

## Use and Satisfaction with General Facilities and Services

Completed in Spring, the 2019 *First-Year Student Survey* focused on undergraduate university students who started at the University of Regina during the 2018 – 2019 academic year. The survey was distributed to over 53,000 students at 46 universities across Canada. In total, 18,092 first-year university students completed the survey, including 444 from the University of Regina.

This report focuses on the University of Regina’s first-year students, comparing them to students nationally and to students attending institutions comparable to the University of Regina (see final page for a listing). Where possible, this report also compares results with the 2016, 2013, and 2010 CUSC surveys of first-year students. Unless stated otherwise, all differences reported are not statistically significant.

This fifth report in a series of six examines students' use and satisfaction with a variety of academic and general facilities and services, such as library electronic resources and athletic facilities, as well as academic advising and tutoring. Also examined are a variety of specialized services geared towards meeting the needs of specific students, among these are financial aid services, study skills and learning support services, services for students with disabilities, career counseling, and services for First Nations students.

### General facilities and services

At the national level, the most commonly used resources are *on-campus bookstores* (71%), *food services* (62%), and *library electronic resources* (52%), while few students reported using the facilities for student associations (9%). At the University of Regina, the most commonly used resources are *online campus bookstores* (66%), *on-campus bookstores* (65%), *food services* (57%), and *library electronic resources* (54%), as shown in the following table:

Use of general facilities and services	National (n=18,092)	Comparable universities (n=6,712)	University of Regina	
			2019 (n=444)	2016 (n=657)
On-campus bookstores	71%	69%	65%	77%
Food services	62%	64%	57%	57%
Library electronic resources	52%	51%	54%	57%
Online campus bookstores	48%	49%	66%	46%
On-campus library	40%	38%	37%	44%
Athletic facilities	38%	40%	29%	33%
University residences	37%	43%	20%	25%
Parking	27%	25%	50%	59%
Campus medical services	16%	16%	13%	8%
Other recreational facilities	16%	17%	12%	18%
Facilities for university-based social activities	15%	16%	10%	9%
Computing services help desk	12%	12%	8%	6%
Facilities for student associations	9%	9%	7%	7%

The following table shows the level of satisfaction among those who used each general service or facility:

Satisfaction with general facilities and services (% satisfied or very satisfied)	National (n=varies)	Comparable universities (n=varies)	University of Regina	
			2019 (n=varies)	2016 (n=varies)
On-campus library	96%	96%	93%	98%
Library electronic resources	95%	95%	92%	97%
Other recreational facilities	95%	94%	85%	97%
Facilities for university-based social activities	94%	93%	98%	95%
On-campus bookstores	93%	93%	93%	93%
Online campus bookstores	93%	92%	91%	96%
Facilities for student associations	93%	92%	94%	96%
Computing services help desk	92%	91%	94%	97%
Athletic facilities	92%	91%	94%	97%
Campus medical services	85%	84%	93%	91%
University residences	80%	81%	84%	68%
Food services	74%	74%	81%	84%
Parking	53%	53%	56%	53%

Note: Percentages are based on those who have used the service.

The table below shows a comparison over the years of the three areas among general facilities and services with the lowest rating of satisfaction at the University of Regina:

	University of Regina					
	2019 (n=444)	2016 (n=657)	2013 (n=668)	2010 (n=612)	2007 (n=460)	2004 (n=265)
Food services	81%	84%	83%	85%	91%	91%
University residences	84%	68%	76%	85%	92%	92%
Parking	56%	53%	53%	43%	57%	55%

## Academic Services

At the national level, between 7% and 16% used the academic services shown in the table below, with the exception of *academic advising*, which 38% have used. Similar results were reported at the University of Regina and at comparable universities, except that our students are more likely to use *academic advising*.

Use of academic services	National (n=18,092)	Comparable universities (n=6,712)	University of Regina	
			2019 (n=444)	2016 (n=657)
Academic advising	38%	37%	50%	49%
Study skills and learning supports	16%	17%	14%	15%
Writing skills	15%	13%	19%	15%
Tutoring	14%	14%	16%	15%
Co-op offices and supports	7%	11%	3%	2%

Among those who have used each academic service, students reported high levels of satisfaction, as presented in the following table:

Satisfaction with academic services (% satisfied or very satisfied)	National (n=varies)	Comparable universities (n=varies)	University of Regina	
			2019 (n=varies)	2016 (n=varies)
Study skills and learning supports	93%	92%	97%	93%
Co-op offices and supports	90%	89%	100%	75%
Writing skills	89%	88%	93%	87%
Tutoring	89%	87%	94%	94%
Academic advising	87%	87%	88%	90%

Note: Percentages are based on those who have used the service.

## Special services

As the name implies, special services are those that tend to be created for specific groups of students, and some may not be accessible to all students. University of Regina students are less likely to use *financial aid* (10%), compared to students nationally (21%) and at comparable universities (22%). All results are shown in the table below:

Use of special services	National (n=18,092)	Comparable universities (n=6,712)	University of Regina	
			2019 (n=444)	2016 (n=657)
Financial aid	21%	22%	10%	11%
Personal counselling	10%	10%	8%	8%
Career counselling	7%	8%	8%	8%
Advising for students who need financial aid	6%	6%	2%	4%
Employment services	5%	6%	3%	3%
Services for students with disabilities	5%	5%	3%	3%
Services for international students	5%	4%	3%	4%
Services for indigenous students	1%	1%	3%	6%

Satisfaction with special services is also very high, with levels of satisfaction ranging from 82% to 93% at the national level, and 79% to 93% at the University of Regina. Results are presented in the following table:

Satisfaction with special services (% satisfied or very satisfied)	National (n=varies)	Comparable universities (n=varies)	University of Regina	
			2019 (n=varies)	2016 (n=varies)
Services for indigenous students	93%	93%	86%	88%
Services for international students	91%	90%	93%	100%
Services for students with disabilities	89%	88%	85%	94%
Career counselling	87%	87%	81%	100%
Employment services	86%	85%	79%	89%
Financial aid	86%	84%	86%	82%
Personal counselling	84%	84%	91%	87%
Advising for students who need financial aid	82%	78%	89%	89%

Note: Percentages are based on those who have used the service.

## About CUSC

The 2019 CUSC survey is the 25<sup>th</sup> cooperative study undertaken by the *Canadian University Survey Consortium / Consortium canadien de recherche sur les étudiants universitaires* (CUSC/CCREU) and the 20<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 first-year students and compares results to previous surveys conducted in 2016, 2013, and 2010. The survey involved 46 participating universities and over 18,000 students from across Canada, yielding an overall response rate of 34.1%. Participating students from the University of Regina numbered 444, which represents a 29.6% 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 2019, 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. 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).**