Contact North | Contact Nord Annual Student Outcome Survey 2019-2020

July 21, 2020

Background and Methodology

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- On behalf of Contact North | Contact Nord, Forum Research conducted a province-wide of Contact North | Contact Nord's clients to better understand their outcomes and satisfaction with the services provided.

- Clients of Contact North | Contact Nord were invited to complete a survey, either by phone or online through e-mail. Among those who received e-mails and did not complete a survey, 3 waves of SMS reminders were sent.

- This final report focuses on respondents who completed the survey between June 19th, and July 13th, 2020.

- 9,165 Contact North | Contact Nord clients were contacted, either via e-mail or phone.

- 2,519 responses (27.5% response rate) were received by the end of the fieldwork dates.

- Findings regarding those who are attending and/or enrolled in an Indigenous institute should be taken with caution as some results have a sample size of <30.

- Due to the fact this survey was undertaken during the COVID-19 pandemic, the survey results may be impacted and thus any comparison with the 2019 survey should be taken with caution.

- Contact North | Contact Nord completed a similar study in 2019, and although the questionnaire and methodology are similar to this survey, the sample size of 2020 was 2,519, compared to 566 in 2019. Caution is advised when comparing the results of the two surveys due to the difference in sample sizes.

- Results may not equal to 100% due to rounding or the question allowed for multiple responses.

- Unless noted otherwise, all percentage callouts/commentary in this report reference on the top three categories.

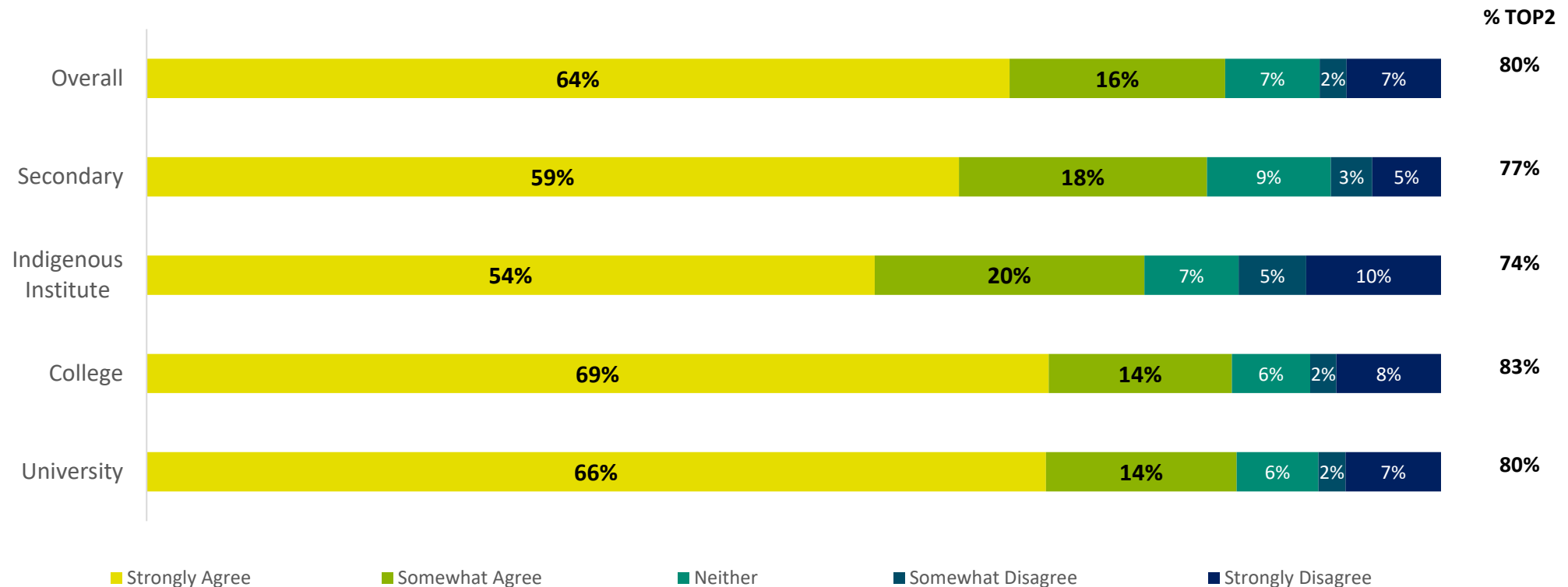# Key Findings

Annual Outcomes – Key Findings

- 80% of respondents agree the course(s) they took contributed to achieving their goals.
- Across all education institutions, 66% of all respondents indicated the primary goal for registering in the course(s) was to obtain a diploma/certificate/degree, and 38% indicated the objective was professional development or get/maintain a job.
  - 66% completed an online certificate
  - 62% completed an undergraduate degree
  - 57% completed a diploma
  - 48% completed a graduate degree
  - 36% of respondents were successful in getting a job
  - 83% maintained their job after completing their education
- 70% of respondents completed their education as it was available online.
- 23% of respondents registered in 7 to 10 courses, indicating they are pursuing a credential.
- 'Time issues' remains the top challenge (40%) respondents faced in pursing their educations and training, while 'Family responsibilities' was the second most commonly cited challenge when pursuing education and training.
- 68% did not register in other course(s) since March 2020.
  - Of those who did not register in other courses, 43% stated they did not need any further course(s).
- 92% of respondents were satisfied with their experiences with Contact North | Contact Nord.
- 91% would likely recommend Contact North | Contact Nord to friends or family members.

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Goals

Achieving Goals

- 80% of respondents agree the course(s) they took contributed to achieving their goals.
- Respondents in College 'strongly' agreed that registering in the course(s) contributed to achieving their goals (69%).

% TOP2

	Strongly Agree	Somewhat Agree	Neither	Somewhat Disagree	Strongly Disagree	% TOP2
Overall	64%	16%	7%	2%	7%	80%
Secondary	59%	18%	9%	3%	5%	77%
Indigenous Institute	54%	20%	7%	5%	10%	74%
College	69%	14%	6%	2%	8%	83%
University	66%	14%	6%	2%	7%	80%

■ Strongly Agree   ■ Somewhat Agree   ■ Neither   ■ Somewhat Disagree   ■ Strongly Disagree

Q7A. Thinking about the course(s) you were registered in, please indicate how much you agree or disagree with the following statements? The course(s) I took contributed to achieving my goals. (N=2,519)

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Support in Order to Achieve Goals

- 75% of respondents 'strongly' or 'somewhat agree' that Contact North | Contact Nord provided support in order for them to achieve their goals.

% TOP2

	Strongly Agree	Somewhat Agree	Neither	Somewhat Disagree	Strongly Disagree	% TOP2
Overall	55%	20%	10%	2%	7%	75%
Secondary	66%	17%	7%	2%	5%	83%
Indigenous Institute	29%	24%	15%	5%	12%	53%
College	55%	21%	9%	3%	7%	76%
University	51%	21%	12%	2%	6%	72%

■ Strongly Agree ■ Somewhat Agree ■ Neither ■ Somewhat Disagree ■ Strongly Disagree
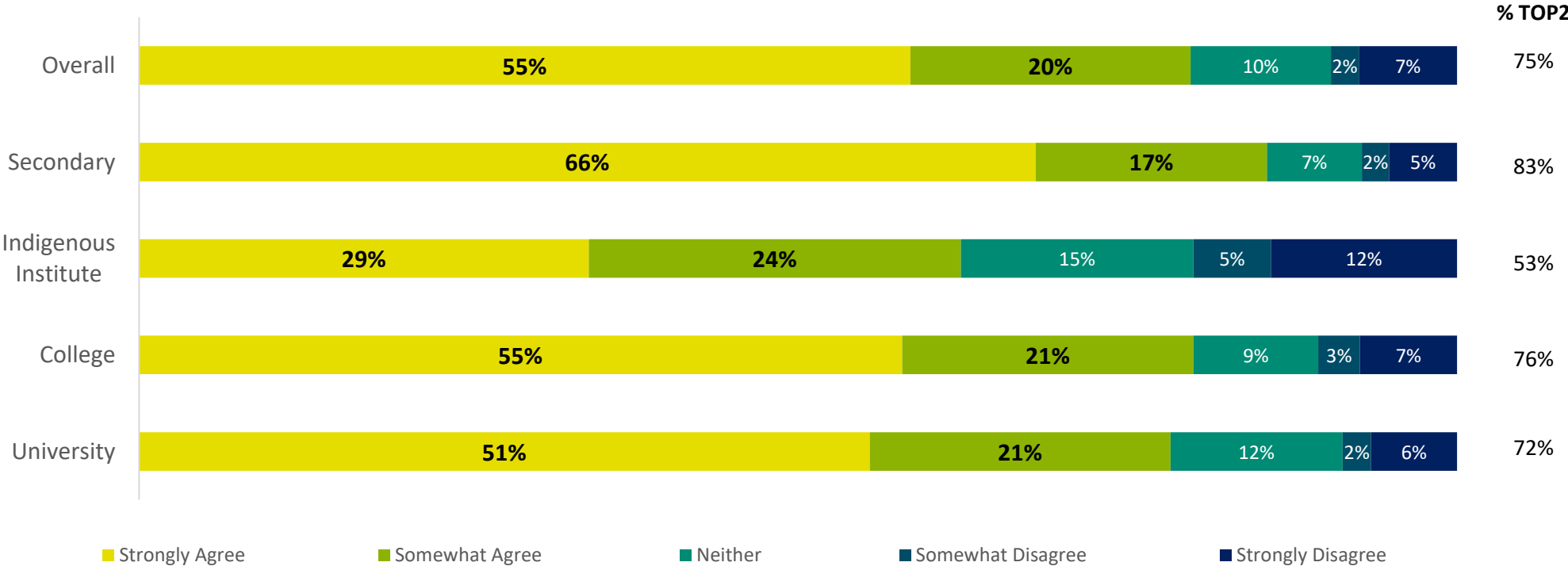
Q7C. Thinking about the course(s) you were registered in, please indicate how much you agree or disagree with the following statements? Contact North | Contact Nord provided support in order for me to achieve my goals. (N=,2519)

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Goals When Registering

- Across all education institutions, 64% of all individuals listed 'obtain a diploma/certificate/degree' as their goal when registering in the course(s).

Total
- 7%
- 6%
- 64%
- 38%
- 34%

Secondary
- 4%
- 75%
- 18%
- 23%

Indigenous Institute
- 2%
- 2%
- 68%
- 39%
- 49%

College
- 7%
- 6%
- 71%
- 46%
- 29%

University
- 1%
- 10%
- 60%
- 27%
- 33%

■ To attend an Indigenous Institution   ■ Preparation to start a post-secondary diploma or degree   ■ Obtain a diploma/certificate/degree
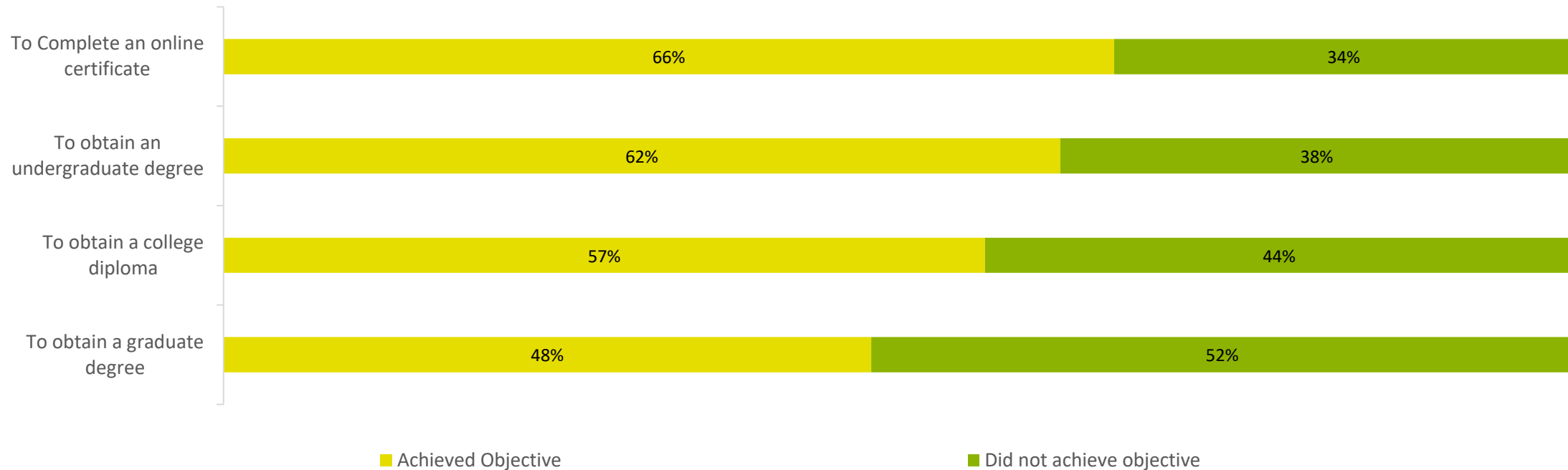■ Professional development/Obtain or maintain job   ■ Improve skills/ Personal Interest
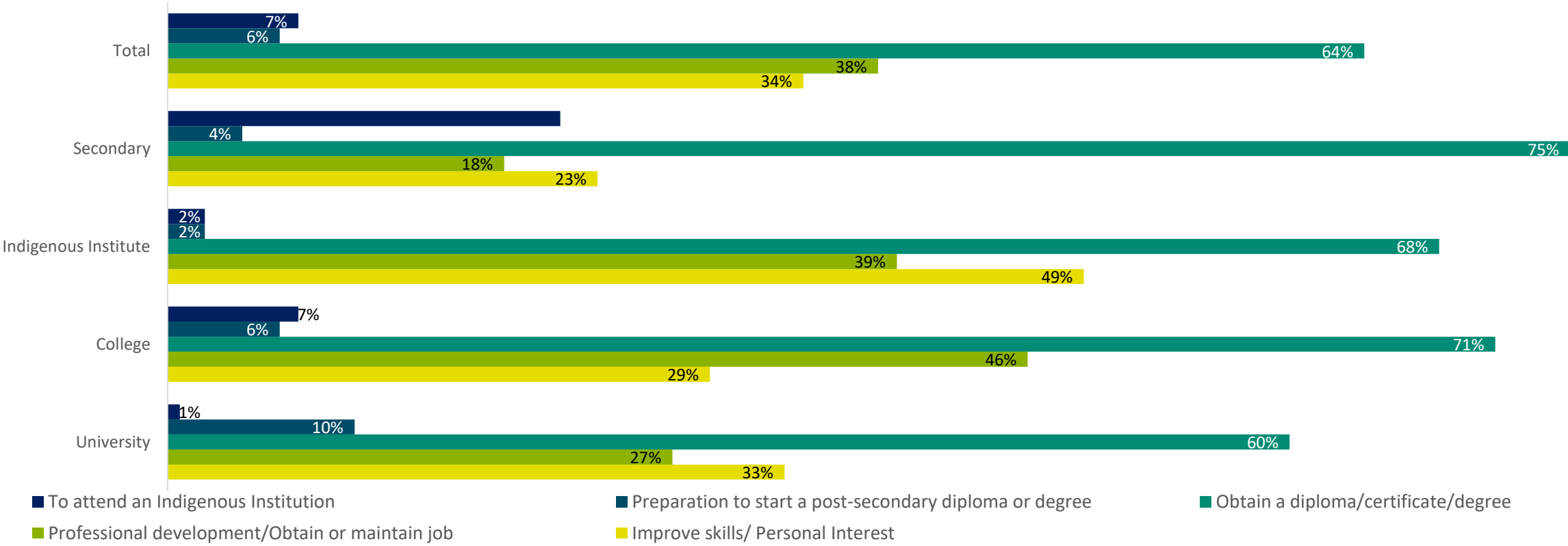
Q1 Thinking back to the course(s) you took between April 2019 to March 2020 and used Contact North | Contact Nord´s services, what were your goals for registering in the course(s)? Please select all that apply **(N=2,519)**
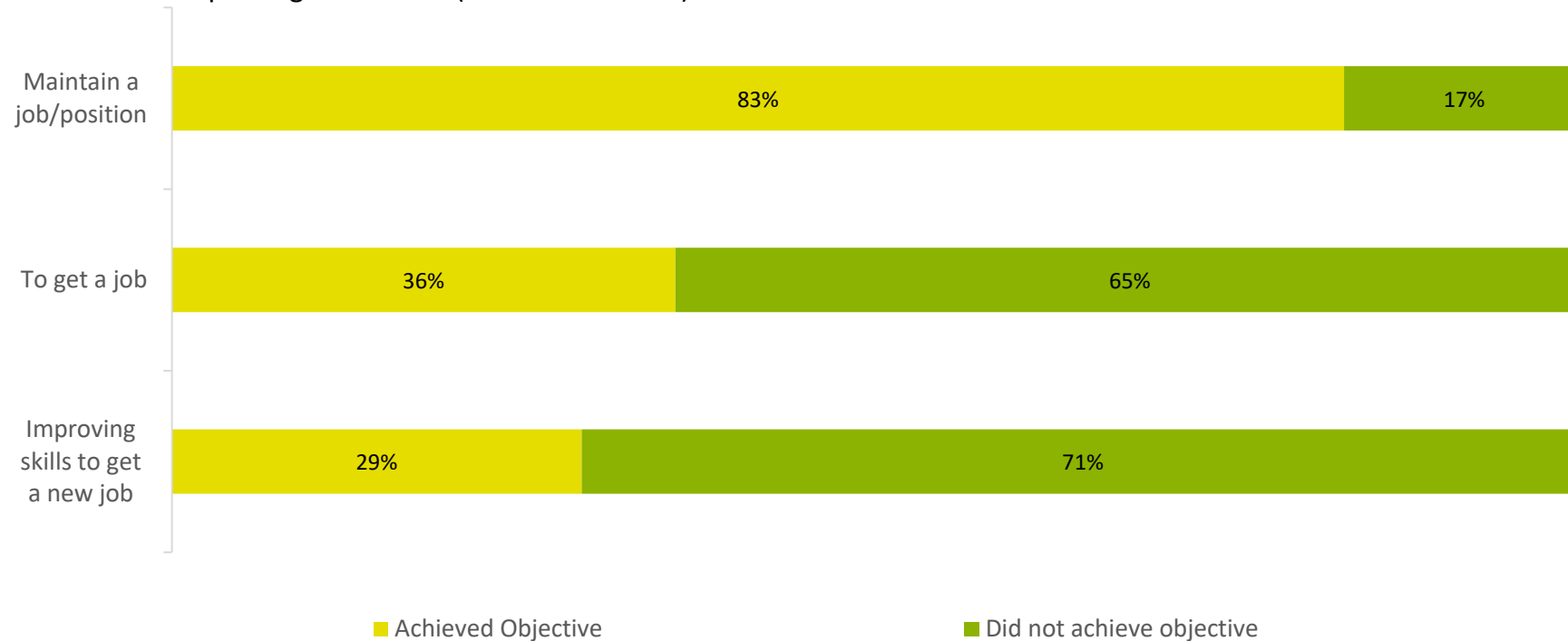
Achieving Objectives (Education)

- The goals mentioned on Slide 9 were broken into specific subcategories based on responses. Below are the three objectives related to education: To complete an online certificate (11% of all respondents), to obtain a college diploma (26%), to obtain an undergraduate degree (14%), and to obtain a graduate degree (6%).
- Below is a breakdown on the percentage of respondents who achieved their education-related objectives.
- 'To complete an online certificate' had the highest rate of individuals achieving their objectives at 66%, followed by 'to obtain an undergraduate degree' at 62%, 'to obtain a college diploma' at 57%, and 'to obtain a graduate degree' at 48%.

Objective	Achieved Objective	Did not achieve objective
To Complete an online certificate	66%	34%
To obtain an undergraduate degree	62%	38%
To obtain a college diploma	57%	44%
To obtain a graduate degree	48%	52%

■ Achieved Objective　　　　■ Did not achieve objective

Q1d: Did you _____? (N=2,519)

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Achieving Objectives (Employment)

- The goals mentioned on Slide 9 were broken into specific subcategories based on responses. Below are the three objectives related to employment: To get a job (16% of all respondents), to maintain a job/position (10%), to improve skills to get a new job (26%).
- Below is a breakdown on the percentage of respondents who achieved their employment-related objectives.
- 'To maintain a job/position' had the highest success rate at 83%, followed by 'To get a job' (36% success rate) and "Improving new skills" (29% success rate).

	Achieved Objective	Did not achieve objective
Maintain a job/position	83%	17%
To get a job	36%	65%
Improving skills to get a new job	29%	71%

■ Achieved Objective   ■ Did not achieve objective

Q1a-c: Did you _____? (N=2,519)

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Completing Education Due to Online Availability

- 70% of respondents completed their education because it was available online.

% TOP2

	Top 2 (Strongly /Somewhat Agree)	Neither Agree nor Disagree	Somewhat/Strongly Disagree	Did not use service	% TOP2
Overall	70%	9%	11%	10%	70%
Secondary	64%	11%	11%	15%	64%
Indigenous	42%	15%	29%	15%	42%
College	75%	9%	10%	6%	75%
University	72%	9%	10%	10%	72%

Legend: ■ Top 2 (Strongly /Somewhat Agree) ■ Neither Agree nor Disagree ■ Somewhat/Strongly Disagree ■ Did not use service
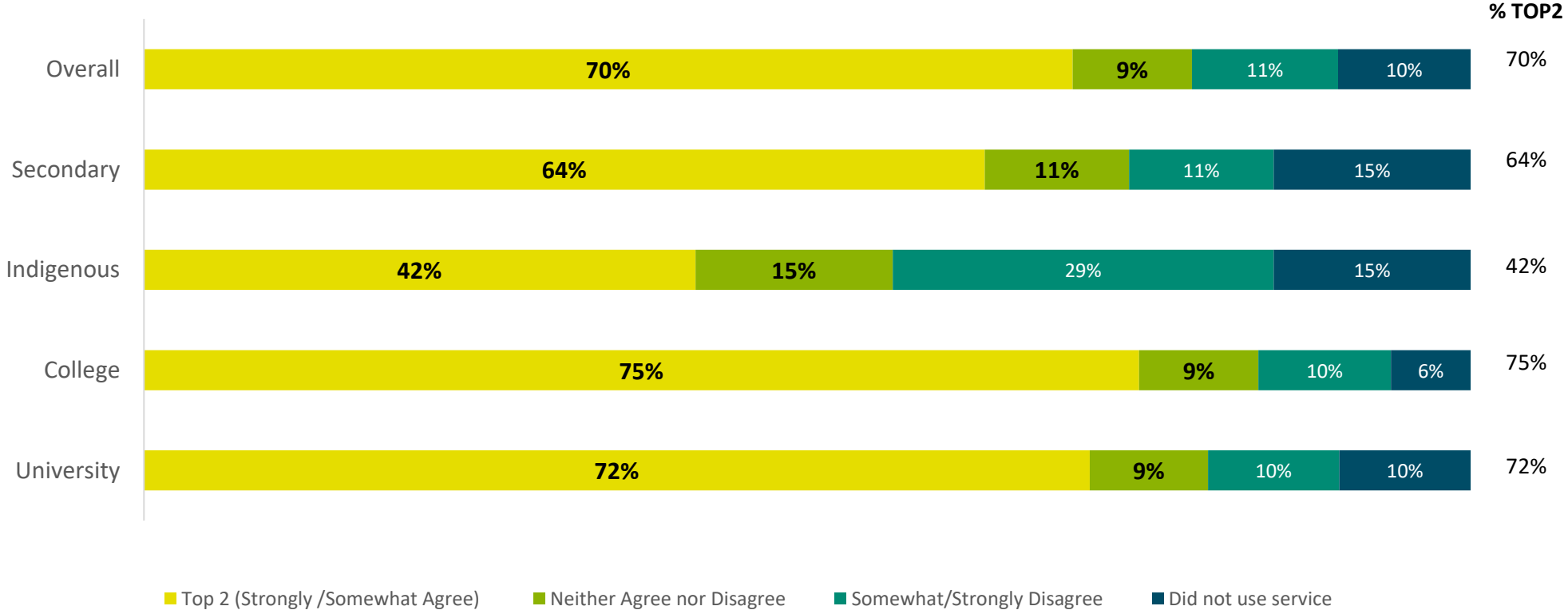
Q7B. Thinking about the course(s) you were registered in, please indicate how much you agree or disagree with the following statements. I completed my education because it was available online. (N= 2,519)

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Number of Courses Registered In vs Completed

- Over half of respondents registered in 1 to 3 courses (55%).
- 23% registered in 7 to 10 courses indicating they are pursuing a credential.
- 22% stated their course(s) are ongoing while 1 in 10 (8%) did not complete the course(s) they were registered in.

Number of courses registered in

55%
22%
23%

■ 1 to 3 ■ 4 to 6 ■ 7 to 10
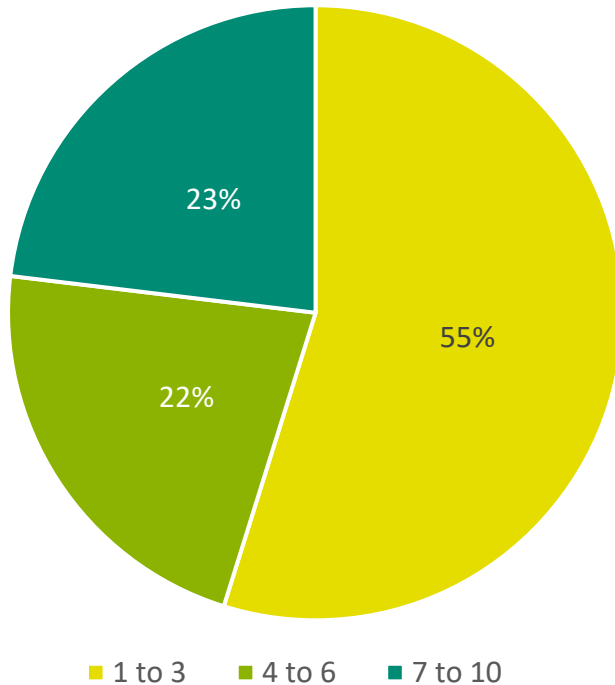
Number of courses completed

37%
14%
18%
22%
8%

■ 1 to 3 ■ 4 to 6 ■ 7 to 10 ■ Course(s) are ongoing ■ None
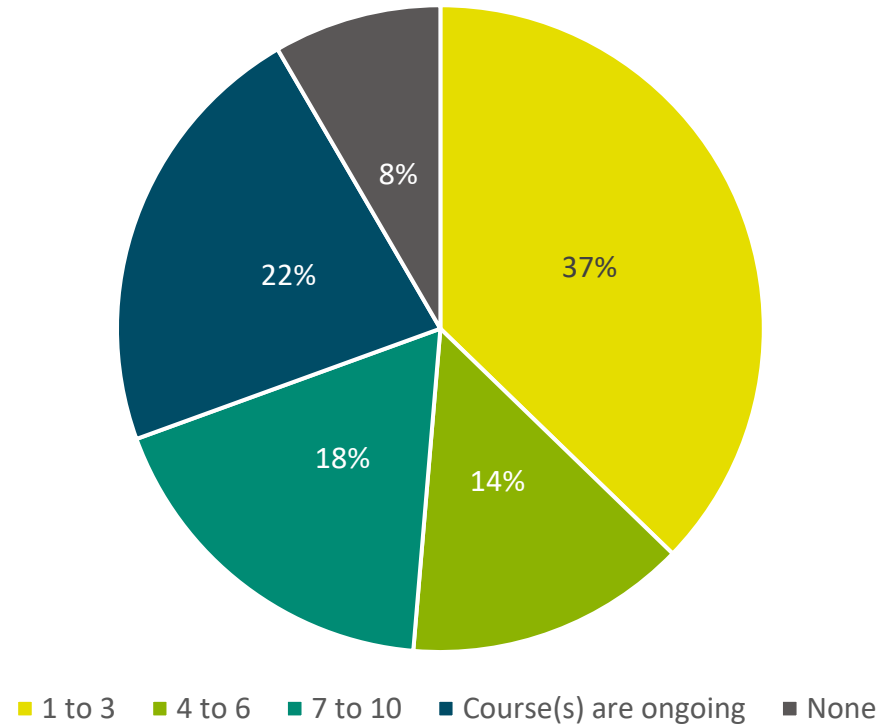
Q2 How many course(s) did you register in? (N=2,519)
Q3. How many course(s) did you complete? (N=2,519)
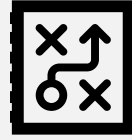
Challenges

Challenges

- 40% of respondents indicated 'time issues' such as working is a challenge they face when pursing their education and training (40%), while a third indicated 'family responsibilities' (32%).
- 1 in 5 (21%) indicated they do not face any challenges in pursing their education and training.

Challenge	%
Time issues (work full-time or part-time makes it diffult to take courses)	40%
Family responsitilities (limits the amount of time available to take courses)	32%
Financial issues	24%
Colleges or university campus is too far away	18%
Courses not available in my community	14%
I don't feel comfortable in a classroom	7%
Do not drive	7%
I have a learning disability	5%
Don't have a computer or internet access at home	5%
Language barrier	2%
Other	1%
None	21%

Q12. Which challenges have you faced, if any, in pursuing your education and training? (N=2,519)

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Top 3 Challenges by Institution Type

- 'Time issues' was the biggest challenge faced by respondents across all four educational institution categories except for secondary institutions (43% university, 39% college, 37% Indigenous institutes).
- Respondents attending secondary institutions cited family responsibilities as the biggest challenge at 36%, with time issues second (34%).

Secondary
- Family responsibilities: 36%
- Time issues: 34%
- Financial issues: 20%
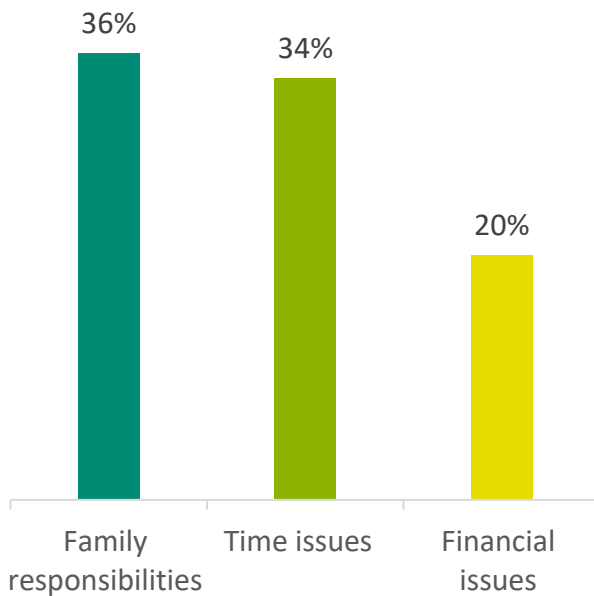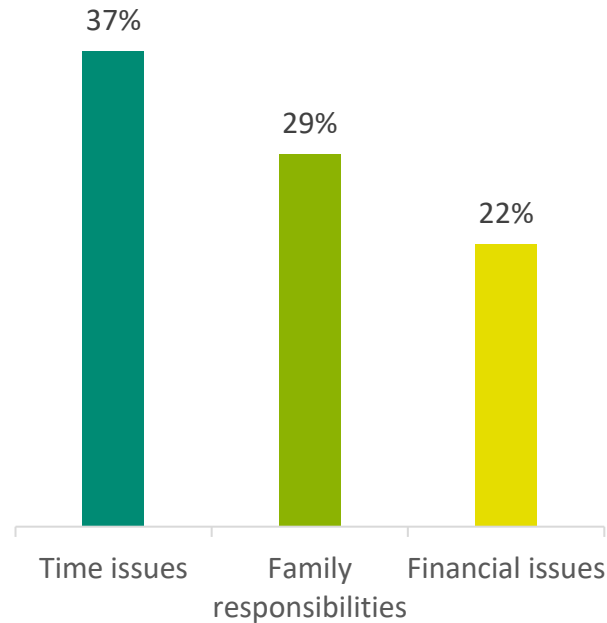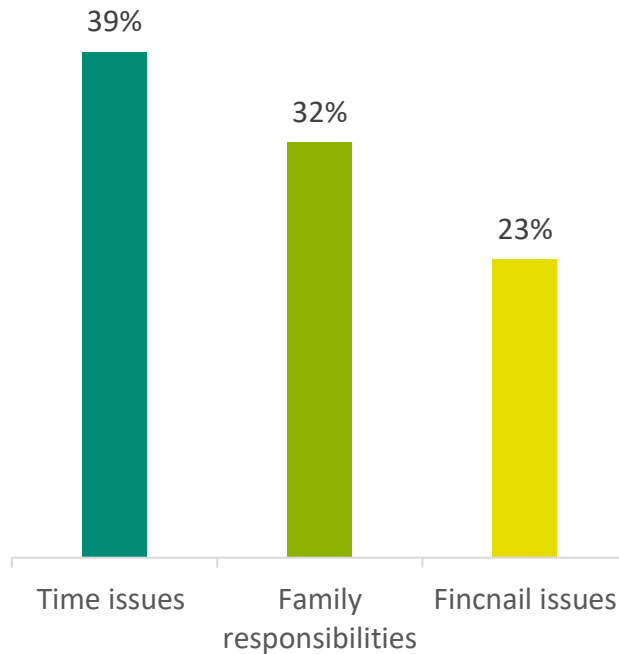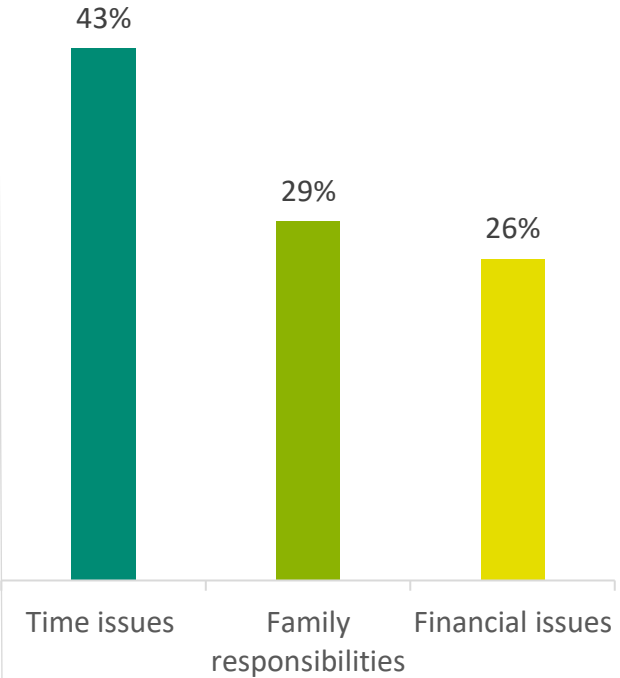
Indigenous Institute
- Time issues: 37%
- Family responsibilities: 29%
- Financial issues: 22%

College
- Time issues: 39%
- Family responsibilities: 32%
- Fincnail issues: 23%

University
- Time issues: 43%
- Family responsibilities: 29%
- Financial issues: 26%

Q10. Which challenges have you faced, if any, in pursuing your education and training? (N=2,519)

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Registering In More Courses

- 68% of respondents did not register in other course(s) since March 31st, 2020.
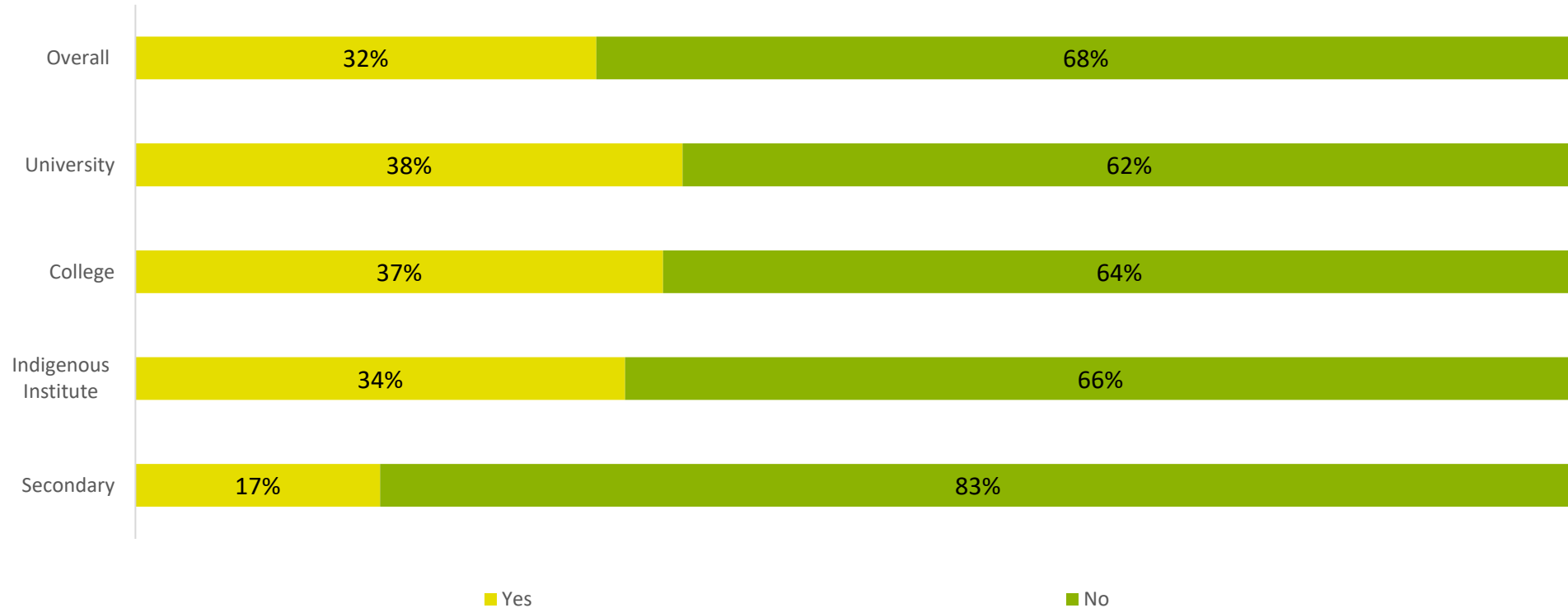
Q5. Have you registered for other course(s) since August 2018? (N=2,519)

Reasons Why Respondents Did Not Register in More Courses

- 43% of respondents indicated they did not need any further courses.
- 27% of respondents do not have time to continue taking courses.
- 10% do not have the funds to continue.

	Did not need any further courses	No funds to continue taking courses	No time to continue taking courses	Studying online was difficult	Other
Overall	43%	10%	27%	7%	13%
Secondary	34%	5%	26%	13%	22%
Indigenous Institute	48%	15%	33%	4%	0%
College	52%	13%	16%	5%	14%
University	44%	9%	31%	7%	9%
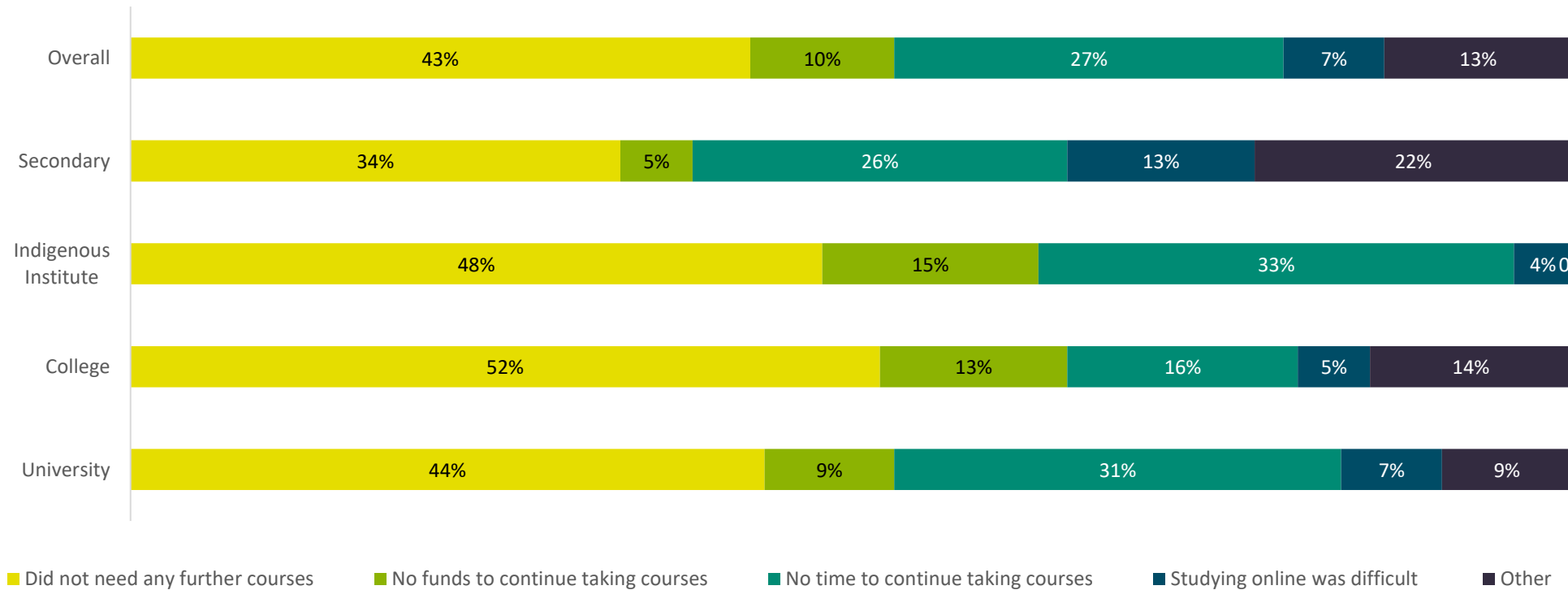
Q6. Why did you not register in any more course(s)? Please select all that apply. (N=1,773)
Base: Q5. Have you registered for other course(s) since March 31st, 2020?

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Reasons Why Respondents Did Not Complete the Programs or Course

- 23% of respondents indicated other personal reasons such as health and finance prevented them from completing the program or course they registered in.
- 'Too busy with work', 'Other mentions of lack of time' and 'family issues' each took up 12% of all responses.
- 10% indicated the program/course content was too difficult.
- 9% cited COVID-19 as a reason.

Reason	%
Other personal reasons (e.g. health, finances, etc.)	23%
Too busy with work	12%
Other mentions of lack of time	12%
Family issues (e.g. kids, family health, etc.)	12%
It was too difficult (e.g. content too hard, insufficient help, etc.)	10%
Due to the COVID-19 pandemic	9%
Changed education plans (e.g. went back to school or college, etc.)	7%
Technical issues with computer/Internet	7%
Other (Final)	7%
I did not complete the course	7%
Did not need this course or program	4%
I registered and/or attended	4%
Was just inquiring about courses or programs/Did not enroll	3%
Prefer doing course in-person	3%
Lack of support (e.g. to answer questions, provide tech support,…	3%
Only used Contact North to write my exams/Proctor my exams	2%
Got a job	2%
No/None	1%

Q4. Why did you not complete the course or program that you were registered in? (N=266)*
Base: Q3. How many course(s) did you complete? (N=2,519)

Satisfaction

Overall Satisfaction

- 92% of all respondents were very satisfied/satisfied with their experiences with Contact North | Contact Nord.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	% TOP2
Overall	73%	19%	5%	2%		92%
Secondary	65%	24%	7%	3%	3%	89%
Indigenous Institute	68%	15%	17%		0%	83%
College	73%	19%	5%	2%		92%
2020	76%	18%	4%	2%		94%
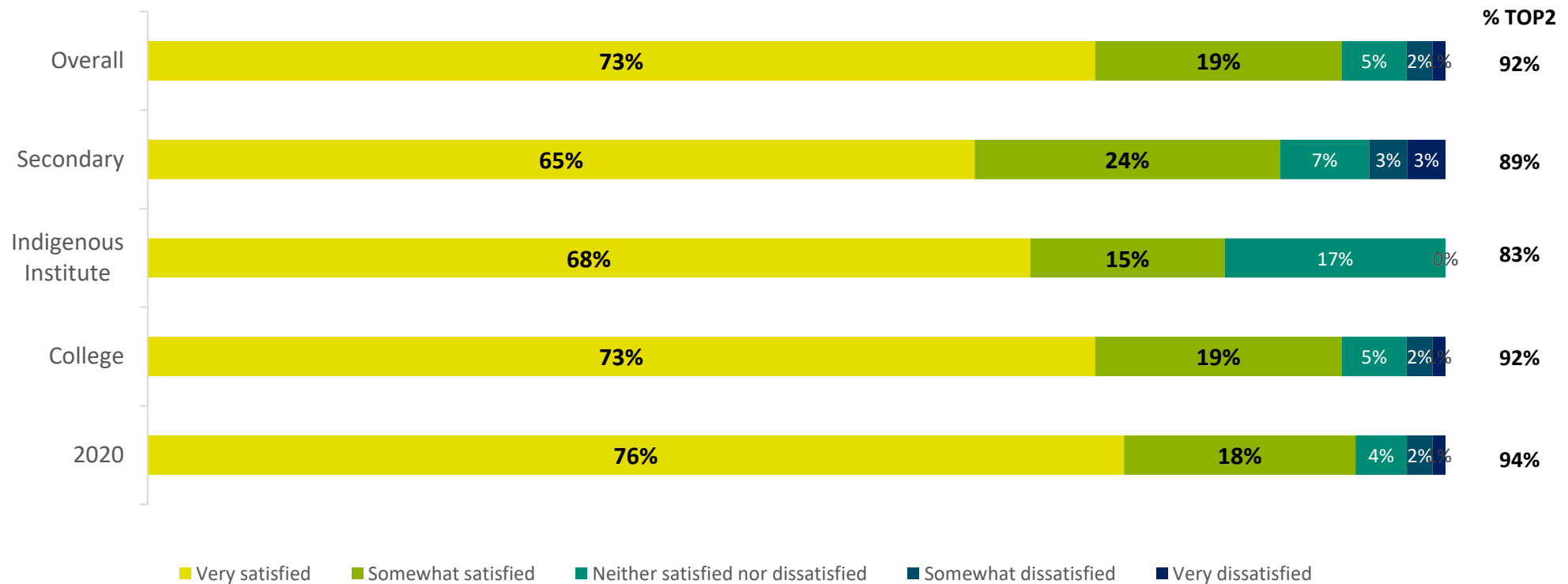
Q10. Overall, how satisfied are you with your experience using Contact North | Contact Nord's services? (N=2,519)

Likelihood to Recommend

- 91% of respondents are likely recommend Contact North | Contract Nord to friends or family members.

	Very likely	Somewhat likely	Neither	Somewhat unlikely	Very unlikely	% TOP2
Overall	74%	17%	7%	1%		91%
Secondary	74%	18%	5%	1%	2%	91%
Indigenous Institute	66%	27%	5%	0%		93%
College	71%	19%	7%	1%		90%
University	74%	16%	8%	2%		90%

■ Very likely   ■ Somewhat likely   ■ Neither   ■ Somewhat unlikely   ■ Very unlikely
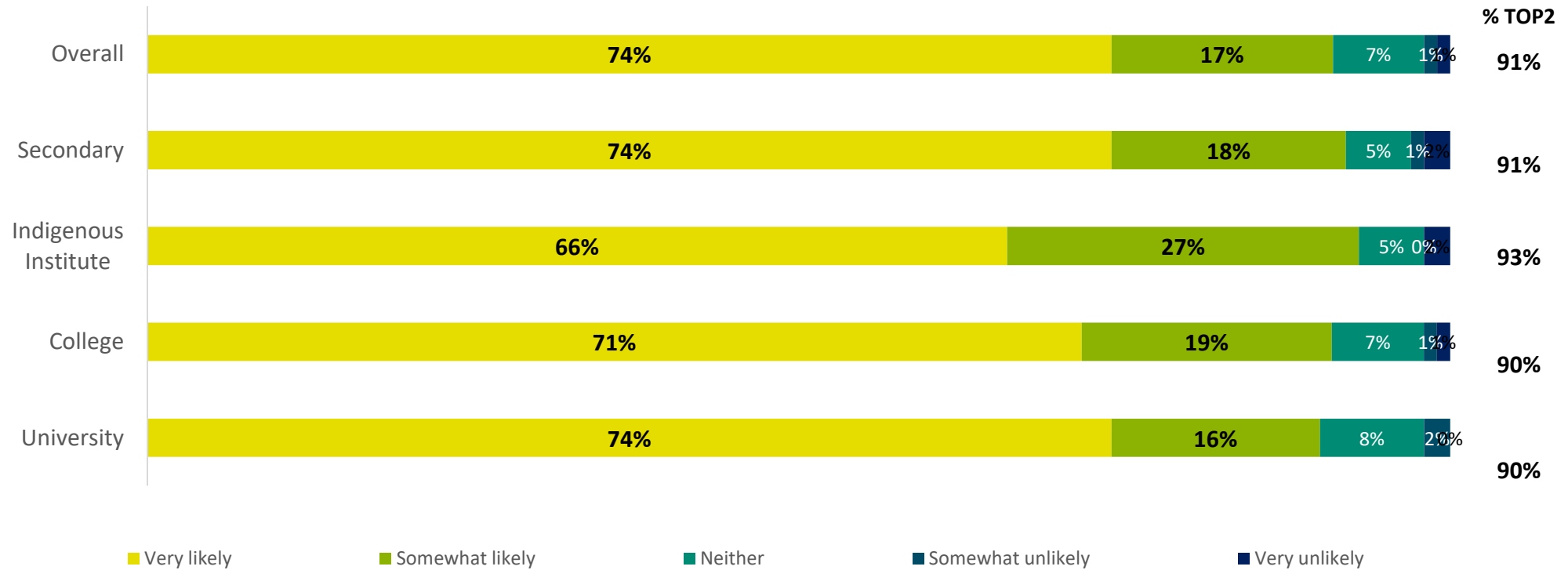
Q9. How likely are you to recommend Contact North | Contact Nord's services to a friend or family member? (N=2,519)

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Services

Information on Available Online Courses and Study Options

- 76% of respondents used the "information on available online courses and study options" service.
- 93% of respondents who used the service rated it as excellent/very good/good.

% TOP3

	Top 2 (Excellent /Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	68%	25%	7%	24%	93%
Secondary	62%	29%	9%	13%	91%
Indigenous Institute	64%	17%	19%	12%	91%
College	66%	26%	8%	19%	92%
University	70%	25%	5%	39%	95%

Legend: ■ Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service
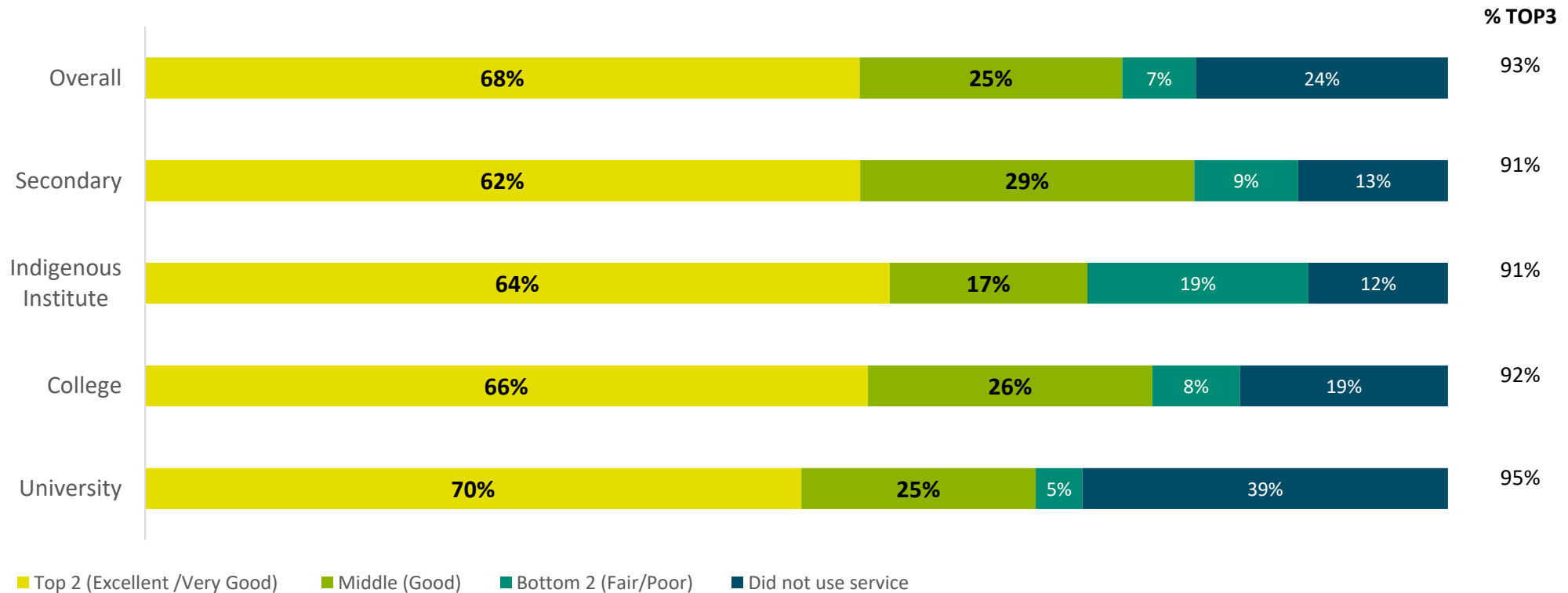
Q11A. How would you rate the following Contact North | Contact Nord services?
Information on available online courses and study options (N=2,519)
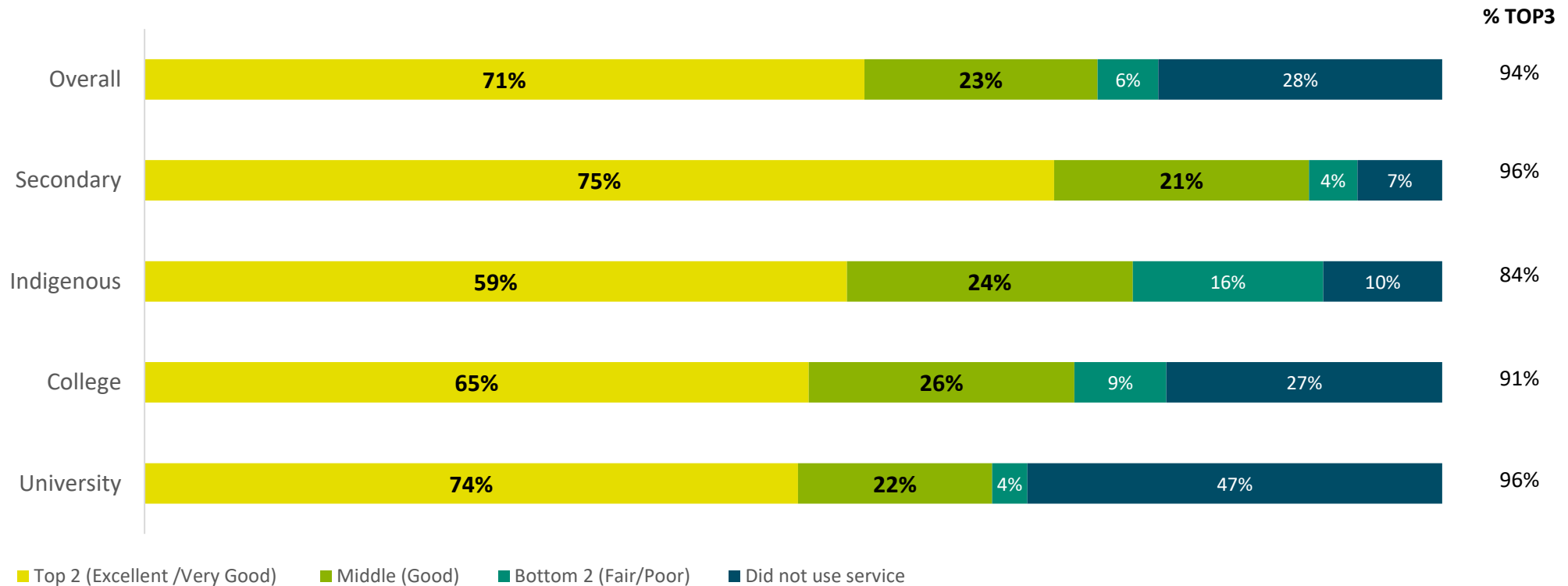
Support from Staff in the Online Learning Centre

- 75% of respondents used the "support from staff in the online learning centres" services.
- 95% of respondents who used the service rated it as excellent/very good/good.

% TOP3

	Top 2 (Excellent /Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	73%	21%	5%	25%	95%
Secondary	67%	25%	8%	13%	92%
Indigenous	67%	15%	18%	20%	82%
College	72%	23%	5%	20%	95%
University	76%	20%	4%	40%	97%

■ Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service
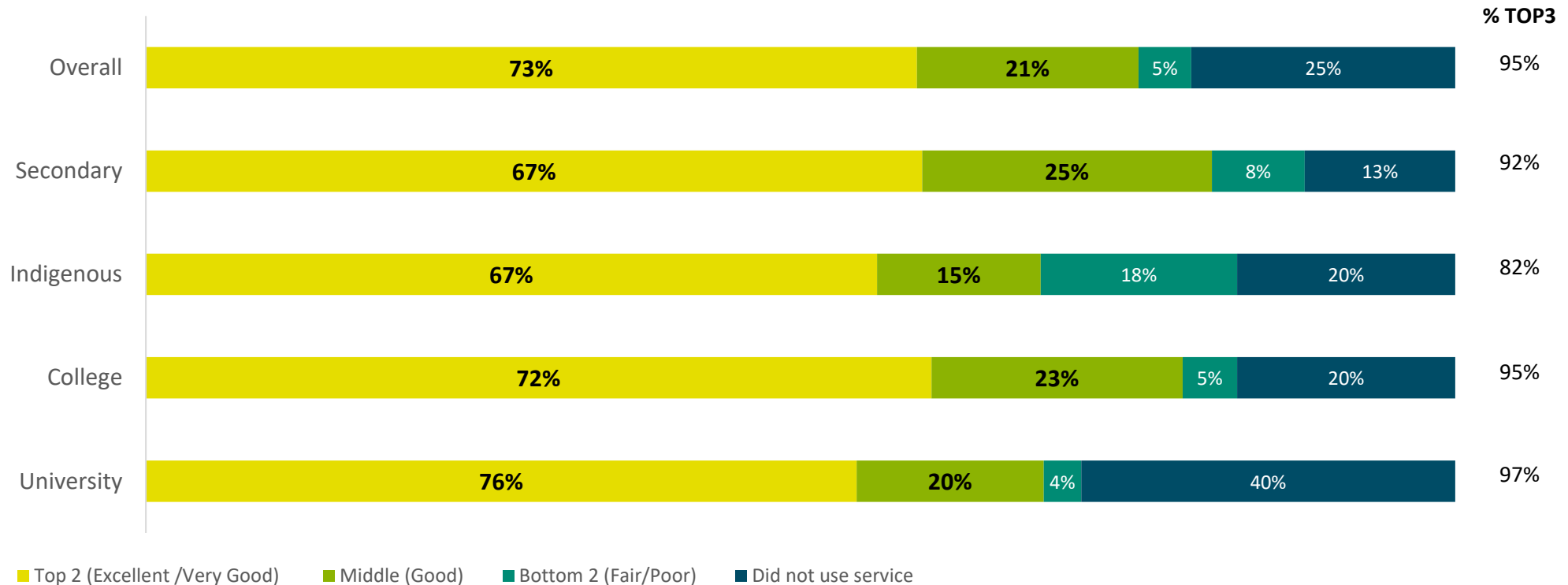
Q11C. How would you rate the following Contact North | Contact Nord services?
Support from staff in the online learning centre (N=2,519)

Referrals for Local Support Services

- 59% of respondents used the "referrals for local support services" service.
- 91% of respondents who used the service rated it as excellent/very good/good.

	Top 2 (Excellent /Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	66%	26%	9%	41%	91%
Secondary	60%	60%	10%	24%	90%
Indigenous	69%	19%	13%	22%	88%
College	61%	29%	10%	35%	90%
University	74%	21%	2%	59%	95%

Legend: ■ Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service

Q11D. How would you rate the following Contact North | Contact Nord services?
Referrals for local support services (N=2,519)

Computers at an Online Learning Centre

- 51% of respondents used the "computers at an online learning centre" service.
- 95% of respondents who used the service rated it as excellent/very good/good.

	Top 2 (Excellent /Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	69%	26%	6%	49%	95%
Secondary	58%	35%	8%	44%	93%
Indigenous	69%	24%	7%	29%	93%
College	69%	25%	6%	38%	94%
University	72%	25%	3%	60%	97%

■ Top 2 (Excellent /Very Good)   ■ Middle (Good)   ■ Bottom 2 (Fair/Poor)   ■ Did not use service
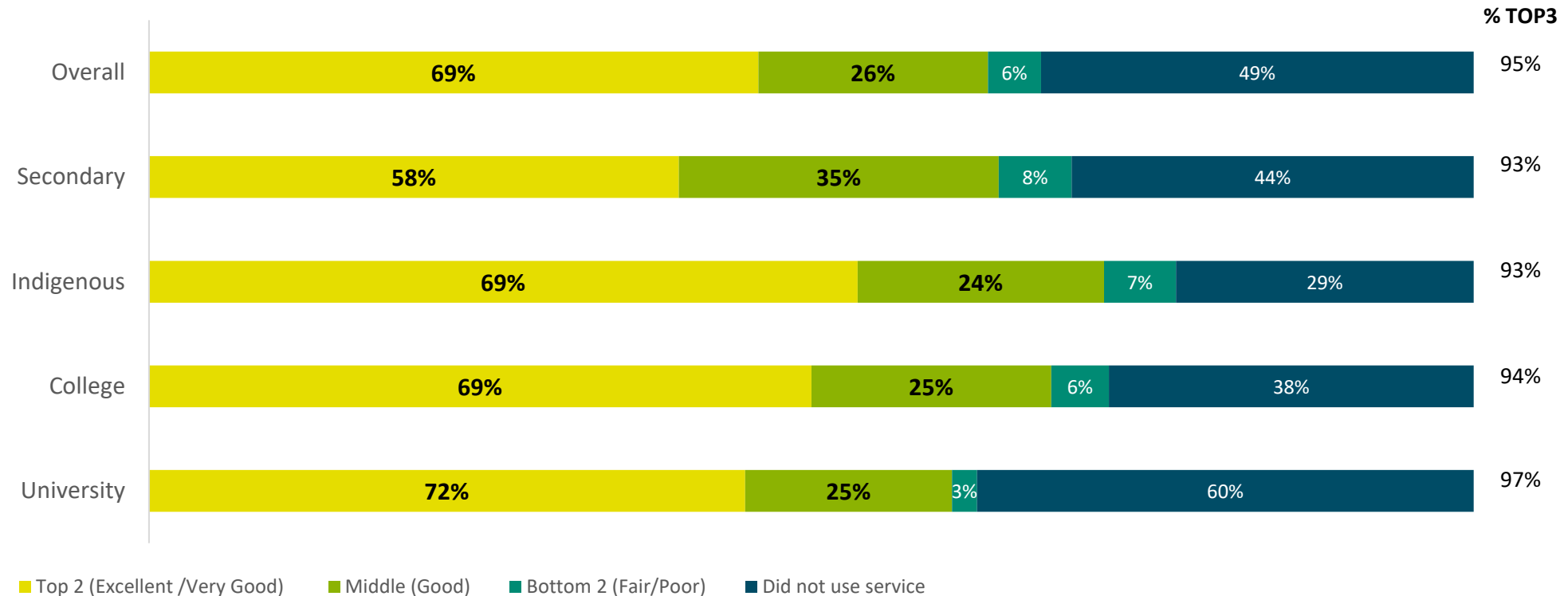
Q11E. How would you rate the following Contact North | Contact Nord services?
Computers at an online learning centre (N=2,519)

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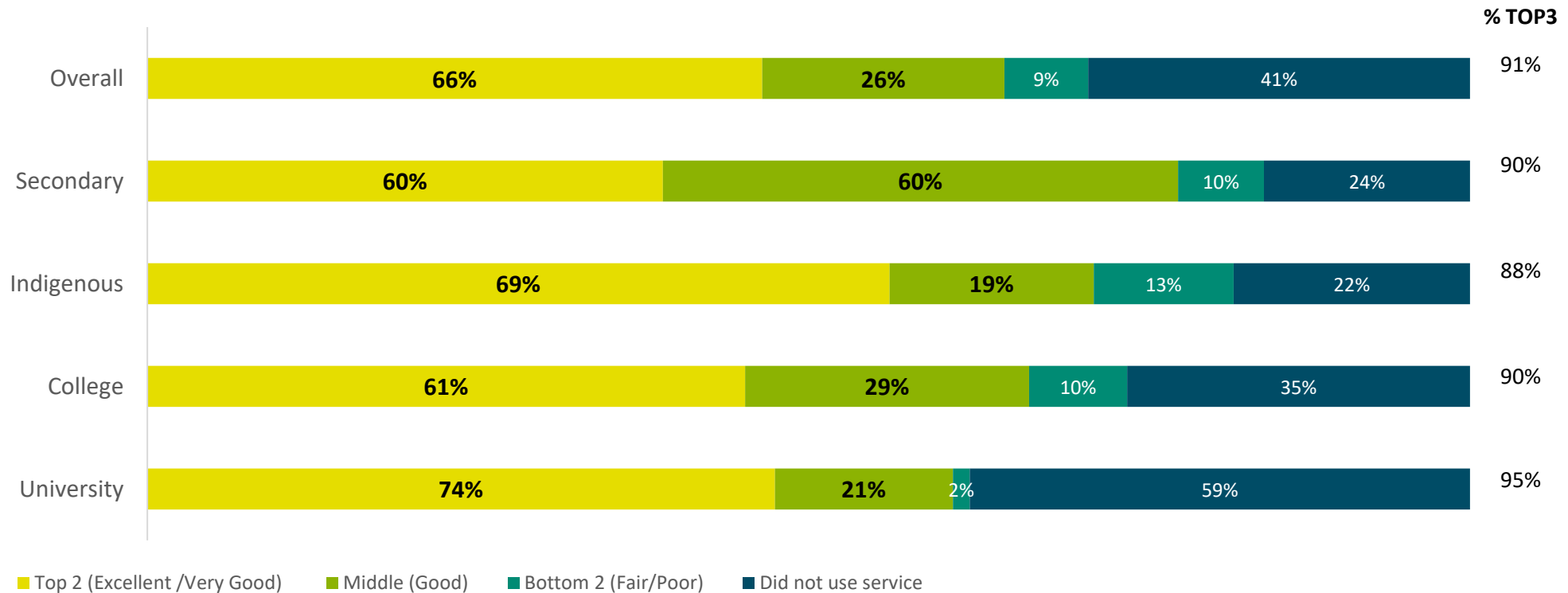FORUM RESEARCH INC.

Internet Access at an Online Learning Centre

- 54% of respondents used the "internet access at an online learning centre" service.
- 95% of respondents who used the service rated it as excellent/very good/good.

% TOP3

	Top 2 (Excellent/Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	71%	24%	6%	46%	95%
Secondary	58%	36%	6%	40%	94%
Indigenous	60%	30%	10%	27%	90%
College	73%	22%	6%	35%	95%
University	74%	23%	4%	61%	96%

■ Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service
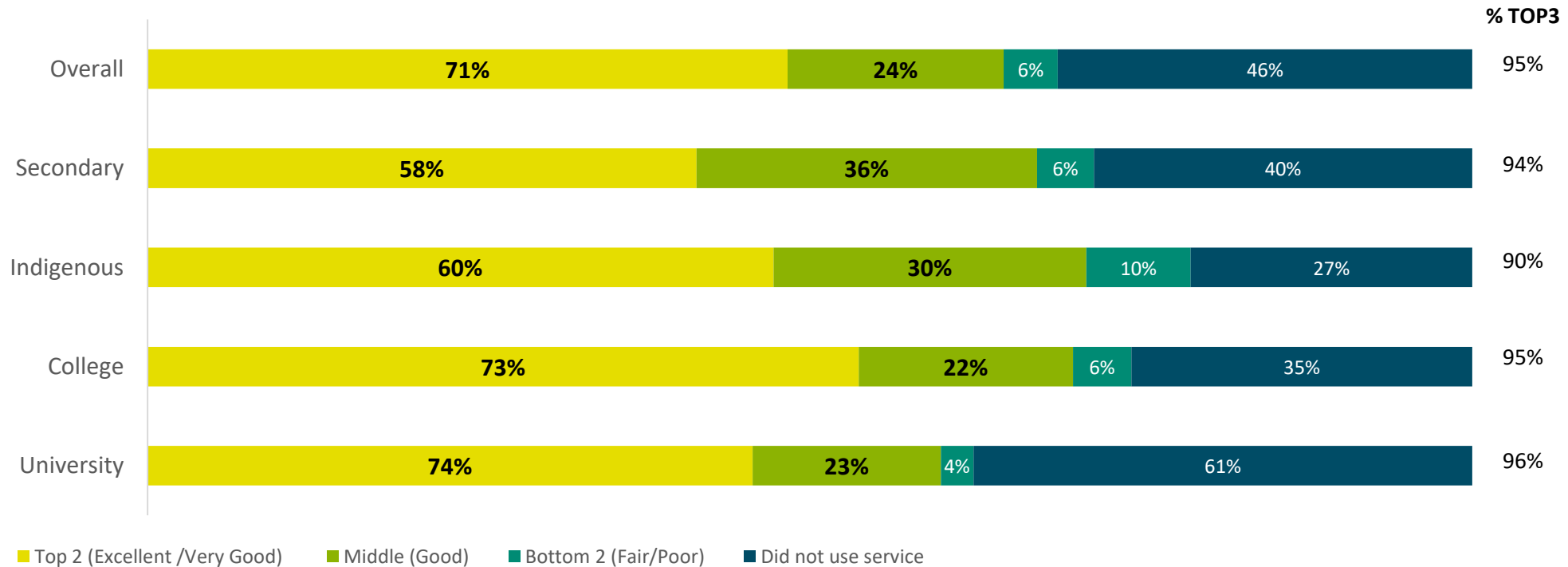
Q11F. How would you rate the following Contact North | Contact Nord services?
Internet access at an online learning centre (N=2,519)

Web Conferencing Platform

- 53% of respondents used the "web conferencing platform" service.
- 92% of respondents who used the service rated it as excellent/very good/good.

% TOP3

	Top 2 (Excellent /Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	62%	31%	8%	47%	92%
Secondary	53%	39%	8%	45%	92%
Indigenous	57%	32%	11%	32%	89%
College	61%	31%	8%	34%	92%
University	66%	28%	6%	61%	94%

■ Top 2 (Excellent /Very Good)   ■ Middle (Good)   ■ Bottom 2 (Fair/Poor)   ■ Did not use service

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Q11G. How would you rate the following Contact North | Contact Nord services?
Web conferencing platform (Adobe Connect) at an online learning centre or from home (N= 2,519)

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Videoconferencing Platform

- 44% of respondents used the "videoconferencing platform" service.
- 92% of respondents who used the service rated it as excellent/very good/good.

% TOP3

Overall	60%	32%	8%	56%	92%
Secondary	51%	40%	8%	58%	92%
Indigenous	61%	30%	9%	44%	91%
College	59%	32%	10%	45%	90%
University	63%	32%	5%	66%	95%

■ Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service
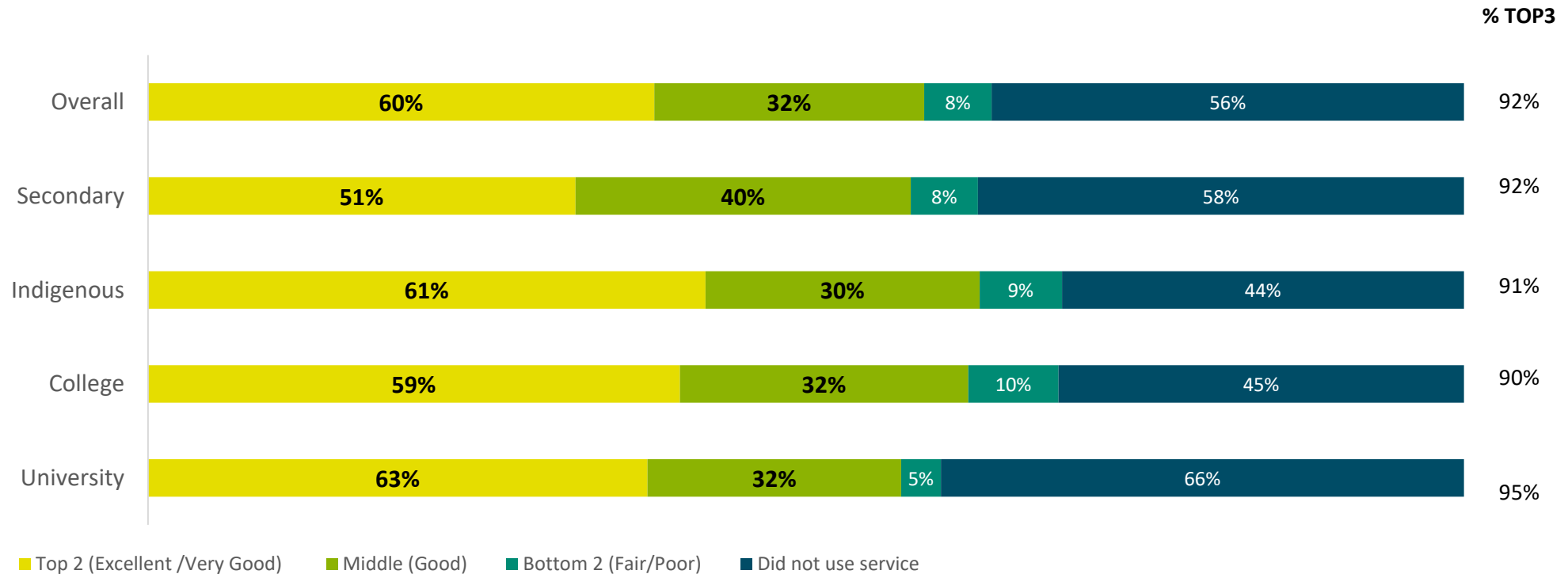
11H. How would you rate the following Contact North | Contact Nord services?
Videoconferencing platform at an online learning (N=2,519)

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Technical Support Hotline

- 47% of respondents used the "technical support hotline" service.
- 93% of respondents who used the service rated it as excellent/very good/good.

% TOP3

	Top 2 (Excellent /Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	66%	28%	7%	53%	93%
Secondary	59%	32%	8%	49%	92%
Indigenous	62%	27%	12%	37%	89%
College	66%	27%	7%	42%	93%
University	67%	29%	1%	68%	96%

Legend: ■ Top 2 (Excellent /Very Good) ■ Middle (Good) ■ Bottom 2 (Fair/Poor) ■ Did not use service

Q11I. How would you rate the following Contact North | Contact Nord services?
Technical Support Hotline (N=2,519)

Exam Invigilation Services
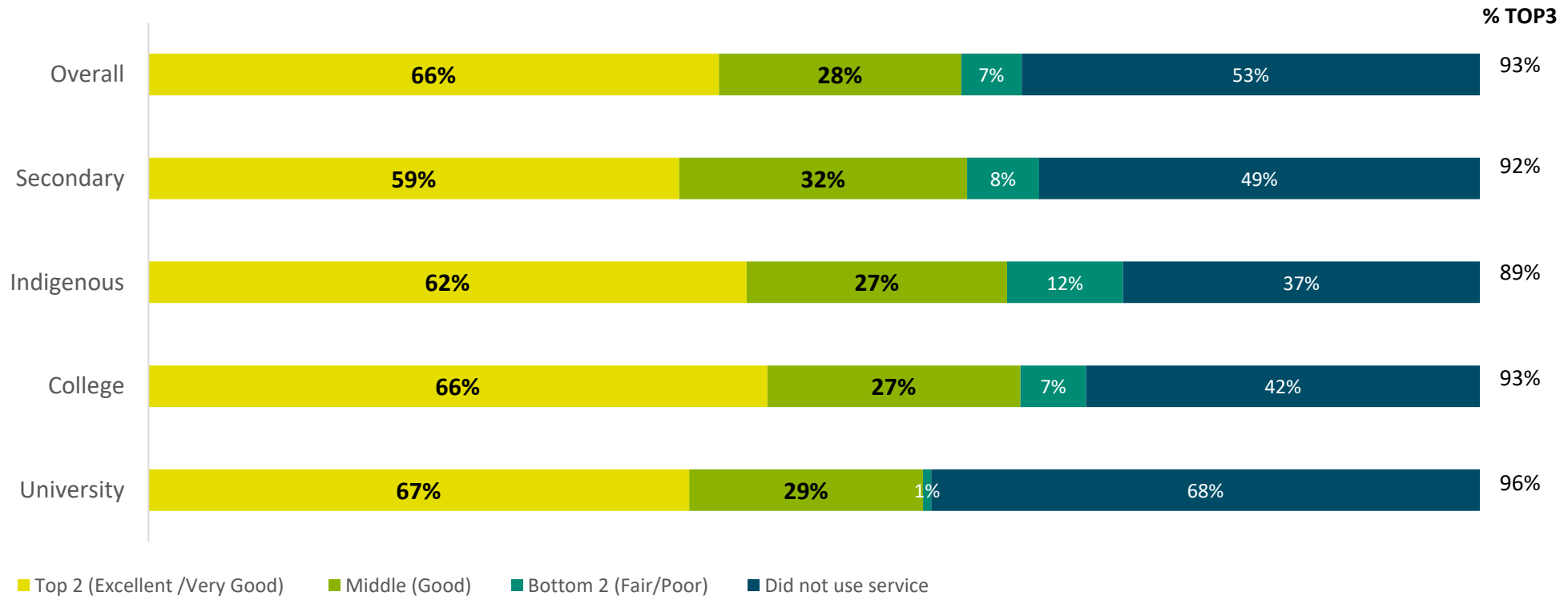
- 65% of respondents used "exam invigilation services".
- 95% of respondents who used the service rated it as excellent/very good/good.

% TOP3

	Top 2 (Excellent /Very Good)	Middle (Good)	Bottom 2 (Fair/Poor)	Did not use service	% TOP3
Overall	70%	25%	6%	35%	95%
Secondary	51%	42%	7%	49%	93%
Indigenous	56%	36%	8%	39%	92%
College	70%	24%	6%	23%	94%
University	76%	20%	4%	33%	96%

■ Top 2 (Excellent /Very Good)   ■ Middle (Good)   ■ Bottom 2 (Fair/Poor)   ■ Did not use service
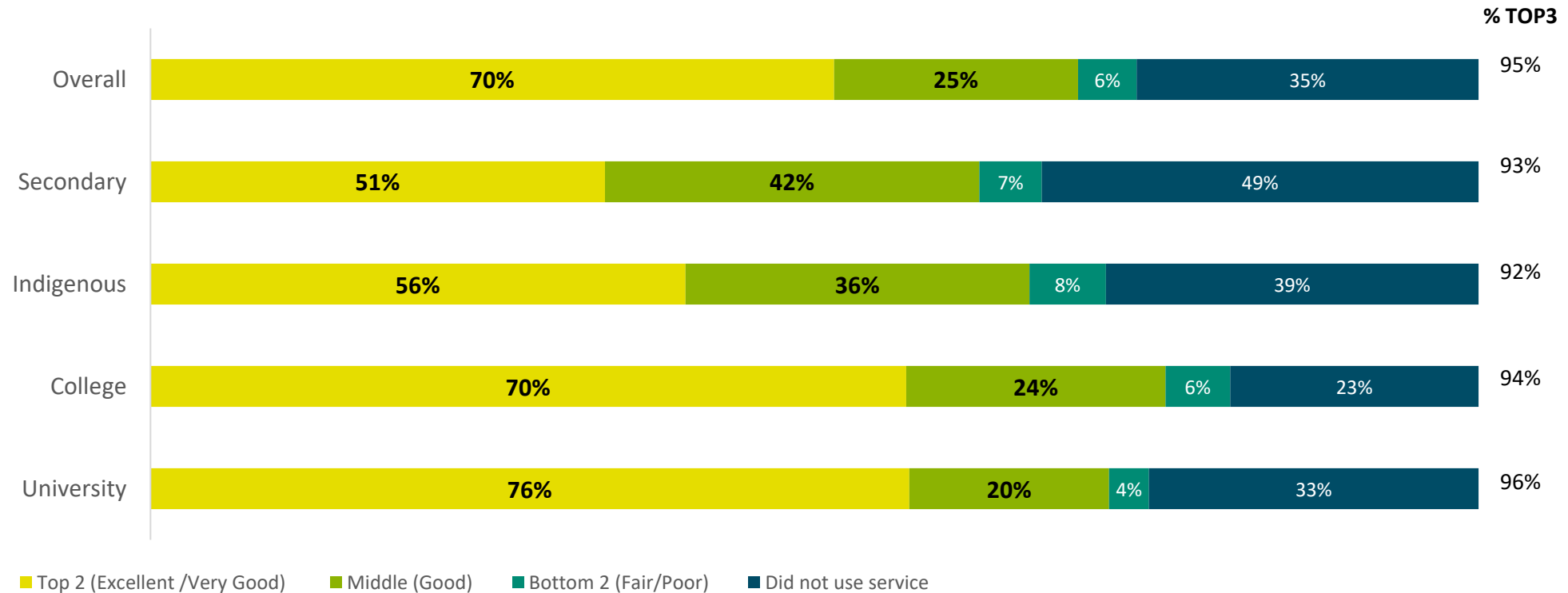
Q11J. How would you rate the following Contact North | Contact Nord services?
Exam invigilation services (N=2,519)

Services Used

- The top three most commonly used services are: Information on available online courses and study options (76%), Support from staff in the online learning centre (75%), and help registering in courses (72%).

Service	%
Information on available online courses and study options	76%
Support from staff in the online learning centre	75%
Help registering in courses	72%
Exam invigilation services	65%
Referrals for local support services	59%
Internet access at an online learning centre	54%
Web conferencing platform (Saba or Adobe Connect) at an…	53%
Computers at an online learning centre	51%
Technical Support Hotline	47%
Videoconferencing platform at an online learning	44%

Services Contact North | Contact Nord Can Provide

- 1 in 2 respondents indicated they did not have any recommendations for Contact North | Contact Nord about other services that could be provided in order to help the respondent to complete their courses (55%).
- Of the 29% who provided a recommendation, a few indicated Contact North | Contact Nord could provide 'more/better information' regarding locations and schedules (4%).
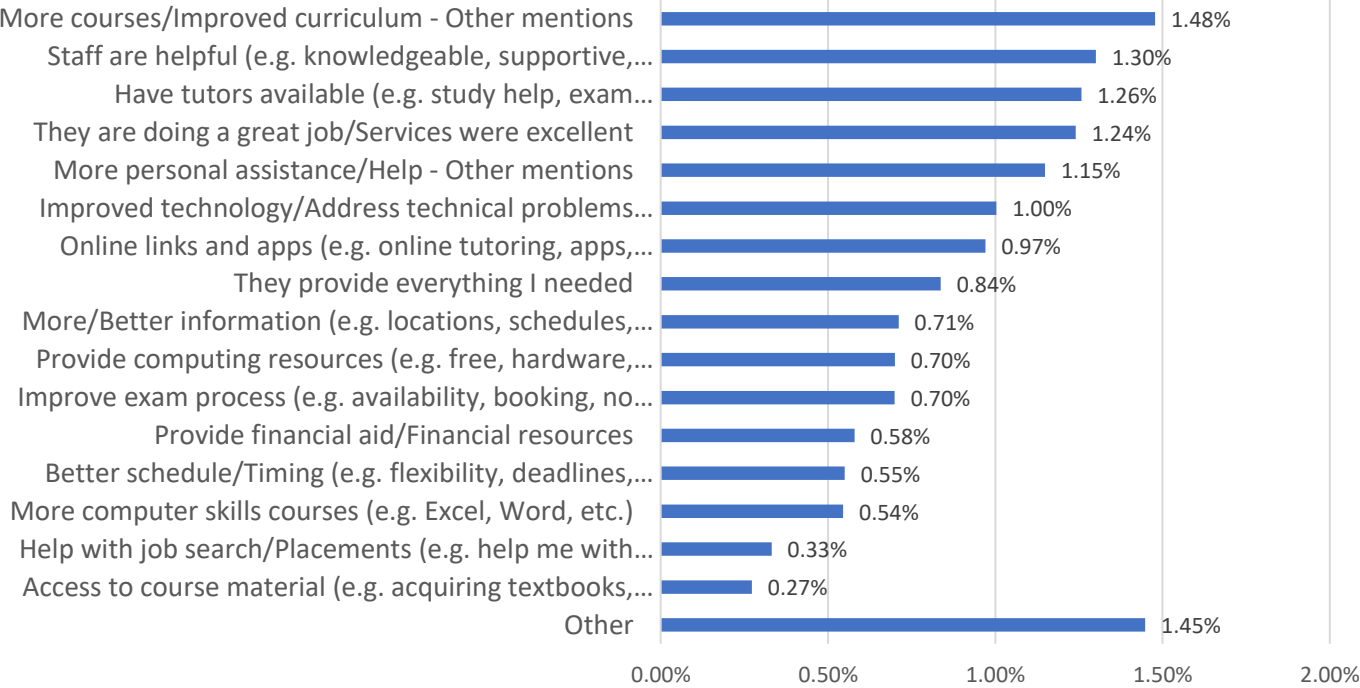
Are there services that could be provided?

Category	Value
No	55%
Yes	29%
Don't know/Refused	59%
Other	1%

Services that could be provided

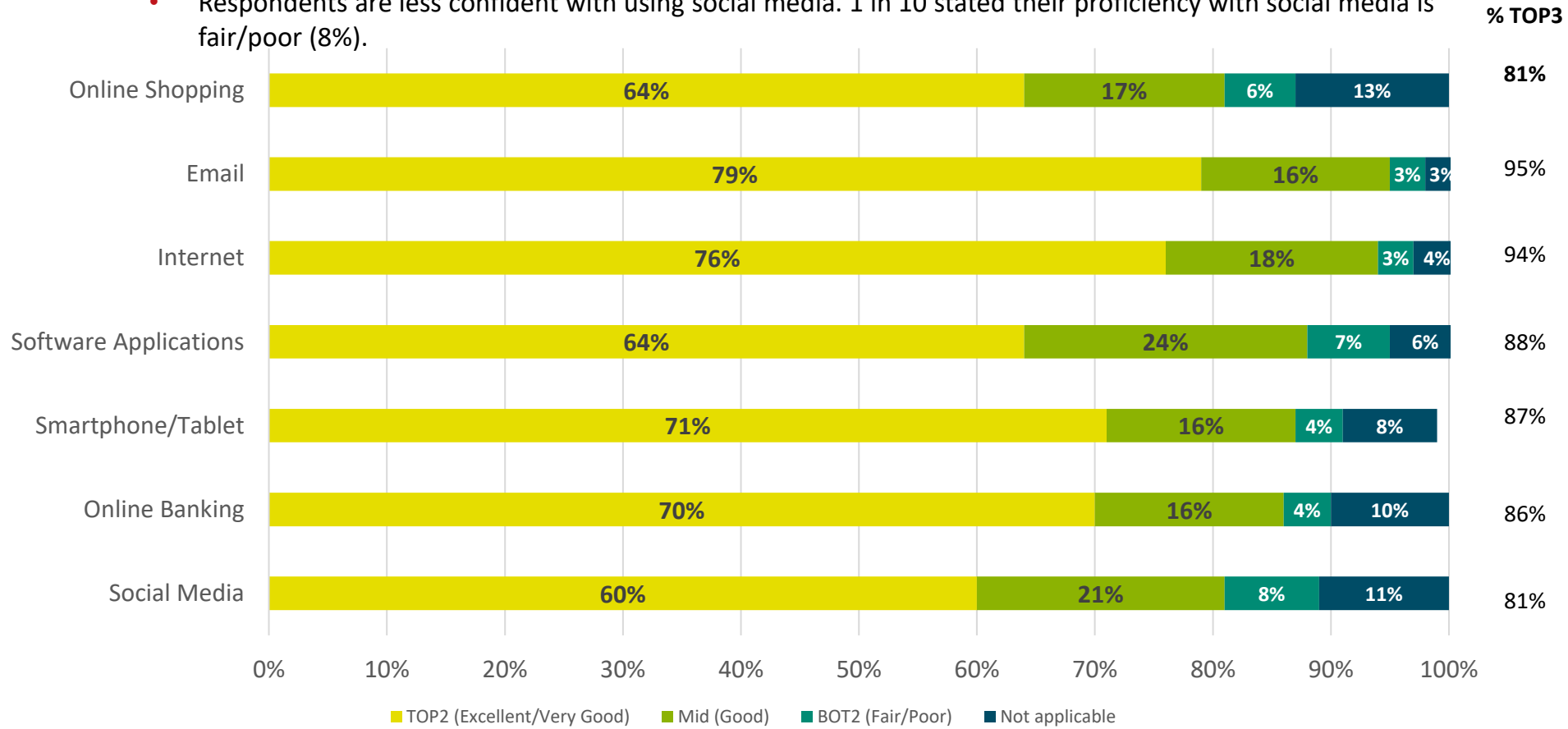| Service	Value
More courses/Improved curriculum - Other mentions	1.48%
Staff are helpful (e.g. knowledgeable, supportive,…	1.30%
Have tutors available (e.g. study help, exam…	1.26%
They are doing a great job/Services were excellent	1.24%
More personal assistance/Help - Other mentions	1.15%
Improved technology/Address technical problems…	1.00%
Online links and apps (e.g. online tutoring, apps,…	0.97%
They provide everything I needed	0.84%
More/Better information (e.g. locations, schedules,…	0.71%
Provide computing resources (e.g. free, hardware,…	0.70%
Improve exam process (e.g. availability, booking, no…	0.70%
Provide financial aid/Financial resources	0.58%
Better schedule/Timing (e.g. flexibility, deadlines,…	0.55%
More computer skills courses (e.g. Excel, Word, etc.)	0.54%
Help with job search/Placements (e.g. help me with…	0.33%
Access to course material (e.g. acquiring textbooks,…	0.27%
Other	1.45%

Q13. Are there other services Contact North | Contact Nord can provide to help you when completing courses? (N=2,519)

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Technology

Proficiency with Technology

- Most respondents rate their proficiency using e-mail (95%) and the Internet (94%) as excellent/very good/ good.
- Respondents are less confident with using social media. 1 in 10 stated their proficiency with social media is fair/poor (8%).
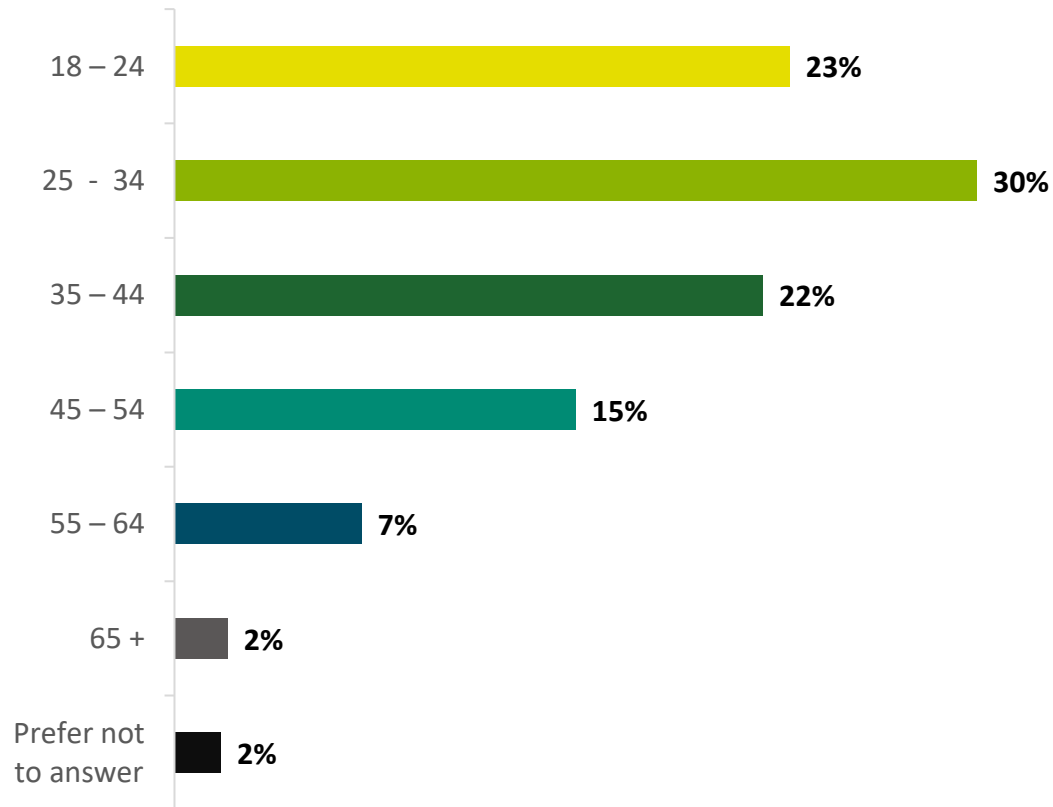
% TOP3

Category	TOP2 (Excellent/Very Good)	Mid (Good)	BOT2 (Fair/Poor)	Not applicable	% TOP3
Online Shopping	64%	17%	6%	13%	**81%**
Email	79%	16%	3%	3%	95%
Internet	76%	18%	3%	4%	94%
Software Applications	64%	24%	7%	6%	88%
Smartphone/Tablet	71%	16%	4%	8%	87%
Online Banking	70%	16%	4%	10%	86%
Social Media	60%	21%	8%	11%	81%

Legend: ■ TOP2 (Excellent/Very Good) ■ Mid (Good) ■ BOT2 (Fair/Poor) ■ Not applicable

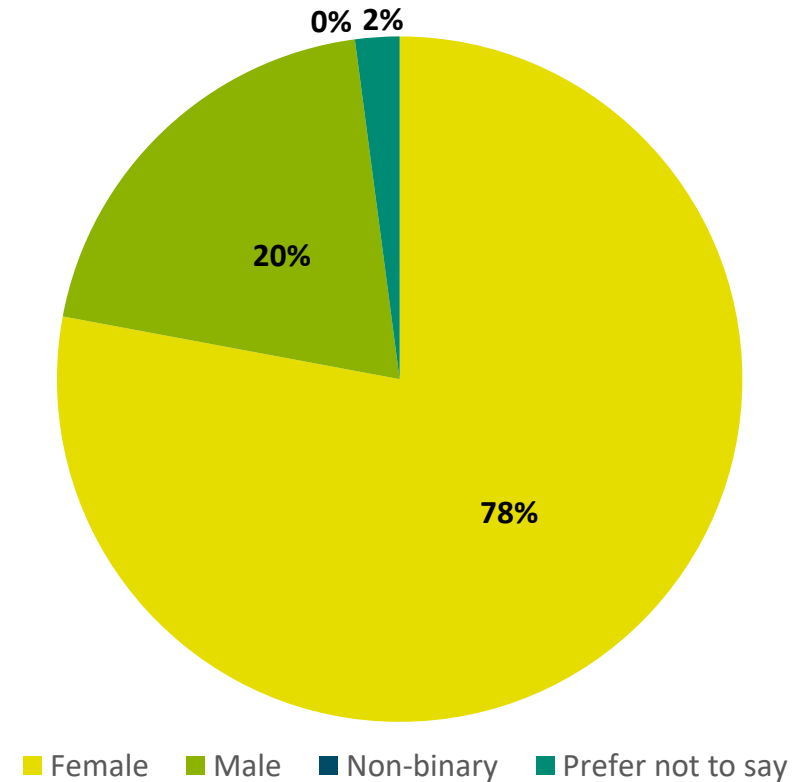**Q12A – F. Overall, how would you rate your proficiency with the following technology and applications? (N=2,519)**

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Demographics

Age and Gender

Age Range

- 18 – 24: **23%**
- 25 - 34: **30%**
- 35 – 44: **22%**
- 45 – 54: **15%**
- 55 – 64: **7%**
- 65 +: **2%**
- Prefer not to answer: **2%**

Gender

- Female: **78%**
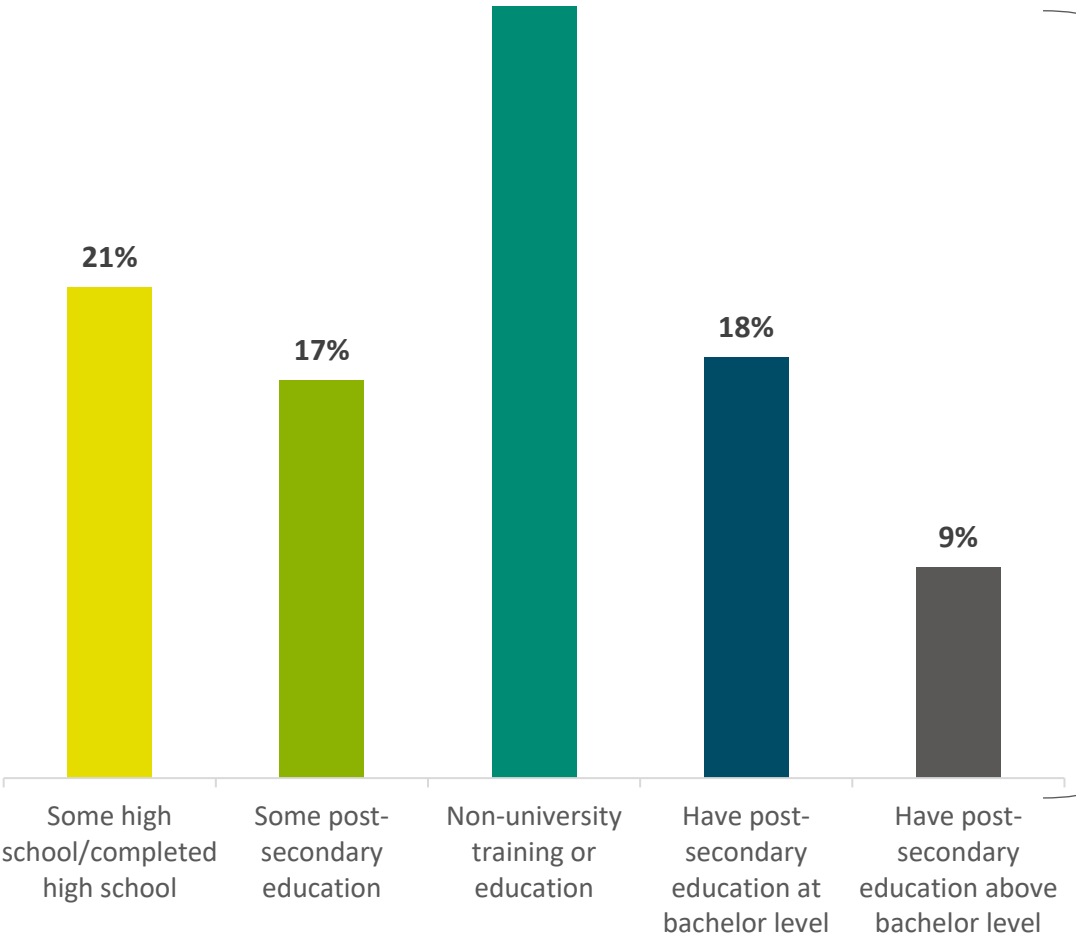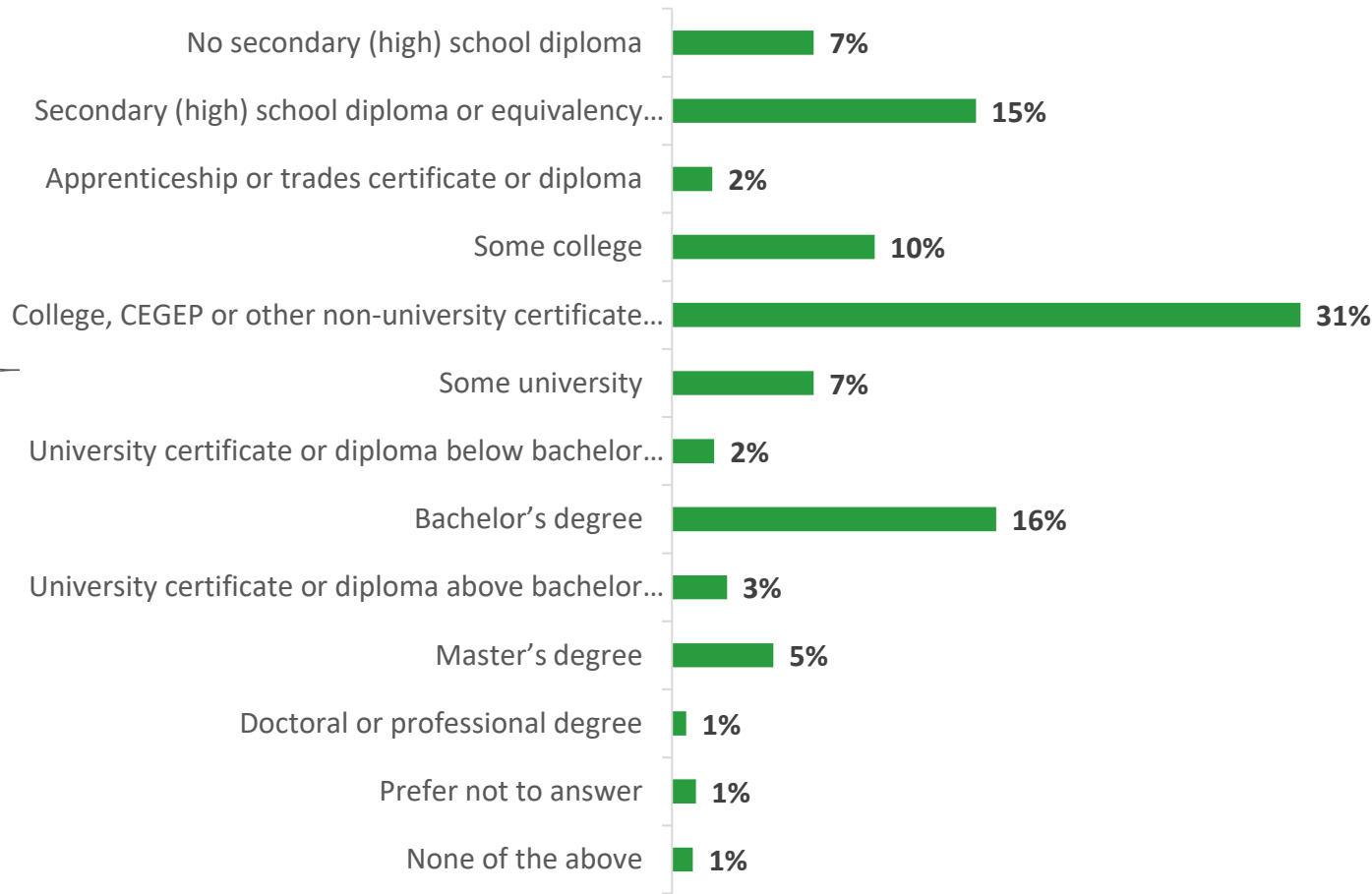- Male: **20%**
- Non-binary: **0%**
- Prefer not to say: **2%**

D1. How would you describe your gender? (N=2,519)
D2. What is your age? (N=2,519)
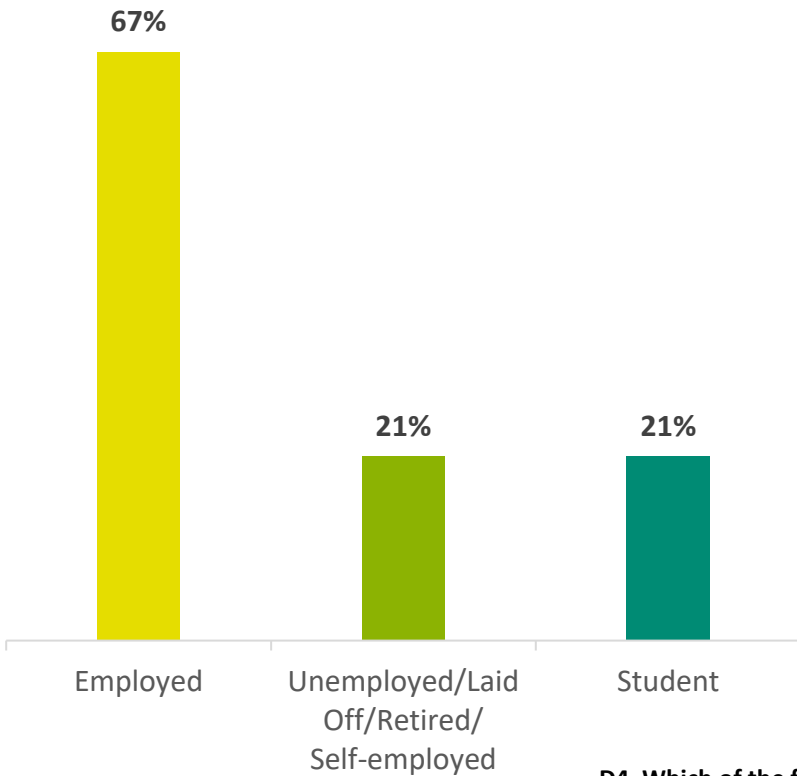
Education

Overview: Level of Education

- Some high school/completed high school: 21%
- Some post-secondary education: 17%
- Non-university training or education: 36%
- Have post-secondary education at bachelor level: 18%
- Have post-secondary education above bachelor level: 9%

Breakdown: Level of Education

- No secondary (high) school diploma: 7%
- Secondary (high) school diploma or equivalency...: 15%
- Apprenticeship or trades certificate or diploma: 2%
- Some college: 10%
- College, CEGEP or other non-university certificate...: 31%
- Some university: 7%
- University certificate or diploma below bachelor...: 2%
- Bachelor's degree: 16%
- University certificate or diploma above bachelor...: 3%
- Master's degree: 5%
- Doctoral or professional degree: 1%
- Prefer not to answer: 1%
- None of the above: 1%

D3. What is the highest level of education or training you have completed? (N=2,519)

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Employment

Overview: Level of Employment

- Employed: 67%
- Unemployed/Laid Off/Retired/Self-employed: 21%
- Student: 21%

Breakdown: Level of Employment

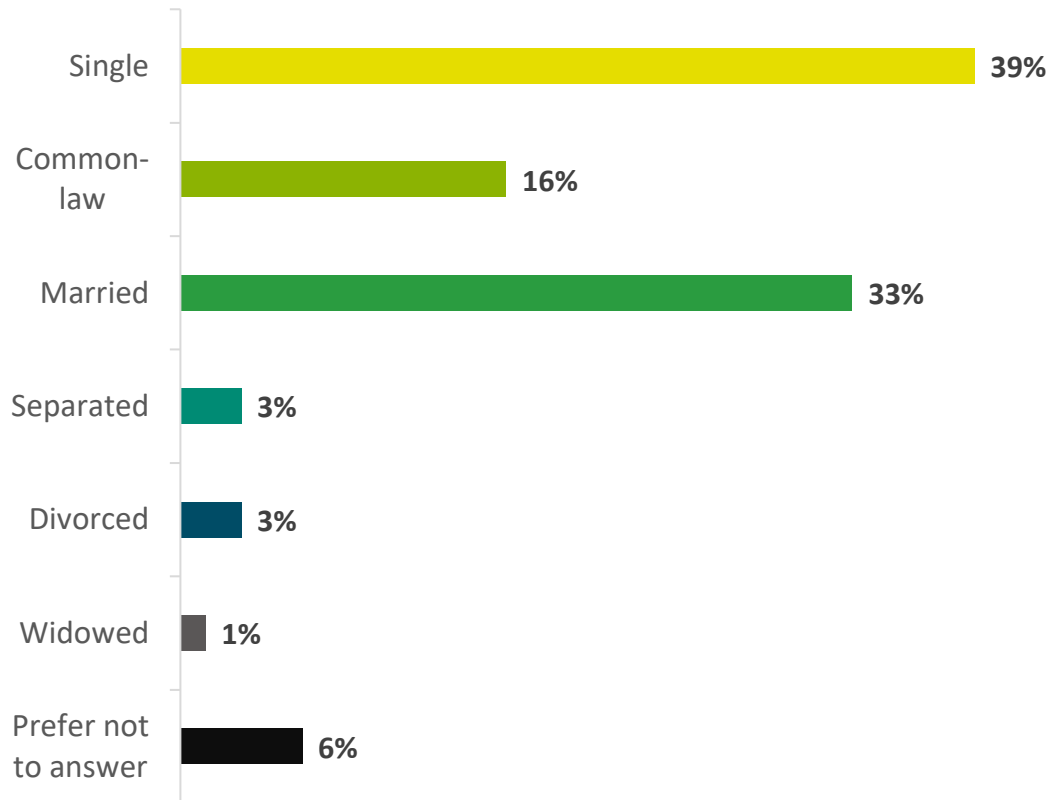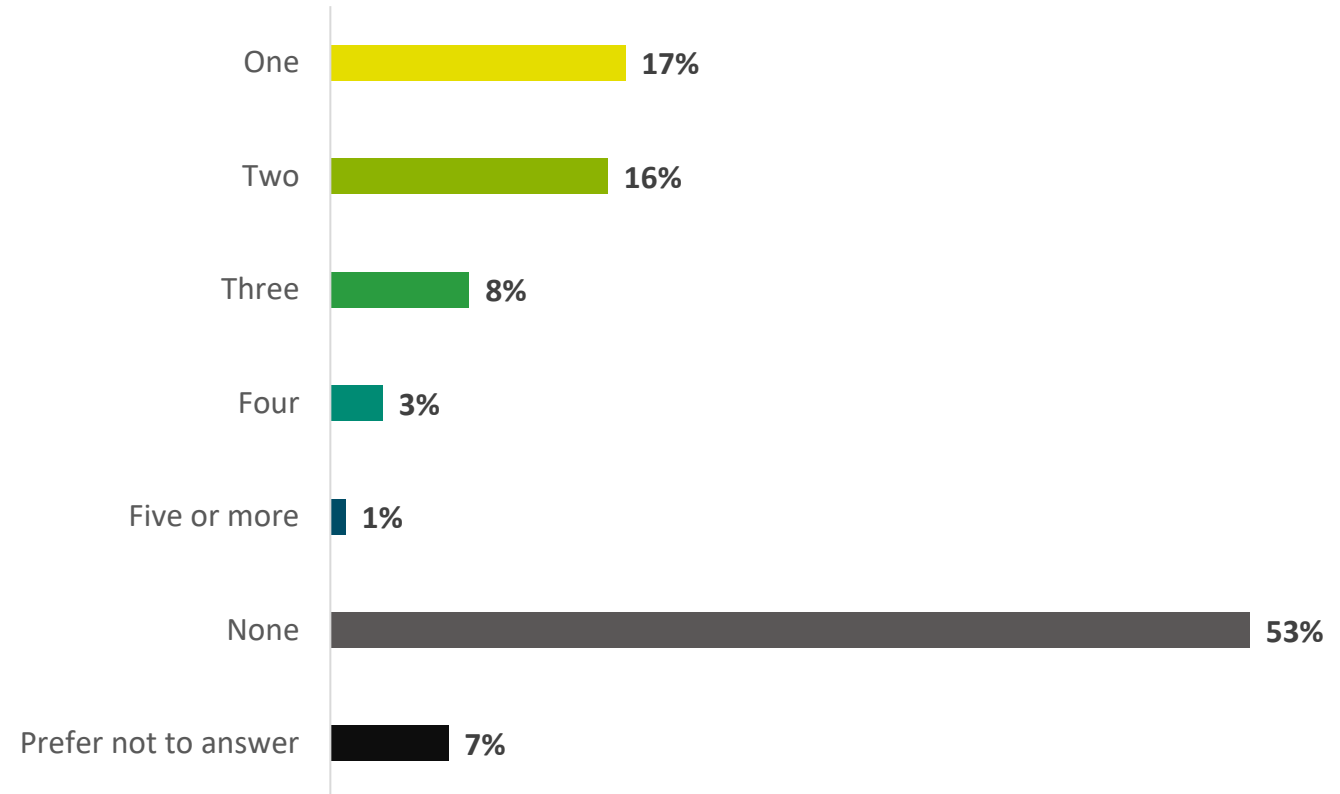| Category	Percentage
Employed full-time	41%
Employed part-time	21%
Employed in multiple part-time jobs	3%
Temporarily laid off	6%
Self-employed	5%
Unemployed	14%
Retired	2%
Full-time Student	14%
Part-time student	7%
Prefer not to answer	2%
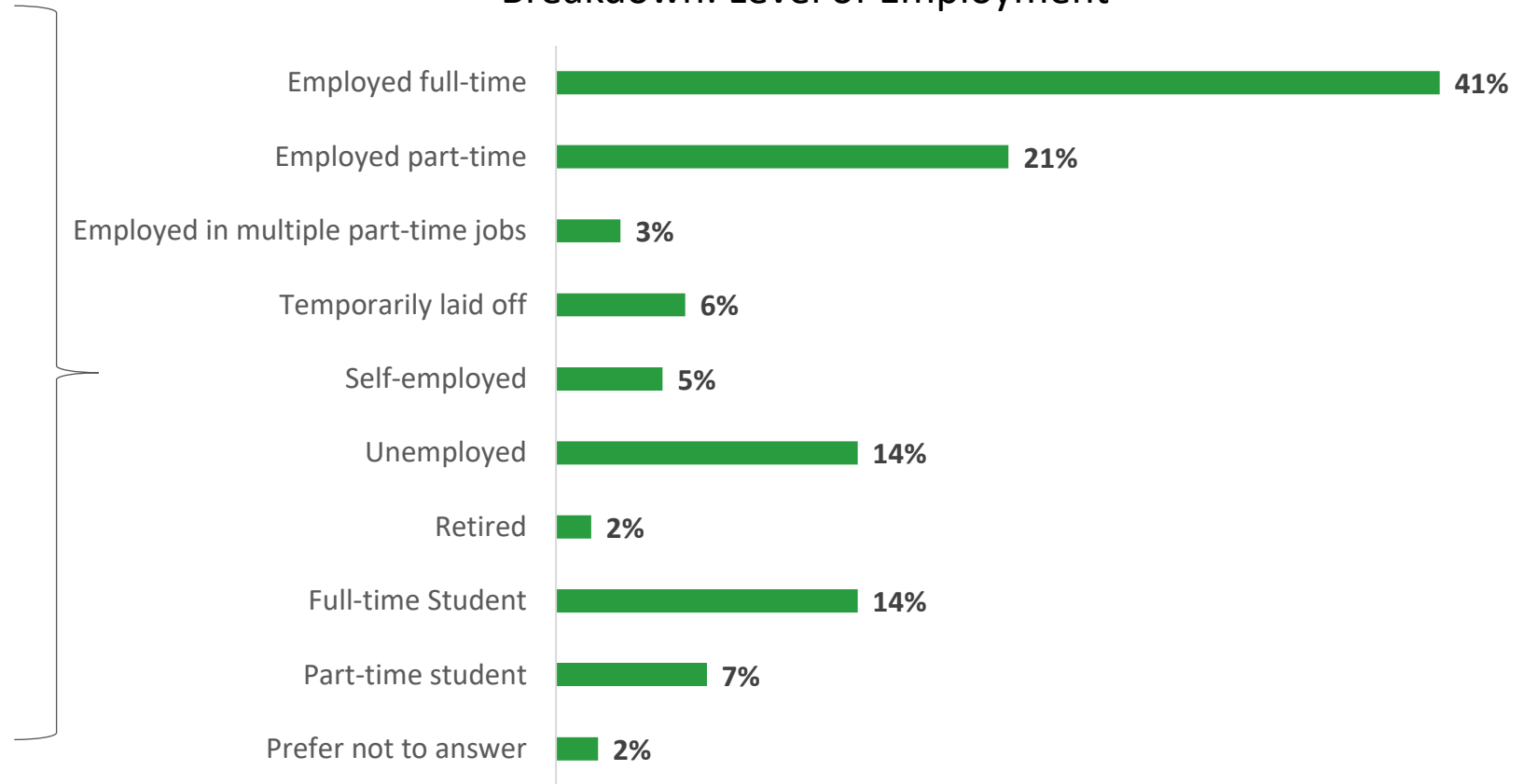
D4. Which of the following best describes your current employment status? Please select all that apply. (N=2,519)

Relationship Status & Number of Children

Relationship Status

Category	Percentage
Single	39%
Common-law	16%
Married	33%
Separated	3%
Divorced	3%
Widowed	1%
Prefer not to answer	6%

Number of Children

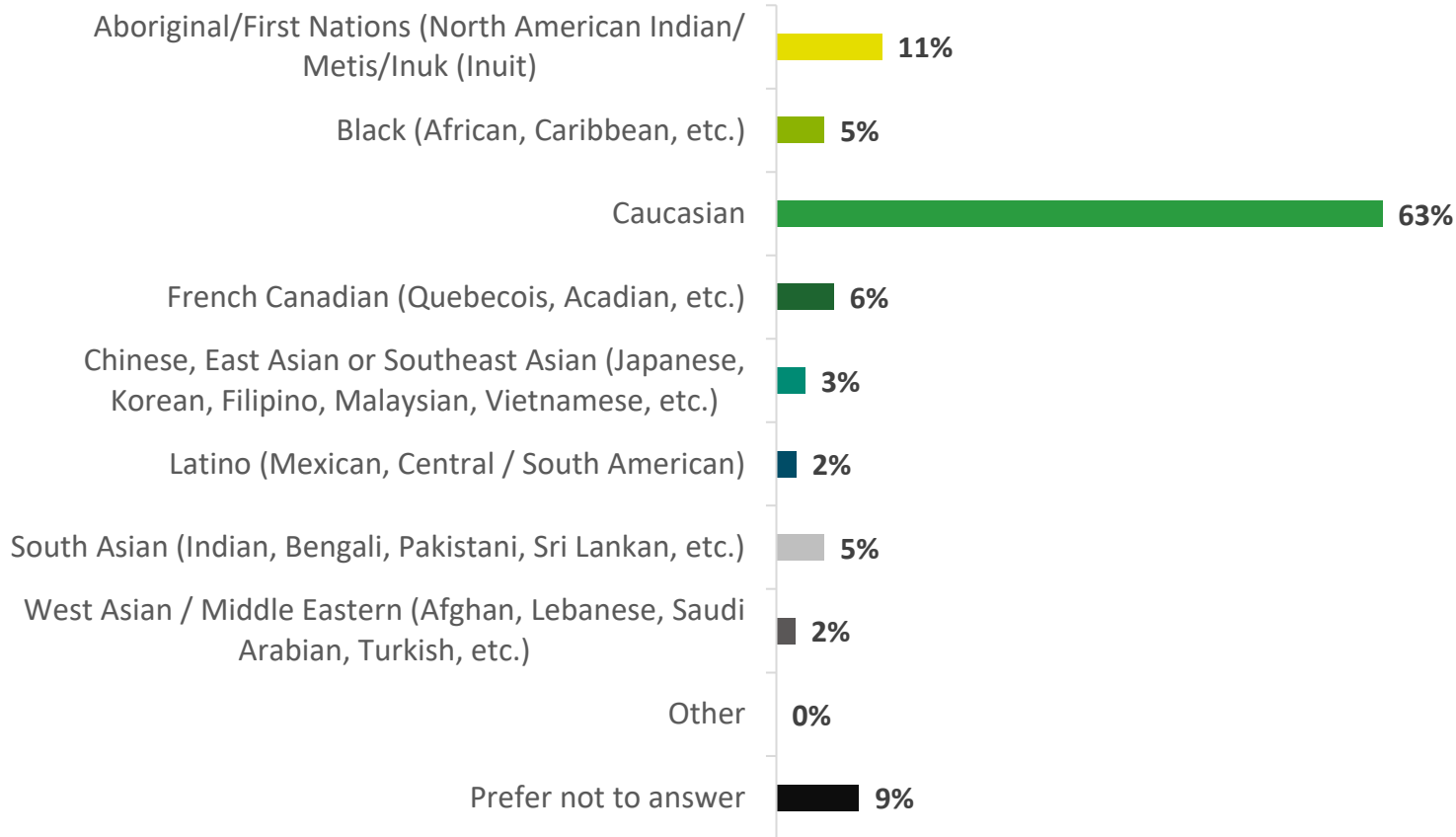| Category	Percentage
One	17%
Two	16%
Three	8%
Four	3%
Five or more	1%
None	53%
Prefer not to answer	7%

D5. What is your current relationship status? (N=2519)
D6. How many children do you have, under the age of 18, living within your household? (N=2,519)

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Language and Identity

Ethnic Identity

- Aboriginal/First Nations (North American Indian/ Metis/Inuk (Inuit)) — **11%**
- Black (African, Caribbean, etc.) — **5%**
- Caucasian — **63%**
- French Canadian (Quebecois, Acadian, etc.) — **6%**
- Chinese, East Asian or Southeast Asian (Japanese, Korean, Filipino, Malaysian, Vietnamese, etc.) — **3%**
- Latino (Mexican, Central / South American) — **2%**
- South Asian (Indian, Bengali, Pakistani, Sri Lankan, etc.) — **5%**
- West Asian / Middle Eastern (Afghan, Lebanese, Saudi Arabian, Turkish, etc.) — **2%**
- Other — **0%**
- Prefer not to answer — **9%**

Language

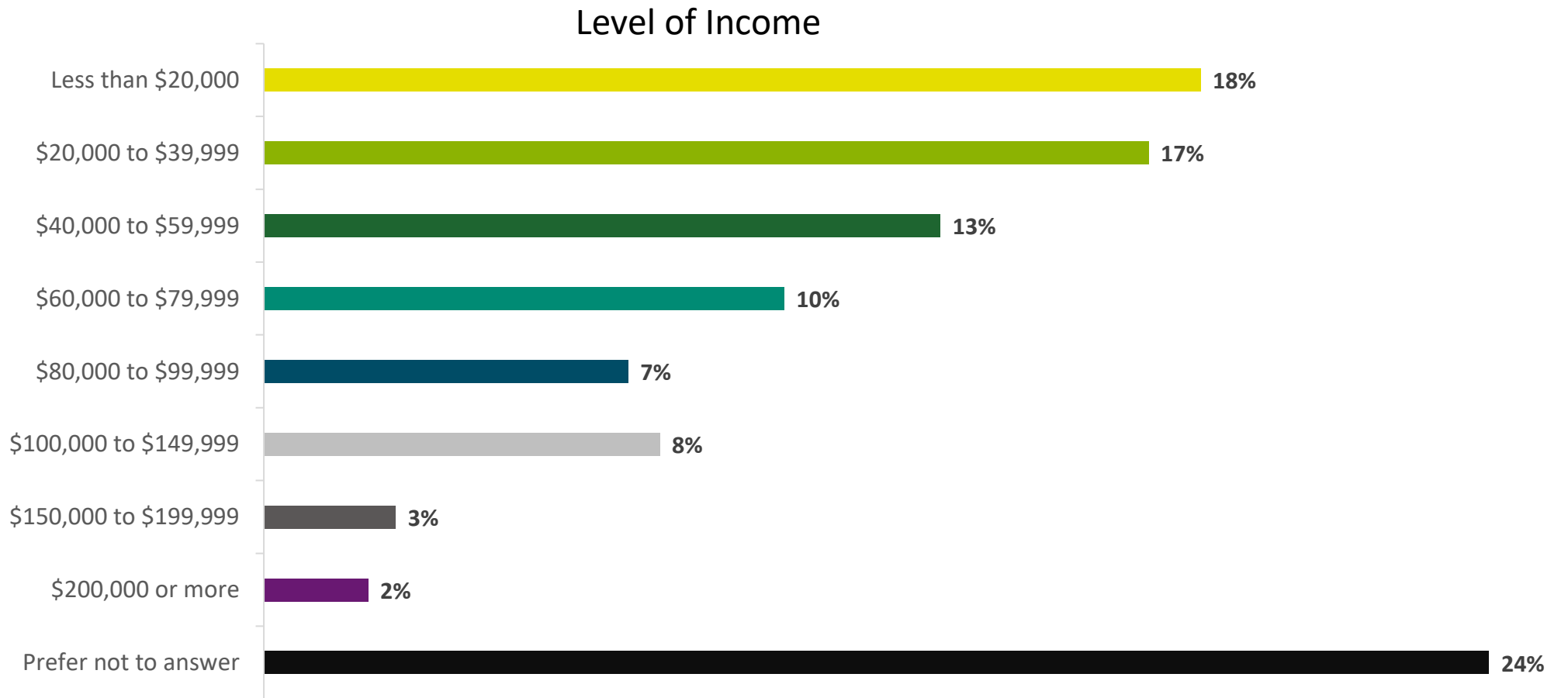

Pie chart: English **81%**, French **7%**, Other **12%**

D7. What was the first language you learned as a child and still understand? (N=2,519)
D8. Do you identify with any of the following group(s)? Please select any that apply? (N=2,519)

Income

Level of Income

Less than $20,000	18%
$20,000 to $39,999	17%
$40,000 to $59,999	13%
$60,000 to $79,999	10%
$80,000 to $99,999	7%
$100,000 to $149,999	8%
$150,000 to $199,999	3%
$200,000 or more	2%
Prefer not to answer	24%

D9. Which of the following categories best describes your household's annual income in 2018, before taxes? (N=2,519)

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