

Examining the University of Regina Student Experience Use and satisfaction with university facilities and services

Completed in April 2012, the *2012 CUSC Survey of Graduating Students* focused on undergraduate university students deemed eligible to graduate in 2012. The survey was distributed to more than 41,000 students at 36 universities across Canada. In total, 15,062 undergraduate students from across Canada completed the survey, including 430 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 2009 and 2006 CUSC surveys of graduating students. Unless stated otherwise, all differences reported are not statistically significant.

This third report in a series of six examines students' use and satisfaction with a variety of general facilities and services, such as library and athletic facilities, academic advising and university residences, as well as more specific technology 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 and learning support services, services for students with disabilities and services for First Nations students.

General facilities and services

Students were asked if they used six different general facilities and services at their university. Table 1 shows the proportion of graduating students who reported using each of these facilities or services.

- ▶ Among the general facilities and services included in the survey, almost all University of Regina students have used the *campus bookstore (94%), library facilities (92%), and academic advising services (81%)*. They are less likely to have used *athletic facilities, campus medical services, or university residences*.
- ▶ University of Regina students' reported use of both the campus bookstore and library is similar to what students report nationally and at comparable universities. However, their use of *academic advising (81%)* exceeds what students report at other Canadian universities by 11 percentage points and what is reported at comparable institutions by 13 percentage points.
- ▶ Compared to students nationally (46%) and at comparable universities (53%), University of Regina graduating students (28%) are less likely to have used *campus medical services and university residences*. Note that students who report living in residence are more likely than students who do not live in residence to report having used campus medical services. Nationally, 73% of students living in residence report using campus medical services, versus 31% of students living off campus. At the University of Regina, only 52% of students living in residence report and 21% not living in residences report using medical services offered on campus.

- ▶ Among all universities, including the University of Regina, use of the university's *university residences* is most common among students in Engineering (43%) and Arts and Humanities (42%) programs.
- ▶ At a national level, use of academic advising also varies by discipline. For example, while a significant majority of students in Social Science (78%) and Biological Science (77%) programs report using academic advising, around half of students in Professional (45%) and Engineering (56%) programs report using it. The differences are statistically significant.

	National (n=14,632)	Comparable universities (n=5,932)	University of Regina		
			2012 (n=430)	2009 (n=557)	2006 (n=551)
Library facilities	96%	96%	92%	95%	97%
Campus bookstore(s)	96%	97%	94%	97%	96%
Academic advising	70%	68%	81%	80%	74%
Athletic facilities	70%	72%	69%	72%	68%
Campus medical services	46%	53%	28%	24%	25%
University residences	35%	46%	24%	19%	Not asked

Students who used the facility or service were asked to rate their satisfaction with each. Overall, the vast majority of University of Regina graduating students (ranging from 74% to 96%) reported being satisfied with each of these services. Results in Table 2 show the proportion who are *very satisfied* with each service.

- ▶ University of Regina students are most satisfied with *athletic facilities* among the general facilities and services tested, much more so than students nationally and at comparable universities. However, over the years, there has been a decline in the proportion of students who report being very satisfied with the University of Regina's athletic facilities. The exceptionally high rate of satisfaction reported in earlier years may be attributable to the novelty of having a brand new state-of-the-art facility replace an older, very out-dated one in 2004. The decline may be because of the novelty wearing off, equipment wearing down, or possibly overcrowding in the new facility as a result of growing enrolments.
- ▶ University of Regina students are least likely to be very satisfied with *university residences*, as just 13% say they are very satisfied, which is about half the proportion reported by students nationally and at comparable universities. This is a considerable decline from 2009 in which about one quarter of University of Regina students reported being very satisfied with the university's residences, similar to what students nationally and at comparable universities are currently reporting. An examination of responses to open-ended questions in the survey yields no insight into the particular concerns students have with the university's residences.

	National	Comparable universities	University of Regina		
			2012	2009	2006
Campus medical services	31%	32%	31%	29%	42%
Library facilities	31%	29%	29%	38%	33%
Athletic facilities	27%	24%	42%	48%	57%
University residences	25%	27%	13%	24%	Not asked
Academic advising	23%	24%	27%	22%	25%
Campus bookstore(s)	17%	16%	17%	19%	18%

Note: Percentages based on those who used the facility or service. Therefore, n size changes for each question and is not shown.

Technology services

For the first time in 2012, graduating students were asked about their use of and satisfaction with four technology services. Results in Table 3 show the proportion of students who reported having used each of the four services.

- ▶ Almost all University of Regina students reported having used *university email*, *on-campus Wi-Fi*, and *online course management systems*. Fewer reported using the university's *computer support services*.
- ▶ Use of technology services among University of Regina students is similar to that reported by students nationally and at comparable universities.
- ▶ Among all universities, including the University of Regina, the older a student is, the less likely he or she is to report using *on-campus Wi-Fi*.

	2012		
	National (n=14,632)	Comparable universities (n=5,932)	University of Regina (n=430)
University email	96%	95%	91%
On-campus Wi-Fi	92%	93%	86%
Online course management systems	89%	87%	87%
Computer support services	59%	57%	62%

Among those who have used technology services, results in Table 4 show the following:

- ▶ University of Regina students are much less likely than students nationally and at comparable universities to be very satisfied with *on-campus Wi-Fi* and *university email*. In each case, about half as many University of Regina students report being very satisfied as those nationally and at comparable universities. The difference between University of Regina students and those nationally and at comparable universities is statistically significant for *university email*.
- ▶ Specific complaints voiced by University of Regina students, as captured in responses to open-ended questions, were largely in connection to accessibility and reliability. Students found the email system difficult, if not "impossible", to use and complained about messages not being delivered and not being received. Other complaints were in connection to incorrect or insufficient institutional information communicated by email. Recommended improvements included incorporating an outbox so that students can track the status of outbound messages and improving the overall technical quality of the system.

	2012		
	National	Comparable universities	University of Regina
On-campus Wi-Fi	30%	27%	17%
University email	30%	30%	13%
Computer support services	25%	23%	25%
Online course management systems	24%	23%	22%
Note: Percentages based on those who used the facility or service. Therefore, n size changes for each question and is not shown.			

- ▶ University of Regina students are equally as likely as those nationally and at comparable universities to report being very satisfied with *online course management systems* and *computer support services*.

Specialized facilities and services

Table 5 shows the use of specialized services by graduating students. Reported use of specialized services is similar among students nationally and at the University of Regina, with a few exceptions, including the following:

- ▶ University of Regina students are more likely than students nationally and at comparable universities to report using *services for co-op programs, internship, and other practical experiences related to their program of study*.
- ▶ University of Regina students are less likely to use *financial aid services* than those nationally and at comparable universities. In part, this may be because University of Regina students are less likely than those at other universities to report using government student loans to finance their education (Report #1).

For some specialized services, students' use varies by discipline. Nationally, usage rates for specialized services that differ statistically among students at all universities include the following:

- ▶ *Services for co-op program, internship, and other practical experiences related to their program.* Nationally, students in Education (68%) and Engineering (58%) programs are most likely to use this service, compared to students in Arts and Humanities (23%) and Social Science (26%) programs. Looking at the University of Regina respondents, an even higher proportion of students within Education (89%) and Engineering (65%), and even Arts and Humanities (34%), report using this suite of services. Usage among University of Regina Social Science students is comparable (22%) to the national reported rate.
- ▶ *Employment services.* Nationally, almost half of students in Engineering programs (47%) report using employment services. Fewer than 1 in 5 students who are in a Professional program (16%) use these services. Among University of Regina students, only 34% of Engineering students and 7% of students in a Professional program use this service.

	National (n=14,632)	Comparable universities (n=5,932)	University of Regina		
			2012 (n=430)	2009 (n=557)	2006 (n=551)
Financial aid services	37%	41%	18%	15%	16%
Services for co-op related to program	36%	38%	48%	48%	Not asked
Study skills or learning support services	34%	39%	32%	34%	23%
Career counselling services	31%	35%	27%	30%	21%
Employment services	28%	31%	27%	30%	37%
Personal counselling services	20%	22%	17%	14%	16%
International student services	10%	11%	14%	11%	10%
Services for students with disabilities	7%	8%	7%	6%	4%
Services for First Nations students	3%	3%	6%	6%	5%

Table 6 shows those students who are very satisfied with the services they have used. In general, University of Regina students who have used these services are equally as likely to report being very satisfied as those nationally and at comparable universities, with a few exceptions.

- ▶ University of Regina students are more likely than those at other universities to be very satisfied with *services for First Nations students* and *services for co-op programs related to their program of study*. They are less likely to report being very satisfied with *study skills or learning support services*.
- ▶ Variability in satisfaction over time among University of Regina students may be attributed, in part, to the small sample sizes of students reporting use of these specialized services.

Table 6: Very satisfied with specialized facilities and services					
	National	Comparable universities	University of Regina		
			2012	2009	2006
Services for students with disabilities	38%	43%	37%	50%	33%
International student services	30%	30%	29%	30%	33%
Personal counselling services	29%	32%	26%	18%	26%
Services for First Nations students	29%	33%	40%	29%	33%
Services for co-op related to program	29%	28%	45%	36%	56%
Financial aid services	24%	22%	19%	15%	23%
Academic advising	23%	24%	27%	22%	25%
Career counselling services	22%	21%	18%	20%	19%
Employment services	22%	21%	16%	19%	29%
Study skills or learning support services	19%	19%	9%	16%	13%

About CUSC

The 2012 CUSC survey is the 18th cooperative study undertaken by the *Canadian University Survey Consortium / Consortium canadien de recherche sur les étudiants universitaires* (CUSC/CCREU) and the 13th 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 students who will be graduating from their program of study in 2012 and compares results to previous surveys conducted in 2009, 2006, and 2003. The survey involved 37 participating universities and over 15,000 students from across Canada, yielding an overall response rate of 36.5%. Participating students from the University of Regina numbered 430, which represents a 31.5% 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 2012, eleven 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), Waterloo and Wilfred Laurier. This reflects a higher number of participating Group 2 institutions as compared to earlier surveys of graduating students, with seven in each of the 2006 and 2003 studies.

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.

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.