



Yukon College Student  
Exit Survey 2012/2013

A Survey of the Experiences of  
Students Who Attended  
Yukon College  
In 2012-2013

May 2014

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## Context

As the only post-secondary institution in the Yukon, Yukon College is a comprehensive college committed to the principles of inclusiveness, accessibility, responsiveness, and excellence. Yukon College provides an extensive campus network providing a broad range of culturally and economically relevant programming across the territory.

Yukon College offers academic courses, certificate and diploma programs, sectoral training and upgrading, and trades and continuing education courses and programs. Community campuses offer developmental courses and programs, career and job readiness courses and programs, academic and vocational courses, and career counselling.

This is the thirteenth annual exit survey and is part of an ongoing institutional research initiative to measure student outcomes. 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 further educational pursuits.

Student outcomes are important sources of information for current and prospective students, for funding agencies (both those who fund the College and those who fund students directly), and for the institution itself. From the perspective of institutional planning, student outcomes are necessary for the College to assess its performance and success in meeting its goals, and to facilitate deliberate evaluation and planning of its programs and services.

## Purpose

Yukon College Student Exit Survey Reports provide:

- information needed by the Board of Governors for monitoring the effectiveness of the College's work, and for comparing actual performance with stated objectives in the Board's strategic directions.
- information needed by the Yukon Government and other funding agencies to evaluate their investments in college training;
- information needed by College staff to help identify priorities for program planning and improvement;
- an external measure of performance to use in evaluating progress in the implementation of the College's Strategic Plan;
- information prospective students need to assess the education and training opportunities available; and
- valuable information on the success of students in making transitions from completing a program at Yukon College to jobs or further studies.

# Survey Design

The 2012/2013 Yukon College Student Exit Survey collects data on student education and employment outcomes and student assessments of college programs and services. The information will be used to compare Yukon College's present programs and services with those of the past, and for comparing results from past and future exit surveys. The survey was administered through telephone interviews in March and April 2014.

The survey results provide the College, its funders, and prospective students with valuable information on its services and past student satisfaction with the College.

For a copy of the survey instrument used, please see Appendix A.

# Population Surveyed

The student population of Yukon College is diverse in many respects: in its requirements for training, in its geographic location, and in its cultural background. Many students enroll in a course or two to upgrade skills and leave the College prior to meeting the requirements for graduation from a program.

As a comprehensive college, Yukon College provides as wide a range of training opportunities as possible in order to respond to the Territory's diverse training needs.

Recognizing that the student population of the 2012/2013 academic year is a very diverse group, the target population for this exit survey consisted of former students who:

- attended Yukon College in the academic year 2012/2013 and who earned a certificate, diploma, or degree, **OR**
- completed at least 24 credits at Yukon College between 2011/12 and 2012/13, **OR**
- completed the Skills for Employment Program, **OR**
- completed at least 3 College Prep courses, **AND**
- have not been enrolled more than one Yukon College credit course between September 1, 2013 and February 1, 2014.

The rationale for including those taking one credit course in 2013/14 was that (1) "lifelong learning" is a fact of life for many of Yukon College's students, and that, by excluding these students from the population, we would lose valuable information; and (2) it was assumed that they had essentially completed a large part of their education.

## Population Statistics

<b>Population size</b>	256
<b>Completed interviews</b>	63(25%)
<b>Could not be found</b>	148(58%)
<b>Declined</b>	15(6%)
<b>Could not be contacted*</b>	30(12%)

*\*Did not respond to attempts to communicate throughout the duration of the survey (did not answer telephone, return calls, etc.).*

# Part A - College-Wide Results and Highlights

The survey of 2012/2013 students collected useful information about the experiences of students attending Yukon College during that academic year. This section presents some key survey findings gained through the analysis of their responses on a wide variety of issues.

## Section 1 - Demographic and General Information

Demographic data helps us understand the nature of our student body.

### Gender

- 75% of respondents were female
- 24% of respondents were male
- The gender of 2% of respondents was undetermined

### Age

The average age of respondents was 34 years.

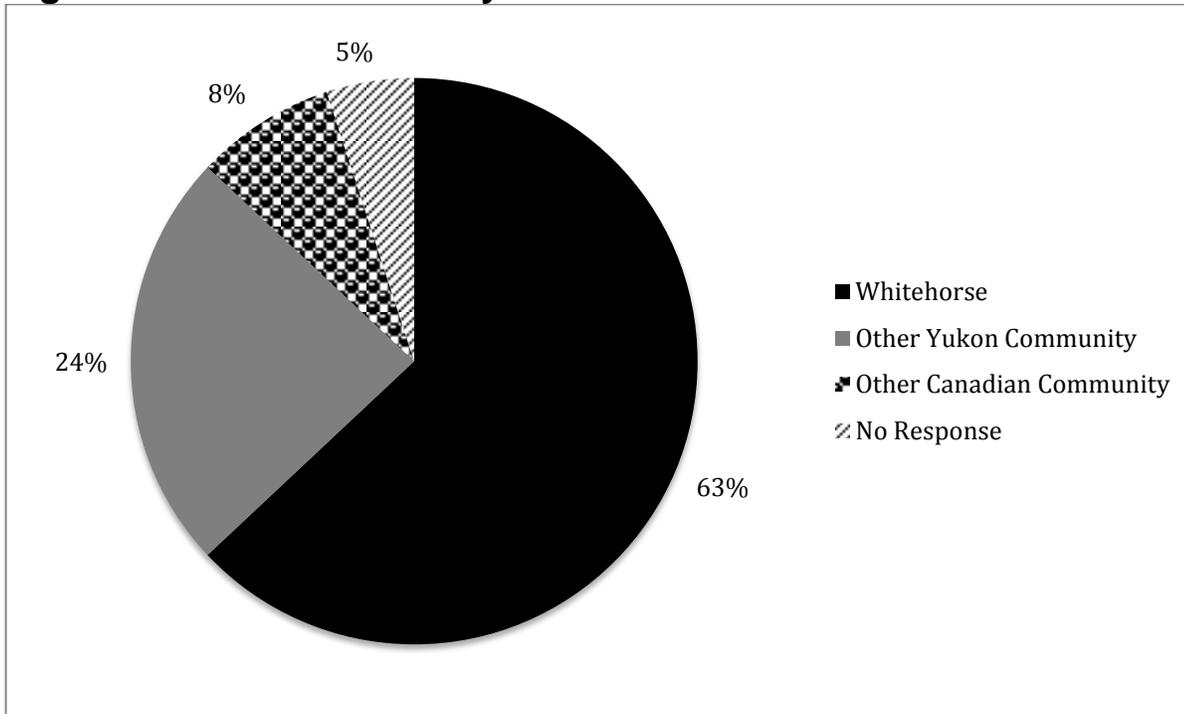
### Cultural Background (Self-Declared)

Of the respondents, 35% said they were of First Nations ancestry including 3% who reported both First Nations and being part of a visible minority group. Another 13% who did not report First Nations ancestry said that they were part of a visible minority group other than First Nations. Five respondents (8%) declared they were international students.

### Home Community

Respondents were asked what (where) they considered to be their home community. Their responses are graphically depicted in Figure 1.

**Figure 1 - Home Community**



## Section 2 - Transfer and Participation in Further Education

Students were asked a series of questions with respect to their experience transferring credits to other institutions. Other questions related to how well the College helped them prepare for further education. The responses to these questions provide useful information on how many students proceed with further education, how many do not, and how well respondents felt they were prepared for further educational goals.

### Application to Post-Secondary Institutions

- Of the respondents, 16% had applied to a post-secondary institution since they attended Yukon College in the 2012/2013 school year.

### Acceptance and Enrollment in Post-Secondary Institutions

- Of those who had applied to post-secondary institutions since their time at Yukon College, 80% had been accepted by that institution, and 20% of respondents were still waiting to hear back at the time of this survey.
- Of the former Yukon College students who had been accepted by a post-secondary institution for further study, 75% were currently enrolled at that institution.

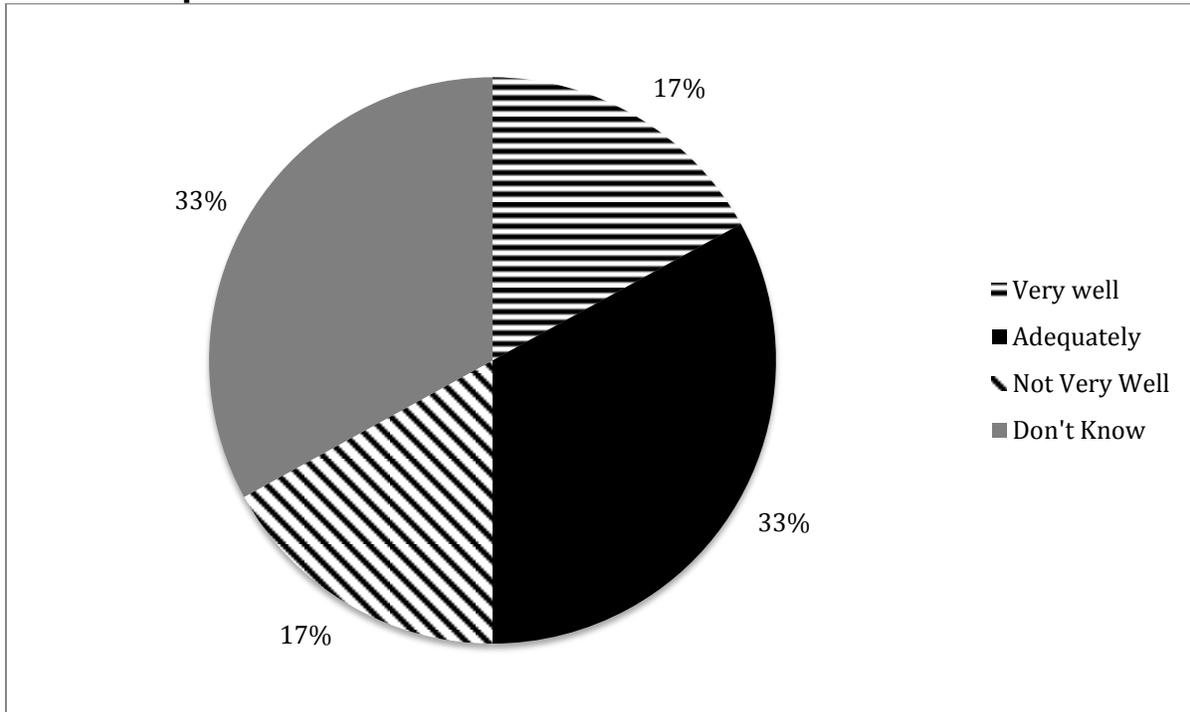
## Transferring Process

Of those who were currently enrolled at another institution, 67% had transferred credits to another institution, and 100% described themselves as “very satisfied” or “satisfied” with the transfer process.

## Preparation for Further Studies

Students were asked how well Yukon College prepared them for their further studies. Of those 6 respondents who had gone on to further post-secondary endeavours, 50% said they were either “very well” or “adequately” prepared. The graph below indicates the full range of their responses.

**Figure 2 - Preparation for Further Studies**



## Section 3 - Employment and Volunteer Work

Students were asked a series of questions related to their post-college experiences with employment and volunteer work. These questions were asked in order to find out how well they were making the transition from school to work life, as well as to determine what kinds of jobs they were engaged in (e.g., relevance to their studies, permanence of the position, etc.).

### Employment

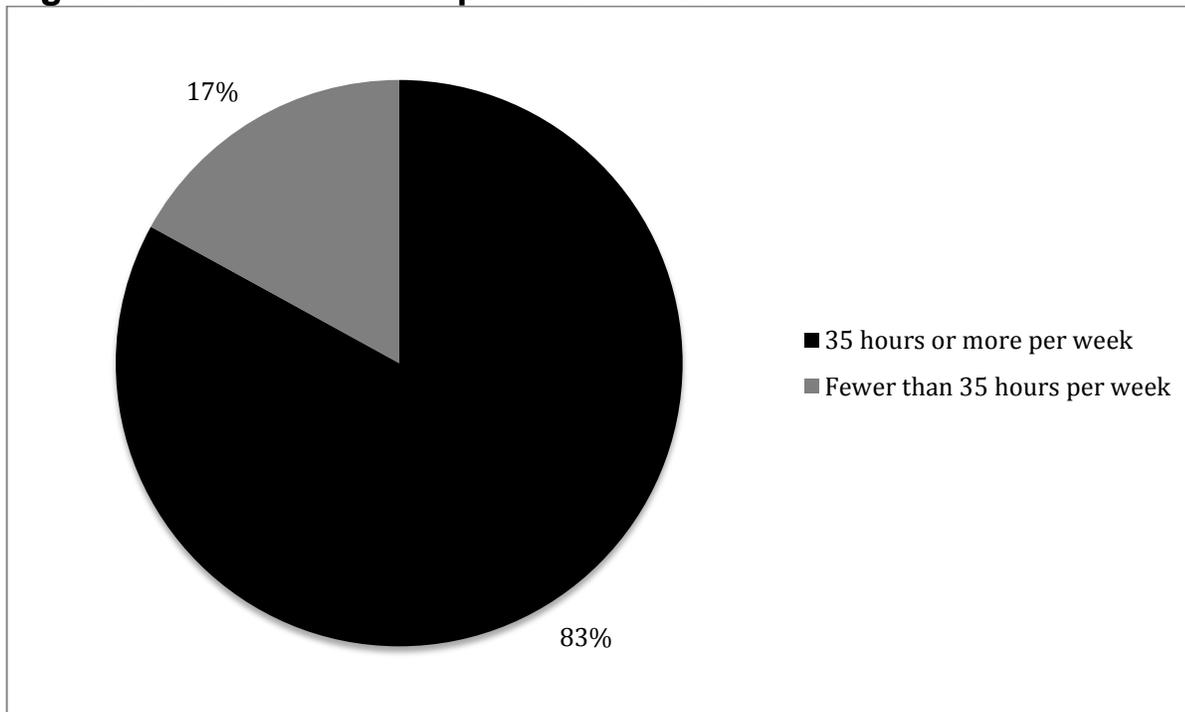
Respondents were asked a number of questions related to their employment and volunteer work. Of the respondents, 76% said they were currently employed. Of these, 17% had more than one job or business and 2% were self-employed.

When asked what they would describe their employment as, respondents provided the following:

- 52% said their employment was “permanent, year-round”
- 29% said their employment was “casual or auxillary on-call”
- 13% said their employment was “temporary”
- 6% said their employment was “seasonal”

Repondents were asked how many hours they usually worked at their main job or business. Of the respondents, 83% said they worked 35 hours a week or more. The following graph indicates the full range of responses.

**Figure 3 – Hours Worked per Week at Job or Business**



## Relevance of Current Employment

Of those who were currently employed, 58% said that it was “directly related” to their studies at Yukon College. A further 19% said that their job was “somewhat related,” and 23% said their job was “not at all related.”

## Preparation for Current Career

The survey asked respondents whose jobs were directly or somewhat related to their studies how well they thought their studies had prepared them for their work. They provided the following information:

- 62% were “very well prepared”
- 30% were “adequately prepared”
- 5% were “somewhat prepared”
- 0% were “not at all prepared”
- 3% refused to answer

The survey also asked respondents how well they thought their studies had provided them with the technical skills and knowledge they needed for their current job. They provided the following information:

- 62 % were “very well prepared”
- 32% were “adequately prepared”
- 5% were “somewhat prepared”
- 0% were “not at all prepared”

## Job Security

Out of the respondents who were currently working, 69% said that their employment or job security had improved because of their studies at Yukon College.

## Unemployment

Of all respondents, 24% were not currently working. The reasons for unemployment were as follows:

Response	Percentage of Respondents
Have personal or family reasons	20%
Can't find work	20%
Are attending school, training or studying	13%
Don't know	20%
Other	27%

## Volunteer Work

**By those who are Currently Employed** - Of those who were working at a paid job or business,

- 48% said they also did volunteer work. Of that group, 35% said their volunteer work was related to their program of study.

**By those who are Currently Unemployed** – Of those who were not currently working at a paid job or business,

- 13% said they did volunteer work, and 50% of that group said their volunteer work was related to their program of study.

## Section 4 - General Evaluation of Programs and Services

This portion of the report deals with student opinions on a variety of experiences at the College. The programs presented are those that all students may have had experience with.

### Program Related Experiences

Of the respondents, 84% felt that the quality of instruction they received was either “excellent” or “good”.

Aspect	Excellent	Good	Fair	Poor	Don't Know	Refused
<i>Percentage of Respondents</i>						
Course quality	48	40	6	3	3	0
Instruction quality	32	52	8	3	5	0
Program advising	41	29	16	5	10	0
Cost of program	40	30	14	3	13	0
Variety of programs offered	25	44	21	0	10	0

## College Services

Aspect	Excellent	Good	Fair	Poor	Don't Know	Refused	Did Not Use
<b>Percentage of Respondents</b>							
Registration	51%	32%	10%	5%	3%	0%	0%
Library	48%	29%	2%	0%	3%	0%	19%
Learning Assistance Centre	22%	14%	3%	0%	3%	0%	57%
Computer labs	37%	41%	8%	3%	3%	0%	8%
Personal Counseling	14%	11%	0%	5%	3%	0%	67%
Career and Education Planning	14%	11%	5%	3%	3%	2%	62%
Residence	17%	6%	2%	0%	5%	0%	70%
Help with financial matters	5%	17%	8%	3%	3%	0%	63%
Cafeteria	48%	27%	6%	0%	3%	0%	16%
Recreational facilities	13%	17%	8%	2%	3%	0%	57%

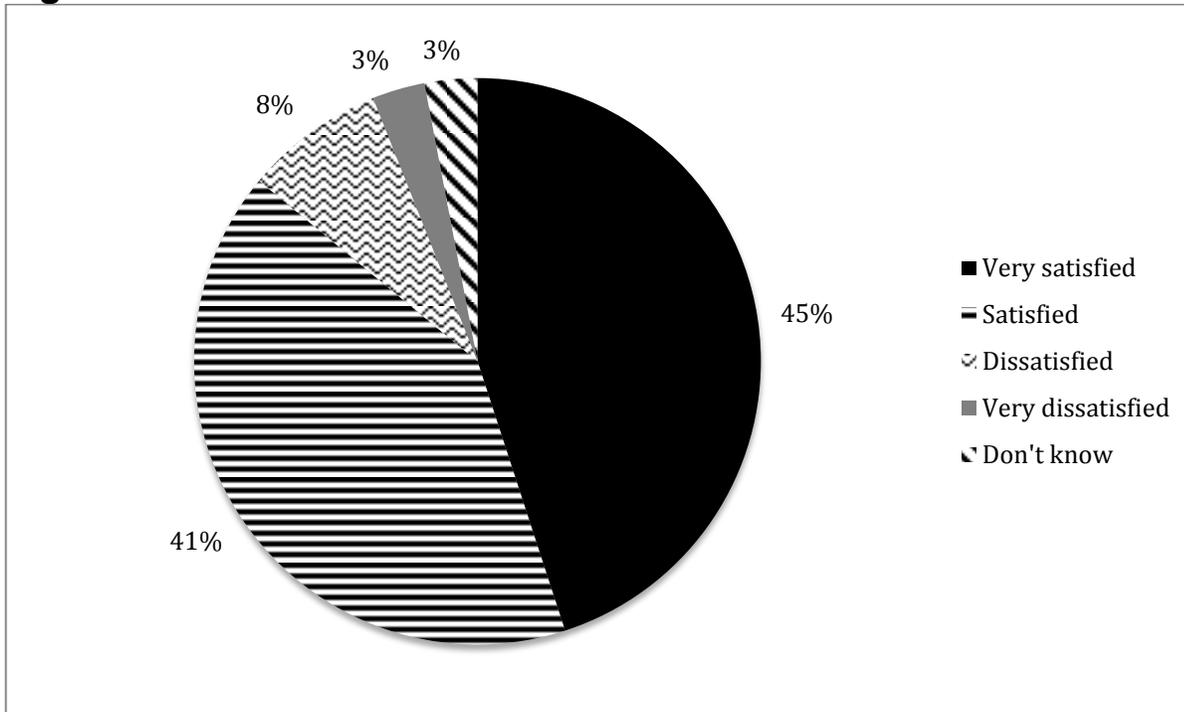
## General College Experiences

Students were asked several additional questions with respect to their general experiences at the College. Their responses are shown below.

### Satisfaction with Education

The majority of respondents (86%) were either "very satisfied" or "satisfied" with their education at Yukon College.

**Figure 4 – Satisfaction with Education**



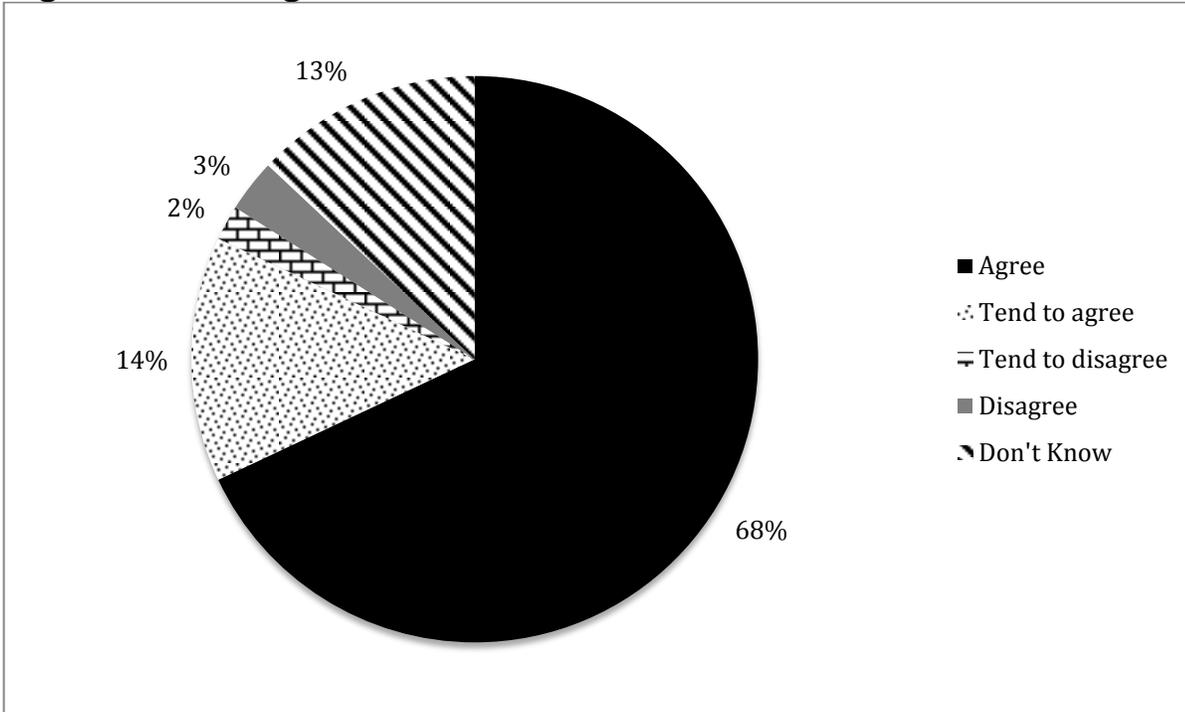
### Recommendation of the College

The vast majority (89%) of the respondents said they would recommend Yukon College as a place of study to others.

## College Environment

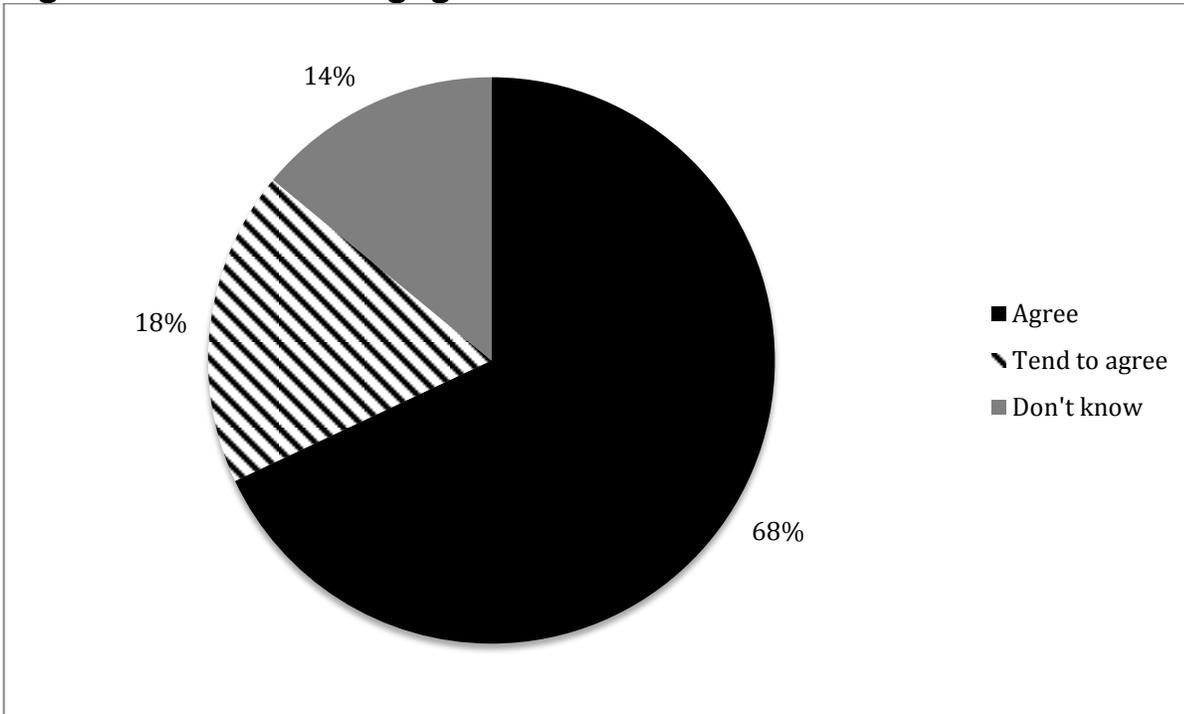
Of the respondents, 68% “agreed” with the statement that the College has an environment of cultural sensitivity for all. Another 14% “tended to agree”.

**Figure 5 – College Environment**



The majority of respondents (86%) either “agreed” or “tended to agree” that Yukon College provides opportunities for students to meet, socialize and engage in healthy activities. No respondents disagreed or tended to disagree.

**Figure 6 – Student Engagement**



## Safety

Of the respondents, 90% “agreed” or “tended to agree” that they felt safe at Yukon College.

## Participation in College Activities and Services

In addition to academic programming, the College provides a variety of activities and services for the benefit of students. Several questions were asked to determine the level of participation in these College activities and services. The questions were posed as, “While you were at the College, did you participate in any of the following...?”:

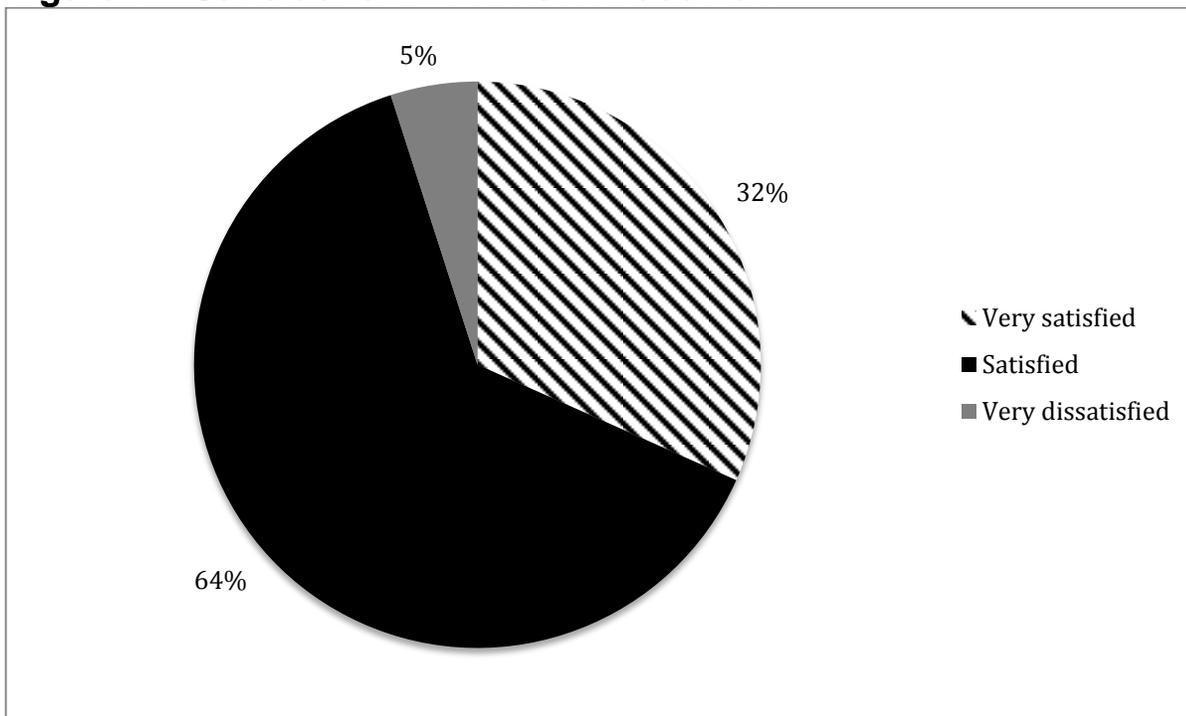
Activity/Service	Student Clubs	Sports	Student Government	Social Events	First Nations Cultural Activities	Other Cultural Activities
<b>Percentage of Respondents</b>						
Yes	11%	14%	10%	37%	44%	24%
No	83%	81%	86%	59%	51%	67%
Don't Know	6%	5%	5%	5%	5%	10%

## Work Placement Component

Co-op education attempts to make training more practical and relevant by augmenting classroom instruction with hands-on industry training. On-the-job training also provides students with personal contacts and experience in the field of their choice. Including co-op and practicum placements, 35% of respondents reported having had a work placement as part of their program.

When asked “how satisfied they were with the work placement component of their education”, 95% of those respondents who had a work placement were “very satisfied” or “satisfied” with it.

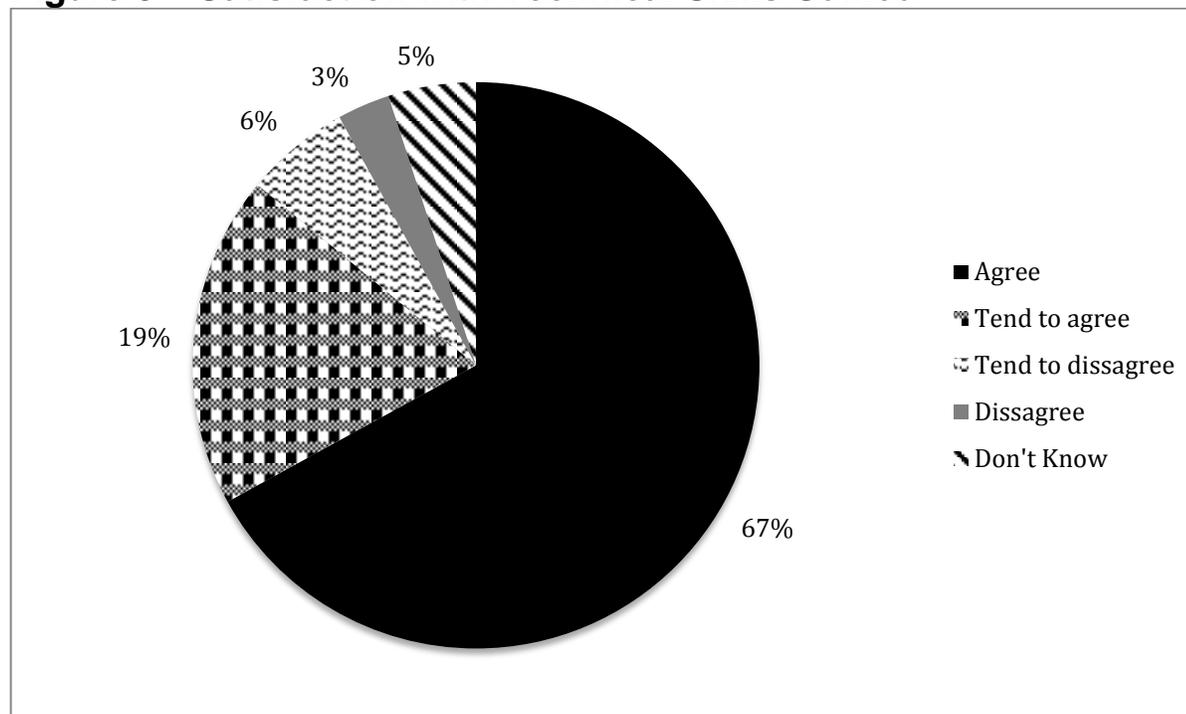
**Figure 7 – Satisfaction with Work Placement**



## Technical Skills Gained

Of the respondents, 86% either “agreed” or “tended to agree” that the technical skills they received at the college were up-to-date and appropriate.

**Figure 8 – Satisfaction with Technical Skills Gained**



## Section 5 - Financing of Education and Training

The majority of respondents used a variety of sources to finance their education, but most were able to identify one main source upon which they relied most heavily. The results from the 2012/2013 Exit Survey indicate that respondents’ main source of financing were as follows:

- 25% used personal savings
- 17% used funding from a First Nation
- 14% used their income from working
- 8% used some other source of funding
- 8% used a Yukon Grant
- 8% used the Student Training Allowance (STA)
- 5% used Student Loans
- 5% used money from family and/or friends
- 3% refused to comment
- 2% used Employment Insurance (EI) or HRDC benefits
- 2% used bank loans
- 2% used money from Aboriginal Affairs and Northern Development Canada (AANDC, formerly INAC or DIAND)
- 2% didn't know

# Appendix A - Survey Instrument

# Yukon College Exit Survey 2014

"Hello, may I please speak with [respondent's first and last name]?"

1. Respondent available:

Click "Next" below to start the survey

2. No longer at this number:

"This is [YOUR NAME] from Yukon College. We are conducting a survey of former students. Do you know where I can reach [NAME OF RESPONDENT]?"

[RECORD DETAILS ON CONTROL FORM]

3. Unavailable for another reason:

"What would be a good time for me to call back?"

[RECORD DETAILS ON CONTROL FORM]

# Yukon College Exit Survey 2014

"Good [MORNING/AFTERNOON/EVENING], this is [YOUR NAME] from the Northern Research Institute at Yukon College. As part of an evaluation of Yukon College's programs and services, we are surveying former College students to find out about their experiences and opinions. The success of this research depends very much on getting a response from everyone who left the College in 2012/13. Participation is voluntary, but anyone who completes the survey can enter a draw for \$250.00. Your answers are strictly confidential, and at any time you can refuse to answer a particular question. Do you have approximately 20 minutes to do the survey with me now?"

Yes:

Enter control number and then click "Next" below to begin the survey

No:

"When is a convenient time for me to call back?"

[RECORD DETAILS ON CONTROL FORM]

**\*[YOU MUST ENTER THE CONTROL NUMBER TO START THE SURVEY]**

Survey Control Number

## Yukon College Exit Survey 2014

**\* Just to confirm, what program were you in at Yukon College? [DO NOT ACCEPT "APPLIED ARTS", "HEALTH AND HUMAN SERVICES", "APPLIED SCIENCE AND MANAGEMENT", "UPGRADING", or "TRADES." PROBE: "Were you in a particular program?"]**

**[NOTE: IF THE RESPONSE IS "GENERAL STUDIES," PLEASE VERIFY THAT THIS IS THE GENERAL STUDIES PROGRAM IN THE SCHOOL OF LIBERAL ARTS. IT IS NOT A "MISCELLANEOUS" CATEGORY.]**

**\* Did you receive a certificate, diploma or degree?**

- Yes, certificate
- Yes, diploma
- Yes, degree
- No
- [DK]
- [Refused]

**\*What is the main reason you didn't receive certification from Yukon College? Is it because you ... [READ LIST]**

- Are still working on completing the program?
- Left the program and did not complete?
- Completed the program but did not apply to graduate?
- [Refused]
- Other (please specify)

## **\*Why didn't you complete your program?**

**[DO NOT READ LIST. SELECT THE ONE BEST ANSWER BASED ON THE RESPONSE.**

**VERIFY BY ASKING, "Would you say then that it was because of [READ CHOICE]?"**

**[IF THE RESPONDENT DOES NOT KNOW, PROBE BY ASKING, "There are various reasons why people do not complete their programs. For example, [READ A FEW RANDOM ITEMS FROM THE LIST]."**

- Health reasons or pregnancy
- Personal or family responsibilities (e.g. child care, elder care, etc.)
- Financial reasons
- Unsatisfied with program
- Uncomfortable at College
- Not doing well in courses
- Entered the labour force, or job demands increased
- Transferred to another institution
- Transportation
- Housing
- [DK]
- [Refused]
- Other (please specify)

## **\*Do you plan to complete your program sometime in the future?**

- Yes
- No
- [DK]
- [Refused]

**To help the College do a better job, would you like to comment?**

## Yukon College Exit Survey 2014

[DO NOT ASK THIS QUESTION ALOUD UNLESS YOU CANNOT REMEMBER THE RESPONDENT'S PREVIOUS ANSWER TO THE FIRST QUESTION ABOUT THEIR PROGRAM].

**\* Please remind me, was your program in academic upgrading? (This includes College Preparation, Adult Basic Education or NABE, Skills for Employment, Academic and Skill Development, and upgrading).**

- Yes
- No
- [DK]

**\*While at Yukon College, did you take any upgrading courses? That includes College Preparation, Adult Basic Education, Skills for Employment, Academic and Skill Development and upgrading courses.**

- Yes
- No
- [DK]
- [Refused]

**\*On a scale where "1" is "not at all helpful" and "4" is "very helpful", how much did these courses help you with your further studies?**

- 1 - Not at all helpful
- 2 - Not very helpful
- 3 - Somewhat helpful
- 4 - Very helpful
- [DK]
- [Refused]

**Would you like to make any comments?**

**\*Have you applied to any other post-secondary institution since you went to Yukon College?**

- Yes
- No
- [DK]
- [Refused]

**\*Have you been accepted by a post-secondary institution?**

- Yes
- No
- Still waiting to hear back
- [DK]
- [Refused]

**\*Have you enrolled at a post-secondary institution?**

- Yes
- No
- [DK]
- [Refused]

# Yukon College Exit Survey 2014

## Where, and in what program?

Name of institution:

Name of program:

## \*Did you expect to receive transfer credits from your courses at Yukon College to [NAME OF INSTITUTION]?

- Yes
- No
- [DK]
- [Refused]

**\*Did you receive all of the transfer credit you expected?**

- Yes
- No
- [DK]
- [Refused]

**\*On a scale where "1" is "very unsatisfied" and "4" is "very satisfied", how would you rate your overall satisfaction with your transfer experience?**

- 1 - Very unsatisfied
- 2 - Unsatisfied
- 3 - Satisfied
- 4 - Very satisfied
- [DK]
- [Refused]

**Do you have any comments on your transfer experience?**

**\*How well would you say your studies at Yukon College prepared you for your studies at [NAME OF INSTITUTION]? [READ LIST]**

- Not at all
- Not very well
- Adequately
- Very well
- [DK]
- [Refused]

"We're interested in hearing about people's work, how it relates to their time at the College, and their experiences looking for work. To begin with ..."

**\*Are you currently working at a paid job or business?**

- Yes
- No
- [Refused]

**\*Do you have more than one job or business?**

- Yes
- No
- [DK]
- [Refused]

**\*When you are at your main job or business, do you normally work ... [READ LIST]**

- 35 hours or more per week
- Fewer than 35 hours per week
- [DK]
- [Refused]

**\*Would you describe your employment as ... [READ LIST]**

- Permanent, year-round
- Seasonal
- Temporary
- Casual or auxiliary on-call
- [DK]
- [Refused]

**\*Is your main job self-employment?**

- Yes
- No
- [DK]
- [Refused]

# Yukon College Exit Survey 2014

"The next questions are about your main job."

[IF CLARIFICATION IS REQUIRED, THE MAIN JOB IS THE ONE WHERE THE RESPONDENT EARNS THE MOST MONEY, AND/OR WORKS THE MOST HOURS].

**\*How closely is your work related to your studies at Yukon College? [READ LIST]**

- Not at all related
- Somewhat related, or
- Directly related
- [Refused]

**\*At any time since leaving Yukon College, have you ever been employed in a job that was somewhat or directly related to your studies?**

- Yes
- No
- [Refused]

**\*When you were at that job or business, did you normally work ... [READ LIST]**

- 35 hours or more per week
- Fewer than 35 hours per week
- [DK]
- [Refused]

**\*Would you describe that employment as ... [READ LIST]**

- Permanent, year-round
- Seasonal
- Temporary
- Casual or auxiliary on-call
- [DK]
- [Refused]

**\*Was your main job self-employment?**

- Yes
- No
- [DK]
- [Refused]

## Yukon College Exit Survey 2014

**\*On a scale where "1" is "not at all prepared" and "4" is "very well prepared", how well did the training and education you received at Yukon College prepare you for your work?**

- 1 - Not at all prepared
- 2 - Somewhat prepared
- 3 - Adequately prepared
- 4 - Very well prepared
- [DK]
- [Refused]

**Would you like to comment on that?**

**\*On a scale where "1" is "not at all prepared" and "4" is "very well prepared", how well did the training and education you received at Yukon College provide you with the technical skills and knowledge you needed for your main job?**

- 1 - Not at all prepared
- 2 - Somewhat prepared
- 3 - Adequately prepared
- 4 - Very well prepared
- [DK]
- [Refused]

**Would you like to comment on that?**

## Yukon College Exit Survey 2014

[IF RESPONDENT IS RELUCTANT TO ANSWER THE QUESTION, ATTEMPT TO REASSURE THEM AS TO THE PURPOSE. FOR EXAMPLE, TRY SAYING, "This helps us advise students about their careers. We have the answer in categories so you don't have to tell us exactly." ONLY MARK A REFUSAL IF THE RESPONDENT CONTINUES TO REFUSE AFTER ONE ATTEMPT].

**\*Working your usual hours at your main job, not including tips or commissions, how much do you earn per year before deductions? The categories are:**

- \$0 - \$20,000
- \$21,000 - \$30,000
- \$31,000 - \$35,000
- \$36,000 - \$40,000
- \$41,000 - \$50,000
- \$51,000 and over
- [DK]
- [Refused]

**\*In general, has your employment or job security improved because of your studies at Yukon College?**

- Yes
- No
- [DK]
- [Refused]

## How has it improved? [READ LIST, AND CHECK ALL THAT APPLY]

- Got a better job
- Pay increase
- Promotion
- More jobs or more work
- No longer seasonal
- Have benefits now
- [DK]
- [Refused]
- Other (please specify)

# Yukon College Exit Survey 2014

**\*When you were looking for work, did you look for work in your home community?**

- Yes
- No
- [Refused]

**\*What do you consider to be your home community?**

**[IF RESPONDENT ANSWERS "YUKON", PROBE FOR DETAILS, E.G. "Where in the Yukon would be your home community?"]**

**\*Where did you find work? Was it in ... [READ LIST]**

**[IF RESPONDENT IDENTIFIES MORE THAN ONE, ASK WHERE THEY ARE CURRENTLY WORKING].**

- Whitehorse
- Home community in the Yukon outside Whitehorse
- Elsewhere in the Yukon
- Outside the Yukon
- [Refused]
- Somewhere else

**\*If you could have chosen, would that have been your first choice of location?**

- Yes
- No
- [DK]
- [Refused]

**\*In the last 4 weeks, did you do anything to find work?**

- Yes
- No
- [DK]
- [Refused]

**\*What is the main reason you are not currently employed?**

**[DO NOT READ LIST. MARK THE ONE BEST RESPONSE BASED ON THE RESPONDENT'S ANSWER. VERIFY BY ASKING, "Would you say then that you [READ CHOICE]?"**

**IF MORE THAN ONE REASON IS GIVEN, ASK RESPONDENT "Of those, what is the main reason?"**

**IF IN DOUBT, CHOOSE "Other" AND ENTER DETAILS]**

- Can't find work
- Are attending school, training or studying
- Are not interested in working right now
- Have health reasons
- Have personal or family reasons
- Are permanently unable to work (e.g. disability)
- Found the pay too low in the jobs available
- Don't qualify for required trade certificate, license or union membership
- Are on seasonal layoff
- [DK]
- [Refused]
- Other (please specify)

# Yukon College Exit Survey 2014

## \*Have you looked for work in your home community?

- Yes
- No
- [Refused]

## \*What do you consider to be your home community?

**[IF RESPONDENT ANSWERS "Yukon", PROBE FOR DETAIL, E.G. "Where in the Yukon would be your home community?"]**

**Of the following places, where have you looked for work? [READ LIST, AND MARK ALL THAT APPLY]**

- Whitehorse
- Home community in the Yukon outside of Whitehorse
- Elsewhere in the Yukon
- Outside the Yukon
- [Refused]
- Somewhere else

## \*If you had your choice of location, where would you choose to work? [READ LIST]

- Home community in the Yukon outside of Whitehorse
- Whitehorse
- Elsewhere in the Yukon
- Outside the Yukon
- [DK]
- [Refused]
- Somewhere else

**\*Based on your experiences looking for work, do you think you will find work related to your studies at Yukon College? [READ LIST]**

- Yes
- Probably
- Doubtful
- No
- [DK]
- [Refused]

**Why don't you think you'll find work related to your studies at Yukon College?**

**\*At any time since leaving Yukon College, have you had a job that was somewhat or directly related to your studies?**

- Yes
- No
- [Refused]

**\*When you were at that job or business, did you normally work ... [READ LIST]**

- 35 hours or more per week
- Fewer than 35 hours per week
- [DK]
- [Refused]

**\*Would you describe that employment as ... [READ LIST]**

- Permanent, year-round
- Seasonal
- Temporary
- Casual or auxiliary on-call
- [DK]
- [Refused]

**\*Was your main job self-employment?**

- Yes
- No
- [DK]
- [Refused]

**\*On a scale where "1" is "not at all prepared" and "4" is "very well prepared", how well did the training and education you received at Yukon College prepared you for that job?**

- 1 - Not at all prepared
- 2 - Somewhat prepared
- 3 - Adequately prepared
- 4 - Very well prepared
- [DK]
- [Refused]

**Would you like to comment?**

**\*On a scale where "1" is "not at all prepared" and "4" is "very well prepared", how well did the training and education you received at Yukon College provide you with the technical skills and knowledge you needed for your main job?**

- 1 - Not at all prepared
- 2 - Somewhat prepared
- 3 - Adequately prepared
- 4 - Very well prepared
- [DK]
- [Refused]

**Would you like to comment?**

**\*Do you do volunteer work?**

- Yes
- No
- [Refused]

**\*Is your volunteer work related to your program of study at Yukon College?**

- Yes
- No
- [DK]
- [Refused]

# Yukon College Exit Survey 2014

"The next section is a general evaluation of Yukon College."

**\*For the following questions, please use a scale where "1" means "Poor" and "4" means "Excellent."**

	1 - Poor	2 - Fair	3 - Good	4 - Excellent	[DK]	[Refused]
How would you rate the quality of the courses that you took at Yukon College?	<input type="radio"/>					
How would you rate the variety of programs offered by Yukon College?	<input type="radio"/>					
How would you rate the cost of your program at Yukon College?	<input type="radio"/>					
How would you rate the quality of instruction you received at Yukon College?	<input type="radio"/>					
How would you rate the quality of program advising you received at Yukon College?	<input type="radio"/>					

**[IF RESPONDENT SPONTANEOUSLY COMMENTS ON ANY OF THE ABOVE QUESTIONS, RECORD COMMENTS HERE]**

# Yukon College Exit Survey 2014

**\*Using the same scale, where "1" means "Poor" and "4" means "Excellent", please rate your satisfaction with any of the following services that you have used. If you did not use the service, please say so.**

	1 - Poor	2 - Fair	3 - Good	4 - Excellent	Did not use	[DK]	[Refused]
Registration	<input type="radio"/>						
Library	<input type="radio"/>						
Learning Assistance Centre	<input type="radio"/>						
Computer labs	<input type="radio"/>						
Personal counselling	<input type="radio"/>						
Career and Education Planning	<input type="radio"/>						
Residence	<input type="radio"/>						
Help with financial matters	<input type="radio"/>						
Cafeteria	<input type="radio"/>						
Recreational facilities	<input type="radio"/>						

**\*Did your program involve a work placement?**

**[IF CLARIFICATION IS REQUIRED, A WORK PLACEMENT MAY ALSO BE KNOWN AS A CO-OP OR PRACTICUM]**

- Yes
- No
- [DK]
- [Refused]

**\*Was your work placement paid, or unpaid?**

- Paid (Co-op)
- Unpaid (Practicum)
- [Refused]

**\*On a scale where "1" is "very dissatisfied" and "4" is "very satisfied", how satisfied were you with the work placement component of your education?**

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Satisfied
- 4 - Very satisfied
- [DK]
- [Refused]

**\*Did contacts you made during your work placement lead to employment?**

- Yes
- No
- [DK]
- [Refused]

**Do you have any other comments on your work placement?**

# Yukon College Exit Survey 2014

**\*Please respond to the following statements by saying whether you disagree, tend to disagree, tend to agree, or agree.**

	Disagree	Tend to disagree	Tend to agree	Agree	[DK]	[Refused]
The technical knowledge and skills I learned at Yukon College were up-to-date and appropriate.	<input type="radio"/>					
Yukon College provides opportunities for students to meet, socialize, and engage in healthy activities.	<input type="radio"/>					
Yukon College has an environment of cultural sensitivity for all.	<input type="radio"/>					
I felt safe at Yukon College.	<input type="radio"/>					

# Yukon College Exit Survey 2014

**\*While you were at Yukon College, did you participate in any of the following:**

	Yes	No	[DK]	[Refused]
Student clubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
First Nations cultural activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other cultural activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**\*Yukon College describes itself with the phrase, "Start here. Go anywhere." On a scale where "1" means "not at all" and "4" means "very much", how well does this describe your experience at Yukon College?**

- 1 - Not at all
- 2 - Not very much
- 3 - Somewhat
- 4 - Very much
- [DK]
- [Refused]

# Yukon College Exit Survey 2014

**\*On a scale where "1" is "very dissatisfied" and "4" is "very satisfied", how satisfied are you with the education you received at Yukon College?**

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Satisfied
- 4 - Very satisfied
- [DK]
- [Refused]

**\*Would you recommend Yukon College to others as a place to study?**

- Yes
- No
- [DK]
- [Refused]

**Would you like to comment?**

# Yukon College Exit Survey 2014

"This question is about how you financed your education."

## \*What were your sources of funding for your education?

**[DO NOT READ LIST UNLESS RESPONDENT NEEDS EXAMPLES. MARK ALL THAT APPLY BASED ON THE RESPONDENT'S ANSWER. VERIFY YOUR CHOICE(S) BY ASKING, "So would that be [READ CHOICE(S)]"**

- Personal savings
- Funding from family and/or friends
- Bank loans
- Work
- Student loan
- Scholarship(s)
- Yukon Government Student Training Allowance (STA)
- Yukon Grant
- Funding from a First Nation
- Employment Insurance (EI) or HRSDC benefits
- Aboriginal Affairs and Northern Development Canada (AANDC, formerly INAC or DIAND)
- Provincial or territorial student loan (out of Yukon)
- Provincial grant or bursary
- Social Assistance (SA)
- [DK]
- [Refused]
- Other (please specify)

### **[ENTER DETAILS ON SCHOLARSHIPS AND FIRST NATION FUNDING, IF APPLICABLE]**

Name(s) of Scholarships:

Name of First Nation:

**\*What was the main source?**

**[ONLY ASK THIS QUESTION IF MORE THAN ONE SOURCE OF FUNDING WAS IDENTIFIED. OTHERWISE MARK THE SINGLE SOURCE OF FUNDING FROM THE PREVIOUS QUESTION BEFORE PROCEEDING]**

- Personal savings
- Funding from family and/or friends
- Bank loans
- Work
- Student loan
- Scholarship(s)
- Yukon Government Student Training Allowance (STA)
- Yukon Grant
- Funding from a First Nation
- Employment Insurance (EI) or HRSDC benefits
- Aboriginal Affairs and Northern Development Canada (AANDC, formerly INAC or DIAND)
- Provincial or territorial student loan (out of Yukon)
- Provincial grant or bursary
- Social Assistance (SA)
- Other
- [DK]
- [Refused]

## Yukon College Exit Survey 2014

"This is the last set of questions. They will help us gather statistics on the characteristics of the people Yukon College serves."

### \*What is your age?

**\*[DO NOT ASK THIS QUESTION ALOUD. MARK THE RESPONDENT'S GENDER BASED ON THEIR VOICE. IF YOU ARE NOT SURE, CHOOSE "DK"]**

#### **Gender:**

- Male
- Female
- [DK]

### \*Are you a First Nations person?

- Yes
- No
- [DK]
- [Refused]

**\*Do you consider yourself to be a visible minority other than First Nations?  
[IF RESPONDENT IS FIRST NATIONS AND ALSO SAYS "YES" TO VISIBLE MINORITY,  
CONFIRM BY ASKING: "Is that other than First Nations?"]**

- Yes
- No
- [DK]
- [Refused]

### \*Were you an International Student at Yukon College?

- Yes
- No
- [DK]
- [Refused]

# Yukon College Exit Survey 2014

**Do you consider yourself as having a ... [READ LIST, AND MARK ALL THAT APPLY]**

- Physical disability
- Mental disability
- Learning disability

# Yukon College Exit Survey 2014

"Before we end, I'd just like to ask you for some input in your own words."

**If you could change one thing about your experience at Yukon College, what would that be?**

**Were there any obstacles you had to overcome to participate in your College program?**

**[DO NOT ASK THIS QUESTION UNLESS RESPONDENT REPORTED OBSTACLES ABOVE]**

**Did the College assist you in any way?**

**Would you like to make any other comments?**

**Is there anything that Yukon College could have done to better accommodate your needs?**

**[DO NOT ASK THIS QUESTION IF THE INTERVIEW HAS BEEN NEGATIVE OR RESPONDENT HAS REFUSED TO ANSWER MANY QUESTIONS]**

**From time to time, the College uses students' stories or profiles to promote awareness of its programs and services. This involves being contacted at some time in the future for an interview, which can be anonymous if you wish. Would you be willing to do this?**

- Yes
- No

## Yukon College Exit Survey 2014

"This is the end of the interview. Thank you very much for taking the time to go through the survey with me today."

"The \$250 draw will be made in April. If your name is drawn, a representative of the Northern Research Institute will contact you then. Would you prefer to be contacted by phone or by mail if you win?"

[RECORD RESPONDENT'S NAME AND CONTACT INFORMATION ON THE DRAW ENTRY FORM]