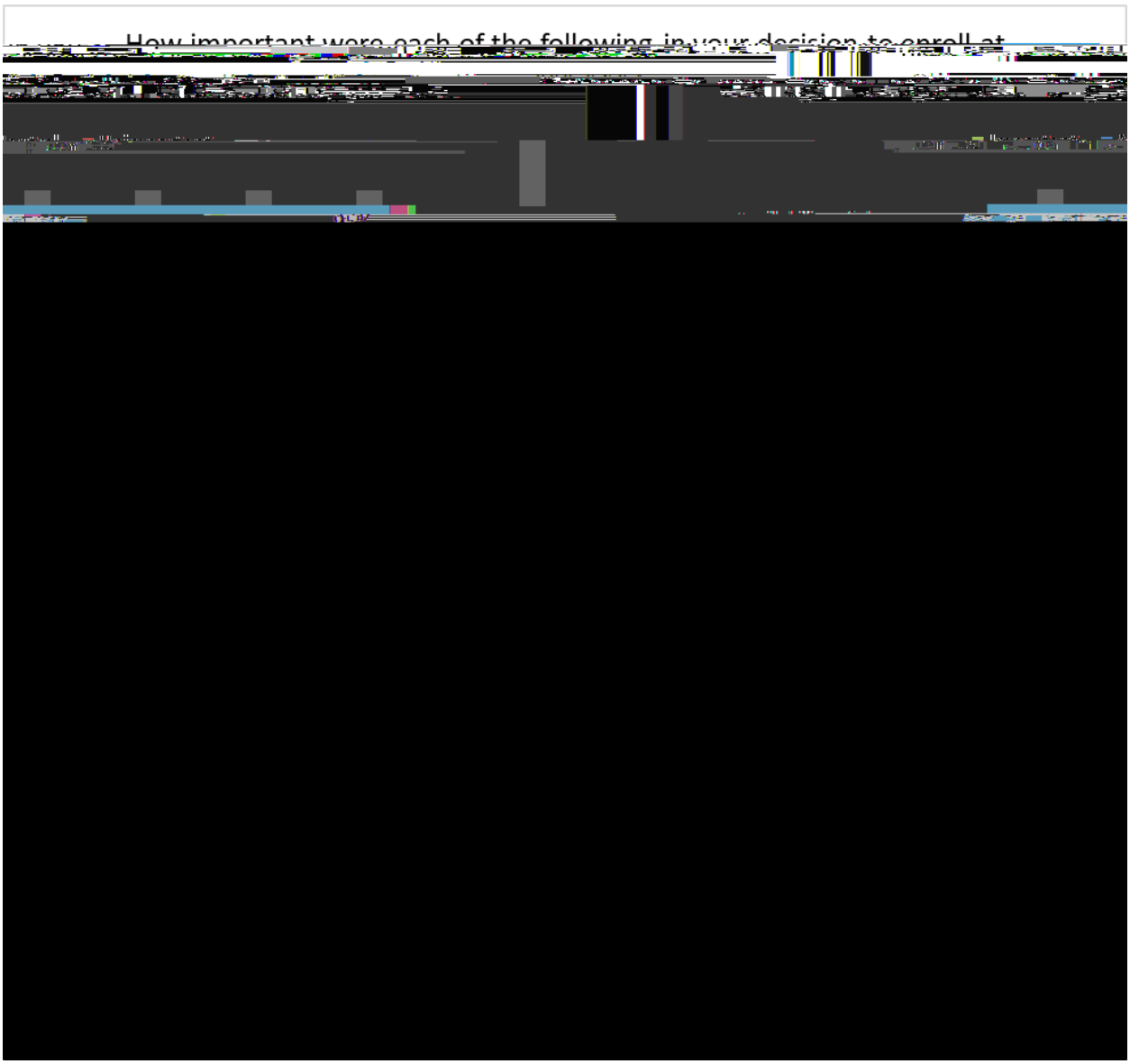
As some distance education students may have visited a physical campus, a few of the issues experienced by the distance learners (e.g. item 57, on-campus wireless network) are the same as issues traditionally experienced by on campus learners (items 21 (website is easy to navigate), 31 (Fee payment process is clear and efficient), 45 (Education Advising Department was helpful), 49 (able to register for classes vru5(ste)-2.H14.004(A.46 Td (21)Tj ET Q q 0 0 612 792 re W* n BT 0 g /TT0 1g 0 610 612

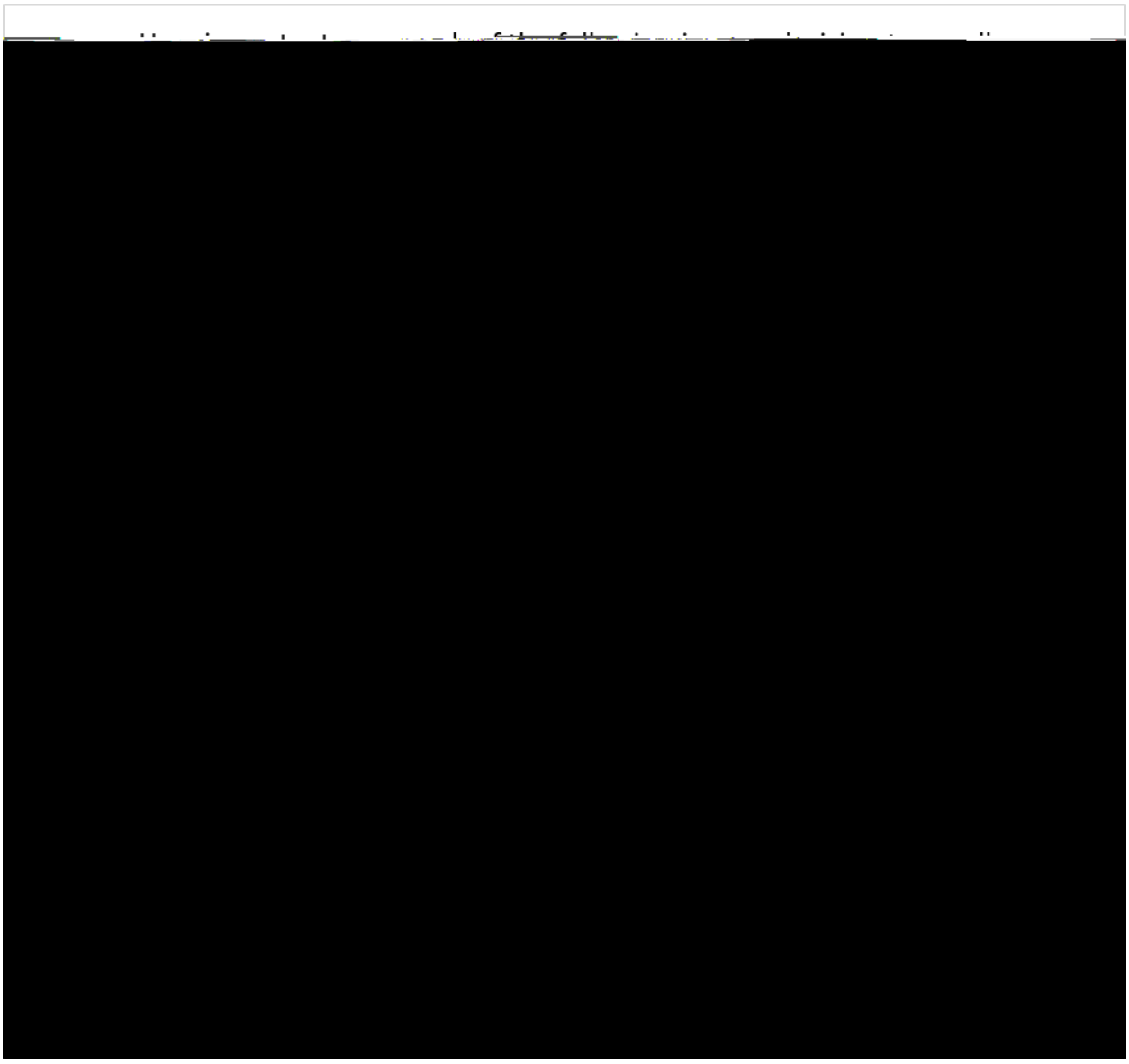
Neutral
Unimportant
Important
87%
11%
Length of program
85%
10%
17%
82%
Recommendation from others
77%
6%
76%
Opportunity to do a co-op program
65%

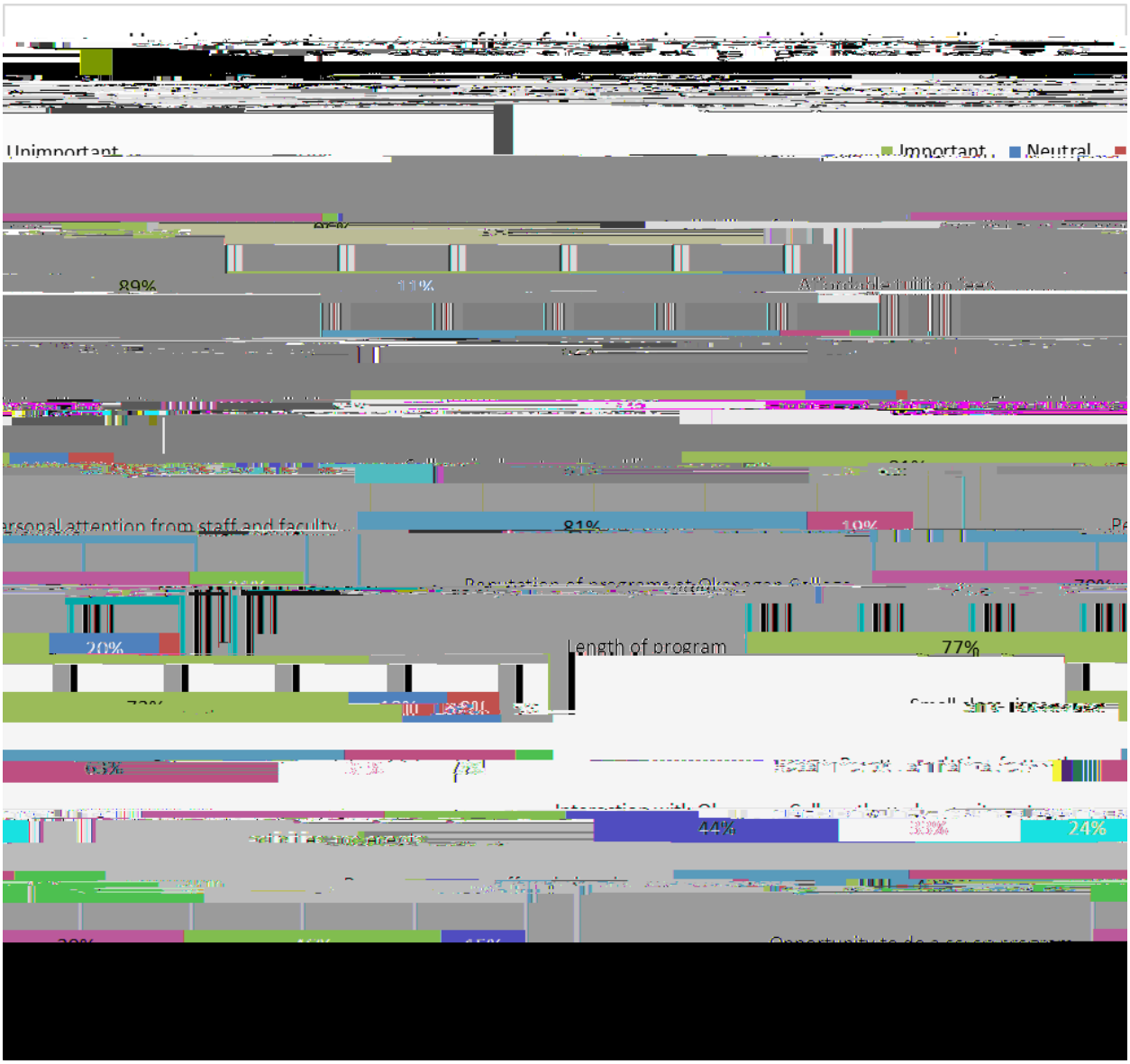
Important
Neutral
Unimportant
7%
Availability of the program
92%
Small class sizes
78%
16%
7%

Unimportant
Important
Neutral
90%
Affordable tuition fees
89%
9%
12%
7%
Wanted to study in Okanagan
81%
Recommendation from others
61%
32%
7%
activities and events
Opportunity to do a co-op program
30%
41%
29%
32%
41%


Important
Neutral
Unimportant
bility of the program
93%
6%
Availa
82%
13%
Wanted to study in Okanaga
Recommendation from others
70%
Length of program
59%
0%
20%
40%


How important were each of the following in your decision to enroll at




Unimportant
Important
Neutral
89%
11%
81%
19%
Length of program
77%
20%
44%
24%

Important
Neutral
Unimportant
Availability of the program
97%
Affordable tuition fees
88%
12%
Personal attention from staff and faculty
82%
Length of program
70%
Recommendation from others
60%
30%
10%
Financial aid, scholarships, and bursaries are available
59%
34%
7%
42%
39%
19%
10%
26%
60%
80%
100%
0%
20%
40%

Q#	Question Text	Category	Response Count
43a	I am satisfied with the Okanagan College registration process	Services	

Appendix D: Open Ended Responses

In the table below, responses

Submission of Information
from Senior Staff to the Board of Governors

REPORT TITLE

Discrimination, Bullying and Harassment Policy

DATE

November 22, 2021

BACKGROUND INFORMATION

For example: y Purpose y History y Other relevant information

The

Title:	

The following are responsible for the administration of this policy:

Primary Office:	Contact:
Director, Human Resources	Director, Human Resources

1. PolicyStatement

1.1. Okanagan College (the "College") is committed to supporting and promoting a working and learning environment that is free of discrimination, bullying and harassment (including in the online or virtual environment), and supports a collegial environment that is characterized by mutual respect, safety, civility and free inquiry. Discrimination, bullying and harassment will not be tolerated. This Policy outlines and defines prohibited conduct and provides an effective and fair procedure for receiving, assessing, investigating, and acting on, a Complaint of Discrimination or Harassment (the definition of Harassment in this policy includes bullying; see definition in section 5.8 below).

2. Prevention of Discrimination and Harassment

2.1 All Employees and Students have a

anonymously, and employees may file a Complaint anonymously under the Safe Disclosure Policy. See the limitations regarding an anonymous Complaint in section 7.1(e).

5.5. **Director** means either the Director, Human Resources or the Director, Student Services, as applicable under the Policy given the circumstances. The Directors are normally the recipient of the Complaint.

5.6. **Discrimination** means discrimination based on a person's sex, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sexual orientation, age, gender identity or expression, or criminal conviction unrelated to the person's employment or program of study, or

ii) be fair and impartial;

iii) be sensitive to the interests of all parties involved; and

iv) maintain confidentiality to the extent reasonably possible.

b) The Director will provide notice to both the l) **w)**

f) The investigation report is confidential and will not normally be released by the College except as required by law.

7.6. CorrectiveMeasures

a) If there is a finding that this Policy has been violated, the Director, along with the Employee's supervisor, will act promptly to ensure that the Discrimination or Harassment ceases and to prevent future occurrences of similar activity.

b) Such actions may include disciplinary action against the Respondent, training for Employees and Students, and imposing arrangements that minimize the risk of Discrimination and Harassment.

c) Any corrective measures will be documented
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9. Privacy and Confidentiality

9.1.

Complaint Form

Discrimination, Bullying and Harassment (including Sexual Violence and Misconduct)

Type ofComplaint
☐ Discrimination, Bullying and Harassment Policy ☐ Sexual Violence and Misconduct Policy
Contact Informationof Complainant
Name: Phone Number: Email: OC Student ID/Employee ID:

Consent to Review Complaint

Submission of Information from Senior Staff to the Board

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Academic Schedules

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ƒŽŽ trtt

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Submission of Information from Senior Staffto the

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Œ ‰] v š o } v P š Z Á o o • • µ Œ Œ } µ v] v P µ š] Z o] v } P µ Œ v š Ç •] Œ P v } (Z š] Z Œ µ š v Á } Œ l Á] š
•] P v š µ Œ X d Z v] v u š Œ ~ ï ì (} } š • U Z] P v v r µ š Ç u / v š] o P • v } µ µ o • ‰ š Œ µ š Œ • š o] v P ' } (
] v • š o o v ‰ Œ } µ o Ç } v] • ‰ o Ç] v š Œ X Á Z , • o š Z ‰ š] µ • Œ o Á Z Œ Z ••‰ } Œ] •
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	SEPTEMBER 2021	SEPTEMBER 2020	MARCH 2021	
Financial assets				
Cash and cash equivalents	$ 28,631,561	$ 28,674,531	$ 23,110,829	
Investments	11,805,367	10,960,120	12,040,095	
Accounts receivable	2,279,015	1,296,060	1,661,673	
Inventory for resale	591,943	612,841	750,452	
Long term sinking fund receivable	1,498,580	1,297,328	1,305,695	
	44,806,466	42,840,880	38,868,744	
Financial liabilities				
Accounts payable and accrued liabilities	10,805,886	11,776,786	11,655,305	28,674,0M7(o)-7.1(n)-9.

	2021-22 Approved Budget	2021-22 Approved Budget To Date	2021-22 Actual to 30-Sep-21	2021-22 Adjusted Budget To Date Variance	2021-22 Approved Budget Actual as a % of	2021-22 Projected to 31-Mar-22	Projected Variance	Projection as a % of Budget	2020-21 Approved Budget	2020-21 Actual to 30-Sep-20	2020-21 Actual as a % of Budget	2020-21 Actual to 31-Mar-21	Variance CYTD Actual PYTD Actual
REVENUE													
Grants	$ 67,441,405	$ 37,439,400	$ 38,467,130	$1,027,730	57.04%	$ 66,878,546	$ (562,859)	99.17%	$ 63,816,809	$ 35,639,599	55.85%	$ 64,321,331	2,827,531
Domestic tuition and mandatory fees	25,073,740	17,243,780	17,175,946	(67,834)	68.50%	25,634,225	560,485	102.24%	25,951,356	15,810,906	60.93%	22,756,292	1,365,040
International tuition and mandatory fees	18,583,823	12,174,434	10,192,876	(1,981,558)	54.85%	15,272,086	(3,311,737)	82.18%	21,981,211	12,750,840	58.01%	17,632,604	0
Contract services	1,778,180	897,952	1,822,023	924,071	102.47%	2,568,921	790,741	144.47%	2,806,854	1,183,707	42.17%	1,424,673	

STATEMENT OF CASHFLOWS
FOR THE SIX MONTHS ENDED SEPTEMBER 30, 2021
(with comparative figures as at March 31, 2021)

	SEPTEMBER 2021	SEPTEMBER 2020	MARCH 2021
OPERATING ACTIVITIES:			
Excess (deficiency) of revenue over expense	$ 19,129,840	$ 17,497,455	$ 13,608
Adjust for non-cash items			
Loss (gain) on disposal of marketable securities	(324,391)	(153,518)	(190,021)
Actuarial (gain) loss on long term debt	-	-	(8,367)
Amortization of deferred contributions for tangible capital assets	(2,869,301)	(2,754,803)	(5,667,963)
Amortization of tangible capital assets	4,071,032	4,004,058	8,045,274
Loss on disposal of tangible capital assets	-	-	-
	20,007,180	18,593,192	2,192,531
Changes in non-cash working capital			
(Increase) decrease accounts receivable and other	(617,342)	1,744,707	1,379,094
(Increase)decrease prepaid expenses	(596,081)	(476,907)	1,307
(Increase)decrease inventory	158,509	222,783	85,172
(Decrease) accounts payable and accrued liabilities	(849,419)	(2,236,293)	(2,357,774)
Increase (decrease) Deferred revenues	(11,687,129)	(11,623,728)	502,496
(Decrease) employee future benefit obligations	-	-	91,200
	6,415,718	6,223,754	1,894,026
Capital activities:			
Acquisition of tangible capital assets	(4,151,444)	(6,590,379)	(11,046,879)
	(4,151,444)	(6,590,379)	(11,046,879)
INVESTING ACTIVITIES:			
Purchase of investments	(74,107)	(497,109)	(1,183,862)

Submission of Information from Senior Staff to the Board of Governors

REPORT T

COMMENTS FROM THE PRESIDENT

REPORT PREPARED AND SUPPORTED BY ‹ • … Ž — † ‡ • ƒ • ‡ ƒ • † – ‹ – Ž ‡

Œ ‹ – ƒ – ” ƒ á ƒ • ƒ ‰ ‡ ” á • • – ‹ – — – ‹ ‘ • ƒ Ž –‡ • ‡ ƒ ” ‹ ‚ ‘ Šƒâ Ž ƒ ‡ ‚ ‡ ƒ ‘ • … Š – ‡ • ƒ á Ž ‹

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Science Headcount

Kelowna						
Vernon						
Penticton						