

Students' satisfaction with university experiences

Conducted in March 2021, the 2021 *Graduating Student Survey* marks the 27th cooperative study undertaken by the *Canadian University Survey Consortium / Consortium canadien de recherche sur les étudiants universitaires* (CUSC/CCREU) and the 22nd study in which the University of Regina has participated. The 2021 survey involved 32 universities and over 15,000 students from across Canada. Graduating students are those who are deemed eligible to graduate in 2021. The survey was sent to 1,000 University of Regina students. A total of 445 students completed the survey.

This report focuses on the U of R's students, comparing them to students nationally and those attending comparable institutions. Where possible, this report also compares results with the 2018, 2015, and 2012 CUSC surveys of graduating students. Unless stated otherwise, all differences reported are not statistically significant.

This fifth report examines students' satisfaction with their overall university experience as well as specific aspects of their university experiences, such as personal safety on campus. This report also examines students' assessment of faculty and the value of their education relative to how much they have spent on it, as well as the likelihood they would recommend their university to others.

Students' perception of teaching

Graduating students rated their level of agreement with a series of statements about their professors. Overall, University of Regina respondents were positive about their interactions with faculty.

At the higher end, students were most likely to **agree** with the following statements:

- ▶ *Most of my professors seem knowledgeable in their fields* (33% strongly agree)
- ▶ *Most of my professors treat students the same regardless of gender* (39% strongly agree)

At the lower end, graduating students are least likely to agree with the following:

- ▶ *Most of my professors provide prompt feedback on my academic work* (9% strongly agree)
- ▶ *Most of my professors take a personal interest in my academic progress* (9% strongly agree)

79% of University of Regina graduating students **agreed** that they were *generally satisfied with the overall quality of teaching* they received. This includes 11% who **strongly agreed**. The proportion of students who **agreed** is lower than that reported by students nationally (86%) and at comparable universities (84%). The proportion of students who **strongly agreed** to this statement is also lower than that at universities nationally (20%) and at comparable universities (17%).

Table 1 shows the proportion of respondents who **agreed** or **strongly agreed** with each statement:

Table 1: Perception of professors (agree or strongly agree)	National 2021 (n=15,334)	Comparable universities 2021 (n=6,240)	University of Regina		
			2021 (n=445)	2018 (n=372)	2015 (n=461)
Seem knowledgeable in their fields	96%	96%	93%	94%	97%
Treat students the same regardless of gender*	94%	94%	91%	93%	97%
Treat students the same regardless of race*	93%	92%	90%	89%	92%
Are reasonably accessible outside of class	91%	90%	90%	89%	94%
Encourage students to participate in class discussions	90%	90%	91%	92%	93%
Communicate well in their teaching	82%	80%	79%	83%	83%
Look out for students' interest*	81%	79%	76%	80%	84%
Are well-organized in their teaching	80%	78%	82%	79%	82%
Are consistent in their grading	80%	79%	76%	79%	85%
Are intellectually stimulating in their teaching	75%	73%	74%	76%	80%
Provide useful feedback on academic work	73%	72%	72%	73%	75%
Provide prompt feedback on academic work	65%	63%	64%	66%	71%
Take a personal interest in academic progress	64%	62%	61%	69%	77%

*These questions included an option for students to say "No basis for opinion" and those responses have been removed from the calculations.

Students' satisfaction with university experiences

Students graded their satisfaction with several aspects of their university experiences:

- ▶ University of Regina graduating students were most satisfied with their *personal safety on campus* (86%), similar to students at comparable universities (86%) and slightly lower than students nationally (88%).
- ▶ U of R respondents were also most satisfied with the *opportunities to develop lasting friendships* (77%), slightly higher than students nationally (74%) and at comparable universities (75%).
- ▶ Their *university's commitment to environmental sustainability* (73%) was the third most satisfying experience for U of R students, lower than that reported by students nationally (79%) and at comparable universities (77%).
- ▶ University of Regina students are least satisfied with the *availability of information about career options in your area of study* (60%), similar to students nationally (60%), and slightly lower than at comparable universities (62%). Another aspect which U of R students are least satisfied with is the *opportunities to participate in international study or student exchanges* (67%), higher than their counterparts nationally (65%) and at comparable universities (63%).

Table 2 on next page shows the results on all the university experiences graded:

Table 2: Satisfaction with university experiences (satisfied or very satisfied)	National 2021 (n=15,334)	Comparable universities 2021 (n=6,240)	University of Regina		
			2021 (n=445)	2018 (n=372)	2015 (n=461)
Personal safety on campus	88%	86%	86%	91%	95%
University's commitment to environmental sustainability	79%	77%	73%	74%	76%
Opportunities to become involved in campus life	76%	75%	69%	73%	81%
Opportunities to develop lasting friendships	74%	75%	77%	83%	85%
Opportunities to enhance your education through activities beyond the classroom	69%	69%	71%	70%	78%
Opportunities to participate in international study or student exchanges	65%	63%	67%	68%	69%
Availability of information about career options in your area of study	60%	62%	60%	61%	63%

Satisfaction with concern shown for student as an individual

Over 5 in 10 University of Regina graduating students said they were **satisfied** with the *concern shown by the university for them as an individual*, although only 6% were **very satisfied**. Results are shown on Table 3:

Table 3: Concern shown for student as an individual	National 2021 (n=15,334)	Comparable universities 2021 (n=6,240)	University of Regina			
			2021 (n=445)	2018 (n=372)	2015 (n=461)	2012 (n=430)
Very satisfied	8%	7%	6%	6%	8%	7%
Satisfied	48%	47%	48%	54%	51%	57%
Dissatisfied	30%	31%	34%	30%	32%	27%
Very dissatisfied	14%	15%	12%	10%	9%	9%

Value for money

As with most services, a major driver of satisfaction is the value people believe they receive. Among University of Regina students, 48% **agreed** that they *received good value for their money*, including only 4% who **strongly agreed**. Students nationally (10%) and at comparable institutions (8%) were more likely to **strongly agree**. For the second time in the graduating students' survey (52% in 2021 and 53% in 2018), the majority of University of Regina students do not feel they receive good value for money at this university. Table 4 shows the results:

Table 4: Received good value for money at this university	National 2021 (n=15,334)	Comparable universities 2021 (n=6,240)	University of Regina			
			2021 (n=445)	2018 (n=372)	2015 (n=461)	2012 (n=430)
Strongly agree	10%	8%	4%	4%	7%	14%
Agree	53%	51%	44%	43%	50%	55%
Disagree	27%	30%	34%	38%	33%	24%
Strongly disagree	10%	11%	18%	15%	10%	6%

Meeting students' expectations

Overall, 74% of University of Regina respondents said that their experiences *met* or *exceeded their expectations*, including 9% who said their university experience *exceeded their expectations*. About 1 in 4 (26%) said their experiences *fell short*. Students nationally (20%) and at comparable institutions (18%) were more likely than University of Regina students to say their university *exceeded their expectations*, and less likely to say their experiences *fell short of their expectations* (19% and 20% respectively). Results are shown on Table 5:

Table 5: Meeting students' expectations	National 2021 (n=15,334)	Comparable universities 2021 (n=6,240)	University of Regina			
			2021 (n=445)	2018 (n=372)	2015 (n=461)	2012 (n=430)
Exceeded	20%	18%	9%	14%	12%	13%
Met	61%	61%	65%	63%	70%	69%
Fell short	19%	20%	26%	23%	17%	18%

Would recommend the university to others

Students were asked to rate the likelihood they would recommend their university on a scale from 0 (not at all likely) to 10 (extremely likely). Using the Net Promoter Score calculation, where detractors (rating of 0 to 6) are subtracted from promoters (rating of 9 or 10). Universities nationally have a score of 0 (28% promoters minus 28% detractors). Comparable universities have a score of -7, while the University of Regina has a score of -32 (16% promoters minus 48% detractors).

Table 6: Students who would recommend the university to others	National 2021 (n=15,334)	Comparable universities 2021 (n=6,240)	University of Regina	
			2021 (n=445)	2018 (n=372)
Promoter (rating of 9 or 10)	28%	24%	16%	17%
Passive (rating of 7 or 8)	44%	44%	36%	40%
Detractor (rating of 0 to 6)	28%	31%	48%	44%
Net promoter score (promoter minus detractor)	0	-7	-32	-27

About CUSC

The 2021 CUSC survey is the 27th cooperative study undertaken by the *Canadian University Survey Consortium / Consortium canadien de recherche sur les étudiants universitaires* (CUSC/CCREU) and the 22nd 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 2021 survey was directed to graduating students; this report compares results to the previous surveys conducted in 2018, 2015, and 2012. The 2021 survey involved 32 participating universities and over 15,000 students from across Canada, yielding an overall response rate of 29.5%. Participating students from the University of Regina numbered 445, which represents a 44.5% 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 2021, ten Group 2 universities participated in the survey. Along with the University of Regina, they included Brock, Carleton, Lakehead, Ryerson, Simon Fraser, Thompson Rivers, 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. Unless stated otherwise, all differences reported are not statistically significant.

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.