

Examining the University of Regina Student Experience

Satisfaction with facilities & services and overall evaluation

Completed in Spring 2017, the *2017 CUSC Middle Years Student Survey* focused on undergraduate students who had earned between 25 and 101 credits at the time of the survey. The survey was distributed to over 56,000 students at 24 universities across Canada. In total, 15,248 students from across Canada completed the survey, including 1,065 from the University of Regina.

This report focuses on the University of Regina's middle-years 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 2014 CUSC Middle Years Survey and the 2011 and 2008 CUSC All Undergraduates surveys. Unless stated otherwise, all differences reported are not statistically significant.

This final report examines students' overall university experience as measured by their satisfaction with facilities and services, their decision to attend their university, the extent to which their university has met their expectations, and the likelihood that these middle-years students would recommend their university to others.

General facilities & services

Some services are used by middle-years students more often than others. For instance, at the national level, the most used resources were *on-campus bookstores* (76%) and *electronic library resources* (73%), while few reported using *facilities for student associations, clubs, etc.* (14%), *computer services help desk* (12%), and *university residences* (12%).

Given that University of Regina students tend to drive to campus more often than their peers across Canada, it might be expected that they used *parking facilities* (55% compared to 41% nationally and at comparable universities). Results are shown in the following table:

Use of general facilities & services	National (n=15,248)	Comparable universities (n=7,365)	University of Regina	
			2017 (n=1,065)	2014 (n=941)
On-campus bookstores	76%	75%	72%	77%
Library electronic resources	73%	71%	68%	72%
Food services	64%	66%	54%	57%
On-campus library	53%	50%	51%	54%
Parking	41%	41%	55%	56%
Athletic facilities	40%	42%	32%	38%
Online campus book stores	38%	39%	43%	38%
Campus medical services	24%	25%	12%	14%
Other recreational facilities	18%	18%	16%	18%
Facilities for university-based social activities	15%	14%	13%	11%
Facilities for student associations	14%	12%	10%	12%
Computing services help desk	12%	12%	8%	12%
University residences	12%	12%	10%	9%

Among those who used the facilities and services shown in the previous table, results show very little difference in the satisfaction of general facilities and services at the University of Regina, with the exception of parking facilities (36%), food services (67%), and university residences (74%).

The differentiator among these services is the proportion who are very satisfied with each service. At the University of Regina, results show students are most satisfied with library electronic resources (26%), campus medical services (28%), and on-campus university libraries (24%).

Satisfaction with general facilities and services (% satisfied or very satisfied)	National (n=15,248)	Comparable universities (n=7,365)	University of Regina	
			2017 (n=1,065)	2014 (n=941)
Library electronic resources	96%	96%	94%	95%
On-campus library	96%	96%	95%	96%
Computing services help desk	94%	94%	90%	92%
Other recreational facilities	93%	93%	90%	92%
Facilities for university-based social activities	93%	92%	93%	92%
Facilities for student associations	91%	90%	87%	90%
Online campus book store	90%	91%	91%	89%
Athletic facilities	88%	89%	86%	92%
On-campus book stores	86%	88%	84%	87%
Campus medical services	84%	84%	92%	88%
University residences	81%	79%	74%	62%
Food services	74%	73%	67%	73%
Parking	42%	39%	36%	31%

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

Academic services

At the University of Regina, with the exception of *academic advising* (of which 51% of students have used), between 11% and 16% have used each of the academic services shown in the table below:

Use of academic services	National (n=15,248)	Comparable universities (n=7,365)	University of Regina	
			2017 (n=1,065)	2014 (n=941)
Academic advising	50%	48%	51%	47%
Co-op offices and supports	14%	20%	11%	10%
Tutoring	11%	12%	16%	19%
Writing skills	10%	10%	13%	14%
Study skills and learning supports	10%	10%	11%	12%

Among those who have used academic services at the University of Regina, students reported very high levels of satisfaction, ranging from 82% to 92% who reported being satisfied or very satisfied. Even when only very satisfied responses are examined, results are very similar with proportions ranging from 22% for *co-op services and support* to 31% for *academic advising*.

Satisfaction with academic services (% satisfied or very satisfied)	National (n=15,248)	Comparable universities (n=7,365)	University of Regina	
			2017 (n=1,065)	2014 (n=941)
Writing skills	91%	90%	91%	86%
Study skills and learning supports	91%	91%	92%	91%
Tutoring	88%	89%	89%	89%
Co-op offices and supports	87%	86%	82%	87%
Academic advising	84%	85%	85%	84%

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, although they are often accessible for all students. At the University of Regina, use of these special services ranged from 14% for the use of *financial aid* to 7% for the use of *services for First Nations students*. Nationally and at comparable universities, use of special services ranged from 24% for the use of *financial aid* to 2% for the use of *services for First Nations students*.

Use of special services	National (n=15,248)	Comparable universities (n=7,365)	University of Regina	
			2017 (n=1,065)	2014 (n=941)
Financial aid	24%	24%	14%	17%
Personal counselling	13%	12%	10%	9%
Employment services	13%	13%	9%	13%
Career counselling	12%	12%	10%	11%
Services for international students	8%	9%	7%	6%
Advising for students who need financial aid	7%	7%	3%	4%
Services for students with disabilities	7%	6%	5%	5%
Services for First Nations students	2%	2%	7%	6%

Nationally, satisfaction with special services was very high, with at least 80% of those who used the service saying they are satisfied or very satisfied with it. However, there are some noticeable differences among the proportion reporting they are very satisfied, ranging from 42% for *services for students with disabilities* to 20% for *financial aid* and *employment services*.

Satisfaction with special services (% satisfied or very satisfied)	National (n=15,248)	Comparable universities (n=7,365)	University of Regina	
			2017 (n=1,065)	2014 (n=941)
Services for First Nations students	93%	91%	92%	97%
Services for students with disabilities	88%	87%	89%	91%
Services for international students	87%	87%	84%	92%
Career counselling	85%	85%	82%	88%
Employment services	84%	83%	75%	85%
Financial aid	84%	83%	71%	76%
Advising for students who need financial aid	81%	83%	86%	83%
Personal counselling	80%	78%	87%	89%

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

Satisfaction with decision to attend this university

Nationally, about 9 in 10 middle-years students are satisfied with *their decision to attend their university*, including 24% who are very satisfied. At the University of Regina, 86% of middle-years students are satisfied with *their decision to attend their university*, including 16% who are very satisfied.

Satisfaction with decision to attend this university	National (n=15,248)	Comparable universities (n=7,365)	University of Regina	
			2017 (n=1,065)	2014 (n=941)
Very satisfied	24%	22%	16%	16%
Satisfied	65%	67%	70%	70%
Dissatisfied	9%	10%	11%	12%
Very dissatisfied	2%	2%	3%	2%

Meeting expectations

Overall, 63% of middle-years students at the University of Regina said that their experiences *met their expectations*, while 13% said their university experiences *exceeded their expectations*. 24% said their experiences *fell short*.

Meeting expectations	National (n=15,248)	Comparable universities (n=7,365)	University of Regina	
			2017 (n=1,065)	2014 (n=941)
Exceeded	22%	19%	13%	13%
Met	63%	64%	63%	66%
Fell short	16%	17%	24%	21%

Recommend university to others

At the University of Regina, 85% of middle-years students would *recommend their university to others*, compared to 91% nationally and 90% at comparable universities.

Recommend university to others	National (n=15,248)	Comparable universities (n=7,365)	University of Regina	
			2017 (n=1,065)	2014 (n=941)
Would recommend	91%	90%	85%	87%
Would not recommend	9%	10%	15%	13%

About CUSC

The 2017 CUSC survey is the 23rd cooperative study undertaken by the *Canadian University Survey Consortium / Consortium canadien de recherche sur les étudiants universitaires* (CUSC/CCREU) and the 18th 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 undergraduate students in separate years. In 2014, the All Undergraduate student survey was changed to a survey of Middle-Years 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, or, as in the case of the University of Regina, students who have earned between 25 and 101 credits).

The 2017 survey was directed to middle-years students; this report compares results to the previous surveys conducted in 2014, 2011 and 2008. The 2017 survey involved 24 participating universities and over 15,000 students from across Canada, yielding an overall response rate of 27.2%. Participating students from the University of Regina numbered 1,065, representing a 35.5% 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 2017, eight Group 2 universities participated in the survey. Along with the University of Regina, they included Carleton, Simon Fraser, Thompson Rivers, Moncton, New Brunswick (Fredericton), Victoria, and Wilfred Laurier.

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.