

MacEwan University

EARLY LEAVER FOLLOW-UP SURVEY 2022

Prepared by:
Tina VanderHeide, MA
Institutional Analysis & Planning
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Executive Summary

- The Early Leaver Survey is conducted with students who were enrolled at MacEwan University in the Fall 2021 or Winter 2022 terms but did not return to their programs in the Fall 2022 term. The purpose of the survey is to gather information on former students' current educational status, reasons for discontinuing their education at MacEwan, transfer experiences, and satisfaction with various components of MacEwan University.
- In 2022, 52% of respondents were continuing their education at a university. Four percent of respondents were continuing their education at a college or technical institute. The remaining 44% were not continuing their education at the time of the survey. When analyzed according to credential type, 62% of respondents in baccalaureate or transfer programs were continuing their education, compared to 22% of respondents in diploma programs.
- As in previous years, the majority of those attending a university were enrolled at the University of Alberta (61%). The majority of those attending a college or technical institute were enrolled at NAIT (10%).
- Seventy-six percent of respondents reported that they felt prepared academically for their current university (compared to 85% in 2020), and 68% felt prepared for their current university environment (compared to 81% in 2020).
- A high percentage of respondents were accepted by the institution of their choice (89%) and the program of their choice (89%).
- Twenty-one percent of respondents did not receive credits for courses that they thought they would. Fourteen percent of respondents indicated that they experienced transfer difficulties when transferring to their current institution or program.
- Of the respondents not continuing their education elsewhere (44%), the most frequently cited personal reason was *mental or physical health* (33%), followed by *insufficient financial resources* (28%) and *conflict with work demands* (26%). The most frequently cited institutional reason was *dissatisfaction with the quality of instruction* (28%).
- When asked to comment on the primary reason for not continuing at MacEwan University, the most frequently cited reason was that *program or courses or majors were not available* (27%), followed by *a change in goals/plans* (16%). Reasons varied according to enrolment status, with those enrolled most frequently saying that *program or courses or majors were not available* (41%), compared to those not enrolled most frequently saying that they had a *change in goals/plans* (23%). Reasons also varied according to credential type, with respondents in baccalaureate or transfer programs saying that *program or courses or majors were not available* (29%), and respondents in diploma programs citing a *change in goals/plans* (25%).
- Overall, 78% of respondents said they were satisfied with their decision to leave MacEwan University, while 8% were not satisfied and 14% were unsure. When analyzed according to enrolment status, 87% of those currently enrolled in another institution were satisfied with their decision to leave MacEwan, compared to 68% of those not currently enrolled.
- Academic profile data shows that 64% of respondents attended MacEwan University full-time each term. Forty percent of respondents completed more than 30 credits at MacEwan University before leaving. Just under half (47%) of respondents sought advice from an academic advisor while at MacEwan University.
- Sixty-eight percent of respondents were satisfied with the *overall quality of their educational experience* at MacEwan University (compared to 82% in 2020). Student satisfaction with other

components of the educational experience, such as *course relevance*, *exposure to technology*, *individual assistance from instructors*, and *quality of teaching* ranged from 62% to 72%.

- A majority of respondents also reported being satisfied with various services and resources at MacEwan University. Satisfaction with the *student portal*, *equipment in labs*, and *classroom facilities* ranged from 75% to 80%, while satisfaction with services provided by the *Registrar's Office* ranged from 65% to 78%. Satisfaction with various services at the *Library* ranged from 80% to 81%, and satisfaction with the *Bookstore* ranged from 74% to 82%. Seventy-eight percent of respondents expressed satisfaction with the *Sport and Wellness facilities*, 72% were satisfied with *Security Services*, 70% were satisfied with the *kihêw waciston Indigenous Centre*, and 59% were satisfied with *Food Services*.
- A high percentage of respondents indicated that they were willing to recommend their programs (84%) and MacEwan University (93%) to others.

I. Introduction

The Early Leaver Survey is conducted biennially to determine reasons for program non-completion among MacEwan University students. The Early Leaver Survey, formerly known as the University Transfer Survey, was created by modifying the University Transfer Survey, which focused only on students who were enrolled in university studies at MacEwan and who did not complete their credential at MacEwan. Modifications include the addition of questions to capture the experiences of early leavers who did not subsequently enroll in post-secondary education and the extension of survey eligibility to also include diploma students who leave MacEwan University prior to earning a credential.

University programming and services are assessed regularly by means of several surveys. For example, CUSC collects information on student satisfaction and experiences among first year, middle year, and graduating students (on alternating years); NSSE collects information about first year and graduating students' participation in university activities relating to learning and engagement; and the Graduate Survey collects information on the employment success of MacEwan University graduates.

The Early Leaver Survey focuses on the experiences of former MacEwan University students while they were attending MacEwan University and post-attendance. The Early Leaver Survey questions former MacEwan students with regard to several variables, including:

- Current educational status and transfer experience, which includes transfer status, current program and educational institution, level of preparation for university, acceptance into one's first-choice institution and program, and any transfer difficulties students may have encountered, current employment status, reasons for not continuing at MacEwan, and satisfaction with decision to leave MacEwan;
- Academic profile at MacEwan University, including credits completed and course load, and academic advising;
- Satisfaction with educational experience and various services and resources at MacEwan University;
- Willingness to recommend the program and the university.

II. Methodology

The Early Leaver Survey was conducted by telephone, with an option to complete the survey online. A census was conducted with students who were enrolled at MacEwan University in Fall 2021 or Winter 2022 terms who did not graduate and did not return to their programs in the Fall 2022 term. Administration of the survey was contracted to Leger, and calls were made from October 26 to December 23, 2022. Online survey administration was extended for three additional weeks in order to increase the response rate.

TABLE 1 – DEGREE PROGRAM RESPONSE RATE

Response Rate	Population	Response Total (n)	Response Total (%)	Response within Program (%)
Bachelor of Applied Human Service Admin	46	3	1%	7%
Bachelor of Arts	814	130	37%	16%
Bachelor of Child & Youth Care	10	5	1%	50%
Bachelor of Commerce	322	44	13%	14%
Bachelor of Communication Studies	45	11	3%	24%
Bachelor of Design	25	1	<1%	4%
Bachelor of Early Childhood Education	20	1	<1%	5%
Bachelor of Music	27	5	1%	19%
Bachelor of Physical Education*	47	17	5%	36%
Bachelor of Psychiatric Nursing	19	0	0%	0%
Bachelor of Science	634	108	31%	17%
Bachelor of Science in Engineering*	59	17	5%	29%
Bachelor of Science in Nursing	35	8	2%	23%
Bachelor of Social Work	5	0	0%	0%
Total Degree Program	2108	350	17%	-

*Note: these are transfer programs where only one or two years are offered at MacEwan University.

TABLE 2 – DIPLOMA PROGRAM RESPONSE RATE

Response Rate	Population	Response Total (n)	Response Total (%)	Response within Program (%)
Accounting & Strategic Measurement Diploma	29	3	5%	10%
Acupuncture	9	1	2%	11%
Arts & Cultural Management	12	1	2%	8%
Asia Pacific Management	4	0	0%	0%
Business Management Diploma	69	10	18%	14%
Correctional Services Diploma	19	4	7%	21%
Early Learning & Child Care Diploma	2	0	0%	0%
Hearing Aid Practitioner	24	4	7%	17%
Human Resource Management Diploma	23	3	5%	13%
Library & Information Technology Diploma	9	0	0%	0%
Massage Therapy Diploma	11	2	4%	18%
Music Theatre Performance	5	1	2%	20%
Paralegal Studies Diploma	17	3	5%	18%
Police & Investigations Diploma	20	6	11%	30%
Psychiatric Nursing Diploma	20	1	2%	5%
Public Relations Diploma	7	2	4%	29%
Social Work Diploma	21	4	7%	19%
Studio Arts Diploma	15	3	5%	20%
Theatre Production Diploma	4	0	0%	0%
Therapist Assistant Diploma	40	6	11%	15%
Travel	1	1	2%	100%
Total Diploma Program	361	55	15%	-

The overall response rate was 16% (405/2469 respondents). Response rates in previous years were 28% in 2020, 34% in 2018 and 2016, and 30% in 2014.

Regarding degree program response rates (17% overall), respondents from the Bachelor of Arts (37%), Bachelor of Science (31%), and the Bachelor of Commerce (13%) programs comprised the highest percentage of participants. The participation rate within degree programs was highest for the Bachelor of Child and Youth Care (50%), the Bachelor of Physical Education transfer (36%), and the Bachelor of Science in Engineering transfer (29%) programs.

Diploma program response rates (15% overall) were highest for the Business Management Diploma (18%), Police & Investigations Diploma (11%), and Therapist Assistant Diploma (11%) programs. Within diploma programs, Police & Investigations (30%), Public Relations (29%), and Correctional Services (21%) had the highest participation rates.

The total number of unique MacEwan University students who were enrolled in baccalaureate or university programming in the Fall 2021 term and/or Winter 2022 term was 12,549. Out of 12,549 students enrolled in baccalaureate or university programming in the Fall 2021 and/or Winter 2022 term, 2,108 did not return to baccalaureate or university programming (an additional 172 were required to withdraw) and 1,796 graduated. The total number of unique MacEwan University students who were enrolled in diploma programming in the Fall 2021 and/or Winter 2022 term was 2,398 – 361 did not return in the Fall 2022 term (an additional 28 were required to withdraw) and 755 graduated.

DATA ANALYSIS AND PRESENTATION OF RESULTS

Frequency tables were used to determine percentages. The valid percentages (i.e., missing data excluded) are reported.

For scaled responses, results were sometimes collapsed (e.g., combining 4 and 5) and are indicated where applicable.

Percentages in figures and tables (including those in the appendices) may not total 100 due to rounding.

“IR” means “insufficient response” and denotes that less than 5 students responded to a specified question.

Results for programs with fewer than five respondents will not be presented separately, but respondents’ results from these programs will be included in summary totals for MacEwan University results.

For comparison purposes, Appendix A contains tables for continuing education experience, academic profile, satisfaction with educational experience, satisfaction with university services and resources, reasons for leaving MacEwan University, and satisfaction with the decision to leave MacEwan University, by program and the university as a whole. Scaled responses are collapsed and the categories 4 and 5 are combined to denote “satisfied.” Appendix B contains program summaries and Appendix C contains the survey instrument.

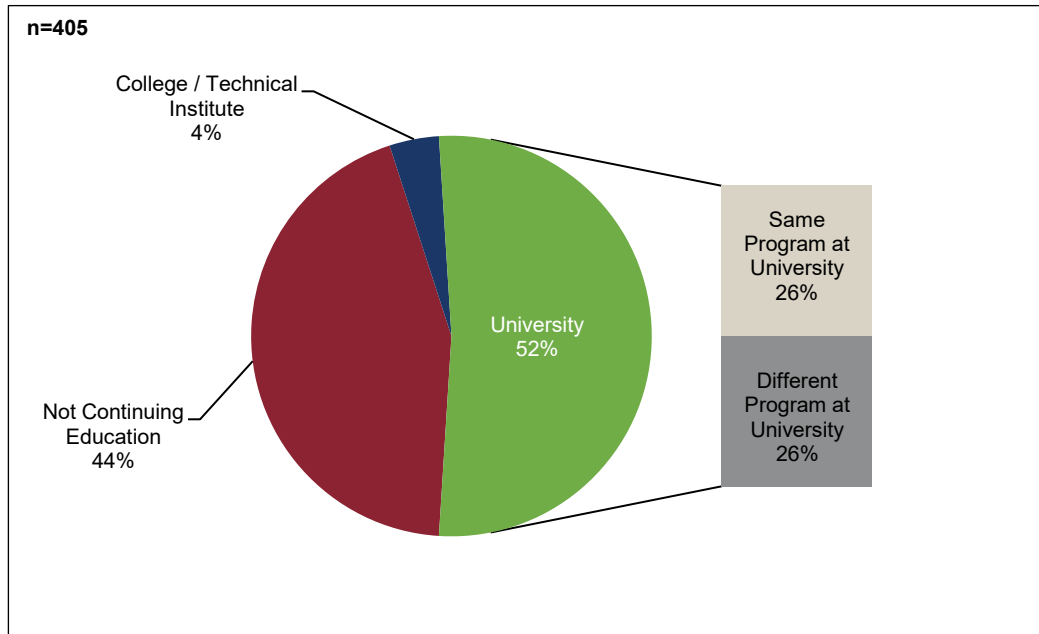
III. Current Status & Continuing Education

Some of the main objectives of the Early Leaver Survey are to ascertain the continuing education experiences of former MacEwan University students and gain insight into former students' experiences in the transfer process.

CURRENT CONTINUING EDUCATION STATUS

As Figure 1 indicates, 52% of respondents were continuing their education at a university. Another 4% of respondents were enrolled at a college or technical institute. The remaining 44% of respondents were not continuing their education at the time of the survey.

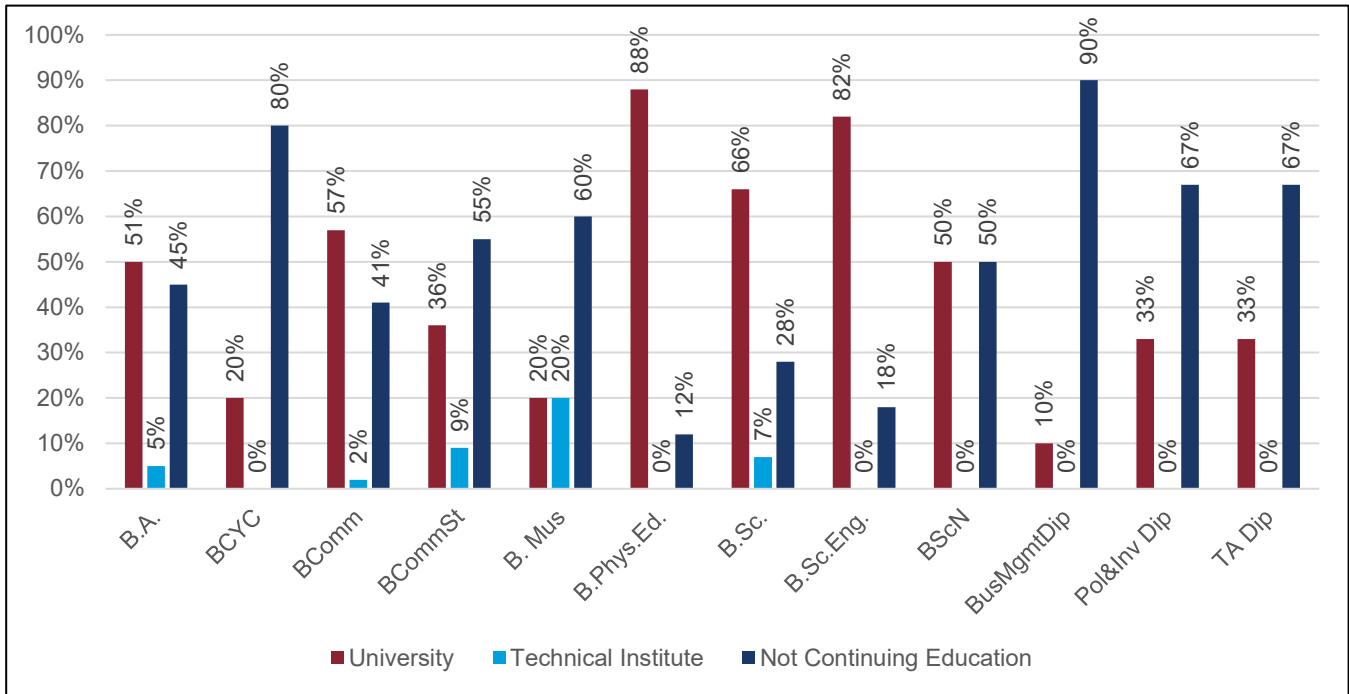
FIGURE 1. CURRENT EDUCATION STATUS



The breakdown of continuing education rates by program is provided on the following page and shows that there is wide variation in continuing education rates among programs at MacEwan University. As Figure 2 indicates, the Bachelor of Physical Education transfer (88%) and Bachelor of Science in Engineering transfer (82%) programs have the highest university continuing education rates. Respondents from the Business Management Diploma (90%) and Bachelor of Child and Youth Care (80%) programs were the most likely to report that they were not continuing their education.

When analyzed according to credential type, 62% of baccalaureate and transfer program respondents were continuing their education, compared to 22% of those in diploma programs.

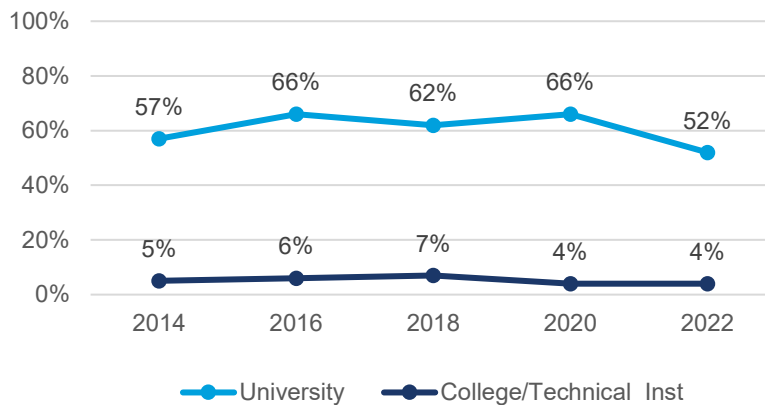
FIGURE 2. CURRENT STATUS: PROGRAM COMPARISONS



	n	University	College/ Technical Institute	Not Continuing Education
B. Arts	130	51%	5%	45%
BCYC	5	20%	0%	80%
B. Commerce	44	57%	2%	41%
B. Comm Studies	11	36%	9%	55%
B. Music	5	20%	20%	60%
B. Phys. Ed.	17	88%	0%	12%
B. Science	108	66%	7%	28%
B. Science Eng.	17	82%	0%	18%
B. Science Nursing	8	50%	0%	50%
Bus Mgmt. Diploma	10	10%	0%	90%
Police & Investigations Diploma	6	33%	0%	67%
Therapist Asst. Diploma	6	33%	0%	67%
Diploma programs (all)	55	20%	2%	78%
Baccalaureate and transfer programs (all)	350	57%	5%	38%

Trend

FIGURE 3. CONTINUING EDUCATION AT UNIVERSITY OR COLLEGE/TECHNICAL INSTITUTE: 2014-2022

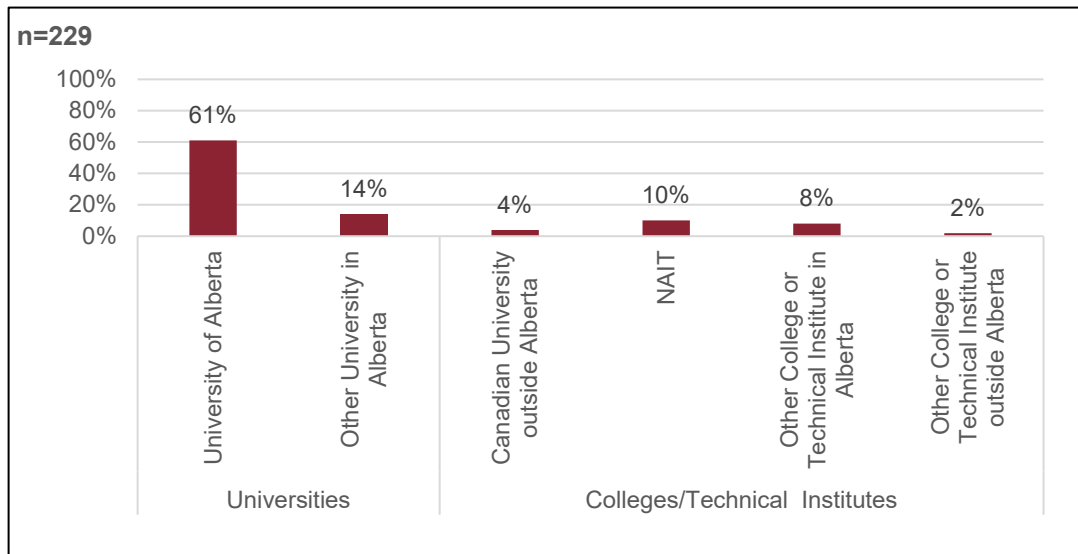


University has historically been the primary choice for MacEwan University students who choose to continue their education elsewhere. Just over half of the respondents who left MacEwan University were continuing their education at a different university.

CURRENT PROGRAM AND EDUCATIONAL INSTITUTION

As Figure 4 indicates, the majority (61%) of respondents who were continuing their education were attending the University of Alberta, representing a decrease of 7% since 2020 (see Figure 5). Fourteen percent of respondents reported that they were attending another university in Alberta,¹ 4% were attending another university in Canada, 10% were attending NAIT, 8% were attending a college or technical institute in Alberta, and 2% were attending a college or technical institute outside of Alberta.²

FIGURE 4. INSTITUTIONS IN WHICH CONTINUING EDUCATION STUDENTS ENROLLED

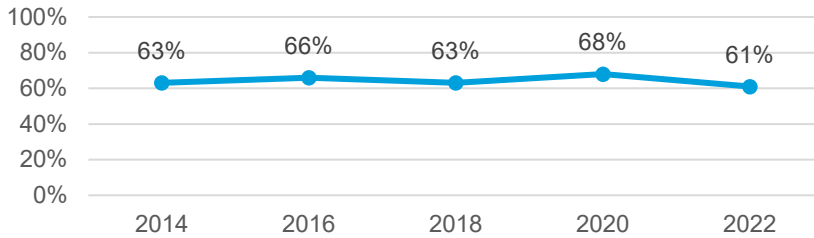


¹ The percentage for respondents attending other universities in Alberta includes those attending Athabasca University (n=9), University of Calgary (n=6), Concordia University College (n=1), King's University (n=1), and Mount Royal University (n=4).

² Three respondents reported they were attending university or college outside of Canada: Caribbean School, Durham College, and Udem in San Francisco. Two responses were unclear.

Trend

FIGURE 5. RESPONDENTS CONTINUING EDUCATION AT UNIVERSITY OF ALBERTA 2014-2022

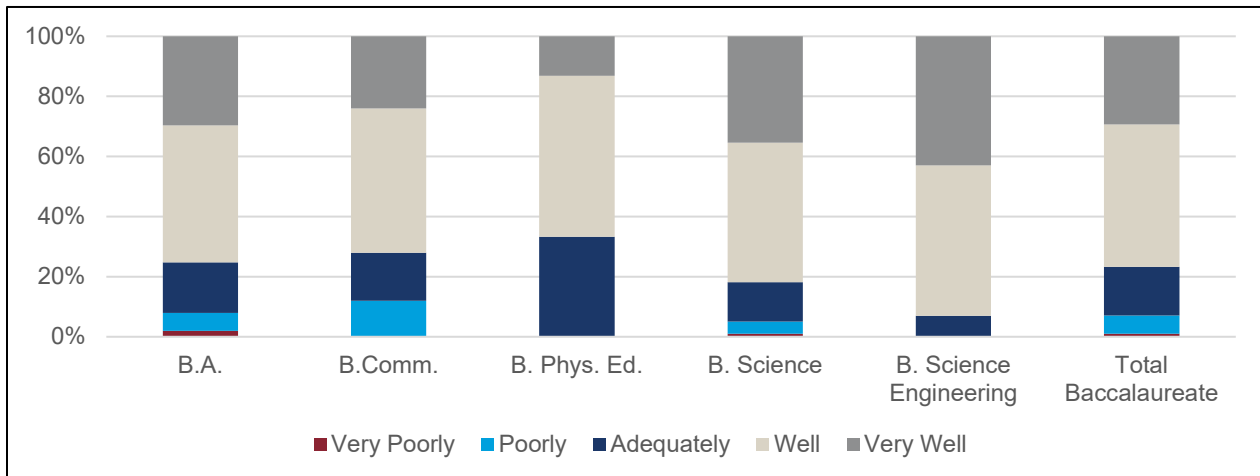


As Figure 5 shows, the percentage of respondents enrolling at the University of Alberta has decreased since 2020.

PREPARATION FOR CURRENT UNIVERSITY

Respondents who were continuing their education at a university were asked to rate how well they thought their program prepared them academically for their current university and for their current university environment.

FIGURE 6. PROGRAM PREPARED STUDENTS ACADEMICALLY FOR THEIR CURRENT UNIVERSITY

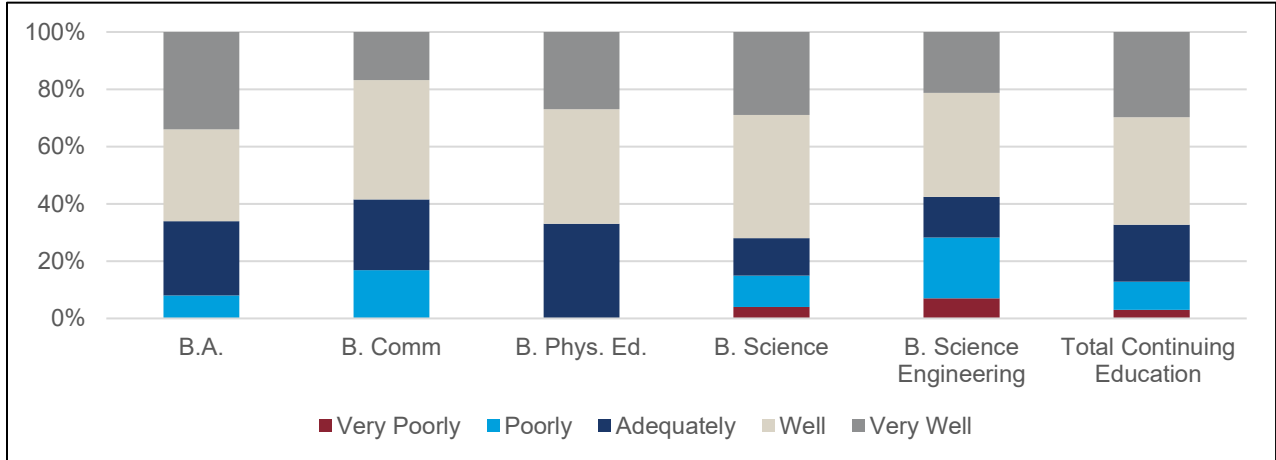


	n	Very Poorly	Poorly	Adequately	Well	Very Well
Bachelor of Arts	66	2%	6%	17%	46%	30%
Bachelor of Commerce	25	0%	12%	16%	48%	24%
Bachelor of Physical Education	15	0%	0%	33%	53%	13%
Bachelor of Science	69	1%	4%	13%	46%	35%
Bachelor of Science in Engineering	14	0%	0%	7%	50%	43%
Total Continuing Education ³	209	1%	6%	16%	47%	29%

³ This number includes all respondents continuing their education; some of these respondents were in programs where the number of respondents was less than 5, or where the number of responses to these questions was less than 5, which denotes an insufficient response and therefore, data is not presented separately.

As Figures 6 and 7 indicate, overall, 76% of respondents felt academically prepared and 68% felt prepared for their new university environment. Results varied by program, with Bachelor of Science in Engineering (93%) and Bachelor of Science (81%) respondents feeling the most prepared academically. Bachelor of Science in Engineering (57%) and Bachelor of Commerce (59%) respondents were the least likely to indicate that they felt prepared for the university environment. Ratings among the specified programs ranged from 57% to 72%.

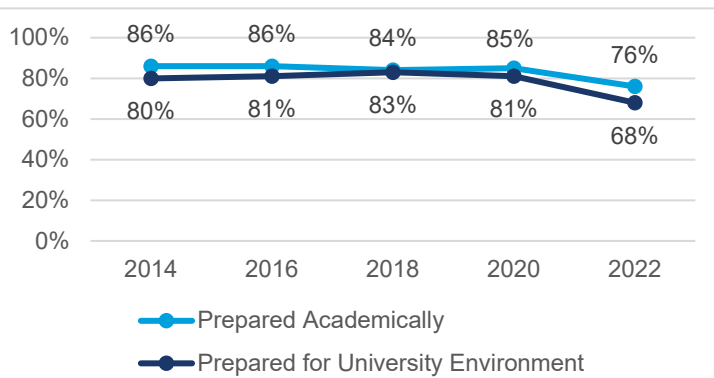
FIGURE 7. PROGRAM PREPARED STUDENTS FOR THEIR CURRENT UNIVERSITY ENVIRONMENT



	n	Very Poorly	Poorly	Adequately	Well	Very Well
Bachelor of Arts	65	0%	8%	26%	32%	34%
Bachelor of Commerce	24	0%	17%	25%	42%	17%
Bachelor of Physical Education	15	0%	0%	33%	40%	27%
Bachelor of Science	70	4%	11%	13%	43%	29%
Bachelor of Science in Engineering	14	7%	21%	14%	36%	21%
Total Continuing Education	207	3%	10%	20%	38%	30%

Trend

FIGURE 8. SATISFACTION WITH PROGRAM'S ABILITY TO PREPARE STUDENTS FOR UNIVERSITY: 2014-2022

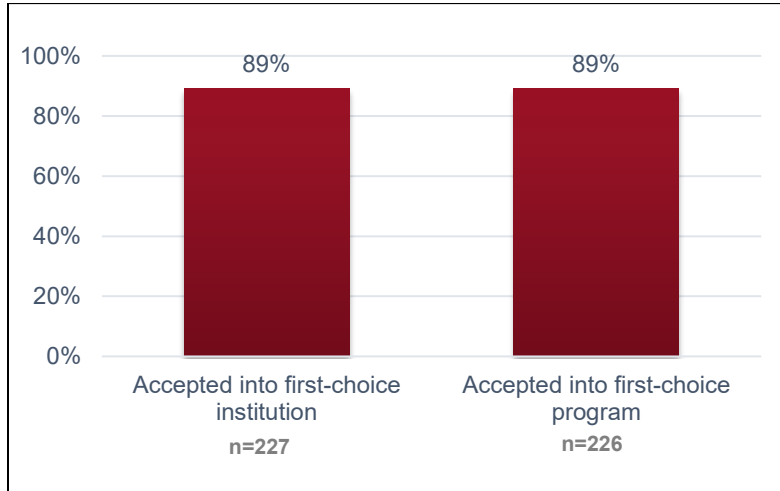


As Figure 8 indicates, the rate of satisfaction among respondents with their program's ability to prepare them academically for their current university has decreased since 2020. Satisfaction that they are prepared for their current university environment has decreased considerably since 2020.

ACCEPTANCE INTO FIRST CHOICE INSTITUTION & PROGRAM

One factor that contributes to a successful transfer experience is the ability of students to transfer to the institutions and programs of their choice. As indicated in Figure 9, almost all continuing education respondents were accepted by the institution and program of their choice.

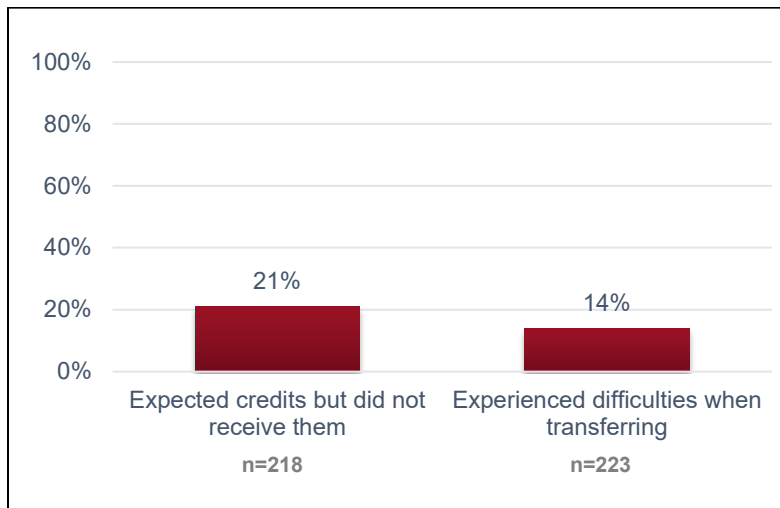
FIGURE 9. ACCEPTANCE INTO FIRST-CHOICE INSTITUTION AND PROGRAM



TRANSFER DIFFICULTIES

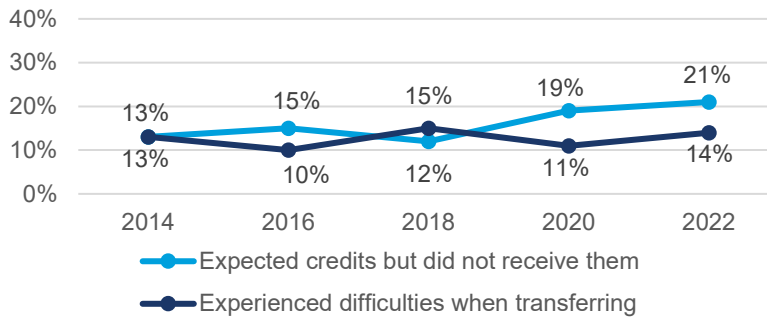
As shown in Figure 10, 21% of respondents did not receive credits for one or more courses that they thought they would, an increase of 9% since 2018. Fourteen percent also indicated that they experienced difficulties when transferring to their current institution or program (compared to 11% in 2020, 15% in 2018, 10% in 2016, and 13% in 2014 – see Figure 11).

FIGURE 10. DIFFICULTIES EXPERIENCED DURING THE TRANSFER PROCESS



Trend

FIGURE 11. DIFFICULTIES EXPERIENCED DURING THE TRANSFER PROCESS: 2014-2022



The percentage of respondents reporting that they experienced difficulties when transferring was lowest in 2016 (10%).

The percentage of respondents who expected credits but did not receive them rose by 9% since 2018.

	2014	2016	2018	2020	2022
Expected credits but did not receive them	n=422	n=456	n=440	n=395	n=218
Experienced difficulties when transferring	n=422	n=456	n=440	n=402	n=223

*Note: "n" refers to the number of respondents to that particular question.

When applicable, respondents were asked to provide more detail on the difficulties they encountered during the transfer process. The most common difficulties cited were delays in getting transcripts transferred from MacEwan University to their institution of choice and a reported lack of information on what is needed for the transfer process (including the number of credits needed and course requirements for particular programs).

EMPLOYMENT STATUS

Almost three-quarters of respondents reported that they were employed, and 8% were unemployed and seeking employment. Of those attending university, 68% reported being employed; 11% were working full-time and 57% were employed part-time.

For respondents attending college/technical institute, 47% reported being employed, of which 29% reported working part-time. Sixty percent of respondents who were not enrolled were working full-time at the time of the survey. Twelve percent of respondents who were not continuing their education reported that they were unemployed and seeking employment.

TABLE 3 – EMPLOYMENT STATUS BY ENROLMENT STATUS

Enrolment Status	Employed full-time	Employed part-time	Unemployed, seeking	Unemployed, not seeking
Enrolled in university	11%	57%	5%	27%
Enrolled in college/technical institute	18%	29%	6%	47%
Not enrolled	60%	23%	12%	5%
Total Respondents	33%	41%	8%	18%

REASONS FOR TRANSFERRING INSTEAD OF COMPLETING DEGREE AT MACEWAN UNIVERSITY

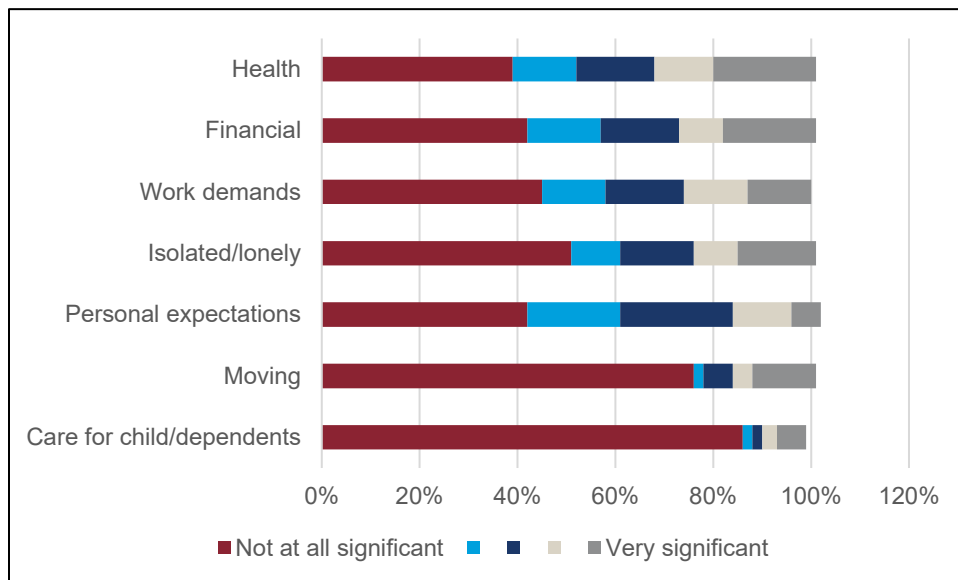
All respondents except for those in the Bachelor of Science in Engineering transfer program and the Bachelor of Physical Education transfer program were asked to comment on why they chose to transfer instead of completing their degrees/diplomas at MacEwan University. The most common responses were that specific majors, programs, or courses were not available. The next most frequently cited reason was that respondents said that the U of A provided more opportunities or that they wanted the recognition that they perceive the University of Alberta affords. Others reported that they changed career goals, interests, or plans.

REASONS FOR NOT CURRENTLY CONTINUING EDUCATION

Respondents who did not return to MacEwan and indicated that they were not enrolled in post-secondary education (n=176; 44%) were asked to rate the significance of several specified reasons regarding their decision to not continue their education. Reasons were categorized as personal and institutional.

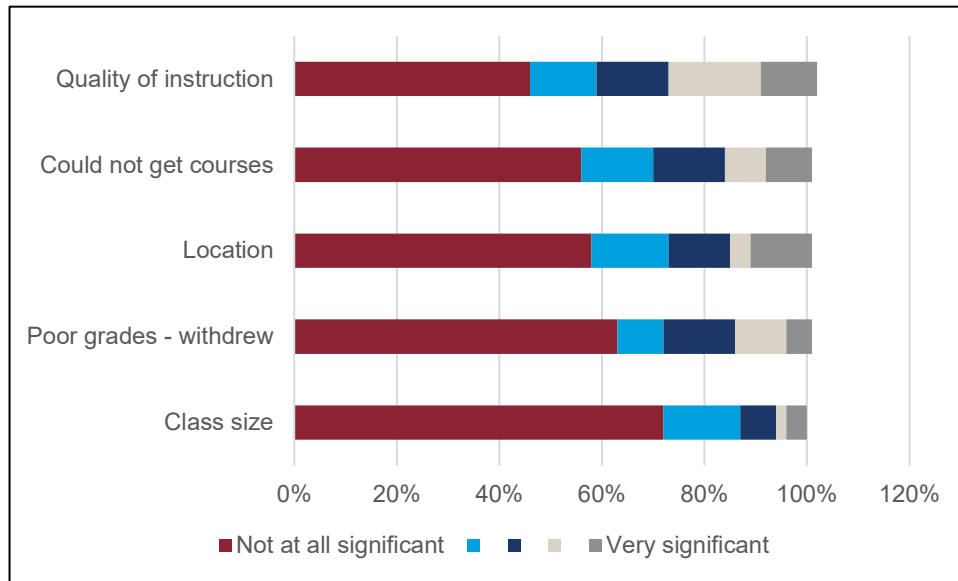
As indicated in Figure 12, *health (mental or physical)* was the most frequently cited personal reason (33%), followed by *insufficient financial resources* (28%) and *conflict with work demands* (26%).

FIGURE 12. PERSONAL REASONS FOR NOT CONTINUING EDUCATION



Of the specified institutional reasons for not continuing education, the most frequent reason was *dissatisfaction with the quality of instruction* (28%).

FIGURE 13. INSTITUTIONAL REASONS FOR NOT CONTINUING EDUCATION



All respondents were asked to comment on what was their primary reason for leaving MacEwan University. Common themes emerged from the verbatim comments and are presented in order of frequency.⁴

As indicated in Table 4, the primary reason for not continuing at MacEwan was that respondents' *programs or courses or majors were not available* (27%), followed by a *change in goals/plans* (16%).

When analyzed according to enrolment status, respondents who were currently enrolled in a post-secondary institution most frequently indicated that their primary reason for not continuing at MacEwan University was that their *program or courses or majors were not available* at MacEwan (41%). Among respondents who were currently not enrolled, they most frequently indicated that they had *changed goals/plans* (23%).

When analyzed according to credential type, among respondents who were in a baccalaureate or transfer program, 29% indicated that their primary reason for not continuing at MacEwan University was that their *programs or courses or majors were not available*, followed by *changed goals/plans* (15%), *status/recognition of the U of A* (7%) and *finance/money/tuition too high* (7%). Among respondents who were in a diploma program at MacEwan University, the primary reason for leaving MacEwan was that they had *changed goals/plans* (25%), followed by *working/work opportunities* (17%) and *programs or courses or majors were not available* (10%).

⁴ Several respondents provided more than one response; therefore, the percentage of total responses is greater than 100%.

TABLE 4 – PRIMARY REASON FOR NOT CONTINUING AT MACEWAN UNIVERSITY

Primary Reason	Overall		Enrolled		Not enrolled		Degree / Transfer Program		Diploma Program	
	n	%	n	%	n	%	n	%	n	%
Program/major/courses not available	99	27%	85	41%	14	9%	94	29%	5	10%
Changed goals/plans	60	16%	24	11%	36	23%	48	15%	12	25%
Financial/money/tuition	23	6%	3	1%	20	13%	22	7%	1	2%
Location	23	6%	14	7%	8	5%	21	7%	2	4%
Status/recognition of the U of A	22	6%	20	10%	2	1%	22	7%	0%	0%
Could not finish/in transfer program	19	5%	19	9%	5	3%	19	6%	0%	0%
Personal reasons	18	5%	2	1%	16	10%	14	4%	4	8%
Work	18	5%	4	2%	14	9%	10	3%	8	17%
Mental health	17	6%	1	<1%	16	10%	13	4%	4	8%
Problems with instructors/quality of education	16	4%	9	4%	7	4%	12	4%	4	8%
Online classes	15	4%	4	2%	11	7%	12	4%	3	6%
COVID issues	14	4%	6	3%	8	5%	11	3%	3	6%
Intended to transfer	8	2%	6	3%	2	1%	8	3%		
Other	8	2%	3	1%	5	3%	7	2%	1	2%
Personal performance	7	2%	3	1%	4	3%	6	2%	1	2%
Lack of support	7	2%	4	2%	3	2%	6	2%	1	2%
Could not change program at MacEwan (too competitive)	4	1%	3	1%	1	<1%	4	1%	0%	0%
Earlier acceptance elsewhere	2	1%	2	1%	0%	0%	2	<1%	0%	0%
Total Respondents⁵	370	-	210	-	160	-	322	-	48	-

⁵ Note: These numbers do not include respondents who preferred not to answer or said, “no reason” or “don’t know.”

SATISFACTION WITH DECISION TO LEAVE MACEWAN

Respondents were also asked to indicate how satisfied they were with their decision to leave MacEwan. Overall, 78% of respondents said they were satisfied with their decision to leave MacEwan University, as indicated in Table 5. While 8% were not satisfied, 14% were unsure (respondents were also asked to comment on their satisfaction – responses are provided to individual departments).

When analyzed according to program, respondents in the Bachelor of Science in Nursing program were most satisfied with their decision to leave MacEwan (100%), and former BCYC respondents were the least satisfied with their decision to leave (60%).

TABLE 5 – SATISFACTION WITH DECISION TO LEAVE MACEWAN BY PROGRAM

Program	n	Yes	No	Unsure
Bachelor of Science in Nursing	8	100%	0%	0%
Bachelor of Science in Engineering	17	88%	0%	12%
Bachelor of Commerce	44	86%	0%	14%
Bachelor of Music	5	80%	0%	20%
Business Management Diploma	10	80%	10%	10%
Bachelor of Arts	130	78%	9%	13%
Bachelor of Science	108	78%	7%	15%
Bachelor of Phys. Ed.	17	77%	18%	6%
Bachelor of Communication Studies	11	73%	0%	27%
Police & Investigations	6	67%	0%	33%
Therapist Assistant	6	67%	0%	33%
Bachelor of Child & Youth Care	5	60%	20%	20%
Total Respondents	405⁶	78%	8%	14%

When analyzed according to enrolment status, 87% of respondents who are currently enrolled were satisfied with their decision to leave MacEwan, compared to 68% of respondents who are not currently enrolled (see Table 6).

When analyzed according to credential type, as indicated in Table 6, 79% of respondents who were enrolled in baccalaureate or transfer programs while at MacEwan were satisfied with their decision to leave MacEwan, compared to 73% of respondents who were enrolled in diploma programs at MacEwan.

TABLE 6 – SATISFACTION WITH DECISION TO LEAVE MACEWAN BY ENROLMENT STATUS AND CREDENTIAL TYPE

Enrolment Status/Credential Type	n	Yes	No	Unsure
Currently enrolled	229	87%	3%	11%
Not currently enrolled	176	68%	15%	18%
Enrolled in baccalaureate or transfer program while at MacEwan	350	79%	7%	14%
Enrolled in diploma program while at MacEwan	55	73%	13%	15%
Total Respondents	405	78%	8%	14%

⁶ Note: This number includes all survey respondents; as noted earlier, there were several programs in which the number of respondents was less than five (please see Tables 1 and 2), and for these programs, no separate analyses were conducted.

IV. Academic Profile at MacEwan University

The Early Leaver Survey collects information on respondents' academic activities while at MacEwan University, including credits completed and course load, participation in non-traditional/alternative forms of learning, and academic advising.

CREDITS COMPLETED AND COURSE LOAD

As indicated below, 64% of respondents self-reported that they attended MacEwan University full-time. There is variation in the number of credits that respondents completed at MacEwan University. In general, 60% of respondents completed 30 or fewer credits, which is the equivalent of one year or less at MacEwan University. Another 23% completed the equivalent of between one to two years, and the remaining 17% completed two or more years at MacEwan University.

FIGURE 14. COURSE LOAD AT MACEWAN UNIVERSITY

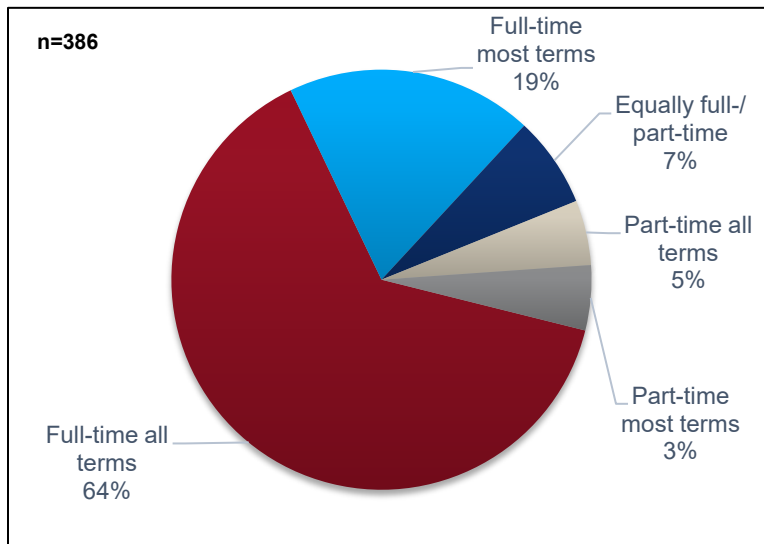
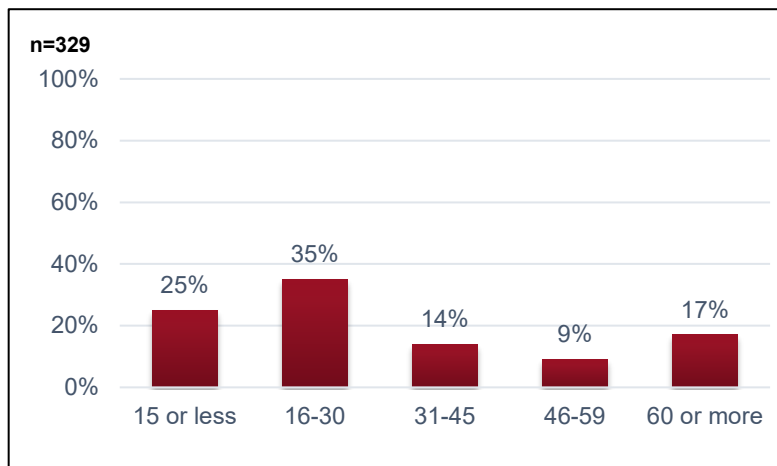
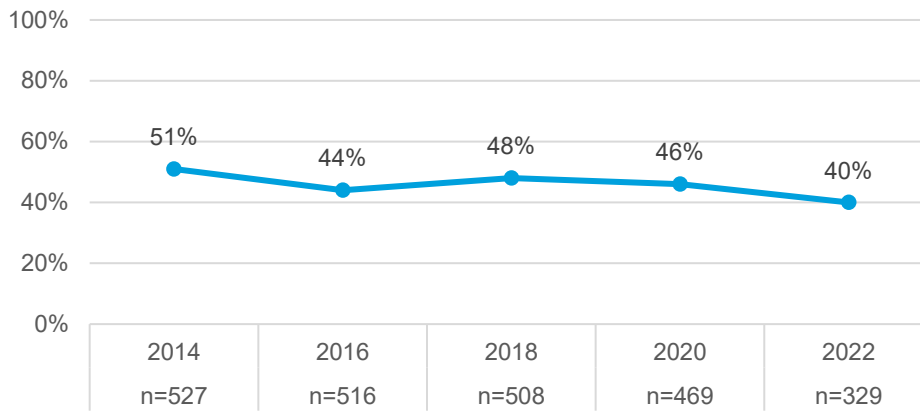


FIGURE 15. CREDITS COMPLETED AT MACEWAN UNIVERSITY



Trend

FIGURE 16. RESPONDENTS COMPLETING MORE THAN 30 CREDITS AT MACEWAN UNIVERSITY: 2014-2022

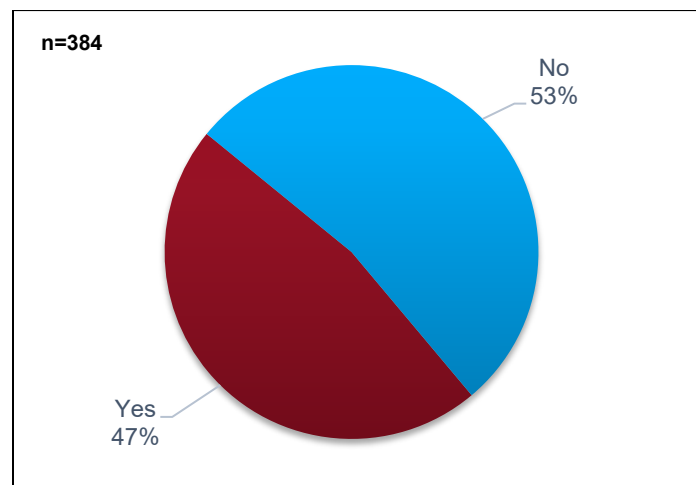


The percentage of respondents completing more than 30 credits at MacEwan University has decreased, from 51% in 2014 to 40% in 2022.

ACADEMIC ADVISING

Almost half (48%) of respondents sought academic advice from an academic advisor while at MacEwan University, as Figure 17 indicates. Of those who sought advice, 64% were satisfied or very satisfied (please see Table 7), 21% were neutral, and 15% were dissatisfied or very dissatisfied with the advice they received. Respondents who were dissatisfied cited the following reasons: they received the wrong advice or misinformation; they experienced a lack of support or guidance from counselors; and they felt that the counselors were rude or uncaring and wanted a more caring/positive/friendly approach.

FIGURE 17. SOUGHT ADVICE FROM AN ACADEMIC ADVISOR



There were also differences by program in the percentage of respondents seeking advice and satisfaction with the advice received. As Table 7 indicates, respondents from the Bachelor of Science in Nursing (75%) and Bachelor of Physical Education (71%) programs were the most likely to seek advice from an academic advisor (but due to the low number of respondents within the Bachelor of Science in Nursing program, their results should be interpreted with caution). Respondents from the Bachelor of Science

(39%) and Bachelor of Science in Engineering (41%) programs were least likely to seek advice from an academic advisor. Bachelor of Science in Engineering respondents who did seek advice were the least likely to be satisfied with the advice they received (43%), while respondents from the Bachelor of Communication Studies (100%), Bachelor of Science in Nursing (83%), and Business Management Diploma (83%) programs were the most satisfied with the advice they received.

TABLE 7 – SATISFACTION WITH ACADEMIC ADVICE BY PROGRAM

Program	Sought advice from an academic advisor	Satisfied with advice received
Bachelor of Arts	43%	65%
Bachelor of Child & Youth Care	60%	IR
Bachelor of Commerce	42%	59%
Bachelor of Communication Studies	67%	100%
Bachelor of Music	IR	IR
Bachelor of Physical Education	71%	58%
Bachelor of Science	39%	60%
Bachelor of Science in Engineering	41%	43%
Bachelor of Science in Nursing	75%	83%
Business Management Diploma	60%	83%
Police & Investigations Diploma	60%	IR
Total Respondents	48%	64%

Note: IR denotes "insufficient response" and means that less than 5 participants responded.

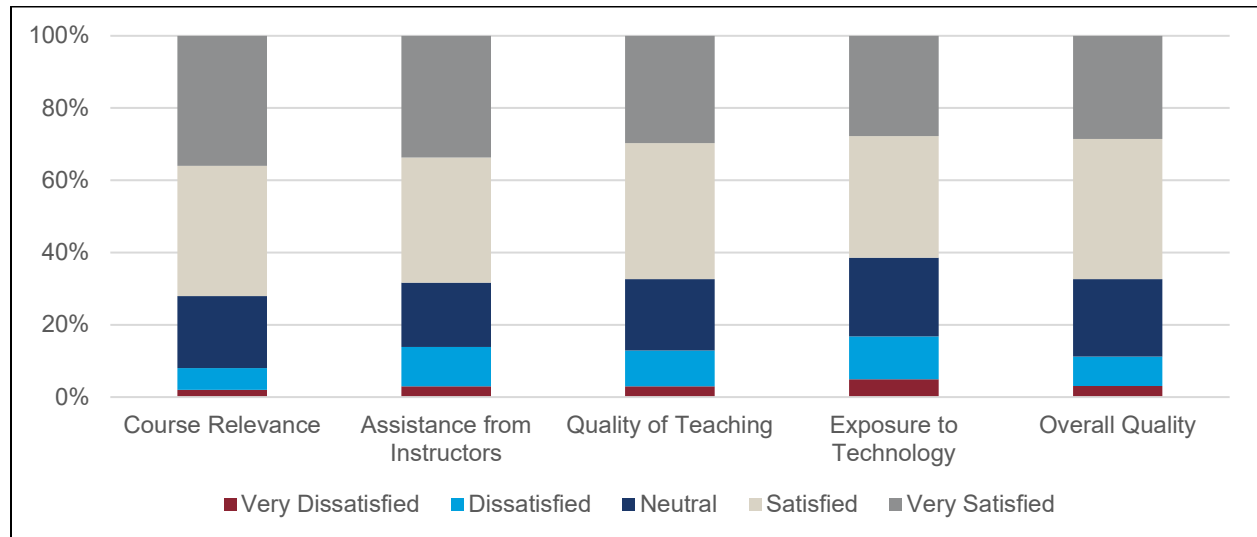
V. Student Satisfaction

The Early Leaver Survey measures respondents' satisfaction with various components of their educational experience, including services and resources at MacEwan University.

SATISFACTION WITH EDUCATIONAL EXPERIENCE

Respondents' satisfaction with various components of their educational experience is fairly high (but has decreased across the board since 2020). Exposure to technology was the lowest rated component (62% reported satisfaction). Respondents who were dissatisfied with any component were asked to explain the reasons for their dissatisfaction. Common themes related to: courses being perceived as irrelevant; the perception that instructors have no time for students; a perceived lack of teaching skill among instructors, and a lack of exposure to technology in the field.

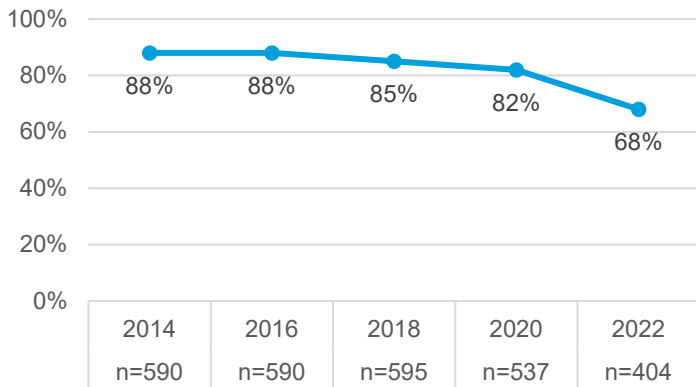
FIGURE 18. SATISFACTION WITH EDUCATIONAL EXPERIENCE



	n	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Course Relevance	403	2%	6%	20%	36%	36%
Assistance from Instructors	401	3%	11%	18%	35%	34%
Quality of Teaching	404	3%	10%	20%	38%	30%
Exposure to Technology	379	5%	12%	22%	34%	28%
Overall Quality	404	3%	8%	21%	38%	30%

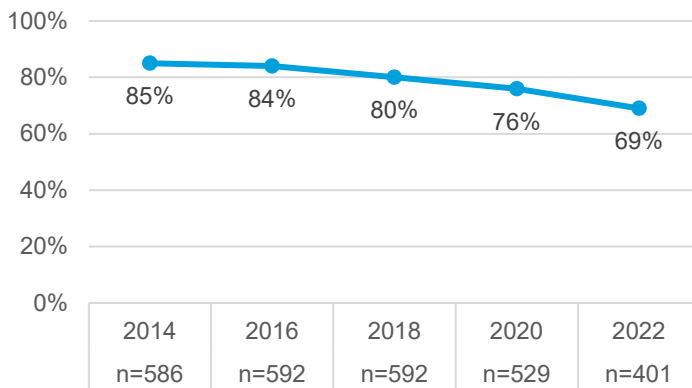
Trend

FIGURE 19. SATISFACTION WITH OVERALL QUALITY OF EDUCATIONAL EXPERIENCE: 2014-2022



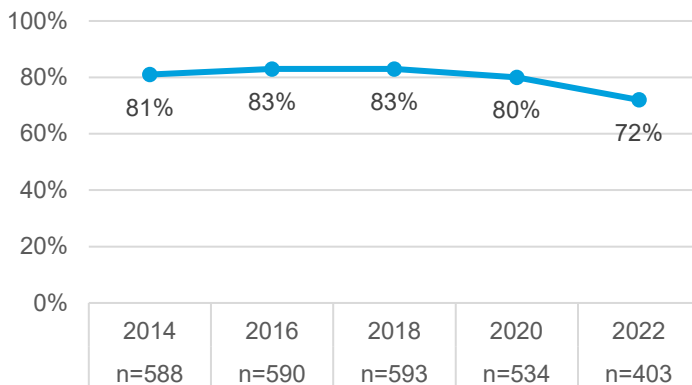
Ratings of satisfaction regarding the overall quality of educational experience have sharply decreased since 2020.

FIGURE 20. SATISFACTION WITH INDIVIDUAL ASSISTANCE FROM INSTRUCTORS: 2014-2022



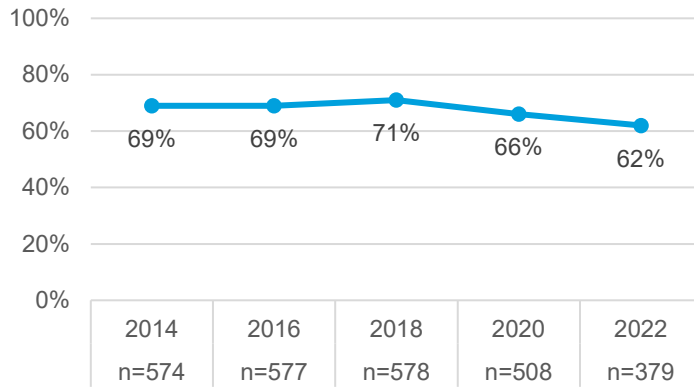
Satisfaction with the individual assistance received from instructors has decreased since 2014.

FIGURE 21. SATISFACTION WITH RELEVANCE OF COURSES: 2014-2022



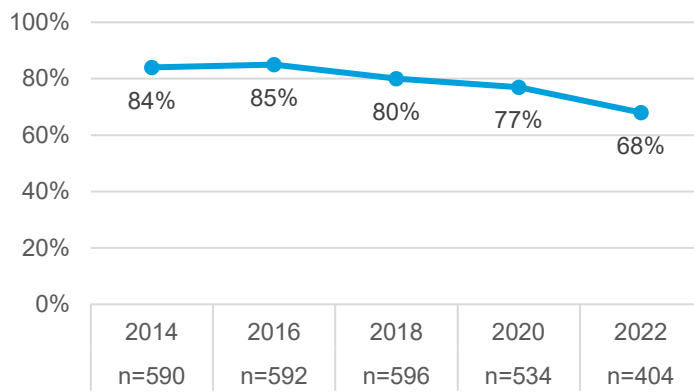
As Figure 21 indicates, satisfaction with the relevance of courses has decreased since 2020.

FIGURE 22. EXPOSURE TO TECHNOLOGY: 2014-2022



Respondents' satisfaction with their exposure to technology has decreased by 9% since 2018.

FIGURE 23. QUALITY OF TEACHING: 2014-2022

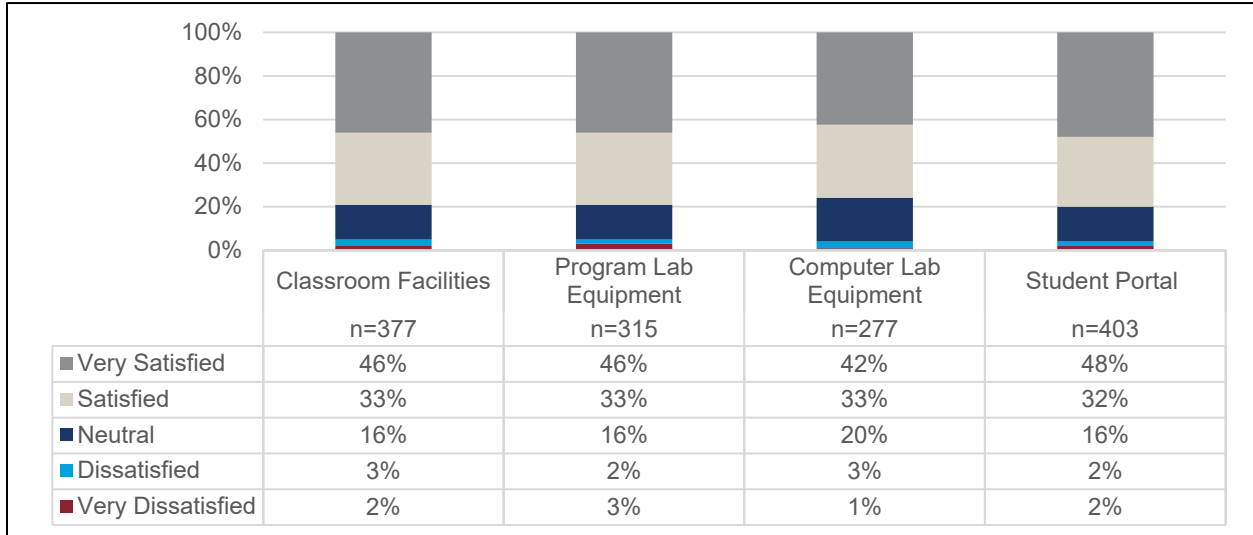


Satisfaction with the quality of teaching has decreased over the years, as Figure 23 indicates.

SATISFACTION WITH UNIVERSITY SERVICES AND RESOURCES

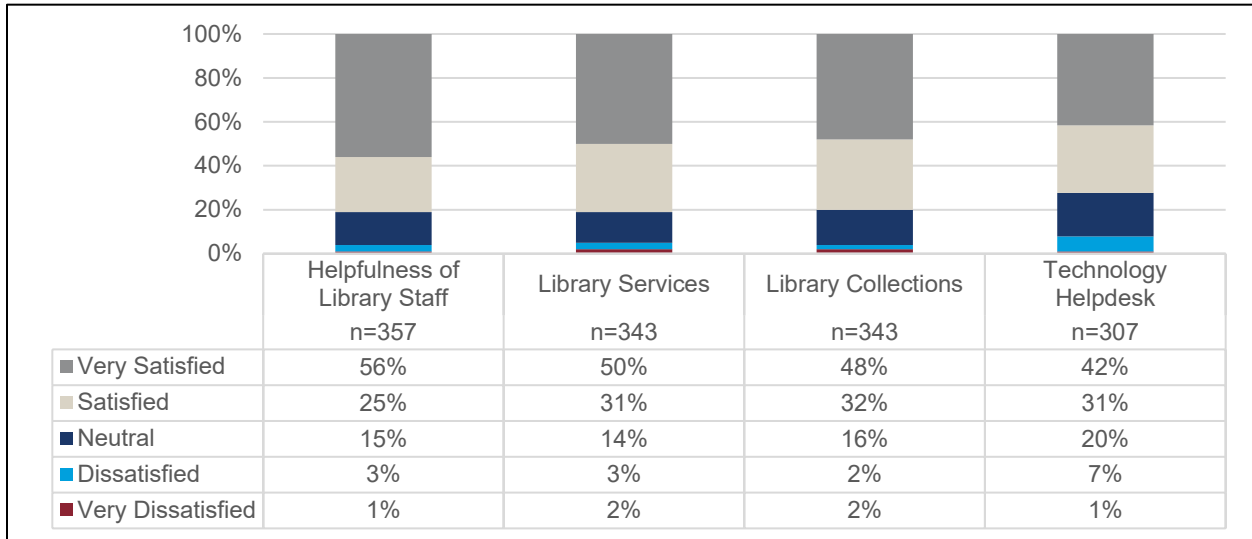
Respondents were asked to rate their satisfaction with a variety of services and resources at the university. As shown in the figures below, the majority of respondents at MacEwan University were satisfied with facilities and equipment, with satisfaction ratings ranging from 75% to 80%. As Figure 24 indicates, respondents were highly satisfied with the *student portal* (80%).

FIGURE 24. SATISFACTION WITH FACILITIES & EQUIPMENT



Respondents' satisfaction with the Library was also quite high, and ratings of satisfaction ranged from 80% to 81%, as Figure 25 indicates. Respondents were most satisfied with the *helpfulness of Library Staff* and *Library Services* (81% each). Comments regarding dissatisfaction focused mostly on the fact that respondents were not on campus during the pandemic.

FIGURE 25. SATISFACTION WITH THE LIBRARY



The majority of respondents were satisfied with service received from the Registrar's Office (please see Figure 26). Satisfaction rates ranged from 65% with *process of registering for courses* to 78% for *process of adding/dropping courses*. Those who were dissatisfied cited slow response times and receiving incorrect, confusing, or insufficient information. Respondents reported that some staff lacked customer service skills.

FIGURE 26. SATISFACTION WITH THE REGISTRAR'S OFFICE

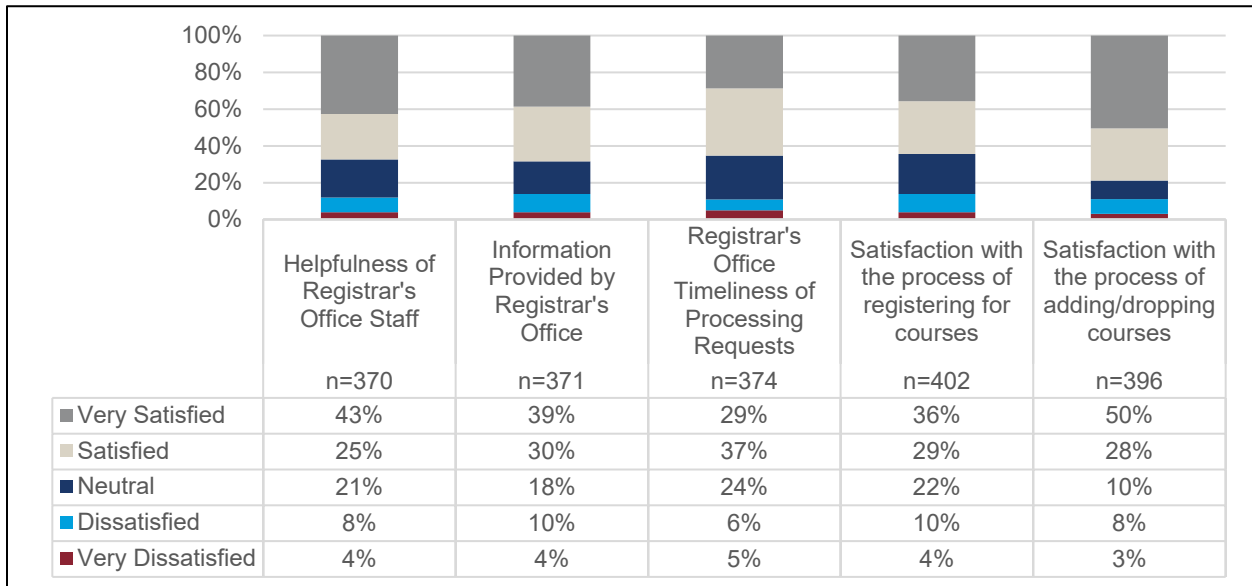
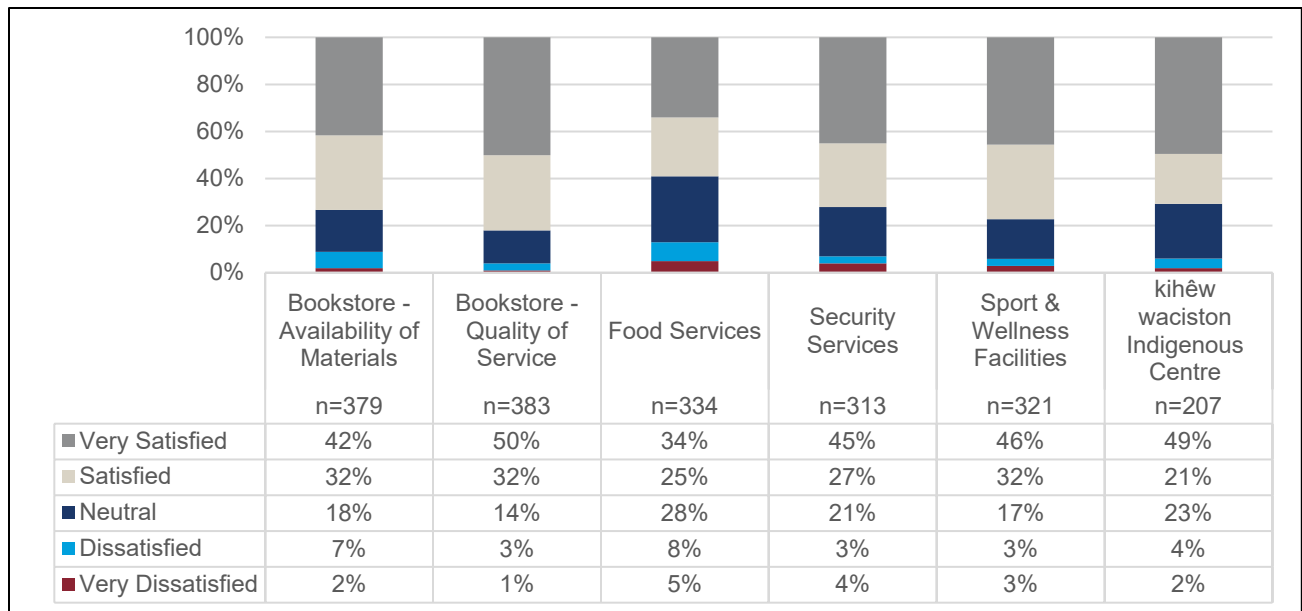


FIGURE 27. SATISFACTION WITH THE BOOKSTORE AND OTHER SERVICES AND FACILITIES



As Figure 27 indicates, the majority of respondents were satisfied with the *availability of materials at the Bookstore (74%)* and with the *quality of service (82%)*. The few comments that were provided regarding dissatisfaction related to the cost of the books, limited availability of books, and the length of time it took for library staff to respond to emails.

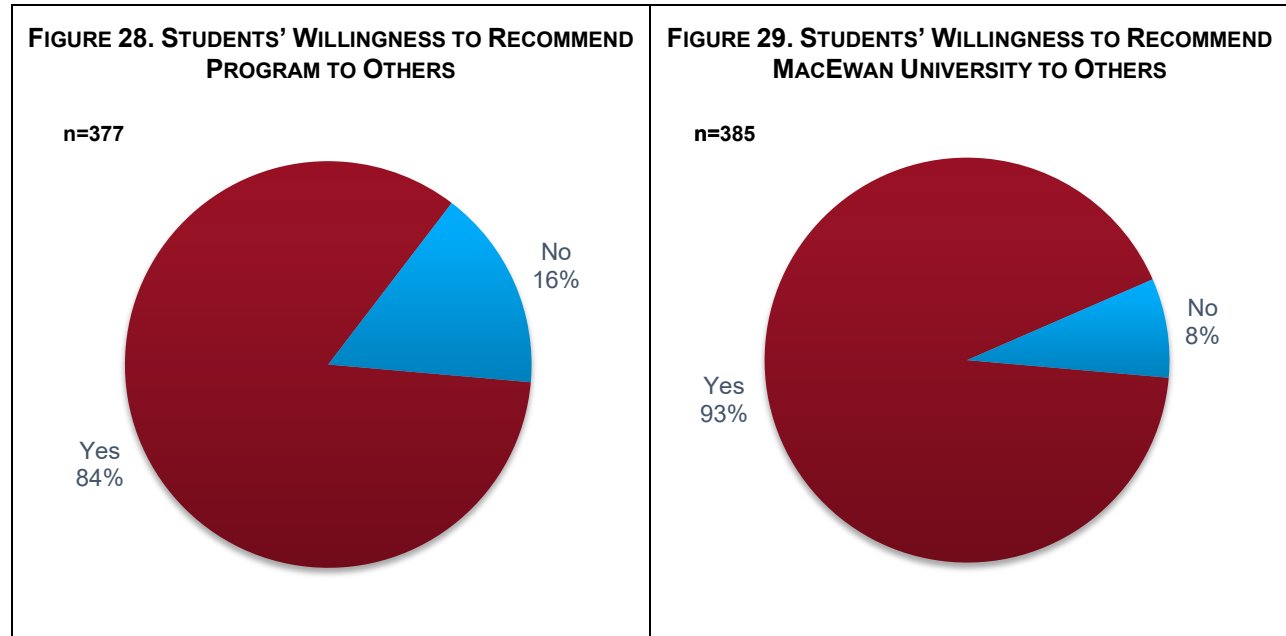
Seventy-eight percent of respondents were satisfied with the Sport and Wellness facilities. Comments regarding dissatisfaction were few and were related to the gym being small and complaints about not being able opt out of the fees, especially during the pandemic when the facility was closed.

Seventy-two percent were satisfied with Security Services, and 70% reported satisfaction with the kihêw waciston Indigenous Centre. The few comments regarding dissatisfaction with Security Services related to a lack of awareness about Security Services. There were no comments regarding the kihêw waciston Indigenous Centre. Food Services were the lowest rated of MacEwan University’s services and resources, with 59% reporting satisfaction. Most comments cited cost and the lack of variety and healthier options.

WILLINGNESS TO RECOMMEND PROGRAM & MACEWAN UNIVERSITY

As shown in Figures 28 and 29, 84% of all respondents would recommend their programs and 93% would recommend MacEwan University to others.

Respondents who would not recommend their programs or MacEwan University were asked to provide reasons. They typically noted that they would not recommend the program or MacEwan University because they did not enjoy their experience, they believe they have limited opportunities for employment, they preferred the University of Alberta or another institution to MacEwan University, and there is limited course selection.



APPENDIX A: PROGRAM COMPARISONS

Continuing Education Experience								
	n*	University transfer rate	Academically prepared for university†	Prepared for the university environment†	Accepted by institution of first choice	Accepted by program of first choice	Expected credits but did not receive them	Experienced difficulties when transferring
Bachelor of Arts	130	51%	76%	66%	86%	86%	24%	14%
Bachelor of Child and Youth Care	5	0%	N/A	N/A	IR	IR	IR	IR
Bachelor of Commerce	44	57%	72%	59%	96%	92%	17%	4%
Bachelor of Communication Studies	11	36%	IR	IR	100%	IR	IR	IR
Bachelor of Music	5	20%	IR	IR	IR	IR	IR	IR
Bachelor of Physical Education	17	88%	66%	67%	86%	86%	7%	20%
Bachelor of Science	108	66%	81%	72%	89%	92%	26%	16%
Bachelor of Science in Engineering	17	83%	93%	57%	93%	77%	7%	7%
Bachelor of Science in Nursing	8	51%	IR	IR	IR	IR	IR	IR
Business Management Diploma	10	10%	IR	IR	IR	IR	IR	IR
Police and Investigations Diploma	6	33%	IR	IR	IR	IR	IR	IR
Therapist Assistant Diploma	6	34%	IR	IR	IR	IR	IR	IR
Total Respondents	405	52%	76%	68%	89%	89%	21%	14%

*Note: n refers to the number who participated in the Early Leaver Survey, not the number who answered each question.
Note: IR=Insufficient Response. To maintain confidentiality, results are not provided when there were less than five respondents.
† Asked of respondents who transferred to a university.

Academic Profile					
	n*	Attended MacEwan full-time all terms	Completed more than 30 credits at MacEwan	Sought advice from an academic advisor	Satisfied with advice received
Bachelor of Arts	130	59%	34%	43%	65%
Bachelor of Child and Youth Care	5	60%	IR	60%	IR
Bachelor of Commerce	44	81%	42%	42%	59%
Bachelor of Communication Studies	11	60%	38%	67%	100%
Bachelor of Music	5	100%	IR	IR	IR
Bachelor of Physical Education	17	88%	88%	71%	58%
Bachelor of Science	108	64%	44%	39%	60%
Bachelor of Science in Engineering	17	94%	60%	41%	86%
Bachelor of Science in Nursing	8	75%	67%	75%	83%
Business Management Diploma	10	40%	43%	60%	83%
Police and Investigations Diploma	6	67%	0%	60%	IR
Therapist Assistant Diploma	6	33%	IR	83%	60%
Total Respondents	405	64%	40%	48%	64%

*Note: n refers to the number who participated in the Early Leaver Survey, not the number who answered each question.
Note: IR=Insufficient Response. To maintain confidentiality, results are not provided when there were less than five respondents.

Satisfaction with Educational Experience								
	n*	Satisfied with relevance of courses	Satisfied with assistance from instructors	Satisfied with quality of teaching	Satisfied with exposure to technology	Satisfied with overall quality of educational experience	Would recommend program	Would recommend MacEwan
Bachelor of Arts	130	69%	71%	71%	66%	69%	86%	94%
Bachelor of Child and Youth Care	5	80%	60%	60%	40%	80%	100%	100%
Bachelor of Commerce	44	70%	63%	61%	50%	57%	76%	91%
Bachelor of Communication Studies	11	63%	64%	64%	55%	63%	78%	100%
Bachelor of Music	5	60%	80%	80%	80%	80%	IR	IR
Bachelor of Physical Education	17	88%	94%	59%	42%	70%	94%	100%
Bachelor of Science	108	72%	64%	72%	70%	69%	85%	91%
Bachelor of Science in Engineering	17	77%	70%	59%	59%	83%	81%	94%
Bachelor of Science in Nursing	8	88%	100%	76%	63%	88%	100%	100%
Business Management Diploma	10	80%	80%	70%	50%	80%	90%	90%
Police and Investigations Diploma	6	50%	50%	67%	34%	50%	100%	100%
Therapist Assistant Diploma	6	84%	50%	67%	67%	83%	83%	67%
Total Respondents	405	72%	69%	68%	62%	68%	84%	93%

*Note: n refers to the number who participated in the Early Leaver Survey, not the number who answered each question.

Note: IR=Insufficient Response. To maintain confidentiality, results are not provided when there were less than five respondents.

Satisfaction with MacEwan University Services and Resources									
	n*	Classroom facilities	Program lab equipment	Computer lab equipment	Student Portal	Helpfulness of Library staff	Library services	Library collections	Technology Helpdesk
Bachelor of Arts	130	83%	74%	75%	69%	83%	85%	82%	77%
Bachelor of Child and Youth Care	5	80%	IR	IR	80%	60%	100%	IR	IR
Bachelor of Commerce	44	70%	55%	69%	64%	69%	72%	77%	63%
Bachelor of Communication Studies	11	78%	83%	100%	46%	90%	72%	90%	60%
Bachelor of Music	5	60%	80%	40%	60%	IR	IR	60%	IR
Bachelor of Physical Education	17	88%	81%	46%	76%	93%	80%	93%	77%
Bachelor of Science	108	80%	88%	82%	71%	83%	70%	79%	77%
Bachelor of Science in Engineering	17	81%	88%	71%	53%	81%	94%	80%	77%
Bachelor of Science in Nursing	8	75%	83%	IR	63%	100%	100%	60%	80%
Business Management Diploma	10	78%	71%	67%	56%	100%	88%	88%	72%
Police and Investigations Diploma	6	83%	100%	83%	83%	60%	80%	80%	67%
Therapist Assistant Diploma	6	IR	IR	IR	83%	IR	IR	83%	80%
Total Respondents	405	79%	79%	75%	80%	81%	81%	80%	73%

*Note: n refers to the number who participated in the Early Leaver Survey, not the number who answered each question.
Note: IR=Insufficient Response. To maintain confidentiality, results are not provided when there were less than five respondents.

Satisfaction with MacEwan University Services and Resources continued

	n*	Helpfulness of Registrar's Office staff	Information provided by the Registrar's Office	Registrar's Office timeliness of processing requests	Process of registering for courses	Process of adding/dropping courses	Bookstore availability of course materials	Bookstore quality of service	Food Services	Security Services	Sport and Wellness facilities	kihêw waciston Indigenous Centre
Bachelor of Arts	130	71%	69%	67%	62%	81%	73%	84%	66%	73%	74%	75%
Bachelor of Child and Youth Care	5	IR	60%	80%	40%	40%	60%	80%	IR	20%	60%	100%
Bachelor of Commerce	44	65%	66%	59%	59%	75%	71%	68%	39%	69%	67%	64%
Bachelor of Communication Studies	11	89%	90%	90%	82%	80%	55%	80%	67%	72%	86%	IR
Bachelor of Music	5	40%	60%	60%	80%	80%	40%	40%	IR	60%	IR	IR
Bachelor of Physical Education	17	81%	77%	81%	65%	94%	81%	94%	56%	85%	94%	67%
Bachelor of Science	108	68%	73%	69%	70%	81%	76%	83%	61%	76%	78%	70%
Bachelor of Science in Engineering	17	81%	75%	65%	81%	87%	94%	88%	71%	77%	87%	72%
Bachelor of Science in Nursing	8	75%	50%	29%	50%	50%	72%	88%	67%	IR	100%	IR
Business Management Diploma	10	63%	67%	60%	70%	78%	67%	88%	50%	38%	67%	67%
Police and Investigations Diploma	6	83%	67%	50%	67%	67%	83%	83%	100%	67%	100%	IR
Therapist Assistant Diploma	6	67%	40%	40%	50%	60%	IR	80%	IR	IR	IR	IR
Total Respondents	405	68%	69%	66%	65%	78%	74%	82%	59%	72%	78%	70%

*Note: n refers to the number who participated in the Early Leaver Survey, not the number who answered each question.
 Note: IR=Insufficient Response. To maintain confidentiality, results are not provided when there were less than five respondents.

Reasons for Leaving MacEwan University (respondents not continuing their education) ⁷													
	n*	Health	Financial	Work demands	Isolated /lonely	Personal expectations	Moving	Care for dependents	Quality of instruction	Could not get courses	Location	Poor grades/withdrew	Class size
Bachelor of Arts	58	35%	29%	21%	31%	17%	16%	7%	25%	14%	12%	25%	0%
Bachelor of Child and Youth Care	4	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR
Bachelor of Commerce	17	31%	25%	25%	31%	19%	6%	0%	47%	24%	29%	12%	6%
Bachelor of Communication Studies	6	67%	33%	33%	17%	17%	0%	0%	17%	17%	0%	0%	0%
Bachelor of Music	3	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR
Bachelor of Physical Education	2	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR
Bachelor of Science	30	23%	27%	23%	27%	40%	27%	7%	31%	14%	14%	14%	10%
Bachelor of Science in Engineering	3	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR
Bachelor of Science in Nursing	4	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR
Business Management Diploma	9	33%	56%	44%	11%	11%	22%	56%	56%	33%	56%	22%	33%
Police and Investigations Diploma	4	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR
Therapist Assistant Diploma	3	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR	IR
Total Respondents not enrolled	176	33%	28%	26%	24%	17%	16%	9%	28%	16%	16%	14%	6%

*Note: n refers to the number of respondents who are not continuing their education, not the number who answered each question.

⁷ Only programs for which 2 pages were created are included (i.e., these programs had 5 or more survey respondents).

Primary Reason for leaving MacEwan University (all respondents) ⁸										
	n*	Program / courses / major not available	Changed goals / plans	Location	Finance / tuition	U of A status / recognition/ friends	Personal reasons	Problems with instructors	Had to transfer	Work
Bachelor of Arts	130	30%	15%	6%	11%	5%	6%	2%	2%	3%
Bachelor of Child and Youth Care	5	-	40%	20%	-	-	20%	-	-	-
Bachelor of Commerce	44	22%	14%	11%	5%	22%	3%	8%	-	8%
Bachelor of Communication Studies	11	22%	11%	11%	-	-	-	-	-	11%
Bachelor of Music	5	-	40%	-	-	-	20%	20%	-	-
Bachelor of Physical Education	17	7%	13%	-	-	-	-	13%	60%	-
Bachelor of Science	108	41%	13%	7%	5%	8%	4%	3%	-	2%
Bachelor of Science in Engineering	17	18%	6%	6%	-	-	-	6%	47%	-
Bachelor of Science in Nursing	8	29%	14%	14%	-	-	14%	-	-	-
Business Management Diploma	10	20%	10%	-	-	-	20%	-	-	20%
Police and Investigations Diploma	6	-	60%	-	-	-	-	20%	-	20%
Therapist Assistant Diploma	6	-	-	17%	-	-	-	-	-	-
Total Early Leavers	405	27%	16%	6%	6%	6%	5%	4%	5%	5%

Table continues on next page. ➤

*Note: n refers to the number who participated in the Early Leaver Survey, not the number who answered each question.

⁸ Note: These numbers do not include respondents who preferred not to answer or responded, "no reason" or "don't know."

Primary Reason for leaving MacEwan University (all students) continued										
	n*	COVID issues	Mental Health	Online classes	Personal performance	Other	Earlier acceptance elsewhere	Could not change program at MacEwan – too competitive	Intended to transfer	Lack of support
Bachelor of Arts	130	4%	6%	5%	2%	<1%	2%	2%	2%	4%
Bachelor of Child and Youth Care	5	-	20%	-	-	-	-	-	-	-
Bachelor of Commerce	44	-	-	5%	3%	3%	-	-	5%	-
Bachelor of Communication Studies	11	11%	11%	11%	-	11%	-	-	-	-
Bachelor of Music	5	-	-	-	-	-	-	-	-	-
Bachelor of Physical Education	17	-	-	-	-	-	-	-	7%	-
Bachelor of Science	108	2%	4%	2%	-	2%	-	2%	3%	1%
Bachelor of Science in Engineering	17	-	-	-	12%	6%	-	-	-	-
Bachelor of Science in Nursing	8	14%	14%	-	-	-	-	-	-	-
Business Management Diploma	10	10%	10%	10%	-	-	-	-	-	-
Police and Investigations Diploma	6	-	-	-	-	-	-	-	-	-
Therapist Assistant Diploma	6	33%	17%	17%	-	17%	-	-	-	-
Total Respondents	405	4%	6%	4%	2%	2%	<1%	1%	2%	2%

*Note: n refers to the number who participated in the Early Leaver Survey, not the number who answered each question.

Satisfaction with decision to leave MacEwan University				
	n*	Yes	No	Unsure
Bachelor of Arts	130	78%	9%	13%
Bachelor of Child and Youth Care	5	60%	20%	20%
Bachelor of Commerce	44	86%	0%	14%
Bachelor of Communication Studies	11	73%	0%	27%
Bachelor of Music	5	80%	0%	20%
Bachelor of Physical Education	17	77%	18%	6%
Bachelor of Science	108	78%	7%	15%
Bachelor of Science in Engineering	17	88%	0%	12%
Bachelor of Science in Nursing	8	100%	0%	0%
Business Management Diploma	10	80%	10%	10%
Police and Investigations Diploma	6	67%	0%	33%
Therapist Assistant Diploma	6	67%	33%	0%
Enrolled	229	87%	3%	11%
Not enrolled	176	68%	15%	18%
Baccalaureate or transfer program	350	79%	7%	14%
Diploma program	55	73%	13%	15%
Total Respondents	405	78%	8%	14%

*Note: n refers to the number who participated in the Early Leaver Survey, not the number who answered each question.

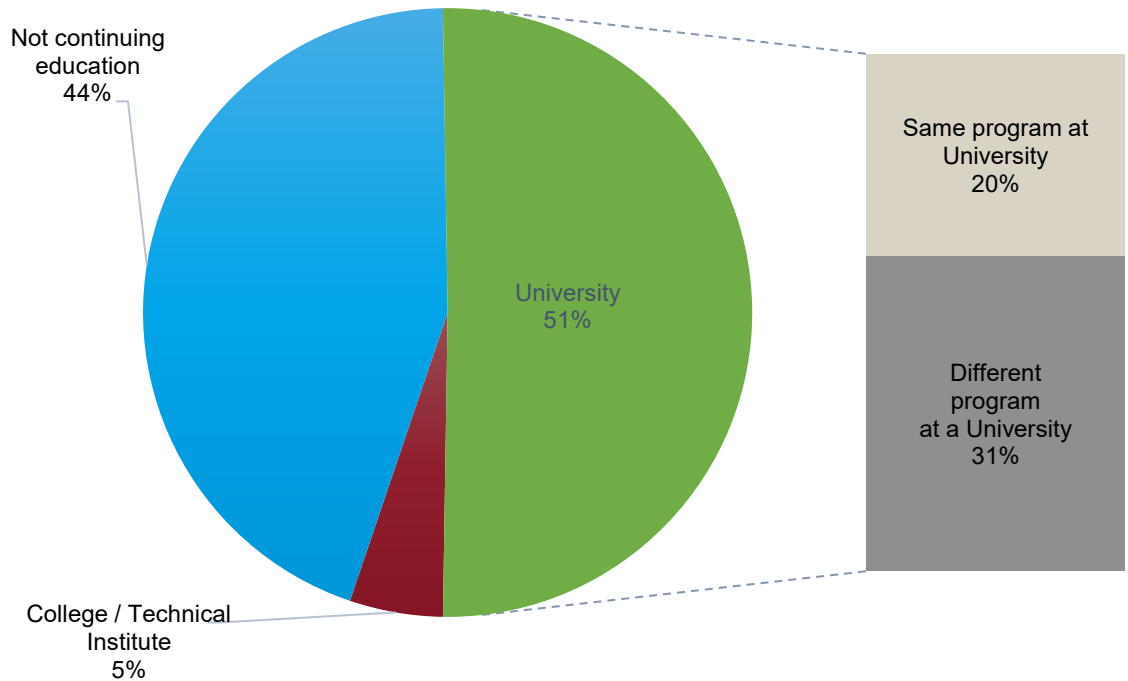
APPENDIX B: PROGRAM SUMMARIES

Bachelor of Arts

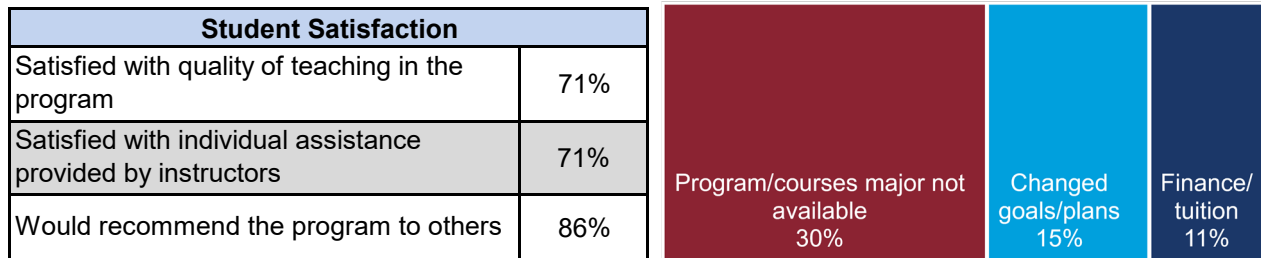
(historical data used to include Bachelor of Arts, Education major)

Number of Respondents: 130
 University Transfer Rates: 51%
 Percentage Overall Continuing Their Education: 56%
 Percentage Satisfied with Overall Quality: 69%

Overall Results

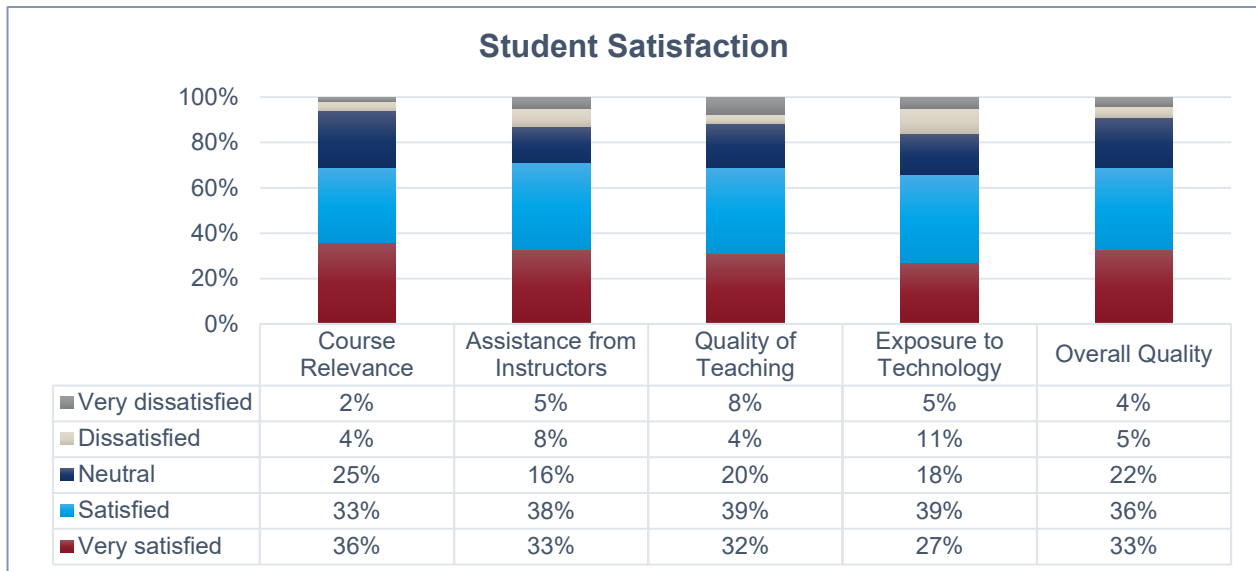
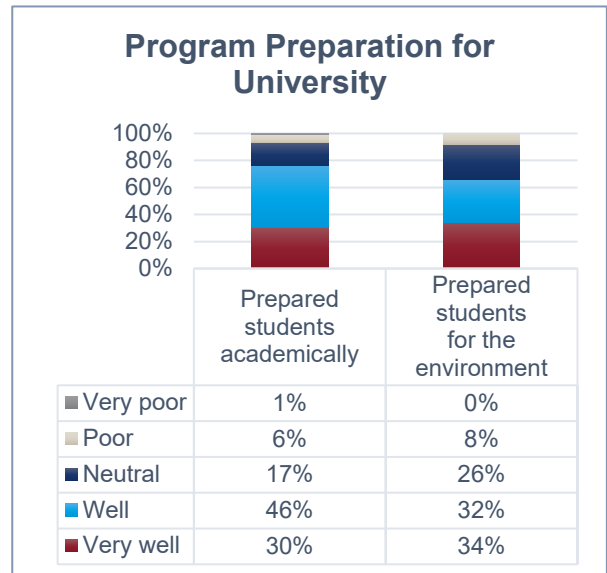
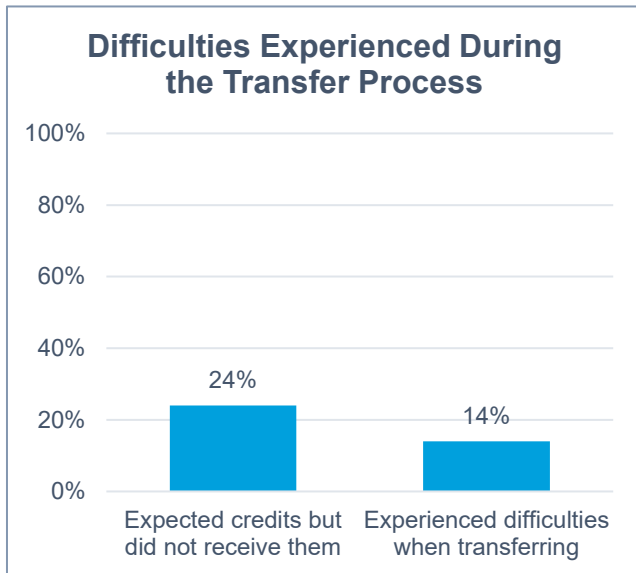
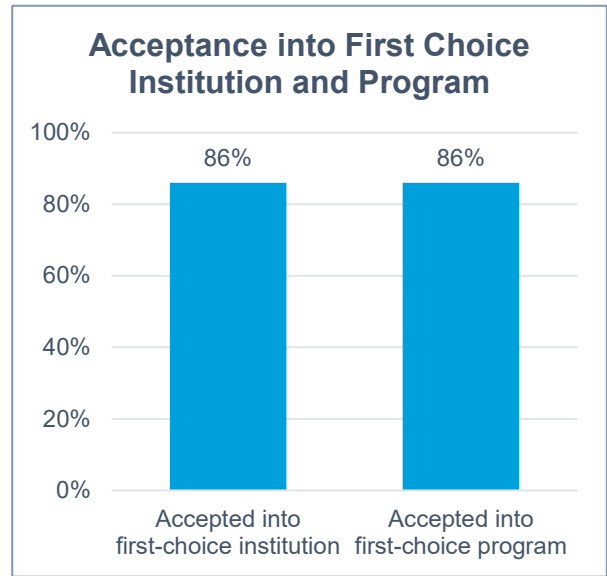
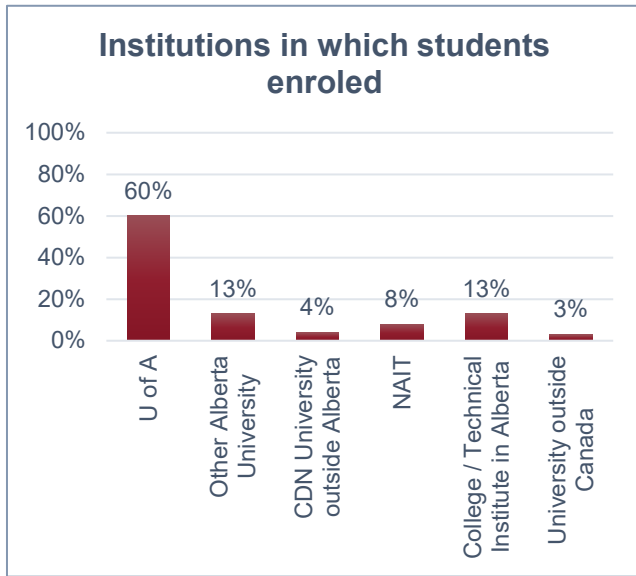


Top Three Reasons for Leaving



Comparison of Early Leaver Students	2016	2018	2020	2022
Percentage who continued education in the same program at university	47%	40%	24%	20%
Percentage who continued education in a different program at university	17%	20%	30%	31%
Percentage who continued education at a college or technical institute	9%	9%	18%	5%
How well did the program academically prepare you for the university environment	82%	80%	81%	76%
How well did the program prepare you for the university environment	84%	83%	83%	66%
Percentage satisfied with quality of education experience	89%	86%	81%	69%
Attended MacEwan University full-time all terms	66%	63%	67%	59%
Completed more than 30 credits at MacEwan University	39%	43%	31%	34%

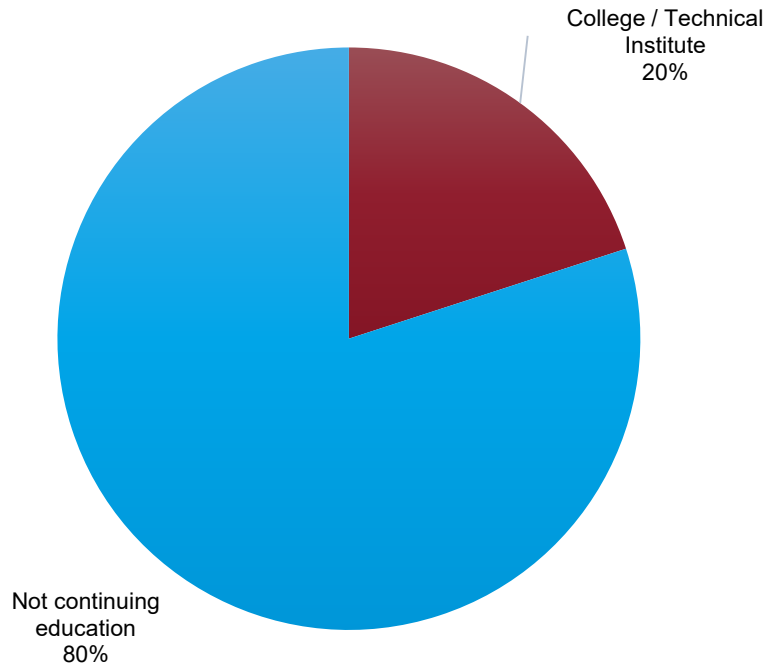
Note: Percentages do not total 100% due to rounding
 "IR" = Insufficient Response



Bachelor of Child and Youth Care

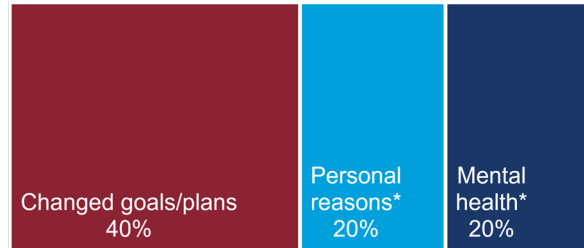
Number of Respondents: 5
 University Transfer Rates: 0%
 Percentage Overall Continuing Their Education: 20%
 Percentage Satisfied with Overall Quality: 80%

Overall Results



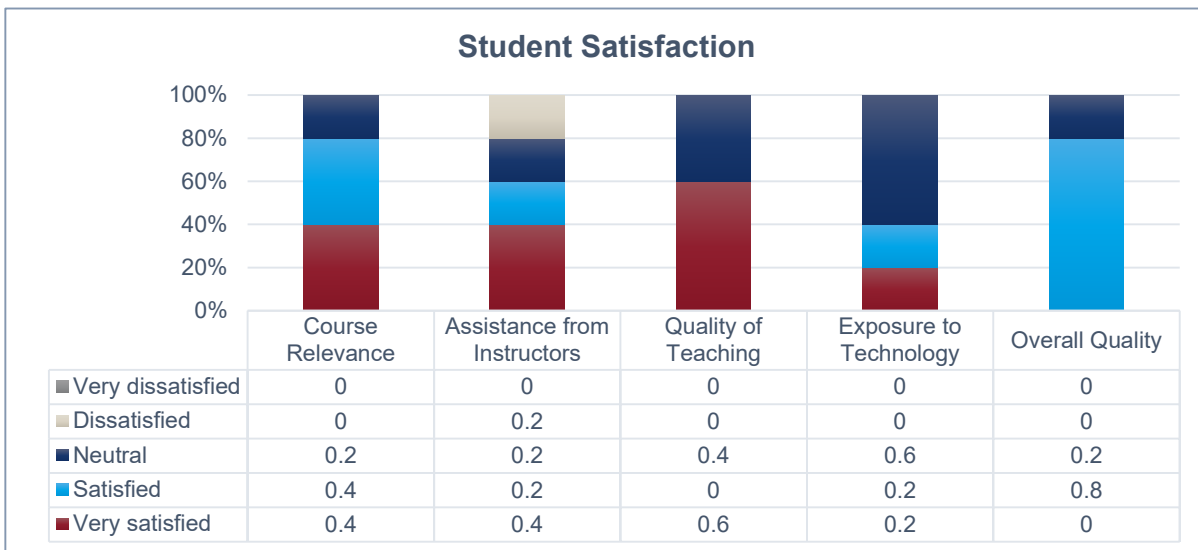
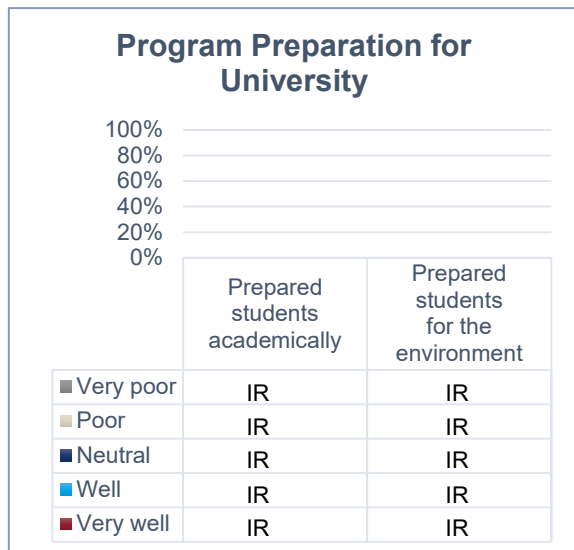
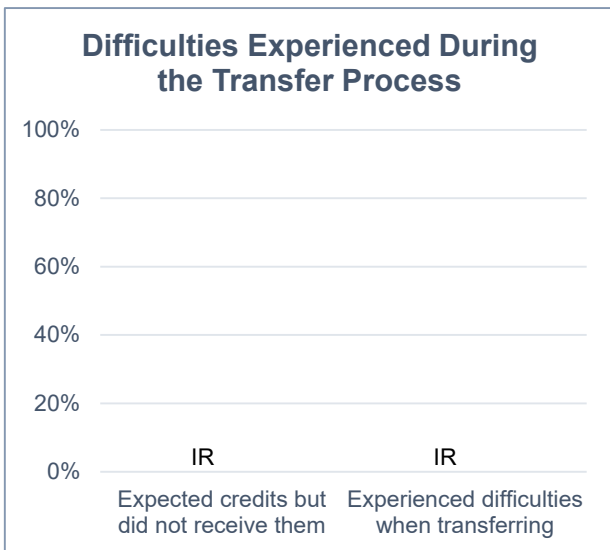
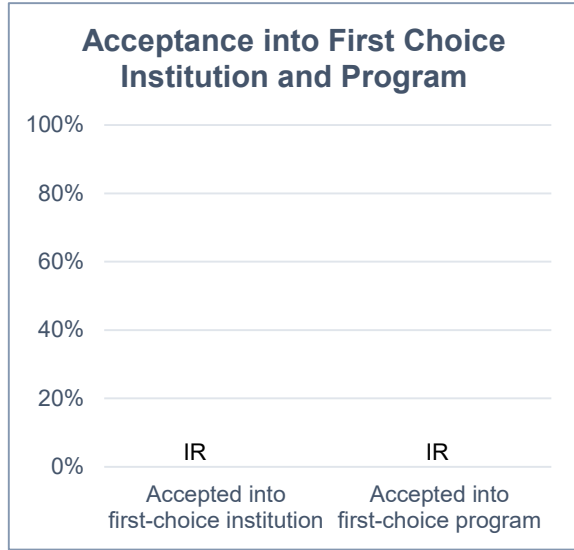
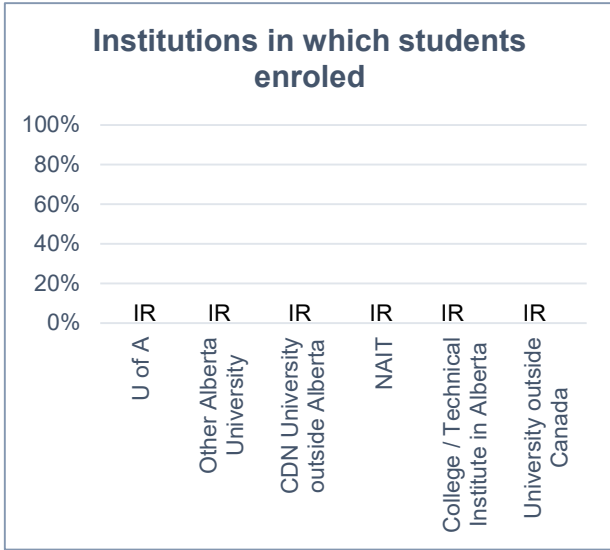
Top Three Reasons for Leaving

Student Satisfaction	
Satisfied with quality of teaching in the program	60%
Satisfied with individual assistance provided by instructors	60%
Would recommend the program to others	100%



*See Appendix A for additional reasons

Comparison of Early Leaver Students	2016	2018	2020	2022
Percentage who continued education in the same program at university	0%	0%	IR	0%
Percentage who continued education in a different program at university	0%	0%	IR	0%
Percentage who continued education at a college or technical institute	43%	0%	IR	20%
How well did the program academically prepare you for the university environment	IR	IR	IR	N/A
How well did the program prepare you for the university environment	IR	IR	IR	N/A
Percentage satisfied with quality of education experience	86%	80%	IR	80%
Attended MacEwan University full-time all terms	57%	20%	IR	60%
Completed more than 30 credits at MacEwan University	IR	IR	IR	IR

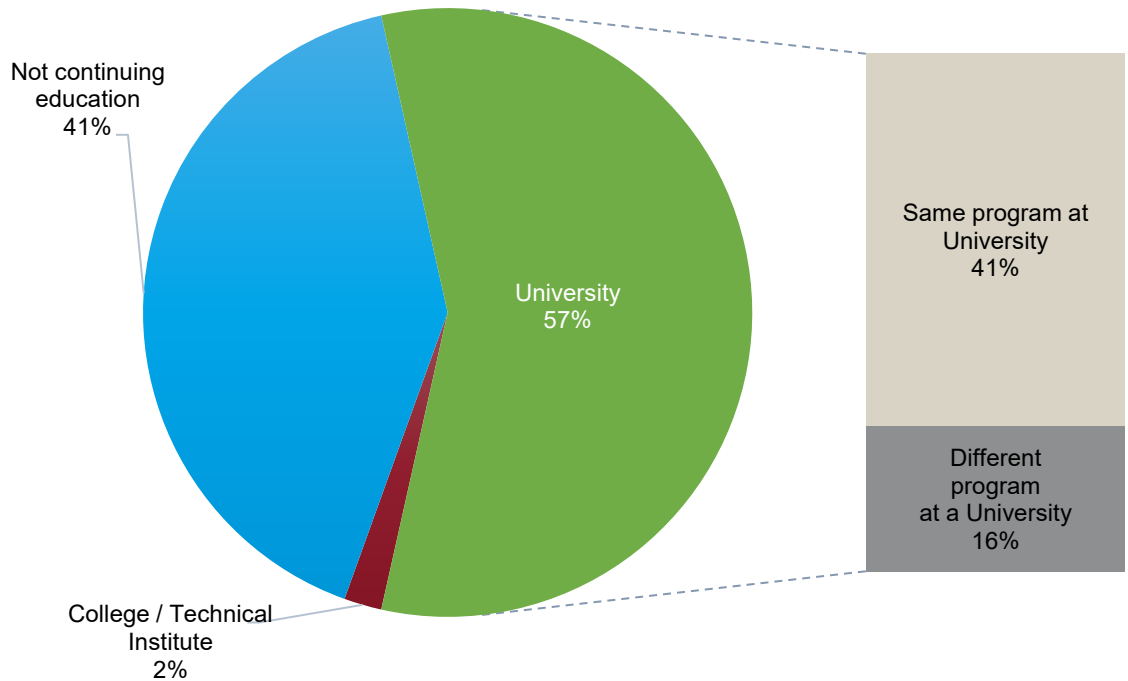


Note: Percentages do not total 100% due to rounding
 "IR" = Insufficient Response

Bachelor of Commerce

Number of Respondents: 44
 University Transfer Rates: 57%
 Percentage Overall Continuing Their Education: 59%
 Percentage Satisfied with Overall Quality: 57%

Overall Results

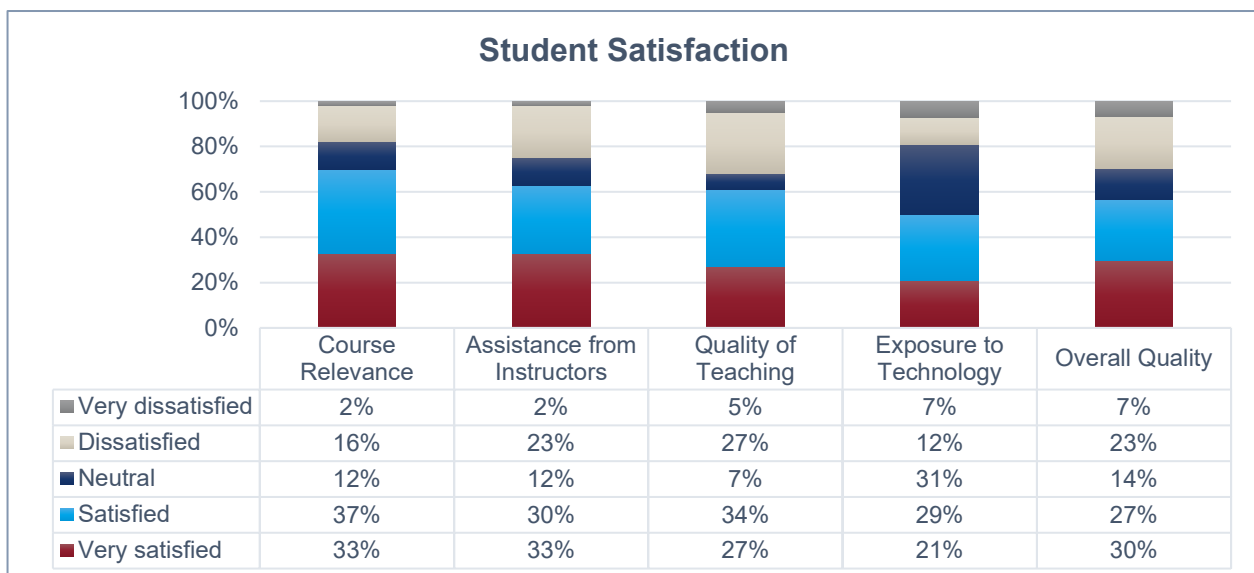
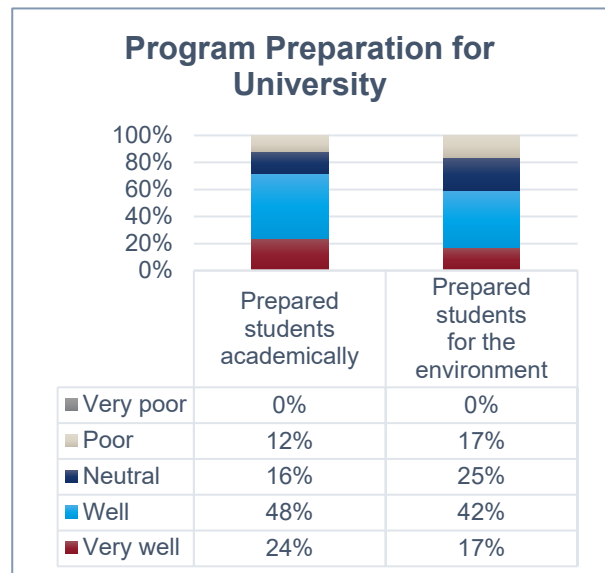
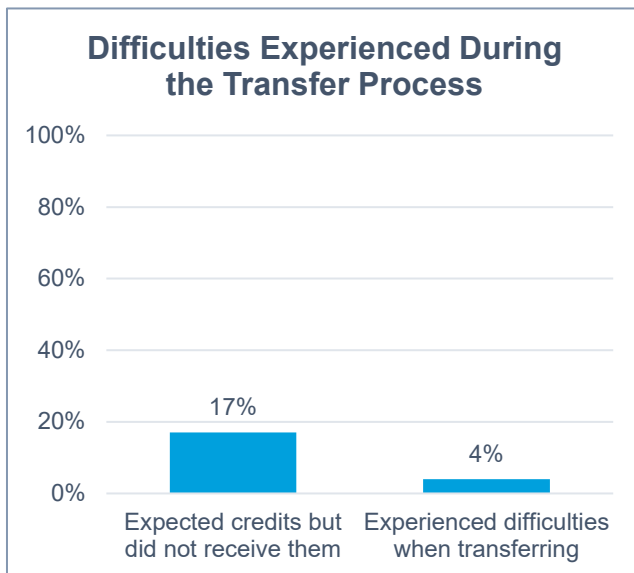
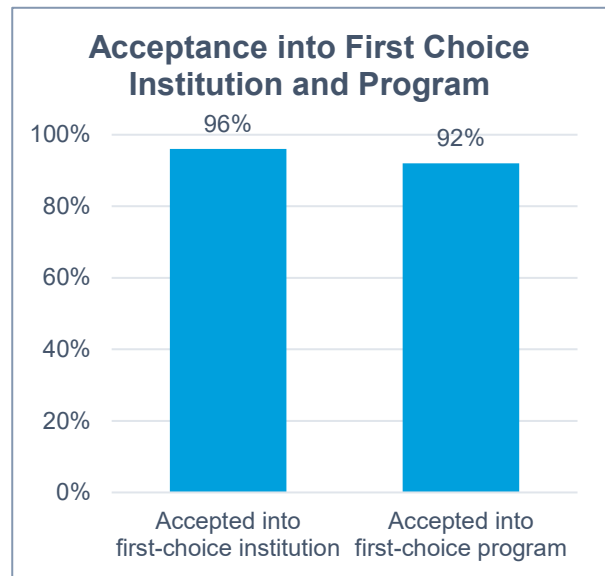
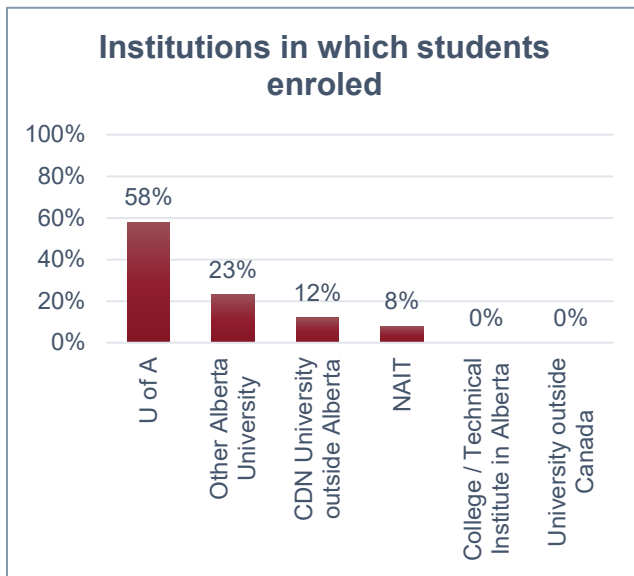


Top Three Reasons for Leaving

Student Satisfaction		Program/courses/ major not available 22%	U of A status/ recognition/friends 22%	Location 11%
Satisfied with quality of teaching in the program	61%			
Satisfied with individual assistance provided by instructors	63%			
Would recommend the program to others	76%			

Comparison of Early Leaver Students	2016	2018	2020	2022
Percentage who continued education in the same program at university	33%	48%	48%	41%
Percentage who continued education in a different program at university	16%	13%	15%	16%
Percentage who continued education at a college or technical institute	19%	8%	8%	2%
How well did the program academically prepare you for the university environment	82%	80%	79%	72%
How well did the program prepare you for the university environment	63%	80%	70%	58%
Percentage satisfied with quality of education experience	83%	78%	84%	57%
Attended MacEwan University full-time all terms	67%	60%	65%	81%
Completed more than 30 credits at MacEwan University	50%	52%	48%	42%

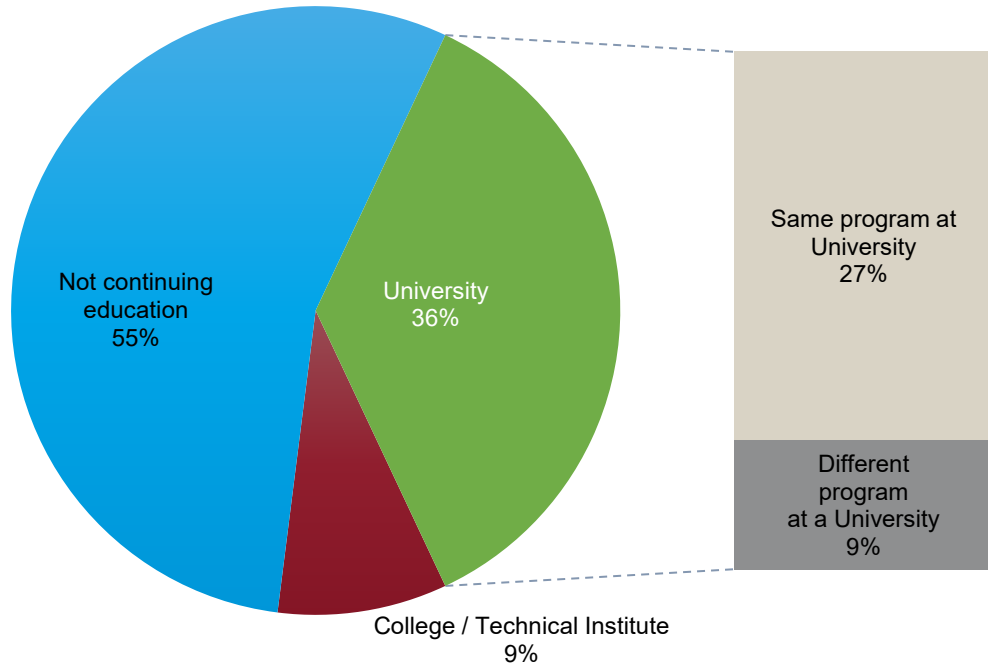
Note: Percentages do not total 100% due to rounding
 "IR" = Insufficient Response



Bachelor of Communication Studies

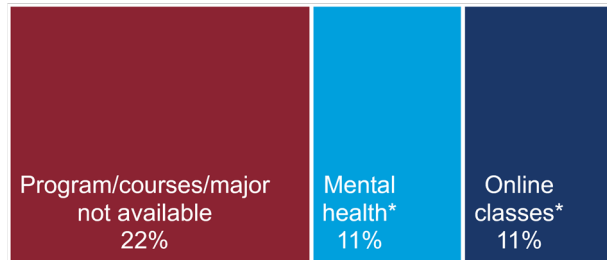
Number of Respondents: 11
 University Transfer Rates: 36%
 Percentage Overall Continuing Their Education: 45%
 Percentage Satisfied with Overall Quality: 63%

Overall Results



Top Three Reasons for Leaving

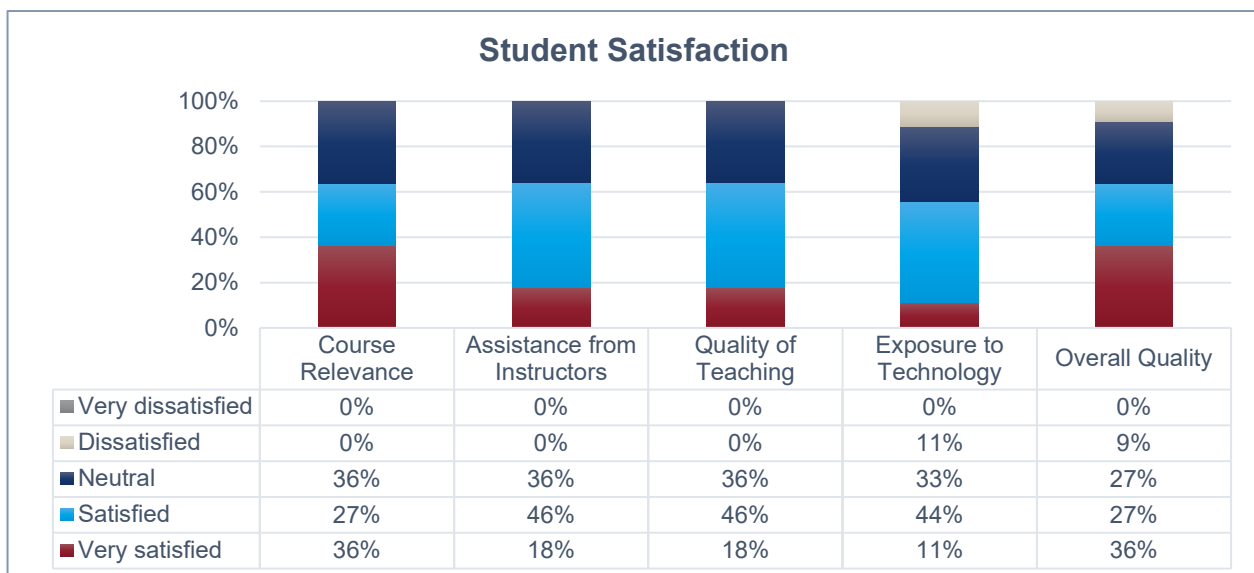
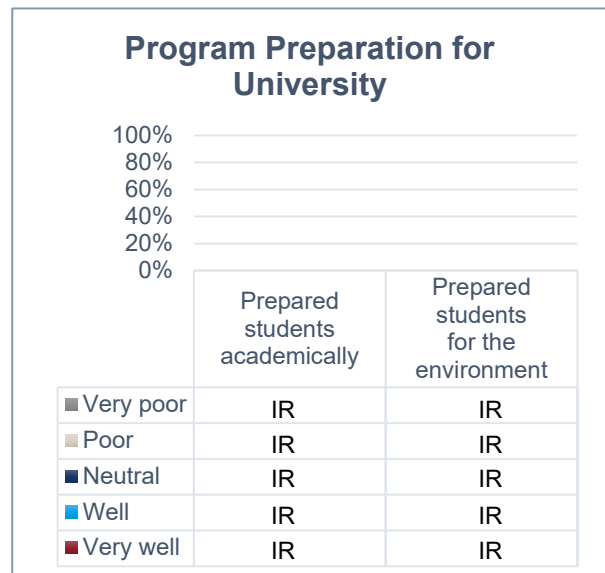
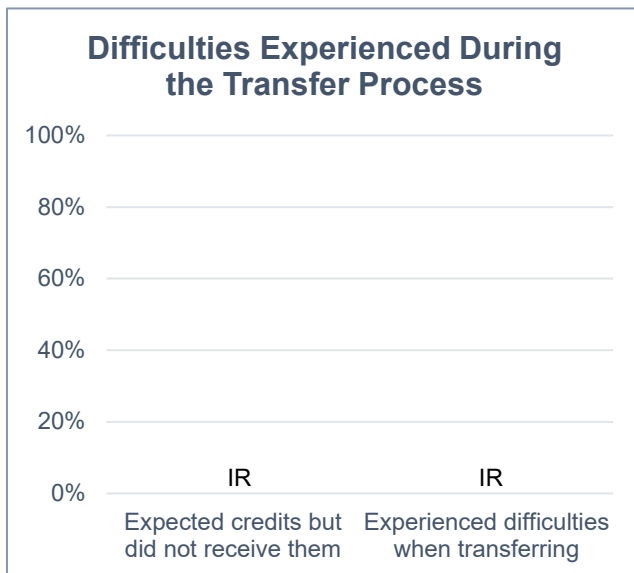
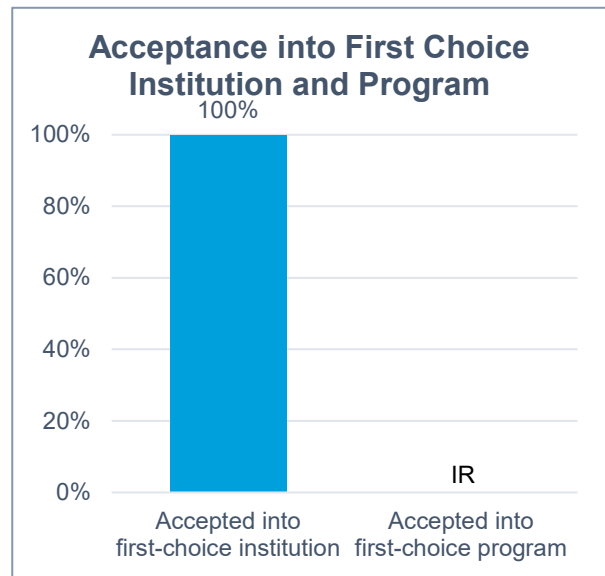
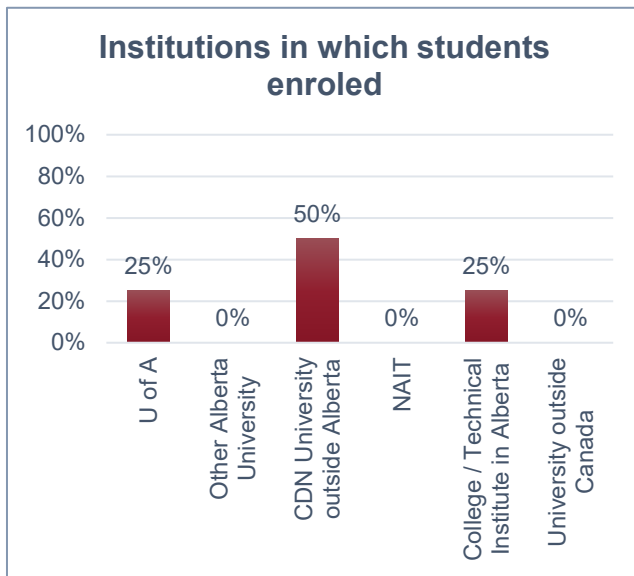
Student Satisfaction	
Satisfied with quality of teaching in the program	64%
Satisfied with individual assistance provided by instructors	64%
Would recommend the program to others	78%



*See Appendix A for additional reasons

Comparison of Early Leaver Students	2016	2018	2020	2022
Percentage who continued education in the same program at university	0%	IR	18%	27%
Percentage who continued education in a different program at university	22%	IR	9%	9%
Percentage who continued education at a college or technical institute	11%	IR	18%	9%
How well did the program academically prepare you for the university environment	IR	IR	IR	IR
How well did the program prepare you for the university environment	IR	IR	IR	IR
Percentage satisfied with quality of education experience	44%	IR	82%	63%
Attended MacEwan University full-time all terms	63%	IR	55%	60%
Completed more than 30 credits at MacEwan University	13%	IR	44%	38%

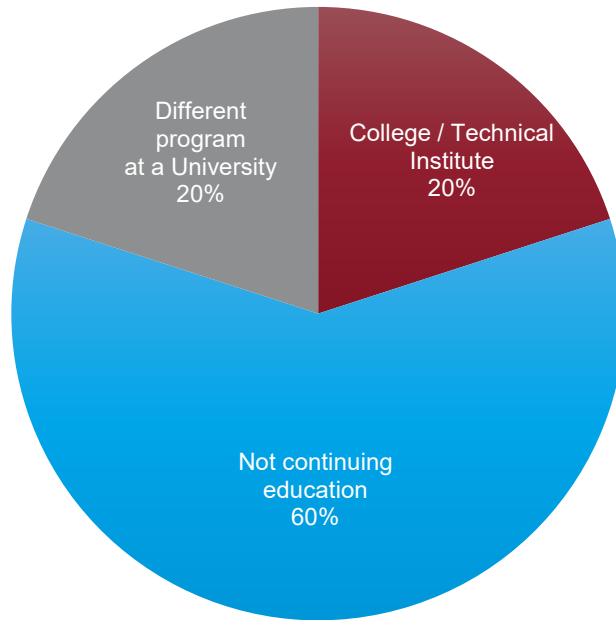
Note: Percentages do not total 100% due to rounding
 "IR" = Insufficient Response



Bachelor of Music

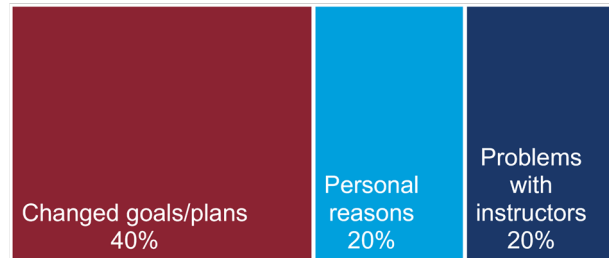
Number of Respondents: 5
 University Transfer Rates: 20%
 Percentage Overall Continuing Their Education: 40%
 Percentage Satisfied with Overall Quality: 80%

Overall Results



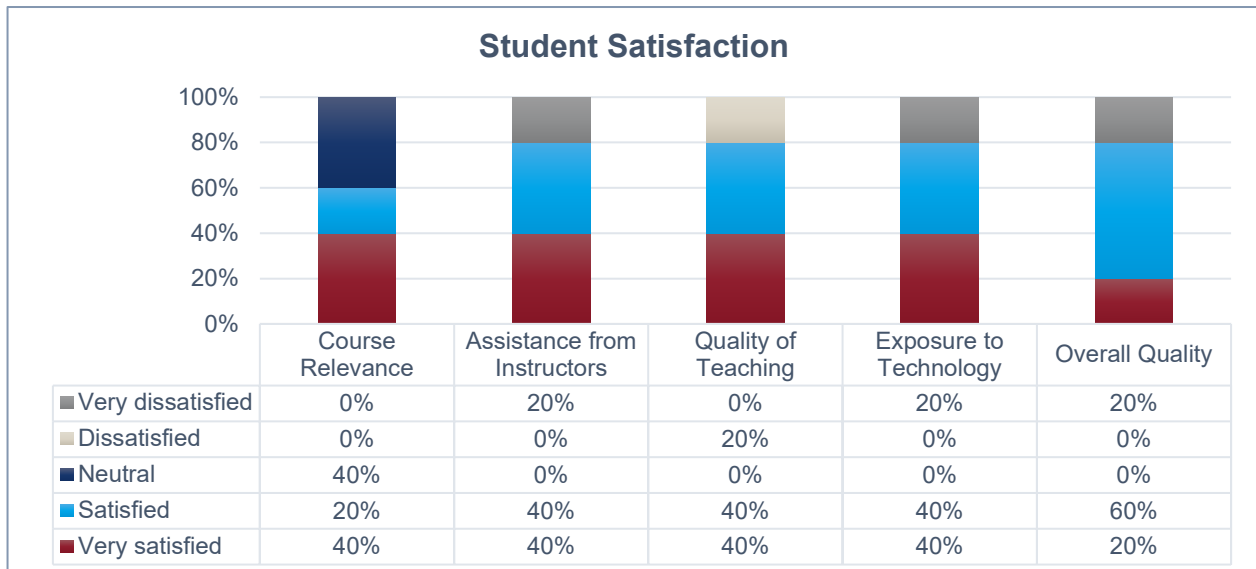
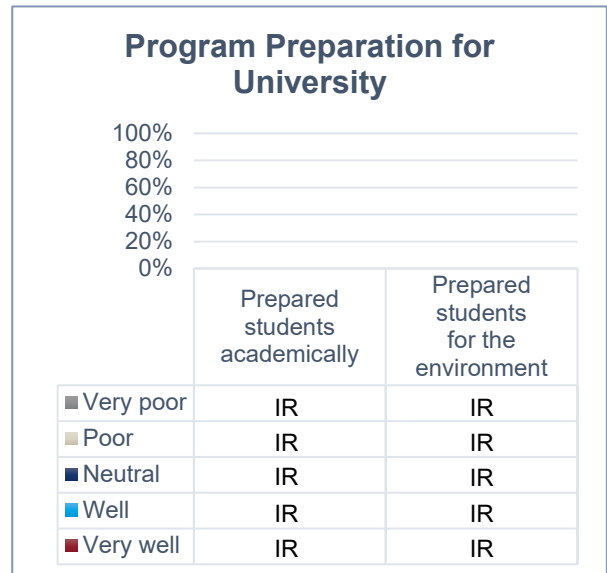
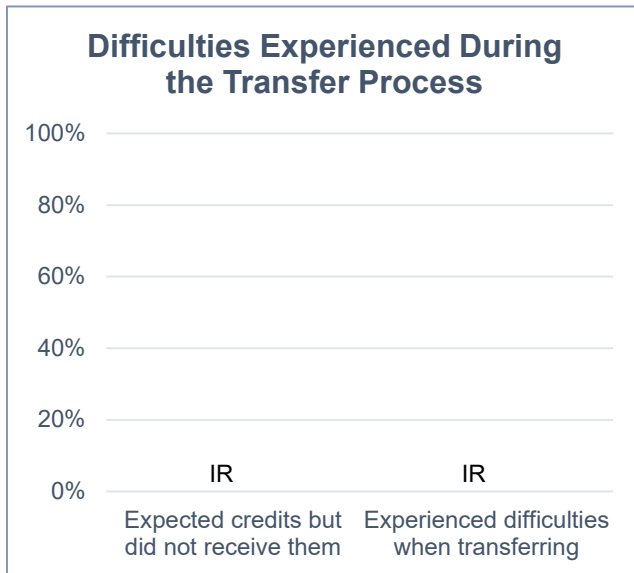
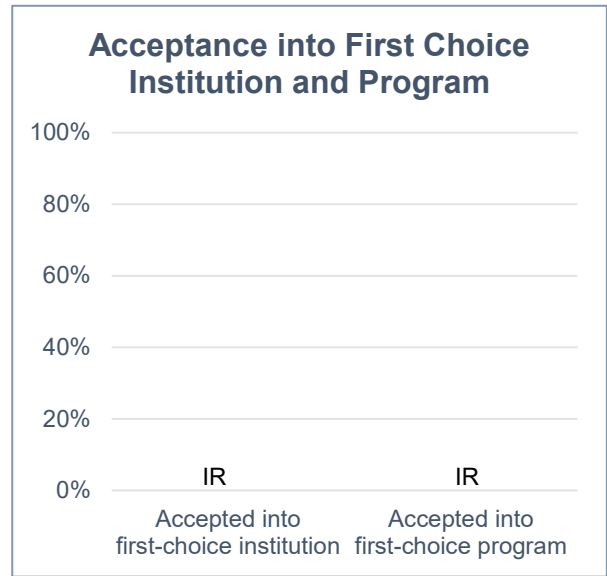
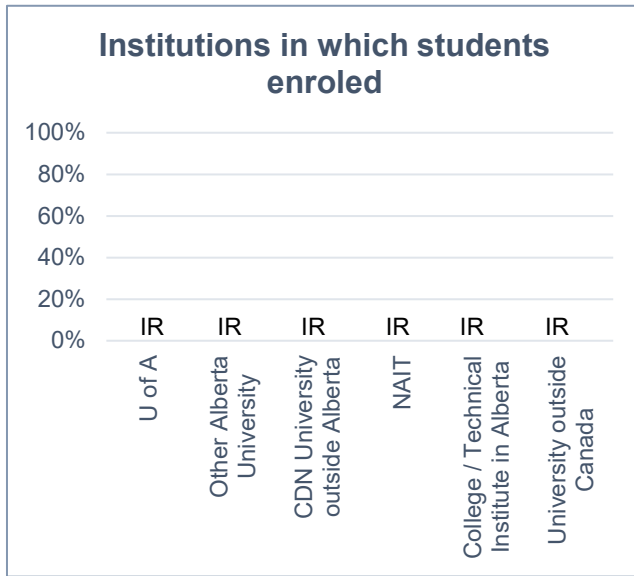
Top Three Reasons for Leaving

Student Satisfaction	
Satisfied with quality of teaching in the program	80%
Satisfied with individual assistance provided by instructors	80%
Would recommend the program to others	IR



Comparison of Early Leaver Students	2016	2018	2020	2022
Percentage who continued education in the same program at university	IR	0%	N/A	0%
Percentage who continued education in a different program at university	IR	0%	N/A	20%
Percentage who continued education at a college or technical institute	IR	0%	N/A	20%
How well did the program academically prepare you for the university environment	IR	IR	IR	IR
How well did the program prepare you for the university environment	IR	IR	IR	IR
Percentage satisfied with quality of education experience	IR	66%	33%	80%
Attended MacEwan University full-time all terms	IR	IR	67%	100%
Completed more than 30 credits at MacEwan University	IR	IR	IR	IR

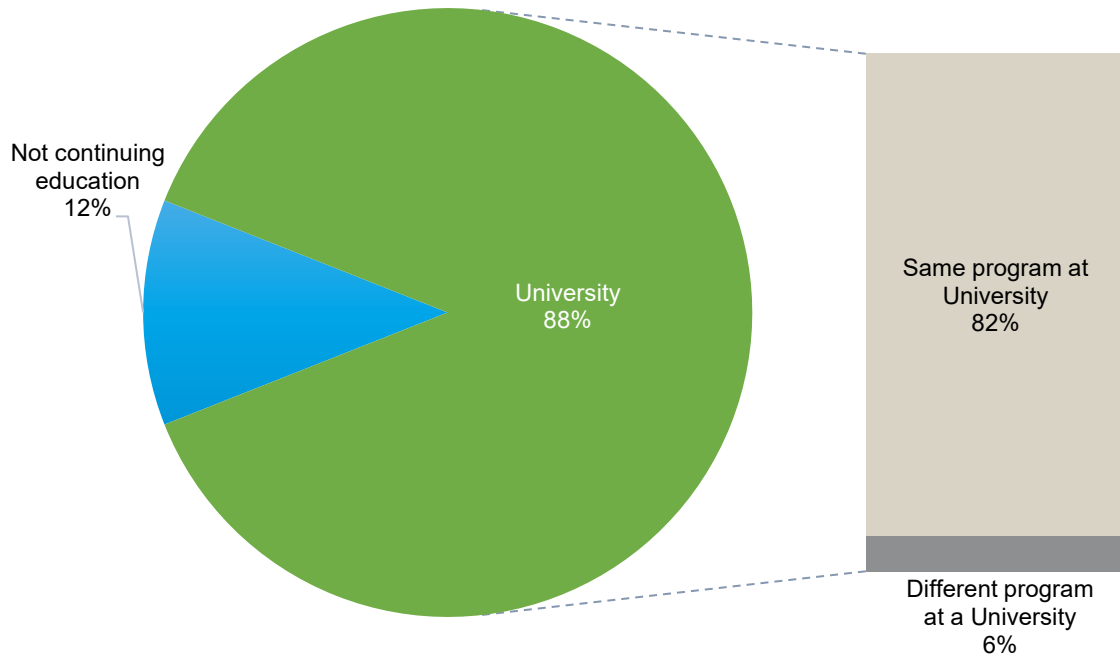
Note: Percentages do not total 100% due to rounding
 "IR" = Insufficient Response



Bachelor of Physical Education

Number of Respondents: 17
 University Transfer Rates: 88%
 Percentage Overall Continuing Their Education: 88%
 Percentage Satisfied with Overall Quality: 70%

Overall Results

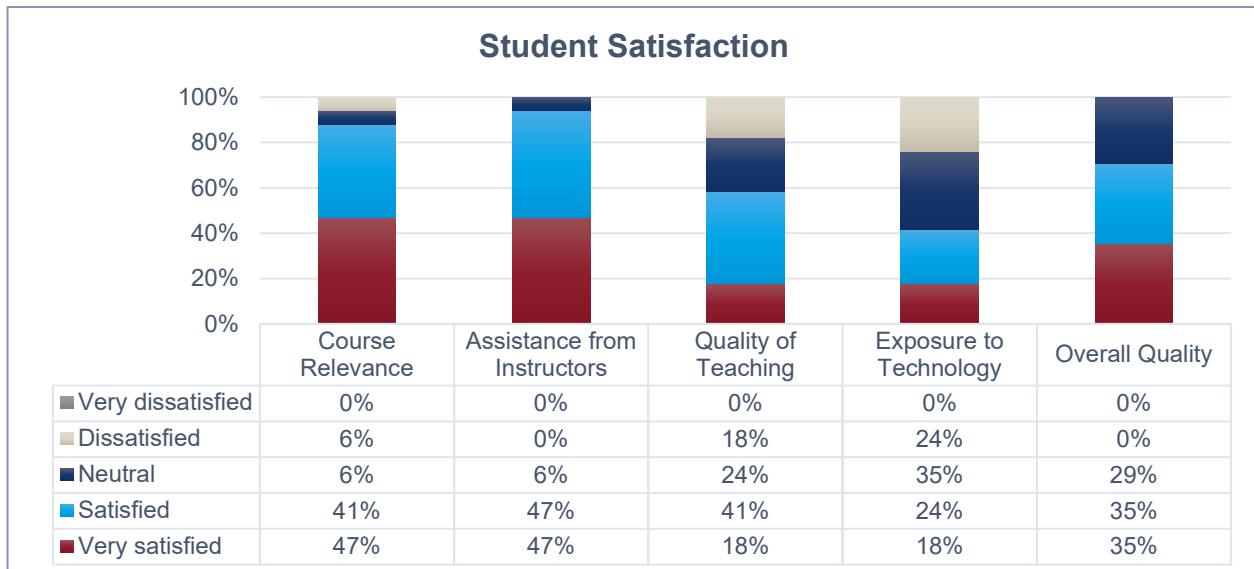
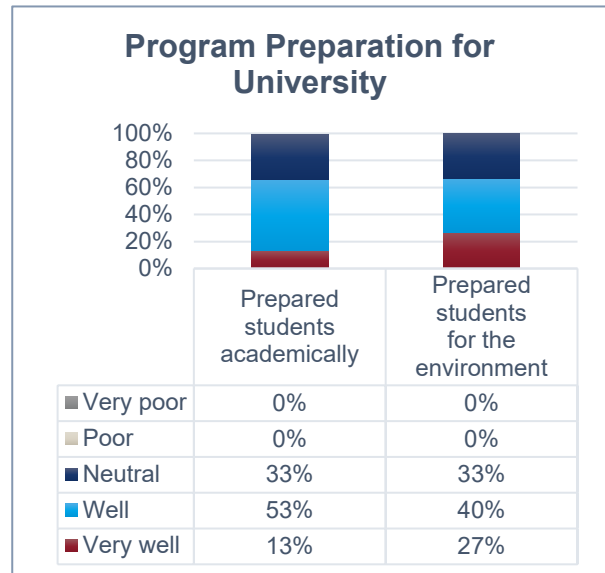
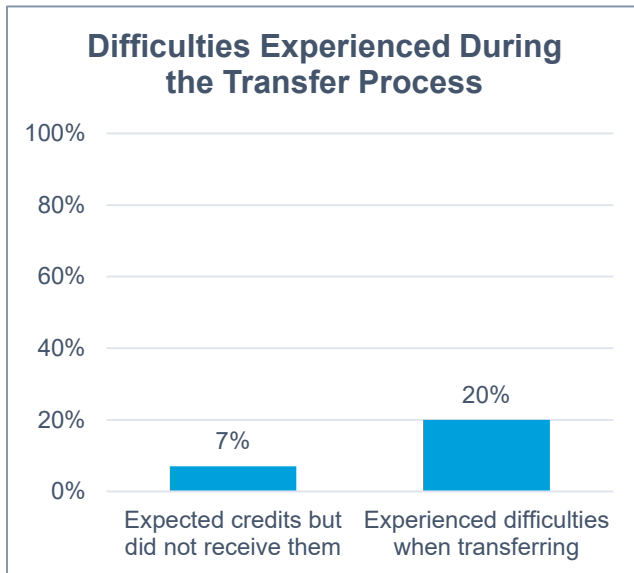
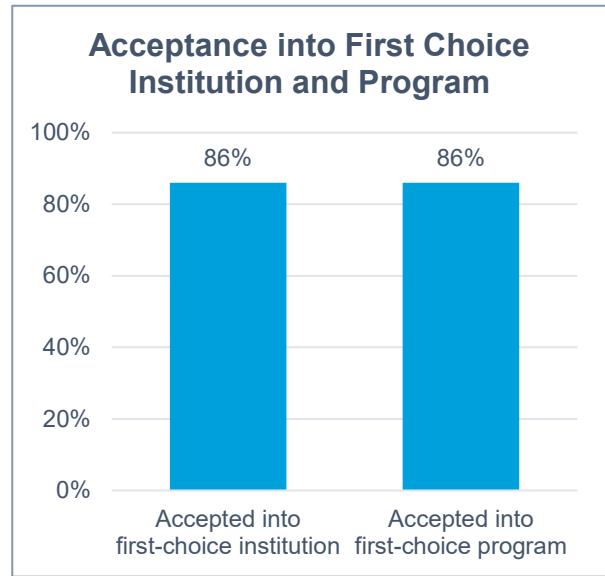
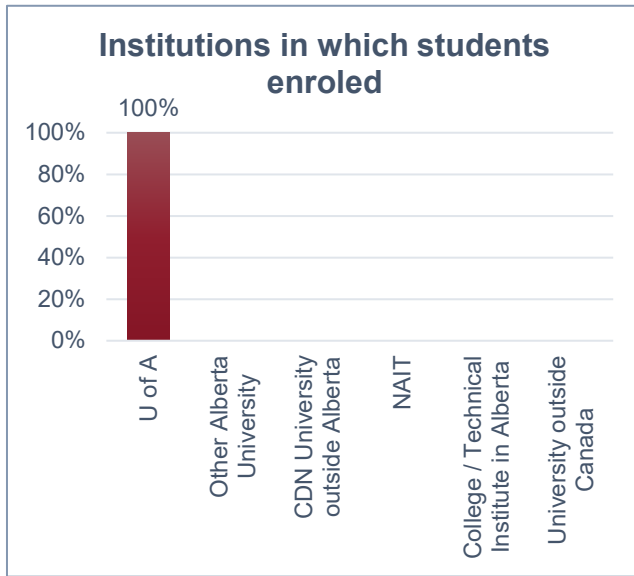


Top Three Reasons for Leaving

Student Satisfaction		Top Three Reasons for Leaving	
Satisfied with quality of teaching in the program	59%	Had to transfer 60%	Changed goals/plans 13%
Satisfied with individual assistance provided by instructors	94%		Problems with instructors 13%
Would recommend the program to others	94%		

Comparison of Early Leaver Students	2016	2018	2020	2022
Percentage who continued education in the same program at university	80%	88%	88%	82%
Percentage who continued education in a different program at university	10%	6%	6%	6%
Percentage who continued education at a college or technical institute	0%	6%	6%	0%
How well did the program academically prepare you for the university environment	88%	100%	100%	66%
How well did the program prepare you for the university environment	70%	84%	80%	67%
Percentage satisfied with quality of education experience	90%	95%	94%	71%
Attended MacEwan University full-time all terms	80%	80%	88%	88%
Completed more than 30 credits at MacEwan University	78%	45%	69%	88%

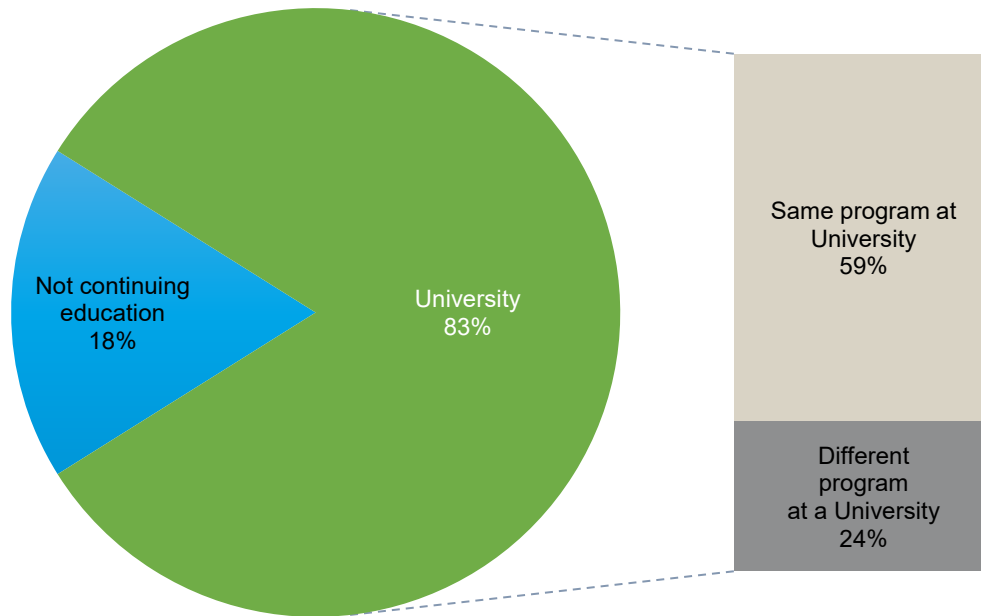
Note: Percentages do not total 100% due to rounding
 "IR" = Insufficient Response



Bachelor of Science in Engineering

Number of Respondents: 17
 University Transfer Rates: 83%
 Percentage Overall Continuing Their Education: 83%
 Percentage Satisfied with Overall Quality: 82%

Overall Results

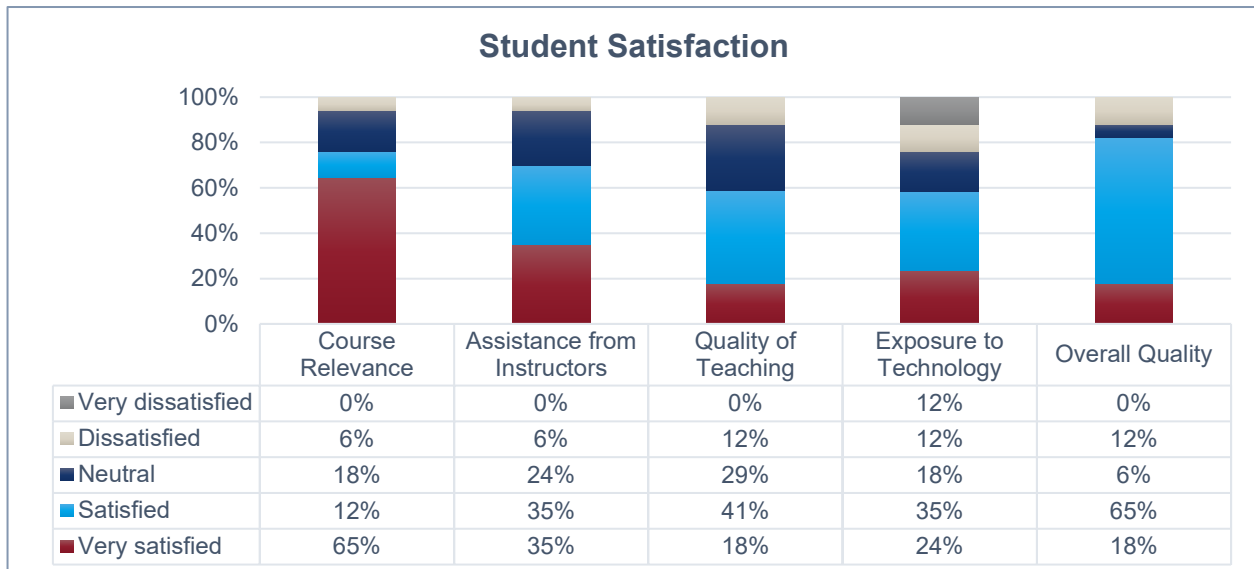
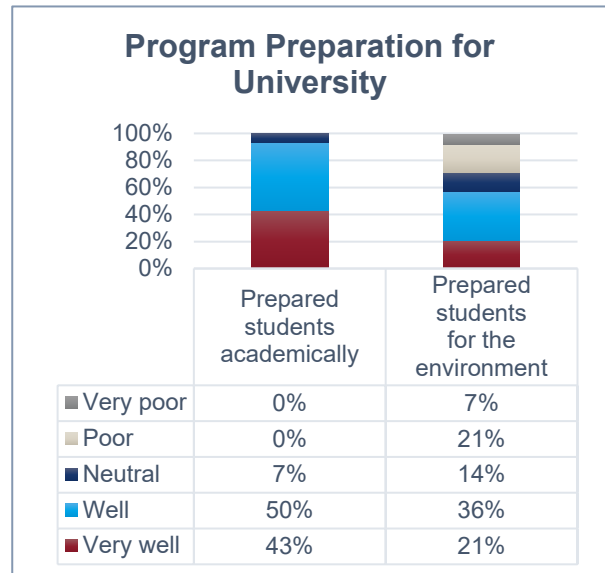
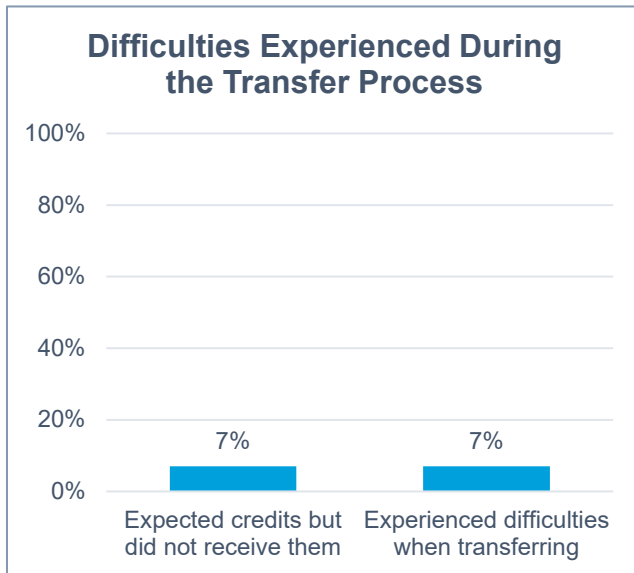
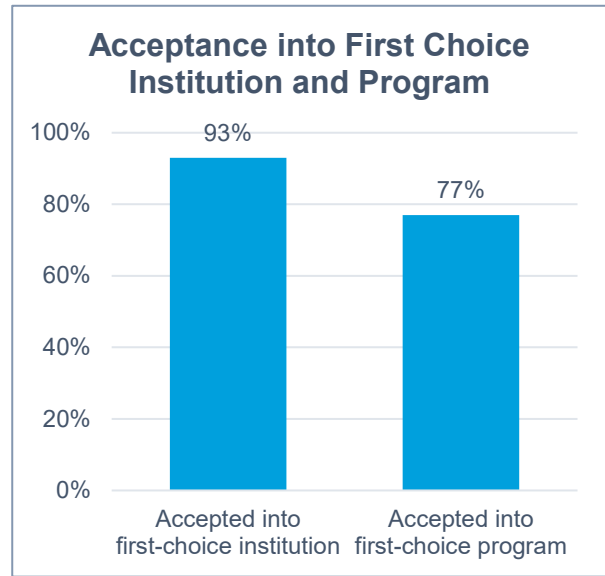
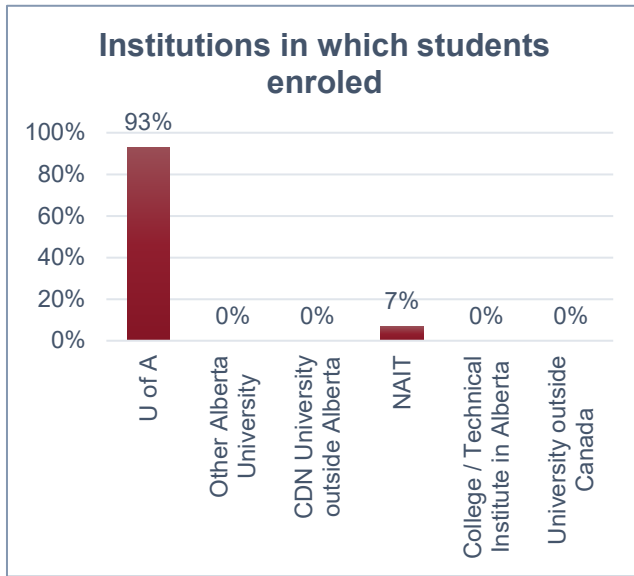


Top Three Reasons for Leaving

Student Satisfaction		Top Three Reasons for Leaving	
Satisfied with quality of teaching in the program	59%	Had to transfer 47%	Program/courses/ major not available 18%
Satisfied with individual assistance provided by instructors	70%		Personal performance 12%
Would recommend the program to others	81%		

Comparison of Early Leaver Students	2016	2018	2020	2022
Percentage who continued education in the same program at university	86%	83%	83%	59%
Percentage who continued education in a different program at university	7%	11%	11%	24%
Percentage who continued education at a college or technical institute	5%	1%	1%	0%
How well did the program academically prepare you for the university environment	96%	89%	90%	93%
How well did the program prepare you for the university environment	88%	85%	83%	57%
Percentage satisfied with quality of education experience	96%	86%	92%	82%
Attended MacEwan University full-time all terms	94%	88%	96%	94%
Completed more than 30 credits at MacEwan University	73%	76%	82%	60%

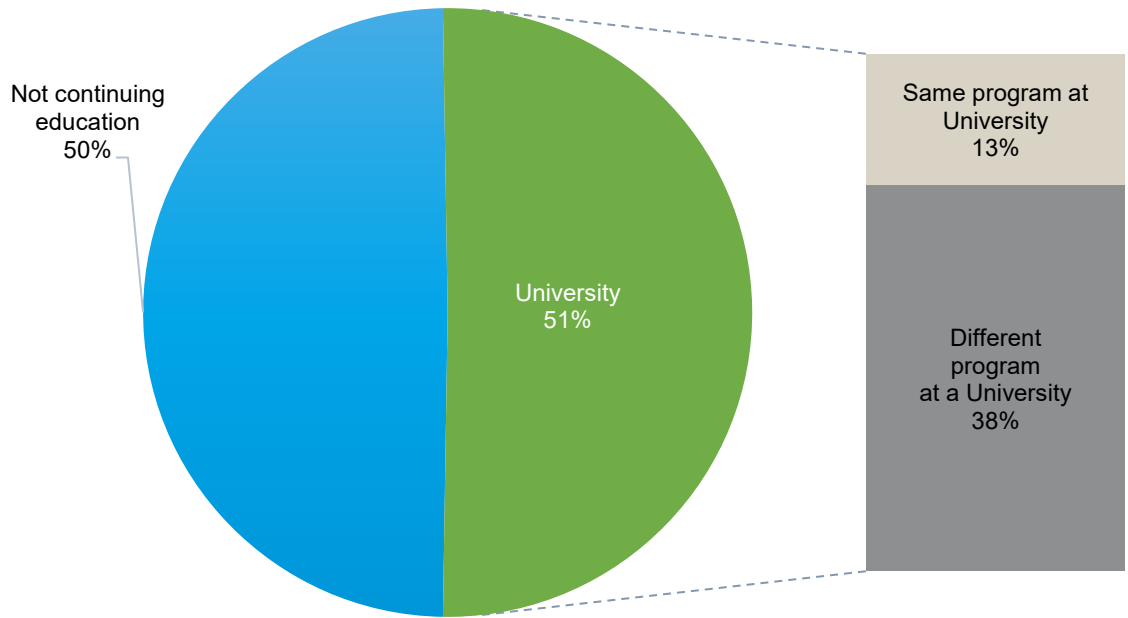
Note: Percentages do not total 100% due to rounding
 "IR" = Insufficient Response



Bachelor of Science in Nursing

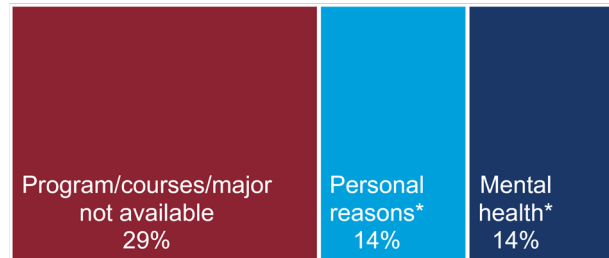
Number of Respondents: 8
 University Transfer Rates: 51%
 Percentage Overall Continuing Their Education: 51%
 Percentage Satisfied with Overall Quality: 88%

Overall Results



Top Three Reasons for Leaving

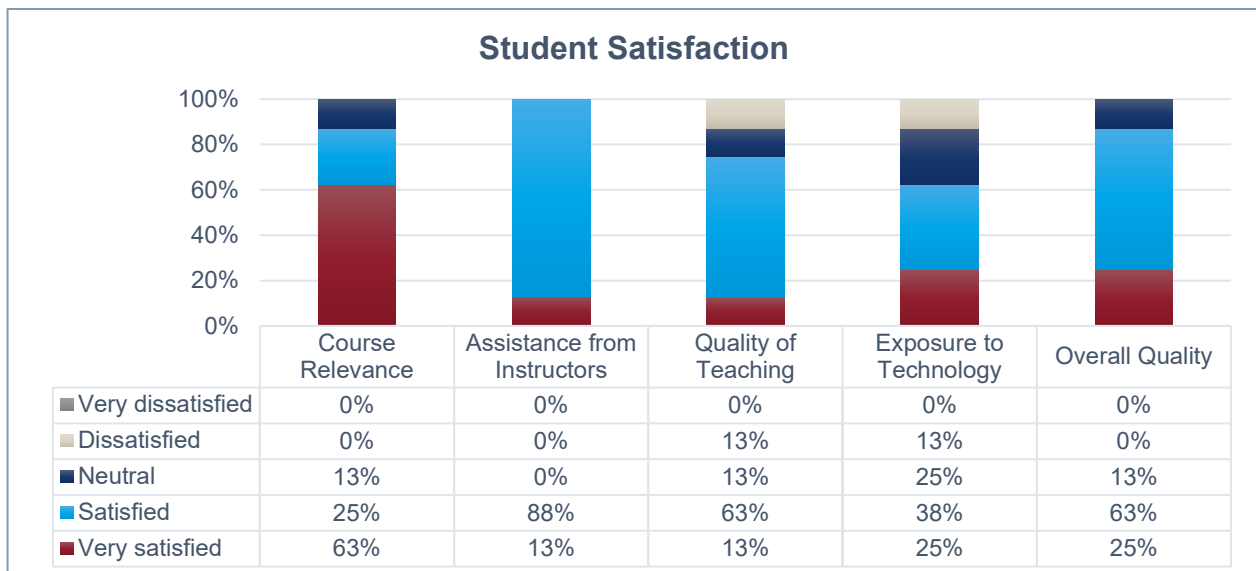
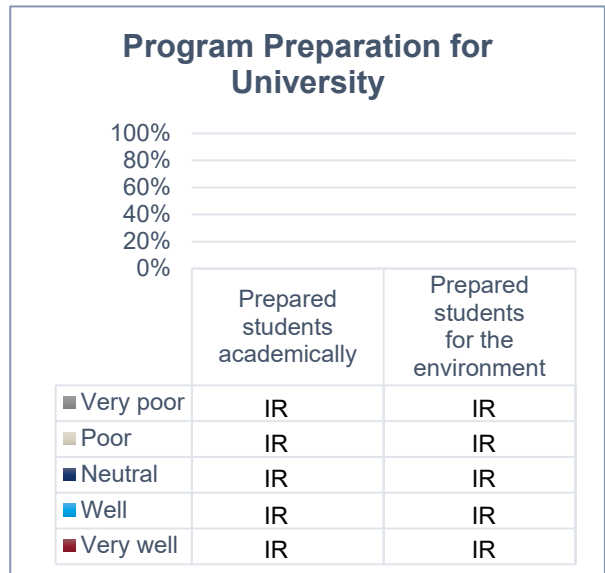
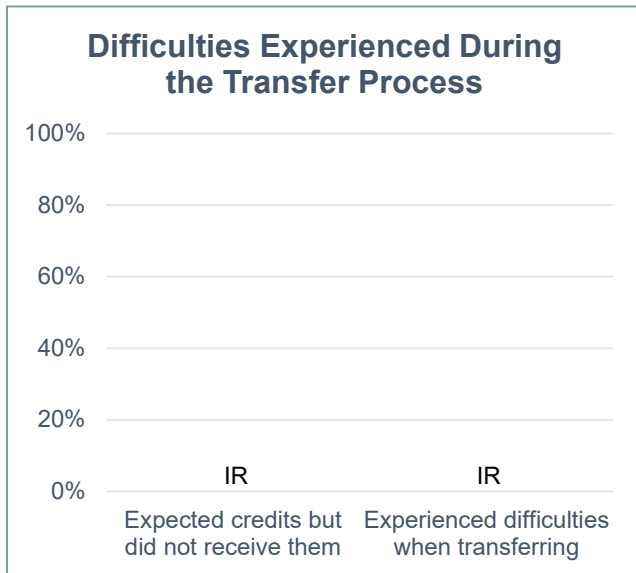
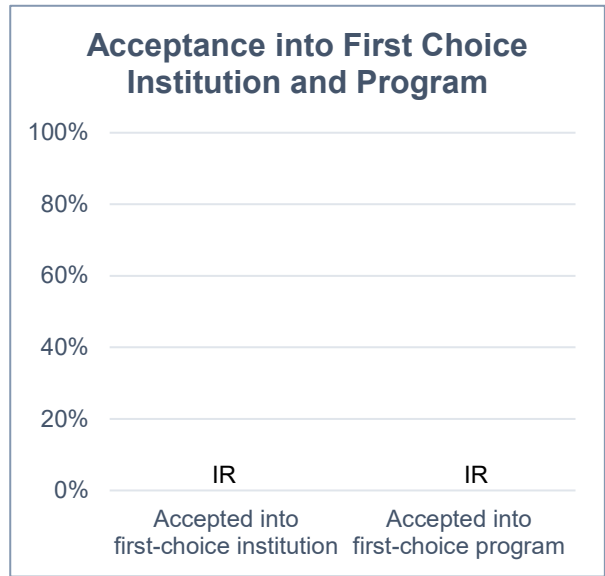
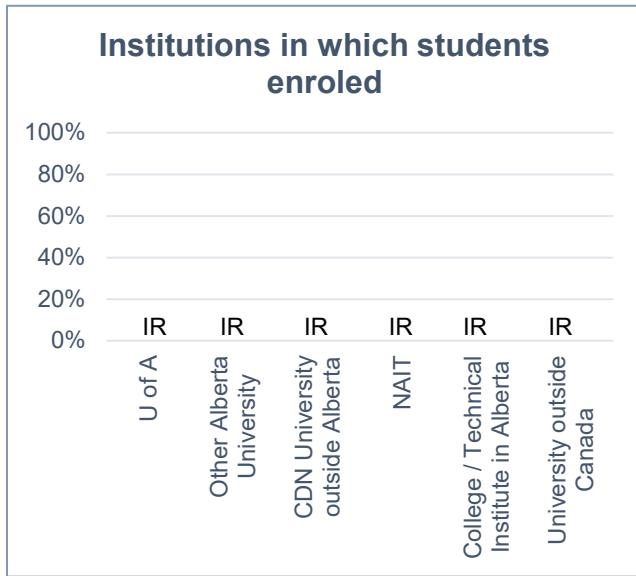
Student Satisfaction	
Satisfied with quality of teaching in the program	75%
Satisfied with individual assistance provided by instructors	100%
Would recommend the program to others	100%



*See Appendix A for additional reasons

Comparison of Early Leaver Students	2016	2018	2020	2022
Percentage who continued education in the same program at university	20%	IR	IR	13%
Percentage who continued education in a different program at university	0%	IR	IR	38%
Percentage who continued education at a college or technical institute	60%	IR	IR	0%
How well did the program academically prepare you for the university environment	IR	IR	IR	IR
How well did the program prepare you for the university environment	IR	IR	IR	IR
Percentage satisfied with quality of education experience	80%	IR	IR	88%
Attended MacEwan University full-time all terms	60%	IR	IR	75%
Completed more than 30 credits at MacEwan University	50%	IR	IR	67%

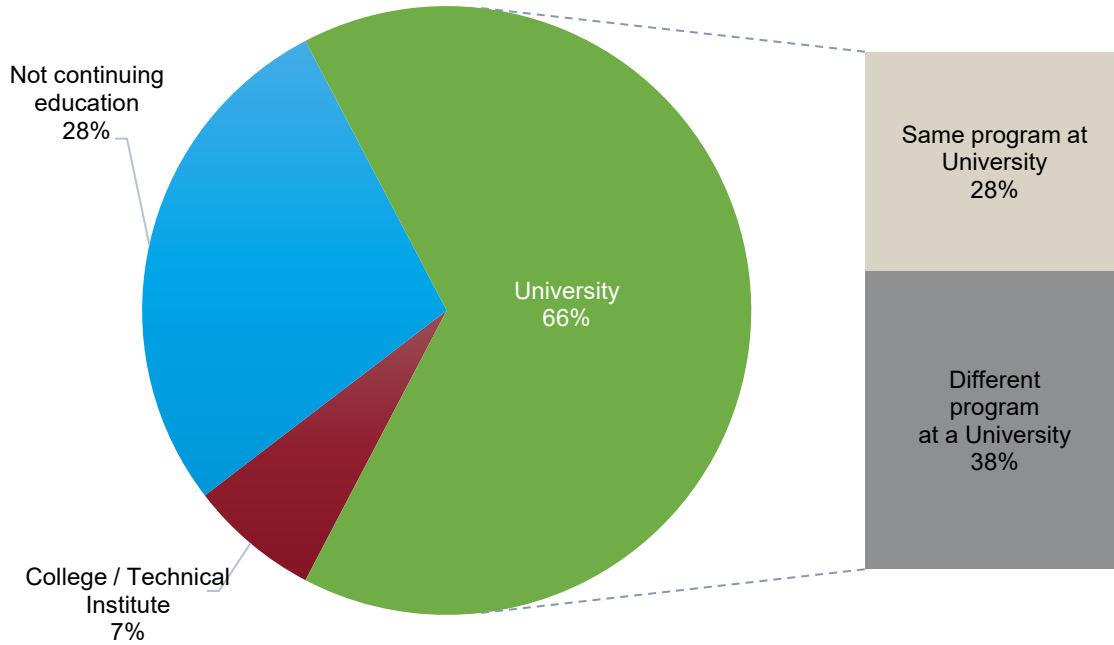
Note: Percentages do not total 100% due to rounding
 "IR" = Insufficient Response



Bachelor of Science

Number of Respondents: 108
 University Transfer Rates: 66%
 Percentage Overall Continuing Their Education: 73%
 Percentage Satisfied with Overall Quality: 69%

Overall Results

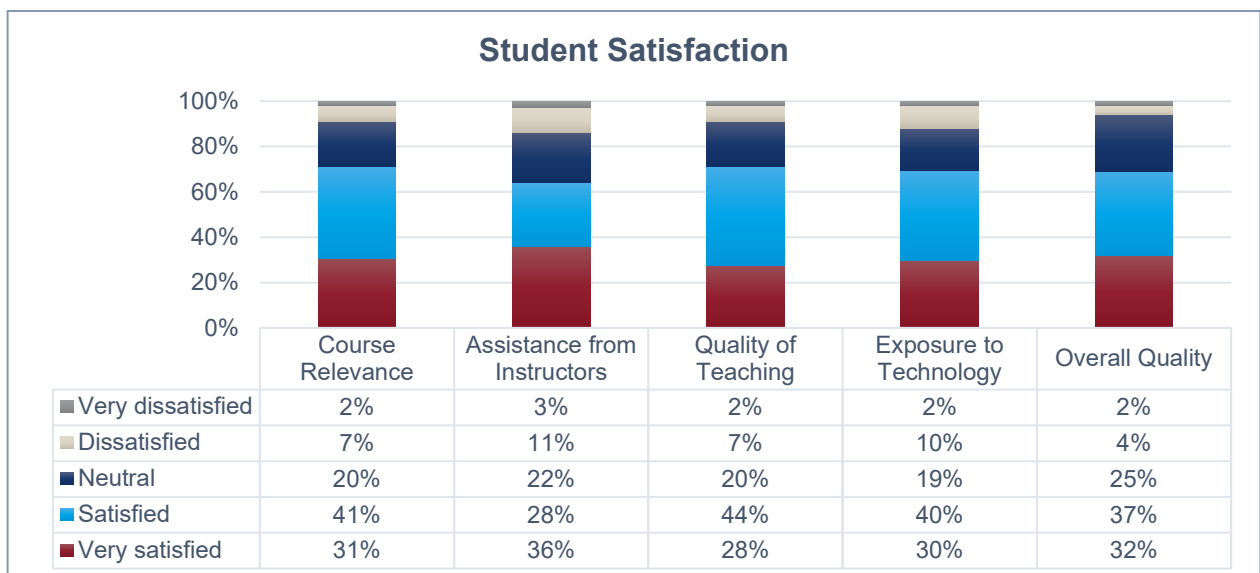
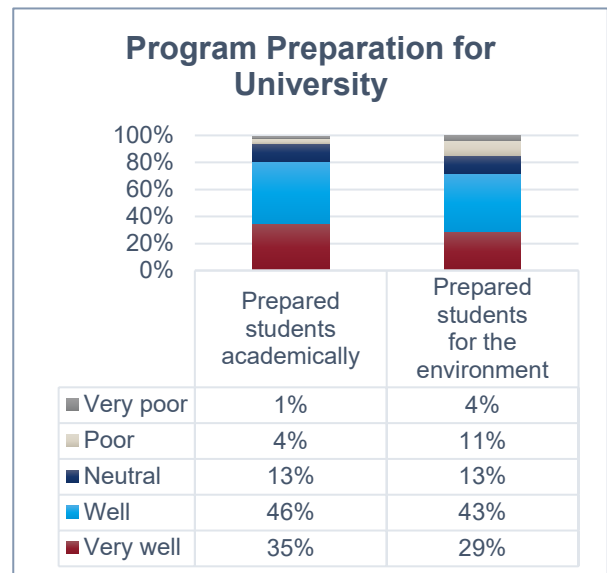
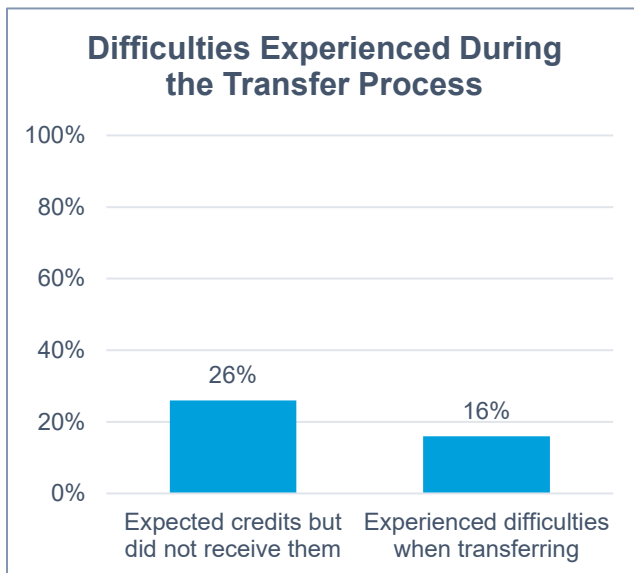
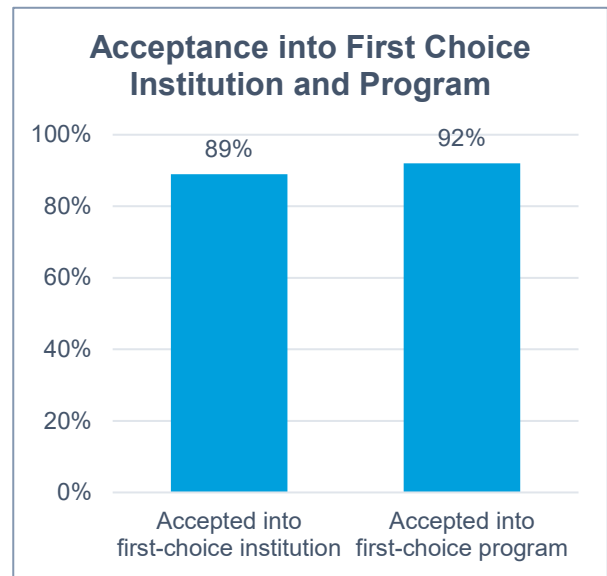
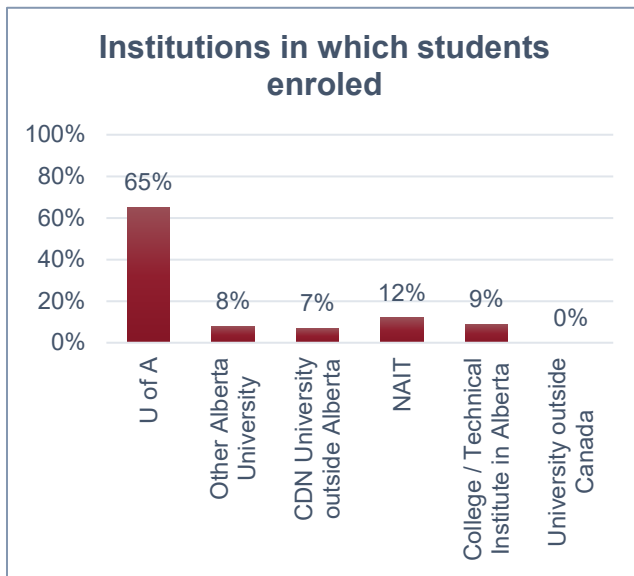


Top Three Reasons for Leaving

Student Satisfaction		Program/courses/major not available 41%	Changed goals/plans 13%
Satisfied with quality of teaching in the program	72%		
Satisfied with individual assistance provided by instructors	64%		
Would recommend the program to others	85%	U of A status/recognition/ friends 8%	

Comparison of Early Leaver Students	2016	2018	2020	2022
Percentage who continued education in the same program at university	41%	48%	48%	28%
Percentage who continued education in a different program at university	26%	26%	29%	38%
Percentage who continued education at a college or technical institute	14%	5%	5%	7%
How well did the program academically prepare you for the university environment	81%	84%	86%	81%
How well did the program prepare you for the university environment	82%	82%	81%	72%
Percentage satisfied with quality of education experience	88%	87%	79%	69%
Attended MacEwan University full-time all terms	74%	74%	78%	64%
Completed more than 30 credits at MacEwan University	38%	40%	51%	44%

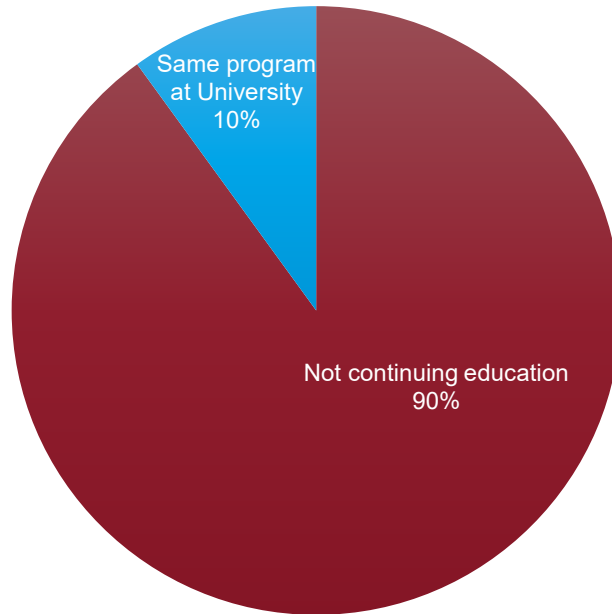
Note: Percentages do not total 100% due to rounding
 "IR" = Insufficient Response



Business Management Diploma

Number of Respondents: 10
 University Transfer Rates: 10%
 Percentage Overall Continuing Their Education: 10%
 Percentage Satisfied with Overall Quality: 80%

Overall Results

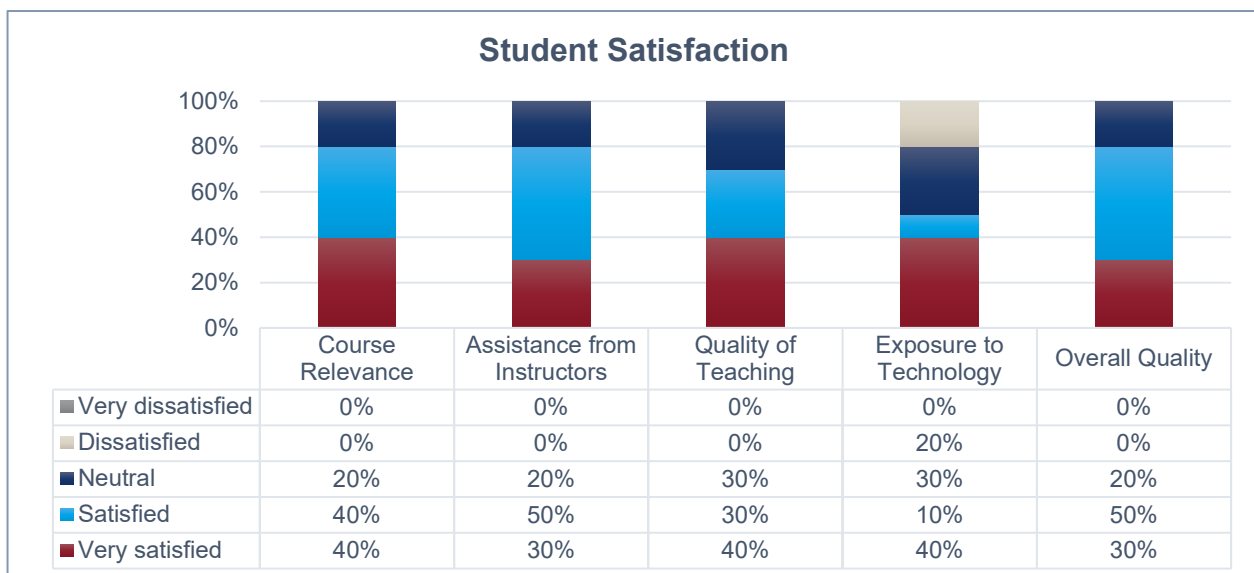
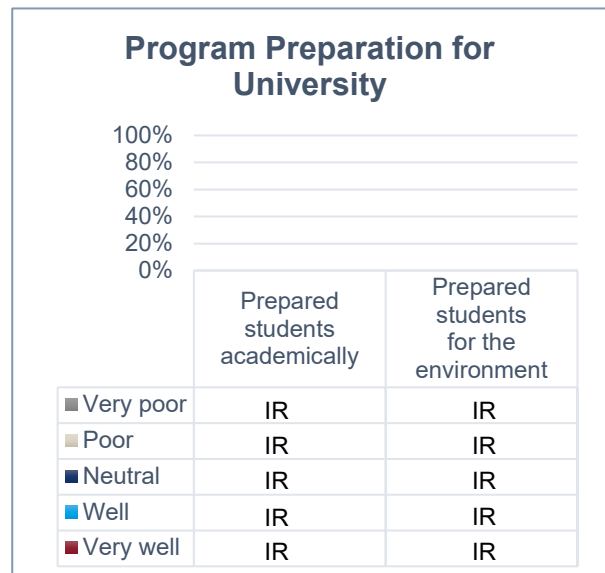
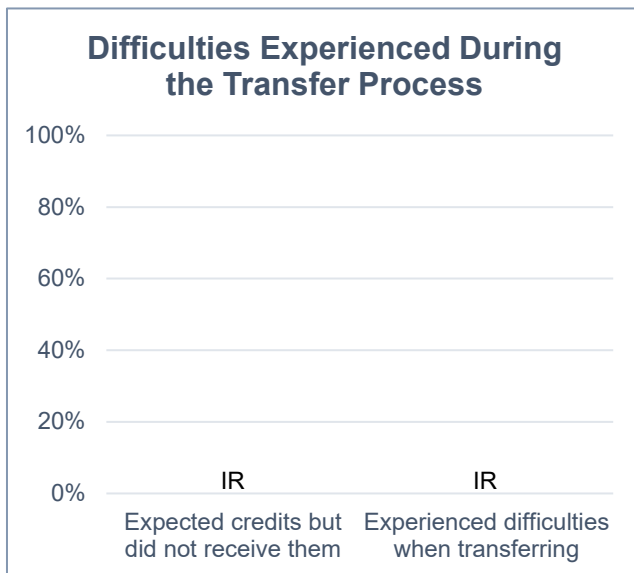
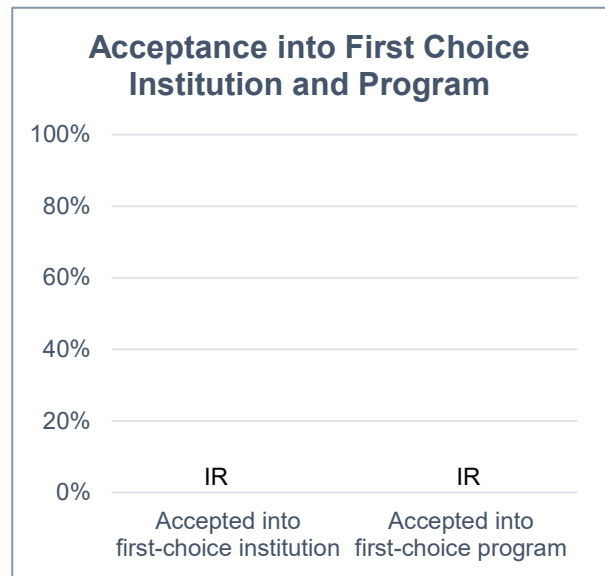
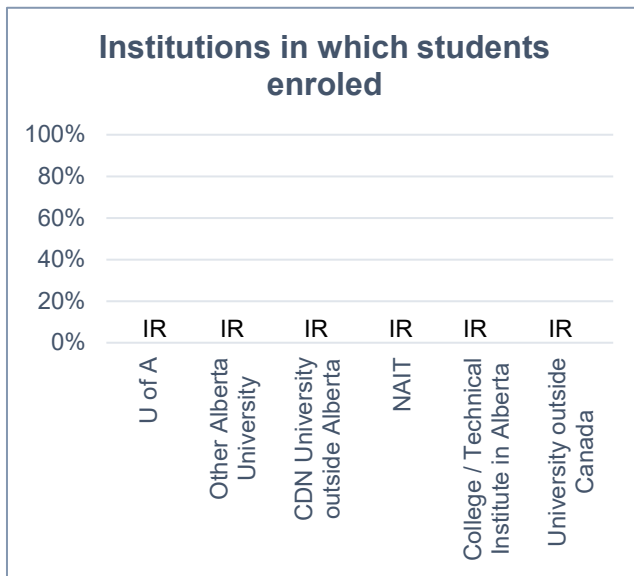


Top Three Reasons for Leaving

Student Satisfaction		Top Three Reasons for Leaving		
Satisfied with quality of teaching in the program	70%	Program/ courses/major not available 20%	Personal reasons 20%	Work 20%
Satisfied with individual assistance provided by instructors	80%			
Would recommend the program to others	90%			

Comparison of Early Leaver Students	2016	2018	2020	2022
Percentage who continued education in the same program at university				10%
Percentage who continued education in a different program at university				0%
Percentage who continued education at a college or technical institute				0%
How well did the program academically prepare you for the university environment	2022 marks the first year that the Early Leaver Survey was administered to diploma programs			IR
How well did the program prepare you for the university environment				IR
Percentage satisfied with quality of education experience				80%
Attended MacEwan University full-time all terms				40%
Completed more than 30 credits at MacEwan University				43%

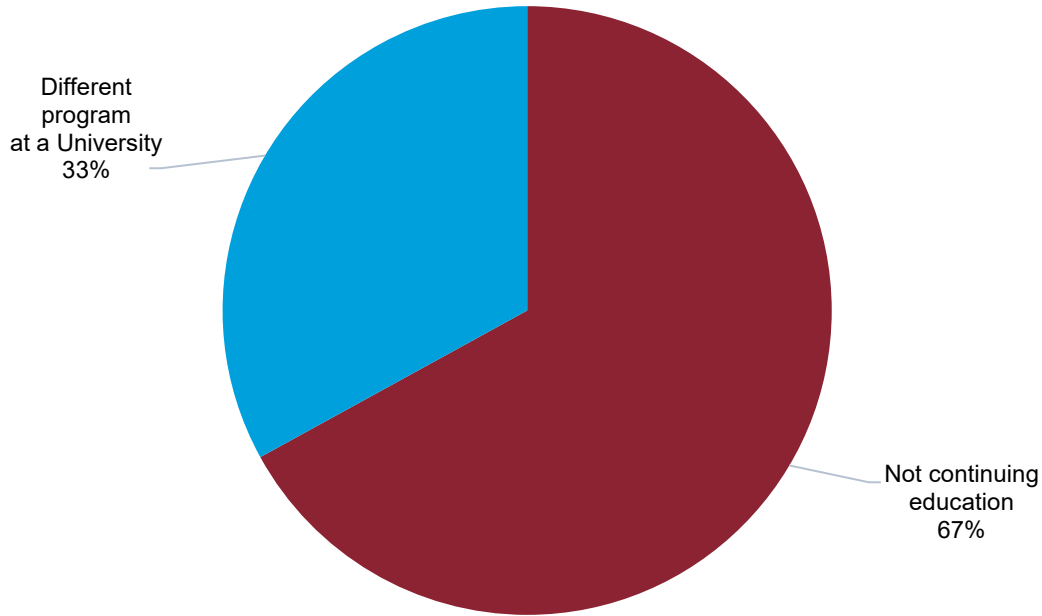
Note: Percentages do not total 100% due to rounding
 "IR" = Insufficient Response



Police and Investigations

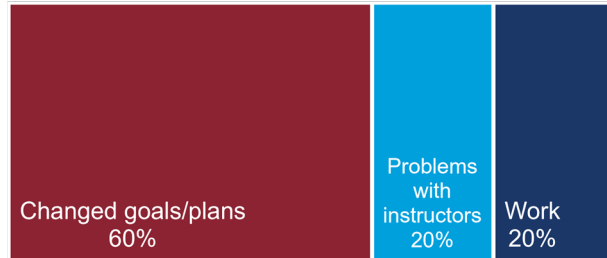
Number of Respondents: 6
 University Transfer Rates: 33%
 Percentage Overall Continuing Their Education: 33%
 Percentage Satisfied with Overall Quality: 50%

Overall Results



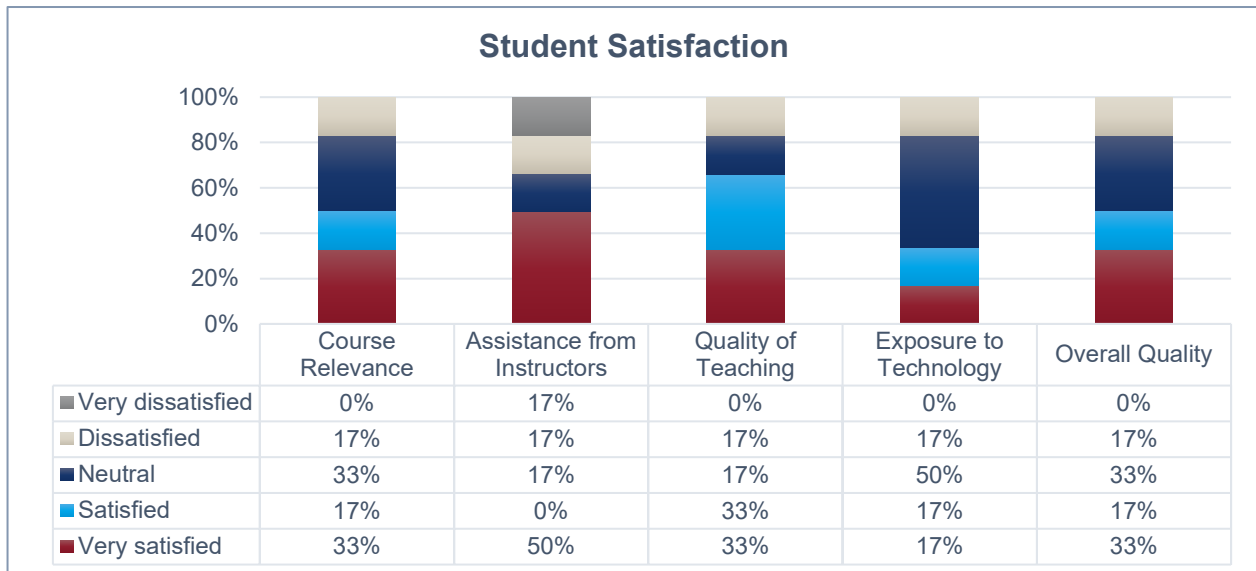
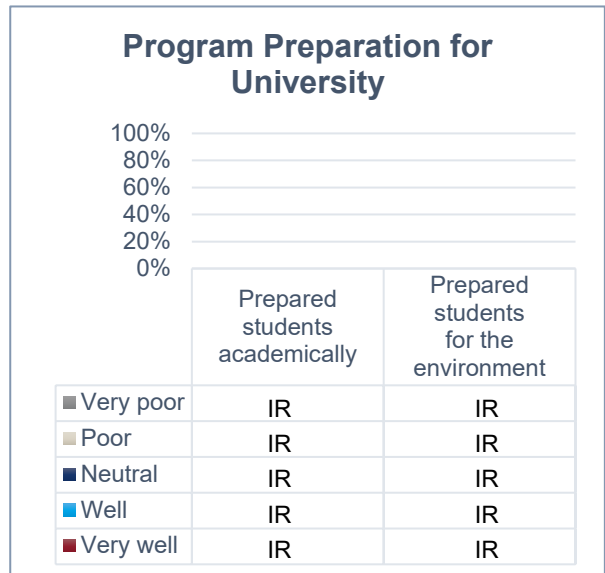
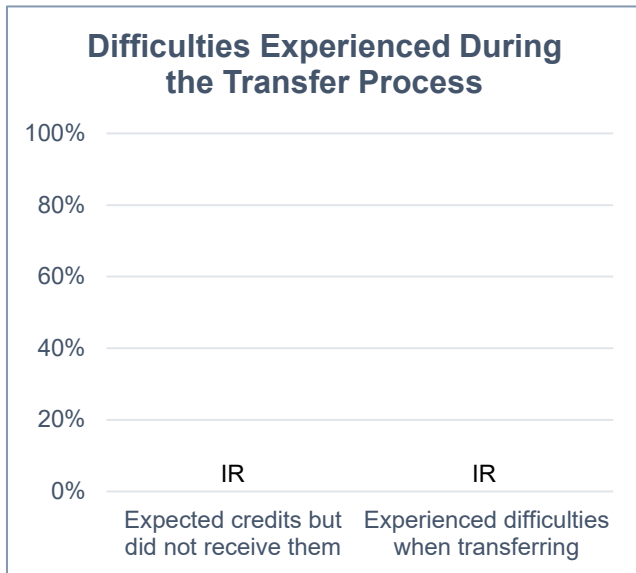
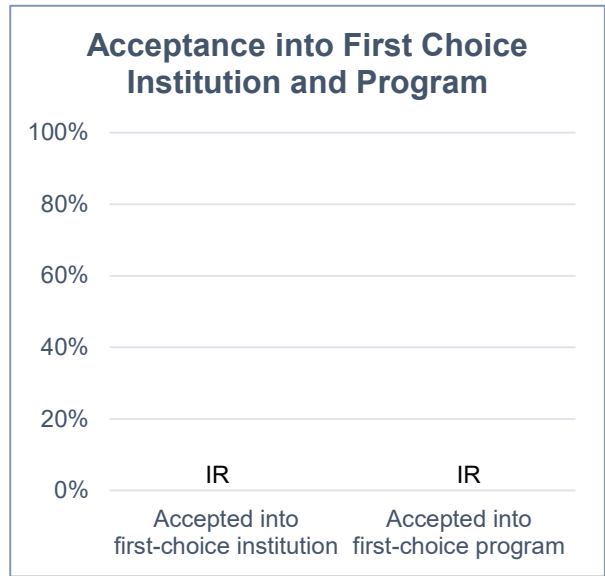
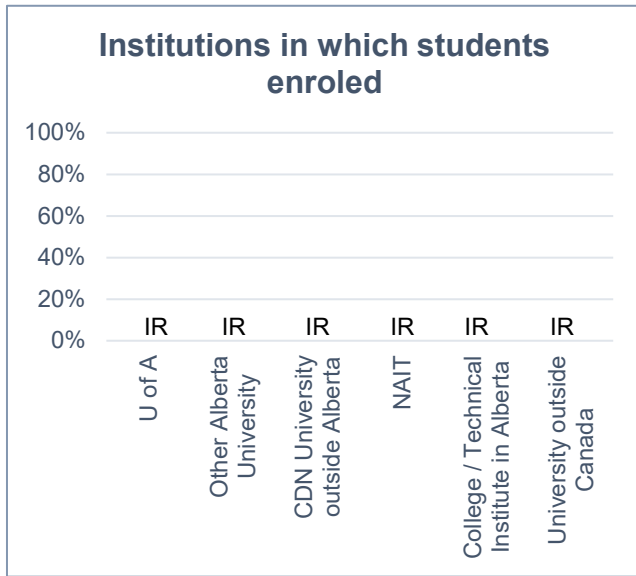
Top Three Reasons for Leaving

Student Satisfaction	
Satisfied with quality of teaching in the program	67%
Satisfied with individual assistance provided by instructors	50%
Would recommend the program to others	100%



Comparison of Early Leaver Students	2016	2018	2020	2022
Percentage who continued education in the same program at university				0%
Percentage who continued education in a different program at university				33%
Percentage who continued education at a college or technical institute				0%
How well did the program academically prepare you for the university environment	2022 marks the first year that the Early Leaver Survey was administered to diploma programs			IR
How well did the program prepare you for the university environment				IR
Percentage satisfied with quality of education experience				50%
Attended MacEwan University full-time all terms				67%
Completed more than 30 credits at MacEwan University				0%

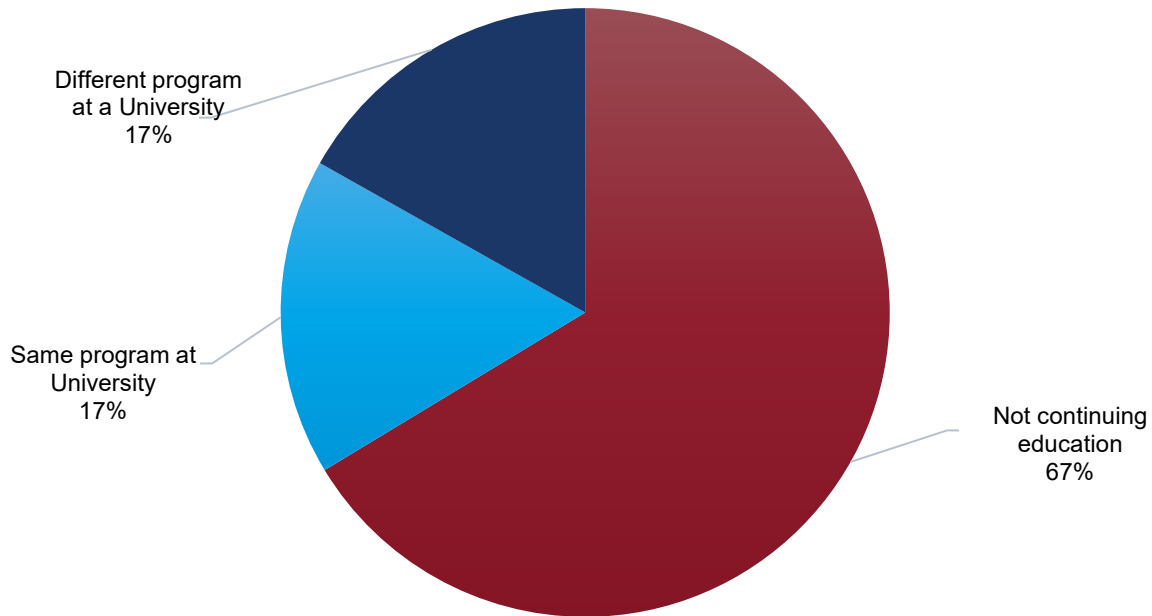
Note: Percentages do not total 100% due to rounding
 "IR" = Insufficient Response



Therapist Assistant

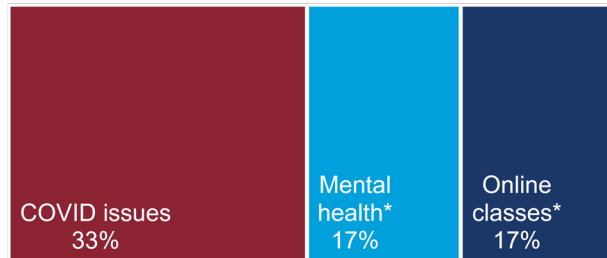
Number of Respondents: 6
 University Transfer Rates: 34%
 Percentage Overall Continuing Their Education: 34%
 Percentage Satisfied with Overall Quality: 83%

Overall Results



Top Three Reasons for Leaving

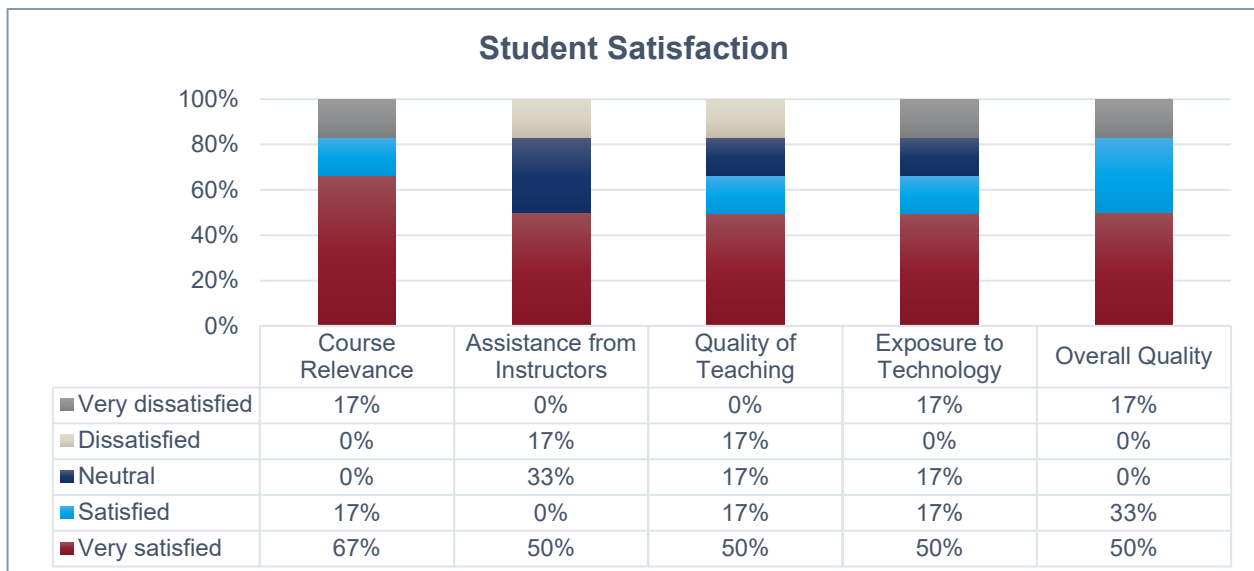
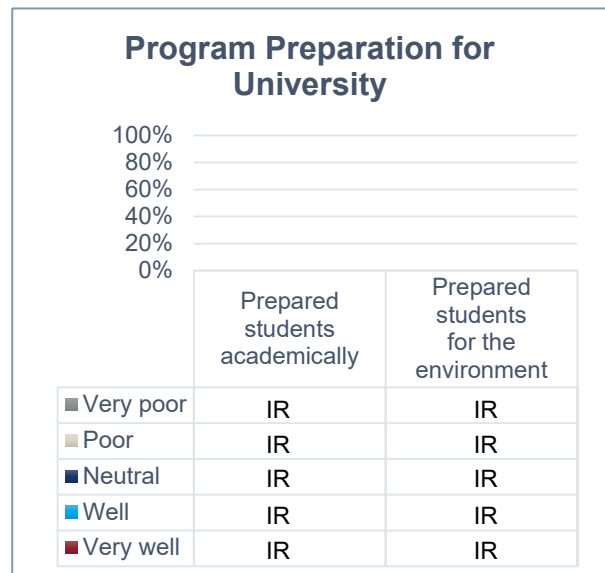
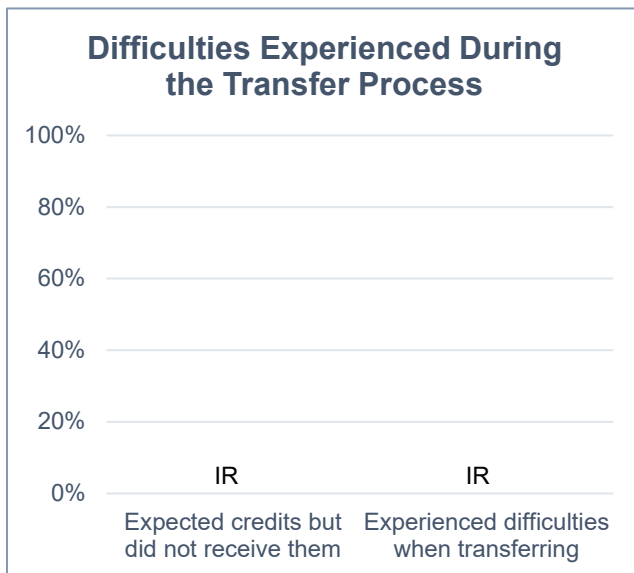
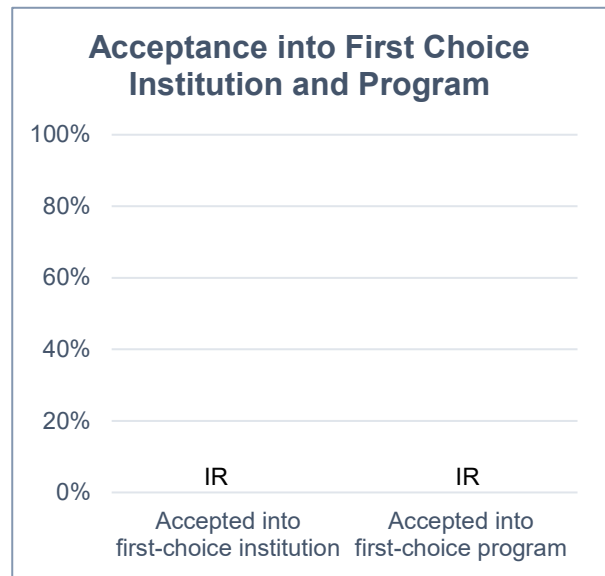
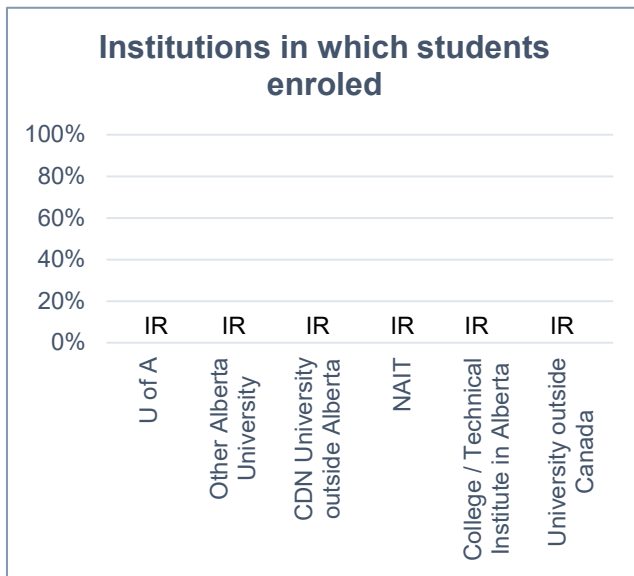
Student Satisfaction	
Satisfied with quality of teaching in the program	67%
Satisfied with individual assistance provided by instructors	50%
Would recommend the program to others	83%



*See Appendix A for additional reasons

Comparison of Early Leaver Students	2016	2018	2020	2022
Percentage who continued education in the same program at university				17%
Percentage who continued education in a different program at university				17%
Percentage who continued education at a college or technical institute				0%
How well did the program academically prepare you for the university environment	2022 marks the first year that the Early Leaver Survey was administered to diploma programs			IR
How well did the program prepare you for the university environment				IR
Percentage satisfied with quality of education experience				83%
Attended MacEwan University full-time all terms				33%
Completed more than 30 credits at MacEwan University				0%

Note: Percentages do not total 100% due to rounding
 "IR" = Insufficient Response



APPENDIX C: EARLY LEAVER SURVEY



Hello, my name is _____ and I'm calling on behalf of MacEwan University.

May I please speak to [NAME]?

If the individual is not available, try to find out when he/she might be available. Explain the purpose of the survey if requested.

If the individual does not live in this household, try to obtain a new telephone number. Explain the purpose of the survey if requested. Thank the person providing the information.

DO NOT collect survey information from parents, roommates or others.

I would like to interview you about your experiences at MacEwan University; the interview will take about 10-12 minutes.

The purpose of this survey is to gather information about satisfaction among students who were registered in programming at MacEwan and learn about their experiences. This information will be used to improve programs and ensure the university meets the needs of its students.

As a thank-you for your time, you can enter your name into a contest draw for a chance to win one of three \$50 VISA gift cards. Of course, any information you provide is strictly confidential.

Would now be a good time for you?

If the individual is unwilling to be interviewed at this time, try to arrange a more convenient time.

Interviewer Note: If respondent seems uncertain or questions the legitimacy of the study consult the script below.

I'd like to assure you that your participation is voluntary, and any information you share with me will be kept confidential. Only group results will be reported and in no way will individuals be identified. If there are questions you do not want to answer please say so and we'll move on to the next one. We can also stop the interview at any time. This survey is being conducted in accordance with the Freedom of Information and Protection of Privacy Act.

Questions regarding the survey or privacy issues can be directed to David McLaughlin, MacEwan's Executive Director of Institutional Analysis & Planning at 780-497-5840.

ONLINE OPTION FOR THOSE REFUSING OR HESITANT – ONLY OFFERED IF THEY REFUSE TO COMPLETE BY TELEPHONE

Would you prefer to complete the survey online at your own convenience?

A. Regarding your educational status, are you currently... **[READ]**

- Enrolled in **the same or similar** program at another university → **GO TO Q1**
- Enrolled in **a different** program at another university → **GO TO Q1**
- Enrolled in another university transfer or degree program at MacEwan → **Thank and terminate**
- Enrolled in a non-baccalaureate program at MacEwan (e.g., diploma or certificate) → **GO TO Q1**
- Enrolled at a college or technical institute → **GO TO Q1**
- Not enrolled → **GO TO Q1**

Thank and terminate, read: I'm sorry to have bothered you, but I'm afraid this survey only applies to those who did not return for the fall semester at MacEwan. Thank you for your time.

MACEWAN UNIVERSITY EARLY LEAVER SURVEY 2022

Participant ID: [INSERT PARTICIPANT'S 7-DIGIT MACEWAN ID FROM SAMPLE]

Gender:

- Male [CODE AS 1] Female [CODE AS 2]

1. [IMPORT PROGRAM FROM SAMPLE FILE] but also ask:

Our records show that you were attending in the [PROGRAM NAME] program. Is this correct? [DO NOT READ RESPONSE OPTIONS.]

- 1. Yes
- 2. No
- 98. Don't know/refused

If NO, **ASK:** What program were you attending at MacEwan?

[RECORD PROGRAM NAME]

2. Which of the following best describes your enrollment at MacEwan University? **[READ]**

- | | |
|--|---|
| <input type="checkbox"/> Full-time all terms | <input type="checkbox"/> Part-time all terms |
| <input type="checkbox"/> Full-time most terms | <input type="checkbox"/> Other (please specify)_____] |
| <input type="checkbox"/> Equally split between full- and part-time | <input type="checkbox"/> Refused [DO NOT READ] |
| <input type="checkbox"/> Part-time most terms | <input type="checkbox"/> Part-time most terms |

Full-time status equals 3 or more courses per term.

3. How many course credits did you complete in this program?

- | | |
|----------------------------------|--|
| <input type="radio"/> 15 or less | <input type="radio"/> 46 - 59 |
| <input type="radio"/> 16 - 30 | <input type="radio"/> 60 or more |
| <input type="radio"/> 31 - 45 | <input type="radio"/> Don't know [DO NOT READ] |
| | <input type="radio"/> Refused [DO NOT READ] |

NOTE TO INTERVIEWERS: "Program" refers to program taken at MacEwan University.

4. There are many reasons that students leave an educational institution, including institutional reasons and personal reasons. Using a five-point scale with 1 being not at all significant and 5 being very significant, please rate the significance of each of the following INSTITUTIONAL REASONS regarding your decision to leave MacEwan. [ASKED ONLY OF STUDENTS WHO ARE NOT ENROLLED]

- | | | | | | | |
|----|--|---|---|---|---|---|
| a. | Could not get the courses you wanted | ① | ② | ③ | ④ | ⑤ |
| b. | Location | ① | ② | ③ | ④ | ⑤ |
| c. | Class size | ① | ② | ③ | ④ | ⑤ |
| d. | Chose to withdraw because of poor grades | ① | ② | ③ | ④ | ⑤ |
| e. | Dissatisfied with the quality of instruction | ① | ② | ③ | ④ | ⑤ |

5. Using a five-point scale, with 1 being **not at all significant** and 5 being **very significant**, please rate the significance of each of the following **PERSONAL REASONS** regarding your decision to leave the University [ASKED ONLY OF STUDENTS WHO ARE NOT ENROLLED]

- | | | | | | | |
|----|---|---|---|---|---|---|
| a. | Care for dependent child or children | ① | ② | ③ | ④ | ⑤ |
| b. | Conflict with work demands | ① | ② | ③ | ④ | ⑤ |
| c. | Insufficient financial resources | ① | ② | ③ | ④ | ⑤ |
| d. | Moving out of the Edmonton area | ① | ② | ③ | ④ | ⑤ |
| e. | Health reasons (mental or physical) | ① | ② | ③ | ④ | ⑤ |
| f. | Did not achieve personal expectations | ① | ② | ③ | ④ | ⑤ |
| g. | Feeling isolated or alone at the University | ① | ② | ③ | ④ | ⑤ |

EMPLOYMENT & EDUCATION STATUS

6. Regarding your employment status, are you currently... [READ]

- Employed
 - Full-time
 - Part-time
- Unemployed, seeking employment
- Unemployed, not seeking employment

If Q.A =Not enrolled, ask Q7 then go to Q18, otherwise go to Q8:

7. Are you planning to continue your education? [DO NOT READ]

- Yes
- No
- Unsure

- Refused

8. What is your program of study? – **only ask Q8-16 if enrolled**

[ENTER PROGRAM NAME] _____

- General interest [DO NOT READ]
- Don't know [DO NOT READ]
- Refused [DO NOT READ]

If Q.A =Enrolled in a career program at MacEwan, record as MacEwan and go to Q10:

9. Which institution(s) are you currently attending? **[do not read]**

- Athabasca University
- University of Alberta
- University of Alberta – Augustana Campus
- University of Calgary
- University of Lethbridge
- Ambrose University College (formerly Alliance / Canadian Nazarene University Colleges)
- Canadian University College
- Concordia University
- The King's University
- St. Mary's University College
- Taylor University College & Seminary
- Alberta College of Art & Design (ACAD)
- Bow Valley College
- Northwestern Polytechnic
- MacEwan University
- Keyano College
- Lakeland College
- Lethbridge Community College
- Medicine Hat College
- Mount Royal
- NorQuest College
- Northern Lakes College
- Olds College
- Portage College
- Red Deer College
- NAIT
- SAIT
- Other [SPECIFY] _____
- Don't know
- Refused

10. Will your program of study lead to a...**[READ]**

- Certificate
- Extension certificate
- Diploma
- Applied degree
- Undergraduate degree
- Graduate degree

- Professional degree (e.g., Law, Dentistry, Medicine)
- Professional designation (e.g., CMA – Certified Management Accounting)
- Other [specify] _____
- Don't know [DO NOT READ]
- Refused [DO NOT READ]

11. Were you accepted by the institution that was your first choice? **[DO NOT READ]**

- Yes
- No
- Don't know
- Refused

12. Were you accepted into your first choice program? **[DO NOT READ]**

- Yes
- No
- Don't know
- Refused

13. Were there any courses for which you expected credits but did not receive them? **[DO NOT READ]**

- Yes
- No → **GO TO Q15**
- Don't know → **GO TO Q15**
- Refused → **GO TO Q15**

14. Please identify these course(s):

- Course #1 [ENTER RESPONSE] _____
- Course #2: [ENTER RESPONSE] _____
- Course #3: [ENTER RESPONSE] _____

15. Did you experience any difficulties when transferring from MacEwan? **[DO NOT READ]**

- Yes
- No → **GO TO Q17**
- Refused → **GO TO Q17**

16. Please explain the type of difficulty(s) you encountered.

[ENTER RESPONSE] _____

ASK Q17 ONLY IF ATTENDING ANOTHER UNIVERSITY IN Q.A, OTHERWISE GO TO Q18.

17. On a 5-point scale where 1 is “very poorly” and 5 is “very well,” how well did the program...

	Very Poorly					Very Well	Don't know	Refused
a. Prepare you academically for university studies	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
b. Prepare you for the university environment	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>

SERVICES & RESOURCES

18. Using a 5-point scale where 1 is “very dissatisfied” and 5 is “very satisfied,” how satisfied are you with the following services and resources provided by MacEwan?

	Very dissatisfied					Very satisfied	Don't know	Refused
a. Classroom facilities	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
b. Equipment provided in program labs	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
c. Equipment provided in computer labs	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
d. Student portal (i.e., myMacEwan.ca)	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
e. Technology Helpdesk	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
f. Library – helpfulness of staff	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
g. Library – collections (e.g., books, journals, videos/DVDs, e-resources, etc.)	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
h. Library – services (e.g., interlibrary loans, Library tours, evaluating on-line information, etc.)	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
i. Bookstore – availability of course materials	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
j. Bookstore – quality of service	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
k. Registrar’s Office – helpfulness of staff	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
l. Registrar’s Office – information provided	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
m. Registrar’s Office – timeliness of processing your requests	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
n. The process of registering for courses	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
o. The process of adding/dropping courses	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
p. Food Services	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
q. Security Services (e.g., safewalk/security escorts, campus patrols, monitoring security, etc.)	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>
r. Sport and Wellness facilities	①	②	③	④	⑤		<input type="radio"/>	<input type="radio"/>

	Very dissatisfied					Very satisfied	Don't know	Refused
s. kihêw waciston Indigenous Centre	①	②	③	④	⑤	<input type="radio"/>	<input type="radio"/>	

If any of Q18 is rated 1 or 2, ask:

19. You mentioned you were not satisfied with [list items from Q18]. What could have made any of these services more satisfying?

Record verbatim

20. Did you seek advice from an academic advisor *within* your program?

Yes

Don't know → **GO TO Q23**

No → **GO TO Q23**

Refused → **GO TO Q23**

21. Using a 5-point scale where 1 is "very dissatisfied" and 5 is "very satisfied," how satisfied are you with the advice you received from the academic advisor?

Very dissatisfied					Very satisfied	Don't know	Refused
①	②	③	④	⑤	<input type="radio"/>	<input type="radio"/>	

If Q21 is rated 1 or 2, ask:

22. What could have made the advice you received more satisfying?

[ENTER RESPONSE] _____

23. On a 5-point scale where 1 is "very dissatisfied" and 5 is "very satisfied," how satisfied are you with the following components of your program of study?

	Very dissatisfied					Very satisfied	Don't know	Refused
a. The relevance of your courses	①	②	③	④	⑤	<input type="radio"/>	<input type="radio"/>	
b. Individual assistance provided by instructors	①	②	③	④	⑤	<input type="radio"/>	<input type="radio"/>	
c. The quality of teaching in your program	①	②	③	④	⑤	<input type="radio"/>	<input type="radio"/>	
d. Exposure to technologies in your field of study	①	②	③	④	⑤	<input type="radio"/>	<input type="radio"/>	
e. The overall quality of your educational experience	①	②	③	④	⑤	<input type="radio"/>	<input type="radio"/>	

For each of Q23 rated 1 or 2 ask:

24. What could have made your educational experience more satisfying?

The relevance of your courses

[ENTER RESPONSE] _____

Individual assistance provided by instructors

[ENTER RESPONSE] _____

The quality of teaching in your program [ENTER RESPONSE] _____
Exposure to technologies in your field of study [ENTER RESPONSE] _____
The overall quality of your educational experience [ENTER RESPONSE] _____

25. What do you see as the major strengths of the program you completed at MacEwan?

[ENTER RESPONSE] _____

26. What do you see as areas that need more focus or strengthening?

[ENTER RESPONSE] _____

27. Based on your experiences, would you recommend studying in the [PROGRAM NAME] program to a friend, colleague or family member? [DO NOT READ]

Yes → **GO TO Q29**
 No

Don't know → **GO TO Q29**
 No response → **GO TO Q29**

28. Why wouldn't you recommend the program.

[ENTER RESPONSE] _____

29. Overall, would you recommend MacEwan to a friend, colleague or family member? [DO NOT READ]

Yes → **GO TO Q31**
 No

Don't know → **GO TO Q31**
 No response → **GO TO Q31**

30. Why wouldn't you recommend MacEwan?

[ENTER RESPONSE] _____

31. Why did you choose to transfer instead of completing your degree at MacEwan? (do not ask of Engineering transfer or Phys. Ed. transfer programs).

[ENTER RESPONSE] _____

32. If you were to identify the primary reason for not continuing at MacEwan, what would it be?
– open-ended comment box

33. Overall, are you satisfied with your decision to leave MacEwan University?

Yes
 No
 Not sure

34. Please explain (open-ended comment box)

35. Do you have any final comments or suggestions you would like to make about the University or your program?

[ENTER RESPONSE] _____

QNAMEM

As I mentioned earlier, you can enter your name into a draw for one of three \$50 VISA gift cards as a thank-you for your time. Would you like to enter the draw? [INTERVIEWER: If no, select “prefer not to provide” below.]

Please confirm your name (first name is fine), as well as the best phone number to reach you at if you are chosen as the draw winner.

[RECORD DETAILS BELOW]

NAME:

PHONE NUMBER:

Prefer not to provide

This concludes the survey. On behalf of MacEwan University, thank you for taking time today to provide feedback.