

What We Heard: Manitoba Student Aid Client Satisfaction Survey

Project Overview

Supporting post-secondary students to reach their educational and career goals is a priority for the Manitoba government. Each year, the Province provides millions of dollars through federal and provincial student loans, grants and bursaries to Manitoba students, including Indigenous students and low-income students. The Department of Advanced Education, Skills and Immigration conducted the Client Satisfaction survey to better understand how clients use and perceive Manitoba Student Aid. Engaging with clients and Manitobans allowed the department the opportunity to identify areas of service that are working well and areas where improvements could be made. In addition, the COVID-19 pandemic affected how Manitoba Student Aid offered services, and this survey helped the branch evaluate its services over the 2020/2021 academic year.

We will use feedback from the survey to understand if survey participants want in-person service to reopen at Manitoba Student Aid and to seek to improve the services we provide to Manitobans.

Engagement Overview

This engagement was open to all Manitobans who wanted to provide feedback on Manitoba Student Aid services. However, current clients were targeted because of their familiarity with the services, particularly in relation to the COVID-19 pandemic.

Over 15,000 people who applied for Manitoba Student Aid in the 2020/2021 program year were invited to participate in the online survey from May 18 through June 8, 2021. A total 1,815 Manitobans responded to the survey, 71 per cent of which had applied to Manitoba Student Aid in the 2020/2021 program year.

What We Heard

The Client Satisfaction survey asked respondents about their experiences with Manitoba Student Aid pertaining to accessing program information, including the website and the online portal, their satisfaction with client services including email and telephone services, and also about their preferences for in-person services.

The report summarizes key responses according to five main themes:

1. overall program impressions
2. accessing program information
3. service to clients
4. online student portal
5. re-opening in-person service

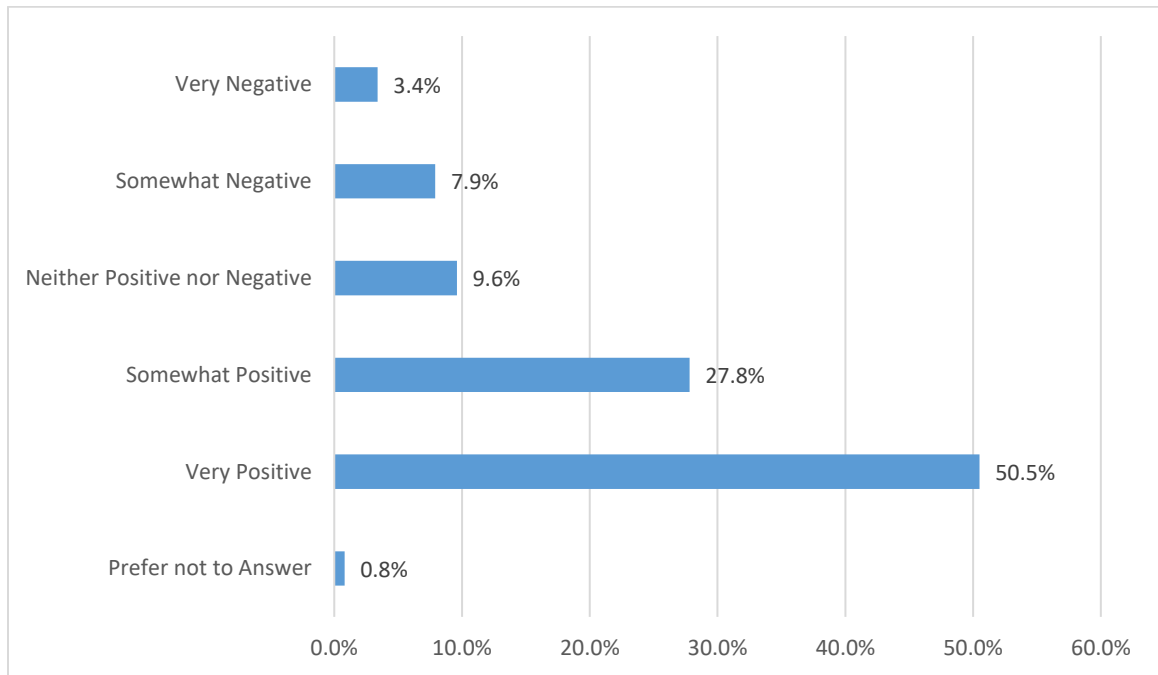
The results for all of the survey questions can be found in the Appendix.

1. OVERALL PROGRAM IMPRESSIONS

Generally, clients had overall positive impressions of Manitoba Student Aid, and were satisfied with the knowledge and professionalism of staff. However, survey respondents were still able to identify areas of program improvement. The respondents noted that wait times for email and telephone services were too long. Additionally, while the website and online portal sufficiently met student needs, respondents identified opportunities to further improve those resources.

Thinking about everything you know, have heard or read about this program, what is your overall impression about Manitoba Student Aid?

- Feedback was largely positive with 78.3 per cent of clients being satisfied.

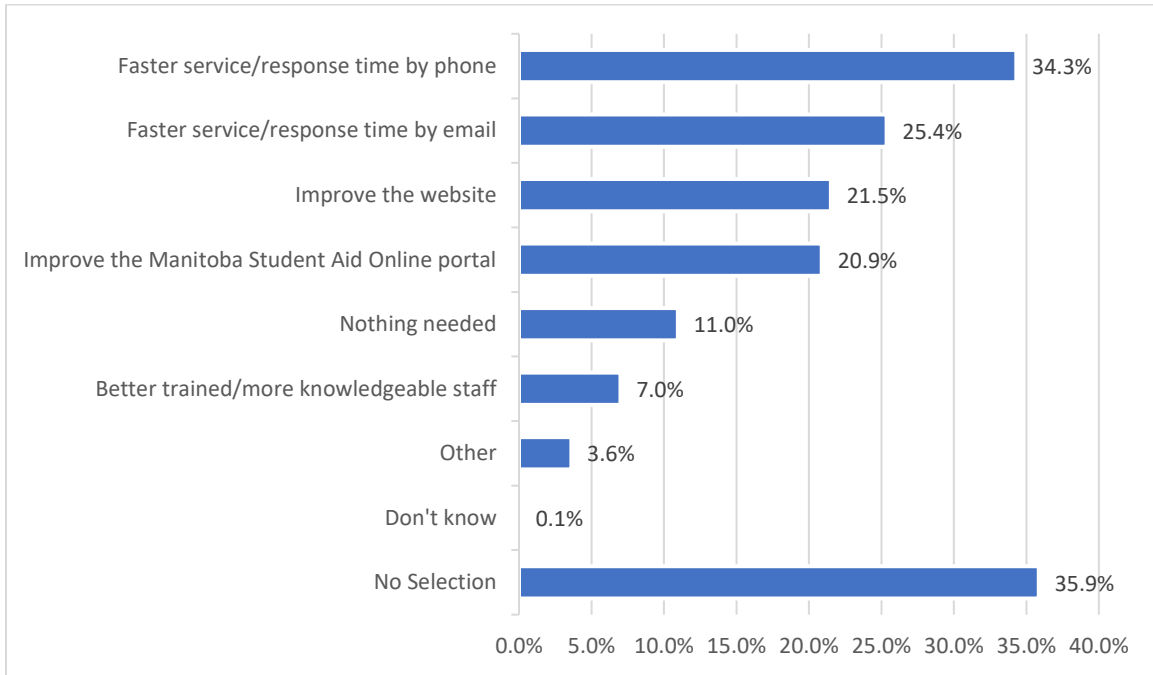


Mandatory Question (1743 Responses)

If you could offer two suggestions to improve the quality of service you received from Manitoba Student Aid, what would that be? Select up to two choices.

- the top three responses were:
 - * faster service/response time by phone (34.3 per cent)

- * faster service/response time by email (25.4 per cent)
- * improve the website (21.5 per cent)
- Respondents could select up to two choices, but could also only make one choice.



Mandatory Question (1,573 Responses)

2. ACCESSING PROGRAM INFORMATION

The Manitoba Student Aid website was the most common way that respondents accessed information about the program. Feedback about the website was positive, but respondents did suggest some notable improvements that could be made, such as improving navigation, modernizing the user interface and improving website load times. All of these suggestions could help greatly improve services and will be meaningfully considered.

During the 2020/2021 academic year, how did you access information from Manitoba Student Aid? Select all that apply.

- Because of COVID-19, in-person service at Manitoba Student Aid has not been available since March 2020. As a result, in-person service was not listed as an option on this question. The top responses included:
 - Manitoba Student Aid Website (79.8 per cent)
 - Manitoba Student Aid Online Portal Account (37.9 per cent)
 - telephone call with Manitoba Student Aid staff (29.7 per cent)
 - emailing Manitoba Student Aid (27 per cent)

Rate your level of satisfaction with the following items, based on your experience visiting the Manitoba Student Aid website within the last academic year.

- Mandatory Question for respondents who indicated they received information or services through the website (1391 Responses)

A) The information I was looking for was easy to find.

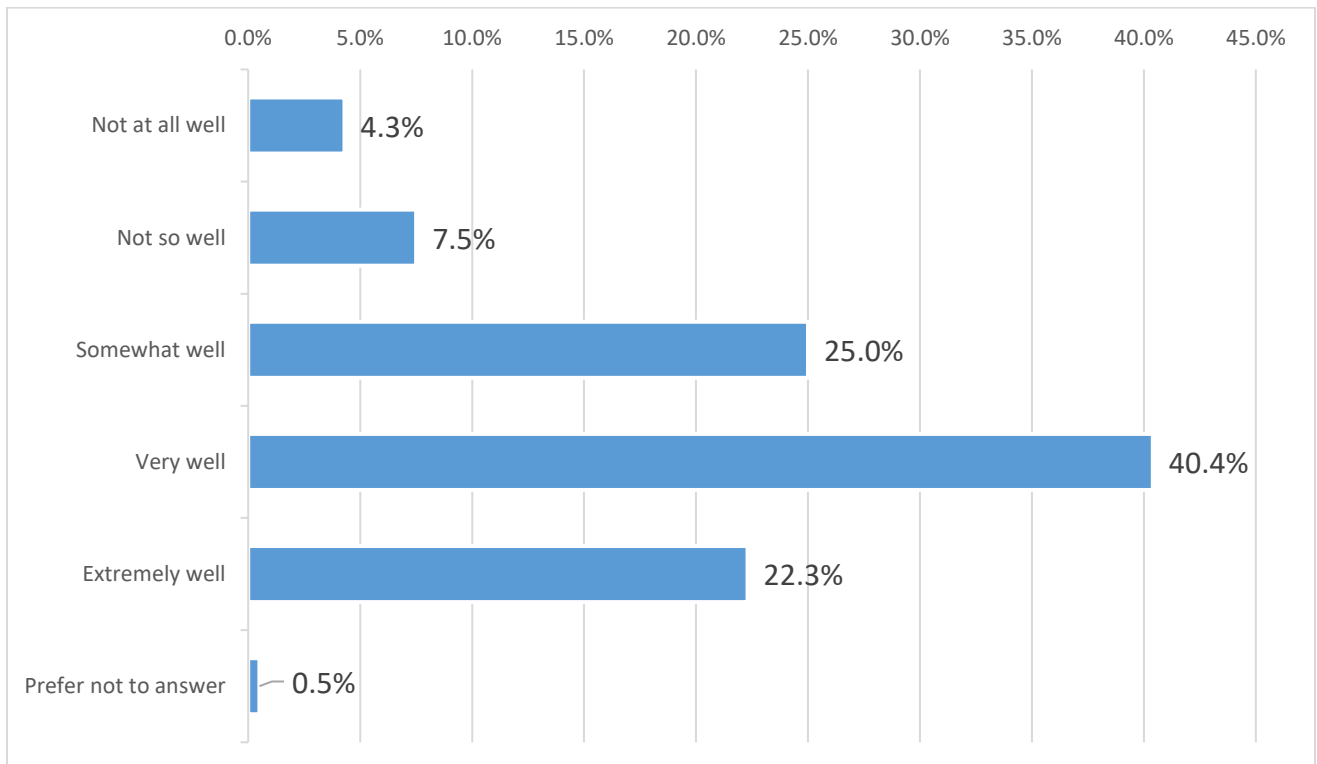
- Sixty-seven per cent of respondents were satisfied (very satisfied and somewhat satisfied) with the ability to find information on the website.
- Twenty per cent of respondents were dissatisfied (very dissatisfied and somewhat dissatisfied) with the ability to find information on the website.

B) The information on the website is helpful and up-to-date.

- Seventy-five per cent of respondents were satisfied (very satisfied and somewhat satisfied) with the website information.
- Eleven per cent of respondents were dissatisfied (very dissatisfied and somewhat dissatisfied) with the website information.

C) Overall, how well does the Manitoba Student Aid website meet your needs?

- a. Eighty-eight per cent of respondents felt the website met their needs.



What improvements would you make to the Manitoba Student Aid website?

There were 232 survey respondents who answered this open-ended question. Eight key themes appeared:

- The Website navigation needs improvement (23.7 per cent).
- The website needs to be modernized (21.1 per cent).
- More information and clearer information needs to be posted on the website (19.4 per cent).
- Slow load times on the website need to be addressed (9.5 per cent).
- The website could be simplified (8.2 per cent).
- There should be more options for updating personal information (6.9 per cent).
- The website needs to be improved to work on mobile devices (6.5 per cent).
- A web chat or instant message option should be built into the website (3.4 per cent).

Website navigation:

Twenty-four per cent of respondents to this question suggested that the Manitoba Student Aid website needs to be improved to streamline navigation. Common themes included:

- Information was hard to find on the website.
- Navigation was not user friendly.
- Many clients simply asked that website navigation be improved.

Modernize the website:

Twenty-one per cent of respondents indicated that the website needs to be modernized. Common themes included:

- Improve website navigation with a modern design.
- Update graphic design and art.
- Make it look more student-centered, and less like a government website.
- Change the layout and have clearer tabs for navigation.
- Update the user interface and improve functionality across mobile devices.
- Add more examples and answers to common questions that students ask.

More and clearer information:

Nineteen per cent of respondents indicated the website needs to have clearer information and more information. Common themes included:

- The website should have more information about specific circumstances, including detailed examples.
- The website should have more information on financial aid, such as maximum financial aid amounts, how to qualify, how financial aid is calculated, how repayment works, what the interest rate is, and what happens if a student is continuing their studies.
 - Some of this information currently exists, but respondents felt that it lacked detail, was confusing or noted it was hard to find.
- Information is not always up-to-date.
- Instructions on how to submit applications or how the specific programs work need more detail.

3. Service to Clients

In the 2020/2021 program year, Manitoba Student Aid clients accessed services by telephone and email. These services allowed clients to connect with one of our representatives to answer questions they may have about their loans, applications or the program in general.

Respondents were clear in noting that service response times by both email and telephone were too long. These two areas were the most common areas identified as needing improvement when clients were asked to offer two suggestions to improve the quality of services received from Manitoba Student Aid. Other areas, however, like the knowledge of staff and professionalism of staff were rated to be overall positive.

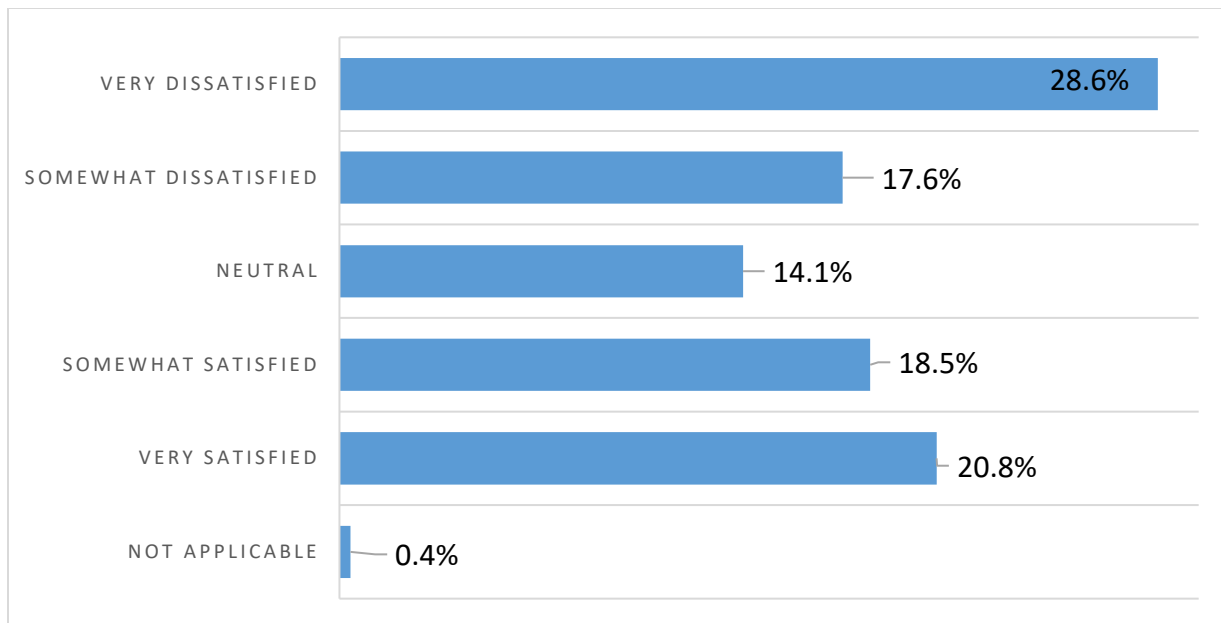
1) Telephone service questions

How satisfied were you with the following aspects of service when you contacted Manitoba Student Aid by Telephone?

- Mandatory Question for respondents who indicated they received services or information through telephone (518 Responses)

A) the length of time spent waiting on hold

- Many respondents (28.6 per cent) to this question indicated that they were very dissatisfied with telephone wait times.



B) the knowledge of staff

- Seventy-five per cent of respondents were satisfied (somewhat satisfied and very satisfied) with the knowledge of staff when receiving services by telephone.
- Fourteen per cent of respondents were dissatisfied (somewhat dissatisfied and very dissatisfied) with the knowledge of staff when receiving services by telephone.

C) the professionalism of staff

- Seventy-six per cent of respondents were satisfied (somewhat satisfied and very satisfied) with the professionalism of staff when receiving services by telephone.
- Twelve per cent of respondents were dissatisfied (somewhat dissatisfied and very dissatisfied) with the professionalism of staff when receiving services by telephone.

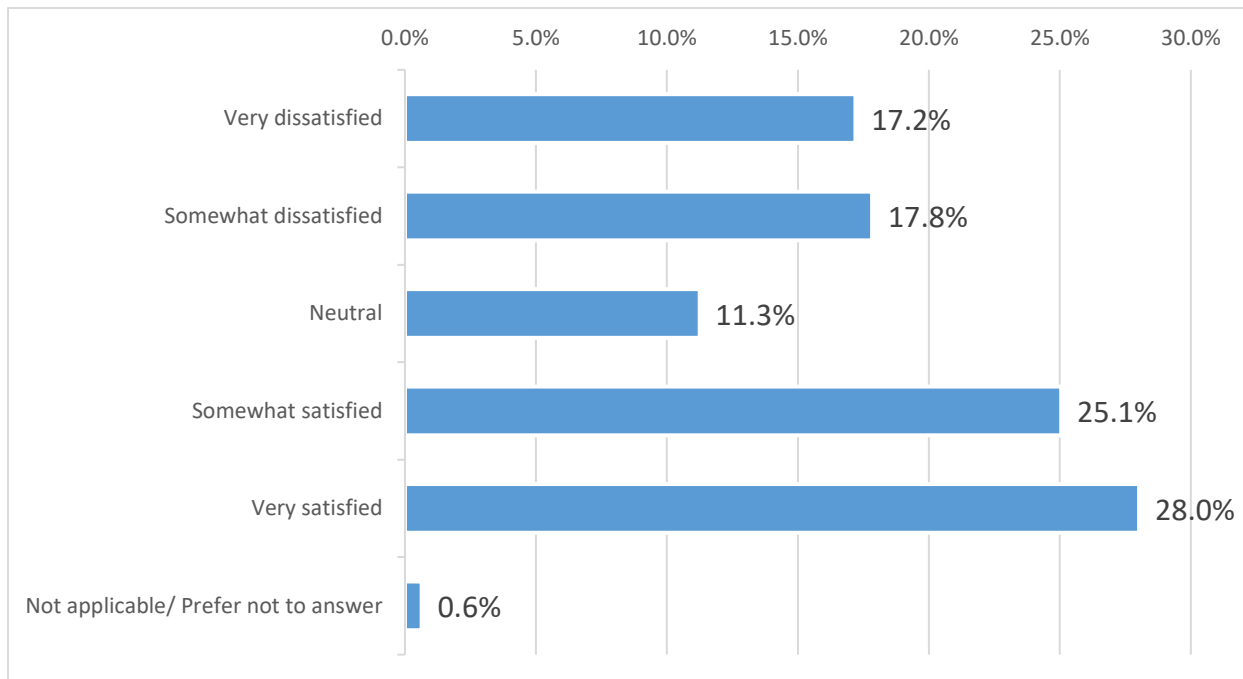
2) Email Questions

How satisfied were you with the following aspects of service when you contacted Manitoba Student Aid by email?

- Mandatory Question for respondents who indicated they received services or information through email (**471 Responses**)

A) the length of time it took to receive a response

- Many respondents (35 per cent) indicated that they were somewhat or very dissatisfied with the length of time it took to receive a response when they contacted Manitoba Student Aid by email.



B) the knowledge of staff

- Seventy-three per cent of respondents were satisfied (somewhat satisfied and very satisfied) with the knowledge of staff when they received responses to email inquiries.
- Ten per cent of respondents were dissatisfied (somewhat dissatisfied and very dissatisfied) with the knowledge of staff when they received responses to email inquiries.

C) the professionalism of staff

- Seventy-six per cent of respondents were satisfied (somewhat satisfied and very satisfied) with the professionalism of staff when they received responses to email inquiries.
- Seven per cent of respondents were dissatisfied (somewhat dissatisfied and very dissatisfied) with the professionalism of staff when they received responses to email inquiries.

4. Online Student Portal

The Manitoba Student Aid online portal is a place where clients can access services electronically and without communicating with one of our representatives. The portal allows clients to update their personal information, submit an application and stay updated on the status of their application and loan.

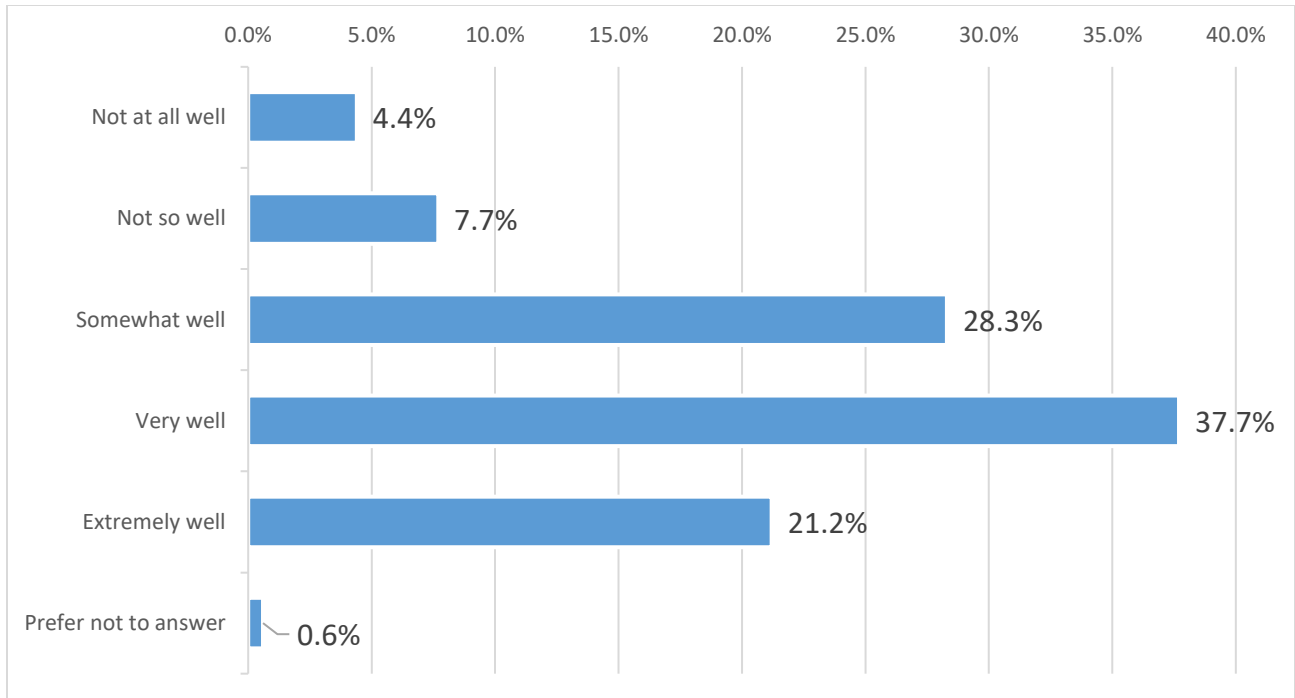
Where the Manitoba Student Aid website allows a user to access information on Manitoba Student Aid, the portal allows a user to access their personal account information. To do so, students create an account or log into an existing account on the portal at www.gov.mb.ca/sao.

How easy or difficult was it to create an account on the Manitoba Student Aid Online Portal?

- Mandatory Question for respondents who indicated they received services or information through the Student Aid online portal (**660** Responses)
 - Seventy-seven per cent of respondents found it somewhat or very easy to create an account on the Manitoba Student Aid online portal.
 - Nine per cent of respondents found it somewhat or very difficult to create an account on the Manitoba Student Aid online portal.

Overall, how well does the Manitoba Student Aid Online Portal meet your needs?

- Eighty-seven per cent of respondents found that the Manitoba Student Aid online portal met their needs.



Mandatory Question for respondents who indicated they received services or information through the Student Aid online portal (660 Responses)

What improvements would you make to the Manitoba Student Aid online portal?

There were 231 survey respondents who answered this question. Nine key themes emerged:

- Modernize the portal (31.2 per cent).
- Improve navigation of the portal (21.6 per cent).
- More and clearer information should be posted on the portal (20.8 per cent).
- Improve slow load times on the portal (11.7 per cent).
- Improve functionality on mobile devices (8.6 per cent).
- There should be more options for digital forms (4.3 per cent).
- Make it easier to update personal information (3.9 per cent).
- Easier access to past years loan information (3 per cent).
- Design the portal similar to the National Student Loans Service Center portal (2.6 per cent).

Modernize the portal:

Thirty-one per cent of respondents to this question suggested that the Manitoba Student Aid online portal needs to be modernized. Common themes included:

- Portal looks and feels outdated.
- The portal has slow load times and can load unreliably.
- The links and information could be more visually different, using different fonts and colours.
- There are bugs that cause applications to crash.

- The user interface makes it difficult to navigate and locate the information users are looking for.

Improve navigation of the portal:

Twenty-two per cent of respondents to this question said that navigating the portal needs to be improved. Common themes included:

- Make it easier to navigate between application years.
- Add tabs for different sections in each application and for different types of applications.
- Have all of a client's information for one semester loaded on a single page, so they don't have to navigate multiple pages.
- The layout of the application is confusing and could be more streamlined;
- Applicant's personal information and information about applications or loan repayment can be hard to find.

More and clearer information posted on the portal:

Twenty-one per cent of respondents to this question felt that the Manitoba Student Aid online portal should contain more information, and that the information should be clearer. Common themes included:

- There should be more information about a client's loan status and for the information to be easily accessible.
- Have frequently asked questions available on the portal, so users don't need to go back to the Manitoba Student Aid website if they are confused.
- More details should be available for denials and assessments, so users know how their applications were assessed.
- More information on how grants and loans are calculated.
- More information on program rules should be available, with examples to help provide clarity.

5. Re-opening In-Person Service

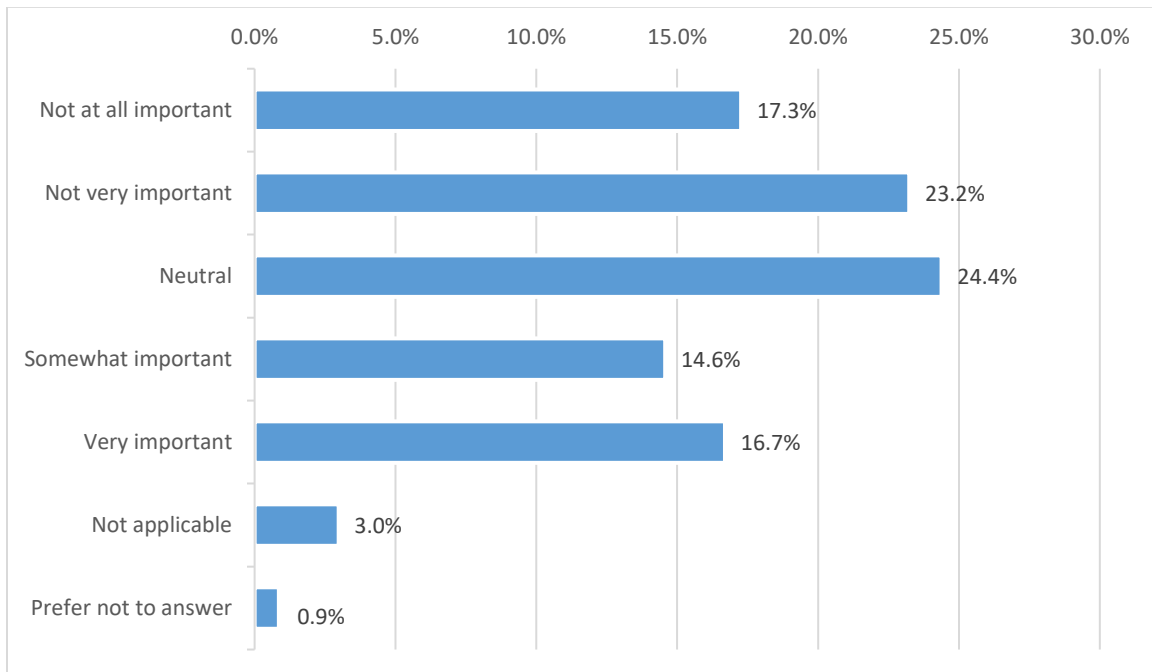
Because of the COVID-19 pandemic, Manitoba Student Aid had to close in-person service to protect the safety of clients and staff. Clients were still able to access services by telephone, email and through the Manitoba Student Aid online portal.

Manitoba Student Aid needed direction on what to do with in-person services. A goal of the Client Satisfaction survey was to get a sense of how Manitobans felt about in-person service. The feedback provided allows Manitoba Student Aid to better understand public opinion surrounding in-person services.

Due to the pandemic, Manitoba Student Aid has not offered in-person service since March 2020. How important is in-person service to you?

- Responses to this question were more varied than anticipated. 40.5 per cent of respondents considered in-person service to be not at all or not very important, compared to 31.3 per cent who considered it somewhat or very important.

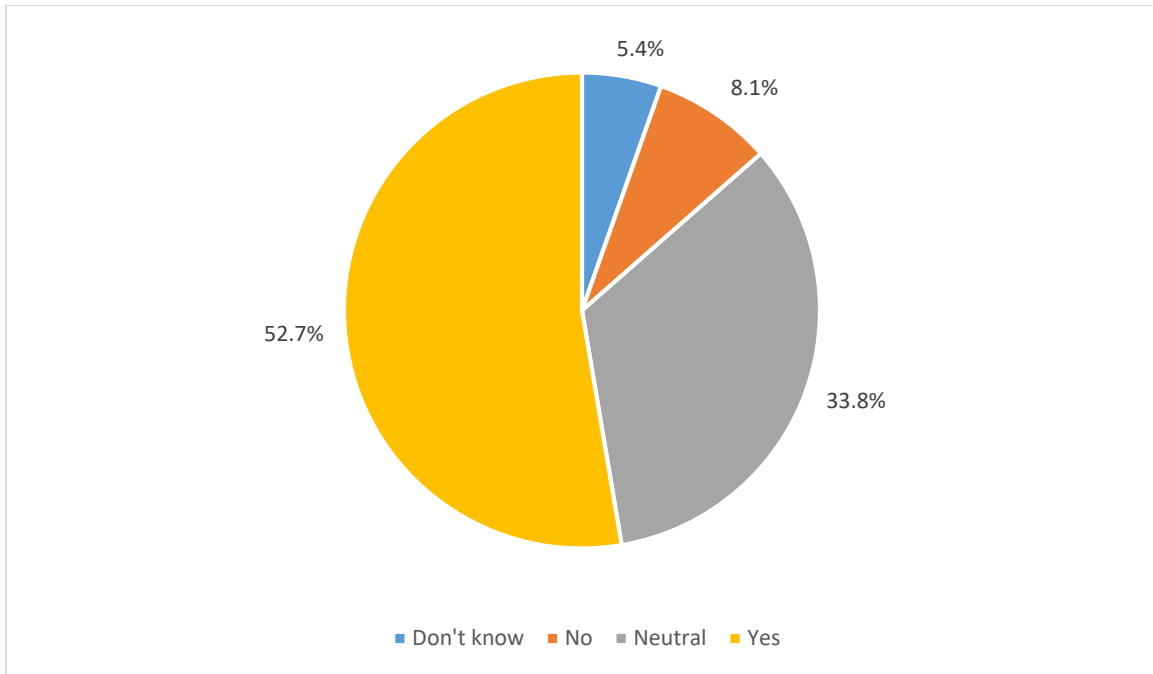
- Nearly one quarter of respondents (24.4 per cent), the biggest proportion for a single category, were neutral on the importance of in-person service.



Mandatory Question (1743 Responses)

Currently, Manitoba Student Aid’s in-person service is closed due to the pandemic. Should in-person services be re-opened in the future, following public health guidelines?

- While in-person service was not rated as being overly important, 52.7 per cent indicated that in-person service should reopen and only 8.1 per cent of respondents said that in-person service should not reopen.



Mandatory question (1743 Responses)

**If in-person service were to re-open, where would you like this service to be offered?
Select all that apply.**

- Sixty-one per cent respondents indicated that they would like in-person service to be offered in post-secondary schools throughout Manitoba. While this is not currently how in-person service is offered, this is something Manitoba Student Aid may consider for the future.

Answer	%
In post-secondary schools throughout Manitoba	61.4%
Winnipeg (current office - 1181 Portage Avenue)	56.9%
Don't know	8.9%
Other	3.75%
No Selection	0.35%

Mandatory Question (1,601 Responses)

Why is in-person service important to you?

There were 465 survey respondents who answered this open-ended question, and five key themes emerged:

- Clarity and quality of information received (32.3 per cent).
- Speed and efficiency (27.7 per cent).
- Preference over other service types (22.4 per cent).

- Struggled to get service through other service methods (12 per cent).
- Accessibility (6.2 per cent).

Clarity and quality of information received from in-person service:

Thirty-two per cent of respondents noted that the information they received when accessing in-person services was easier to understand, more clear and generally of a higher quality because it was more in-depth. Respondents noted some recurring benefits to in-person service:

- Clients could ask follow-up questions if they did not understand something.
- Clients felt the information they received was more complete and detailed than through other methods of service.
- Clients felt communication was more effective in-person, which improved the clarity of the information clients received.
- Communication improved with clients noting the ability to read body language helped provide clarity.
 - This was noted particularly for those who reported that English was not their first language.

Speed and efficiency:

Twenty-eight per cent of respondents noted that in-person service allowed them to access services faster and more efficiently than through other methods. Common feedback includes:

- When phoning the Manitoba Student Aid office, the time spent waiting on hold was quite long.
- Telephone calls regularly dropped after having waited on hold;
- Email response times could be quite long.
- In-person service allowed clients to access services quickly and get responses to questions easily.

Preference over other service types:

Twenty-two per cent of respondents simply indicated that they preferred to access services in-person over other types of service. Reasons included clients feeling their concerns were listened to more, that clients appreciated human connection and that there was more empathy and better understanding for both clients and staff.

Next Steps

A key pillar in Manitoba's Skills, Talent and Knowledge Strategy is Labour Market Alignment & Student Success. Manitoba Advanced Education, Skills and Immigration is committed to continued engagement as it ensures financial supports are available to help students pursue educational pathways and gain the right skills and competencies to thrive in our labour market. This Client Satisfaction survey provides a foundation for future discussions with students, student associations, post-secondary institutions, general stakeholders and partners such as the federal government that operates the Canada Student Financial Assistance program. Stakeholder feedback and participation will help inform program and policy development.

The department is happy to hear that general impressions of Manitoba Student Aid were largely positive. Survey respondents were able to also identify areas where services could be improved, mainly response times. This feedback will help the department improve its services to clients.

Accessing program information gave respondents an opportunity to provide feedback on the Manitoba Student Aid website. This feedback has helped the department identify that the website needs to be easier to navigate, have a more modern user interface, as well as, have more and clearer information posted about the program. This feedback will be useful when the department looks to redevelop the student-focused website.

Feedback on the service to clients helped the department further understand telephone and email services. The two most commonly selected areas of service improvement were faster service and response times by telephone (34.3 per cent) and faster service and response times by email (25.4 per cent). This feedback allows the department to develop solutions around these two issues to help improve service and response times. Although response times needed improvement, the department learned that the quality of service clients received was rated positively

The Manitoba Student Aid online portal meets most client's needs, but it is not perfect. Feedback about the portal has helped the department realize that the portal needs to be easier to navigate, have a more modern user interface and quicker load times. The portal also needs to have clearer information about the program and how it works. As the department looks to redevelop the portal, this feedback will help guide the redevelopment efforts.

Fifty-three per cent of respondents told the department that they would like in-person service to reopen at Manitoba Student Aid. Honourable Wayne Ewasko, Minister of Advanced Education, Skills and Immigration, has announced that in-person service resumes on September 7, 2021. The department is pleased to welcome back clients who wish to meet with a representative in-person at the Manitoba Student Aid office. In-person services will be limited due to the pandemic, and will only reopen on an appointment basis at the Winnipeg office. The department will follow public health guidelines to ensure the safety of clients and staff, track the number of appointments and level of demand, and assess how client services could be enhanced in the near future.

Questions?

Questions about the engagement results should be submitted to the Student Access and Success Division in the Department of Advanced Education, Skills and Immigration at the following e-mail address: SAS@gov.mb.ca

APPENDIX

Manitoba Student Aid is a Manitoba Government program which provides financial support through loans, grants and bursaries to eligible Manitobans participating in post-secondary studies. Have you read, heard or seen anything about the Manitoba Student Aid program?

- This is a mandatory question. Respondents who selected “No” (four per cent) were forwarded to the end of the survey. These respondents are not counted in the rest of the responses.

Answer	Responses
Yes	1743
No	72

Mandatory Question (1815 Responses)

How familiar are you with the Manitoba Student Aid program?

Answer	%
Very familiar	51.7%
Somewhat familiar	41.4%
Not very familiar	6.4%
Not at all familiar	0.5%

Mandatory Question (1743 Responses)

How did you learn about Manitoba Student Aid? Select all that apply.

Answer	%
From someone who applied for the aid/program	51.70%
Discovered while looking for ways to fund education	36.80%
From post-secondary educational institution	34.30%
From my high school advisor	14.80%
From other Government of Manitoba programs	12.10%
From Government of Canada	10.00%
From a career event	7.60%
Don't know / Can't recall	3.90%
From Social Media such as Facebook	3.10%
Twitter	3.10%
Read about it in news/magazine	1.40%
Discovered unintentionally while looking for something else	1.10%
Other	9.00%
Prefer not to answer	0.20%

1743 Responses

During the 2020/2021 academic year, did you contact Manitoba Student Aid, visit their website or apply to the program?

Answer	%
Yes	90.2%
No	9.8%

Mandatory Question (1743 Responses)

Why did you inquire about or access information about Manitoba Student Aid's program? Select all that apply

answer	%
Planning to apply to Manitoba Student Aid	79.8%
Gather information for myself	38.2%
Other	6.4%
Gathering information for someone else in my household	4.1%
Gathering information for a K-12 student	1.5%
Prefer not to answer	1.5%

1573 Responses

During the 2020/2021 academic year, how did you access information from Manitoba Student Aid? Select all that apply.

Answer	%
From Manitoba Student Aid Website	79.80%
Manitoba Student Aid Online Portal Account	37.90%
Telephone call with Manitoba Student Aid staff	29.70%
Emailing Manitoba Student Aid (ManitobaStudentAid@gov.mb.ca)	27.00%
Consulting with an administrator at post-secondary education institution	10.00%
Through other Government of Manitoba programs	2.60%
Through Manitoba Government inquiry option	1.00%
Consulting with an administrator at a K-12 school	0.60%
Other	2.10%
Don't know / Can't recall	0.50%
Prefer not to answer	0.30%
No selection made	9.80%

1573 Responses

Rate your level of satisfaction with the following items, based on your experience visiting the Manitoba Student Aid website within the last academic year.

Question	Answer	%
The information I was looking for was easy to find	Very dissatisfied	6.8%
	Somewhat dissatisfied	12.9%
	Neutral	13.5%
	Somewhat satisfied	31.6%
	Very satisfied	34.9%
	Not applicable/ Prefer not to answer	0.4%
The information on the website is helpful and up-to-date	Very dissatisfied	5.4%
	Somewhat dissatisfied	6.0%
	Neutral	13.0%
	Somewhat satisfied	27.9%
	Very satisfied	47.0%
	Not applicable/ Prefer not to answer	0.6%
The website was compatible across devices	Very dissatisfied	6.5%
	Somewhat dissatisfied	7.8%
	Neutral	13.2%
	Somewhat satisfied	20.8%
	Very satisfied	43.0%
	Not applicable/ Prefer not to answer	8.8%
The website was easy to find	Very dissatisfied	3.3%
	Somewhat dissatisfied	3.7%
	Neutral	9.3%
	Somewhat satisfied	24.5%
	Very satisfied	59.0%
	Not applicable/ Prefer not to answer	0.1%
The website was easy to navigate	Very dissatisfied	6.0%
	Somewhat dissatisfied	10.5%
	Neutral	12.2%
	Somewhat satisfied	31.1%
	Very satisfied	40.2%

Each sub-question had **1,391** Responses

How satisfied were you with the following aspects of service when you contacted Manitoba Student Aid by telephone?

Question	Answer	%
Hours of operation (8:30 a.m. to 4:30 p.m. Monday through Friday)	Very dissatisfied	11.4%
	Somewhat dissatisfied	14.5%
	Neutral	16.0%
	Somewhat satisfied	24.9%

Question	Answer	%
	Very satisfied	31.9%
	Not applicable/ Prefer not to answer	1.4%
The ability of staff to address my concerns and provide solutions	Very dissatisfied	10.6%
	Somewhat dissatisfied	7.3%
	Neutral	9.5%
	Somewhat satisfied	21.6%
	Very satisfied	50.0%
	Not applicable/ Prefer not to answer	1.0%
The ease of reaching the right person to talk to	Very dissatisfied	15.6%
	Somewhat dissatisfied	15.8%
	Neutral	14.5%
	Somewhat satisfied	23.4%
	Very satisfied	30.5%
	Not applicable/ Prefer not to answer	0.2%
The information received was helpful and up-to-date	Very dissatisfied	8.9%
	Somewhat dissatisfied	8.1%
	Neutral	11.2%
	Somewhat satisfied	22.2%
	Very satisfied	49.4%
	Not applicable/ Prefer not to answer	0.2%
The knowledge of the staff	Very dissatisfied	6.4%
	Somewhat dissatisfied	7.3%
	Neutral	9.8%
	Somewhat satisfied	22.0%
	Very satisfied	52.7%
	Not applicable/ Prefer not to answer	1.7%
The professionalism of staff	Very dissatisfied	0.4%
	Somewhat dissatisfied	5.6%
	Neutral	6.0%
	Somewhat satisfied	10.6%
	Very satisfied	19.7%
	Not applicable/ Prefer not to answer	56.6%

Each sub-question had **518** responses

Overall, how satisfied are you with Manitoba Student Aid telephone customer service during the last academic year?

Answer	%
Very dissatisfied	12.9%
Somewhat dissatisfied	13.3%

Answer	%
Neutral	14.3%
Somewhat satisfied	24.9%
Very satisfied	34.6%

518 Responses

Thinking about the past year, has your telephone service experience with Manitoba Student Aid gotten better, worse or been about the same?

Answer	%
A lot worse	5.6%
Somewhat worse	7.5%
No change	37.8%
Somewhat better	15.8%
A lot better	9.8%
Don't know	20.5%
Prefer not to answer	2.9%

518 Responses

How satisfied were you with the following aspects of service when you contacted Manitoba Student Aid by email?

Question	Answer	%
The ability of staff to address my concerns and provide solutions	Very dissatisfied	8.7%
	Somewhat dissatisfied	8.5%
	Neutral	8.1%
	Somewhat satisfied	21.0%
	Very satisfied	51.2%
	Not applicable/ Prefer not to answer	2.5%
The ease of contact through the "Contact Us" option on the website	Very dissatisfied	9.8%
	Somewhat dissatisfied	9.8%
	Neutral	18.7%
	Somewhat satisfied	18.5%
	Very satisfied	34.4%
	Not applicable/ Prefer not to answer	8.9%
The information received was helpful and up-to-date	Very dissatisfied	6.8%
	Somewhat dissatisfied	7.9%
	Neutral	11.7%
	Somewhat satisfied	24.8%
	Very satisfied	47.6%
	Not applicable/ Prefer not to answer	1.3%

Question	Answer	%
The knowledge of the staff	Very dissatisfied	4.7%
	Somewhat dissatisfied	5.1%
	Neutral	13.8%
	Somewhat satisfied	21.0%
	Very satisfied	52.4%
	Not applicable/ Prefer not to answer	3.0%
The professionalism of staff	Very dissatisfied	0.6%
	Somewhat dissatisfied	3.6%
	Neutral	3.8%
	Somewhat satisfied	13.2%
	Very satisfied	19.5%
	Not applicable/ Prefer not to answer	56.7%

Each sub-question had **471** Responses

Overall, how satisfied are you with your email interaction with Manitoba Student Aid during the last academic year?

Answer	%
Very dissatisfied	11.3%
Somewhat dissatisfied	11.9%
Neutral	14.4%
Somewhat satisfied	23.8%
Very satisfied	37.8%
Prefer not to answer	0.8%

471 Responses

Thinking about the past year, has your email service experience with Manitoba Student Aid gotten better, worse or been about the same?

Answer	%
A lot worse	3.8%
Somewhat worse	6.8%
No change	43.5%
Somewhat better	12.5%
A lot better	13.2%
Don't know	16.6%
Prefer not to answer	3.6%

471 Responses

How easy or difficult was it to create an account on the Manitoba Student Aid Online portal?

Answer	%
Very difficult	1.7%
Somewhat difficult	7.6%
Somewhat easy	29.4%
Very easy	47.7%
Prefer not to answer	0.6%
Neither easy nor difficult	2.6%
No selection made	10.5%

Mandatory Question for respondents who indicated they received services or information through the Student Aid online portal (**660** Responses)

How satisfied were you with the following aspects of My Manitoba Student Aid Online web portal?

Question	Answer	%
The ease of accessing my application information	Very dissatisfied	5.6%
	Somewhat dissatisfied	8.8%
	Neutral	9.2%
	Somewhat satisfied	24.1%
	Very satisfied	51.7%
	Prefer not to answer	0.6%
The ease of applying through the portal	Very dissatisfied	5.3%
	Somewhat dissatisfied	8.5%
	Neutral	10.2%
	Somewhat satisfied	30.0%
	Very satisfied	45.5%
	Prefer not to answer	0.6%
The helpfulness of information regarding my application	Very dissatisfied	7.4%
	Somewhat dissatisfied	11.1%
	Neutral	13.6%
	Somewhat satisfied	25.9%
	Very satisfied	41.1%
	Prefer not to answer	0.9%
The security and privacy measures associated with the portal	Very dissatisfied	2.4%
	Somewhat dissatisfied	2.7%
	Neutral	18.3%
	Somewhat satisfied	23.3%
	Very satisfied	51.5%
	Prefer not to answer	1.7%

Each sub-question had **660** responses

Other noteworthy information

Overall, how satisfied were you with the ability to find information you were looking for regarding the Manitoba Student Aid program?

Answer	%
Very dissatisfied	4.5%
Somewhat dissatisfied	8.4%
Neutral	13.6%
Somewhat satisfied	31.8%
Very satisfied	41.3%
Prefer not to answer	0.5%

1573 Responses

Which of the following best describes yourself?

- Not all respondents who identified as post-secondary students applied to Manitoba Student Aid in the 2020/2021 academic year.

Answer	%
I am a post-secondary student in the 2020/2021 academic year	80.7%
I am a parent, family member or support person of a student enrolled in post-secondary for the 2020/2021 academic year	6.7%
I am a teacher, guidance counsellor or support person employed in K-12 education that worked with students pursuing post-secondary education in the 2020/2021 academic year	1.3%
I am high school student in the 2020/2021 academic year	0.5%
Other	10.8%

Mandatory Question (**1738** responses)

Which of the following best describes yourself in terms of applying for support from Manitoba Student Aid program during the 2020/2021 academic year?

- This question was only applicable to those who self-identified as post-secondary students.

Answer	%
I inquired about student aid and applied in the 2020/2021 academic year	91.8%
I inquired about student aid, but did not apply in the 2020/2021 academic year	2.0%
I did not inquire about or apply for student aid in the 2020/2021 academic year	1.9%
Other	1.5%
Prefer not to answer	1.2%

Mandatory Question for respondents who identified as post-secondary students (1407 responses)

Was your application in the 2020/2021 academic year your first application to Manitoba Student Aid or have you applied before?

Answer	%
2020/2021 was my first application	44.2%
I have made previous applications	54.6%
Don't remember	0.8%
Prefer not to answer	0.5%

1292 Responses

During the application and follow-up, what is your preferred way of communicating with Manitoba Student Aid? Select up to two options

Answer	%
Email	78.9%
Telephone	50.2%
In-person service	22.5%
Text*	9.5%
Direct message via social media*	2.5%
Other	1.2%
Prefer not to answer	0.6%

1292 responses

Thinking about other student loan and grant service providers, would you say the services received from Manitoba Student Aid are better, worse or about the same when compared to other post-secondary financing options?

Answer	%
A lot worse	2.4%
Somewhat worse	5.0%
Somewhat better	19.5%
A lot better	38.2%
Don't know	33.0%
Prefer not to answer	1.9%

1407 Responses

Optional Demographic Questions:

What Age Category do you Fall Under?

Answer	%
21 and under	17.2%
22-25	19.6%
26-30	14.2%
31-34	10.7%
35-54	32.0%
55 and older	2.6%
Prefer not to answer	1.3%
No selection made	2.4%

1701 responses

What gender do you identify as?

Answer	%
a woman	65.3%
a man	30.5%
an other gender	2.0%
Prefer not to answer	2.0%
No selection made	21.9%

1682 Responses

Do you identify as an Indigenous person?*

Answer	%
Yes, First Nations	3.1%
Yes, Metis	5.9%
No, not Indigenous	84.7%
Prefer not to answer	3.6%
No selection made	2.8%

* Inuit was an option, but no survey respondents self-identified as Inuit and therefore not displayed in table.

1694 Responses

Do you have a functional limitation caused by a physical or mental impairment that restricts your ability to perform the daily activities necessary to participate in post-secondary studies or the labour force, and is expected to remain with you for your natural life?

Answer	%
Yes	8.4%
No	84.9%
Prefer not to answer	4.4%
No selection made	2.3%

1703 Responses

Please select the educational institution you are enrolled at for the 2020/2021 academic year (Only applicable to those self identified as post-secondary students).

Answer	%
Assiniboine Community College	4.8%
Brandon University	6.5%
Canadian Mennonite University	1.4%
CDI College	3.1%
Herzing College	3.2%
Manitoba Institute of Trades and Technology	1.4%
Private Religious Institutions (Booth University College, Providence University College, Steinbach Bible College)	2.1%
Robertson College	4.2%
Red River College	13.6%
University College of the North	1.1%
Université de Saint Boniface	2.1%
University of Manitoba	36.6%
University of Winnipeg	15.6%
Other Manitoba Educational Institution	3.6%
Prefer not to answer	0.8%

1407 Responses

What is your postal code? Enter your postal code without spaces (e.g. R2C2X8)

The Manitoba Student Aid Client Satisfaction Survey received responses from all over the province. However, the Majority of responses were from the Winnipeg Region (76.4 per cent). The next most substantial region responses were received from was Brandon (8.2 per cent). The remaining 15.4 per cent of responses was dispersed throughout the province. This question was optional and 1,345 respondents identified the region they live in.