

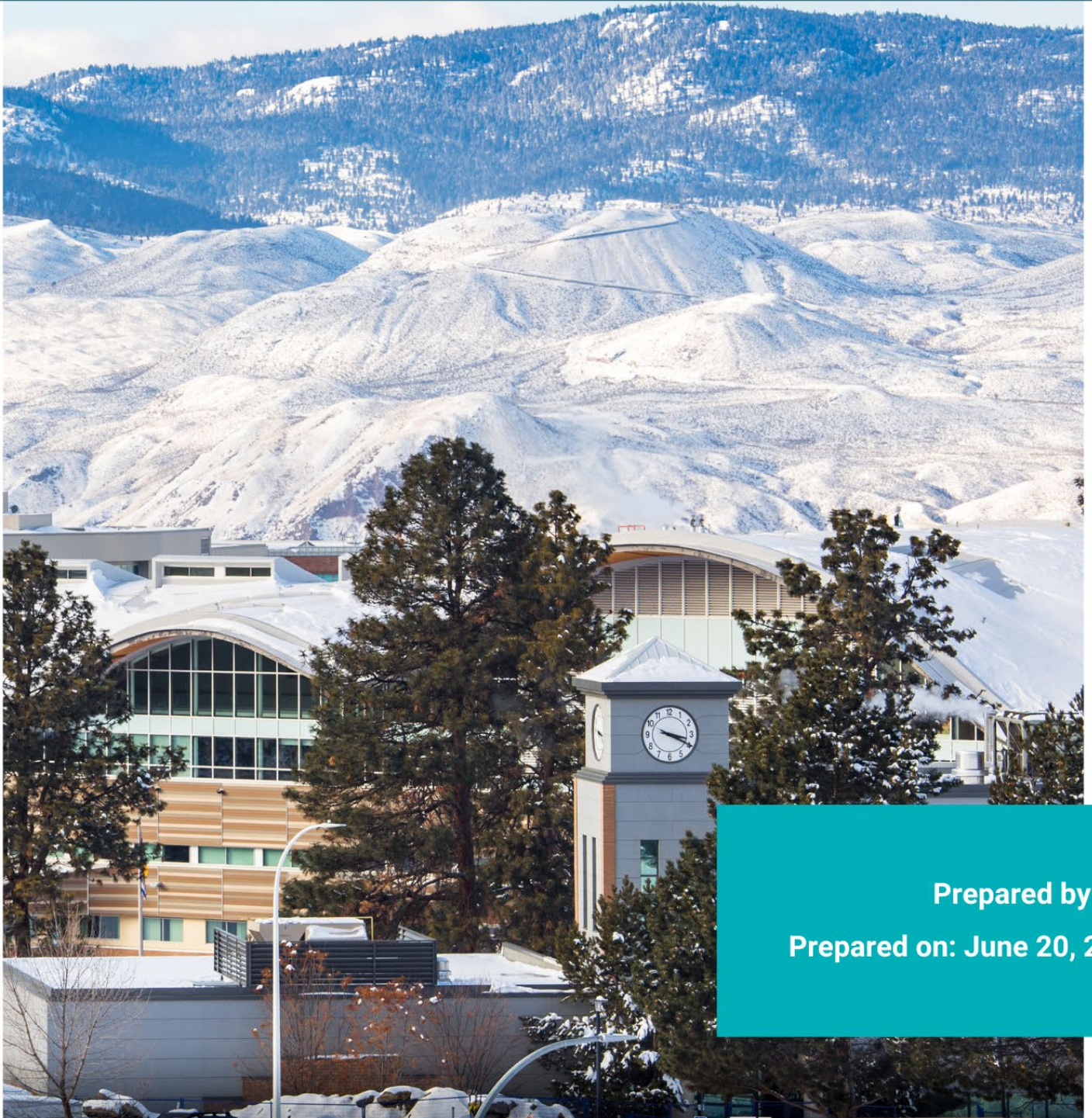


**THOMPSON
RIVERS
UNIVERSITY**

Integrated
Planning &
Effectiveness

Winter 2024 Course Evaluation

Administration and
Results



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Prepared on: June 20, 2024

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Summary

Thompson Rivers University (TRU) administered 'every course, every time' on campus course evaluations in winter 2024. This was the eighteenth full implementation, with 1,584 courses included to be evaluated.¹ Evaluations were administered in class for all courses during the last three weeks of classes (or equivalent).

The majority of Kamloops and Williams Lake evaluations took place between March 18th and April 5th, and School of Trades and Technology (Trades) evaluations took place during the months of January, February, March, and April (Figure 1). Course evaluations continued to be administered as per the regular process as the majority of on-campus courses returned to being taught in-person.

Figure 1. Course evaluation summary

Total		Kamloops	Williams Lake	Trades
2	Campuses			
9	Faculties and Schools	8	4	1
574 ²	Faculty Members	510	23	43
1,584	Courses	1,435	51	98
36,787	Student Course Enrolment	35,348	483	956
1,455 ³	Surveys	1,338	51	66
9,994	Student Headcount	9,107	134	765
92%	Survey Participation Rate	92%	84%	79%
17,455	Total Responses	16,713	233	509
52% ⁴	Response Rate	52%	58%	66%

Participation Rate: The percentage of surveys administered out of all prepared surveys. The reasons for not participating may be or may not be known.

Response Rate: The number of valid* responses received for each participating survey as a percentage of the total course enrolments (not the attendance in class that day). *one response per enrolled student received. See Response Validation

¹ Summer semester courses are evaluated using the same course evaluation administration process as both winter and fall courses. Due to a smaller number of courses a report on the administration and results is not produced.

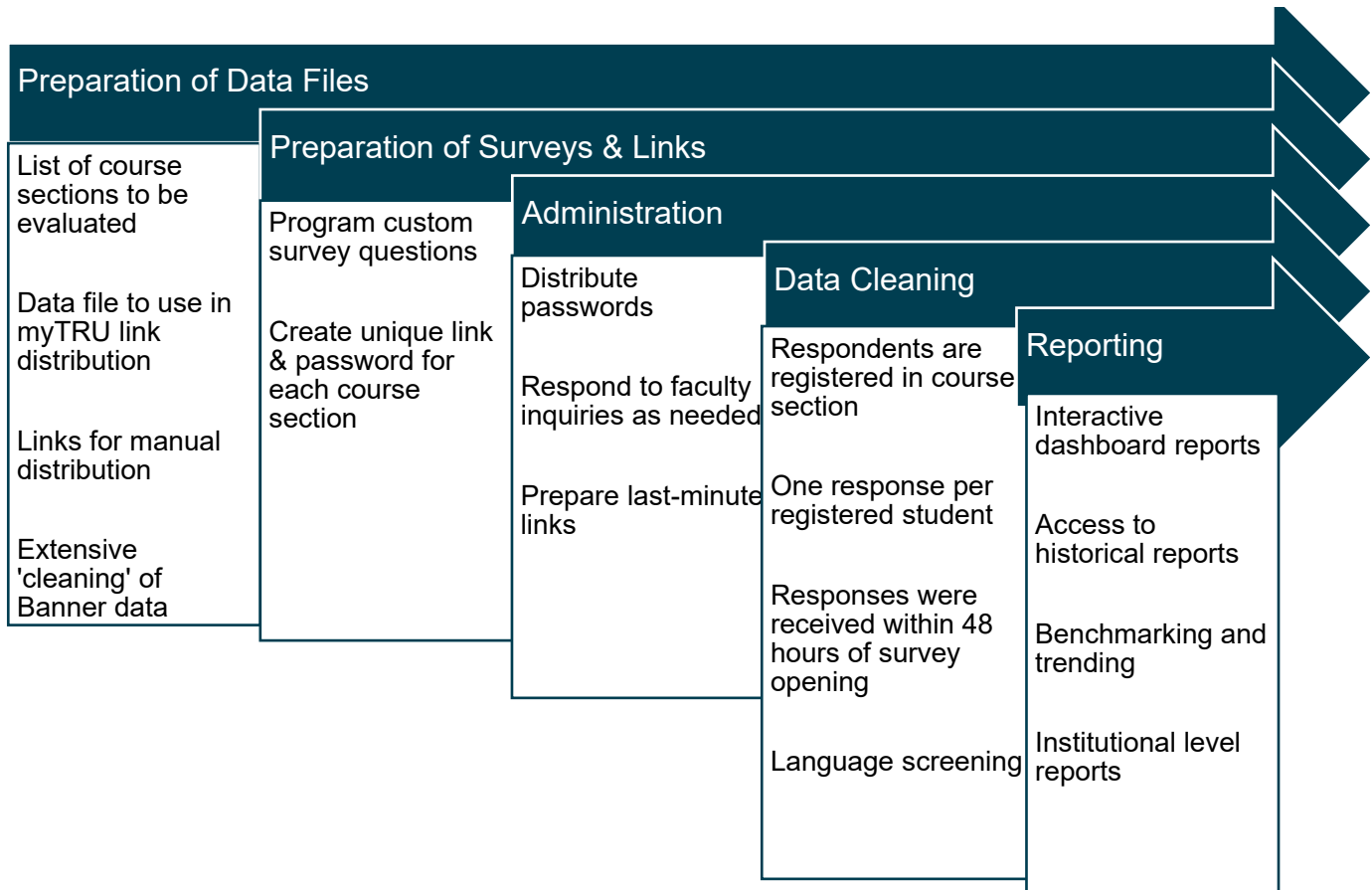
² Some instructors had course evaluations on more than one campus.

³ Some courses were set up as a combined evaluation, therefore the total number of surveys is less than the total number of included courses.

⁴ Includes only surveys that were opened.

Technical administration of the evaluations was carried out by Integrated Planning and Effectiveness (IPE). The technical administration included: preparation of data files, surveys, and links; technical administration of the survey; data cleaning; reporting; and providing technical assistance on an ad hoc basis (Figure 2).

Figure 2. Technical administration process



Preparation

Inclusion

There were 1,584 courses identified for inclusion in course evaluations, and 1,455 surveys were prepared (Figure 3). This involved 574 individual faculty members from each of the nine faculties and schools (including Williams Lake campus). Along with classroom-based, primary sections, this administration also included all Nursing practice and laboratory practice sections, as well as all Faculty of Science laboratories (Figure 3).

Figure 3. Faculty, Courses, Surveys, and Student Course Enrolments by Division - Institutional, Winter 2024

		Bob Gagliardi School of Business and Economics	Faculty of Adventure, Culinary Arts and Tourism	Faculty of Arts	Faculty of Education and Social Work	Faculty of Law	Faculty of Science	Faculty of Student Development	School of Nursing	School of Trades and Technology	Total
Faculty Members	#	94	33	95	87	35	132	7	59	43	574
	%	16%	6%	17%	15%	6%	23%	1%	10%	7%	100%
Courses	#	308	68	289	206	50	411	27	127	98	1,584
	%	19%	4%	18%	13%	3%	26%	2%	8%	6%	100%
Surveys	#	295	65	281	197	50	356	18	127	66	1,455
	%	20%	4%	19%	14%	3%	24%	1%	9%	5%	100%
Enrolment	#	9,349	1,292	8,295	3,163	1,993	9,201	236	2,302	956	36,787
	%	25%	4%	23%	9%	5%	25%	1%	6%	3%	100%

Considerations for Administration

Several considerations guided the inclusion and administration process. In addition to following guiding documents, centralizing course evaluations included incorporating existing processes of some academic areas while introducing a completely new process in other areas. Specifically:

- [Student Course Evaluations - Principles and Procedures](#) approved by the Teaching and Learning Committee (formerly The Instructional Development and Support Committee (IDSC)) and presented to Senate (January 23rd, 2019)
- Memorandum of Settlement between TRU and TRUFA (July 21st, 2015)
- Custom surveys: Law, Science, English as a Second Language, Education and Skills Training Program, Nursing practice and lab practice section types, and Biological Sciences labs

- Student confidentiality – course evaluations with less than 5 responses cannot be viewed, as is consistent with the practice of BCStats and current interpretation of the BC Statistics Act (BC Ministry of Technology, Innovation and Citizens’ Services)

Figure 4. Criteria for Inclusion or Exclusion

Criteria for Inclusion
-Lecture or combined section type
-Primary section
-Nursing practice or lab practice section type
-Science lab section type
-Co-op work
-Course ending within, or attached to, winter 2024
-Campus Kamloops and Williams Lake
-Trades and Technology courses
Criteria for Exclusion
-Seminar, lab (excluding Science labs), field, practicum, thesis, directed studies, exchange, or PLAR section types
-Non-graded support sections
-Courses not ending in, or attached to, winter 2024
-Open Learning courses
-Course section numbers designating BC Campus
-Continuing education courses

After proposed course inclusion lists were prepared based on the standard criteria for evaluation (see Figure 4 for criteria for inclusion or exclusion), IPE sent a list of courses to each dean’s office in Kamloops (and the Williams Lake campus coordinator) on February 5th, with a request for response by February 16th.

After the list of courses was finalized, a notification email was sent from IPE on February 26th to each faculty member included in the administration. The email detailed which of the individual’s courses were included, and briefly explained the evaluation process (including contact information for IPE and the Centre for Excellence in Learning and Teaching (CELT) and a link to the [FAQ web page](#)).

To accommodate continuous-entry Trades courses, course lists and surveys were prepared each month in anticipation of the following month. The lists were sent directly to the Trades chairs. Data validation and reporting was completed in March 2024 for evaluations that took place in January and February, and in May 2024 for evaluations that took place in March and April.

Administration

Distribution of Survey Links

As detailed under the box to the right, *Survey Response Data Integrity: Implementation*, most course survey links were made available to students through their myTRU portals. This protocol was chosen in response to a specific request from the TRU Students' Union (TRUSU). IPE prepared a data file containing the survey link and course detail (faculty name, CRN, etc.), which was then posted to the Student Course Evaluation myTRU channel by an IPE software analyst. The channel was populated with data from the survey link file according to each students' current course registrations.

IPE provided the main Kamloops file of survey links and course detail to the IPE software analyst for posting to student myTRU portals on March 11th; after this deadline, changes to the course lists were accommodated manually and links were provided directly to faculty members.

IPE supported the manual distribution of several course evaluations due to any of the following reasons:

- requests for changes submitted after the deadline,
- course sections running outside of the regular schedule,
- course sections where there was a mismatch between the section students were registered in and were taught in,
- students not registered in the course section,
- continuous entry course sections, or
- faculty requesting the survey link.

In total, 87% of all survey links were distributed via myTRU:

- 1,271 links distributed via myTRU (92% Kamloops, 73% Williams Lake),
- 184 links distributed by email directly to faculty members (8% Kamloops, 27% Williams Lake, 100% Trades).

Distribution of Passwords

As detailed under *Survey Response Data Integrity: Implementation*, each course survey link was assigned a unique password. The passwords were randomly generated using Norton IdentitySafe and were programmed into each survey. The passwords were individually distributed to faculty members using their official TRU email addresses. Each faculty member received one email with password per course section. Most passwords were emailed to faculty members on March 13th.

Survey Response Data Integrity: Implementation

Ensuring the highest possible survey participation rates was balanced with the need to ensure the highest possible integrity of survey data. To this end, the following protocols were followed for all surveys (see exclusions below):

Students were required to sign in to their secure myTRU accounts in order to access the survey links.

Survey links were made available to students with a current registration in the course section.

Each survey was protected with a unique password.

The password was provided to the faculty member just prior to the survey administration period; in most cases (87%), faculty members were not provided with the link to the actual survey.

Faculty members were provided with a direct phone number to contact IPE for technical questions during the evaluation period.

Exceptions to the above protocols were rare and included course sections that required evaluation before the myTRU implementation, course sections that were included after the IPE deadlines, or a few rare instances of technical difficulty.

Kamloops Timeline

Faculty members chose the date that they opened their course evaluation survey during the last three weeks (or equivalent) of their classes. Surveys were opened when the faculty member chose to provide the unique password to students. In Kamloops, most surveys were opened toward the end of the three-week period, with 67% opened in the two last weeks (Figure 5). Twenty-eight percent (28%) of the surveys were opened during the first week. Figure 6 shows that 11% of surveys were opened on a Friday, with the majority of the responses received between Monday and Thursday.

Figure 5. Kamloops surveys opened by week – Winter 2024

	# of Surveys Opened	% of Surveys Opened	# of Responses Received	% of Responses Received
Early (before March 18th)	79	6%	748	4%
Week 1 (March 18th - March 24th)	332	27%	4,656	28%
Week 2 (March 25th - March 31st)	389	31%	5,910	35%
Week 3 (April 1st onward)	436	35%	5,399	32%
Total	1,236	100%	16,713	100%

Figure 6. Kamloops surveys opened by weekday – Winter 2024

	# of Surveys Opened	% of Surveys Opened	# of Responses Received	% of Responses Received
Sunday	5	0%	16	0%
Monday	209	17%	2,871	17%
Tuesday	276	22%	3,771	23%
Wednesday	321	26%	4,363	26%
Thursday	275	22%	3,921	23%
Friday	139	11%	1,721	10%
Saturday	11	1%	50	0%
Total	1,236	100%	16,713	100%

Data Cleaning

Survey Response Data Validation

To ensure the highest possible quality of response data and to encourage buy-in from all stakeholders, each individual survey response underwent several validity checks. Primarily:

1. The student was registered in the course.
2. The student submitted a single response.
3. The response was received within 48 hours of the survey opening.

For a more detailed process see the Responses Validation Process chart in **Appendix B – Response Validation Process**.

Student TID

After students gain entry to the survey with the unique course password, the survey instrument requires them to provide their TID. IPE programmed a validation mask that required the student to enter a 9-character ID (starting with “T”) before they could proceed with the survey.

Please provide your TID

This information will be used only to track survey completion and will not be shared with your instructor.
(example: T12345678)

Please use your 9-character TID

T

TID error message

The student TID is used to check that the respondent is enrolled in the course section for which they have completed a survey. This check is redundant to the requirement that most students access the survey through myTRU. It is also used to check for duplicate responses.

Duplicate Responses

Responses were determined to be duplicates if they had the same student TID in a course section. The first completed response was retained.

48 Hour Response Window

The exact time stamp (hours, minutes) of the first valid response to a given course section survey determined the opening of the 48-hour response window. The time stamp on each subsequent submission for that course section was compared to the first-time stamp; responses that were received more than 48 hours (2,880 minutes) after the first time stamp were considered invalid.

All School of Nursing practice courses and Cooperative Education courses were excluded from this validity check and will continue to be moving forward.

Survey Response Data Integrity: Validation

Ensuring that only registered students in each course completed the survey is a top priority. To guarantee the reliability of response data:

Students were required to provide their TID before completing the survey.

Each individual response TID was compared with the registrations for that course; only responses from registered students were validated.

In the case of mismatches between respondent TID and course registration, the records were checked manually prior to deletion.

Only the first completed response for each student in each course was retained; duplicate responses were manually examined and deleted.

Only responses received within 48 hours of the survey opening (the first password-protected response was received) were retained; overdue responses were manually examined and deleted.

Where possible, invalid student TIDs were automatically repaired by changing the letter ‘o’ to ‘0’ and by adding ‘T’ and preceding ‘0’.*

Where specifically advised, obsolete ‘9-IDs’ were manually corrected.

* Due to the large volume of responses, these corrections were accomplished with an automatic script

Duration of Survey Responses

The majority of the surveys were completed within the duration of an hour, with 92% of surveys completed within 10 minutes or less, which is an increase of 1% when compared to winter 2023 (91%). The duration completion time was calculated in minutes, from the time each respondent opened their survey to when they submitted it (Figure 7).

Figure 7. Survey duration completion time - Institutional

	Winter 2022	Winter 2023	Winter 2024
10 minutes or less	89%	91%	92%
11 to 20 minutes	7%	6%	5%
21 to 30 minutes	1%	1%	1%
1 hour +	3%	2%	2%

Law, Science, English as a Second Language, Education and Skills Training Program, Nursing theory, practice and lab practice section types, and Biological Sciences labs were evaluated using custom survey instruments. The duration completion times for each questionnaire are available in **Appendix C – Custom Survey Instrument: Completion Time**.

Time to Submit after Survey Open

Overall, 26% of surveys had responses submitted after the 48-hour window (late responses), which is a decrease of 3% from winter 2023 (29%) and a decrease of 2% when compared to winter 2022 (28%). Of the 350 surveys that had responses submitted after 48 hours, 62% had one late response, 26% had two or three late responses, and 13% of surveys had four or more late responses (Figure 9).

Figure 8. Surveys with responses submitted after the 48-hour window

	Winter 2022			Winter 2023			Winter 2024		
	Kamloops	Williams Lake	Trades & Technology	Kamloops	Williams Lake	Trades & Technology	Kamloops	Williams Lake	Trades & Technology
# of surveys that received responses outside of the 48-hour window	341	2	9	354	8	11	340	6	4
% of surveys that received responses outside of the 48-hour window	30%	4%	18%	29%	20%	22%	27%	14%	8%
# of responses over 48-hour window	687	4	10	764	14	18	717	6	6
% of responses over 48-hour window	5%	1%	2%	5%	5%	3%	3%	2%	1%

Figure 9. Surveys with late responses - Institutional, Winter 2024

	1 late response	2 or 3 late responses	4 or more late responses	Grand Total
# of surveys that received responses outside of the 48-hour window	216	90	44	350
% of surveys that received responses outside of the 48-hour window	62%	26%	13%	100%
# of responses over 48-hour window	216	210	303	729
% of responses over 48-hour window	30%	29%	42%	100%

Language Screening

Starting in fall 2018, open ended responses were screened electronically for the presence of harassing or defamatory language. Student comments that were identified to contain any of the 467 predetermined harassing or defamatory words were flagged and provided to CELT for review to determine if the comment should be removed. Comments that were considered defamatory based on protected characteristics contained within the [BC Human Rights Code](#) were removed from the final reports. There were no harassing or defamatory student comments identified to be removed from winter 2024 responses.

Data Cleaning Summary

A total of 18,917 responses were received during winter 2024 course evaluations which is an increase of 7% from winter 2023 (17,630 responses). Of those responses, 573 (3%) were from students who were not enrolled in the course that they evaluated, 185 (1%) were duplicate student responses, and 729 (4%) were received after 48 hours of the survey opening. The remaining total number of valid student responses was 17,455.

Figure 10. Response validation summary by campus – Winter 2024

	Total Responses (not cleaned)	# of Not Registered	Not Registered Percent	# of Duplicate TID	Duplicate TID Percent	# of Over 48-hour Window Responses	% of Over 48-hour Window Responses	Responses Received
Kamloops	18,101	527	2.9%	169	0.9%	717	4%	16,713
Williams Lake	261	15	5.7%	7	2.7%	6	2%	233
Trades & Technology	555	31	5.6%	9	1.6%	6	1%	509
Total	18,917	573	3.0%	185	1.0%	729	4%	17,455

Reporting

Overall, 92% (1,332) of the prepared surveys were administered in winter 2024 (Figure 11).

Figure 11. Survey participation rates – Winter 2022, Winter 2023, Winter 2024

		Winter 2022	Winter 2023	Winter 2024
Kamloops	Surveys Administered	94%	93%	92%
	Surveys Not Administered	6%	7%	8%
Williams Lake	Surveys Administered	78%	83%	84%
	Surveys Not Administered	22%	17%	16%
Trades & Technology	Surveys Administered	85%	80%	79%
	Surveys Not Administered	15%	20%	21%
Total Surveys Prepared		100%	100%	100%

It is important to note that these participation rates measure participation in the survey administration only (not response rates). Participation rates varied by faculty and school, ranging from 97% participation in the Bob Gaglardi School of Business and Economics, to 48% participation in the Faculty of Student Development (Figure 12). The participation rates for winter 2024 course evaluation administration across most faculties and schools have remained on par with winter 2022 and winter 2023 results.

For participation rates by department, see **Appendix A – Participation and Response Rates by Department**.

Figure 12. Survey participation rate by division - Institutional

		Surveys Administered	Surveys Not Administered
Bob Gaglardi School of Business and Economics	Winter 2022	96%	4%
	Winter 2023	98%	3%
	Winter 2024	98%	2%
Faculty of Adventure, Culinary Arts and Tourism	Winter 2022	98%	2%
	Winter 2023	77%	23%
	Winter 2024	91%	9%
Faculty of Arts	Winter 2022	95%	5%
	Winter 2023	95%	5%
	Winter 2024	96%	4%
Faculty of Education and Social Work	Winter 2022	87%	13%
	Winter 2023	95%	5%
	Winter 2024	88%	12%
Faculty of Law	Winter 2022	98%	2%
	Winter 2023	90%	10%
	Winter 2024	86%	14%
Faculty of Science	Winter 2022	93%	7%
	Winter 2023	93%	7%
	Winter 2024	90%	10%
Faculty of Student Development	Winter 2022	83%	17%
	Winter 2023	45%	55%
	Winter 2024	39%	61%
School of Nursing	Winter 2022	89%	11%
	Winter 2023	90%	10%
	Winter 2024	93%	7%
School of Trades and Technology	Winter 2022	85%	15%
	Winter 2023	80%	20%
	Winter 2024	79%	21%

Response Rates

The average institutional response rate (of participating surveys) was 52%, compared to 51% in winter 2023 and 49% in winter 2022. Aggregate response rates ranged from 68% in Faculty of Education and Social Work in Kamloops to 31% in the Faculty of Student Development in Kamloops (Figure 14).

Figure 13. Historical response rates – Winter 2022, Winter 2023, Winter 2024

	Winter 2022		Winter 2023		Winter 2024	
	Responses Received	Response Rate	Responses Received	Response Rate	Responses Received	Response Rate
Kamloops	14,132	48%	15,455	50%	16,713	52%
Williams Lake	287	59%	284	72%	233	58%
Trades & Technology	454	61%	468	62%	509	66%
Total	14,873	49%	16,207	51%	17,455	52%

Figure 14. Response rates by division – Winter 2024

		Surveys #	Responses Received	Response Rate
Kamloops	Bob Gaglardi School of Business and Economics	289	4,492	51%
	Faculty of Adventure, Culinary Arts and Tourism	59	535	46%
	Faculty of Arts	267	3,688	48%
	Faculty of Education and Social Work	162	1,828	68%
	Faculty of Law	43	547	37%
	Faculty of Science	313	4,506	55%
	Faculty of Student Development	7	44	31%
	School of Nursing	97	1,073	57%
Williams Lake	Faculty of Arts	4	14	56%
	Faculty of Education and Social Work	12	44	42%
	Faculty of Science	6	26	63%
	School of Nursing	21	149	65%
Trades & Technology	School of Trades and Technology	52	509	66%
Total		1,332	17,455	52%

Course Evaluation Reports

As directed by Senate, IPE produced the following aggregated course evaluation reports made available on the CELT Student Course Evaluations website or by request to IPE:

1. Institutional report (all responses, four Senate questions only)
2. Faculty and School reports (all responses, all numeric questions)
3. Department reports (all responses, all numeric questions)

In addition to the above aggregate reports, faculty and chairs were given access to interactive dashboard reports.

Dashboard Reports

The faculty and chair reports offer enhanced reporting capabilities through interactive dashboards, such as secure access through the TRU Employee portal, access to all historical responses since the start of online course evaluations (winter 2016), ability to aggregate and filter data, view trends over time and set institutional, divisional, or departmental benchmarks. Starting in May 2019, chairs and faculty were able to download and pdf their own course evaluation reports.

Distribution

IPE published the course evaluation dashboard reports to faculty and chairs on April 29th, 2024. Faculty were required to have submitted final grades before they were able to access their course evaluation results. The deadline for grade submission for regular semester courses was April 26th, 2024. As of May 13th, 2024, after the second grades check took place, all evaluated courses had 90% or greater of their final grades in Banner.

Appendix A – Participation and Response Rates by Department

Participation Rates by Department

Division	Department	Surveys Administered		Surveys Not Administered		Total Surveys Prepared	
		#	%	#	%	#	%
Bob Gaglardi School of Business and Economics	Economics	66	96%	3	4%	69	100%
	Accounting, Finance, and Law	73	100%			73	100%
	Human Enterprise and Innovation	50	100%			50	100%
	Management, Intl Bus, Info, Supply Chain	65	98%	1	2%	66	100%
	Marketing	35	95%	2	5%	37	100%
Faculty of Adventure, Culinary Arts and Tourism	Adventure Studies	10	83%	2	17%	12	100%
	Tourism Management	36	90%	4	10%	40	100%
	Culinary Arts and Retail Meat	13	100%			13	100%
Faculty of Arts	Psychology	29	100%			29	100%
	Communication and Visual Arts	76	97%	2	3%	78	100%
	Environment, Culture, and Society	56	97%	2	3%	58	100%
	Interdisciplinary Studies			1	100%	1	100%
	Literatures, Languages, and Performing Arts	76	95%	4	5%	80	100%
	Philosophy, History, and Politics	34	97%	1	3%	35	100%
Faculty of Education and Social Work	Social Work and Human Service	34	85%	6	15%	40	100%
	Education	73	89%	9	11%	82	100%
	English Language Learning and Teaching	33	83%	7	18%	40	100%
	University and Employment Prep	34	97%	1	3%	35	100%
Faculty of Law	Law	43	86%	7	14%	50	100%
Faculty of Science	Computing Science	41	100%			41	100%
	Mathematics and Statistics	52	100%			52	100%
	Agricultural Related	22	100%			22	100%
	Biological Sciences	54	95%	3	5%	57	100%
	Physical Sciences	72	97%	2	3%	74	100%
	Natural Resource Sciences	28	85%	5	15%	33	100%
	Allied Health	24	48%	26	52%	50	100%
	Architectural and Engineering Technology	8	100%			8	100%
	Engineering	18	95%	1	5%	19	100%
Faculty of Student Development	Career and Experiential Learning	6	35%	11	65%	17	100%
	Counselling Acad Sup and Assess	1	100%			1	100%
School of Nursing	Nursing	98	94%	6	6%	104	100%
	Health Care Assistant	20	87%	3	13%	23	100%
School of Trades and Technology	Construction Trades	28	76%	9	24%	37	100%
	Mechanical and Welding Trades	24	83%	5	17%	29	100%
Total		1,332	92%	123	8%	1,455	100%

Response Rates by Department

Division	Department	Surveys #	Responses Received	Response Rate
Bob Gaglardi School of Business and Economics	Accounting, Finance, and Law	73	1,283	55%
	Economics	66	1,025	53%
	Human Enterprise and Innovation	50	627	46%
	Management, Intl Bus, Info, Supply Chain	65	1,004	49%
	Marketing	35	553	48%
Faculty of Adventure, Culinary Arts and Tourism	Adventure Studies	10	115	50%
	Culinary Arts and Retail Meat	13	70	77%
	Tourism Management	36	350	42%
Faculty of Arts	Communication and Visual Arts	76	931	46%
	Environment, Culture, and Society	56	793	49%
	Literatures, Languages, and Performing Arts	76	1,012	54%
	Philosophy, History, and Politics	34	468	41%
	Psychology	29	498	47%
Faculty of Education and Social Work	Education	73	931	69%
	English Language Learning and Teaching	33	345	77%
	Social Work and Human Service	34	370	59%
	University and Employment Prep	34	226	60%
Faculty of Law	Law	43	547	37%
Faculty of Science	Agricultural Related	22	476	98%
	Allied Health	24	473	48%
	Architectural and Engineering Technology	8	68	57%
	Biological Sciences	54	911	58%
	Computing Science	41	565	45%
	Engineering	18	107	40%
	Mathematics and Statistics	52	845	52%
	Natural Resource Sciences	28	283	45%
	Physical Sciences	72	804	60%
Faculty of Student Development	Career and Experiential Learning	6	31	26%
	Counselling Acad Sup and Assess	1	13	47%
School of Nursing	Health Care Assistant	20	206	66%
	Nursing	98	1,016	57%
School of Trades and Technology	Construction Trades	28	226	55%
	Mechanical and Welding Trades	24	283	78%
Total		1,332	17,455	52%

Appendix B – Response Validation Process



Appendix C – Custom Survey Instrument: Completion Time

		Winter 2022	Winter 2023	Winter 2024
Animal Health Technology Distance (ANHD)	10 minutes or less	92%		
	11 to 20 minutes	4%		
	1 hour +	4%		
Biology Lab	10 minutes or less	87%	91%	85%
	11 to 20 minutes	10%	7%	8%
	21 to 30 minutes	1%	0%	2%
	1 hour +	1%	2%	5%
Education and Skills Training Program (ESTR)	10 minutes or less	97%	97%	100%
	11 to 20 minutes	1%		
	21 to 30 minutes		3%	
	1 hour +	1%		
English as a Second/Additional Language (ESAL)	10 minutes or less	72%	85%	78%
	11 to 20 minutes	22%	11%	14%
	21 to 30 minutes	2%	1%	3%
	1 hour +	4%	2%	5%
General	10 minutes or less	92%	93%	94%
	11 to 20 minutes	5%	4%	4%
	21 to 30 minutes	1%	1%	1%
	1 hour +	2%	2%	2%
Law	10 minutes or less	78%	87%	89%
	11 to 20 minutes	14%	9%	6%
	21 to 30 minutes	2%	1%	2%
	1 hour +	5%	4%	3%
Nursing Lab Practice	10 minutes or less	92%	89%	85%
	11 to 20 minutes	4%	6%	5%
	21 to 30 minutes	1%	2%	3%
	1 hour +	3%	3%	7%
Nursing Practice	10 minutes or less	76%	77%	82%
	11 to 20 minutes	16%	14%	12%
	21 to 30 minutes	3%	3%	2%
	1 hour +	5%	6%	4%
Science	10 minutes or less	87%	87%	90%
	11 to 20 minutes	10%	9%	7%
	21 to 30 minutes	1%	1%	1%
	1 hour +	3%	2%	3%