## Accessibility Survey 2024: Results

Background

The Accessibility Survey 2024 was open to responses from October 28 to November 14, 2024. The survey link was sent to Langara's faculty members, staff, and students via email. In total, the survey received 822 completed responses (a response rate of 4.5%). The number of respondents by question may differ from the total number of completed surveys.

The Accessibility Survey was first conducted in November/December 2023. Results from the 2023 survey are included for comparison for some of the questions.

Survey Results

Q1 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.
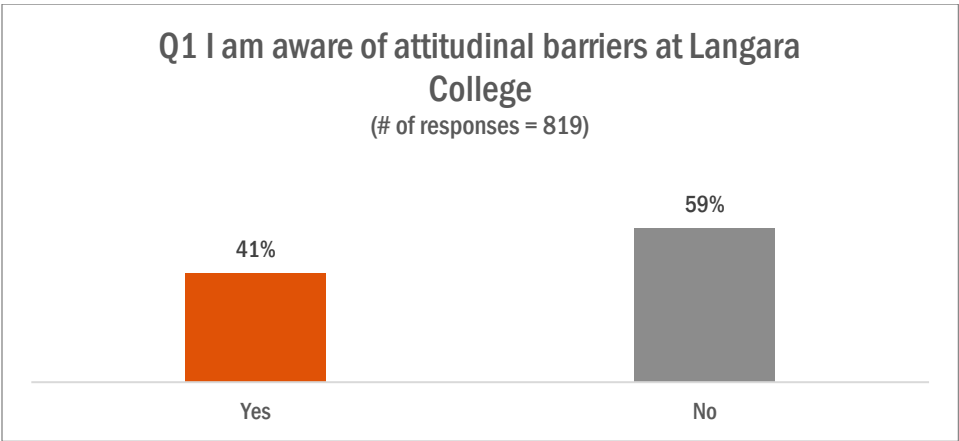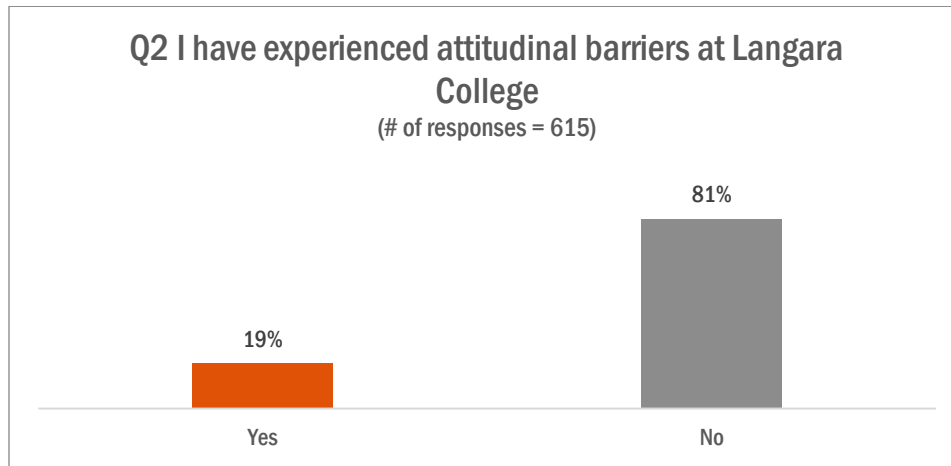

The percentage of respondents that were aware of attitudinal barriers at Langara was also 41% in the 2023 survey.

	2023 (Baseline)	2024
Q1 I am aware of attitudinal barriers at Langara College	41%	41%

Q2 I have experienced attitudinal barriers at Langara College

A total of 19% of respondents had experienced attitudinal barriers at Langara.

In the 2023 survey, the percentage of respondents that had experienced attitudinal barriers at Langara was 15%.

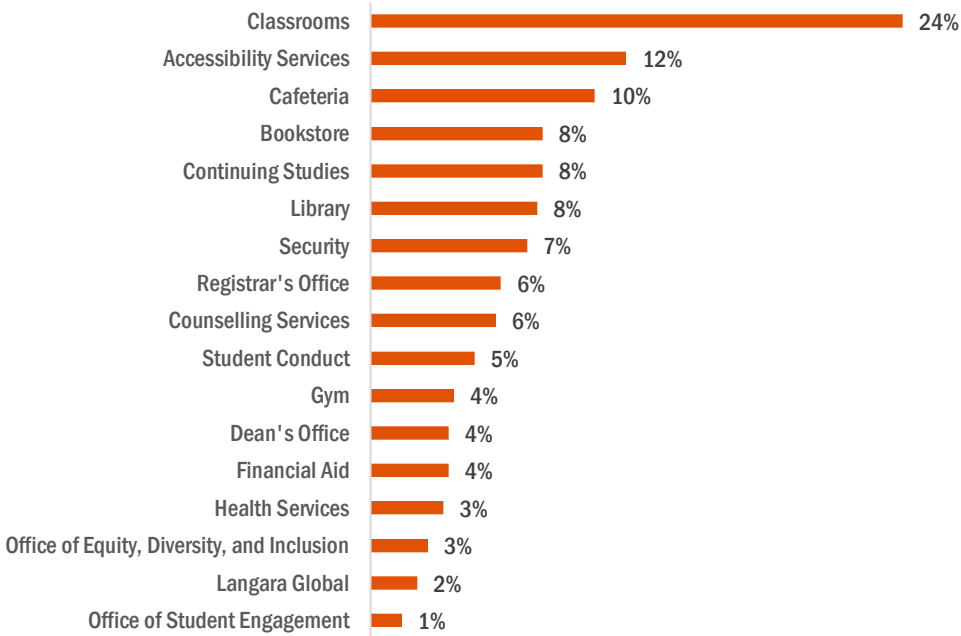|	2023 (Baseline)	2024
Q2 I have experienced attitudinal barriers at Langara College	15%	19%

Q3 I am aware of or have experienced attitudinal barriers at Langara College at the following locations (select all that apply)

This question was only asked of 486 respondents who said they were aware of, or had experienced, attitudinal barriers at Langara. Of these, 24% reported attitudinal barriers in classrooms. Other locations reported by multiple respondents include Accessibility Services (12%), Cafeteria (10%), Bookstore, Continuing Studies, and Library (all at 8%).

Q3 I am aware of or have experienced attitudinal barriers at Langara College at the following locations

(# of responses = 426)

Location	Percentage
Classrooms	24%
Accessibility Services	12%
Cafeteria	10%
Bookstore	8%
Continuing Studies	8%
Library	8%
Security	7%
Registrar's Office	6%
Counselling Services	6%
Student Conduct	5%
Gym	4%
Dean's Office	4%
Financial Aid	4%
Health Services	3%
Office of Equity, Diversity, and Inclusion	3%
Langara Global	2%
Office of Student Engagement	1%

	2023 (Baseline)	2024
Q3 I am aware of or have experienced attitudinal barriers at Langara College at the following locations		
Classrooms	31%	24%
Accessibility Services	16%	12%
Cafeteria	14%	10%
Bookstore	11%	8%
Continuing Studies	9%	8%
Library	11%	8%
Security	7%	7%
Registrar's Office	8%	6%
Counselling Services	8%	6%
Student Conduct	7%	5%
Gym	6%	4%
Dean's Office	5%	4%
Financial Aid	6%	4%

	2023 (Baseline)	2024
Health Services	4%	3%
Office of Equity, Diversity, and Inclusion	3%	3%
Langara Global	6%	2%
Office of Student Engagement	4%	1%

Q4 I have additional comments or suggestions to share regarding attitudinal barriers at Langara College

There were 87 respondents who provided comments regarding attitudinal barriers.

Q5 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.
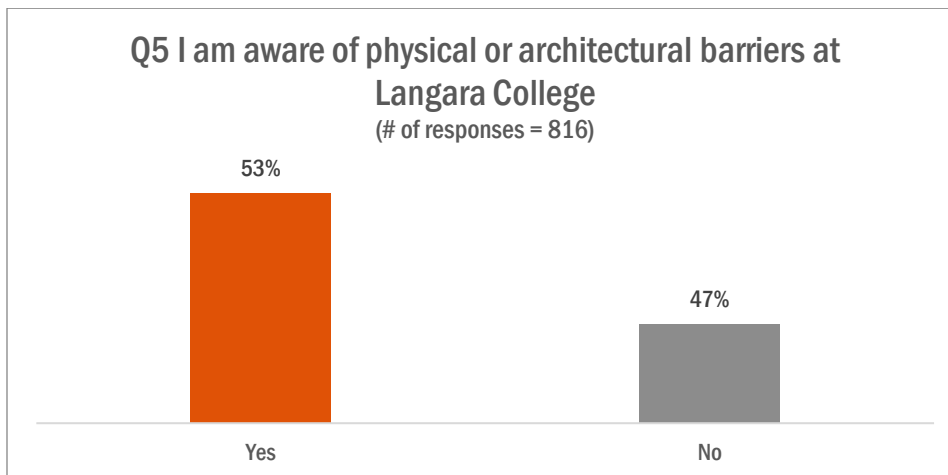

Responses were similar in the 2023 survey. A total of 54% of respondents were aware of architectural or physical barriers at Langara in 2023.

	2023 (Baseline)	2024
Q5 I am aware of physical or architectural barriers at Langara College	54%	53%

Q6 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.

Q6 I have experienced physical or architectural barriers at Langara College
(# of responses = 614)

78%

22%

Yes

No
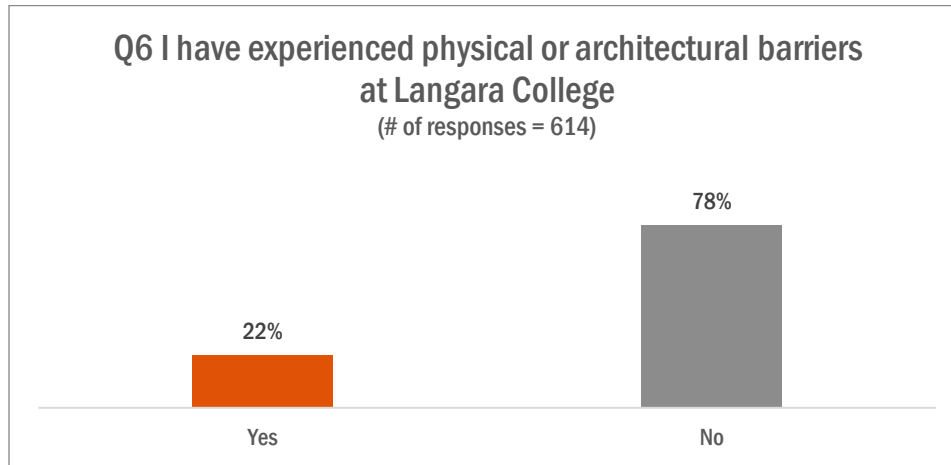
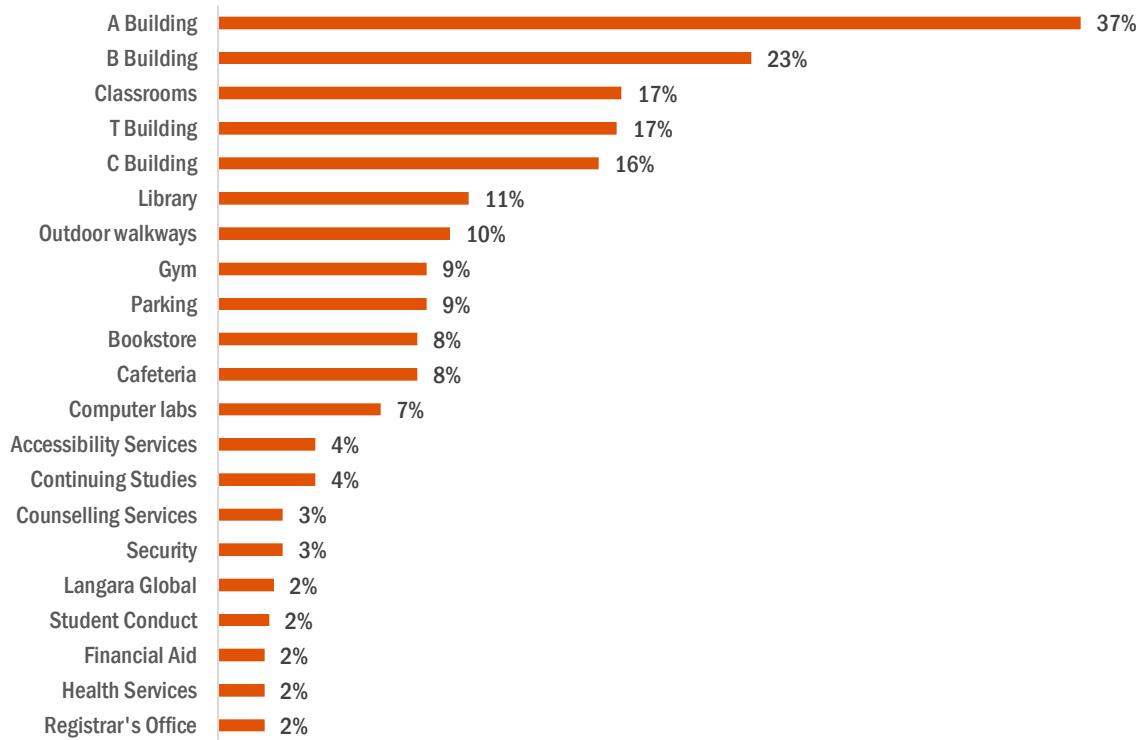|	2023 (Baseline)	2024
Q6 I have experienced physical or architectural barriers at Langara College	16%	22%

Q7 I am aware of or have experienced architectural or physical barriers at Langara College at the following locations (select all that apply)

This question was only asked of 507 respondents who said they were aware of, or had experienced, architectural or physical barriers at Langara. Of these, 37% reported architectural or physical barriers in A Building. Other common responses included B Building (23%), Classrooms and T Building (17%), and C Building (16%).

Q7 I am aware of or have experienced physical or architectural barriers at Langara College at the following locations (select all that apply)
(# of responses = 507)

Location	Percentage
A Building	37%
B Building	23%
Classrooms	17%
T Building	17%
C Building	16%
Library	11%
Outdoor walkways	10%
Gym	9%
Parking	9%
Bookstore	8%
Cafeteria	8%
Computer labs	7%
Accessibility Services	4%
Continuing Studies	4%
Counselling Services	3%
Security	3%
Langara Global	2%
Student Conduct	2%
Financial Aid	2%
Health Services	2%
Registrar's Office	2%

	2023 (Baseline)	2024
Q7 I am aware of or have experienced architectural or physical barriers at Langara College at the following locations		
A Building	39%	37%
B Building	28%	23%
Classrooms	21%	17%
T Building	17%	17%
C Building	21%	16%
Library	9%	11%
Outdoor walkways	10%	10%
Gym	8%	9%
Parking	9%	9%
Bookstore	10%	8%
Cafeteria	13%	8%
Computer labs	9%	7%

	2023 (Baseline)	2024
Accessibility Services	5%	4%
Continuing Studies	3%	4%
Counselling Services	3%	3%
Security	3%	3%
Langara Global	3%	2%
Student Conduct	2%	2%
Financial Aid	1%	2%
Health Services	3%	2%
Registrar's Office	3%	2%

Q8 I have additional comments or suggestions to share regarding architectural and physical barriers at Langara College

There were 139 respondents who provided a comment regarding architectural or physical barriers.

Q9 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).
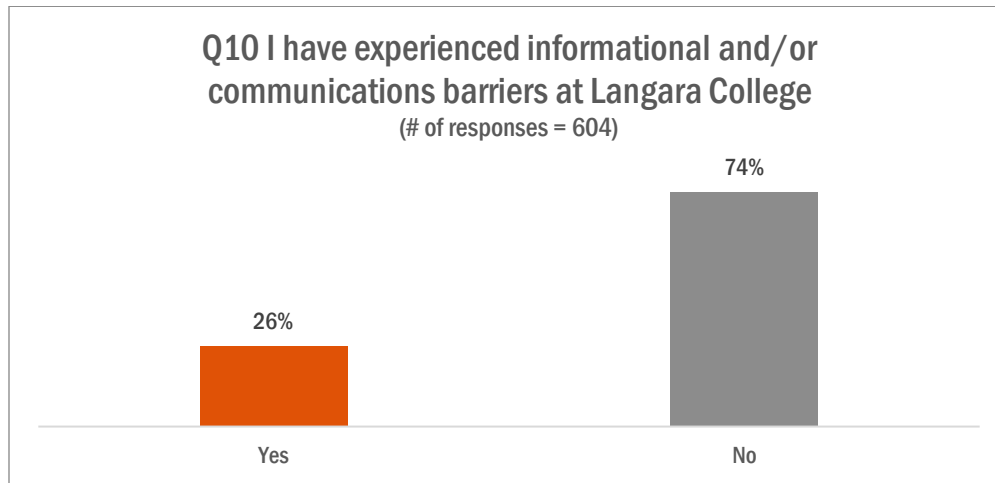

Q9 I am aware of informational and/or communications barriers at Langara College
(# of responses = 811)
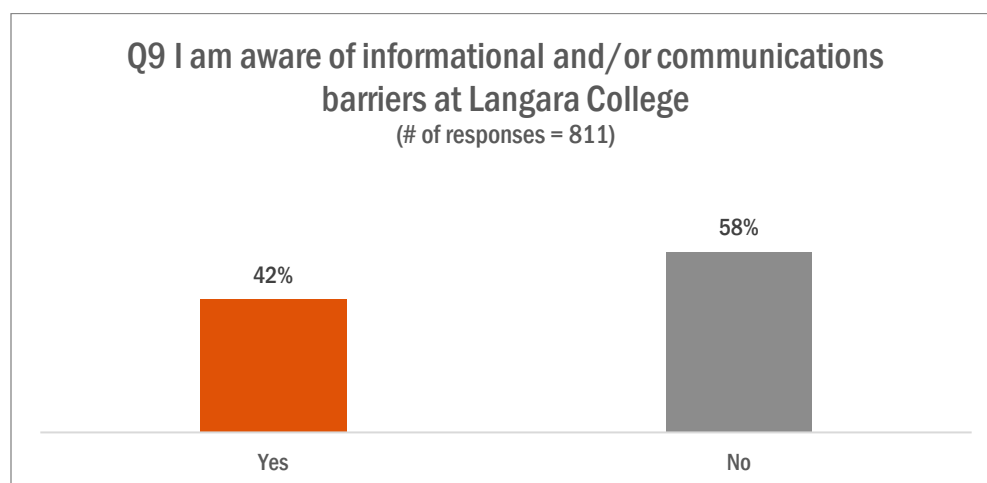
	2023 (Baseline)	2024
Q9 I am aware of informational or communications barriers at Langara College	45%	42%

Q10 I have experienced informational or communications barriers at Langara College

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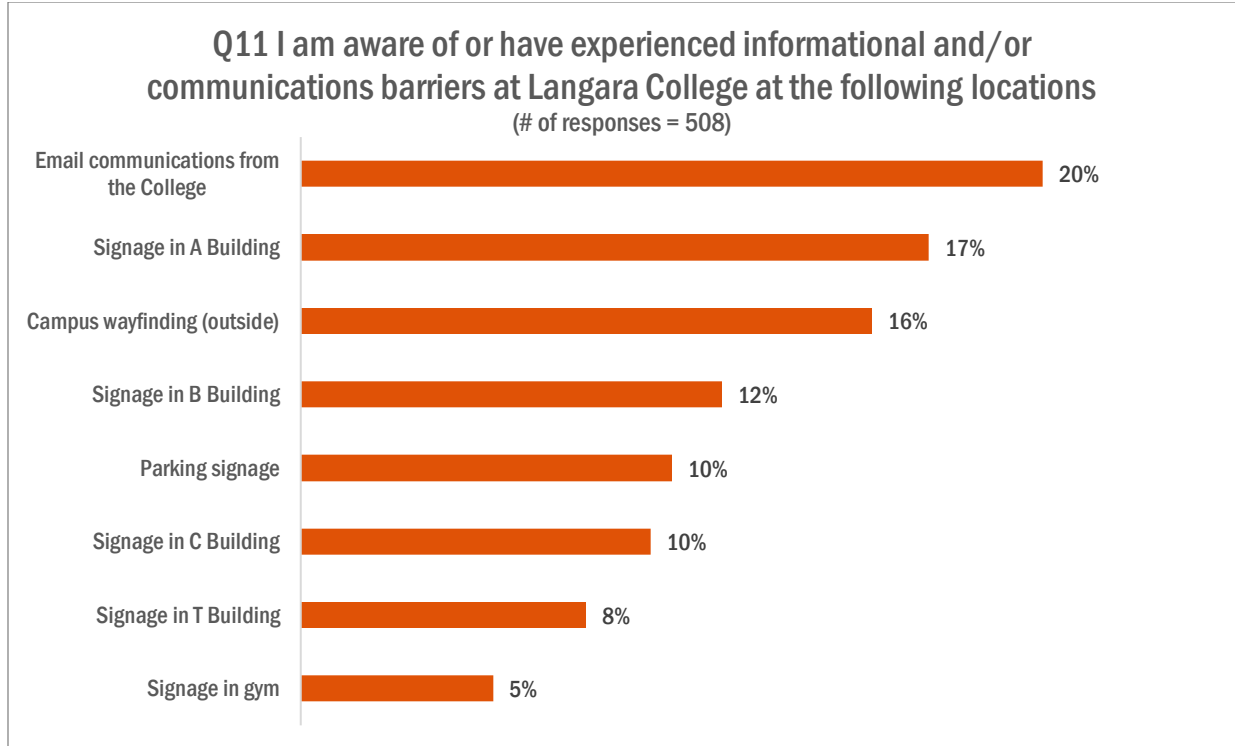

Q10 I have experienced informational and/or
communications barriers at Langara College
(# of responses = 604)

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

	2023 (Baseline)	2024
Q10 I have experienced informational or communications barriers at Langara College	19%	26%

Q11 I am aware of or have experienced informational or communications barriers at Langara College at the following locations (select all that apply)

This question was only asked of 508 respondents who said they were aware of, or had experienced, informational or communications barriers at Langara. Of these, 20% reported informational or communications barriers in in email communications from the College and 17% also reported informational or communications barriers in signage in A building. Other common responses included campus wayfinding outside (16%), and signage in B Building (12%).

Q11 I am aware of or have experienced informational and/or communications barriers at Langara College at the following locations
(# of responses = 508)

Location	Percentage
Email communications from the College	20%
Signage in A Building	17%
Campus wayfinding (outside)	16%
Signage in B Building	12%
Parking signage	10%
Signage in C Building	10%
Signage in T Building	8%
Signage in gym	5%

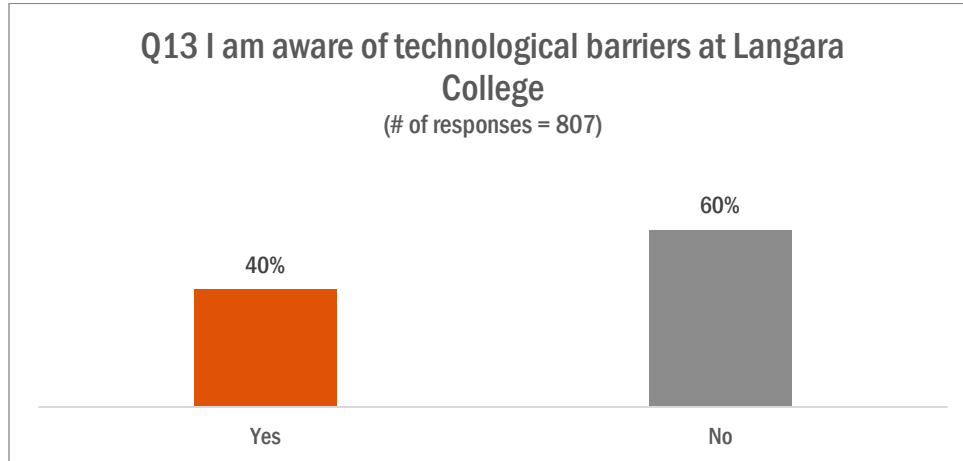|	2023 (Baseline)	2024
Q11 I am aware of or have experienced informational or communications barriers at Langara College at the following locations		
Email communications from the College	30%	20%
Signage in A Building	30%	17%
Campus wayfinding (outside)	22%	16%
Signage in B Building	20%	12%
Parking signage	12%	10%
Signage in C Building	16%	10%
Signage in T Building	16%	8%
Signage in gym	11%	5%

Q12 I have additional comments or suggestions to share regarding informational and communications barriers at Langara College

There were 75 respondents who provided a comment regarding informational and communications barriers at Langara.

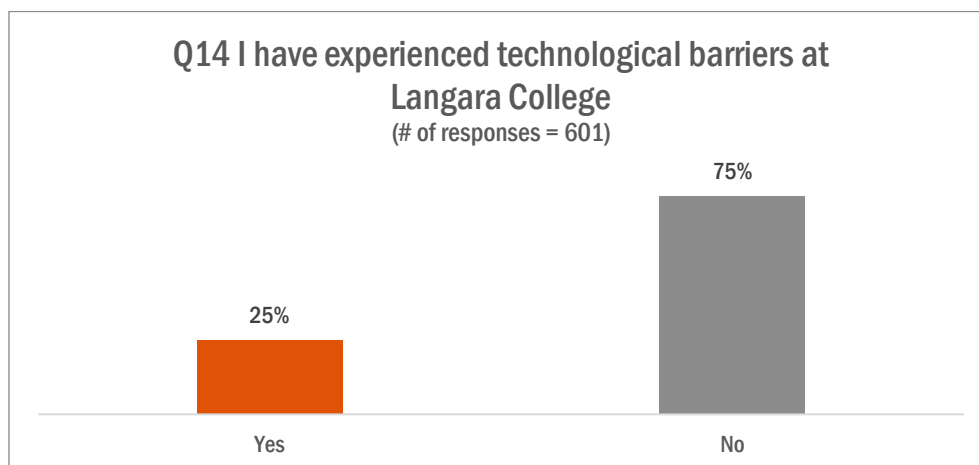## Q13 I am aware of technological barriers at Langara College

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).

	2023 (Baseline)	2024
Q13 I am aware of technological barriers at Langara College	43%	40%

Q14 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.

	2023 (Baseline)	2024
Q14 I have experienced technological barriers at Langara College	18%	25%

Q15 I have experienced technological barriers at Langara College at the following locations (select all that apply)

This question was only asked of 445 respondents who said they were aware of, or had experienced, technological barriers at Langara. Of these, 21% reported technological barriers in Classrooms and 20% reported technological barriers in Software or Apps, in Computer labs, and in the College's website. Registration accounted for 12% of technological barriers.

Q15 I have experienced technological barriers at Langara College at the following locations (select all that apply)
(# of responses = 445)
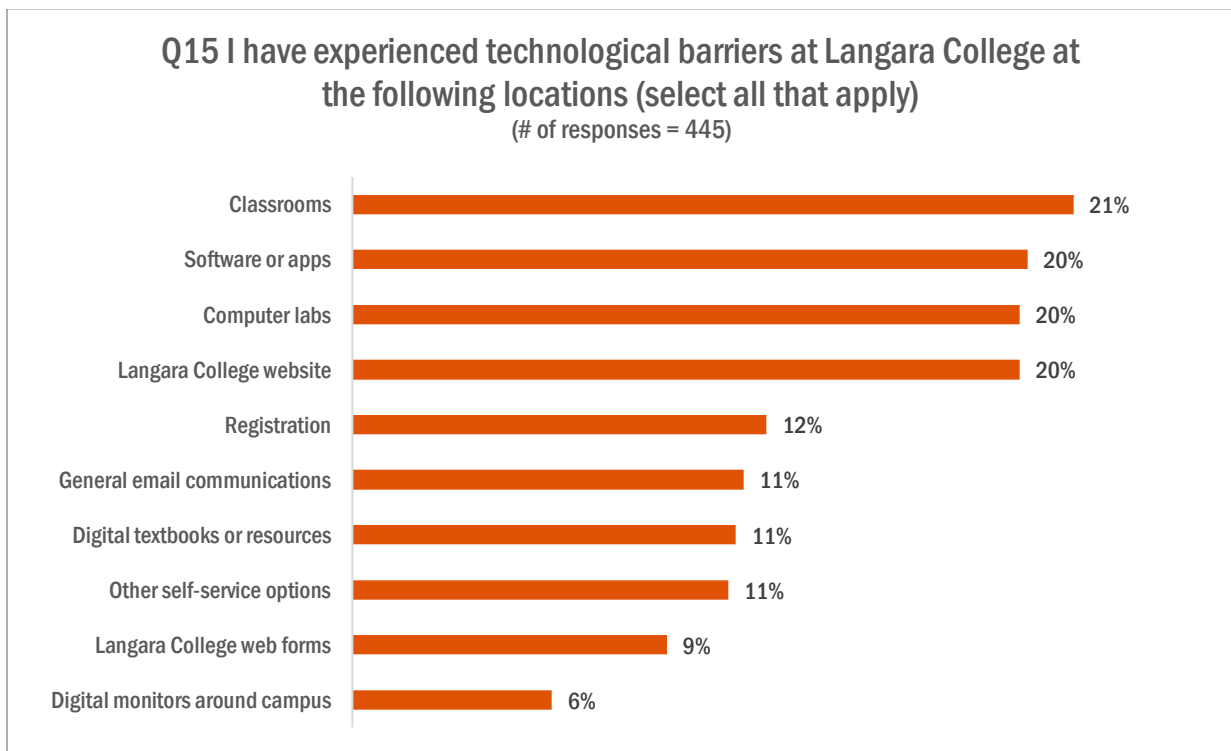
	2023 (Baseline)	2024
Q15 I have experienced technological barriers at Langara College at the following locations		
Classrooms	27%	21%
Software or apps	27%	20%
Computer labs	22%	20%
Langara College website	21%	20%
Registration	16%	12%

	2023 (Baseline)	2024
General email communications	14%	11%
Digital textbooks or resources	17%	11%
Other self-service options	11%	11%
Langara College web forms	14%	9%
Digital monitors around campus	8%	6%

Q16 I have additional comments or suggestions to share regarding technological barriers at Langara College

There were 67 respondents who provided comments regarding technological barriers at Langara.

Q17 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.
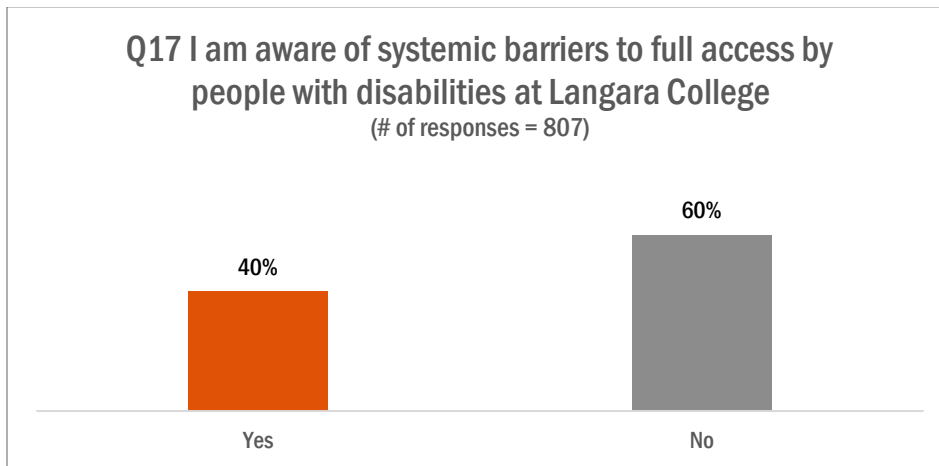

In the 2023 survey, the percentage of respondents that were aware of systemic barriers to full access by people with disabilities at Langara was 46%.

	2023 (Baseline)	2024
Q17 I am aware of systemic barriers to full access by people with disabilities at Langara College	46%	40%

Q18 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).

Q18 I am aware of official College policies that create systemic barriers to full access by people with disabilities at Langara College
(# of responses = 803)

	Yes	No
	35%	65%
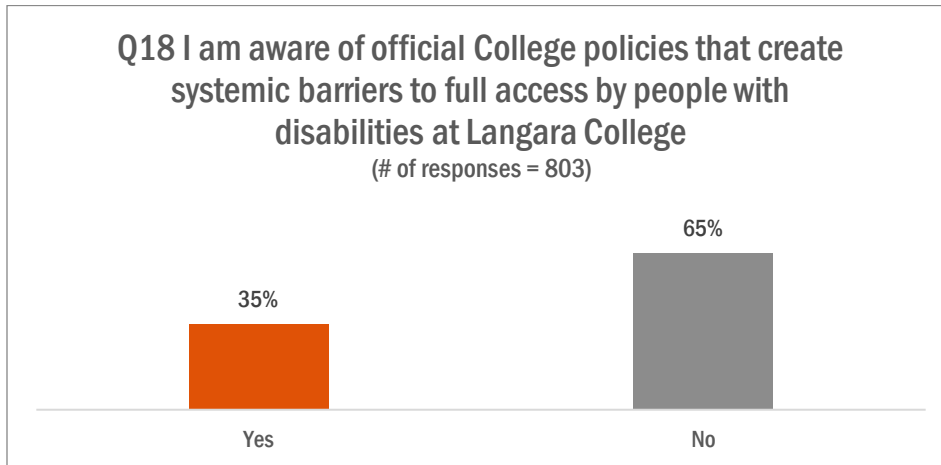
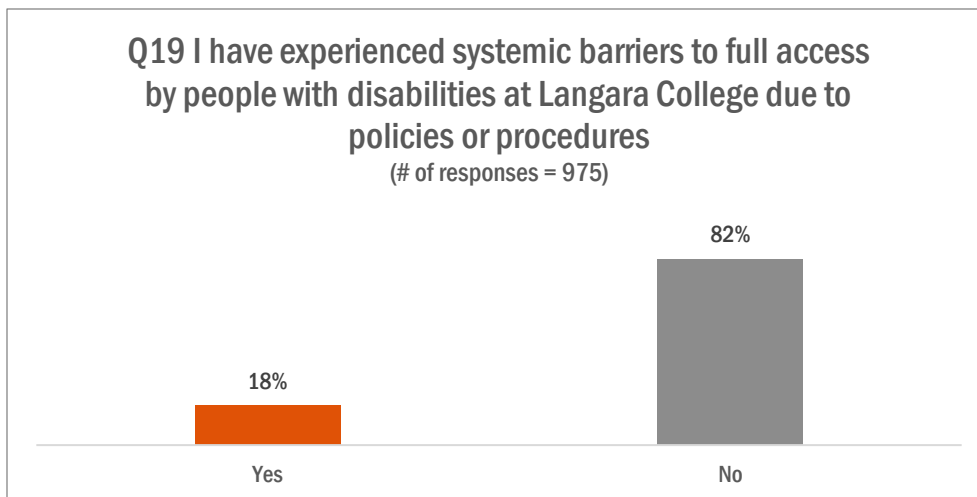|	2023 (Baseline)	2024
Q18 I am aware of official College policies that create systemic barriers to full access by people with disabilities at Langara College	40%	35%

Q19 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.

Q19 I have experienced systemic barriers to full access by people with disabilities at Langara College due to policies or procedures
(# of responses = 975)

	Yes	No
	18%	82%

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.

	2023 (Baseline)	2024
Q19 I am aware of procedures or processes that create systemic barriers to full access by people with disabilities at Langara College	19%	18%

Q20 I have additional comments or suggestions to share regarding systemic barriers including any specific policies or procedures at Langara College. Please comment below:

There were 123 respondents who provided comments regarding technological barriers at Langara.

Q21 I am a:

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