

Examining the University of Regina Student Experience Students' Satisfaction With University Experiences

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, 2006, and 2003 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 and quality of education) and their sense of connection to their university. This report also examines students' assessment of faculty and the value of their education relative to how much they have spent on it, and the likelihood that they would recommend their university to others.

Students' connection to their university

Results in Table 1 show the following:

- ▶ About 8 in 10 University of Regina students agree or strongly agree that they *feel part of their university*. This includes 19% who strongly agree. Even though results are on par with those nationally and at comparable universities, the overall proportion that agrees is the highest recorded over the past ten years.
- ▶ Just over half of University of Regina students say that they *sometimes feel they get the run-around at their university*. This includes 14% who strongly agree. The proportion of University of Regina students who feel they get the run-around is lower than that reported by students nationally and at comparable universities, and than that reported by University of Regina students in previous years.

	National (n=14,632)	Comparable universities (n=5,932)	University of Regina			
			2012 (n=430)	2009 (n=557)	2006 (n=551)	2003 (n=515)
Feel part of university	77%	79%	81%	73%	77%	76%
Get run-around from university	62%	60%	53%	58%	58%	56%

Students' perceptions of teaching

Overall, University of Regina respondents are very positive about their interactions with faculty. In fact, with almost all aspects tested, more than 8 in 10 agree with statements about faculty. Table 2 shows the proportion of respondents who strongly agree with each statement. These results show the following:

- ▶ University of Regina students tend to rate statements about faculty in much the same way as students nationally and at comparable universities. . In each aspect, however, the number of University of Regina respondents who strongly agreed with statements about faculty is higher than that of any previous survey.
- ▶ University of Regina students, students nationally, and students at comparable universities are most likely to strongly agree that *faculty are knowledgeable in their field* and least likely to strongly agree that *faculty provided useful feedback on academic performance*.

Examining results by disciplines nationally (including University of Regina students) shows that students in Professional programs are statistically most likely to agree that *most of their professors encouraged students to participate in class discussions* and *were knowledgeable of career opportunities in their field*.

Faculty...	National (n=14,632)	Comparable universities (n=5,932)	University of Regina			
			2012 (n=430)	2009 (n=557)	2006 (n=551)	2003 (n=515)
Seemed knowledgeable in their field	57%	56%	54%	41%	32%	37%
Had a positive influence on their academic career	49%	48%	53%	39%	38%	38%
Were reasonably accessible outside of class	36%	34%	38%	29%	25%	33%
Encouraged participation in class discussions	33%	32%	34%	29%	24%	31%
Were well-organized in their teaching	30%	30%	26%	20%	19%	19%
Communicated well in their teaching	30%	29%	26%	20%	18%	19%
Were knowledgeable of career opportunities in their field	26%	24%	26%	18%	13%	17%
Were intellectually stimulating	28%	26%	25%	20%	17%	17%
Provided useful feedback	23%	22%	22%	16%	15%	15%

Students' positive interactions with faculty are likely part of the reason why 9 in 10 University of Regina students agree that they are satisfied with *the overall quality of teaching* they received. This includes 24% who strongly agree. Although the proportion of students who agree is similar to that reported by students nationally and at comparable universities, students nationally (31%) and at comparable universities (28%) are more likely to strongly agree with this statement.

Students' satisfaction with university experiences

Among their universities, students generally report high levels of satisfaction.

- ▶ At the high end, at least 9 in 10 University of Regina students are satisfied with their *personal safety on campus*, the *overall quality of their education*, and their *decision to attend the University of Regina*. These results are similar to those among students nationally and at comparable universities.

- University of Regina students are least satisfied with the *concern shown by the university for students as individuals*, as slightly fewer than 2 in 3 students are satisfied. Although overall it garners the lowest satisfaction rate among each of the aspects tested, the proportion of University of Regina respondents who are satisfied is higher than that reported by students nationally and at comparable universities.

Table 3: Students' satisfaction with aspects of university experiences (*satisfied or very satisfied*)

	National (n=14,632)	Comparable universities (n=5,932)	University of Regina			
			2012 (n=430)	2009 (n=557)	2006 (n=551)	2003 (n=515)
Personal safety on campus	86%	90%	96%	96%	Not asked	Not asked
The overall quality of education	87%	87%	90%	90%	94%	94%
Decision to attend	88%	89%	90%	90%	92%	90%
Opportunity to develop lasting friendships	84%	85%	88%	88%	88%	91%
Opportunity to become involved in campus life	79%	80%	81%	Not asked	Not asked	Not asked
Opportunity to enhance education beyond the classroom	72%	73%	76%	Not asked	Not asked	Not asked
Commitment to environmental sustainability	80%	78%	74%	81%	Not asked	Not asked
Concern shown by university for students as individuals	55%	57%	64%	57%	59%	66%

Value for money

As with most services, a major driver of satisfaction is the value people believe they receive. Among University of Regina students, about 7 in 10 agree that they *receive good value for their money*, although only 14% strongly agree. The results are very similar to those reported nationally and at comparable universities.

Table 4: Agreement that students feel they receive good value for their money

	National (n=14,632)	Comparable universities (n=5,932)	University of Regina		
			2012 (n=430)	2009 (n=557)	2006 (n=551)
Strongly agree	17%	16%	14%	7%	8%
Agree	51%	53%	55%	54%	58%
Disagree	23%	23%	24%	30%	27%
Strongly disagree	9%	8%	6%	10%	6%

Would recommend the university to others

Another indicator of students' satisfaction with their university experiences is whether they would recommend their university to others. Over time, about 9 in 10 University of Regina students would recommend the university to others. This is on par with results nationally and at comparable universities.

Table 5: Students who would recommend university to others

	National (n=14,632)	Comparable universities (n=5,932)	University of Regina			
			2012 (n=430)	2009 (n=557)	2006 (n=551)	2003 (n=515)
Would recommend university to others	86%	88%	88%	89%	92%	90%

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.