

## Use and Satisfaction with General Facilities and Services

The 2022 *First-Year Student Survey* marks the 28th cooperative study undertaken by the *Canadian University Survey Consortium / Consortium canadien de recherche sur les étudiants universitaires* (CUSC/CCREU) and the 23<sup>rd</sup> study in which the University of Regina has participated. The survey was distributed to close to 49,000 students at 44 universities across Canada. In total, 15,157 (30.9%) first-year university students completed the survey, including 488 (37.7%) 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 2019, 2016, and 2013 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, as well as 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 Indigenous students.

### General Facilities and Services

Use of General Facilities and Services	National	Comparable universities	University of Regina		
	2022 (n=15,157)	2022 (n=5,644)	2022 (n=488)	2019 (n=444)	2016 (n=657)
Online campus bookstores	52%	51%	<b>52%</b>	66%	46%
On-campus bookstores	50%	46%	<b>45%</b>	65%	77%
Library electronic resources	45%	43%	<b>39%</b>	54%	57%
Food services	44%	44%	<b>22%</b>	57%	57%
On-campus library	28%	24%	<b>19%</b>	37%	44%
University residences	28%	31%	<b>10%</b>	20%	25%
Parking	27%	26%	<b>49%</b>	50%	59%
Athletic facilities	26%	29%	<b>19%</b>	29%	33%
Other recreational facilities	12%	13%	<b>7%</b>	12%	18%
Facilities for university-based social activities	11%	11%	<b>5%</b>	10%	9%
Campus medical services	9%	9%	<b>5%</b>	13%	8%
Computing services help desk	8%	7%	<b>3%</b>	8%	6%
Facilities for student associations	5%	6%	<b>3%</b>	7%	7%

Nationally, the **most commonly used resources** are *online campus bookstores* (52%), *on campus bookstores* (50%), and *library electronic resources* (45%), while few students reported using the *facilities for student associations* (5%). At the University of Regina, the most commonly used resources are *online campus bookstores* (52%), *parking* (49), and *on-campus bookstores* (45%).

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	Comparable universities	University of Regina		
	2022 (n=varies)	2022 (n=varies)	2022 (n=varies)	2019 (n=varies)	2016 (n=varies)
On-campus library	96%	94%	<b>95%</b>	93%	98%
Library electronic resources	95%	95%	<b>97%</b>	92%	97%
Other recreational facilities	95%	95%	<b>94%</b>	85%	97%
Athletic facilities	95%	95%	<b>96%</b>	94%	97%
On-campus bookstores	95%	94%	<b>93%</b>	93%	93%
Facilities for student associations	92%	92%	<b>100%</b>	94%	96%
Online campus bookstores	92%	91%	<b>84%</b>	91%	96%
Computing services help desk	92%	91%	<b>100%</b>	94%	97%
Facilities for university-based social activities	90%	91%	<b>84%</b>	98%	95%
Campus medical services	85%	85%	<b>91%</b>	93%	91%
University residences	78%	77%	<b>77%</b>	84%	68%
Food services	69%	66%	<b>85%</b>	81%	84%
Parking	56%	54%	<b>50%</b>	56%	53%

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

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

General Facilities and Services Lowest levels of satisfaction	University of Regina				
	2022 (n=varies)	2019 (n=varies)	2016 (n=varies)	2013 (n=varies)	2010 (n=varies)
Food services	85%	81%	84%	83%	85%
University residences	77%	84%	68%	76%	85%
Parking	50%	56%	53%	53%	43%

It should be noted that, even though *food services* (85%) has been among the three areas with the lowest rating of satisfaction over the years, this year it received a higher score than *online campus bookstores* and *facilities for university-based social activities* (84% at both).

## Academic Services

At the national level, between 4% and 14% used the academic services shown in the table below, with the exception of *academic advising*, which 34% 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* (47%), than their peers nationally (34%) and at comparable universities (32%).

Use of Academic Services	National	Comparable universities	University of Regina		
	2022 (n=15,157)	2022 (n=5,644)	2022 (n=488)	2019 (n=444)	2016 (n=657)
Academic advising	34%	32%	<b>47%</b>	50%	49%
Writing skills	14%	13%	<b>11%</b>	19%	15%
Study skills and learning supports	13%	14%	<b>10%</b>	14%	15%
Tutoring	9%	9%	<b>11%</b>	16%	15%
Co-op offices and supports	4%	5%	<b>1%</b>	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	Comparable universities	University of Regina		
	2022 (n=varies)	2022 (n=varies)	2022 (n=varies)	2019 (n=varies)	2016 (n=varies)
Writing skills	92%	93%	<b>96%</b>	93%	87%
Study skills and learning supports	90%	89%	<b>91%</b>	97%	93%
Co-op offices and supports	89%	92%	<b>100%</b>	100%	75%
Tutoring	88%	87%	<b>91%</b>	94%	94%
Academic advising	87%	86%	<b>92%</b>	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* (9%), compared to students nationally (20%) and at comparable universities (18%). All results are shown in the table on the following page:

Use of Special Services	National	Comparable universities	University of Regina		
	2022 (n=15,157)	2022 (n=5,644)	2022 (n=488)	2019 (n=444)	2016 (n=657)
Financial aid	20%	18%	<b>9%</b>	10%	11%
Personal counselling	8%	8%	<b>5%</b>	8%	8%
Services for students with disabilities	6%	5%	<b>4%</b>	3%	3%
Advising for students who need financial aid	5%	4%	<b>1%</b>	2%	4%
Career counselling	5%	5%	<b>4%</b>	8%	8%
Services for international students	4%	4%	<b>4%</b>	3%	4%
Employment services	4%	4%	<b>2%</b>	3%	3%
Services for indigenous students	1%	1%	<b>2%</b>	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 91% at comparable universities. At the University of Regina, with the exception of *advising for students who need financial aid* (57%), levels of satisfaction range from 78% to 100%.

Results are presented in the following table:

Satisfaction with Special Services (% satisfied or very satisfied)	National	Comparable universities	University of Regina		
	2022 (n=varies)	2022 (n=varies)	2022 (n=varies)	2019 (n=varies)	2016 (n=varies)
Services for indigenous students	93%	92%	<b>100%</b>	86%	88%
Services for international students	88%	86%	<b>94%</b>	93%	100%
Career counselling	88%	89%	<b>100%</b>	81%	100%
Financial aid	86%	85%	<b>91%</b>	86%	82%
Employment services	85%	85%	<b>78%</b>	79%	89%
Services for students with disabilities	85%	85%	<b>89%</b>	85%	94%
Advising for students who need financial aid	83%	81%	<b>57%</b>	89%	89%
Personal counselling	82%	79%	<b>82%</b>	91%	87%

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

## About CUSC

The 2022 CUSC survey is the 28<sup>th</sup> cooperative study undertaken by the *Canadian University Survey Consortium / Consortium canadien de recherche sur les étudiants universitaires* (CUSC/CCREU) and the 23<sup>rd</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 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 2022 survey was directed to first-year students and compares results to previous surveys conducted in 2019, 2016, and 2013. The survey involved 44 participating universities and over 15,000 students from across Canada, yielding an overall response rate of 30.9%. Participating students from the University of Regina numbered 488, which represents a 37.7% 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 2022, twelve Group 2 universities participated in the survey. Along with the University of Regina, they included Brock, Carleton, Lakehead, Simon Fraser, Thompson Rivers, Toronto Metropolitan University, 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).**