



Canadian Bureau for
International Education
Bureau canadien de
l'éducation internationale

2021

International Student Survey

Guide for participating institutions

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Introduction

Thank you for participating in the sixth edition of the Canadian Bureau for International Education (CBIE) International Student Survey (ISS). This 2021 survey offers a unique, national dataset that provides critical and holistic insights on the international student experience in Canada's post-secondary institutions, from pre-arrival planning through study and post-graduate phases.

Since the inaugural edition of the International Student Survey in 2012, the number of student respondents and the scope of knowledge and trends illuminated through the dataset have grown immensely. The survey increasingly supports the international education sector's capacity to drive informed, innovative practices through increased understanding of the stories, motivations, and perceptions of the international students who choose to study in Canada.

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

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.

CBIE is developing and administering the 2021 survey and, upon completion of the survey, analyzing the results and reporting on the findings.

The following guide provides an overview of the survey, the procedures, and the timeline. It describes how CBIE supports institutions to conduct the survey in a standardized and safe way. The 2021 survey questions, included in this guide, will demonstrate the contribution that your international students can bring to the national analysis and how the data might serve your institution.



2021 Survey Benefits

- Your institution has a key role to play in building a robust national dataset through the collection of longitudinal data.
- The longitudinal data collected from the ISS informs policy and decision-making at provincial/territorial and federal levels.
- The survey provides Canadian institutions with insight into the perceptions, motivations, plans, and experiences of their own international students.
- The data collected informs a tool for Canadian institutions to measure the progress of their strategic and operational objectives compared to a national standard.
- The survey provides a point-in-time picture of international students across the country.
- Given the broad-based nature of participating member institutions representative of the Canadian post-secondary landscape, the ISS yields reliable and valid data across the sector.

2021 Survey Themes

- International Student Demographics Overview
- Overall Student Satisfaction
- Student Decision-Making and Pre-Arrival Activities
- Satisfaction of Institutional Support Services
- Academic Experience Satisfaction
- Classroom, Campus and Community Engagement and Connection
- Family, Housing, Work, and Finances
- Perceptions of Safety and Inclusion
- Value/Cost Perception
- Post-Study Plans

New in 2021

This year the survey has been updated by a working group of international education practitioners and researchers. New questions have been added to the survey that are relevant to mental health, the impacts of COVID-19, and feelings regarding inclusion on campus. The survey also includes a country and institution Net Promoter Score.



Introduction

International Student Participation

The survey is meant for international students studying in a full 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 survey sample.

In 2018, the international student survey offered insights from over 14,000 student respondents across ten provinces in 46 universities, colleges, and polytechnics. The survey is delivered every two years with the exception of 2020, which was postponed due to COVID-19.

Institutional Participation

This research would not be possible without the cooperation and assistance of the institutions that are participating in the survey. Participating institutions will receive their own anonymized institutional data and the anonymized global data. It is important to note that this year we will be providing institutions with a standardized survey tool and thus will not include custom questions. Institutions participating in the survey, are requested to undertake the following essential tasks which are outlined in the section on responsibilities below.

To ensure that the survey can be distributed to international students this fall, CBIE recommends that institutions begin the ethics review process (if applicable) as soon as possible. This guide should include all the information required for the ethics review.

Participation Agreement

Institutions that are ready to take part in the survey will need to submit the [2021 ISS Participation Agreement](#), which clearly stipulates the expectations, deliverables, and conditions of participating in the national survey.

CBIE will request the contact details of the main collaborator at your institution, who will be in charge of communicating with CBIE. This person will be responsible for ensuring that the appropriate internal review process is followed at their institution, ensuring that the survey can be delivered to their respective international student population.

To ensure transparency, this agreement also clearly stipulates the intended use of the data, as well as the institution's involvement to ensure full consent and due diligence.

Cost of Participation

The cost of participation in the 2021 International Student is included in the annual CBIE membership fee.

Institutions that are not members of CBIE are also welcome to participate in the survey. CBIE will contact non-members directly to discuss participation and the associated fees. [Learn more about how to become a CBIE member.](#)



Roles and Responsibilities

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 Alchemer, which has data centers in Canada. This section provides an overview of the responsibilities of the different parties involved in the survey.

CBIE Responsibilities

CBIE is managing the survey and is responsible for designing the methodology and questionnaire with additional input from member institutions. CBIE is committed to the following:

- Provide the International Student Survey Guide to participating institutions. This guide includes invitation and reminder email templates that can be used by institutional representatives to invite international students to complete the survey.
- Provide a social media toolkit to participating institutions, which will assist in delivering a targeted communications strategy to encourage international students to take part in the survey.
- Provide assistance to institutions that require additional support to complete the internal review of the survey (through an ethics review process or other relevant internal due diligence).
- Respond to student queries about the survey.
- Collect the data from participating institution's international student populations who chose to participate in the survey.
- Clean the data and circulate the anonymized institution-specific data and the anonymized national dataset, in an aggregated format, to all participating institutions.
- Analyze the data and publish a National Survey Report presenting national data from the 2021 survey for the benefit and insight of the Canadian international education sector.
- Recognize participating institutions as contributors to the national survey and the National Survey Report.
- Retain the anonymized national dataset, in an aggregated format, for subsequent longitudinal research purposes.
- Ask permission from students to participate in future research projects.
- Communicate with students who have been randomly selected in the draw. To be entered into the draw, students will have completed the survey and chosen to provide their email to CBIE.

Institutional Responsibilities

This research would not be possible without the cooperation and assistance of the institutions that are participating in the survey. By taking part in the International Student Survey, participating institutions will need to complete the following:

- Read the International Student Survey Guide.
- Complete and submit the International Student Survey Participation Agreement.
- Conduct an internal review of the survey (through an ethics review process or other relevant internal due diligence, as required by the institution) ensuring the institution's consent to participate in the national survey. CBIE can provide additional support, if required.
- Launch the online survey with the custom link provided by CBIE.
- Send promotions and reminders via email and social media to the international student population encouraging them to participate in the survey (see sample email templates in Appendix A).
- Provide CBIE with the following information so the institution can be coded in the survey tool (this will uphold the confidentiality of the institution):
 - Names of all institutions and campuses that will be included in the survey;
 - Institution Status (public/private); and
 - Institution Type (University/College Cégep/Language School).
- Provide CBIE with approximate information on student numbers for fall semester, which will be confirmed in January to provide an accurate response rate. This includes:
 - Total number of students (all levels) enrolled in your institution;
 - Total number of international students (all levels) enrolled in your institution; and
 - Total number of international students who are studying English as a Second Language (ESL) and/or French as a Second Language (FSL) at your institution with the intent of obtaining a degree or diploma or certificate.

Deliverables

Each participating institution will receive raw datasets with all information that may be used to identify individual students removed, ensuring that the data is anonymized. Participating institutions will receive the data from their own institution as well as the global dataset.

Each institution will also receive a summary report, which will serve as a benchmark against the national dataset. All participating institutions will receive an invitation to the national report launch event, which will unpack data and provide an in-depth analysis of the survey findings.

It is important to note that this year we will be providing institutions with a standardized survey tool and thus will not include custom questions.



Detailed Methodology

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

CBIE Ethical Review

CBIE has submitted an application to the [Community Research Ethics Office \(CREO\)](#), a Research Ethics Board (REB) that services Canadian not-for-profit organizations, governments, independent consultants, community organizations, community researchers, and others that want to maximize the ethical conduct of their research.

CREO's work aligns with the [Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans \(TCPS 2, 2018\)](#). Once CBIE's statement of ethics approval is obtained from CREO for the International Student Survey, it will be circulated to participating institutions to be used as additional information for internal ethic review processes.

Institutional Ethical Reviews

Many universities, colleges, and institutes have institutional ethical review committees that assess 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. This guide should include all the information required for the ethics review. If more information is required, contact us at: learning@cbie.ca.

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 its professional account with Alchemer to gather responses from students at participating institutions.

International students include all students who are pursuing a full program in Canada, studying on a study permit, visitor's visa, or undertaking research on a work permit. This includes 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.

Please note that international exchange students are not meant to be included in this sample.

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. Each institution will be responsible for sending reminder 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 by CBIE researchers responsible for the design, administration, and delivery of the survey.

Secure Data Transmission

Alchemer 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 for 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, Alchemer is compliant with Canadian privacy (all data resides on Canadian servers) and accessibility standards (W3C).

Email Distribution

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 should include your institution's logo 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 Alchemer URL, although we do not anticipate any problems with this.

Reminder Email

Approximately one week (specific date to be determined by the 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.

Social Media

CBIE will be providing a social media toolkit to participating institutions. This will include messaging and images specifically geared to international students, encouraging them to complete the survey.

Prizes

To encourage students to participate in the survey, CBIE is offering the chance to win a number of prizes valued between \$500 and \$1000. CBIE will randomly draw 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 email address in order to be contacted if they are selected. This information will not be shared with institutions.



Planned 2021 ISS 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 Monday, November 1, 2021**. The survey will be closed to responses as of the end of day **Friday, December 3, 2021**.

Activity	Dates to Remember
ISS Call for Participation opens	mid-July, 2021
ISS information webinar	August 18, 2021
CBIE circulates the ISS procedure manual, including survey questions and communication templates	September, 2021
Deadline for institutions to confirm participation via the 2021 ISS Participation Agreements	October 15, 2021
Institutions complete the ethics review and notify CBIE via email	September/October
Institutions launch the online survey with the link provided by CBIE	November 1, 2021
Survey closes for all participating institutions	December 3, 2021
Anonymized survey results circulated to participating institutions	February 2022
CBIE released the national survey report	March 2022



International Student Survey FAQs

How much does it cost for my institution to participate in the survey?

The cost of participation in the 2021 International Student is included in the CBIE membership fee. Institutions that are non-members of CBIE are also welcome to participate in the survey. CBIE will contact non-members directly to discuss participation and the associated fees.

Can I add custom questions to the survey for my students?

No, this year we will be providing institutions with a standardized survey tool.

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 learning@cbie.ca to learn more.

When should I launch the ethics review process?

The ethics review process with your institution should start immediately, in anticipation of sending out the survey link to students as per the timeline listed above.

Which students should I send this survey to?

The survey is meant for international students pursuing a full 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.



Contact Information

CBIE appreciates your help and cooperation in following the procedures and meeting the timelines outlined in this guide. 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:

Melissa Toupin Laforge
Canadian Bureau for International Education
Phone: 613-237-4820 ext. 196
Email: mtoupinlaforge@cbie.ca





2021 International Student Survey Questionnaire

Thank you for agreeing to complete the 2021 International Student Survey! Your participation will amplify the voices of international students and serves an important role in shaping the experiences of future international students who come to study in Canada. Before continuing, please note by responding to this questionnaire, you are giving your consent to participate in this research. This survey will take approximately 20 minutes to complete. You can save your progress and exit/return at any time. 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. Should you want all your data to be permanently removed, please send your request to learning@cbie.ca.

Demographics

1 | At which institution are you currently enrolled?*

List of participating institutions

2 | What is your country of citizenship?*

- ☐ List of countries
- ☐ Prefer not to answer

3 | If you are a citizen of more than one country, identify your additional citizenship?

- ☐ Not applicable
- ☐ List of countries
- ☐ Prefer not to answer

4 | What is your age?*

- ☐ 15 to 19 years
- ☐ 20 to 24 years
- ☐ 25 to 29 years
- ☐ 30 to 34 years
- ☐ 35 to 39 years
- ☐ 40 to 44 years
- ☐ 45 to 49 years
- ☐ 50 and over

5 | How do you define your racial identity?*

Please select all that apply.

- ☐ Arab
- ☐ Black
- ☐ Chinese
- ☐ Filipino
- ☐ Japanese
- ☐ Korean
- ☐ Latin American
- ☐ South Asian (e.g., East Indian, Pakistani, Sri Lankan, etc.)
- ☐ Southeast Asian (e.g., Vietnamese, Cambodian, Laotian, Thai, etc.)
- ☐ West Asian (e.g., Iranian, Afghan, etc.)
- ☐ White (Caucasian)
- ☐ Prefer to self-describe:
- ☐ Prefer not to answer

6 | How do you define your gender identity?*

- ☐ Female
- ☐ Male
- ☐ Transgender Female
- ☐ Transgender Male
- ☐ Non-Binary / Third Gender
- ☐ Gender Variant / Non-Conform
- ☐ Two-Spirit
- ☐ Prefer to self-describe: _____
- ☐ Prefer not to answer

7 | Are you the first in your immediate family (siblings, parents and grandparents) to attend post-secondary education?*

- ☐ Yes
- ☐ No

8 | Did anyone accompany you to Canada for your program of study? Please select all that apply.*

- ☐ No, I came on my own
- ☐ Yes, I came with a spouse or common-law partner
- ☐ Yes, I came with a child or children

How satisfied were you with the institutional support your spouse received to settle and integrate into the community?

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

How satisfied were you with the institutional support you have received to settle and integrate your children into the community (childcare, schooling, activities)?*

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

9 | Are you enrolled as a full-time or part-time student?

- ☐ Full-time
- ☐ Part-time

10 | What language is your current program of study?

- ☐ English
- ☐ French
- ☐ Both English and French



11 | What is your major field of study?*

- ☐ Applied Technologies
- ☐ Architecture
- ☐ Art & Design (e.g. fine arts, performing arts, music, animation, graphic design)
- ☐ Business, Finance, Management and Administration
- ☐ Communication / Journalism / Media Studies
- ☐ Computer Science / Information Technology
- ☐ Education
- ☐ Health Sciences and Services
- ☐ Engineering
- ☐ English as a Second Language (ESL)
- ☐ Environmental Studies (e.g. geography, urban studies, green technology)
- ☐ French as a Second Language (FLS)
- ☐ Hospitality / Tourism / Parks and Recreation / Culinary / Leisure and Fitness
- ☐ Humanities (e.g. languages, philosophy, history)
- ☐ Indigenous Studies
- ☐ Law and Legal Services
- ☐ Manufacturing
- ☐ Mathematics / Actuarial Science / Statistics
- ☐ Natural and Applied Sciences (e.g. biology, physics, chemistry)
- ☐ Natural Resources / Forestry / Agriculture
- ☐ Religious Studies / Theology
- ☐ Trades, Transport, Equipment Operations
- ☐ Social and Community Services / Law Enforcement
- ☐ Social Sciences (e.g. political science, sociology, economics, psychology, anthropology)
- ☐ Undecided or Undeclared
- ☐ Other

12 | For which degree, diploma or certificate are you currently studying for at your Canadian institution? Please select all that apply.*

- ☐ Associate degree
- ☐ Bachelor degree
- ☐ Master degree
- ☐ PhD/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
- ☐ Short-term exchange student
- ☐ Other

13 | In what year of your program of study are you in currently?*

- ☐ First year
- ☐ Second year
- ☐ Third year
- ☐ Fourth year
- ☐ Fifth year or more
- ☐ I am enrolled in a program that is one year or less in duration

Pre-arrival & Decision-making

14 | Choose the TOP FIVE factors that you used in your decision to study in Canada.*

- ☐ Canada's reputation as a safe and stable country
- ☐ Canada offers a society that (generally) is tolerant and not discriminatory
- ☐ Canada's accessibility following the Covid-19 lockdown
- ☐ The reputation and quality of the education system in Canada
- ☐ Availability of financial support (scholarships, aid) to study in Canada
- ☐ Affordability of studying in Canada in comparison to other countries
- ☐ Ease of getting a Canadian study permit
- ☐ Knowing someone who lived/studied or is living/studying in Canada
- ☐ Gaining intercultural awareness and global competencies
- ☐ Opportunities to work and build my career prospects
- ☐ Opportunities to work while I study in Canada
- ☐ Opportunities for permanent residence in Canada
- ☐ Opportunities for my spouse to work
- ☐ Opportunity to apply for a Post-Graduate Work Permit (PGWP)

15 | Choose up to FIVE MOST useful resources you used when deciding to attend your institution.*

- ☐ Recommendation by someone I know
- ☐ A government department in my home country
- ☐ Education fair(s) (including virtual fairs)
- ☐ Recruiting agents
- ☐ Presentations, virtual tours, and other virtual events
- ☐ The institution's website
- ☐ Online forums and blogs
- ☐ Websites/publications that rank universities and colleges
- ☐ Social Media, online forums and blogs
- ☐ Virtual meetings or direct messaging with institutional representatives
- ☐ Government of Canada education website: EduCanada
- ☐ Government of Canada immigration website: IRCC

16 | Choose UP TO FIVE resources that were not useful when deciding to attend your institution.*

- ☐ Recommendation by someone I know
- ☐ A government department in my home country
- ☐ Education fair(s) (including virtual fairs)
- ☐ Recruiting agents
- ☐ Presentations, virtual tours, and other virtual events
- ☐ The institution's website
- ☐ Online forums and blogs
- ☐ Websites/publications that rank universities and colleges
- ☐ Social Media, online forums and blogs
- ☐ Virtual meetings or direct messaging with institutional representatives
- ☐ Government of Canada education website: EduCanada
- ☐ Government of Canada immigration website: IRCC

17 | When you applied for admission to your program of study, did you experience issues with the following?*

	Significant issues	Some issues	No issues	Not applicable
Obtaining a study permit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrating I have sufficient funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrating I intend to return to my home country after my studies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arranging the transfer of money from my home country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arranging for a place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Securing biometrics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Getting the required vaccines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing proof of vaccination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding information on COVID-related requirements for Canada	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding a place to quarantine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Achieving the required language test score (French or English)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving my letter of acceptance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving sufficient information about my institution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transferring course credits to my Canadian institution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collecting transcripts and other application documents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18 | Please rate your experience upon arrival in Canada. Please select one response for each of the following.*

	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Not applicable
Experience with Canadian immigration officials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quarantine upon arrival, at a government approved hotel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quarantine upon arrival, arranged by your institution, on or off-campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orientation (virtual)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orientation (in person)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moving into student residence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International reception service at the airport/train station/bus station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Pre-arrival & Decision-making

19 | In the academic year 2020-2021 where did you undertake your studies? Select all that apply.*

- ☐ In Canada (virtually)
- ☐ In Canada (in person)
- ☐ Outside of Canada (virtually)
- ☐ Outside of Canada (in person)
- ☐ I was not studying
- ☐ Other - Write In: _____

**20 | In the academic year, 2021-2022 where are you undertaking/did you undertake your studies?*
Select all that apply.****

- ☐ In Canada (virtually)
- ☐ In Canada (in person)
- ☐ Outside of Canada (virtually)
- ☐ Outside of Canada (in person)
- ☐ Other - Write In: _____

21 | Where are you currently living?*

- ☐ 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
- ☐ Room, apartment, or house that I am renting with people who are not family members
- ☐ Homestay (that is, living with a host family)
- ☐ In an apartment, condominium or house that I (or a family member) purchased
- ☐ Other - Write In: _____

22 | Since the beginning of your program of study, did you experience issues with the following?*

	Little or no success	Some success	A lot of success	Not applicable
Registering for the courses I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adjusting to virtual learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaborating with classmates in an virtual environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding the expectations of being a student in Canada	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Performing adequately in written assignments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding information presented in courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding help with questions or problems with course material	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting with professors during virtual or in-person office hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigating policies and complaint procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23 | Choose all services and facilities that you DO NOT KNOW are offered at your institution.*

- ☐ International Office Services
- ☐ International Student Advising
- ☐ Additional Language Support (English/French)
- ☐ Residence and Housing
- ☐ Recreational Facilities
- ☐ Facilities for Religious Worship
- ☐ Health Services
- ☐ Counselling and Mental Health Services
- ☐ Academic Advising
- ☐ Admissions and Credit Transfer Offices
- ☐ Registrar's Office
- ☐ Financial Services
- ☐ Library Services
- ☐ Safety Services
- ☐ Accessibility Services
- ☐ Student Union or Associations
- ☐ Student Social Groups and Clubs
- ☐ Career and Employment Services
- ☐ Work integrated and Experiential Learning Services

24 | Choose all services and facilities that you HAVE ACCESSED at your institution.*

- ☐ International Office Services
- ☐ International Student Advising
- ☐ Additional Language Support (English/French)
- ☐ Residence and Housing
- ☐ Recreational Facilities
- ☐ Facilities for Religious Worship
- ☐ Health Services
- ☐ Counselling and Mental Health Services
- ☐ Academic Advising
- ☐ Admissions and Credit Transfer Offices
- ☐ Registrar's Office
- ☐ Financial Services
- ☐ Library Services
- ☐ Safety Services
- ☐ Accessibility Services
- ☐ Student Union or Associations
- ☐ Student Social Groups and Clubs
- ☐ Career and Employment Services
- ☐ Work integrated and Experiential Learning Services

25 | Since beginning your studies in Canada, have you gained any knowledge about Indigenous (First Nations, Inuit and Métis) history and culture in Canada from the following? Check all that apply.*

- ☐ Orientation
- ☐ In the classroom/coursework
- ☐ Students, friends or neighbours
- ☐ Local Indigenous or community organizations
- ☐ At a campus event
- ☐ At a community event
- ☐ Media
- ☐ Social media
- ☐ International office
- ☐ None of the above

26 | What would you like to learn about Indigenous Peoples of Canada?



Safety and Well-being

27 | Considering your experiences, since beginning your studies at the institution, please indicate your level of agreement with each of the following statements.*

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
I feel valued as an individual at my institution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I belong at my institution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am treated with respect at my institution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty members and teaching assistants help me to feel included in the classroom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel included in academic research/study groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have found one or more communities or groups where I feel I belong at my institution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have considered leaving my institution because I felt isolated or unwelcomed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28 | How connected do you feel to each of the following student groups at your institution?*

	Not connected	Connected	Very connected
International students from my home country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International students from other countries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Canadian students who share my cultural background	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Canadian students from other cultural backgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community members who do not study at the institution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29 | During the past two months, how often have you felt:*

	Never	Sometimes	Often	Always	Prefer not to answer
Unable to meet academic demands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unable to meet personal or family obligations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confident in your ability to handle personal problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That you can reach out to seek help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30 | During the past two months, how often have you talked about your feelings with the following people?*

	Never	Sometimes	Often	Always	Prefer not to answer
Friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counsellor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic Advisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Representative from the International Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doctor or other health professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31 | Please indicate how safe you feel in the following locations*

	Not safe	Not very safe	Fairly safe	Very safe	Prefer not to answer
On-campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online environment/Social media platforms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public spaces (off-campus locations in the city)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public transport (e.g. trains, bus stops)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

32 | Have you ever been discriminated against or been harassed at any of the following locations?*

As defined by the [CHRC](#), **discrimination** is an action or a decision that treats a person or a group badly for reasons such as their race, age or disability.

As defined by the [CHRC](#), **harassment** is a form of discrimination. It includes any unwanted physical or verbal behaviour that offends or humiliates you.

	Never	Sometimes	Often	Always	Prefer not to answer
In the classroom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In an on-campus residence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elsewhere on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At an off-campus residence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At my workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the community (off-campus)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online environment/Social media platforms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

33 | Have your experiences with discrimination or harassment changed during COVID?

- ☐ Worsened
- ☐ Remained the Same
- ☐ Improved
- ☐ Not Applicable

34 | Please indicate your level of agreement with the following items:*

	Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
If I experience or observe an act of discrimination or harassment at my institution, I know whom to contact to report the incident.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process for reporting acts of discrimination or harassment at my institution is clear to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident that the institution would take the necessary steps to address/resolve the issue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Work & Finances

35 | Are you currently working in Canada?*

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

36 | What kind of work do you currently have? *

- ☐ On-campus work
- ☐ Part-time off-campus work
- ☐ Co-op / Work Integrated Learning (WIL) placements as a requirement for my program of study
- ☐ Volunteer work (with non-for-profit organizations)
- ☐ Full-time / post graduation work
- ☐ Prefer not to answer

37 | Where are you currently participating in Work Integrated Learning (WIL)?

- ☐ In Canada
- ☐ Outside of Canada
- ☐ Virtually

38 | Are you, or did you, have difficulty finding work in Canada?*

- ☐ Yes
- ☐ No

39 | What kind of work are you having difficulty finding?

- ☐ On-campus work
- ☐ Part-time
- ☐ Co-op / work integrated learning opportunities
- ☐ Unpaid work
- ☐ Volunteer work
- ☐ Full-time / post graduation work
- ☐ Virtual Work Integrated Learning (WIL)
- ☐ Prefer not to answer

40 | If you are studying in your home country are you having trouble finding Work Integrated Learning (WIL) in Canada?

- ☐ Yes
- ☐ No
- ☐ Not applicable

41 | What challenges are you facing in finding work in Canada?*

- ☐ I have no time to work.
- ☐ Canadian employers do not understand regulations related to hiring international students.
- ☐ I do not have any or enough work experience.
- ☐ I do not have any or enough Canadian work experience.
- ☐ I am confident in my skills but I do not understand Canadian employer expectations/work culture.
- ☐ I struggle to describe my skills and abilities to potential employers.
- ☐ I struggle to explain my previous work experience to Canadian employers.
- ☐ I struggle with the work permit application and other immigration related issues.
- ☐ I struggle with support (accessible transit, affordable housing, child care, banking, etc.).
- ☐ I lack confidence in my abilities and job search skills.
- ☐ Other - Write In: _____

42 | Choose the TOP THREE financial supports that are helping to pay for your education.*

- ☐ 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 the Government of Canada
- ☐ Financial support from government or agency not in Canada and not in my home country
- ☐ Personal savings
- ☐ On-campus work income
- ☐ Off-campus work income
- ☐ Paid Work Integrated Learning (WIL) experience such as co-op or internship

43 | Since COVID, has your financial situation changed?*

- ☐ Remains unchanged
- ☐ Is more difficult
- ☐ Is less difficult
- ☐ Prefer not to answer
- ☐ Not applicable

44 | Did you receive a COVID-related bursary from the Canadian government or from your academic institution? *

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

45 | If so, did this provide sufficient financial support?*

- ☐ Yes
- ☐ No

Post-graduation Plans

46 | What are your plans after you complete your current program of study?
Please select all that apply:*

- ☐ Continue my studies at this institution
- ☐ Continue my studies at another Canadian institution
- ☐ Continue my studies in my home country
- ☐ Continue my studies in a country that is neither Canada nor my home country
- ☐ Work for a period of time and continue studies at a later date
- ☐ Work for up to three years in Canada before returning home
- ☐ Return to a 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
- ☐ I do not have any plans yet
- ☐ Other - Write In: _____

47 | Do you plan to apply for a Post-Graduate Work Permit? *

- ☐ Yes
- ☐ No
- ☐ Unsure

48 | Do you plan to apply for Permanent Resident status in Canada?*

- ☐ Yes
- ☐ No
- ☐ Unsure

49 | Which province or territory do you intend to live in once you obtain Permanent Resident status?
Please select the response that is most likely.*

- | | |
|---|---|
| <input type="radio"/> Alberta | <input type="radio"/> Prince Edward Island |
| <input type="radio"/> British Columbia | <input type="radio"/> Quebec |
| <input type="radio"/> Manitoba | <input type="radio"/> Saskatchewan |
| <input type="radio"/> New Brunswick | <input type="radio"/> Northwest Territories |
| <input type="radio"/> Newfoundland and Labrador | <input type="radio"/> Nunavut |
| <input type="radio"/> Nova Scotia | <input type="radio"/> Yukon |
| <input type="radio"/> Ontario | <input type="radio"/> Unsure |

50 | What reasons do you have to live in the province or territory you selected?
Please select all that apply.*

- ☐ I currently reside here
- ☐ To be close to family/friends
- ☐ More employment opportunities
- ☐ I enjoy the lifestyle of the province
- ☐ Other

Overall Satisfaction

51 | Would you recommend your institution to other international students?*

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

Definitely NO,
I would NOT recommend

Definitely YES,
I would recommend

52 | Would you recommend Canada as a study destination to other international students?*

- ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

Definitely NO,
I would NOT recommend

Definitely YES,
I would recommend

53 | What advice would you give to other students planning to study in Canada?

54 | Do you allow CBIE or your institution to use the advice provided above as an anonymous quote?

- ☐ Yes
☐ No

Draw & Follow-up

55 | CBIE is interested in conducting future research with international students. If you would like to be contacted to participate in future CBIE research, please enter your email below.

- ☐ Yes! Contact me at this email address: _____
☐ No

56 | As advertised, cash prizes of \$500 or \$1,000 will be drawn from the pool of international students who completed the entire survey. If you want to be entered into the draw, please enter your email below.

- ☐ Yes, add me into the draw! If I win, please contact me at this email address: _____
☐ No

Thank you for your feedback!



APPENDIX A – Sample Emails and Letters

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 fall of 2021. 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 email address to CBIE to be used for the purposes of awarding prizes to the winners of a draw and/or to be contacted for future research. 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 the 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 sixth edition of the survey exploring international students' experience at Canadian institutions. With the 2021 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,



FIRST EMAIL TO STUDENTS

**Subject: Help us understand your experience as an international student and win
Students will be selected randomly to win one of a number of prizes!**

Dear <Student First Name>,

You are invited to participate in the Canadian Bureau for International Education's (CBIE) 2021 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 a prize. 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 Link: <Insert link here>

FR Link: <Insert link here>

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

Please use the password: <Insert password here>

- 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 Melissa Toupin Laforge at mtoupinlaforge@cbie.ca.

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

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 REMINDER EMAIL TO STUDENTS

Subject: Reminder: International Student Survey!

Dear <Student first name>,

Remember receiving an email about the 2021 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 you 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 Melissa Toupin Laforge at mtoupinlaforge@cbie.ca.

Remember, by completing this questionnaire, you will have the opportunity to win one of a number of prizes valued between \$500 and \$1000.

EN Link: <Insert link here>

FR Link: <Insert link here>

Remember, the password to access the survey is: <Insert password here>

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 2021 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 Melissa Toupin Laforge at mtoupinlaforge@cbie.ca.

Remember, by completing this questionnaire, you will have the opportunity to win one of a number of prizes valued between \$500 and \$1000.

EN Link: <Insert link here>

FR Link: <Insert link here>

Remember, the password to access the survey is: <Insert password here>

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

Sincerely,