Accessibility Survey 2024: Results

BACKGROUND

Each year, the Accessibility Committee conducts a survey, open to all faculty, staff and students, to measure Langara's progress towards improving the accessibility of our campus and services. The Accessibility Survey was first conducted in November/December 2023 and allowed us to benchmark our current state. A second survey was conducted during the last quarter of 2024. For the 2024 survey, we received a total of 822 completed responses (a response rate of 4.5%). It should be noted that the number of respondents by question may differ from the total completed surveys. Results of the responses from the 2023 survey are included for comparison.
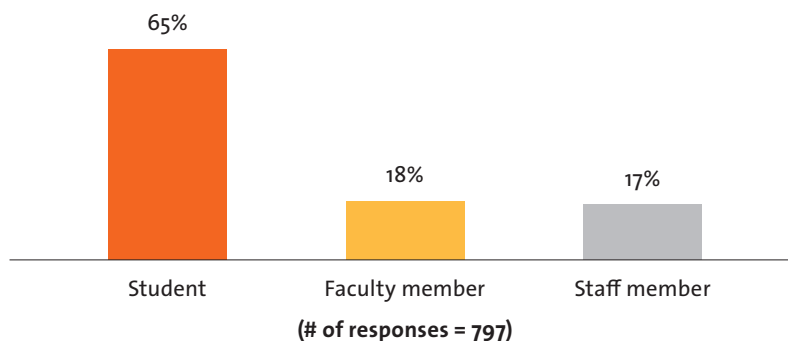
SURVEY RESULTS

The following are key finding from the survey. They provide a high level overview of the College community's awareness of the different types of barriers experienced.

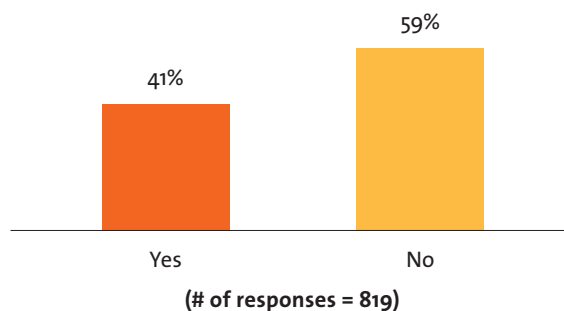To view all results please visit langara.ca/accessibility.

Q: I am a...

The largest group of respondents (65%) were students, while 18% were faculty members, and 17% were staff members.

(# of responses = 797)

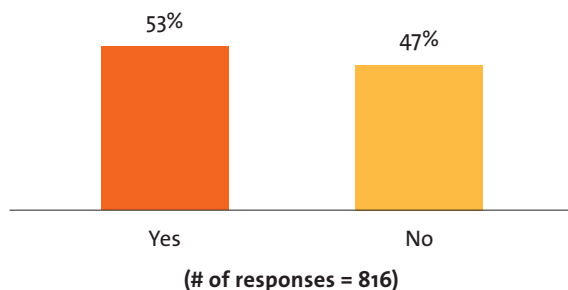**Q: I am aware of attitudinal barriers at Langara College.**

Attitudinal barriers are often based on stereotypes or assumptions that limit opportunities or offend the dignity of people with disabilities. A total of 41% of respondents were aware of attitudinal barriers at Langara.

(# of responses = 819)

The percentage of respondents that were aware of attitudinal barriers at Langara was also 41% in the 2023 survey.

Langara.

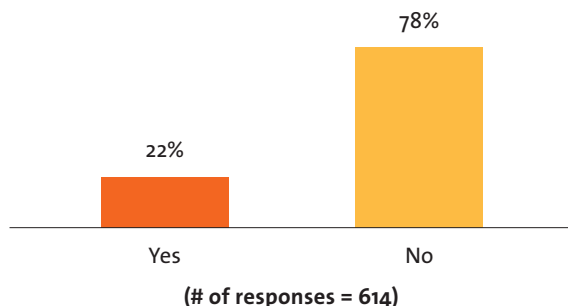**Q: I am aware of architectural or physical barriers at Langara College.**

Physical barriers prevent people from accessing your services. Examples would be a classroom in which spaces between tables are too narrow for a student in a wheelchair to navigate easily or inaccessible washrooms. A total of 53% of respondents were aware of architectural or physical barriers at Langara.

53%   47%

Yes   No

(# of responses = 816)

Responses were similar in the 2023 survey. A total of 54% of respondents were aware of architectural or physical barriers at Langara in 2023.
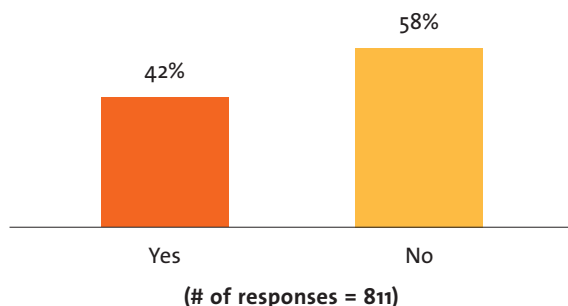
Q: I have experienced architectural or physical barriers at Langara College.

A total of 22% of respondents had experienced architectural or physical barriers at Langara. This was higher than 16% of respondents that had experienced architectural or physical barriers at Langara in the 2023 survey.
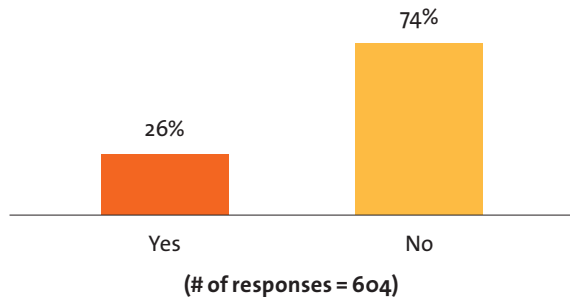
78%

22%

Yes   No

(# of responses = 614)

Q: I am aware of informational or communications barriers at Langara College.

These are barriers that prevent people from understanding or accessing information. A total of 42% of respondents were aware of informational or communications barriers at Langara (down from 45% in 2023).

58%

42%

Yes   No

(# of responses = 811)

Q: I have experienced informational or communications barriers at Langara College.

A total of 26% of respondents had experienced informational or communications barriers at Langara.

74%

26%

Yes   No

(# of responses = 604)

The percentage of respondents that had experienced informational or communications barriers at Langara increased from 19% in 2023 to 26% in 2024.

Q: I am aware of technological barriers at Langara College.

Technological barriers often relate to information and communication. An example would be a website or a course presentation that cannot be used by people who use a screen reader. A total of 40% of respondents were aware of technological barriers at Langara (down from 43% in the 2023 survey).

60%

40%

Yes   No

(# of responses = 807)
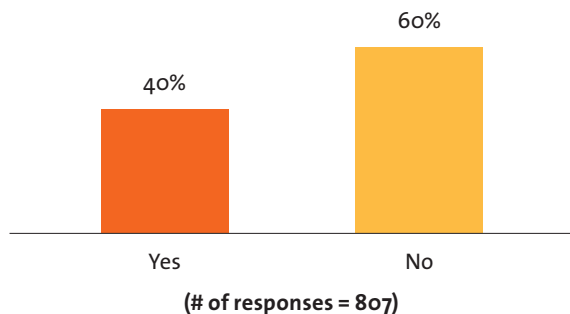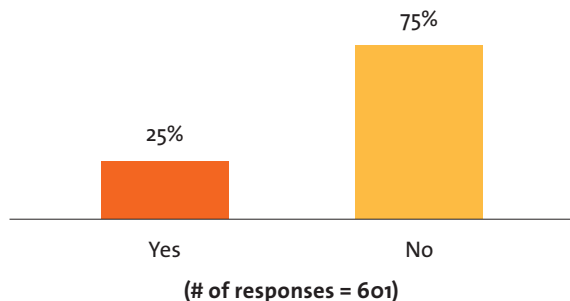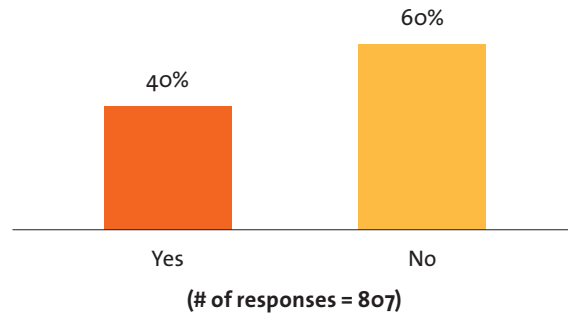
Q: I have experienced technological barriers at Langara College.

A total of 25% of respondents had experienced technological barriers at Langara. The percentage of respondents that had experienced technological barriers at Langara increased from 18% in 2023 to 25% in 2024.

75%

25%

Yes   No

(# of responses = 601)

Q: I am aware of systemic barriers to full access by people with disabilities at Langara College.
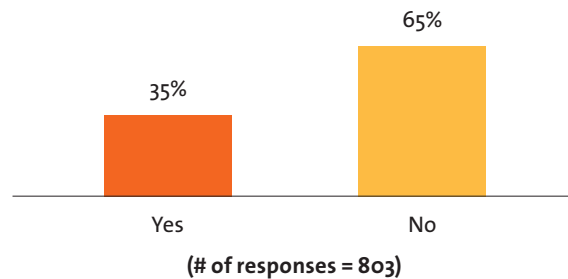
Systemic barriers are usually created by policies and procedures. Often, a policy is applied to everyone equally but has a negative impact on, or creates an access barrier to, individuals or groups of persons with disabilities. A total of 40% of respondents were aware of systemic barriers at Langara.

60%

40%

Yes   No

(# of responses = 807)

In the 2023 survey, the percentage of respondents that were aware of systemic barriers to full access by people with disabilities at Langara was 46%.
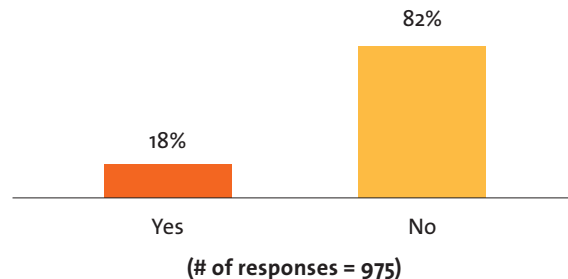
Q: I am aware of official College policies that create systemic barriers to full access by people with disabilities at Langara College.

A total of 35% of respondents were aware of official College policies that create systemic barriers (down from 40% in 2023).

65%

35%

Yes   No

(# of responses = 803)

Q: I have experienced systemic barriers to full access by people with disabilities at Langara College due to policies or procedures.

A total of 18% of respondents had experienced systemic barriers to full access by people with disabilities at Langara College due to policies or procedures. Responses were similar in the 2023 survey. A total of 19% of respondents had experienced systemic barriers to full access by people with disabilities at Langara College in 2023.

82%

18%

Yes   No

(# of responses = 975)

NEXT STEPS

We will continue working with departments and the college community to identify accessibility barriers and to provide recommendations on ways to remove and prevent these barriers.