



INTERNATIONAL STUDENT SURVEY

2018 PARTICIPATING INSTITUTION PACKAGE



Canadian Bureau for
International Education

learning beyond borders

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INTRODUCTION

The fifth edition of the CBIE International Student Survey is launching in the winter of 2018. This tool explores international student experiences at Canadian post-secondary institutions, providing valuable first-hand perspective and insights on a broad range of themes from pre-arrival to academic and social experience in Canada, through to post-study plans. Over the years CBIE has built a longitudinal perspective on perennial themes through this tool, in addition to point-in-time snapshots covering themes salient to our sector.

CBIE, as a member-serving organization leads the coordination of the survey and shares the data with participating institutions. In turn, institutions are able to generate insights to better understand the experience of international students on their campus and how it measures against institutional peers. As a participating institution you will be contributing to our work of collecting, analyzing and disseminating a national understanding of the international student experience.

In the most recent edition of the survey (2015) a total of 35 post-secondary educational institutions (universities, colleges and polytechnics) polled their international student population, producing a national sample over 4,000 strong.

The following guide provides an overview of the survey, optional analysis services and procedures manual describing how CBIE supports institutions to conduct the survey in a standardized and safe way. This guide also includes the draft 2018 survey for you to envision how the data may serve you in your work as well as the national analysis you are contributing to.



PARTICIPATION OVERVIEW

| DESCRIPTION | FEE (+HST) |
|---|---------------------|
| Institutional participation | No cost |
| <ul style="list-style-type: none">• Excel raw data spreadsheets (anonymized respondent data and anonymized global data)• Campus-branded questions | |
| Know Your Students: Comprehensive Comparative Analysis | 5000CAD |
| <ul style="list-style-type: none">• Data in spreadsheets with institutional and anonymized global responses• Campus-branded questions, <p><i>Plus</i></p> <ul style="list-style-type: none">• Rankings sheet (all institutions and similar institutions)• Visual analysis with tables• Slide deck to share insights campus-wide <p><small>* Institutions must have a minimum of 100 international student respondents to access the comprehensive comparative analysis</small></p> | |
| Additional questions for institution-specific sample | 500CAD per question |

2018 SURVEY THEMES AT A GLANCE

- International Student Demographic Overview
- Overall Student Satisfaction
- Institutional Marketing Strategy/Student Decision Making
- Pre-Arrival Activities
- Academic Experience Satisfaction
- Social Engagement and Integration
- Housing
- Utilization and Satisfaction of Institutional Support Services
- Perceptions of Safety
- Finances and Value/Cost Perception
- Post-Study Plans
- Engagement with Indigenous Topics and Culture *2018 Feature
- Experience of Dependents of International Students *2018 Feature
- Geopolitical Push/Pull Considerations in Decision-Making *2018 Feature

INTERNATIONAL STUDENT SURVEY
2018 PROCEDURES MANUAL

1. INTRODUCTION

Thank you for your participation in the Canadian Bureau for International Education (CBIE) 2018 International Student Survey. This is the fifth edition of the survey exploring international students’ experiences at Canadian institutions. The survey is similar to previous years, with specialized questions pertaining to prevalent themes in our sector this year. Through this survey you will obtain insights about the experience of international students at your institution, and you will be contributing to CBIE’s work of collecting, analyzing and disseminating a national understanding of international student experience in Canada.

The information that this survey collects will benefit the institutions participating in the research, and will serve to inform policy at provincial/territorial and federal levels. The purpose of the survey is to:

- provide information on the background characteristics of international students
- discover factors involved in students’ decisions to study in Canada
- examine the experience of international students in Canada and at Canadian institutions
- provide feedback on government and institutional policies affecting international students
- learn more about students’ plans following completion of their studies in Canada
- allow Canadian institutions to learn more about their own international students as well as international students in other institutions across the country

CBIE is developing and administering the 2018 survey and, upon completion of the survey, analyzing the results and reporting on the findings.

To ensure the scientific validity of the survey and to enhance the usefulness of survey findings, a standardized research methodology has been developed. This Procedures Manual provides an overview of the methodology for the 2018 survey.

2. OVERVIEW OF METHODOLOGY

The survey is being administered to a large sample of international students at a number of Canadian universities, colleges and institutes. The survey will use a web-based methodology, which should minimize the reliance on participating institutions to support the survey and facilitate completion for international students. CBIE developed the survey using Survey Gizmo, which has data centers in Canada. This section provides an overview of the responsibilities of the different parties involved in the survey.

2.1. RESPONSIBILITIES

2.1.1. CBIE

CBIE is managing the survey and was responsible for designing the methodology and questionnaire with additional input from member institutions and expert stakeholders.

CBIE will provide institutions with the invitations and reminder emails to be sent out to students by representatives at the institutions. CBIE will also be responsible for responding to student questions about the survey.

CBIE will clean the data and will circulate the anonymized institution-specific data as well as the anonymized global dataset to participating institutions.

CBIE will analyze and report on the national survey results.

2.1.2. INSTITUTIONAL RESPONSIBILITIES

This research would not be possible without the cooperation and assistance of the institutions that are participating in the survey. While there are no direct costs to institutions participating in the survey, you are requested to undertake a number of tasks.

Participating institutions must complete any ethics review processes their institution requires (CBIE offers support, see Appendix A).

Participating institutions will also be responsible for sending out the invitations and reminder emails to students (see Appendix A).

CBIE requests the following information from each participating institution:

- the total number of students (all levels) enrolled in your institution
- the total number of international students (all levels) enrolled in your institution
- the total number of ESL students enrolled in your institution

If you cannot provide this information we would still like your institution to participate in the survey.

2.2. DELIVERABLES

Each participating institution will receive two raw datasets in Excel of all responding students from their institution. All information that may be used to identify individual students will be removed from the dataset, unless otherwise stated by the institution (with approval from the local Research Ethics Board, if applicable).

Each participating institution will also receive a raw dataset in Excel of global responses with respondent identities and institutions anonymized.

3. DETAILED METHODOLOGY

This section provides detailed information about the survey methodology including ethical review, sampling, email distribution, prizes and timelines.

3.1. ETHICAL REVIEW

Many universities, colleges and institutes have institutional ethical review committees that review requests for research with their students. CBIE offers support to institutions as they navigate this process. If a local ethical review is required or advisable to complete this project at your institution, the process should be started now.

Ordinarily, ethical review committees require an overview of the proposed research, a copy of any correspondence that will be distributed to students, and a copy of the questionnaire to be used in the research. A sample cover letter describing the proposed research, which is designed for distribution to ethical review committees, appears in Appendix A. The appendix also includes draft copies of the emails that will be used to invite and remind students to participate in the survey. This sample text can be included in ethical review submissions.

3.2.SAMPLING

The web-based methodology is designed to reach a large sample of international students. Institutions are being asked to send survey invites to their entire international student population. We have included a question in the survey to determine what type of student is responding (e.g. undergraduate, graduate, professional, ESL, etc.)

CBIE is using their professional account with Survey Gizmo to gather responses from students at participating institutions.

International students include all students who are studying in Canada with a student study permit, visitor’s visa or undertaking research on a work permit. International exchange students are not meant to be included in this sample. All international students attending your institution are eligible to participate in the survey, regardless of their faculty or major, the year of their program, or their level of study. Universities should include international students at all levels including undergraduate, graduate, and professional. Colleges should include all international students enrolled in access and upgrading, certificate and diploma, and degree.

CBIE is providing institutions with a generic survey link that can be embedded in the email to students. The institutions will be responsible for emailing their sample of students. It will not be possible to track which students have completed the survey. Each institution will be responsible for sending reminders emails to all students in the sample after sending the initial email invitations. We have included a recommended time frame for communications as well sample reminder emails that can be used.

The survey responses will be immediately accessible, but only to the CBIE researchers responsible for the design, administration and delivery of the survey.

3.2.1. MEASURES TO ENSURE DATA IS TRANSMITTED SECURELY

Survey Gizmo offers Secure Sockets Layer (SSL) encryption, which works through a cryptographic system to ensure a secure connection between the client (student) and the server (where the responses are saved). SSL is commonly used for online banking sites to transmit secured information. A link with SSL encryption shows the ‘s’ in the ‘http’ address.

CBIE has also password protected the survey to ensure that we are only engaging those who the survey is intended for. In addition to the survey URL, students will be provided with an access password. Without this password, students will not be able to access the survey. Therefore, it must be included in all communications to students.

Finally, Survey Gizmo is compliant with Canadian privacy (all data resides on Canadian servers) and accessibility standards (W3C).

3.3. EMAIL DISTRIBUTION

3.3.1. TEXT FOR EMAILS TO STUDENTS

Institutions can use their preferred version of the email survey invitation that will be sent to students, but we have also provided examples (see Appendix A). The email content should appear exactly as your institution wishes it to, including any logos and electronic signatures. These features may help students to understand that the survey is genuine; however, some students’ email programs may not display embedded graphics, rich text formatting, or html formatting properly. Institutions are responsible for ensuring that the emails are formatted in such a manner that they will pass the spam filters of your institution.

INITIAL EMAIL

The initial email will invite students to complete the questionnaire. It will include a logo for your institution and an electronic signature of an International Student Advisor or senior Student Affairs administrator; these items will help validate the survey. The email will also include a web link to the questionnaire.

In some instances, institutions’ email servers block emails that contain a link to an external web address. Please check with your IT department to ensure that your email server’s configuration will not block students from accessing the Survey Gizmo URL, although we do not anticipate any problems with this.

REMINDER EMAIL

Approximately one week (specific date to be determined by institution) following the first email invitation to students (see Appendix A), institutions will send a reminder email to the same group of students. It will not be possible for either you or CBIE to determine who has responded to the survey and who has not. Therefore, the reminder email will be sent to all students in the sample.

3.4.PRIZES

To encourage students to participate in the survey, CBIE is offering the chance to win one of three \$200 Amazon gift cards. CBIE will randomly draw three winners from the group of students who complete the questionnaire and select the option to be included in the draw. Those students who choose to be included in the draw will need to provide their name and email address in order to be contacted if they win. This information will not be shared with institutions.

3.5.TIMELINE

Below is a fielding schedule for the survey. Institutions can specify when they would like to begin the survey; however, the first emailing to students should occur no later than Friday, March 23rd, 2018. The survey will be closed to responses as of **end of day Friday, April 13th 2018**.

| SURVEY ACTIVITIES AND DEADLINES | |
|--|---|
| ACTIVITY | DEADLINE |
| Receive survey link and procedures manual from CBIE | January |
| Receive survey link and procedures manual from CBIE | As soon as possible |
| Advise CBIE of the number of <ul style="list-style-type: none">• Students (overall) at institution• International students at institution• ESL students at institution | As soon as possible |
| Deadline to send email invitation to students | Friday, March 23rd, 2018 (preferably earlier) |
| Send out reminder email | One week after first email |
| Send out second reminder email | One week after reminder email |
| Survey close | Three weeks following initial survey invitation (survey is closed to all responses as of end of day Friday, April 13th, 2018) |
| Survey results (identifying information removed) are circulated to key contact(s) at each participating institution | Friday, May 4th, 2018 |

4. CONTACT

CBIE appreciates your help and cooperation in following the procedures and meeting the timelines outlined in this manual. Your assistance will help us meet the final project completion schedule so that we can make the survey findings available to your institution as early as possible.

If you have any questions or concerns about the survey procedures and timelines contact:

LISA DEACON

CANADIAN BUREAU FOR
INTERNATIONAL EDUCATION
Phone: 613-237-4820 ext. 326
Email: ldeacon@cbie.ca



INTERNATIONAL STUDENT SURVEY

FAQS

• HOW MUCH DOES IT COST FOR MY INSTITUTION TO PARTICIPATE IN THE SURVEY?

*It is free for member institutions of CBIE to participate and receive the raw data.
Additional analysis is available for a fee.*

• CAN I ADD CUSTOM QUESTIONS TO THE SURVEY FOR MY STUDENTS?

Yes, this is possible for a small fee.

• CAN I OBTAIN DATA FROM PREVIOUS YEARS THE SURVEY WAS RUN?

If your institution has participated in the survey in the past you are able to access the data from that year. Contact us to learn more.

• WHEN SHOULD I LAUNCH THE ETHICS REVIEW PROCESS?

*The ethics review process with your institution should start immediately.
Please refer to the Procedures Manual.*

• WHICH STUDENTS SHOULD I SEND THIS SURVEY TO?

*The survey is meant for international students pursuing a full-degree/diploma program in Canada. International students include all students who are studying in Canada with a student study permit, visitor’s visa or undertaking research on a work permit.
International exchange students are not meant to be included in this sample.*

• I'D LIKE TO INCLUDE AN IDENTIFIER IN THE SURVEY OF MY STUDENTS. MUST IT BE ANONYMOUS?

We have worked with institutions to include identifying information (student numbers, names, email addresses) for their own student sample. This information is never shared with other institutions, nor beyond the research team at CBIE. If you would like to take this approach please contact us to determine a suitable methodology.

INTERNATIONAL STUDENT SURVEY

(2018 DRAFT)

Thank you for agreeing to complete CBIE’s international student survey! This survey is being completed by international students at a number of Canadian institutions so that we may learn more about international students in Canada and their educational experiences. Please ensure you read each question all the way through before answering. The survey should take approximately 20 minutes to complete. Remember, all of your responses are confidential. At the end of the survey, you will be asked if you would like to submit your name and email address to be put into a draw for one of three \$200 Amazon gift cards. CBIE will contact you via email if you win one of the prizes. Thanks for taking the time to complete this survey – your responses will help us better understand the international student experience in Canada.

WHAT IS YOUR HOME COUNTRY?

- ☐ Afghanistan
- ☐ Albania
- ☐ Algeria
- ☐ Andorra
- ☐ Angola
- ☐ Antigua and Barbuda
- ☐ Argentina
- ☐ Armenia
- ☐ Aruba
- ... 200 additional choices hidden ...

WHAT IS YOUR YEAR OF BIRTH?

(if you prefer not to say, leave this blank)

- ☐ 1950
- ☐ 1951
- ☐ 1952
- ☐ 1953
- ☐ 1954
- ☐ 1955
- ☐ 1956
- ☐ 1957
- ☐ 1958
- ... 30 additional choices hidden ...

ARE YOU ENROLLED AS A FULL-TIME OR PART-TIME STUDENT?

- ☐ Full time
- ☐ Part time

WHAT IS YOUR GENDER?

(If you prefer not to say, leave this blank)

- ☐ Male
- ☐ Female
- ☐ Other

WHAT IS YOUR MARITAL STATUS?

- ☐ Single
- ☐ Married
- ☐ Common-law

DO YOU HAVE CHILDREN?

- ☐ Yes
- ☐ No

(if married or common-law, then)

HAS YOUR SPOUSE ACCOMPANIED YOU TO CANADA FOR YOUR STUDIES?

- ☐ Yes
- ☐ No

(if yes, then)

HOW MANY CHILDREN DO YOU HAVE?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ More than three

(if yes, then)

HAS/HAVE YOUR CHILD/CHILDREN ACCOMPANIED YOU TO CANADA FOR YOUR STUDIES?

- ☐ Yes
- ☐ No

DO YOU IDENTIFY AS INDIGENOUS TO YOUR HOME COUNTRY?

- ☐ Yes
- ☐ No

(if yes, then)

PLEASE INDICATE THE INDIGENOUS GROUP THAT YOU IDENTIFY WITH IN YOUR HOME COUNTRY

AT WHICH INSTITUTION ARE YOU CURRENTLY ENROLLED?

- ☐ Institution
- ☐ Institution
- ☐ Institution
- ☐ Institution
- ☐ Institution

WHAT IS YOUR MAJOR FIELD OF STUDY?

- ☐ Humanities (e.g. languages, philosophy, history)
- ☐ Natural Sciences (e.g. biology, physics, chemistry)

☐ Religious Studies / Theology

☐ Art & Design (e.g. fine arts, performing arts, music, animation, graphic design)

☐ Social Sciences (e.g. political science, sociology, economics, psychology, anthropology)

☐ Mathematics / Actuarial Science / Statistics

☐ Communication / Journalism / Media Studies

☐ Engineering

☐ Architecture

☐ Environmental Studies (e.g. geography, urban studies, green technology)

☐ Business (e.g. marketing, commerce, accounting)

☐ Agriculture

☐ Hospitality / Tourism / Parks and Recreation / Culinary / Leisure and Fitness

☐ Health Science (e.g. medicine, physiotherapy) / Kinesiology / Nursing

☐ Computer Science / Information Technology

☐ Education

☐ Social and Community Services / Law enforcement

☐ Skilled trade / Applied Technologies

☐ Other

please specify_____

FOR WHICH DEGREE, DIPLOMA, OR CERTIFICATE ARE YOU CURRENTLY STUDYING?

☐ Associate degree

☐ Bachelor degree

☐ Master degree

☐ Doctorate degree

☐ University Professional degree (law, medicine, etc.)

☐ Certificate

☐ Diploma

☐ Post-graduate or post-doctoral certificate

☐ English as a Second Language (ESL) program

☐ French as a Second Language (FLS) program

☐ Other

please specify..._____

IN WHAT YEAR OF STUDY ARE YOU?

☐ I just started at this institution (first year of multi-year program)

☐ Other year (e.g. second or third year of multi-year program)

☐ Final year (of multi-year program)

☐ I am enrolled in a program that is one year or less in duration

PRIOR TO STUDYING AT YOUR CURRENT CANADIAN INSTITUTION, WHERE HAVE YOU STUDIED?

Select all that apply

☐ In Canada

☐ In my home country

☐ In a country that is neither Canada nor my home country

(please specify): _____

DID YOU APPLY FOR ADMISSION TO INSTITUTIONS IN MORE THAN ONE COUNTRY BEFORE CHOOSING A CANADIAN INSTITUTION?

☐ Yes

☐ No

WHAT OTHER COUNTRIES (NOT COUNTING YOUR HOME COUNTRY) DID YOU APPLY TO?

Please list all other countries to which you applied

☐ United States

☐ United Kingdom

☐ France

☐ Germany

☐ Australia

☐ China

☐ Other

please specify_____

HOW IMPORTANT WERE THE FOLLOWING REASONS IN YOUR DECISION TO STUDY IN CANADA?

Please select one response for each item.

| | NOT IMPORTANT | SOMEWHAT IMPORTANT | VERY IMPORTANT | ESSENTIAL |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Canada’s reputation as a safe country | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Canada offers a society that (in general) is tolerant and not discriminatory | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Canada’s political and social stability | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The reputation of the education system in Canada | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Availability of financial support (scholarships, aid) to study in Canada | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ease of getting a Canadian study permit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Off/on-campus work opportunities in Canada | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Opportunities for full-time work in Canada following my studies | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Opportunities for permanent residence in Canada | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The cost of studying in Canada in comparison to other countries | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A relative, friend, or teacher lived/studied or is living/studying in Canada | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Canadian institutions gave the most attractive conditions for admission to my intended program | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

HOW IMPORTANT WERE THE FOLLOWING REASONS FOR APPLYING TO STUDY AT YOUR CURRENT INSTITUTION?

Please select one response for each item.

| | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| | NOT IMPORTANT | SOMEWHAT IMPORTANT | VERY IMPORTANT | ESSENTIAL |
| The quality of education of this institution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The prestige of a degree/diploma from this institution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The cost of studying at this institution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The amount of financial support this institution offered me | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I know someone who studied or is studying at this institution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The availability of a particular program at this institution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| This institution was the most effective in communicating and providing information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The size of this institution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Factors associated with the location of this institution (climate, city size, proximity to my country, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| This institution had the fastest admissions process | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A recruiting agent recommended this institution | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The position of my institution in ranking/league tables | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

HOW USEFUL DID YOU FIND THE FOLLOWING RESOURCES WHEN CHOOSING TO ATTEND YOUR INSTITUTION?

Please select one response for each item.

| | | | | |
|--|---------------------------|--------------------------|--------------------------|--------------------------|
| | DID NOT USE THIS RESOURCE | NOT USEFUL | SOMEWHAT USEFUL | VERY USEFUL |
| Someone in my home country (a friend, parent, relative, professor, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A government department in my home country | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Education fair | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Education agents | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Presentations at my school | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| University/College websites | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Online forums and blogs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Websites/publications that rank universities and colleges | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

WHICH OF THE FOLLOWING ACTIONS DID YOU TAKE BEFORE ARRIVING TO STUDY IN CANADA?

Please check all that apply

☐ Searched for accommodation

☐ Researched the region where I would be studying

☐ Researched Canada’s culture

☐ Planned a personal budget

☐ Researched Canadian banking

☐ Connected with other students attending my institution in Canada

☐ Received advice from an agent about studying in Canada

☐ Researched health insurance providers

☐ Researched Canadian telephone/internet providers

☐ Researched Canadian transportation companies (bus/rail/airlines)

☐ Other: _____

☐ None of the above

DURING THE TIME WHEN YOU APPLIED FOR ADMISSION TO YOUR PRESENT PROGRAM OF STUDY, DID YOU EXPERIENCE A PROBLEM WITH THE FOLLOWING?

Please select one response for each item. If you did not have an experience with an item, please indicate ‘not applicable.’

| | NO PROBLEM | SOMEWHAT OF A PROBLEM | A BIG PROBLEM | NOT APPLICABLE |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Passing the French language test (e.g. DILF/DELF/DALF, Test de connaissance de francais) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Passing the English language proficiency test (e.g., TOEFL, IELTS, MELAB, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Getting a letter of acceptance from the university or college | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Communicating and receiving sufficient information about the university or college | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Getting course credits from my home educational institution accepted | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Arranging an interview with an immigration office to obtain my study permit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Obtaining a study permit | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Providing proof to the Canadian government that I would have enough money to study in Canada | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Providing proof to the immigration office that I intend to return to my home country upon completion of my studies | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Arranging the transfer of money from my home country | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Arranging for a place to live | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

PLEASE RATE YOUR EXPERIENCE UPON FIRST ARRIVAL IN CANADA.

Please select one response for each of the following. If an item does not apply to your situation please indicate ‘not applicable.’

| | VERY DISSATISFIED | DISSATISFIED | SATISFIED | VERY SATISFIED | NOT APPLICABLE |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Experience with Canadian immigration officials | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Institutional orientation program | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Assistance to locate accommodation in the city | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Welcome by Accueil Plus Service or by my institution (Québec only) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Welcome by a dedicated international student reception service or by my institution (outside of Québec) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

(if married or common-law and spouse travelled to Canada, then)

PLEASE RATE YOUR DEGREE OF SATISFACTION REGARDING THE INSTITUTIONAL SUPPORT YOUR SPOUSE HAS RECEIVED TO SETTLE AND INTEGRATE INTO THE COMMUNITY

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ Not applicable

PLEASE DESCRIBE HOW YOUR INSTITUTION COULD IMPROVE HOW IT SUPPORTS SPOUSES TO SETTLE AND INTEGRATE INTO THE COMMUNITY:

(if has children accompanying in Canada, then)

PLEASE RATE YOUR DEGREE OF SATISFACTION REGARDING THE INSTITUTIONAL SUPPORT YOU HAVE RECEIVED TO SETTLE AND INTEGRATE YOUR CHILDREN INTO THE COMMUNITY (CHILDCARE, SCHOOLING, ACTIVITIES)

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Satisfied
- ☐ Very satisfied
- ☐ Not applicable

PLEASE DESCRIBE HOW YOUR INSTITUTION COULD IMPROVE HOW IT SUPPORTS YOU TO SETTLE AND INTEGRATE YOUR CHILDREN INTO THE COMMUNITY:

Please rate how beneficial you think your Canadian education has been for each of the following.
Select one response for each item. If an item does not apply to your situation please indicate ‘not applicable.’

| | NOT AT ALL | VERY LITTLE | SOMEWHAT | VERY | NOT APPLICABLE |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Preparing me for employment in Canada | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Preparing me for employment in my home country | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Preparing me for further study | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Discovering my career interests | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Increasing the chances for making more money during my working years | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Contribute to my family’s well-being | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Contribute to the advancement of my country | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Acquiring job- or work-related knowledge and skills (e.g. presentation skills, writing skills, critical thinking/analytical skills) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Working effectively with others (i.e. teamwork) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Developing or clarifying a personal code of values and ethics | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Understanding people of other back-grounds (economic, racial/ethnic, politi-cal, religious, nationality, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Solving complex real-world problems | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Being an informed and active citizen | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

HOW SATISFIED ARE YOU WITH THE SERVICES OR FACILITIES YOU HAVE USED AT YOUR INSTITUTION?

Please select one response for each item. If you have not used the service please indicate ‘have not used the service.’

| | HAVE NOT USED THE SERVICE | VERY DISSATISFIED | DISSATISFIED | SATISFIED | VERY SATISFIED |
|--|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Assistance from an International Student Adviser | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| English/French tutoring | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Counselling services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Housing services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Recreational facilities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Facilities for religious worship (e.g., quiet room for prayer) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Health services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Career services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Academic adviser | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Registrar’s office | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Financial aid office | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| (if, ‘I identify as Indigenous’, then) Services for Indigenous students on campus | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SINCE FIRST BEGINNING YOUR PROGRAM OF STUDY, HOW MUCH SUCCESS HAVE YOU HAD IN ADJUSTING TO THE FOLLOWING?

Please select one response for each item.
If an item does not apply to your situation please indicate ‘not applicable’

| | LITTLE OR NO SUCCESS | SOME SUCCESS | A LOT OF SUCCESS | NOT APPLICABLE |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Meeting academic demands | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Becoming involved in campus activities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Living in Canadian culture and society | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Choosing a program of study to meet my objectives | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Performing adequately in written assignments | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Performing adequately in courses requiring mathematical skills | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Understanding information presented in courses | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Finding help with questions or problems | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SINCE ARRIVING AT YOUR INSTITUTION, HAVE YOU LEARNED ABOUT INDIGENOUS (FIRST NATIONS, INUIT AND MÉTIS) HISTORY AND CULTURE?

- ☐ Yes
- ☐ No

(if yes, then)
PLEASE INDICATE WHERE YOU RECALL LEARNING ABOUT INDIGENOUS HISTORY AND CULTURE IN THE CLASSROOM/COURSEWORK

- ☐ From fellow students
- ☐ From local Indigenous (*First Nations, Inuit or Métis*) organizations (*on campus or in the community*)
- ☐ At a campus event
- ☐ From the media
- ☐ Other (please indicate):

(if yes, then)
DESCRIBE WHAT YOU RECALL LEARNING ABOUT THE HISTORY AND CULTURE OF INDIGENOUS (FIRST NATIONS, INUIT AND MÉTIS) PEOPLES:

if yes then
TO WHAT DEGREE HAS BEING EXPOSED TO HISTORY AND CULTURE OF INDIGENOUS (FIRST NATIONS, INUIT, MÉTIS) PEOPLES IN CANADA GROWN YOUR APPRECIATION FOR INDIGENOUS ISSUES?

- ☐ Not at all
- ☐ Very little
- ☐ Somewhat
- ☐ Very

SINCE ARRIVING AT YOUR INSTITUTION, WHICH OF THE FOLLOWING STUDENT ACTIVITIES/GROUPS HAVE YOU BEEN INVOLVED IN?

Please check all that apply

- ☐ International student group
- ☐ Sports teams
- ☐ Music/theatre/arts groups
- ☐ Special interest clubs
- ☐ Volunteer clubs
- ☐ Student union
- ☐ Program of study clubs
- ☐ Multicultural associations
- ☐ Fraternity/Sorority
- ☐ Other
please specify
- ☐ None of the above

WE WOULD LIKE YOU TO THINK ABOUT YOUR CONTACT WITH OTHER STUDENTS. WOULD YOU SAY THAT MOST OF YOU FRIENDS HERE IN CANADA ARE...

(please select one answer)

- ☐ ...students from my country
- ☐ ...other international students
- ☐ ...Canadian students
- ☐ ...a mixture of students from my home country and other international students
- ☐ ...a mixture of Canadian and international students
- ☐ ...don't know/cannot say

LISTED BELOW ARE A NUMBER OF STATEMENTS THAT OTHER PEOPLE HAVE MADE ABOUT STUDYING IN CANADA. PLEASE INDICATE HOW MUCH YOU AGREE OR DISAGREE WITH EACH ITEM.

| | STRONGLY DISAGREE | SOMEWHAT DISAGREE | NEITHER AGREE OR DISAGREE | SOMEWHAT AGREE | STRONGLY AGREE |
|--|--------------------------|--------------------------|---------------------------------|--------------------------|--------------------------|
| Canadian students are hard to get to know | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Canadian students are friendly when you get to know them | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff and students here have shown an interest in my country and culture | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| I prefer to mix with people from my own culture | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I would like more chances to experience Canadian culture and family life | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| It is difficult to meet Canadian people from outside the university/college | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Canada is a welcoming and tolerant society | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

WHERE ARE YOU CURRENTLY LIVING?

Select one response only.

☐ University or college residence

☐ Room, apartment, or house that I am renting by myself

☐ Room, apartment, or house that I am renting with members of my family (or with my partner)

☐ Room, apartment, or house that I am renting with people who are not family members

☐ Homestay (that is, living with a host family)

☐ In a condominium or house that I (or a family member) purchased

☐ Other
please specify _____

PLEASE INDICATE HOW SAFE YOU FEEL IN THE FOLLOWING LOCATIONS.

| | | | | | |
|--|--------------------------|-----------------------------|--------------------------|--------------------------|--------------------------|
| | NOT SAFE AT ALL | NOT PARTICULARLY SAFE | FAIRLY SAFE | VERY SAFE | NOT APPLICABLE |
| On campus | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Your accommodation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Public transport (e.g. trains, bus stops) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Public spaces (off campus locations in the city) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

PLEASE RATE YOUR LEVEL OF CONCERN WHEN IT COMES TO PAYING FOR THE FOLLOWING WHILE STUDYING IN CANADA

| | | | |
|--|----------------------------|--------------------------|--------------------------|
| | NOT CONCERNED AT ALL | SOMEWHAT CONCERNED | VERY CONCERNED |
| Accommodation (e.g., rent payments, including utilities such as heat, hydro and water) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| School-related expenses (e.g., tuition, textbooks, school supplies) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Social activities (e.g., going to pubs or coffee shops with friends) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Food, clothing, transportation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

PLEASE INDICATE THE TOP THREE FINANCIAL SUPPORTS THAT ARE CURRENTLY HELPING TO PAY FOR YOUR EDUCATION.

Please select only three choices

☐ Parents, relatives, or guardians

☐ Spouse

☐ Scholarships and/or financial aid from government or agency in my home country

☐ University or college scholarship

☐ Scholarship and/or financial aid from government in Canada

☐ Loans/financial aid/ scholarships from government or agency not in Canada and not in my home country

☐ Personal savings

☐ On-campus work income

☐ Off-campus work income

☐ Paid internship or co-op

DO YOU PLAN TO APPLY FOR PERMANENT RESIDENT STATUS IN CANADA?

☐ Yes

☐ No

☐ Not sure

(If yes, then)
WHICH PROVINCE OR TERRITORY DO YOU INTEND TO LIVE IN ONCE YOU OBTAIN PERMANENT RESIDENT STATUS?

- ☐ Alberta
- ☐ British Columbia
- ☐ Manitoba
- ☐ New Brunswick
- ☐ Newfoundland and Labrador
- ☐ Northwest Territories
- ☐ Nova Scotia
- ☐ Nunavut
- ☐ Ontario
- ☐ Prince Edward Island
- ☐ Quebec
- ☐ Saskatchewan
- ☐ Yukon
- ☐ Not sure

WHAT ARE YOUR PLANS FOR ADDITIONAL EDUCATIONAL ACTIVITIES AFTER YOU COMPLETE YOUR CURRENT ACADEMIC PROGRAM?

Select the response that is most likely.

- ☐ Study for another degree/diploma at this institution
- ☐ Study for another degree/diploma at another Canadian educational institution
- ☐ Study for another degree/diploma outside of Canada
- ☐ Study for another degree/diploma in my home country
- ☐ Study for another degree/diploma in a country that is neither Canada nor my home country
- ☐ None, I do not have any plans to further my education

WHAT ARE YOUR PLANS FOR WORK AFTER YOU COMPLETE YOUR CURRENT ACADEMIC PROGRAM?

Select the response that is most likely.

- ☐ Work for up to three years in Canada, before returning home
- ☐ Work permanently in Canada (become a permanent resident of Canada)
- ☐ Return to previous job in my home country
- ☐ Look for work in my home country
- ☐ Look for work in another country that is neither Canada nor my home country
- ☐ None, I do not have any work-related plans

WOULD YOU RECOMMEND THIS INSTITUTION TO OTHER INTERNATIONAL STUDENTS?

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

WOULD YOU RECOMMEND CANADA AS A STUDY DESTINATION TO OTHER STUDENTS?

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

OVERALL, HOW SATISFIED ARE YOU WITH ALL ASPECTS OF YOUR CANADIAN EDUCATION EXPERIENCE?

- ☐ Very dissatisfied
- ☐ Dissatisfied
- ☐ Satisfied
- ☐ Very satisfied

WHAT HAS BEEN THE MOST POSITIVE PART OF YOUR STUDY EXPERIENCE WHILE IN CANADA?

You can skip this question if you prefer not to answer.

WHAT HAS BEEN THE MOST NEGATIVE PART OF YOUR STUDY EXPERIENCE WHILE IN CANADA?

You can skip this question if you prefer not to answer.

WHAT ADVICE WOULD YOU GIVE TO OTHER STUDENTS PLANNING TO STUDY IN CANADA?

You can skip this question if you prefer not to answer.

THERE ARE THREE \$200 AMAZON GIFT CARDS AVAILABLE. IF YOU WOULD LIKE TO BE ENTERED INTO THE PRIZE DRAW TO WIN ONE, PLEASE ENTER YOUR NAME AND EMAIL ADDRESS.

Please note: Your response is sent directly to CBIE. Your institution does not view your responses. Email addresses will be used to notify contest winners only.

EMAIL ADDRESS

FIRST NAME

CBIE IS INTERESTED IN CONDUCTING INTERVIEWS OR FOCUS GROUPS WITH INTERNATIONAL STUDENTS. IF YOU AGREE TO BEING CONTACTED BY CBIE FOR A FOCUS GROUP OR INTERVIEW,

PLEASE ENTER YOUR NAME AND EMAIL ADDRESS.

Please note: Your response is sent directly to CBIE. Your institution does not view your responses.

EMAIL ADDRESS

FIRST NAME



APPENDIX A

SAMPLE TEXT FOR ETHICAL REVIEW LETTER AND EMAILS TO STUDENTS



COVER LETTER FOR ETHICAL REVIEW SUBMISSIONS

This, or a variant of this letter, could be sent with your signature and/or the signature of the director or head of your International Student Office or Department.

Dear _____,
We have agreed to participate in a web-based survey of international students in Canada conducted by the Canadian Bureau for International Education (CBIE) during the winter and spring of 2018. Since the research involves a survey of our students, we are submitting the research proposal for ethical review.

The research methodology invites our international students to participate in a confidential survey which asks about their decisions to study in Canada, educational experiences in Canada, demographic information, and views on the value of their education.

A representative from the _____ (ex. international student office) will be responsible for sending out the link to the survey. A link to the survey form will be included in an email sent out to the institution's international student population.

International students selected to participate in the survey will be informed that it is confidential and voluntary. Once the survey is complete, students will be given the option to provide their name and email address to CBIE to be used solely for the purposes of awarding prizes to the winners of the draw. The final report and datasets resulting from the survey will not include any information that identifies any of the survey participants.

The proposed survey will help us better understand the experiences and needs of international students attending our institution and to put these findings in context of the larger international student population in Canada. The proposed survey will also be part of a national report that includes the experience of international students at universities, colleges and institutes in Canada, and in Canada generally. This is the fifth edition of the survey exploring international students' experience at Canadian institutions. Previous administrations of the survey have shown that it does not contain items which students find invasive. With the 2018 International Student survey, CBIE hopes to establish a benchmark to measure the experience of international students in Canada at Canadian institutions. We anticipate that the findings will be valuable in our efforts to better understand our international students and enhance their educational experience.

Copies of emails to students and the survey instrument are enclosed for your consideration. Since the time frame for this research is very tight, your prompt review of the project would be most appreciated. Please feel free to contact me if you need more information.
Sincerely yours,

Please revise these emails as necessary and distribute them to your international students. If possible, use your institution's logo in the email, along with a signee (preferably a senior Student Affairs administrator or International Student Adviser).

FIRST EMAIL TO STUDENTS

Subject: Help us understand your experience as an international student and win \$200!

Dear <Student First Name>:
You are invited to participate in the Canadian Bureau for International Education’s (CBIE) 2018 International Student Survey. This survey is being conducted at institutions across Canada and gives you the opportunity to provide important feedback and suggestions about your educational experience.

Please participate in this important survey by clicking on the link below and completing the questionnaire. By completing the questionnaire, you will have the opportunity to be entered into a draw to win one of three \$200 Amazon gift cards. The questionnaire should only take 20 minutes to complete, and you may find that it will give you a good chance to review your experiences in Canada as an international student.

EN
FR

After clicking on the link, you will be prompted to provide a password to access the survey.

Please use the password:

- This survey is held to high standards of privacy and anonymity:
- Your institution will receive only an anonymized dataset of results and, therefore, will not be able to identify your specific responses.
- All of your responses will be held in strict confidence with the CBIE research team.
- Whether or not you participate will not affect your grades, student status, or access to programs, now or in the future.
- You may withdraw from the survey at any time by closing your browser, but any data collected up to that point may be retained by CBIE.
- All survey data will be securely stored by CBIE on servers located in Canada for a period of 5 years

Please note that this letter represents a statement of informed consent.

If you have any questions or concerns about how this survey is being conducted, please contact <Institutional contact here>.

If you have any problems with the survey itself, please contact **Lisa Deacon of CBIE** at **Ldeacon@cbie.ca**.

Thank you in advance for providing this important feedback.
Sincerely,

FIRST REMINDER EMAIL TO STUDENTS

Subject: Reminder: International Student Survey!

Dear <Student first name>:
Remember receiving an email about the 2018 CBIE International Student Survey? Your input in the survey is very valuable. If you have not yet completed the survey, please take the time now or in the next few days to do so. Your responses are very important in helping us learn more about international students and how we can help them achieve success. If you have already completed the survey, thank you very much!

Please use the link below to access the questionnaire. If you are having any problems, please contact **Lisa Deacon** at **Ldeacon@cbie.ca**. Remember, by completing this questionnaire, you will have the opportunity to be entered into a draw to win one of three \$200 Amazon gift cards!

EN
FR

Remember, the password to access the survey is:
Thank you for your help.

SECOND REMINDER EMAIL TO STUDENTS

Subject: FINAL Reminder: International Student Survey!

Dear <Student first name>:
I am writing to you about the 2018 CBIE International Student Survey. If you have not yet completed the survey, please take the time now to do so. Your responses are very important to help produce a true picture of the experiences of international students at this institution. Participation in the survey is voluntary and the results are strictly confidential. If you have already completed the survey, thank you very much!

Please help in this important research by clicking on the link below and completing the questionnaire. If you are having any problems, please contact **Lisa Deacon** at **Ldeacon@cbie.ca**. Remember, by completing this questionnaire, you will have the opportunity to be entered into a draw to win one of three \$200 Amazon Gift cards.

EN
FR

Remember, the password to access the survey is:

Hoping to hear from you soon, I offer our best wishes for your present and future activities.
Sincerely,



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International Education

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learning beyond borders