

## **HIGHLIGHTS OF CONTACT NORTH | CONTACT NORD 2019 CLIENT SATISFACTION SURVEY REPORT**

**CONTACT NORTH | CONTACT NORD RESPONDS TO  
800,000+ REQUESTS FOR SERVICES EACH YEAR**

**Client Satisfaction Survey Conducted By**



## CLIENT SATISFACTION SURVEY

In February and March 2019, [Forum Research Inc.](#), at the request of Contact North | Contact Nord, conducted a province-wide survey of students who took online programs and courses using Contact North | Contact Nord's services. The purpose of the survey is to better understand student experiences and satisfaction with the services provided by Contact North | Contact Nord.

An invitation to participate in the survey was sent to 6,450 Contact North | Contact Nord clients who registered for an online course offered by Ontario's 24 public colleges, 22 public universities, 9 Indigenous institutes and 76 district school boards between September 1, 2017 and August 31, 2018. Forum Research received and analyzed 566 complete responses.

Contact North | Contact Nord responds to 800,000+ requests for service each year.

## STUDENT RESULTS HIGHLIGHTS

- 89% 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% registered in seven to ten courses, suggesting they are completing a full degree or diploma.
- 35% 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.

## STUDENT SATISFACTION HIGHLIGHTS

Of the respondents:

- 92% were satisfied with their experiences with Contact North | Contact Nord, with 78% very satisfied.
- 94% are likely to recommend Contact North | Contact Nord to family and friends.
- 75% report completing their education because courses are available online.
- For each of the ten Contact North | Contact Nord services they were asked to rate, more than 90% rated them as excellent, very good or good.

## SATISFACTION WITH CONTACT NORTH | CONTACT NORD SERVICES

Not all respondents used all services offered by Contact North | Contact Nord. The results below highlight the percentage of respondents who used each service and their level of satisfaction.

For each of the ten services included in the survey, more than 90% of students who used the service rated it as excellent, very good or good. In each case, the great majority of responses were excellent and very good.

Service	% of Students Using	% of Excellent, Very Good and Good Ratings
Information on available online courses and study options	76%	93%
Help in registering with courses	69%	95%
Support from staff in online learning centre	76%	95%
Exam invigilation services	70%	95%
Internet access	53%	95%
Computers at centres	50%	95%
Referrals for local services	50%	93%
Technical support hotline	43%	93%
Web conferencing*	46%	94%
Videoconferencing*	35%	92%

\*Many courses do not make use of real-time technologies such as videoconferencing and web conferencing.

## CHALLENGES

Respondents reported on challenges they face in continuing their education and training - time issues (47%), family responsibilities (36%) and financial issues (29%) were the dominant responses.

For those no longer registered in courses as of August 2018, 49% reported they no longer needed courses to reach their goals, 21% cited time issues, 19% cited money issues, and 5% agreed with the statement online learning was hard.

## SUGGESTIONS FOR CONTACT NORTH | CONTACT NORD

55% of respondents had no suggestions to offer on service improvements for Contact North | Contact Nord.

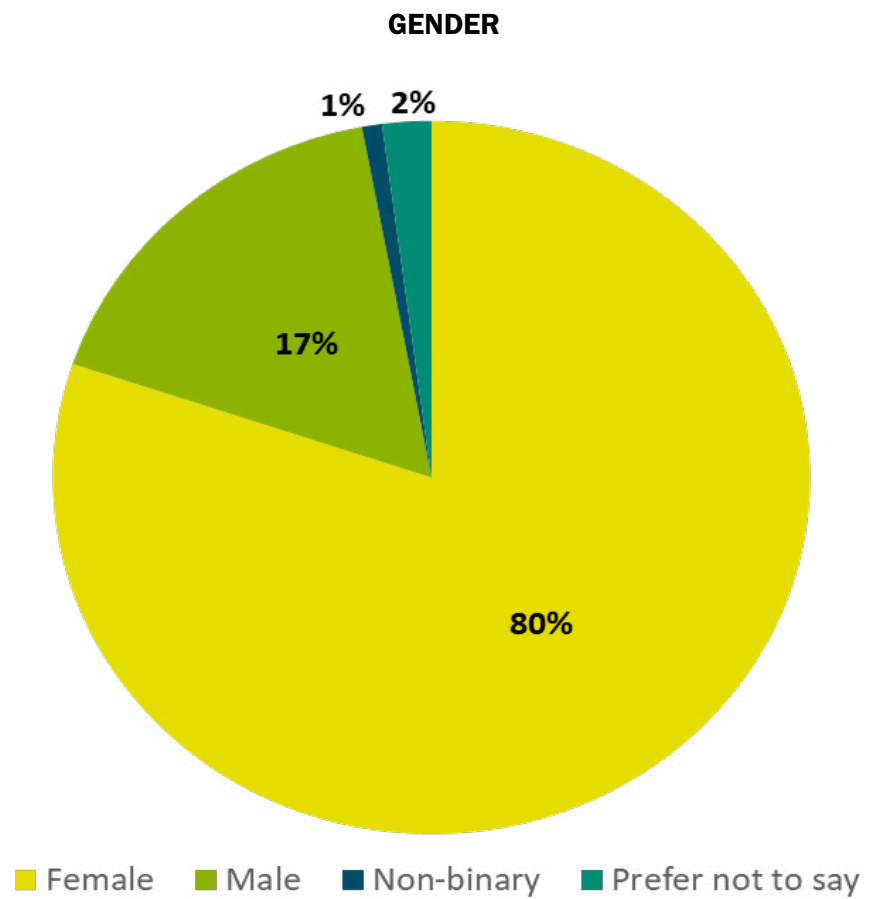
Among the 29% of respondents who had suggestions, the most common suggestions include more information on schedules and locations,

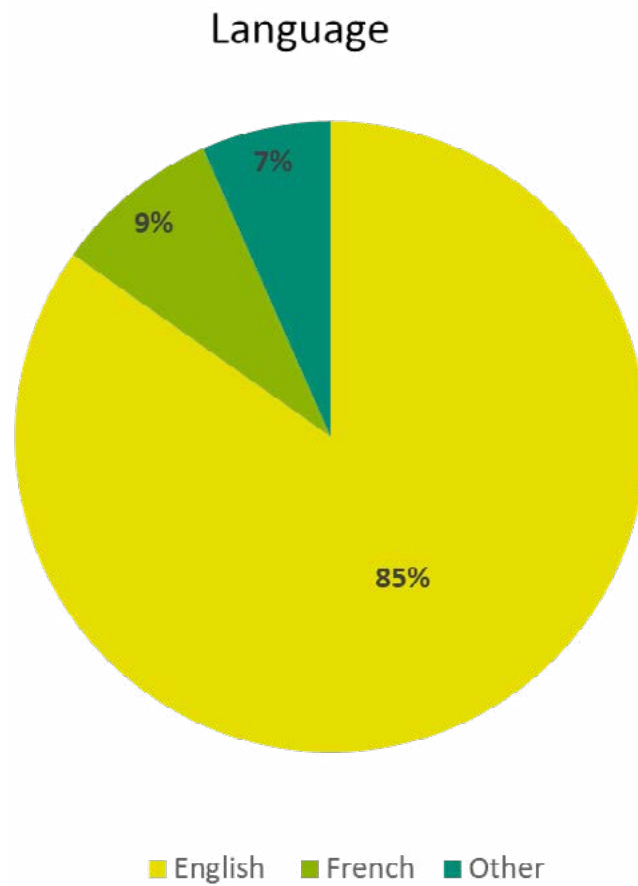
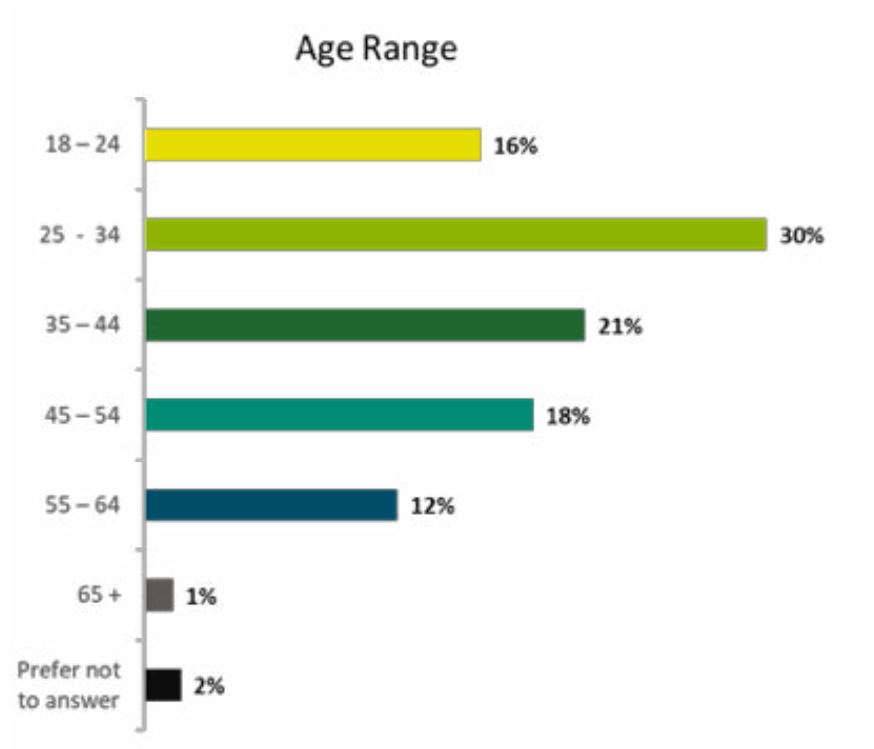
improved technology and availability of tutors – all mentioned by less than 5% of respondents.

## FORUM RESEARCH REPORT

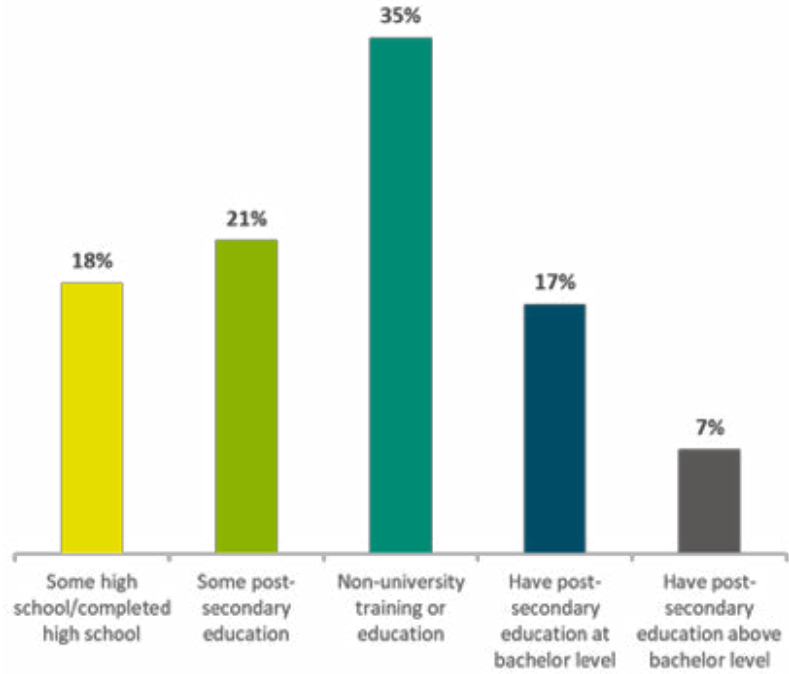
Click [here](#) to download a complete copy of the Forum Research report to Contact North | Contact Nord.

## SELECTED DEMOGRAPHICS OF RESPONDENTS





### Overview: Level of Education



### Level of Household Income

