

2026 Registrant Insights Survey

WHAT WE HEARD

AUGUST 13, 2026



ENGINEERS &
GEOSCIENTISTS
BRITISH COLUMBIA

TERRITORIAL ACKNOWLEDGEMENT

Engineers and Geoscientists BC acknowledges that this report was created on the unceded territories of the x̱wməθḵwəy̱əm (Musqueam Indian Band), Sḵw̱x̱ wú7mesh Úxwumixw (Squamish Nation), and səliłwətał (Tsleil-Waututh Nation) (local Nations). The local Nations have called this place home since time immemorial and have stewarded these lands and waterways to ensure prosperity for future generations.

PROJECT SUMMARY

1.1 BACKGROUND

Engineers and Geoscientists BC conducts an annual Registrant Insights Survey to better understand registrants' expectations of our organization. The survey measures satisfaction with regulatory performance, programs, communication, and ease of interaction. It also identifies areas of success and opportunities for improvement.

The 2026 survey continued to track key measures from previous years, including performance as a regulator, trust and confidence, understanding of the mandate, priority and performance ratings for our main responsibilities, and registrant attitudes. New questions were also added about communication and interaction with our organization, as well as resources related to climate change and sustainability, fair and inclusive professional environments, and reconciliation with Indigenous Peoples.

This report summarizes the main findings from the 2026 survey in a What We Heard format. A more detailed research report was also used by staff to support internal analysis, planning, and decision-making.

1.2 GOALS AND OBJECTIVES

The purpose of the survey was to gather feedback that can help our organization understand how registrants view our role, performance, communication, and support. The results will help inform communications planning, registrant engagement, service improvement conversations, and future follow-up with registrants. Goals included to:

- Understand how registrants rate our performance as a regulator that is accountable to the public.
- Track trust and confidence, including the Trust Index and the factors most closely connected to trust.
- Understand how well registrants say they understand our mandate and responsibilities.
- Identify how easy it is for registrants to interact or communicate with our organization.
- Learn what kinds of resources registrants say would be helpful in areas such as climate change and sustainability, fair and inclusive professional environments, and reconciliation.
- Identify where different registrant groups may have distinct experiences or needs.

2.0 ENGAGEMENT PROCESS & APPROACH

The survey was administered by Sentis Research and conducted online with Engineers and Geoscientists BC registrants. Invitations and reminders were sent by our organization, and the final results were analyzed by Sentis Research. The sample was weighted by practising status to ensure it accurately reflected the registrant population.

- 35,875 email invitations sent
- 3,593 completed surveys - 10% response rate
- 8 min 9 sec median survey length
- $\pm 1.6\%$ margin of error, 19 times out of 20

The 2026 response rate was lower than in previous years, which averaged 12-13%. The Communications and Engagement Team notes that survey fatigue may have contributed, because registrants were surveyed multiple times over a short period in 2026.

2.1 WHO PARTICIPATED

All practising registrants were invited to participate in the survey, including trainees. Some differences in response themes were noted in certain sub-groups. These differences are helpful because they show where a one-size-fits-all approach may not fully meet registrants' needs.

Some notable themes included:

- Trainees show distinct needs related to communication, application status updates, mentorship opportunities, and faster access to information.
- Registrants who have been registered for more than 20 years tend to rate some trust, confidence, and performance measures less positively than newer registrants.
- Sole practitioners are more likely than other practising registrants to have contacted Engineers and Geoscientists BC in the past year and place greater importance on direct access to staff when seeking support.
- Newer registrants generally provide more positive ratings across several performance and service measures and are more likely to seek information and support from the organization.

3.0 WHAT WE HEARD/SUMMARY OF FEEDBACK

Overall, registrants continue to see our organization performing well in many areas. At the same time, the findings point to clear opportunities: keep focusing on core regulatory responsibilities, make communication and interaction easier, respond more promptly, and provide practical resources that registrants can use in their work.

3.1 KEY HIGHLIGHTS

- 55% of registrants rated Engineers and Geoscientists BC's performance as a regulator as excellent or very good, consistent with 2025.

- 68% of registrants reported having an excellent or quite good understanding of the organization's mandate.
- Registrants continued to place the highest priority on core regulatory responsibilities, particularly enforcing standards of professional and ethical practice.
- 62% of registrants said it is very easy or easy to interact or communicate with the organization.
- Among registrants who contacted the organization in the past year, 83% received the information or answers they were looking for, and 71% got what they needed in a timely manner.
- Among registrants whose needs were not met after contact, the top suggestion was to respond more promptly to calls and emails.
- Most registrants (83%) said they receive about the right amount of email communication from the organization.
- Registrants showed the greatest interest in practical resources such as case studies, webinars, continuing education opportunities, and guidance that can be applied directly to professional practice.

Additional findings from the survey can be found in Appendix.

3.2 TRUST INDEX

To better understand registrants' trust in the organization, a Trust Index was introduced in 2023 and has been measured annually since. The score measures registrants' perception of Engineers and Geoscientists BC in five key areas:

- Being transparent
- Being fair and impartial
- Being responsive
- Being reliable
- Being accountable

Trust Index scores can range from 20 (reflecting virtually no trust in the organization) to 100 (reflecting complete trust in the organization).

The Trust Index score in 2026 is 79 (in line with the 2025 average score of 80).

3.3 EMERGING THEMES

3.3.1 TRUST REMAINS STRONG AND STABLE

Trust in Engineers and Geoscientists BC continues to be strong and stable. Registrants expressed the highest levels of confidence in the organization's reliability and accountability. At the same time, responsiveness remains an area where registrants see the greatest opportunity for improvement.

These findings suggest that continuing to communicate openly, respond promptly, and make information easy to access can help strengthen registrant confidence over time.

3.3.2 EASE OF INTERACTION MATTERS

Most registrants reported positive experiences when interacting with Engineers and Geoscientists BC. However, ease of communication declined slightly compared to the previous year, and registrants consistently identified responsiveness as an area for improvement.

Registrants most often expressed a desire for:

- Prompt responses to emails and phone calls
- Clearer information about application and registration status
- Faster processing of registrations and applications
- Information that is easy to find and understand

3.3.3 REGISTRANTS WANT PRACTICAL AND RELEVANT SUPPORT

Across several topic areas, registrants demonstrated a strong interest in practical resources that can be immediately applied to their work.

Examples and case studies emerged as one of the most consistently valued resource types. Registrants also expressed interest in webinars, continuing education opportunities, professional practice guidance, and practical tools that help translate concepts into day-to-day professional practice.

These findings suggest that applied learning opportunities may be particularly valuable for supporting registrants in emerging areas of practice.

3.3.4 DIFFERENT REGISTRANTS HAVE DIFFERENT NEEDS

While many findings were consistent across the registrant population, some groups expressed distinct priorities and experiences.

For example, trainees placed greater emphasis on mentorship, career development opportunities, application processing, and access to information. The findings suggest that different registrant groups may benefit from different types of support, resources, and communication approaches depending on where they are in their professional journey.

4.0 THANK YOU AND NEXT STEPS

Thank you to the registrants who took the time to complete the 2026 Registrant Insights Survey. Their feedback helps our organization understand what is working well, where expectations may be changing, and where we can continue improving the registrant experience.

The findings will be shared with internal teams and can help inform planning for communications, registrant engagement, and service improvements. They can also help staff better understand the experiences and expectations of registrants who interact with our organization in different ways.

4.1.1 NEXT STEPS

Survey findings will be shared with relevant staff members to further explore how we can improve the registrant experience. This report and additional articles will be shared through our communication channels for registrants and the public in the Fall of 2026.

Questions or feedback about this report can be directed to Megan Archibald, at marchibald@egbc.ca.

5.0 APPENDIX: ADDITIONAL SELECTED FINDINGS

5.1.1 TRUST AND CONFIDENCE

- Registrants' overall trust in Engineers and Geoscientists BC remained stable compared to 2025.
- Reliability and accountability received the highest levels of agreement among registrants.
- Responsiveness was the lowest-rated component of trust and confidence.
- Registrants who reported higher levels of trust were also more likely to rate the organization's overall performance positively.

5.1.2 REGULATORY PERFORMANCE AND PUBLIC PROTECTION

- Most registrants rated Engineers and Geoscientists BC's performance as a regulator as good, very good, or excellent.
- Registrants who rated the organization positively most often cited its role in providing regulation, oversight, accountability, and protection of the public.
- Enforcing standards of professional and ethical practice continued to be viewed as the organization's highest priority responsibility.
- Registrants also placed a high priority on maintaining academic and experience standards for entry to the professions and regulating firms.

5.1.3 REGISTRANT PRIORITIES AND EXPECTATIONS

- Registrants increasingly indicated that their interactions with Engineers and Geoscientists BC are limited to activities required to maintain their professional designation.
- Most registrants remain confident that the organization will hold professionals to high standards.
- Most registrants agree that Engineers and Geoscientists BC does a good job protecting the public's safety.
- Approximately two-thirds of registrants view the organization as a resource that helps them practice to the best of their ability.

5.1.4 COMMUNICATION AND INTERACTION

- Most registrants reported receiving about the right amount of email communication from Engineers and Geoscientists BC.
- More than one-third of registrants contacted the organization during the previous year.
- Most registrants who contacted the organization received the information they were looking for.

- Registrants most frequently identified response times and application status updates as opportunities for improvement.

5.1.5 RESOURCES AND SUPPORTS

When asked what resources would be most helpful, registrants most frequently selected:

Climate Change and Sustainability

- Case studies and examples
- Webinars
- Continuing education opportunities
- Practical guidance and tools

Fair and Inclusive Professional Environments

- Leadership and management practices
- Mentorship and career development opportunities
- Talent retention
- Practical resources and guidance for firms

Reconciliation

- Case studies and examples of reconciliation-informed practice
- Guidance on respectful engagement with Indigenous Peoples and communities
- Opportunities for collaboration and learning
- Resources that support understanding and implementation in professional practice