

## NEWS RELEASE

May 29, 2019

For Immediate Release

### Students Using Contact North | Contact Nord's Services Report High Level of Satisfaction

(THUNDER BAY) - In the [2019 Client Satisfaction Survey](#) conducted by Forum Research Inc., nine out of ten students using Contact North | Contact Nord's services report being satisfied or very satisfied.

The students also agree the course(s) they took using Contact North | Contact Nord's services contributed to achieving their goals, which included earning a diploma, certificate or degree improving skills and obtaining or maintaining a job.

The services available from Contact North | Contact Nord include:

- Information on available online programs and courses from Ontario's 24 public colleges, 22 public universities, 9 Indigenous institutes, 76 district school boards, 200 literacy and basic skills providers, and 50 skills development training providers
- Assistance with the registration process for their program or course of choice, referrals to other local support services, and assistance with financial information
- Free use of computer workstations and high-speed Internet access to complete their online courses
- Free use of web conferencing, videoconferencing and audioconferencing distance learning platforms to connect to, and participate in, their live online programs and courses
- Supervision of written exams and tests

Click [here](#) to download the 2019 Contact North | Contact Nord Client Satisfaction Survey Report.

#### QUOTE:

"We're delighted students are reporting the support Contact North | Contact Nord provided helped them achieve their goals to retain or obtain jobs. Staff at our 116 local online learning centres across the province are ready to support underserved Ontarians in 600

small, rural, remote, Indigenous and Francophone communities get jobs by making it possible for them to access education and training without leaving their communities.”

- Contact North | Contact Nord, President - Chief Executive Officer, Maxim Jean-Louis

#### **FAST FACTS:**

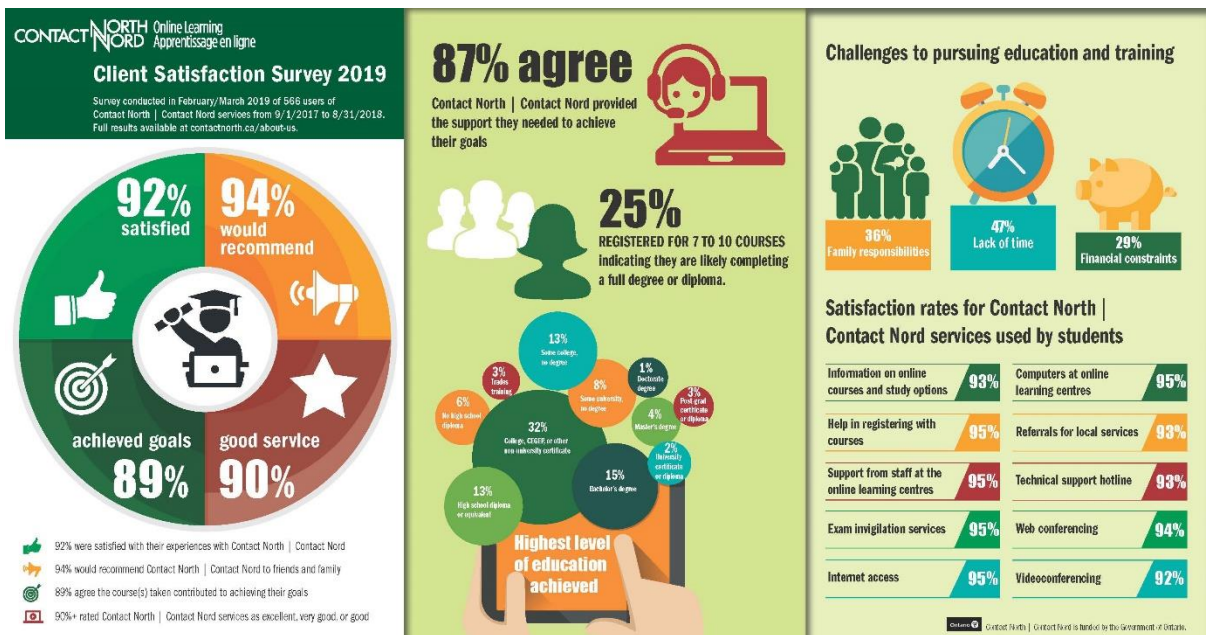
89% of respondents agree the course(s) they took using Contact North | Contact Nord’s services contributed to achieving their goals, which included earning a diploma, certificate or degree (69%), improving skills (35%) and obtaining or maintaining a job (31%).

25% of respondents registered in seven to ten courses, suggesting they are completing a full degree or diploma.

35% of respondents completed four or more courses, 30% completed between one and three courses, 19% completed seven to ten courses, and 27% are currently registered in courses.

87% of all respondents agreed Contact North | Contact Nord provided support in the achievements of their goals.

92% were satisfied with their experiences with Contact North | Contact Nord, with 78% very satisfied and 94% are likely to recommend Contact North | Contact Nord to family and friends.



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