

## Examining the University of Regina Student Experience

# Use and satisfaction with university facilities and services

Completed in Spring 2015, the *2015 CUSC Survey of Graduating University Students* focused on undergraduate university students deemed eligible to graduate in 2015. The survey was distributed to more than 57,000 students at 36 universities across Canada. In total, 18,144 undergraduate students from across Canada completed the survey, including 461 from the University of Regina.

This report focuses on the University of Regina's students, comparing them to students nationally and to students attending institutions comparable to the University of Regina. Due to changes in the 2015 survey (new questions or modifications to response options) data for previous years are unavailable for comparative purposes. Unless stated otherwise, all differences reported are not statistically significant.

This third report in a series of six examines students' use and satisfaction with a variety of general facilities and services, such as library, athletic facilities and university residences, as well as more specific academic services provided by the institution (including academic advising, study skills and learning supports, and writing skills). Also examined are a variety of specialized services geared towards meeting the needs of specific students, among these are financial aid services, services for students with disabilities and services for First Nations students and others.

### General facilities and services

Students were asked if they used thirteen different general facilities and services at their university. Table 1 shows the proportion of graduating students who reported using each of these facilities or services since the beginning of their final year in September. Data for prior years are not available as this is a modified question on the survey.

- ▶ Among the general facilities and services included in the survey, University of Regina students were most likely to have used *library electronic resource* (79%), the *campus bookstore* (70%), *parking* (60%), and *food services* (57%). They are less likely to have used *computing services help desk* (10%), *campus medical services* (8%), or *university residences* (6%).
- ▶ University of Regina students reported use of both the campus bookstore and library resources in proportions similar to what students report nationally and at comparable universities.
- ▶ Compared to students nationally (26%) and at comparable universities (27%), University of Regina graduating students (8%) are far less likely to have used *campus medical services*. University of Regina students are as likely to have used residence services as students nationally or at comparable institutions. Note that students who report living in residence are more likely than students who do not live in residence to report having used campus medical services. Nationally, 43% of students living in residence report using campus medical services, versus 22% of students living off campus. At the University of Regina, only 26% of students living in residence report using *campus medical services* and just 7% of those who do not live on campus.
- ▶ University of Regina respondents reported using *parking* (60%) at a much higher rate than their counterparts nationally or at comparable institutions.

**Table 1: Use of general facilities and services (most and least used)**

	2015		
	National (n=18,144)	Comparable universities (n=7,916)	University of Regina (n=461)
Library electronic resources	78%	77%	79%
On-campus book stores	71%	69%	70%
Parking	38%	39%	60%
Food services	58%	61%	57%
On campus library	55%	52%	55%
Facilities for university-based social activities	16%	16%	15%
Facilities for student associations	16%	14%	14%
Computing services help desk	14%	14%	10%
Campus medical services	26%	27%	8%
University residences	6%	6%	6%

Students who used a general facility or service were asked to rate their satisfaction with each. Overall, the vast majority of University of Regina graduating students (ranging from 71% to 96%) reported being satisfied with each of these services. The only exception was *parking*, where overall satisfaction was just 28%. Results in Table 2 show the proportions who are **very satisfied** with each service.

- ▶ Among the general facilities and services tested, University of Regina students are more satisfied overall (% satisfied or very satisfied) with *campus medical services* (95%) than students nationally (88%) or at comparable universities (91%). This is despite the fact that few University of Regina respondents reported using *campus medical services* far less than their peers nationally or at comparable institutions.
- ▶ University of Regina students are least likely to be satisfied with *parking* (28%, including only 5% who were very satisfied) and with *food services* (71%, including only 10% who were very satisfied). The results were similar to those reported by students nationally and at comparable universities.

**Table 2: Very Satisfied with general facilities and services**

	2015		
	National	Comparable universities	University of Regina
Campus medical services	35%	37%	42%
Computing services help desk	28 %	27 %	33%
University Library (electronic resources)	39 %	36 %	32 %
University Library (physical books, magazines, stacks, etc)	35 %	31 %	32 %
Athletic facilities	30 %	33 %	28 %
Other recreational facilities	24 %	26 %	24 %
University residences	27 %	26 %	22 %
University bookstore (physical stores)	20 %	19 %	18 %
University bookstore (online)	26 %	24 %	17 %

Note: Percentages based on those who used the facility or service. Therefore "n" size changes for each question and is not shown.

## Academic services

For the first time in 2015, graduating students were asked about their use of and satisfaction with five specific academic services. Results in Table 3 show the proportion of students who reported having used each of the five services since the beginning of their final term in September. Data for prior years are not available as this is a modified question on the survey.

- ▶ University of Regina students were most likely to report having used *academic advising* than any other academic service. This was similar to students nationally and at comparable institutions.
- ▶ With the exception of *academic advising*, fewer than 1 in 10 University of Regina graduating students reported using other academic services in their final year of study. This was not unlike trends in usage seen nationally or at comparable institutions.
- ▶ University of Regina respondents were more likely to report a grade of A- or higher (45%) if they reported having utilized *study skills and learning supports* in their final year compared to those who did not (25%). Similarly, those reporting the use of *academic advising* in their final year of study were more likely to report a grade of A- or higher (34%) than those who did not (21%). There was little appreciable difference between the grades of students reporting use of services related to *tutoring* or *writing skills* compared to those who did not. With the exception of *academic advising*, the sample sizes of those reporting use of academic services is relatively low and correlations to self-reported grades should be treated with caution.

**Table 3: Use of academic services**

	2015		
	National (n=18,144)	Comparable universities (n=7,916)	University of Regina (n=461)
Academic advising	42%	39%	39%
Tutoring	9%	10%	8%
Writing skills	6%	5%	7%
Co-op offices and supports	7%	7%	6%
Study skills and learning supports	5%	6%	4%

Overall satisfaction by University of Regina respondents with academic services, including results in Table 4 which shows those **very satisfied**, show the following:

- ▶ University of Regina respondents were most likely to report being satisfied with their experience with *writing skills* (94%, including 27% very satisfied) and *co-op offices and supports* (90%, including 45% very satisfied) In both case, the overall satisfaction rates are higher than those reported by students nationally (90% and 82% respectively) or at comparable institutions (89% and 81%).
- ▶ University of Regina respondents reported being generally satisfied with *academic advising* (85%) which is slightly higher than their counterparts nationally (80%) and similar to students at comparable institutions (83%). However, University of Regina students were more likely to be very satisfied with *academic advising* than their peers.
- ▶ Students nationally (89%) and at comparable institutions (91%) are somewhat more likely than University of Regina respondents (85%) to report being satisfied with *study skills and learning support* services. Students nationally (28%) and at comparable institutions (27%), however, are twice as likely as University of Regina students (15%) to report being very satisfied.

**Table 4: Very Satisfied with academic services**

	2015		
	National	Comparable universities	University of Regina
Co-op offices and supports	27%	27%	45%
Academic advising	27%	30%	36%
Tutoring	27%	27%	27%
Writing skills	30%	28%	27%
Study skills and learning supports	28%	27%	15%

Note: Percentages based on those who used the facility or service. Therefore "n" size changes for each question and is not shown.

## Specialized services

Table 5 shows the use of specialized services by graduating students. Reported use of specialized services is similar among students nationally and at the University of Regina, with a few exceptions, including the following:

- ▶ University of Regina students are less likely to use *financial aid services* than those nationally and at comparable universities. In part, this may be because University of Regina students are less likely than those at other universities to report using government student loans to finance their education (Report #1). Not surprisingly, University of Regina students are also less likely to report accessing *advising for students who need financial aid*.
- ▶ University of Regina students are more likely than students nationally and at comparable universities to report using *services for First Nations students*. This is likely due to the level of service provision provided at the University of Regina where students are roughly three times more likely to self-identify as aboriginal compared to those nationally or at comparative institutions (Report #1).

**Table 5: Use of specialized services**

	2015		
	National (n=18,144)	Comparable universities (n=7,916)	University of Regina (n=461)
Employment services	16%	18%	18%
Financial aid	30%	34%	17%
Career counselling	15%	16%	11%
Personal counselling	10%	11%	9%
Services for First Nations students	1%	1%	7%
Services for international students	5%	5%	6%
Services for students with disabilities	5%	5%	4%
Advising for students who need financial aid	7%	6%	4%

In general, University of Regina students who have used these services are equally as likely to report being satisfied as those nationally and at comparable universities, with a few exceptions. Table 6 shows those students who are very satisfied with the services they have used.

- ▶ University of Regina respondents reported being most satisfied with *services for international students* (100%) which is significantly higher than students nationally (90%) or students at comparable institutions (88%). However, University of Regina students reported being very satisfied at the same level as their counterparts nationally and at comparable institutions.
- ▶ University of Regina students were also satisfied with *career counselling services* (92%), including 44% who were very satisfied. Overall satisfaction was significantly lower among students nationally (80%) and at comparable institutions (82%). They were also less likely than University of Regina students to say they were very satisfied. This despite University of Regina students reporting lower usage of career counselling services than their peers nationally or at comparable institutions.
- ▶ University of Regina students were least likely to report being satisfied with *financial aid* (84%) and *advising for students who need financial aid* (82%). While overall satisfaction with these services is similar or slightly higher than students nationally (83% and 79% respectively) or at comparable institutions (84% and 80%), University of Regina students were significantly less likely to be very satisfied with these services than their peers.

**Table 6: Very Satisfied with specialized services**

	2015		
	National	Comparable universities	University of Regina
Personal counselling	37%	36%	44%
Services for students with disabilities	46%	46%	41%
Services for First Nations students	34%	38%	35%
Career counselling	25%	27%	33%
Services for international students	30%	32%	31%
Employment services	20%	19%	19%
Financial aid	21%	19%	13%
Advising for students who need financial aid	27%	23%	12%

Note: Percentages based on those who used the facility or service. Therefore "n" size changes for each question and is not shown.

**About CUSC**

The 2015 CUSC survey is the 21<sup>st</sup> cooperative study undertaken by the *Canadian University Survey Consortium / Consortium canadien de recherche sur les étudiants universitaires* (CUSC/CCREU) and the 16<sup>th</sup> study in which the University of Regina has participated. Prior to 2014, the surveys ran in a three-year cycle, targeting first year, graduating, and all students in separate years. In 2014, the All Students survey was changed to a survey of middle-year students (i.e., students in the second or third year of a four-year program, second year of a three-year program, or second to fourth year of a five-year program).

This study focuses on undergraduate students who will be graduating from their program of study in 2015 and compares results to previous surveys conducted in 2012, 2009, and 2006. The survey involved 36 participating universities and over 18,000 students from across Canada, yielding an overall response rate of 31.5%. Participating students from the University of Regina numbered 461, which represents a 46.1% rate of response.

**University comparisons**

For comparison purposes, CUSC categorizes the participating universities into three groups:

- ▶ Group 1 consists of universities that offer primarily undergraduate studies and have smaller student populations.
- ▶ Group 2 consists of universities that offer both undergraduate and graduate studies and tend to be of medium size in terms of student population.
- ▶ Group 3 consists of universities that offer both undergraduate and graduate degrees, with most having professional schools as well. These tend to be the largest institutions in terms of student population.

The University of Regina is included in Group 2. In 2015, twelve Group 2 universities participated in the survey. Along with the University of Regina, they included Brock, Carleton, Lakehead, Ryerson, Simon Fraser, Thompson Rivers, Moncton, New Brunswick (Fredericton), Victoria, Waterloo and Wilfred Laurier. This reflects a higher number of participating Group 2 institutions compared to earlier surveys of graduating students, with eleven in 2012 and seven in 2009.

Because different universities participate each year, differences in results among similar surveys from earlier years may result from the inclusion of different universities rather than changes over time.

**Statistically significant differences**

In order to term an association as statistically significant, the Pearson's chi-square must have probability of a type 1 error of less than .001 and either the Phi coefficient or Cramer's V must have a value of .150 or greater.

**Non-response**

Non-responses have not been included in the analysis. Therefore, throughout this report, unless explicitly stated as a subpopulation, overall results do not include those who did not respond to a particular question. However, for questions where "don't know" is a valid response, overall results include those who selected "don't know" to a particular question.

**Note:** Tables in this report might not add up to one hundred percent due to rounding errors and/or because some categories (such as "Other") are not reflected in the table.

**For more information about CUSC/CCREU, visit the website at [www.cusc-ccreu.ca](http://www.cusc-ccreu.ca).**