CONTACT NORTH Online Learning Apprentissage en ligne

Client Satisfaction Survey 2019

Survey conducted in February/March 2019 of 566 users of Contact North | Contact Nord services from 9/1/2017 to 8/31/2018. Full results available at contactnorth.ca/about-us.



87% agree

Contact North | Contact Nord provided the support they needed to achieve their goals

> 13% Some college, no degree

32%

College, CEGEP, or other

non-university certificate

Highest level

of education

achieved

3% Trades

6%

13%

High school diploma or equivalent

No high sch

diploma



REGISTERED FOR 7 TO 10 COURSES

indicating they are likely completing

3% Post-grad

certificate

25%

a full degree or diploma.

1%

Some university

15%

Bachelor's degree

no degree

Doctorate

4%

Master's degree

2% Universit

certificate

or diplon



Satisfaction rates for Contact North **Contact Nord services used by students**

Information on online courses and study options

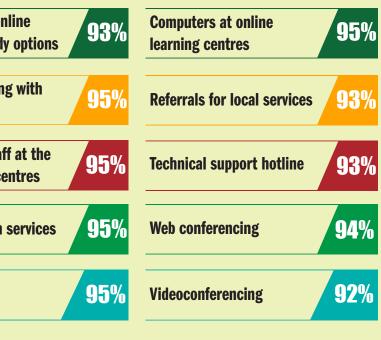
Help in registering with courses

Support from staff at the online learning centres

Exam invigilation services

Internet access

Challenges to pursuing education and training



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