
New to UBC 2020 Okanagan Undergraduate: Final Report

This is a report of findings from the New to UBC (NUBC) 2020 Survey on new UBC Okanagan undergraduate students starting UBC in September 2020. The data collection period was from July 17 to August 23, 2020.

	Direct entry	Direct entry, domestic	Direct entry, international
Invited new UBCO undergrads ¹	2,378	1,761	617
Current response rate	45%	46%	43%
Current sample size ²	1,078	812	266

BACKGROUND

The New to UBC (NUBC) survey is conducted annually of new, incoming undergraduate students of both UBC campuses, UBC Vancouver and UBC Okanagan. The survey provides a snapshot of what new, incoming UBC undergraduate students are like before they begin their UBC studies in September, and helps the UBC administration in its efforts to support the students' transition from high school or another post-secondary institution to UBC.

METHODOLOGY

All new, incoming UBCO undergraduate students were invited to participate in the NUBC survey (N=3,028) online via email on July 17, 2020, and again on August 5, 2020 to include the new UBCO undergrads who registered in their courses after the survey initially launched on July 17.

Both direct entry undergrads entering UBCV from high school (N=2,378) and undergrads transferring from another post-secondary institution (N=650) were invited. ***All analyses in this report focus on new direct entry UBCO undergrads.***

¹ The number of new UBCO undergrads invited to NUBC 2020 survey include those invited on July 17, 2020 and on August 5, 2020.

² The sample size and response rate is based on respondents who completed the entire questionnaire, and excludes those who only partially completed the questionnaire. All survey results in this report include all respondents, including those who only partially completed the questionnaire.

EXECUTIVE SUMMARY

Just 41% of new UBCO undergrads plan to live in Central Okanagan next term, including 11% in UBC student housing, and 4% near campus in Academy Hill or Quail Ridge neighbourhoods. 23% will live in BC outside of the Central Okanagan, 14% in Canada outside BC, and 21% outside of Canada.

New UBCO undergraduates in 2020 are quite satisfied with their overall experience with UBC to date, although they are less satisfied compared to 2019. New UBCO undergrads, nonetheless, feel quite positive about starting their studies at UBCO in September, almost as positive as new UBCO undergrads in 2019.

Most UBCO undergrads feel that their communications from UBC have been well coordinated, although less so compared to 2019. Most UBCO undergrads are either satisfied with how often they receive email communication from UBC (55%) or would like to receive email communication more often (43%).

New UBCO undergrads are fairly satisfied with communications on what precautions UBC has taken to protect students and updates on how UBC is proceeding with COVID-19. New UBCO undergrads are less satisfied, however, with UBC's communication on what to expect for next term.

About one quarter (26%) of new UBCO undergrads in 2020 report that they have completed UBC 101: online orientation at the time of the survey, about the same as 2019. New UBCO undergrads who have completed UBC 101: online orientation tend to feel more prepared for UBC.

New UBCO undergrads in 2020 had a fairly positive overall experience registering for their classes, similar to 2019. About one-third (34%) of new UBCO undergrads faced barriers to course registration in 2020, which is lower than the 44% reported in 2019.

(1) Meaningful employment, (2) personal growth and development, and (3) gaining academic knowledge and new perspectives and becoming a more informed person are the most important outcomes UBCO undergrads want from their UBC education.

Most new UBCO undergrads say they currently have a family doctor (77%) but only 23% say they have a medical professional who can provide them with professional support for their mental health.

New UBCO undergrads are just as confident in their ability to manage stress and succeed in their courses in 2020 as they were in 2019. They are more confident that they can balance their academic time and non-academic time in 2020 than in 2019.

New UBCO undergraduates have concerns for their online learning next term. Many are concerned about

- Not being able to see their classmates in person and having difficulties developing social connections
- Not performing well in class or lacking personal motivation or desire to complete their coursework
- Not being able to communicate with instructors in person or having course lessons that do not translate well to online learning
- Mental health (stress, anxiety, depression)

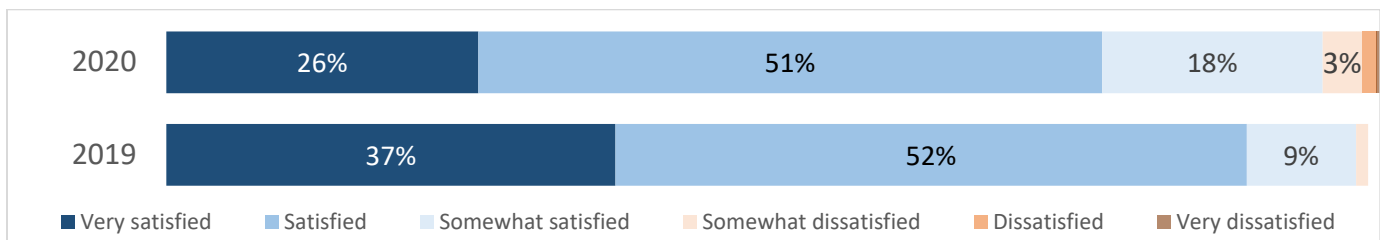
SUMMARY OF FINDINGS

The following analyses include both domestic and international direct entry UBCO undergraduates. Some questions are comparable to the last New to UBC Survey in 2019 although many questions have changed. Select comparisons to 2019 results will be made where applicable.

Overall satisfaction with UBC

New UBCO undergraduates in 2020 are quite satisfied with their overall experience with UBC to date, although they are less satisfied compared to 2019.

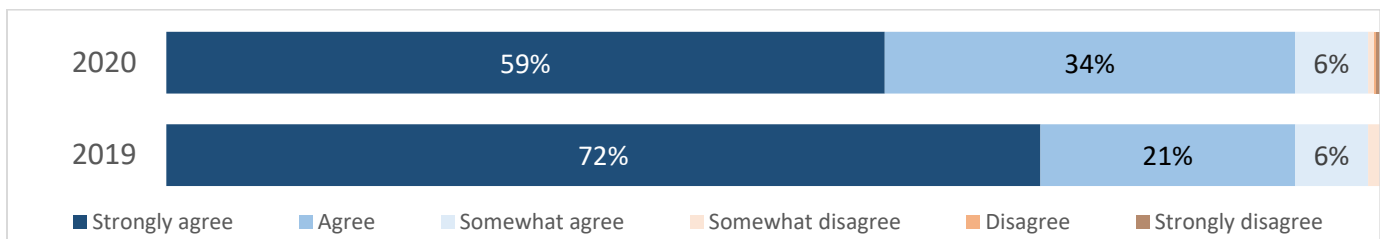
How satisfied are you with your overall experience with UBC to date?³



NUBC	Very satisfied/ Satisfied	Incl Somewhat satisfied	Very satisfied	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Dissatisfied	Very dissatisfied	Total
2020	77%	95%	26%	51%	18%	3%	1%	0%	1327
2019	89%	99%	37%	52%	9%	1%	0%	0%	1151
Difference	-12%	-4%	-11%	-1%	9%	2%	1%	0%	

New UBCO undergrads, nonetheless, feel quite positive about starting their studies at UBCO in September, almost as positive as new UBCO undergrads in 2019.

I am proud to be attending UBC Okanagan.⁴

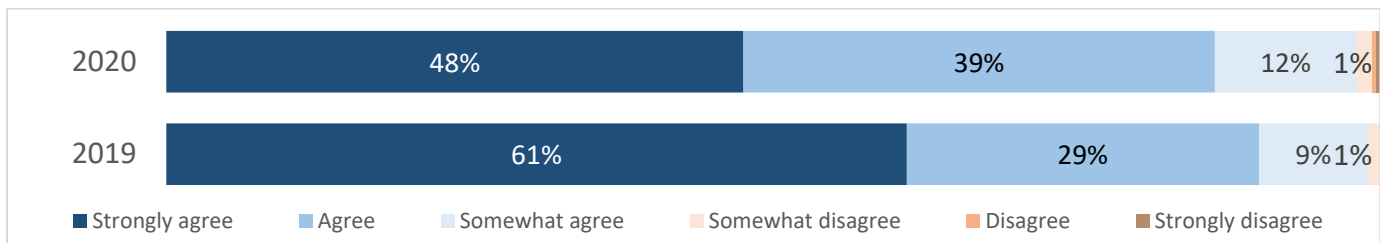


	Strongly agree/Agree	Incl Somewhat agree	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Total
2020	93%	99%	59%	34%	6%	1%	0%	0%	1394
2019	93%	99%	72%	21%	6%	1%	0%	0%	1159
Difference	0%	0%	-13%	13%	0%	0%	0%	0%	

³ UBCO undergrads who answered “no opinion” are excluded from the % calculations. UBCO undergrads who chose “no opinion” was 5% in 2020, and 2% in 2019.

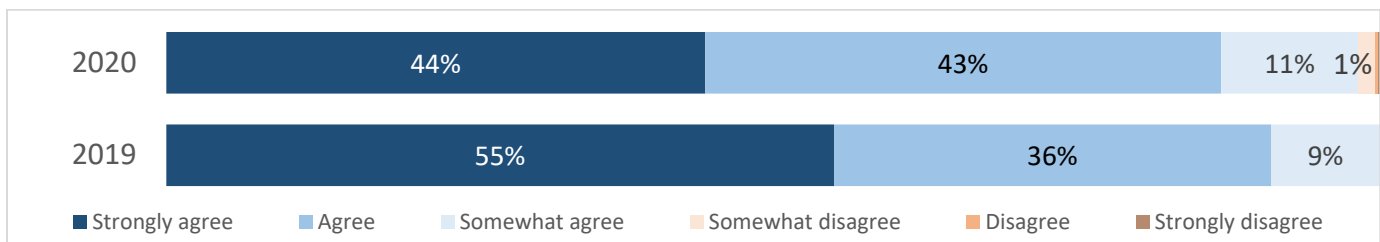
⁴ This question in 2020 is slightly different from 2019 (“I am proud to be attending UBC’s Okanagan campus”) to reflect that many new UBCO undergraduates will not commute to the UBCO campus in 2020.

I feel that UBC Okanagan will be the right university for me.⁵



	Strongly agree/Agree	Incl Somewhat agree	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Total
2020	86%	98%	48%	39%	12%	1%	0%	0%	1386
2019	90%	99%	61%	29%	9%	1%	0%	0%	1161
Difference	-4%	-1%	-13%	10%	3%	0%	0%	0%	

I feel welcome at UBC.



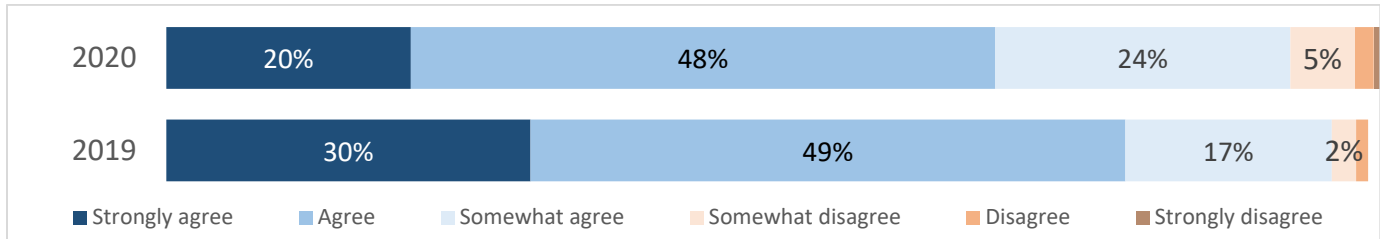
	Strongly agree/Agree	Incl Somewhat agree	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Total
2020	87%	98%	44%	43%	11%	1%	0%	0%	1381
2019	91%	99%	55%	36%	9%	1%	0%	0%	1158
Difference	-4%	-1%	-11%	7%	2%	0%	0%	0%	

⁵ This question in 2020 is slightly different from 2019 (“I feel that UBC’s Okanagan campus will be the right university for me”) to reflect that many new UBCO undergraduates will not commute to the UBCO campus in 2020.

UBC communications

Most UBCO undergrads feel that their communications from UBC have been well coordinated, although less so compared to 2019.

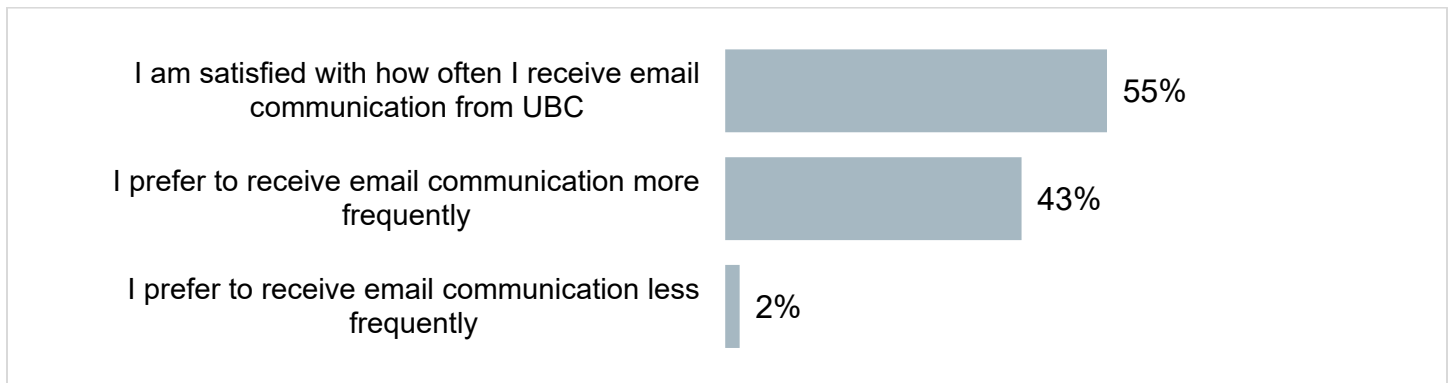
I feel that my communications from UBC have been well coordinated.⁶



	Strongly agree/Agree	Incl Somewhat agree	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Total
2020	68%	93%	20%	48%	24%	5%	2%	1%	1296
2019	79%	96%	30%	49%	17%	2%	1%	0%	1163
Difference	-11%	-3%	-10%	-1%	7%	3%	1%	1%	

Most UBCO undergrads are either satisfied with how often they receive email communication from UBC (55%) or would like to receive email communication more often (43%).

What are your thoughts regarding how often you receive email communication (news/updates) from UBC?⁷

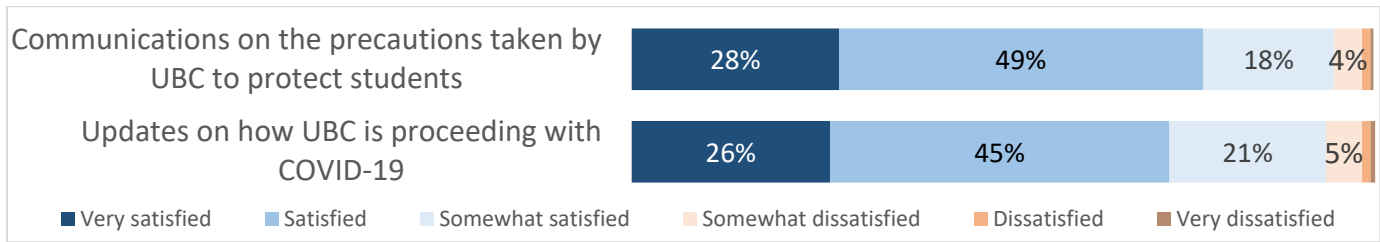


	%	Count
I am satisfied with how often I receive email communication from UBC	55%	715
I prefer to receive email communication more frequently	43%	555
I prefer to receive email communication less frequently	2%	27
Total	100%	1297

⁶ UBCO undergrads who answered “No opinion / don’t know” are excluded from the % calculations. UBCO undergrads who chose “No opinion / don’t know” was 1% in 2020, and 1% in 2019.

⁷ This is a new question in 2020. Comparison with 2019 is not available.

New UBCO undergrads are fairly satisfied with communications on what precautions UBC has taken to protect students and updates on how UBC is proceeding with COVID-19.



Communications on the precautions taken by UBC to protect students.⁸

Very satisfied/ Satisfied	Incl Somewhat satisfied	Very satisfied	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Dissatisfied	Very dissatisfied	No opinion/ Not applicable	Total
76%	94%	28%	49%	18%	4%	1%	0%	1%	1304

Updates on how UBC is proceeding with COVID-19.⁹

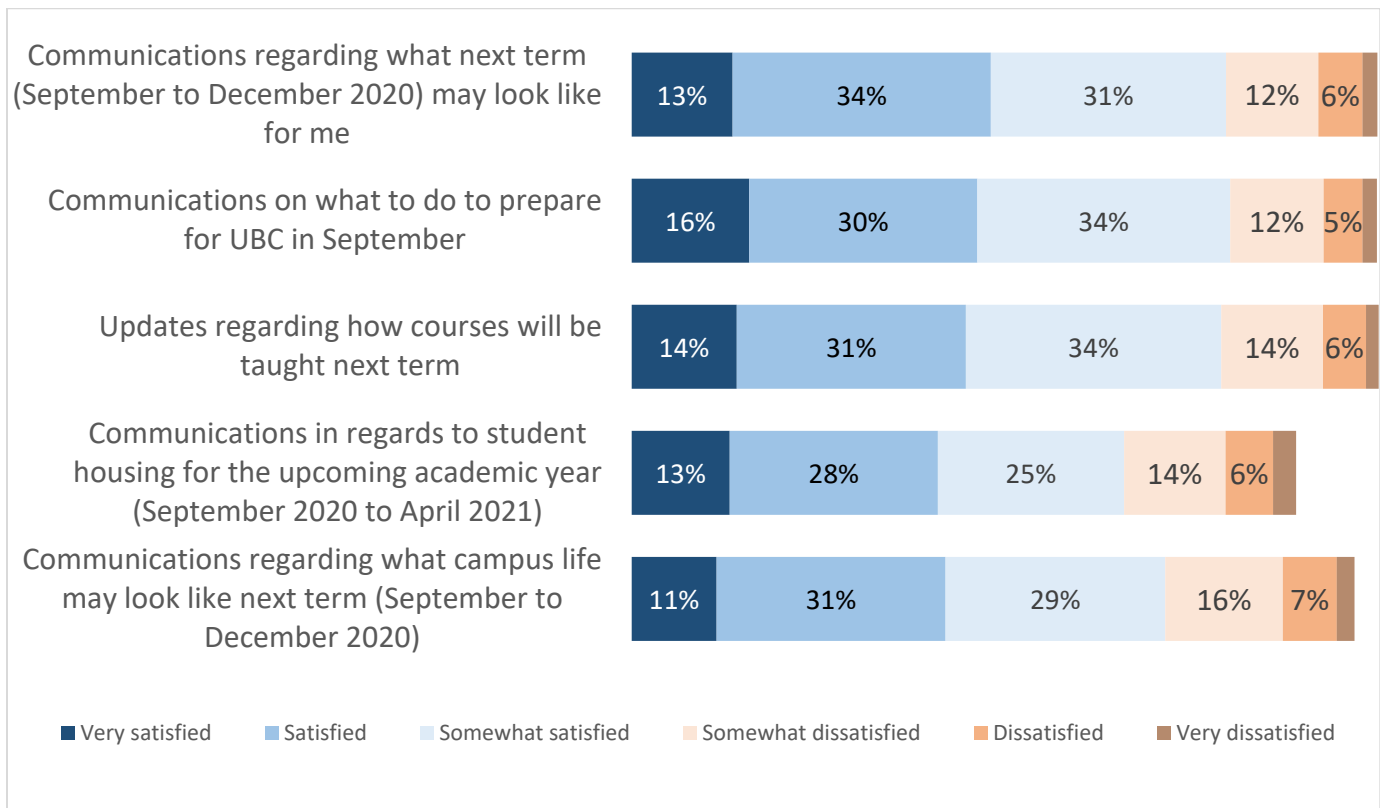
Very satisfied/ Satisfied	Incl Somewhat satisfied	Very satisfied	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Dissatisfied	Very dissatisfied	No opinion/ Not applicable	Total
72%	93%	26%	45%	21%	5%	1%	1%	1%	1310

⁸ This is a new question in 2020. Comparison with 2019 is not available.

⁹ New question in 2020. Comparison with 2019 not available.

UBC’s communication on what to expect for next term.¹⁰

New UBCO undergrads are less satisfied, however, with UBC’s communication on what to expect for next term.



Communications regarding what next term (September to December 2020) may look like for me.

Very satisfied/ Satisfied	Incl Somewhat satisfied	Very satisfied	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Dissatisfied	Very dissatisfied	No opinion/ Not applicable	Total
48%	79%	13%	34%	31%	12%	6%	2%	0%	1305

Communications on what to do to prepare for UBC in September.

Very satisfied/ Satisfied	Incl Somewhat satisfied	Very satisfied	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Dissatisfied	Very dissatisfied	No opinion/ Not applicable	Total
46%	80%	16%	30%	34%	12%	5%	2%	0%	1306

Updates regarding how courses will be taught next term.

Very satisfied/ Satisfied	Incl Somewhat satisfied	Very satisfied	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Dissatisfied	Very dissatisfied	No opinion/ Not applicable	Total
45%	79%	14%	31%	34%	14%	6%	2%	0%	1304

¹⁰ All questions in this section are new questions in 2020. No comparisons with 2019 are available.

Communications in regards to student housing for the upcoming academic year (September 2020 to April 2021).

Very satisfied/ Satisfied	Incl Somewhat satisfied	Very satisfied	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Dissatisfied	Very dissatisfied	No opinion/ Not applicable	Total
41%	66%	13%	28%	25%	14%	6%	3%	11%	1306

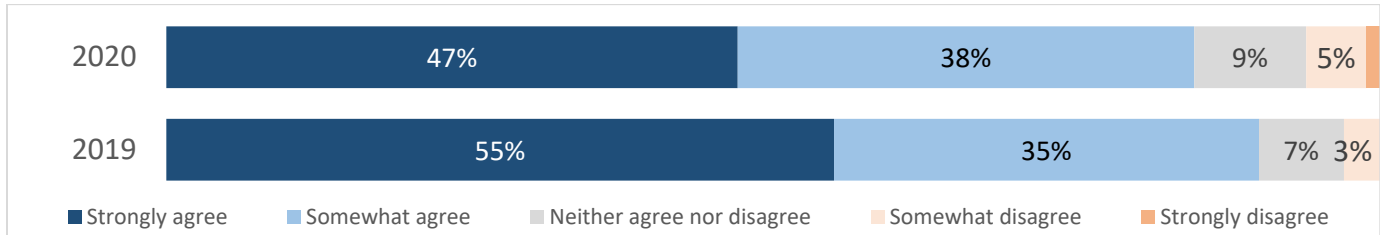
Communications regarding what campus life may look like next term (September to December 2020).

Very satisfied/ Satisfied	Incl Somewhat satisfied	Very satisfied	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Dissatisfied	Very dissatisfied	No opinion/ Not applicable	Total
42%	71%	11%	31%	29%	16%	7%	2%	3%	1305

Feeling Prepared for UBC

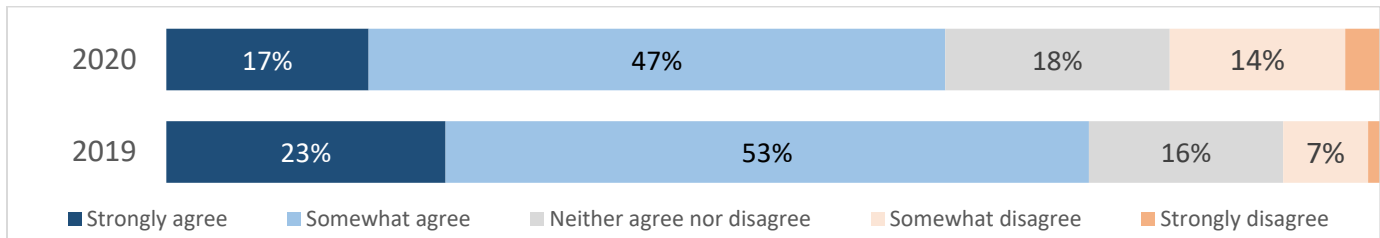
Students feel they understand UBC’s expectations of conduct (85% strongly or somewhat agree). Many know the types of resources they have access to that can support their success at UBC (64% strongly or somewhat agree). Just over half know what to expect in the first term or what they need to do to be prepared to start classes in September. These percentages are about the same or lower than the ones in 2019.

I understand UBC's expectations of conduct.



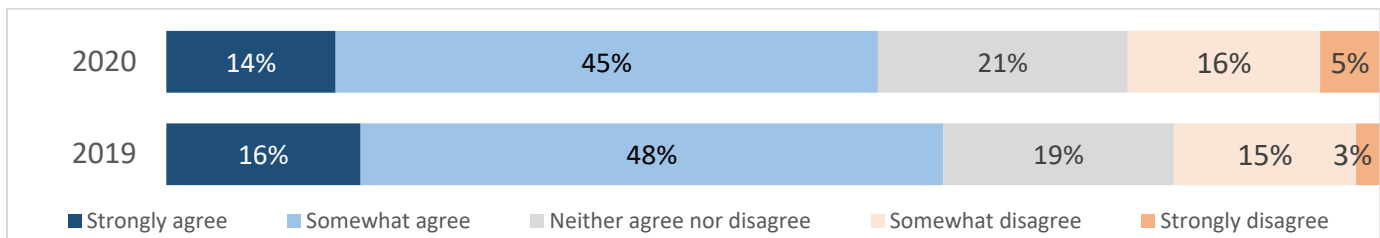
	Strongly / Somewhat agree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
2020	85%	47%	38%	9%	5%	1%	1311
2019	89%	55%	35%	7%	3%	1%	1167
Difference	-4%	-8%	3%	2%	2%	0%	

I know the types of resources I have access to in order to support my success at UBC.



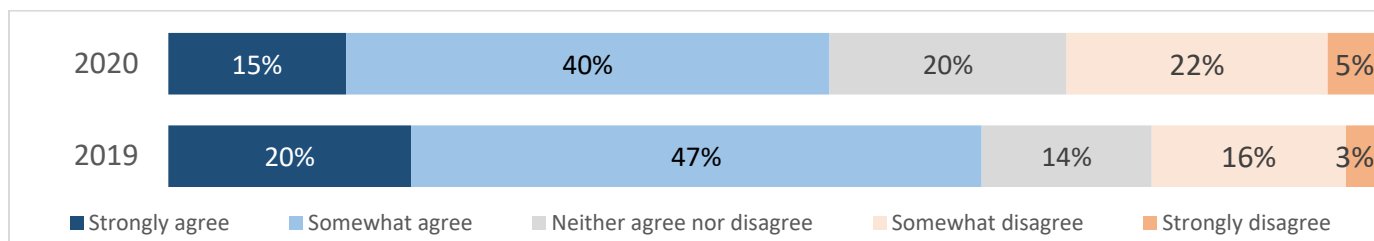
	Strongly / Somewhat agree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
2020	64%	17%	47%	18%	14%	3%	1314
2019	76%	23%	53%	16%	7%	1%	1168
Difference	-12%	-6%	-6%	2%	7%	2%	

I know what to expect in the first term.



	Strongly / Somewhat agree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
2020	59%	14%	45%	21%	16%	5%	1312
2019	64%	16%	48%	19%	15%	3%	1166
Difference	-5%	-2%	-3%	2%	1%	2%	

I know what I need to do to be prepared to start classes in September.

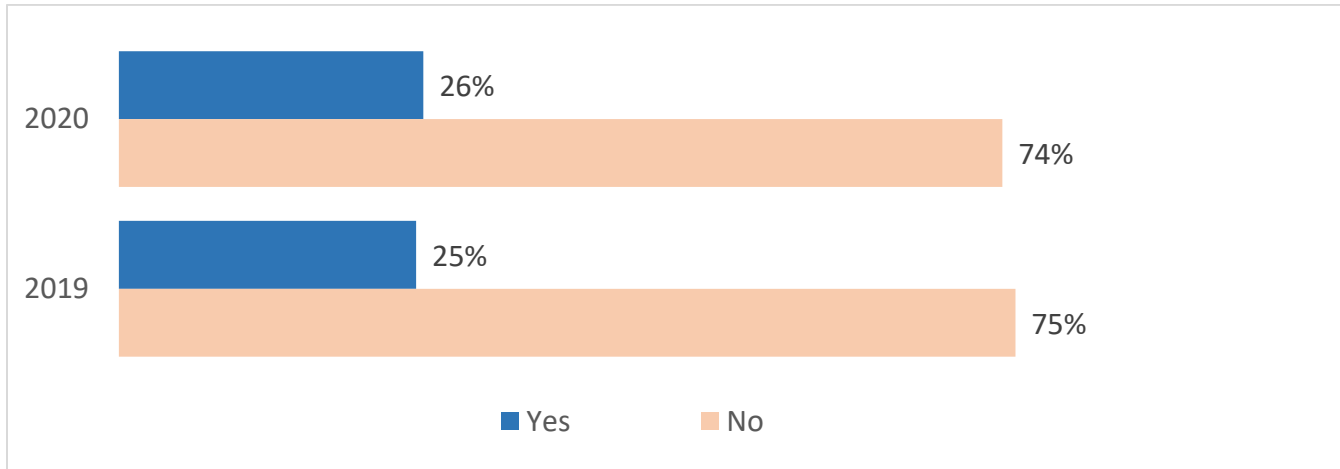


	Strongly / Somewhat agree	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
2020	54%	15%	40%	20%	22%	5%	1311
2019	68%	20%	47%	14%	16%	3%	1171
Difference	-14%	-5%	-7%	6%	6%	2%	

UBC 101: Online Orientation

About one quarter (26%) of new UBCO undergrads in 2020 report that they have completed UBC 101: online orientation at the time of the survey, about the same as 2019.

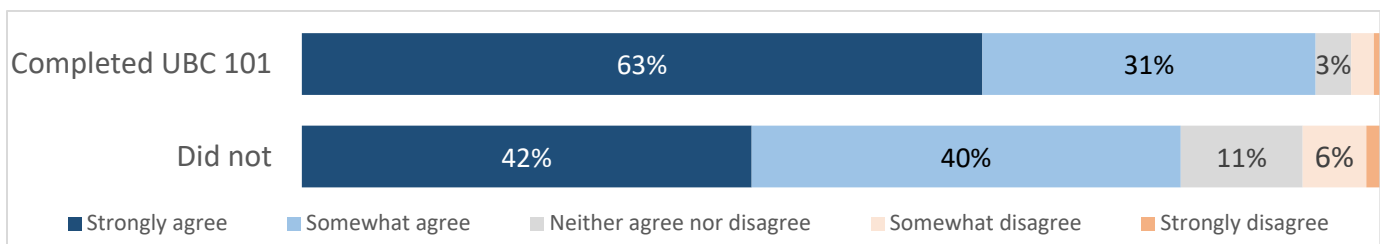
Have you completed UBC 101: online orientation?



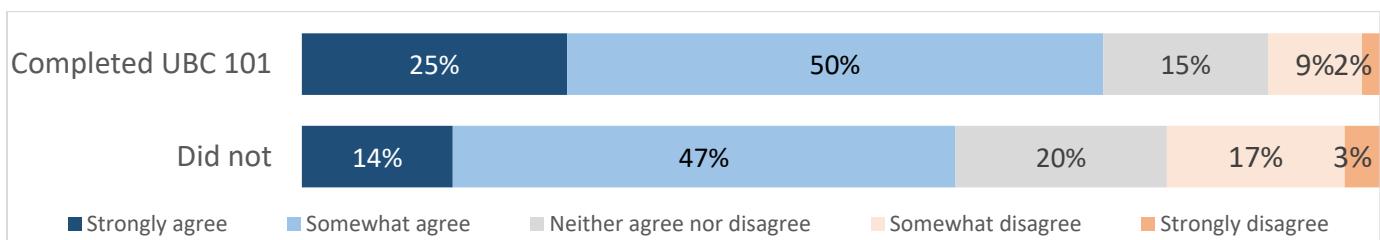
	2020		2019		Difference
	%	Count	%	Count	
Yes	26%	334	25%	292	1%
No	74%	978	75%	879	-1%
Total	100%	1312	100%	1171	

New UBCO undergrads who have completed UBC 101: online orientation tend to feel more prepared for UBC.

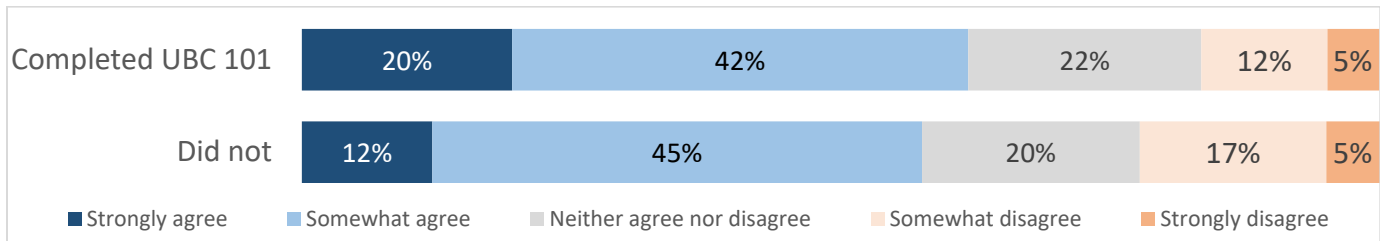
I understand UBC's expectations of conduct



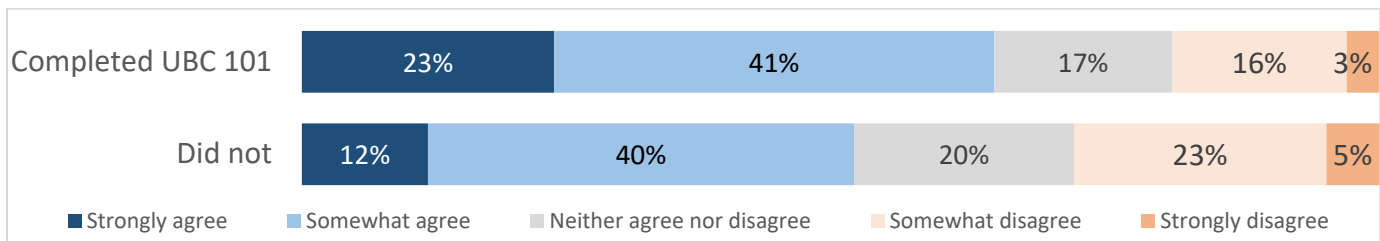
I know the types of resources I have access to in order to support my success at UBC



I know what to expect in the first term



I know what I need to do to be prepared to start classes in September



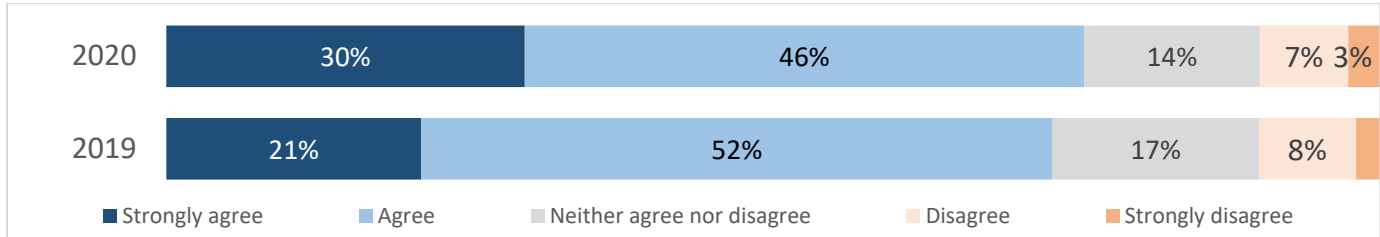
% who strongly / somewhat agree

	% who strongly / somewhat agree			Total	
	Completed UBC 101: online orientation	Did not complete UBC 101: online orientation	Difference	Completed UBC 101: online orientation	Did not complete UBC 101: online orientation
I understand UBC's expectations of conduct	94%	82%	13%	333	976
I know the types of resources I have access to in order to support my success at UBC	74%	61%	14%	334	978
I know what to expect in the first term	62%	58%	4%	333	977
I know what I need to do to be prepared to start classes in September	64%	51%	13%	333	976

Course registration

New UBCO undergrads in 2020 had a fairly positive overall experience registering for their classes, similar to 2019.

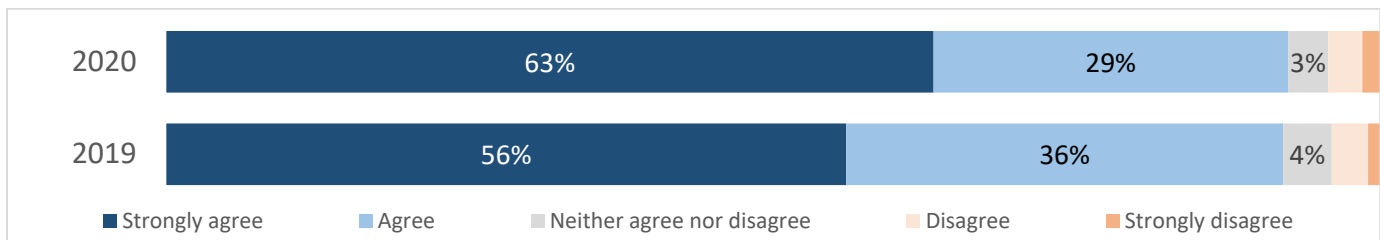
Overall, I feel satisfied with my experience registering for classes.¹¹



	Strongly agree / Agree	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
2020	76%	30%	46%	14%	7%	3%	1209
2019	73%	21%	52%	17%	8%	2%	1028
Difference	3%	9%	-6%	-3%	-1%	1%	

Students knew the date and time their course registration opened and felt that they had enough time to create their worklists for registration. They felt they received course selection and registration support in a fairly timely manner, the process to register for classes was fairly clear, and that registering for classes was fairly easy.

I knew the date and time my course registration opened.¹²

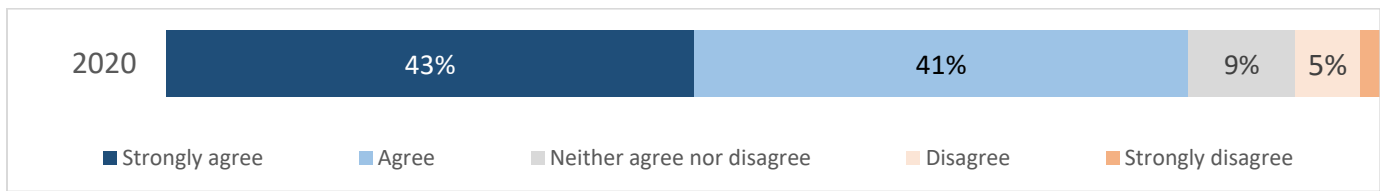


	Strongly agree / Agree	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
2020	92%	63%	29%	3%	3%	1%	1212
2019	92%	56%	36%	4%	3%	1%	1028
Difference	0%	7%	-7%	-1%	0%	0%	

¹¹ UBCO undergrads who answered “No opinion / Not applicable” are excluded from the % calculations. UBCO undergrads who chose “No opinion / Not applicable” was 0% in 2020, and <1% in 2019.

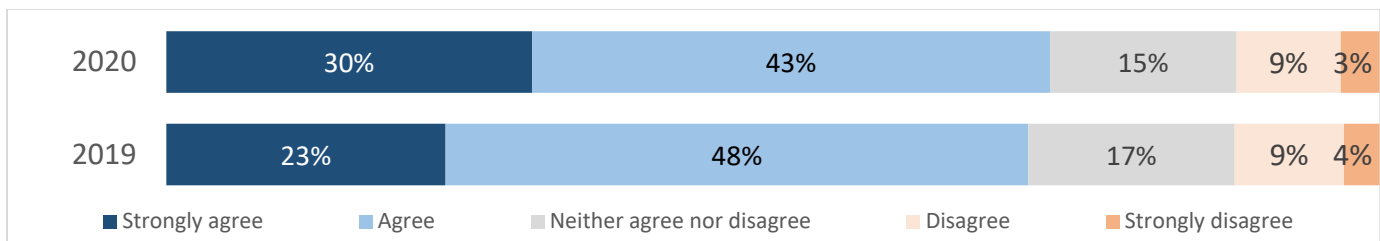
¹² UBCO undergrads who answered “No opinion / Not applicable” are excluded from the % calculations. UBCO undergrads who chose “No opinion / Not applicable” was 0% in 2020, and <1% in 2019.

I had enough time to create my worklists for registration.¹³



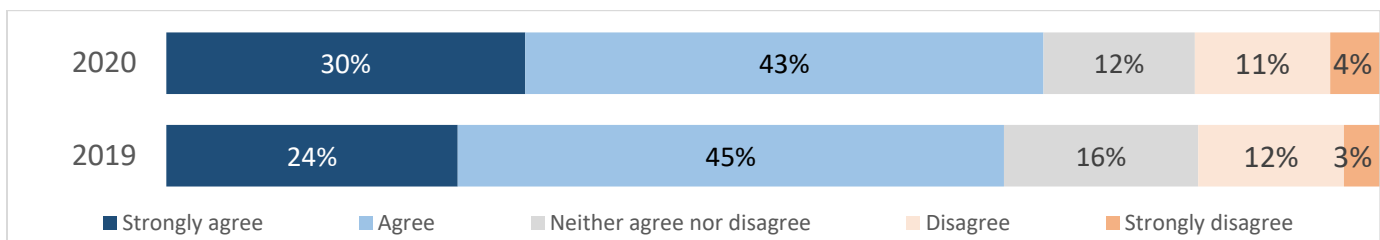
	Strongly agree / Agree	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
2020	84%	43%	41%	9%	5%	2%	1189

I received course selection and registration support in timely manner.¹⁴



	Strongly agree / Agree	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
2020	73%	30%	43%	15%	9%	3%	1165
2019	70%	23%	48%	17%	9%	4%	986
Difference	3%	7%	-5%	-2%	0%	-1%	

The process to register for classes was clear.¹⁵



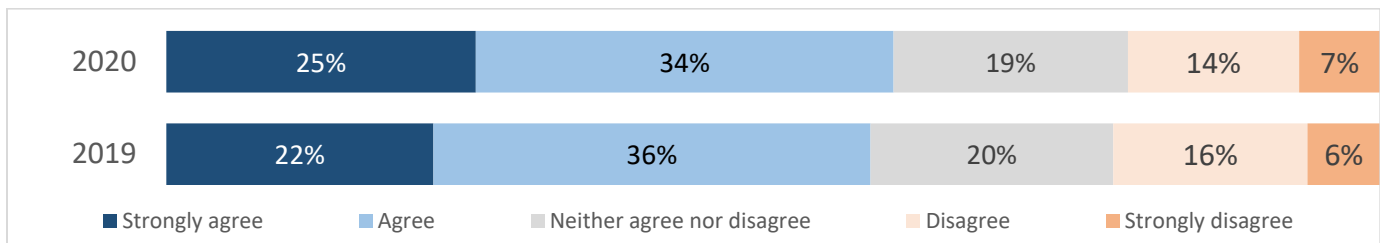
	Strongly agree / Agree	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
2020	72%	30%	43%	12%	11%	4%	1211
2019	69%	24%	45%	16%	12%	3%	1032
Difference	3%	6%	-2%	-4%	-1%	1%	

¹³ New question in 2020, not comparable to 2019. The 2% of UBCO undergrads who chose “No opinion / Not applicable” were excluded from the % calculations.

¹⁴ UBCO undergrads who answered “No opinion / Not applicable” are excluded from the % calculations. UBCO undergrads who chose “No opinion / Not applicable” was 4% in 2020, and 4% in 2019.

¹⁵ UBCO undergrads who answered “No opinion / Not applicable” are excluded from the % calculations. UBCO undergrads who chose “No opinion / Not applicable” was <1% in 2020, and 0% in 2019.

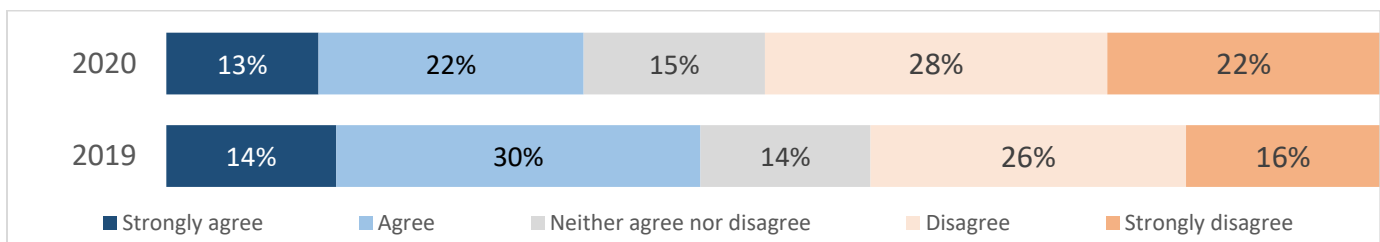
Registering for classes was easy for me.¹⁶



	Strongly agree / Agree	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
2020	60%	25%	34%	19%	14%	7%	1212
2019	58%	22%	36%	20%	16%	6%	1029
Difference	2%	3%	-2%	-1%	-2%	1%	

About one-third (34%) of new UBCO undergrads faced barriers to course registration in 2020, which is lower than the 44% reported in 2019.

There were barriers for me to register on my date and time (working, in class, without internet access, etc.).¹⁷



	Strongly agree / Agree	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Total
2020	34%	13%	22%	15%	28%	22%	1085
2019	44%	14%	30%	14%	26%	16%	953
Difference	-10%	-1%	-8%	1%	2%	6%	

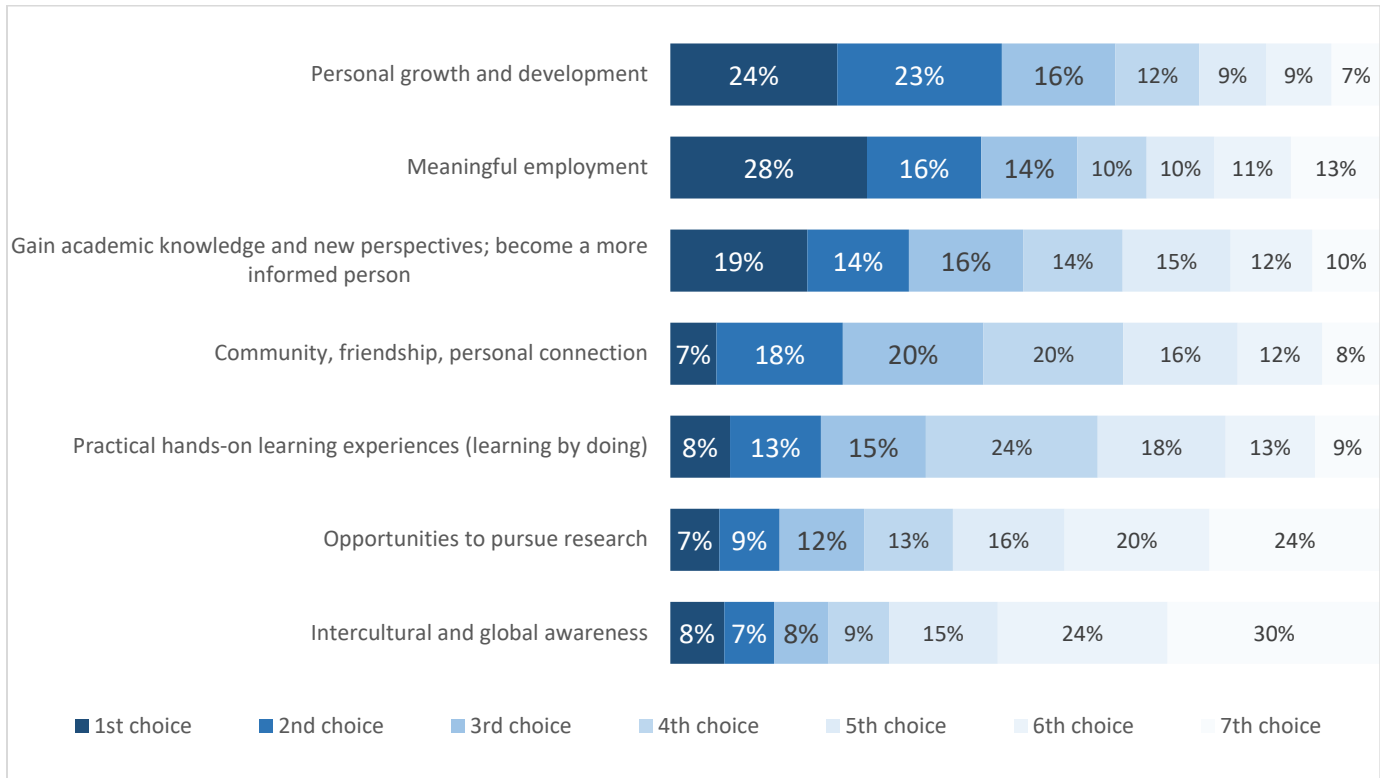
¹⁶ UBCO undergrads who answered “No opinion / Not applicable” are excluded from the % calculations. UBCO undergrads who chose “No opinion / Not applicable” was 0% in 2020, and <1% in 2019.

¹⁷ A relatively high percentage of UBCO undergrads chose “No opinion / Not applicable” in 2020 (11%) and in 2019 (7%). The conclusions are similar even if these UBCO undergrads were included in the % calculations. In 2020, 31% agree or strongly agree that “There were barriers for me to register on my date and time (working, in class, without internet access, etc.)”, compared to 41% in 2019.

What students want to get out of their UBC education

(1) Meaningful employment, (2) personal growth and development, and (3) gaining academic knowledge and new perspectives and becoming a more informed person are the most important outcomes UBCO undergrads want from their UBC education.

I hope to get the following out of my education at UBC.



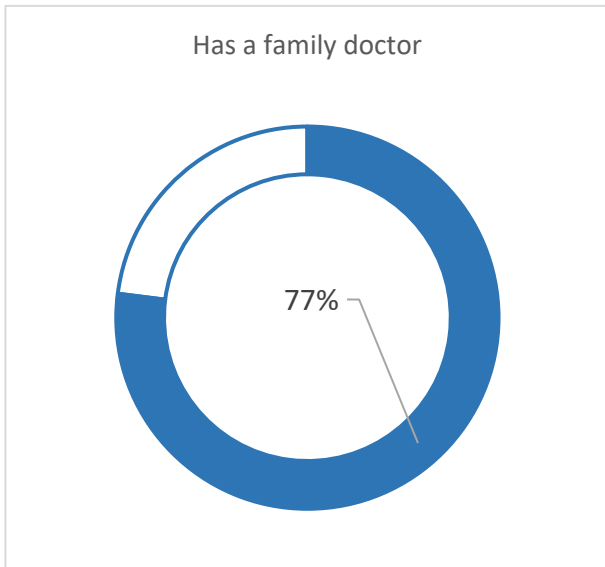
I hope to get the following out of my education at UBC.¹⁸

	1st choice	2nd choice	3rd choice	4th choice	5th choice	6th choice	7th choice	Total
Personal growth and development	24%	23%	16%	12%	9%	9%	7%	1309
Meaningful employment	28%	16%	14%	10%	10%	11%	13%	1320
Gain academic knowledge and new perspectives; become a more informed person	19%	14%	16%	14%	15%	12%	10%	1373
Community, friendship, personal connection	7%	18%	20%	20%	16%	12%	8%	1317
Practical hands-on learning experiences (learning by doing)	8%	13%	15%	24%	18%	13%	9%	1326
Opportunities to pursue research	7%	9%	12%	13%	16%	20%	24%	1334
Intercultural and global awareness	8%	7%	8%	9%	15%	24%	30%	1341

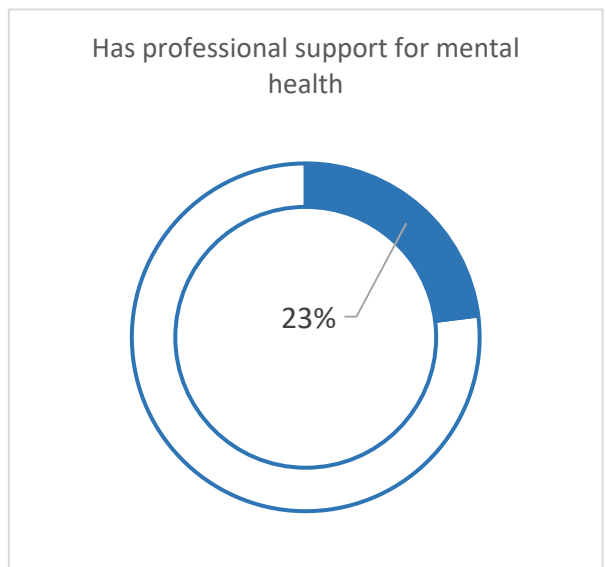
¹⁸ This question has changed from 2019. “Gain academic knowledge and new perspectives; become a more informed person” was added, and “Community, friendship, personal connection” used to be simply “Community” in 2019. Therefore, the results in 2020 are not comparable to 2019.

Health and Wellness

Most new UBCO undergrads say they currently have a family doctor (77%) but only 23% say they have a medical professional who can provide them with professional support for their mental health.



Do you currently have a family doctor?		
	%	Count
Yes	77%	903
No	23%	266
Total	100%	1169

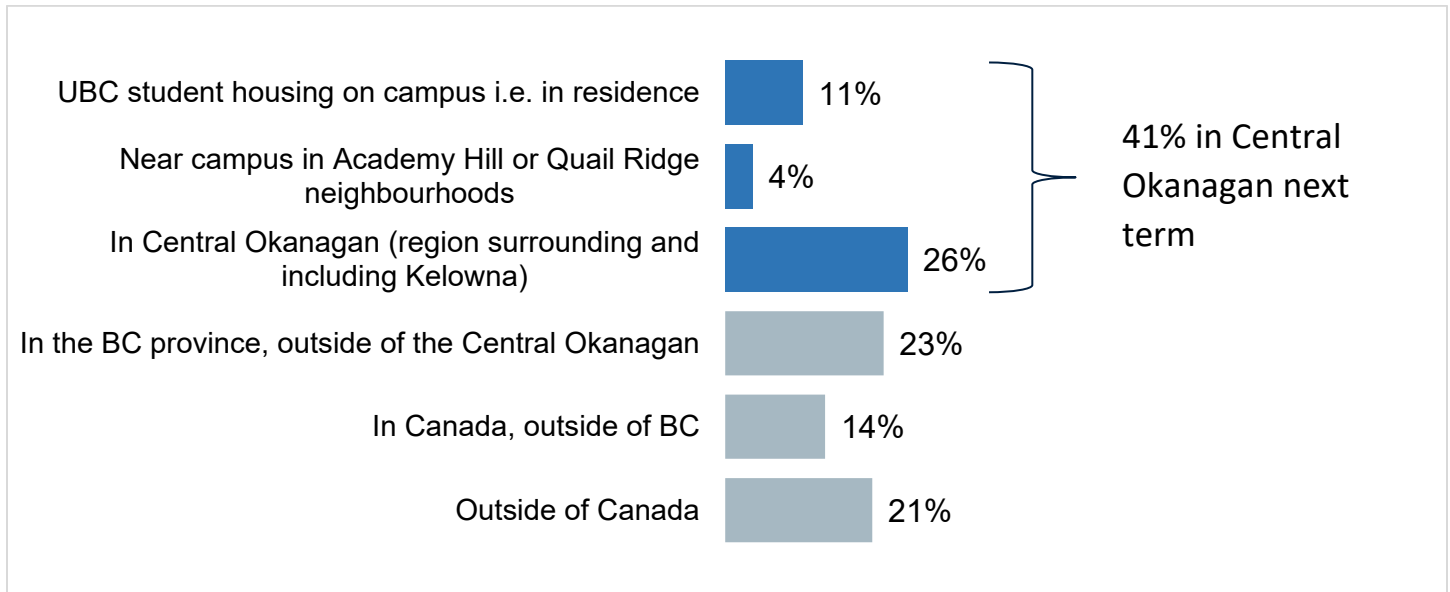


Do you currently have a medical professional (e.g. counsellor, psychologist, group therapist) who can provide you with professional support for your mental health?		
	%	Count
Yes	23%	269
No	77%	900
Total	100%	1169

New UBCO undergrads are more likely to rely on UBC medical professionals rather than medical professionals outside of UBC for health support next term if they plan to live in Central Okanagan next term.

41% plan to live in Central Okanagan including 11% in UBC student housing, and 4% near campus in Academy Hill or Quail Ridge neighbourhoods.

Where do you plan to live next term (Sep to Dec 2020)?

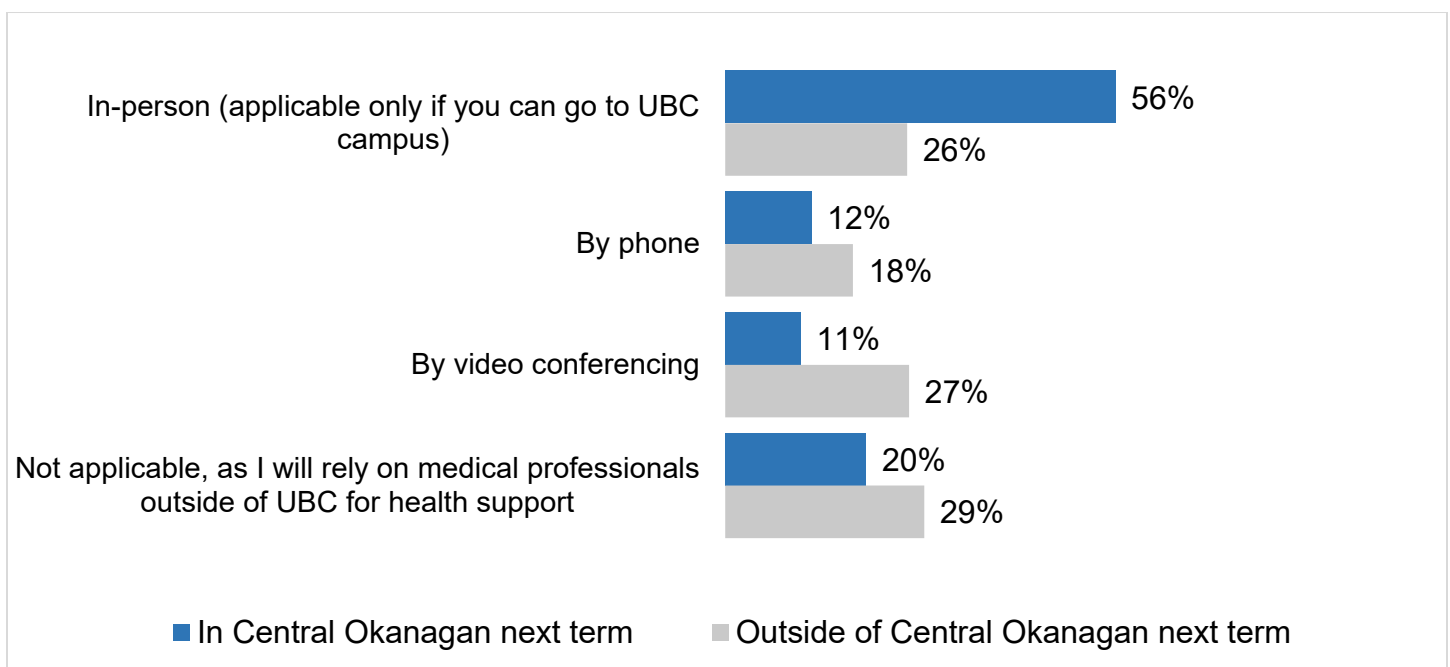


	%	Count
UBC student housing on campus i.e. in residence	11%	170
Near campus in Academy Hill or Quail Ridge neighbourhoods	4%	61
In Central Okanagan (region surrounding and including Kelowna)	26%	401
<i>Subtotal (in Central Okanagan)</i>	<i>41%</i>	<i>632</i>
In the BC province, outside of the Central Okanagan	23%	349
In Canada, outside of BC	14%	220
Outside of Canada	21%	324
Total	100%	1525

Among the 41% of new undergrads planning to live in Central Okanagan next term, just 20% say they will rely on medical professionals outside of UBC for health support. If they need to make an appointment with a UBC medical professional, 56% would like the appointment to be in-person, 12% by phone, and 11% by video conferencing.

Among the 59% of new undergrads planning to live outside Central Okanagan next term, 29% say they will rely on medical professionals outside of UBC for health support. They may not have interpreted the question the way it was intended, unfortunately. Despite not living in Central Okanagan next term, 26% of these new undergrads say if they need to make an appointment with a UBC medical professional next term, they would like the appointment to be in-person.

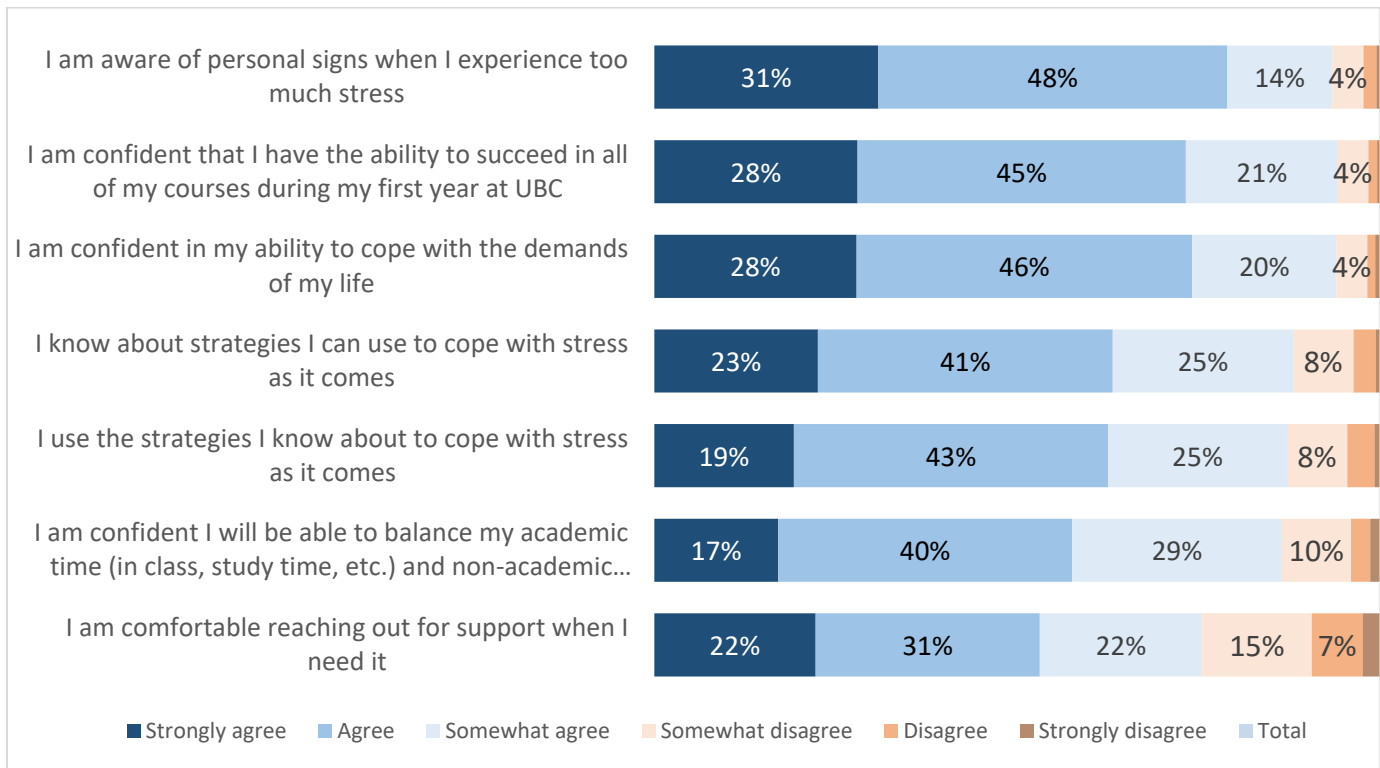
Next term (Sep to Dec 2020), if you need to make an appointment with UBC personnel (e.g. doctor, counsellor) for health support, would you like to have the appointment in-person (if possible), by phone, or by video conferencing?



	In Central Okanagan next term		Outside of Central Okanagan next term	
	%	Count	%	Count
In-person (applicable only if you can go to UBC campus)	56%	249	26%	191
By phone	12%	55	18%	134
By video conferencing	11%	48	27%	193
Not applicable, as I will rely on medical professionals outside of UBC for health support	20%	90	29%	209
Total	100%	442	100%	727

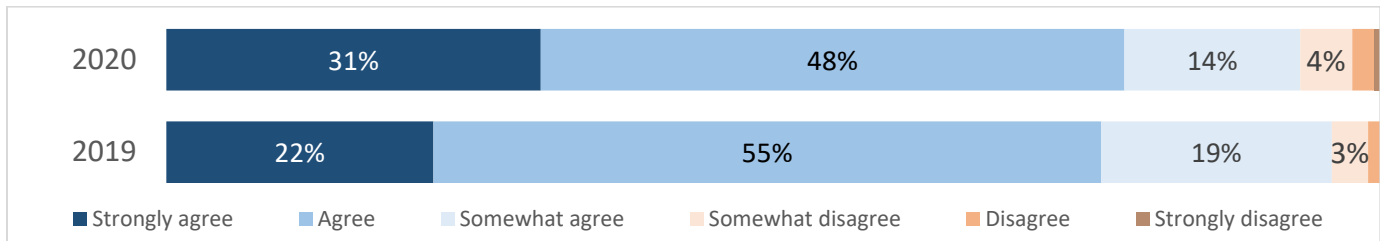
Stress Management

New UBCO undergrads are just as confident in their ability to manage stress and succeed in their courses in 2020 as they were in 2019. They are more confident that they can balance their academic time and non-academic time in 2020 than in 2019.



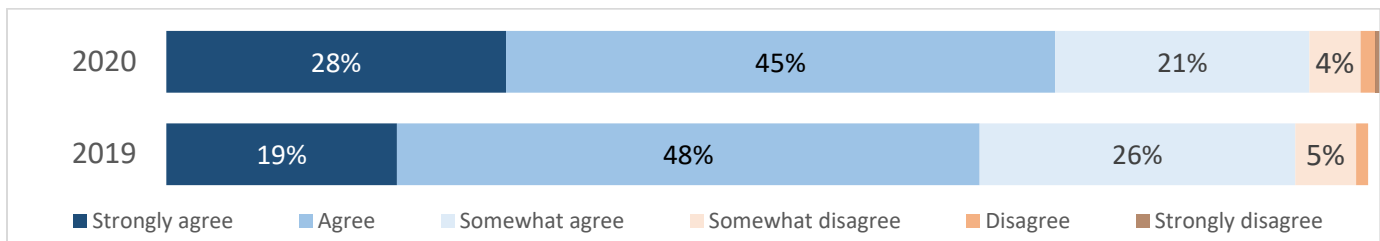
NUBC 2020	Strongly agree / Agree	Incl Somewhat agree	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Total
I am aware of personal signs when I experience too much stress	79%	93%	31%	48%	14%	4%	2%	1%	1167
I am confident that I have the ability to succeed in all of my courses during my first year at UBC	73%	94%	28%	45%	21%	4%	1%	0%	1165
I am confident in my ability to cope with the demands of my life	74%	94%	28%	46%	20%	4%	1%	1%	1170
I know about strategies I can use to cope with stress as it comes	63%	88%	23%	41%	25%	8%	3%	1%	1167
I use the strategies I know about to cope with stress as it comes	63%	87%	19%	43%	25%	8%	4%	1%	1166
I am confident I will be able to balance my academic time (in class, study time, etc.) and non-academic time (work, exercise, socializing, care for dependents, etc.) during my first year at UBC	58%	86%	17%	40%	29%	10%	3%	1%	1166
I am comfortable reaching out for support when I need it	53%	75%	22%	31%	22%	15%	7%	2%	1166

I am aware of personal signs when I experience too much stress.



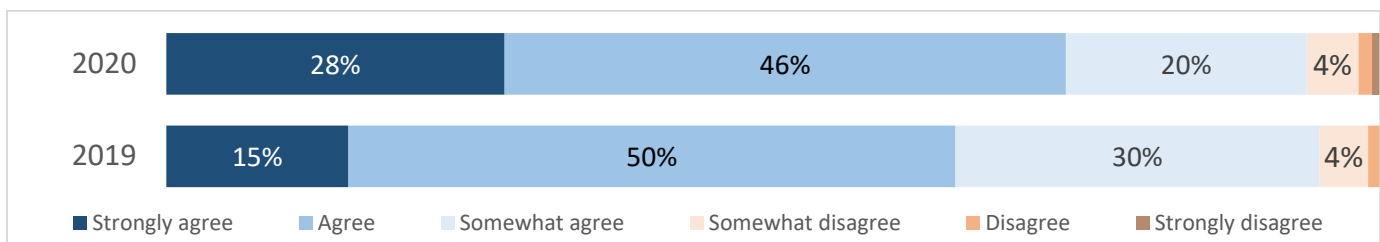
	Strongly agree/Agree	Incl Somewhat agree	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Total
2020	79%	93%	31%	48%	14%	4%	2%	1%	1167
2019	77%	96%	22%	55%	19%	3%	2%	0%	1021
Difference	2%	-3%	9%	-7%	-5%	1%	0%	1%	

I am confident that I have the ability to succeed in all of my courses during my first year at UBC.



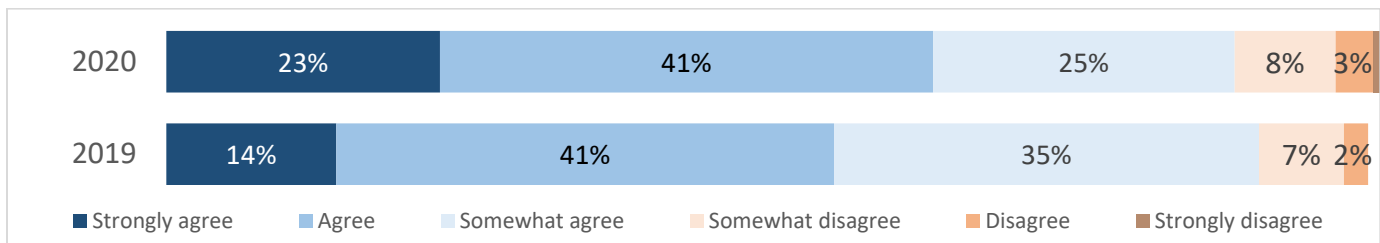
	Strongly agree/Agree	Incl Somewhat agree	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Total
2020	73%	94%	28%	45%	21%	4%	1%	0%	1165
2019	67%	93%	19%	48%	26%	5%	1%	0%	1015
Difference	6%	1%	9%	-3%	-5%	-1%	0%	0%	

I am confident in my ability to cope with the demands of my life.



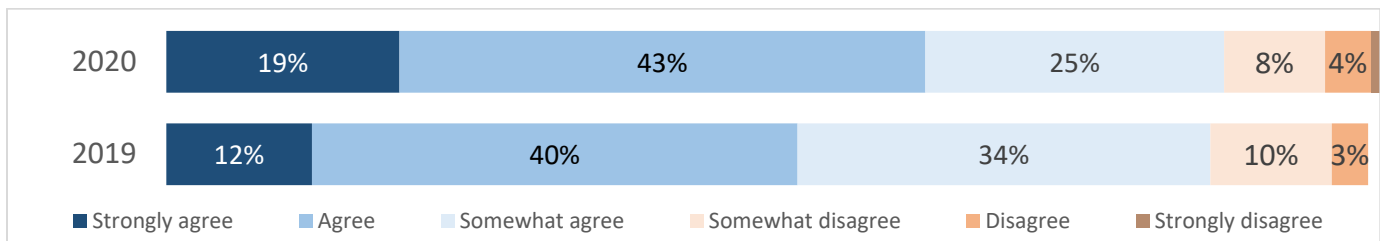
	Strongly agree/Agree	Incl Somewhat agree	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Total
2020	74%	94%	28%	46%	20%	4%	1%	1%	1170
2019	65%	94%	15%	50%	30%	4%	1%	0%	1022
Difference	9%	0%	13%	-4%	-10%	0%	0%	1%	

I know about strategies I can use to cope with stress as it comes.



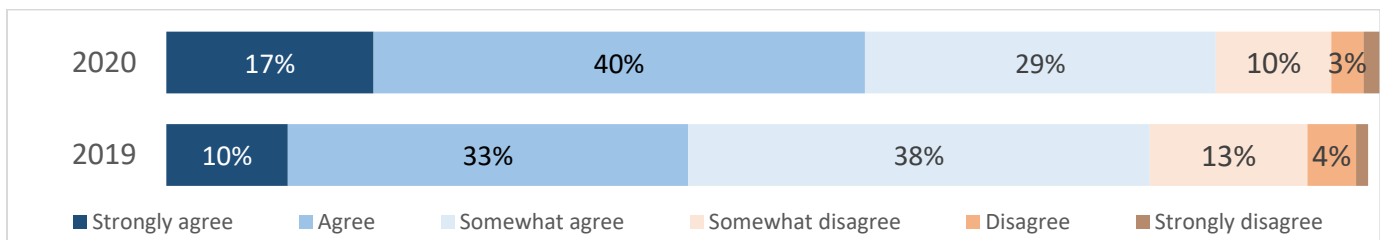
	Strongly agree/Agree	Incl Somewhat agree	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Total
2020	63%	88%	23%	41%	25%	8%	3%	1%	1167
2019	55%	90%	14%	41%	35%	7%	2%	0%	1022
Difference	8%	-2%	9%	0%	-10%	1%	1%	1%	

I use the strategies I know about to cope with stress as it comes.



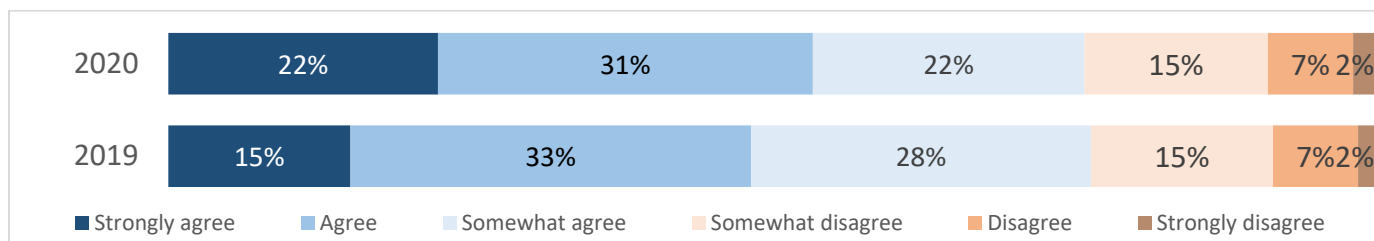
	Strongly agree/Agree	Incl Somewhat agree	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Total
2020	63%	87%	19%	43%	25%	8%	4%	1%	1166
2019	52%	87%	12%	40%	34%	10%	3%	0%	1018
Difference	11%	0%	7%	3%	-9%	-2%	1%	1%	

I am confident I will be able to balance my academic time (in class, study time, etc.) and non-academic time (work, exercise, socializing, care for dependents, etc.) during my first year at UBC.



	Strongly agree/Agree	Incl Somewhat agree	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Total
2020	58%	86%	17%	40%	29%	10%	3%	1%	1166
2019	43%	81%	10%	33%	38%	13%	4%	1%	1021
Difference	15%	5%	7%	7%	-9%	-3%	-1%	0%	

I am comfortable reaching out for support when I need it.



	Strongly agree/Agree	Incl Somewhat agree	Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree	Total
2020	53%	75%	22%	31%	22%	15%	7%	2%	1166
2019	49%	77%	15%	33%	28%	15%	7%	2%	1015
Difference	4%	-2%	7%	-2%	-6%	0%	0%	0%	

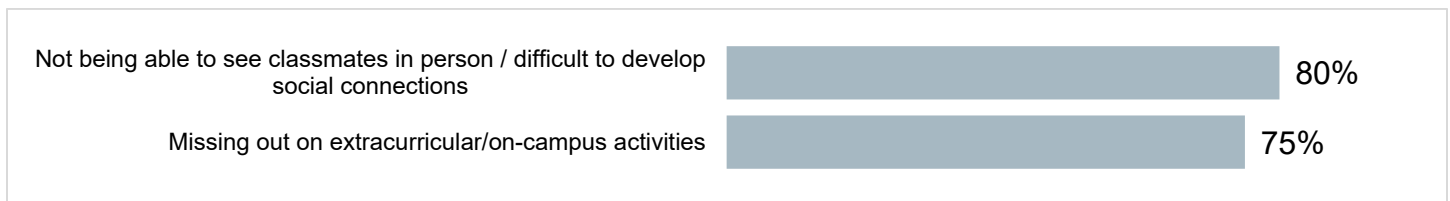
Online learning concerns

New UBCO undergraduates have concerns for their online learning next term. Many are concerned about

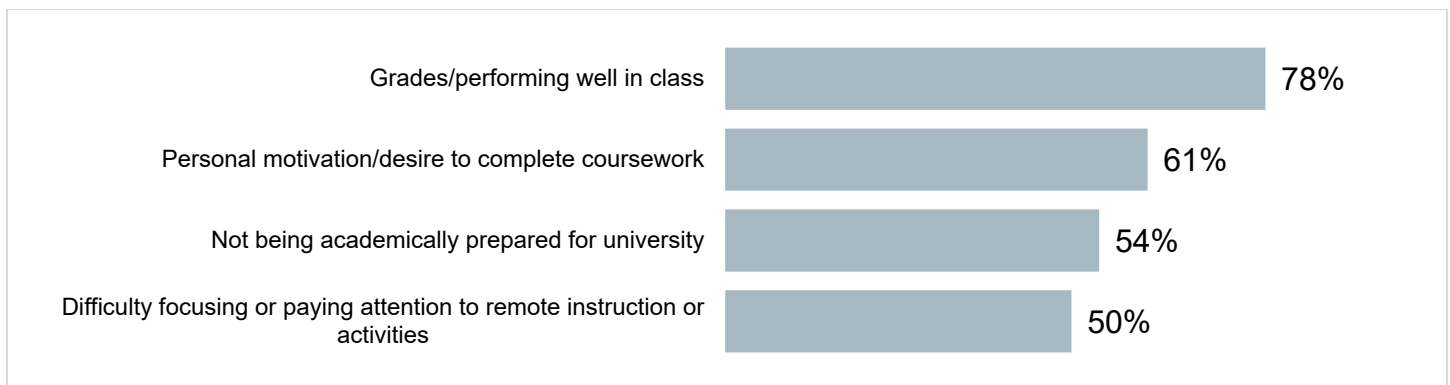
- Not being able to see their classmates in person and having difficulties developing social connections
- Not performing well in class or lacking personal motivation or desire to complete their coursework
- Not being able to communicate with instructors in person or having course lessons that do not translate well to online learning
- Mental health (stress, anxiety, depression)

The graphs below show what most students are concerned about (50% or higher). Please see the NUBC 2020 Qualtrics Report for the full list of concerns new UBCO undergrads were asked about next term, and how the concerns differ between domestic and international undergrads. For example, most new international UBCO undergrads (66%) are concerned about taking UBC classes in a time zone different from their own time zone.

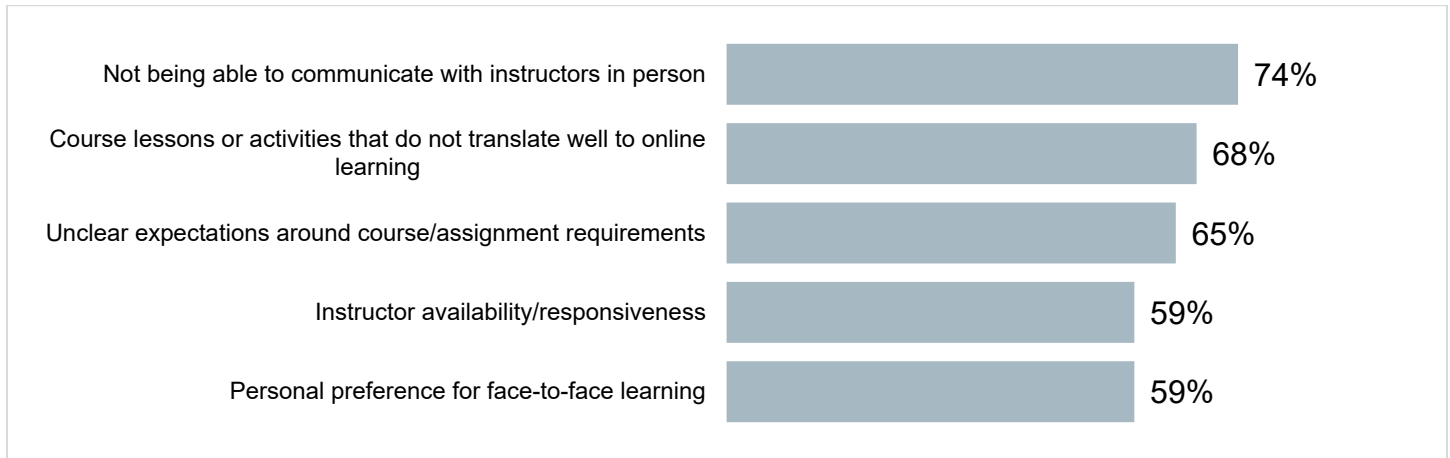
Not being able to see their classmates in person and having difficulties developing social connections



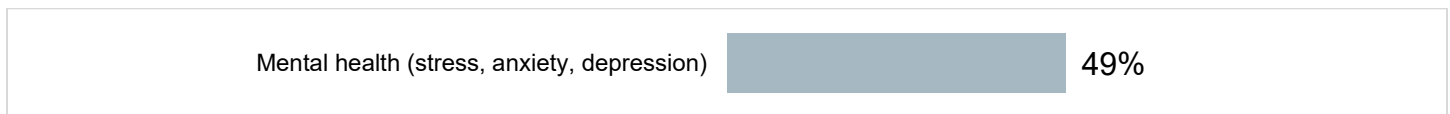
Not performing well in class or lacking personal motivation or desire to complete their coursework



Not being able to communicate with instructors in person or having course lessons that do not translate well to online learning

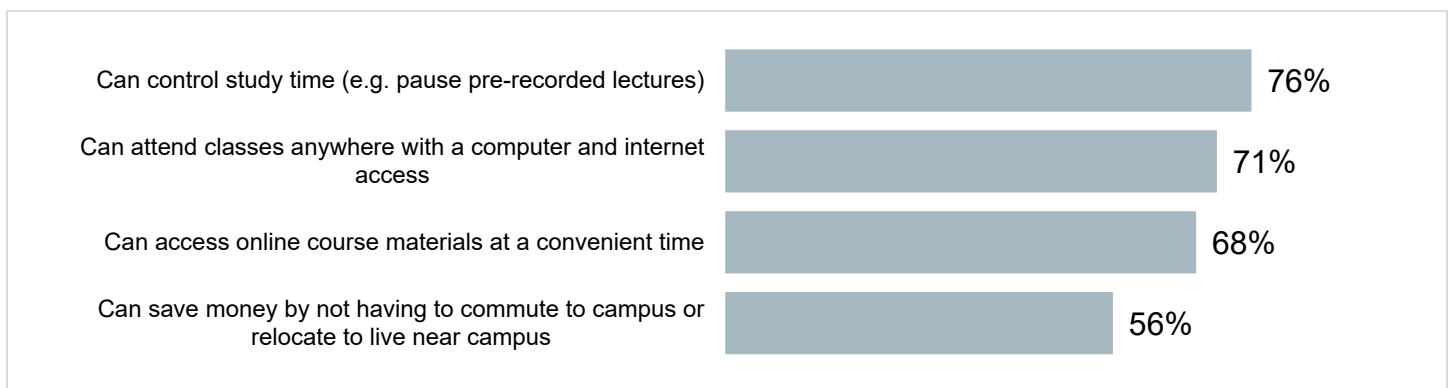


Mental health (stress, anxiety, depression)



Online learning benefits

Many students also look forward to the benefits of online learning. Below shows what most students are looking forward to.



Appendix A: Consultation Schedule

This year 2020, the NUBC questionnaire went through major revisions to reflect the unique challenges students face due to the COVID-19 pandemic. The revisions were done by the Student Experience Evaluation and Research (SEER) unit in UBC's Planning and Institutional Research (PAIR) office, based on consultations with feedback from the Survey Governance Committee and stakeholders in the UBC administration of both UBC campuses.

Name	UBC Administration
Pam Ratner	VP Academic and Provost Office
Samantha Reid	VP Students Office
Michelle Lowton, Jessica Mueller	AVP Students Office
Fred Vogt, Annie Yim, Sam Saini, Damara Klaassen, Jennifer Chin	Enrolment Services, Registrar's Office, International Student Initiative
Elsie Achugbue, Tora Oliphant	Equity and Inclusion Office
Kim Kiloh	Centre for Student Involvement and Careers
Michelle Suderman	International Student Development
Andrew Parr, Janice Robinson, Shannon Dunn	Student Housing and Community Services
Janet Mee, Earllene Roberts	Student Accommodation
Carole Jolly, Abigail Riley, Krista Falkner	Campus and Community Planning
Joanne Fox	Vantage College + Academic Essentials
Simon Bates	Teaching and Learning
Marianne Schroeder	Centre for Teaching, Learning, and Technology
Laura Moss	Associate Dean, Students in Faculty of Arts
Matt Dolf, Natasha Moore	UBC Wellbeing
Sally Otto	BC COVID Modelling group (includes UBC faculty Daniel Coombs (Math), Carl Walters (Fisheries) and Villy Christensen (Fisheries))

Appendix B: Questionnaire Design

Here is an overview of the topics covered in the NUBC survey.

- Students' overall experience with UBC to date, their experience with course registration, and what they hope to get from their UBC education (e.g. meaningful employment)
- Students' satisfaction with the communication they have received from UBC
- Students' concerns with online learning in Sep (with having the necessary technology, personal motivation to complete coursework, attending synchronous classes, etc.)
- Where students currently live, and where they plan to live next term in Sep
- How students plan to commute to campus (for those who plan to commute to campus)
- Whether students would attend in-person classes or live in UBC Student Housing in Term 2 if UBC classes return to being conducted in person in January 2021
- Students' living arrangement (e.g. how many people they will live with next term, whether the people they live with have underlying health conditions increasing risks of COVID-19)
- Whether students have access to health supports (e.g. a family doctor)
- Students' financial concerns and the impact of COVID-19 on their finances
- Whether international students experience potential barriers (e.g. difficulties with study permit, travel restrictions)