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## Use and Satisfaction with University Facilities and Services

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 22<sup>nd</sup> 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 third of six reports examines graduating students' use and satisfaction with a variety of general facilities and services, such as the library, athletic facilities and university residences, as well as more specific academic services provided by the institution (including academic advising, study skills and learning supports, and writing skills). Also examined are a variety of specialized services geared towards meeting the needs of specific students, among these are financial aid services, services for students with disabilities, and services for Indigenous students and others.

### General facilities and services

Students were asked if they used thirteen 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 since the beginning of their final year in September.

- ▶ Among the general facilities and services included in the survey, University of Regina students were most likely to have used *library electronic resources* (60%), *online campus bookstore* (42%), *on-campus library* (23%), *on-campus bookstore* (22%), and *parking* (22%). They were least likely to have used *facilities for university-based social activities* (2%) or *campus medical services* (2%).
- ▶ University of Regina students reported use of both *on-campus bookstore* and *on-campus library* in proportions similar to what students reported nationally and at comparable universities.
- ▶ Compared to students nationally (10%) and at comparable universities (11%), U of R graduating students (2%) are far less likely to have used *campus medical services*. U of R students (3%) are less likely to have used *residence services* than students nationally or at comparable institutions (5% at both).
- ▶ University of Regina respondents reported using *parking* (22%) at a higher rate than their counterparts nationally (18%) or at comparable institutions (17%).

- As expected, the use of on-campus general facilities and services has declined due to the pandemic.

Table 1: Use of general facilities and services (most and least used)	National	Comparable universities	University of Regina		
	2021 (n=15,334)	2021 (n=6,240)	2021 (n=445)	2018 (n=372)	2015 (n=461)
Library electronic resources	63%	65%	60%	70%	79%
Online campus bookstores	35%	33%	42%	35%	33%
On-campus bookstores	24%	23%	22%	60%	70%
On-campus library	22%	21%	23%	46%	55%
Food services	19%	19%	16%	59%	57%
Parking	18%	17%	22%	57%	60%
Athletic facilities	13%	16%	11%	27%	40%
Campus medical services	10%	11%	2%	11%	8%
Computing services help desk	7%	8%	5%	9%	10%
Other recreational facilities	6%	7%	5%	14%	18%
Facilities for student associations	6%	6%	3%	14%	14%
Facilities for university-based social activities	5%	5%	2%	14%	15%
University residences	5%	5%	3%	5%	6%

Students who used a general facility or service were asked to rate their satisfaction with each. Overall, the vast majority of University of Regina graduating students (ranging from 78% to 98%) reported being satisfied or very satisfied with each of these services. The only exception was *parking*, where overall satisfaction was 53%. Results in Table 2 show the proportions of who were *satisfied or very satisfied* with each service:

Table 2: Satisfaction with general facilities and services (% satisfied or very satisfied)	National	Comparable universities	University of Regina		
	2021 (n varies)	2021 (n varies)	2021 (n varies)	2018 (n varies)	2015 (n varies)
Library electronic resources	96%	96%	98%	95%	96%
On-campus library	95%	95%	96%	97%	96%
Other recreational facilities	94%	94%	86%	90%	95%
Computing services help desk	94%	93%	95%	94%	91%
Facilities for university-based social activities	93%	94%	86%	92%	94%
Facilities for student associations	92%	90%	92%	92%	89%
On-campus bookstores	92%	91%	90%	86%	85%
Athletic facilities	91%	90%	88%	90%	92%
Campus medical services	90%	88%	90%	93%	95%
Online campus bookstores	90%	90%	90%	90%	90%
Food services	82%	85%	78%	67%	71%
University residences	80%	81%	92%	70%	81%
Parking	51%	53%	53%	40%	28%

Note: Percentages based on those who have used the facility or service.

- ▶ Among the general facilities and services tested, University of Regina students are more satisfied (% satisfied or very satisfied) with *university residences* (92%) than students nationally (80%) or at comparable universities (81%). This is despite the fact that University of Regina respondents reported using *university residences* less than their peers nationally or at comparable institutions.
- ▶ University of Regina students are least likely to be satisfied with *parking* (53%, including 8% who were very satisfied) and with *food services* (78%, including 7% who were very satisfied). In the case of *food services*, the results were lower than those reported by students nationally (82%) and at comparable universities (85%).

### Academic services

Graduating students were asked about their use of and satisfaction with five specific academic services. Results in Table 3 show the proportion of students who reported having used each of the five services since the beginning of their final year in September.

- ▶ U of R students were much more likely to report having used *academic advising* than any other academic service. This was similar to students nationally and at comparable institutions.
- ▶ With the exception of *academic advising*, fewer than 1 in 10 University of Regina graduating students reported using other academic services in their final year of study. This was not unlike levels of usage seen nationally or at comparable institutions.
- ▶ The proportion of U of R students (43%) who reported using *academic advising* is slightly higher than that reported by their peers nationally (42%) and at comparable universities (41%).

Table 3: Use of academic services (most and least used)	National	Comparable universities	University of Regina		
	2021 (n=15,334)	2021 (n=6,240)	2021 (n=445)	2018 (n=372)	2015 (n=461)
Academic advising	42%	41%	43%	43%	39%
Writing skills	7%	7%	5%	7%	7%
Co-op offices and supports	7%	9%	4%	8%	6%
Tutoring	5%	5%	6%	7%	8%
Study skills and learning supports	5%	5%	4%	5%	4%

Table 4 (next page) shows overall satisfaction with academic services:

- ▶ University of Regina respondents were most likely to report being satisfied or very satisfied with their experience with *writing skills* (96%, including 13% very satisfied), and *co-op offices and supports* (90%, including 20% very satisfied). In both cases, the overall satisfaction rates are higher than those reported by students nationally (92%, and 86% respectively) or at comparable institutions (93%, and 86%).
- ▶ University of Regina graduating students reported being generally satisfied with *academic advising* (87%) which is slightly higher than their counterparts nationally (85%) and at comparable institutions (86%).

- ▶ Students nationally (94%) and at comparable institutions (95%) are more likely than University of Regina respondents (89%) to report being satisfied or very satisfied with *study skills and learning supports* services. In addition to that, students nationally (24%) and at comparable institutions (23%) are more likely to report being very satisfied with the service than University of Regina students (6%).

Table 4: Satisfaction with academic services (% satisfied or very satisfied)	National	Comparable universities	University of Regina		
	2021 (n varies)	2021 (n varies)	2021 (n varies)	2018 (n varies)	2015 (n varies)
Study skills and learning supports	94%	95%	89%	84%	85%
Writing skills	92%	93%	96%	92%	94%
Tutoring	90%	90%	82%	92%	84%
Co-op offices and supports	86%	86%	90%	90%	90%
Academic advising	85%	86%	87%	85%	84%

Note: Percentages based on those who have used the facility or service.

## Special services

Table 5 shows the use of special services reported by graduating students who participated in the survey:

- ▶ In general, reported use of special services is lower among U of R students than that reported by their peers nationally and at comparable institutions, with the exception of *services for Indigenous students*.
- ▶ U of R students (4%) were more likely than students nationally (1%) and at comparable universities (1%) to report using *services for Indigenous students*. This is almost certainly due to the number of Indigenous students enrolled at the U of R, where students are roughly three times more likely to self-identify as Indigenous compared to those nationally or at comparable institutions (Report #1).
- ▶ University of Regina students (11%) were less likely to use *financial aid* services than those nationally (22%) and at comparable universities (21%). U of R students (5%) were also less likely to report using *employment services* than their peers nationally (11%) and at comparable universities (12%).

Table 5: Use of special services (most and least used)	National	Comparable universities	University of Regina		
	2021 (n=15,334)	2021 (n=6,240)	2021 (n=445)	2018 (n=372)	2015 (n=461)
Financial aid	22%	21%	11%	13%	17%
Employment services	11%	12%	5%	14%	18%
Career counselling	11%	12%	4%	8%	11%
Personal counselling	10%	10%	8%	8%	9%
Services for students with disabilities	6%	6%	7%	5%	4%
Services for international students	5%	6%	4%	5%	6%
Advising for students who need financial aid	3%	3%	2%	1%	4%
Services for Indigenous students	1%	1%	4%	6%	7%

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

- ▶ University of Regina respondents reported being most satisfied with *employment services* (91%) which is higher than students nationally (83%) or students at comparable institutions (85%). However, University of Regina students reported being very satisfied (0%) at a lower level than their counterparts nationally and at comparable institutions (17% at both).
- ▶ University of Regina students were also satisfied with *services for Indigenous students* (88%), including 18% who were very satisfied. Overall satisfaction was equal among students nationally (88%) and slightly higher at comparable institutions (89%). However, students nationally (37%) and at comparable universities (32%) were more likely than U of R students (18%) to say they were very satisfied.
- ▶ University of Regina students were least likely to report being satisfied with *personal counselling* (70%), where a decrease in satisfaction can be observed since 2015. U of R students also reported a low level of satisfaction with *services for international students* (79%), where also a decrease in satisfaction can be observed since 2015.
- ▶ While overall satisfaction with these services is lower than students nationally (80% and 88% respectively) or at comparable institutions (81% and 89%), University of Regina students were also less likely to be very satisfied with these services than their peers.

Table 6: Satisfaction with specialized services (% satisfied or very satisfied)	National 2021 (n varies)	Comparable universities 2021 (n varies)	University of Regina		
			2021 (n varies)	2018 (n varies)	2015 (n varies)
Services for Indigenous students	88%	89%	88%	100%	91%
Services for international students	88%	89%	79%	83%	100%
Financial aid	87%	87%	87%	96%	84%
Services for students with disabilities	87%	84%	87%	78%	88%
Employment services	83%	85%	91%	73%	86%
Advising for students who need financial aid	79%	81%	86%	80%	82%
Career counselling	83%	84%	80%	66%	92%
Personal counselling	80%	81%	70%	77%	85%

Note: Percentages based on those who have used the facility or service.

## About CUSC

The 2021 CUSC survey is the 27<sup>th</sup> cooperative study undertaken by the *Canadian University Survey Consortium / Consortium canadien de recherche sur les étudiants universitaires* (CUSC/CCREU) and the 22<sup>nd</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 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](http://www.cusc-ccreu.ca).**