

Examining the University of Regina First-Year Student Experience Satisfaction with on-campus experiences

Completed in April 2013, the *2013 CUSC Survey of First-Year Students* focused on undergraduate university students who started at the University of Regina during the 2012–2013 academic year. The survey was distributed to more than 41,000 students at 35 universities across Canada. In total, 15,218 undergraduate students from across Canada completed the survey, including 668 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. Where possible, this report also compares results with the 2010, 2007, and 2004 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 first-year students' use and satisfaction with a variety of academic and general facilities and services, such as library and athletic facilities, academic advising and university residences, as well as specific IT services provided by the institution (including university email and online course management systems). Also examined are a variety of specialized services geared towards meeting the needs of specific students, among these are financial aid services, study skills/learning support services, services for students with disabilities, and services for First Nations students.

Satisfaction with academic facilities and services

Table 1 displays first-year students’ reported satisfaction with academic facilities and services. Overall, at least 9 in 10 University of Regina students are satisfied with each aspect rated. Generally, these ratings are similar to results over the past 10 years and on par with results nationally and from comparable universities. The only exception is for ratings of *study space*, where 90% of University of Regina students are satisfied compared to 82% nationally and 79% at comparable universities.

Nationally (including students from the University of Regina), students in Arts and Humanities (61%) tend to be the most likely to be very satisfied with the *average size of their classes*, while students in Engineering (32%) are least likely to be satisfied.

	National (n=14,550)	Comparable universities (n=6,205)	University of Regina			
			2013 (n=668)	2010 (n=612)	2007 (n=460)	2004 (n=265)
Library facilities	92%	90%	93%	93%	96%	93%
Instructional facilities	91%	92%	92%	95%	95%	94%
Average size of classes	90%	92%	93%	93%	93%	94%
Services for co-op program, internship, and other practical experiences related to your program	89%	90%	91%	95%	93%	94%
Academic advising	86%	87%	92%	92%	90%	-
Study space	82%	79%	90%	92%	93%	-

Note: Only those students who used the service or facility provided a rating.

Satisfaction with general facilities and services

Table 2 displays first-year students' satisfaction with general facilities and services. University of Regina students are most satisfied with *personal safety on campus* (97%) and *athletic facilities* (96%) and least satisfied with *parking facilities* (53%) among those who have used these services or facilities.

- ▶ Generally, satisfaction among University of Regina students is comparable to the satisfaction reported by students nationally and at comparable universities, with a few exceptions. University of Regina students tend to be more satisfied with *food services* (83%) than students nationally (73%) or at comparable universities (72%), but less satisfied with *parking facilities* (62% nationally and 65% at comparable universities versus 53% at the University of Regina). In terms of usage, however, it should be noted that University of Regina students are less likely to report utilizing *food services* (76% compared to 82% nationally and 85% at comparable institutions) and are twice as likely to report use of parking facilities (69% compared to 36% nationally and 34% at comparable institutions).
- ▶ Comparing results over time shows a noticeable decrease in the proportion of University of Regina students who are satisfied with *university residences*, as the proportion has steadily dropped from 92% in 2004 to 76% in 2013.

	National (n=14,550)	Comparable universities (n=6,205)	University of Regina			
			2013 (n=668)	2010 (n=612)	2007 (n=460)	2004 (n=265)
Recreational facilities	92%	91%	94%	94%	98%	-
Facilities for student associations, clubs, etc.	92%	91%	91%	88%	92%	-
Personal safety on campus	90%	94%	97%	99%	94%	98%
University's commitment to environmental sustainability	90%	90%	89%	92%	-	-
Athletic facilities	89%	88%	96%	95%	98%	92%
General condition of buildings and grounds	88%	88%	94%	97%	97%	-
Social and informal meeting spaces	88%	87%	92%	-	-	-
University social activities	88%	86%	88%	87%	97%	91%
Campus bookstores	87%	86%	89%	87%	92%	86%
Campus medical services	85%	88%	84%	92%	94%	97%
University residences	83%	82%	76%	85%	92%	92%
Food services	73%	72%	83%	85%	91%	91%
Parking facilities	62%	65%	53%	43%	57%	55%

Note: Only those students who used the service or facility provided a rating.

Satisfaction with IT services

Students are mostly pleased with the IT services the University of Regina supplies, with more than 9 in 10 University of Regina students with experience with these services reporting they are satisfied or very satisfied with *online course management systems* (96%), *university email* (92%), and *computer support services* (91%).

However, students appear to be less satisfied with *on-campus Wi-Fi* (75%), although this is also the case nationally and at comparable universities.

Table 3: Satisfaction with IT facilities and services (satisfied or very satisfied)

	National (n=14,550)	Comparable universities (n=6,205)	University of Regina 2013 (n=668)
University email	90%	91%	92%
Computer support services	91%	91%	91%
Online course management system	88%	87%	96%
On-campus Wi-Fi	78%	74%	75%

Note: Only those students who used the service or facility provided a rating.

Satisfaction with special facilities and services

Table 4 shows students' satisfaction with special facilities and services. It should be noted that some of these services are used by very few students; typically, between 5% and 15% of University of Regina students report using these services, with the exception of *tutoring services* (27%) and *study skills/learning support services* (33%).

Generally, satisfaction with these speciality services is very high, ranging from 81% to 94% among University of Regina students and are higher than results nationally and at comparable universities, with the exception of *services for students needing financial aid*.

Table 4: Satisfaction with academic special facilities and services (satisfied or very satisfied)

	National (n=14,550)	Comparable universities (n=6,205)	University of Regina			
			2013 (n=668)	2010 (n=612)	2007 (n=460)	2004 (n=265)
Study skills/learning support services	90%	90%	94%	90%	93%	91%
International student services	90%	89%	90%	90%	96%	75%
Services for students with disabilities	88%	88%	94%	88%	94%	78%
Tutoring services	87%	87%	93%	89%	86%	-
Services for First Nations students	87%	86%	93%	87%	94%	-
Employment services	86%	86%	89%	82%	94%	68%
Services for students needing financial aid	86%	86%	81%	87%	88%	-
Career counselling	86%	84%	88%	91%	93%	-
Personal counselling	86%	83%	92%	90%	98%	93%

Note: Only those students who used the service or facility provided a rating.

Satisfaction with faculty and education

University of Regina students report high levels of satisfaction with faculty and the overall quality of their education. Overall, 87% of University of Regina students agree or strongly agree that they are *satisfied with the overall quality of their education*, which is on par with results nationally and at comparable universities. Results in Table 5 also show very positive perceptions of faculty that are comparable with results from other universities.

Nationally (including students from the University of Regina), students in Education (38%) programs are more likely to strongly agree that their *professors encourage students to participate in class discussions*, while those in Engineering (14%) programs are less likely to strongly agree.

	National (n=14,550)	Comparable universities (n=6,205)	University of Regina			
			2013 (n=668)	2010 (n=612)	2007 (n=460)	2004 (n=265)
Satisfied with quality of education	89%	89%	87%	89%	89%	86%
Most professors are reasonably accessible outside of class	90%	92%	91%	92%	90%	91%
Most professors encourage students to participate in class discussions	83%	82%	89%	89%	84%	83%
Professors treat students as individuals	79%	78%	77%	77%	71%	77%

About CUSC

The 2013 CUSC survey is the 19th cooperative study undertaken by the *Canadian University Survey Consortium / Consortium canadien de recherche sur les étudiants universitaires* (CUSC/CCREU) and the 14th study in which the University of Regina has participated. Since 1996, the survey has run in a three-year cycle, with different student populations targeted each year: all undergraduates, first-year undergraduates, or graduating students.

This study focuses on undergraduate university students who started in the Fall 2012 term and compares results to previous first-year surveys conducted in 2010, 2007, and 2004. The survey was distributed to more than 41,000 students at 35 universities across Canada. In total, 15,218 undergraduate students from across Canada completed the survey, yielding an overall response rate of 37.0%. Participating students from the University of Regina numbered 668, which represents a 49.2% 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 2013, 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 as compared to earlier surveys of graduating students.

In this report, the University of Regina is not included in either the *National* category (all three Groups) or the *Comparable Universities* category (Group 2 institutions).

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.

Weighting

In order to compensate for the discrepancies between the population of first-year students among participating institutions and the sample population, the combined (national and comparator) data in this report have been weighted.

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.