APPENDIX A

2010 DEGREE COMPLETION EXPERIENCE SURVEY

SURVEY INSTRUMENT
Introduction: This is a one time survey to understand the reasons for taking longer than four years (three years for transfer students) to complete an SFU bachelor's degree. The focus is only on first degrees at SFU. Your responses will help the university understand issues regarding degree completion as well as students' preferences for completion time.

Consent: Your participation in this survey is voluntary and submission of your completed or partially completed survey constitutes consent to include a tally of your responses in any analysis or report of the results.

Confidential Survey: This survey is conducted under the general authority of the University Act (R.S.B.C. 1979, c.419). It is confidential, but not anonymous. Your student ID will be appended to your responses, but will not be used to identify you personally in the reports and analysis. Results will be reported in aggregate only (i.e. no individual information will be reported). Staff in SFU's Office of Institutional Research and Planning are bound by a Non-Disclosure and Confidentiality Agreement.

Security: Numerous measures have been implemented to prevent any breach in security over the internet, including storage of survey responses on a secure server, using a secure firewall, and restricting data access to authorized personnel only.

Contact: If you have any questions or concerns about this research or are interested in the results, please contact Wayne Sun in Institutional Research and Planning at 778-782-4525 or sfuirp@sfu.ca.

Thank you for completing this questionnaire. Your experiences and opinions are important to us!
How important was it to you to complete your degree within {{ Q1 }}? (Q2)
- Very Important
- Somewhat Important
- Not Very Important
- Not at all Important
- Undecided

Branching Information
• Hide Q27 if Q1 = Don't know

Have you graduated with an SFU bachelor's degree? (Q3)
- Yes
- No

Below are some reasons why students could take over FOUR years (THREE years for transfer students) to complete a degree at SFU. Please select those that apply to you. (Q4)
- Course availability issues (e.g. full courses, schedule conflicts, courses not offered, etc.)
- Took reduced course load (i.e. fewer than 30 credits/year)
- Took courses not counting towards degree graduation requirements
- Personal reasons (e.g. financial issues, home/family obligations, illness, etc.)
- Participated in co-op and/or study abroad program
Worked full-time or part-time (outside of co-op)
Worked within a faculty member's research team on his/her research project
Changed program/area of specialization
Late in making decision on major or program
Pursued double major or other credentials/diplomas/certificates at the same time
Took time off (i.e. did not register for at least 2 semesters in an academic year)
Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
Wanted to delay graduation because of the weak job market/high unemployment rate
Problems transferring credits from other institutions
Other, please specify: __________________________

The course availability issues you encountered occurred more often in: (Q5)
- Lower Division (100-level or 200-level courses)
- Upper Division (300-level or 400-level courses)
- Issues occurred in both lower and upper divisions

Branching Information
- Skip to Page 8 if Q5 = Issues occurred in both lower and upper divisions
- Otherwise, Skip to Page 9

What course availability issues did you personally experience in LOWER DIVISION courses? Please select ALL that apply. (Q6)
- Courses I wanted were full
- Courses I wanted were not offered in the desired term
- Courses I wanted were not offered at the desired time or day when I wanted to be on campus
- Courses I wanted conflicted with my work schedule
- Courses I wanted had a scheduling conflict with other courses I registered for
- Courses I wanted had an exam time conflict
- Courses I wanted were offered at another campus and there was not enough time to travel from one campus to the other
- Courses I wanted did not have a distance/online version
- I did not have the pre-requisites for the courses I wanted, because the pre-requisites were full
- I did not have the pre-requisites for the courses I wanted, because the pre-requisites were offered after the course was offered
- Other, please specify: __________________________

What course availability issues did you personally experience in UPPER DIVISION courses? Please select ALL that apply. (Q7)
- Courses I wanted were full
- Courses I wanted were not offered in the desired term
- Courses I wanted were not offered at the desired time or day when I wanted to be on campus
- Courses I wanted conflicted with my work schedule
- Courses I wanted had a scheduling conflict with other courses I registered for
- Courses I wanted had an exam time conflict
- Courses I wanted were offered at another campus and there was not enough time to travel from one campus to the other
- Courses I wanted did not have a distance/online version
I did not have the pre-requisites for the courses I wanted, because the pre-requisites were full
I did not have the pre-requisites for the courses I wanted, because the pre-requisites were offered after the course was offered
Other, please specify: __________________________

Branching Information
• Skip to Page 10 if Q8 = Yes
• Skip to Page 14 if (Q8 = No) and (Q4 contains Took reduced course load (i.e. fewer than 30 credits/year))
• Skip to Page 16 if (Q8 = No) and (Q4 contains Took courses not counting towards degree graduation requirements)
• Skip to Page 17 if (Q8 = No) and (Q4 contains Personal reasons (e.g. financial issues, home/family obligations, illness, etc.))
• Skip to Page 18 if (Q8 = No) and (Q4 contains Worked full-time or part-time (outside of co-op))
• Skip to Page 19 if (Q8 = No) and (Q4 contains Changed program/area of specialization)
• Skip to Page 20 if (Q8 = No) and (Q4 contains Took time off (i.e. did not register for at least 2 semesters in an academic year))
• Skip to Page 22 if (Q8 = No) and (Q4 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.))
• Otherwise, Skip to Page 48

Did you need to meet Writing, Quantitative, and Breadth (WQB) requirements in order to complete your SFU degree? (Q8)
☐ Yes
☐ No

Branching Information
• Skip to Page 11 if Q9 = Yes
• Skip to Page 14 if (Q9 = No) and (Q4 contains Took reduced course load (i.e. fewer than 30 credits/year))
• Skip to Page 16 if (Q9 = No) and (Q4 contains Took courses not counting towards degree graduation requirements)
• Skip to Page 17 if (Q9 = No) and (Q4 contains Personal reasons (e.g. financial issues, home/family obligations, illness, etc.))
• Skip to Page 18 if (Q9 = No) and (Q4 contains Worked full-time or part-time (outside of co-op))
• Skip to Page 19 if (Q9 = No) and (Q4 contains Changed program/area of specialization)
• Skip to Page 20 if (Q9 = No) and (Q4 contains Took time off (i.e. did not register for at least 2 semesters in an academic year))
• Skip to Page 22 if (Q9 = No) and (Q4 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.))
• Otherwise, Skip to Page 48

Did you encounter any course availability issues within WQB courses? (Q9)
☐ Yes
☐ No

The course availability issues that you encountered in WQB courses occurred more often in: (Q10)
☐ Lower Division (100-level or 200-level courses)
☐ Upper Division (100-level or 200-level courses)
☐ Issues occurred in both lower and upper divisions
Branching Information

• Skip to Page 13 if Q10 = Issues occurred in both lower and upper divisions
• Skip to Page 14 if Q4 contains Took reduced course load (i.e. fewer than 30 credits/year)
• Skip to Page 16 if Q4 contains Took courses not counting towards degree graduation requirements
• Skip to Page 17 if Q4 contains Personal reasons (e.g. financial issues, home/family obligations, illness, etc.)
• Skip to Page 18 if Q4 contains Worked full-time or part-time (outside of co-op)
• Skip to Page 19 if Q4 contains Changed program/area of specialization
• Skip to Page 20 if Q4 contains Took time off (i.e. did not register for at least 2 semesters in an academic year)
• Skip to Page 22 if Q4 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
• Otherwise, Skip to Page 48

For each issue below, please select if you personally experienced it in any LOWER DIVISION W, Q, or B courses? Please select ALL that apply. (For example, if you experienced "Courses did not have enough space" in both W and Q courses, check the checkbox under the W column AND the Q column for that issue) (Q11)

<table>
<thead>
<tr>
<th>Issue</th>
<th>W courses</th>
<th>Q courses</th>
<th>B courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courses did not have enough space (i.e. courses were full or reserved)</td>
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<tr>
<td>Courses not offered in the semester I wanted</td>
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<tr>
<td>Courses offered at a time or day when I didn't want to be on campus</td>
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<tr>
<td>Course offerings conflicted with my work schedule</td>
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<tr>
<td>Courses were scheduled for the same time slot (i.e. schedule of courses conflicted)</td>
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<tr>
<td>Courses had exams scheduled for the same time slot (i.e. schedule of exams conflicted)</td>
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<tr>
<td>Course offered before it's pre-requisite was offered</td>
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<tr>
<td>Courses offered at another campus and there was not enough time to travel from one campus to the other</td>
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<tr>
<td>Other</td>
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</tbody>
</table>

Branching Information

• Skip to Page 14 if Q4 contains Took reduced course load (i.e. fewer than 30 credits/year)
• Skip to Page 16 if Q4 contains Took courses not counting towards degree graduation requirements
• Skip to Page 17 if Q4 contains Personal reasons (e.g. financial issues, home/family obligations, illness, etc.)
• Skip to Page 18 if Q4 contains Worked full-time or part-time (outside of co-op)
• Skip to Page 19 if Q4 contains Changed program/area of specialization
• Skip to Page 20 if Q4 contains Took time off (i.e. did not register for at least 2 semesters in an academic year)
• Skip to Page 22 if Q4 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
• Otherwise, Skip to Page 48

For each issue below, please select if you personally experienced it in any UPPER DIVISION W, Q, or B courses? Please select ALL that apply. (For example, if you experienced "Courses did not have enough space" in both W and Q courses, check the checkbox under the W column AND the Q column for that issue) (Q12)
Courses did not have enough space (i.e. courses were full or reserved)
Courses not offered in the semester I wanted
Courses offered at a time or day when I didn't want to be on campus
Course offerings conflicted with my work schedule
Courses were scheduled for the same time slot (i.e. schedule of courses conflicted)
Courses had exams scheduled for the same time slot (i.e. schedule of exams conflicted)
Course offered before it's pre-requisite was offered
Courses offered at another campus and there was not enough time to travel from one campus to the other
Other

Branching Information
• Skip to Page 15 if (Q13 contains Could not register for all the courses I wanted) and (not Q4 contains Course availability issues (e.g. full courses, schedule conflicts, courses not offered, etc.))
• Skip to Page 16 if Q4 contains Took courses not counting towards degree graduation requirements
• Skip to Page 17 if Q4 contains Personal reasons (e.g. financial issues, home/family obligations, illness, etc.)
• Skip to Page 18 if Q4 contains Worked full-time or part-time (outside of co-op)
• Skip to Page 19 if Q4 contains Changed program/area of specialization
• Skip to Page 20 if Q4 contains Took time off (i.e. did not register for at least 2 semesters in an academic year)
• Skip to Page 22 if Q4 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
• Otherwise, Skip to Page 48

**Please select ALL the applicable reasons why you reduced your course load (i.e. fewer than 30 credits/year).** (Q13)

- [ ] Wanted to divide my time between studies and work/employment
- [ ] Wanted to focus on fewer courses to get good/better grades
- [ ] Wanted a good study-life balance (participate in extracurricular activities)
- [ ] Could not register for all the courses I wanted
- [ ] Most of my friends/peers were taking a reduced course load
- [ ] Wanted to minimize the number of commutes to SFU per week
- [ ] Other, please specify: __________________________

Branching Information
• Skip to Page 16 if Q4 contains Took courses not counting towards degree graduation requirements
• Skip to Page 17 if Q4 contains Personal reasons (e.g. financial issues, home/family obligations, illness, etc.)
• Skip to Page 18 if Q4 contains Worked full-time or part-time (outside of co-op)
• Skip to Page 19 if Q4 contains Changed program/area of specialization
• Skip to Page 20 if Q4 contains Took time off (i.e. did not register for at least 2 semesters in an academic year)
• Skip to Page 22 if Q4 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
• Otherwise, Skip to Page 48
One of the reasons you took a reduced course load was the inability to register for all the courses you wanted. Please select ALL the reasons why you could not register for all the courses. (Q14)

- Courses I wanted were full
- Courses I wanted were not offered in the desired term
- Courses I wanted were not offered at the desired time or day when I wanted to be on campus
- Courses I wanted conflicted with my work schedule
- Courses I wanted had a scheduling conflict with other courses I registered for
- Courses I wanted had an exam time conflict
- Courses I wanted were offered at another campus and there was not enough time to travel from one campus to the other
- Courses I wanted did not have a distance/online version
- I did not have the pre-requisites for the courses I wanted, because the pre-requisite was full
- I did not have the pre-requisites for the courses I wanted, because the pre-requisite was offered after the course was offered
- Other, please specify: __________________________

Please indicate ALL your reasons for taking courses not counting towards your degree graduation requirements. (Q15)

- Interested in those course topics
- Wanted to increase my general knowledge
- Advised by SFU advisors to take those courses
- Wanted to delay my graduation due to the weak job market/high unemployment rate
- Wanted to prepare myself for future studies/employment
- Needed to maintain a certain number of credits to satisfy bursary/financial/visa requirements
- Took courses to meet another credential's requirements (e.g. certificate requirements)
- Other, please specify: __________________________

What were your personal reasons for taking longer than FOUR years (THREE years for transfer students) to complete your degree at SFU? Please select ALL that apply. (Q16)

- Financial issues/obligations
- Opportunity to travel/live abroad
- Employment/career opportunity
- Personal health issue or disability
- Home or family issues/obligations
Branching Information

- Skip to Page 19 if Q4 contains Changed program/area of specialization
- Skip to Page 20 if Q4 contains Took time off (i.e. did not register for at least 2 semesters in an academic year)
- Skip to Page 22 if Q4 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
- Otherwise, Skip to Page 48

You indicated that you were working while attending SFU. Please select ALL your reasons for working. (Q17)

- I needed the money to support my education
- I needed the money to support financial obligations outside my university education
- I wanted work experience
- I could not register in enough courses each term, so I might as well work
- I did not want to graduate with a large debt
- I was already working in a full-time permanent position and completing my degree was less important
- Other, please specify: __________________________

On average, how many HOURS PER WEEK were you working (excluding co-op, internship, etc.) while taking courses at SFU? (Q18)

- 5 hours or less
- 6 - 10 hours
- 11 - 15 hours
- 16 - 20 hours
- 21 - 25 hours
- 26 - 30 hours
- 31 - 35 hours
- 36 - 40 hours
- More than 40 hours

Branching Information

- Skip to Page 20 if Q4 contains Took time off (i.e. did not register for at least 2 semesters in an academic year)
- Skip to Page 22 if Q4 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
- Otherwise, Skip to Page 48

You indicated that you changed program/area of specialization. Please select ALL applicable reasons for the change. (Q19)

- Lost interest in my original program/area of specialization
- Found my original program/area of specialization too difficult or too easy
- Always intended to change; just waiting to be accepted by the program of my first choice
- Courses required for my original program/area of specialization were offered very infrequently
- Employment opportunities in my new program/area of specialization are much greater
- Other, please specify: __________________________

As a result of changing program/area of specialization, how much ADDITIONAL time was added to your EXPECTED completion time, if any? (Q20)

- 0 terms
- 1 term
Branching Information

- Skip to Page 22 if (Q4 contains Course availability issues (e.g. full courses, schedule conflicts, courses not offered, etc.)) and (Q4 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.))
- Skip to Page 48 if Q4 contains Course availability issues (e.g. full courses, schedule conflicts, courses not offered, etc.)
- Skip to Page 22 if (Q13 contains Could not register for all the courses I wanted) and (Q4 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.))
- Skip to Page 48 if Q13 contains Could not register for all the courses I wanted
- Skip to Page 21 if Q21 contains Unable to get the courses I wanted
- Skip to Page 22 if Q4 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
- Otherwise, Skip to Page 48

Please select ALL your reasons for taking time off (i.e. not registering for at least 2 semesters in an academic year.) (Q21)

- Financial issue/obligation
- Opportunity to travel/live abroad
- Unable to get the courses I wanted
- Excellent employment/career opportunity
- Visa issue
- Personal health issue or disability
- Home or family issue/obligation
- Other, please specify: __________________________

Branching Information

- Skip to Page 22 if Q4 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
- Otherwise, Skip to Page 48

One of your reasons for taking time off was the inability to register for all the courses you wanted. Please select ALL the reasons why you could not register for all the courses. (Q22)

- Courses I wanted were full
- Courses I wanted were not offered in the desired term
- Courses I wanted were not offered at the desired time or day when I wanted to be on campus
- Courses I wanted conflicted with my work schedule
- Courses I wanted had a scheduling conflict with other courses I registered for
- Courses I wanted had an exam time conflict
- Courses I wanted were offered at another campus and there was not enough time to travel from one campus to the other
- Courses I wanted did not have a distance/online version
- I did not have the pre-requisites for the courses I wanted, because the pre-requisite was full
- I did not have the pre-requisites for the courses I wanted, because the pre-requisite was offered after the course was offered
- Other, please specify: __________________________
• Skip to Page 24 if Q23 contains Complex program requirements (e.g. complicated pre-requisite structure, too many courses required at the 400-level, etc.)
• Skip to Page 25 if Q23 contains Received required to withdraw (RTW) status
• Otherwise, Skip to Page 48

You indicated you had difficulty meeting program requirements. Did you seek help from any of the following? Please select ALL that apply. (Q24)

☑ Did not seek help
☑ SFU instructors
☑ SFU teaching assistants (TAs)
☑ SFU advisors
☑ Instructors outside of SFU (e.g. private tutors, coaches, etc.)
☑ Friends/classmates
☑ Student Learning Commons in the Library
☑ Appropriate classes/workshops (i.e. study skills, time management)
☑ English language skills classes
☑ Other, please specify: __________________________
You indicated that you received RTW status. What did you do after receiving this status? Please select ALL that apply. (Q26)

- Enrolled in another post-secondary institution and was re-admitted to SFU afterwards
- Enrolled and successfully completed the Back On Track program at SFU
- Other, please specify: __________________________

You indicated that you EXPECTED to take {{Q1}} to complete your SFU degree. It is taking you: (Q27)

- Shorter time than EXPECTED
- Same time as EXPECTED
- Longer than EXPECTED
- Don't know

How many more courses do you need in order to graduate with your SFU degree? (Please include the courses you are taking this semester, if applicable) (Q28)

- 1 - 3
- 4 - 6
- 7 - 9
- 10 - 12
- 13 - 15
- More than 15

Including this semester, how many semesters will it take you to complete the remaining credits you need for graduation? (Q29)

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- More than 9

Branching Information

- Skip to Page 28 if Q30 contains Course availability issues (e.g. full courses, schedule conflicts, courses not offered, etc.)
- Skip to Page 36 if Q30 contains Taking reduced course load (i.e. fewer than 30 credits/year)
- Skip to Page 38 if Q30 contains Taking courses not counting towards degree graduation requirements
- Skip to Page 39 if Q30 contains Personal reasons (e.g. financial reasons, home/family obligations, illness, etc.)
- Skip to Page 40 if Q30 contains Working full-time or part-time (outside of co-op)
- Skip to Page 41 if Q30 contains Changed program/area of specialization
- Skip to Page 42 if Q30 contains Took time off (i.e. did not register for at least 2 semesters in an academic year)
- Skip to Page 44 if Q30 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
Below are some reasons why students could take over FOUR years (THREE years for transfer students) to complete a degree at SFU. Please select those that apply to you. (Q30)

- Course availability issues (e.g. full courses, schedule conflicts, courses not offered, etc.)
- Taking reduced course load (i.e. fewer than 30 credits/year)
- Taking courses not counting towards degree graduation requirements
- Personal reasons (e.g. financial reasons, home/family obligations, illness, etc.)
- Participation in co-op and/or study abroad program
- Working full-time or part-time (outside of co-op)
- Working within a faculty member's research team on his/her research project
- Changed program/area of specialization
- Late in making decision on major or program
- Pursuing double major or other credentials/diplomas/certificates at the same time
- Took time off (i.e. did not register for at least 2 semesters in an academic year)
- Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
- Want to delay graduation because of the weak job market/high unemployment rate
- Problems transferring credits from other institutions
- Other, please specify: __________________________

The course availability issues you encounter occur more often in: (Q31)

- Lower Division (100-level or 200-level courses)
- Upper Division (300-level or 400-level courses)
- Issues occur in both lower and upper divisions

What course availability issues do you personally experience in LOWER DIVISION courses? Please select ALL that apply. (Q32)

- Courses I want are full
- Courses I want are not offered in the desired term
- Courses I want are not offered at the desired time or day when I want to be on campus
- Courses I want conflict with my work schedule
- Courses I want have a scheduling conflict with other courses I have registered for
- Courses I want have an exam time conflict
- Courses I want are offered at another campus and there is not enough time to travel from one campus to the other
- Courses I want do not have a distance/online version
- I do not have the pre-requisites for the courses I want, because the pre-requisites are full
- I do not have the pre-requisites for the courses I want, because the pre-requisites are offered after the course is offered
- Other, please specify: __________________________
What course availability issues do you personally experience in UPPER DIVISION courses? Please select ALL that apply. (Q33)

- Courses I want are full
- Courses I want are not offered in the desired term
- Courses I want are not offered at the desired time or day when I want to be on campus
- Courses I want conflict with my work schedule
- Courses I want have a scheduling conflict with other courses I have registered for
- Courses I want have an exam time conflict
- Courses I want are offered at another campus and there is not enough time to travel from one campus to the other
- Courses I want do not have a distance/online version
- I do not have the pre-requisites for the courses I want, because the pre-requisites are full
- Other, please specify: __________________________

Do you need to meet Writing, Quantitative, and Breadth (WQB) requirements in order to complete your SFU degree? (Q34)

- Yes
- No

Do you encounter any course availability issues within WQB courses? (Q35)

- Skip to Page 32 if Q35 = Yes
- Skip to Page 36 if (Q35 = No) and (Q30 contains Taking reduced course load (i.e. fewer than 30 credits/year))
- Skip to Page 38 if (Q35 = No) and (Q30 contains Taking courses not counting towards degree graduation requirements)
- Skip to Page 39 if (Q35 = No) and (Q30 contains Personal reasons (e.g. financial reasons, home/family obligations, illness, etc.))
- Skip to Page 40 if (Q35 = No) and (Q30 contains Working full-time or part-time (outside of co-op))
- Skip to Page 41 if (Q35 = No) and (Q30 contains Changed program/area of specialization)
- Skip to Page 42 if (Q35 = No) and (Q30 contains Took time off (i.e. did not register for at least 2 semesters in an academic year))
- Skip to Page 44 if (Q35 = No) and (Q30 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.))
- Skip to Page 51 if (Q35 = No) and (Q28 = 1 - 3)
- Skip to Page 54 if (Q35 = No) and (Q27 = Shorter time than EXPECTED)
- Otherwise, Skip to Page 55
The course availability issues that you encounter within WQB courses occur more often in: (Q36)

- Lower Division (100-level or 200-level courses)
- Upper Division (100-level or 200-level courses)
- Issues occur in both lower and upper divisions

Branching Information

- Skip to Page 35 if Q36 = Issues occur in both lower and upper divisions
- Skip to Page 36 if Q30 contains Taking reduced course load (i.e. fewer than 30 credits/year)
- Skip to Page 38 if Q30 contains Taking courses not counting towards degree graduation requirements
- Skip to Page 39 if Q30 contains Personal reasons (e.g. financial reasons, home/family obligations, illness, etc.)
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- Skip to Page 41 if Q30 contains Changed program/area of specialization
- Skip to Page 42 if Q30 contains Took time off (i.e. did not register for at least 2 semesters in an academic year)
- Skip to Page 44 if Q30 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
- Skip to Page 51 if Q28 = 1 - 3
- Skip to Page 54 if Q27 = Shorter time than EXPECTED
- Otherwise, Skip to Page 55

For each issue below, please select if you personally experience it in any LOWER DIVISION W, Q, or B courses? Please select ALL that apply. (For example, if you experience "Courses do not have enough space" in both W and Q courses, check the checkbox under the W column AND the Q column for that issue) (Q37)

<table>
<thead>
<tr>
<th>Issues</th>
<th>W courses</th>
<th>Q courses</th>
<th>B courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courses do not have enough space (i.e. courses are full or reserved)</td>
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</tr>
<tr>
<td>Course offered before it's pre-requisite is offered</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Courses offered at another campus and there is not enough time to travel from one campus to the other</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Branching Information
- Skip to Page 36 if Q30 contains Taking reduced course load (i.e. fewer than 30 credits/year)
- Skip to Page 38 if Q30 contains Taking courses not counting towards degree graduation requirements
- Skip to Page 39 if Q30 contains Personal reasons (e.g. financial reasons, home/family obligations, illness, etc.)
- Skip to Page 40 if Q30 contains Working full-time or part-time (outside of co-op)
- Skip to Page 41 if Q30 contains Changed program/area of specialization
- Skip to Page 42 if Q30 contains Took time off (i.e. did not register for at least 2 semesters in an academic year)
- Skip to Page 44 if Q30 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
  - Skip to Page 51 if Q28 = 1 - 3
  - Skip to Page 54 if Q27 = Shorter time than EXPECTED
  - Otherwise, Skip to Page 55

For each issue below, please select if you personally experience it in any UPPER DIVISION W, Q, or B courses? Please select ALL that apply. (For example, if you experience "Courses do not have enough space" in both W and Q courses, check the checkbox under the W column AND the Q column for that issue) (Q38)

<table>
<thead>
<tr>
<th>W courses</th>
<th>Q courses</th>
<th>B courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courses do not have enough space (i.e. courses are full or reserved)</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Courses not offered in the semester I want</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Courses offered at a time or day when I do not want to be on campus</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Course offerings conflict with my work schedule</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Courses are scheduled for the same time slot (i.e. schedule of courses conflict)</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Courses have exams scheduled for the same time slot (i.e. schedule of exams conflict)</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Course offered before it's pre-requisite is offered</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Courses offered at another campus and there is not enough time to travel from one campus to the other</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Other</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Branching Information
- Skip to Page 37 if (Q39 contains Cannot register for all the courses I want) and (not Q30 contains Course availability issues (e.g. full courses, schedule conflicts, courses not offered, etc.))
  - Skip to Page 38 if Q30 contains Taking courses not counting towards degree graduation requirements
  - Skip to Page 39 if Q30 contains Personal reasons (e.g. financial reasons, home/family obligations, illness, etc.)
  - Skip to Page 40 if Q30 contains Working full-time or part-time (outside of co-op)
  - Skip to Page 41 if Q30 contains Changed program/area of specialization
  - Skip to Page 42 if Q30 contains Took time off (i.e. did not register for at least 2 semesters in an academic year)
  - Skip to Page 44 if Q30 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
    - Skip to Page 51 if Q28 = 1 - 3
    - Skip to Page 54 if Q27 = Shorter time than EXPECTED
    - Otherwise, Skip to Page 55

Please select ALL the applicable reasons why you reduced your course load (i.e. fewer than 30 credits/year). (Q39)
- ☐ Want to divide my time between studies and work/employment
- ☐ Want to focus on fewer courses to get good/better grades
- ☐ Want a good study-life balance (participate in extracurricular activities)
- ☐ Cannot register for all the courses I want
Most of my friends/peers are taking a reduced course load

Want to minimize the number of commutes to SFU per week

Other, please specify: __________________________

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**Branching Information**

- Skip to Page 38 if Q30 contains Taking courses not counting towards degree graduation requirements
- Skip to Page 39 if Q30 contains Personal reasons (e.g. financial reasons, home/family obligations, illness, etc.)
- Skip to Page 40 if Q30 contains Working full-time or part-time (outside of co-op)
- Skip to Page 41 if Q30 contains Changed program/area of specialization
- Skip to Page 42 if Q30 contains Took time off (i.e. did not register for at least 2 semesters in an academic year)
- Skip to Page 44 if Q30 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
  - Skip to Page 51 if Q28 = 1 - 3
  - Skip to Page 54 if Q27 = Shorter time than EXPECTED
  - Otherwise, Skip to Page 55

☑ One of the reasons you are taking a reduced course load is the inability to register for all the courses you want. Please select ALL the reasons why you can not register for all the courses. (Q40)

- Courses I want are full
- Courses I want are not offered in the desired term
- Courses I want are not offered at the desired time or day when I want to be on campus
- Courses I want conflict with my work schedule
- Courses I want have a scheduling conflict with other courses I have registered for
- Courses I want have an exam time conflict
- Courses I want are offered at another campus and there is not enough time to travel from one campus to the other
- Courses I want do not have a distance/online version
- I do not have the pre-requisites for the courses I want, because the pre-requisites are full
- I do not have the pre-requisites for the courses I want, because the pre-requisites are offered after the course is offered
- Other, please specify: __________________________

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**Branching Information**

- Skip to Page 39 if Q30 contains Personal reasons (e.g. financial reasons, home/family obligations, illness, etc.)
- Skip to Page 40 if Q30 contains Working full-time or part-time (outside of co-op)
- Skip to Page 41 if Q30 contains Changed program/area of specialization
- Skip to Page 42 if Q30 contains Took time off (i.e. did not register for at least 2 semesters in an academic year)
- Skip to Page 44 if Q30 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
  - Skip to Page 51 if Q28 = 1 - 3
  - Skip to Page 54 if Q27 = Shorter time than EXPECTED
  - Otherwise, Skip to Page 55

☑ Please indicate ALL your reasons why you are taking courses not counting towards your degree graduation requirements. (Q41)

- Interested in those course topics
- Want to increase my general knowledge
- SFU advisors advise that I take those courses
- Want to delay my graduation due to the weak job market/high unemployment rate
- Want to prepare myself for future studies or employment
- Need to maintain a certain number of credits to satisfy bursary/financial visa requirements
Taking courses to meet another credential's requirements (e.g. certificate requirements)
Other, please specify: __________________________

Branching Information
• Skip to Page 40 if Q30 contains Working full-time or part-time (outside of co-op)
• Skip to Page 41 if Q30 contains Changed program/area of specialization
• Skip to Page 42 if Q30 contains Took time off (i.e. did not register for at least 2 semesters in an academic year)
• Skip to Page 44 if Q30 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
• Skip to Page 51 if Q28 = 1 - 3
• Skip to Page 54 if Q27 = Shorter time than EXPECTED
• Otherwise, Skip to Page 55

What are your personal reasons for taking longer than FOUR years (THREE years for transfer students) to complete your degree at SFU? Please select ALL that apply. (Q42)
- Financial issues/obligations
- Opportunity to travel/live abroad
- Employment/career opportunity
- Personal health issue or disability
- Home or family issues/obligations
- Other, please specify: __________________________

Branching Information
• Skip to Page 41 if Q30 contains Changed program/area of specialization
• Skip to Page 42 if Q30 contains Took time off (i.e. did not register for at least 2 semesters in an academic year)
• Skip to Page 44 if Q30 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
• Skip to Page 51 if Q28 = 1 - 3
• Skip to Page 54 if Q27 = Shorter time than EXPECTED
• Otherwise, Skip to Page 55

You indicated that you are working while attending SFU. Please select ALL your reasons for working. (Q43)
- I need the money to support my education
- I need the money to support financial obligations outside my university education
- I want work experience
- I cannot register in enough courses each term, so I might as well work
- I do not want to graduate with a large debt
- I have a full-time permanent position and completing my degree is less important
- Other, please specify: __________________________

On average, how many HOURS PER WEEK are you working (excluding co-op, internships, etc.) while taking courses at SFU? (Q44)
- 5 hours or less
- 6 - 10 hours
- 11 - 15 hours
- 16 - 20 hours
- 21 - 25 hours
- 26 - 30 hours
- 31 - 35 hours
Branching Information

- Skip to Page 42 if Q30 contains Took time off (i.e. did not register for at least 2 semesters in an academic year)
- Skip to Page 44 if Q30 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
  - Skip to Page 51 if Q28 = 1 - 3
  - Skip to Page 54 if Q27 = Shorter time than EXPECTED
  - Otherwise, Skip to Page 55

You indicated that you have changed program/area of specialization. Please select ALL applicable reasons for the change. (Q45)

- Lost interest in my original program/area of specialization
- Found my original program/area of specialization too difficult or too easy
- Always intended to change; just waiting to be accepted by the program of my first choice
- Courses required for my original program/area of specialization were offered very infrequently
- Employment opportunities in my new program/area of specialization are much greater
- Other, please specify: __________________________

As a result of changing program/area of specialization, how much ADDITIONAL time has been added to your EXPECTED completion time, if any? (Q46)

- 0 terms
- 1 term
- 2 terms
- 3 terms
- 2 years
- 3 years
- More than 3 years

Branching Information

- Skip to Page 44 if (Q30 contains Course availability issues (e.g. full courses, schedule conflicts, courses not offered, etc.)) and (Q30 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.))
- Skip to Page 51 if (Q30 contains Course availability issues (e.g. full courses, schedule conflicts, courses not offered, etc.)) and (Q28 = 1 - 3)
- Skip to Page 54 if (Q30 contains Course availability issues (e.g. full courses, schedule conflicts, courses not offered, etc.)) and (Q27 = Shorter time than EXPECTED)
- Skip to Page 55 if Q30 contains Course availability issues (e.g. full courses, schedule conflicts, courses not offered, etc.)
- Skip to Page 44 if (Q39 contains Cannot register for all the courses I want) and (Q30 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.))
- Skip to Page 51 if (Q39 contains Cannot register for all the courses I want) and (Q28 = 1 - 3)
- Skip to Page 54 if (Q39 contains Cannot register for all the courses I want) and (Q27 = Shorter time than EXPECTED)
- Skip to Page 55 if Q39 contains Cannot register for all the courses I want
- Skip to Page 43 if Q47 contains Unable to get the courses I want
- Skip to Page 44 if Q30 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
- Skip to Page 51 if Q28 = 1 - 3
- Skip to Page 54 if Q27 = Shorter time than EXPECTED
- Otherwise, Skip to Page 55
Please select ALL your reasons for taking time off (i.e. did not register for at least 2 semesters in an academic year.) (Q47)

- Financial issue/obligation
- Opportunity to travel/live abroad
- Unable to get the courses I want
- Excellent employment/career opportunity
- Visa issue
- Personal health issue or disability
- Home or family issue/obligation
- Other, please specify: __________________________

Branching Information

- Skip to Page 44 if Q30 contains Difficulty meeting program requirements (e.g. failed/repeated courses, complex/unclear program requirements, etc.)
- Skip to Page 51 if Q28 = 1 - 3
- Skip to Page 54 if Q27 = Shorter time than EXPECTED
- Otherwise, Skip to Page 55

One of your reasons for taking time off is the inability to register for all the courses you want. Please select ALL the reasons why you cannot register for all the courses. (Q48)

- Courses I want are full
- Courses I want are not offered in the desired term
- Courses I want are not offered at the desired time or day when I want to be on campus
- Courses I want conflict with my work schedule
- Courses I want have a scheduling conflict with other courses I have registered for
- Courses I want have an exam time conflict
- Courses I want are offered at another campus and there is not enough time to travel from one campus to the other
- Courses I want do not have a distance/online version
- I do not have the pre-requisites for the courses I want, because the pre-requisites are full
- I do not have the pre-requisites for the courses I want, because the pre-requisites are offered after the course is offered
- Other, please specify: __________________________

Please indicate ALL difficulties you face meeting program requirements. (Q49)

- Complex program requirements (e.g. complicated pre-requisite structure, too many courses required at the 400-level, etc.)
- Unclear program requirements (e.g. requirements not stated anywhere or not stated clearly)
- Program requirements changed after I enrolled
- Failed/repeated one or more courses
- Difficulty understanding course work because of my English language skills
- Received required to withdraw (RTW) status
- Difficulty meeting program's GPA requirements
- Other, please specify: __________________________

Branching Information
You indicated you have difficulty meeting program requirements. Did you seek or are you currently seeking help from any of the following? Please select ALL that apply. (Q50)

- Not seeking help
- SFU instructors
- SFU teaching assistants (TAs)
- SFU advisors
- Instructors outside of SFU (e.g. private tutors, coaches, etc.)
- Friends/classmates
- Student Learning Commons in the Library
- Appropriate classes/workshops (i.e. study skills, time management)
- English language skills classes
- Other, please specify: __________________________

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You indicated that you find your program's requirements complex. Please describe the nature of the complexity and provide examples. (Q51)

_____________________________________________________________

_____________________________________________________________

_____________________________________________________________

---

You indicated that you have received RTW status. What did you do after receiving this status? Please select ALL that apply. (Q52)

- Enrolled in another post-secondary institution and will re-apply to SFU
- Enrolled in another post-secondary institution and have returned to SFU
- Enrolled in the Back On Track program at SFU
- Enrolled in the Back On Track program at SFU and have successfully returned to good academic standing
- Stopped pursuing my post-secondary education for now
- Other, please specify: __________________________
Did you have difficulty registering for your LAST course necessary for degree completion? (Q53)

- Yes
- No

Branching Information

- Skip to Page 50 if Q54 contains Pre-requisite difficulties
- Otherwise, Skip to Page 55

What difficulties did you face in registering for your LAST course necessary for degree completion? Please select ALL that apply. (Q54)

- Course was offered only once a year
- Course was not offered in over a year
- Course quickly became full whenever offered
- Course scheduled for the same time slot as other courses I am registered for
- Course had exam scheduled for the same time slot as exams for other courses I am registered for
- Course and/or exam conflicted with my work schedule
- Course was offered at a campus I could not get to easily
- Pre-requisite difficulties
- Other, please specify: __________________________

What was your LAST course necessary for degree completion? (Please provide the course name and number if you recall it - e.g. BUS 280) (Q55)

______________________

Branching Information

- Skip to Page 55 if Q56 contains Did not have the pre-requisite course
- Otherwise, Skip to Page 55

In registering for your LAST course necessary for degree completion, what kind of pre-requisite difficulties did you experience? Please select ALL that apply. (Q56)

- Did not have the pre-requisite course
- Did not have the required grade to be eligible to register
- Other, please specify: __________________________

Branching Information

- Skip to Page 52 if Q57 = Yes
- Skip to Page 54 if (Q57 = No) and (Q27 = Shorter time than EXPECTED)
- Otherwise, Skip to Page 55

Are you having difficulty registering for your LAST 1 - 3 courses necessary for degree completion? (Q57)

- Yes
- No
What difficulties do you face registering for your LAST 1 - 3 courses necessary for degree completion? Please select ALL that apply. (Q58)

- Courses offered only once a year
- Courses not offered in over a year
- Courses quickly become full whenever offered
- Courses scheduled for the same time slot (i.e. schedule of courses conflict)
- Courses have exams scheduled for the same time slot (i.e. schedule of exams conflict)
- Courses and/or exams conflict with my work schedule
- Courses offered at a campus I can not get to easily
- Pre-requisite difficulties
- Other, please specify: __________________________

What are your LAST 1 - 3 courses necessary for degree completion? (Please provide the course name and number - e.g. BUS 280) (Q59)

_____________________________________________________________
_____________________________________________________________
_____________________________________________________________

In registering for your LAST 1 - 3 courses necessary for degree completion, what kind of pre-requisite difficulties do you experience? Please select ALL that apply. (Q60)

- Do not have the pre-requisite course
- Do not have the required grade to be eligible to register
- Other, please specify:

You are taking a shorter time than EXPECTED to complete your degree at SFU. Please select ALL the reasons that explain this. (Q61)

- I am taking a higher course load
- I am registering in every semester
- I am registering in more semesters than I originally thought I would
- I dropped out of the co-op/study abroad program
- I over-estimated the time I need to complete my degree
- I decided not to pursue a double major or other credentials/diplomas/certificates at the same time
I received help to understand my program's requirements which made it easier for me to plan what courses to take and when to take them

Changes made to the graduation requirements has made it easier to complete my degree in a shorter time

Changes to course pre-requisites or curriculum requirements has made it easier to complete my degree in a shorter time

Course availability has improved such that I am able to get the courses I need to graduate

Other, please specify: __________________________

Please select your level of agreement with the following statements (Q62)

Upper division courses I need for degree completion are harder to register in than lower division courses

Working is more important to me than completing my degree in 4 years

I would not be able to pay for my education at SFU if I were unable to work while studying

I would still take a reduced course load even if I could register for 5 courses that I wanted

One of the reasons I was attracted to SFU is the co-op and/or study abroad programs

Branching Information

• Skip to Page 58 if Q63 = Definitely yes
• Skip to Page 58 if Q63 = Probably yes
• Skip to Page 57 if Q63 = Probably no
• Skip to Page 57 if Q63 = Definitely no
• Otherwise, Skip to Page 58

If you could start over again, would you go to SFU? (Q63)

☐ Definitely yes
☐ Probably yes
☐ Probably no
☐ Definitely no

You indicated that if you could start over again, you probably or definitely would not come to SFU. Please tell us why. (Q64)
If there is one thing SFU can do to improve/shorten the time to complete your degree, what would it be? (Q65)

Please click the "Submit" button to conclude the survey. Thank you for completing the survey. Winners of the random draw will be advised by email in December after the survey closes.