

Satisfaction with Facilities and Services and Overall Evaluation

The 2023 *Middle-Years Student Survey* marks the 29th cooperative study undertaken by the *Canadian University Survey Consortium / Consortium canadien de recherche sur les étudiants universitaires* (CUSC/CCREU) and the 24th study in which the University of Regina has participated. The survey was distributed from January to April 2023 to close to 54,000 students at 29 universities across Canada. In total, 11,585 (21.5% response rate) middle-years university students completed the survey, including 982 (32.7%) from the University of Regina.

This report focuses on the University of Regina’s middle-years students who had earned between 25 and 101 credit hours at the time of the survey, comparing them to students nationally and to students attending institutions comparable to the University of Regina (see final page for a listing of universities and definitions of middle-years students). Where possible, this report also compares results with the 2020, 2017, and 2014 CUSC surveys of middle-years students.

This final report examines students’ overall university experience as measured by their satisfaction with facilities and services, their decision to attend their university, the extent to which their university has met their expectations, and the likelihood that these middle-years students would recommend their university to others.

General Facilities and Services

Use of general facilities and services	National	Comparable universities	University of Regina			
	2023 (n=11,585)	2023 (n=4,800)	2023 (n=982)	2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
Library electronic resources	51%	50%	46%	57%	68%	72%
University bookstores: online	50%	48%	46%	54%	43%	38%
University bookstores: physical stores	47%	46%	36%	54%	72%	77%
Food services	45%	46%	33%	46%	54%	57%
Parking	41%	38%	52%	55%	55%	56%
On-campus library	31%	30%	27%	44%	51%	54%
Athletic facilities	31%	33%	23%	26%	32%	38%
Campus medical services	14%	15%	4%	6%	12%	14%
Facilities for university-based social activities	13%	13%	8%	11%	13%	11%
Other recreational facilities	12%	13%	9%	10%	16%	18%
University residences	11%	11%	6%	9%	10%	9%
Facilities for student associations	9%	10%	6%	9%	10%	12%
Computing services help desk	9%	9%	6%	10%	8%	12%

The table above shows how some services are **used** by middle-years students more often than others. For instance, at the national level, the most used resources were *library electronic resources* (51%) and *online bookstores* (50%), while few reported using *university residences* (11%), *facilities for student associations* (9%), and *computing services help desk* (9%).

Given that University of Regina students tend to drive to campus more often than their peers across Canada, it might be expected that they used *parking* more frequently (52% compared to 41% nationally and 38% at comparable universities).

Among those who used the facilities and services shown in the previous table, results show very little difference in the **satisfaction** (satisfied or very satisfied) of general facilities and services at the University of Regina, with the exception of *parking* (38%).

The differentiator among these services is the proportion who are very satisfied with each service. At the University of Regina, results show students **very satisfied** with *computing services help desk* (32%), *on-campus library* (28%), and *library electronic resources* (26%).

Satisfaction with general facilities and services (% satisfied or very satisfied)	National	Comparable universities	University of Regina			
	2023 (n=11,585)	2023 (n=4,800)	2023 (n=982)	2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
Library electronic resources	97%	97%	97%	95%	94%	95%
On-campus library	95%	95%	95%	94%	95%	96%
Facilities for university-based social activities	94%	94%	88%	93%	93%	92%
University bookstores: online	93%	94%	93%	90%	91%	89%
University bookstores: physical stores	93%	94%	92%	92%	84%	87%
Other recreational facilities	92%	92%	89%	87%	90%	92%
Computing services help desk	92%	92%	95%	98%	90%	92%
Facilities for student associations	91%	91%	82%	91%	87%	90%
Athletic facilities	88%	87%	89%	85%	86%	92%
Campus medical services	82%	80%	88%	91%	92%	88%
University residences	78%	76%	75%	75%	74%	62%
Food services	74%	74%	83%	75%	67%	73%
Parking	42%	37%	38%	44%	36%	31%

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

Academic Services

At the University of Regina, with the exception of *academic advising* (of which 55% of students have used), between 8% and 10% have used each of the academic services shown in the table below.

Use of general academic services	National	Comparable universities	University of Regina			
	2023 (n=11,585)	2023 (n=4,800)	2023 (n=982)	2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
Academic advising	48%	49%	55%	51%	51%	47%
Co-op offices and supports	13%	19%	9%	9%	11%	10%
Study skills and learning supports	11%	12%	8%	11%	11%	12%
Writing skills	9%	8%	10%	15%	13%	14%
Tutoring	7%	7%	8%	15%	16%	19%

Among those who have used academic services at the University of Regina, students reported very high levels of satisfaction, ranging from 87% to 91% who reported being **satisfied or very satisfied**. When only **very satisfied** responses are examined, results show proportions ranging from 19% for *study skills and learning supports* to 29% for *academic advising*.

Satisfaction with academic services (% satisfied or very satisfied)	National	Comparable universities	University of Regina			
	2023 (n=11,585)	2023 (n=4,800)	2023 (n=982)	2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
Writing skills	92%	91%	91%	92%	91%	86%
Study skills and learning supports	91%	91%	91%	90%	92%	91%
Academic advising	85%	85%	87%	85%	85%	84%
Tutoring	84%	82%	90%	90%	89%	89%
Co-op offices and supports	84%	84%	89%	87%	82%	87%

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, although they are often accessible for all students. At the University of Regina, use of these special services ranged from 4% for the use of *services for international students* as well as *services to Indigenous students*, to 15% for the use of *financial aid*. Nationally, use of special services ranged from 2% for the use of *services for Indigenous students* to 22% for the use of *financial aid*.

Use of general special services	National	Comparable universities	University of Regina			
	2023 (n=11,585)	2023 (n=4,800)	2023 (n=982)	2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
Financial aid	22%	19%	15%	13%	14%	17%
Personal counselling	13%	12%	10%	12%	10%	9%
Services for students with disabilities	10%	10%	8%	7%	5%	5%
Career counselling	7%	7%	4%	8%	10%	11%
Advising for students who need financial aid	6%	5%	5%	3%	3%	4%
Employment services	6%	7%	5%	8%	9%	13%
Services for international students	5%	5%	4%	4%	7%	6%
Services for Indigenous students	2%	2%	4%	4%	7%	6%

Satisfaction with special services was very high at the University of Regina, with at least 79% of those who used the service saying they are **satisfied or very satisfied** with it. However, there are some noticeable differences among the proportion reporting they are **very satisfied**, ranging from 12% for *career counseling* and 13% for *financial aid*, to 44% for *services for international students*.

Satisfaction with special services (% satisfied or very satisfied)	National	Comparable universities	University of Regina			
	2023 (n=11,585)	2023 (n=4,800)	2023 (n=982)	2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
Services for Indigenous students	92%	96%	91%	91%	92%	97%
Services for international students	89%	89%	90%	93%	84%	92%
Services for students with disabilities	87%	89%	83%	86%	89%	91%
Financial aid	86%	85%	81%	81%	71%	76%
Career counselling	83%	82%	88%	88%	82%	88%
Personal counselling	80%	79%	80%	81%	87%	89%
Employment services	79%	80%	92%	84%	75%	85%
Advising for students who need financial aid	76%	71%	79%	78%	86%	83%

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

Satisfaction with decision to attend this University

Nationally, 85% of middle-years students said they are satisfied with *their decision to attend their university*, including 18% who are very satisfied. At the University of Regina, about 8 in 10 middle-years students are satisfied with *their decision to attend their university*, including 10% who are very satisfied.

Satisfaction with decision to attend this university	National	Comparable universities	University of Regina			
	2023 (n=11,585)	2023 (n=4,800)	2023 (n=982)	2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
Very satisfied	18%	17%	10%	9%	16%	16%
Satisfied	67%	68%	70%	70%	70%	70%
Dissatisfied	12%	13%	15%	17%	11%	12%
Very dissatisfied	3%	3%	5%	5%	3%	2%

Meeting Expectations

Overall, 62% of middle-years students at the University of Regina said that their experiences *met their expectations*, while 8% said their university experiences *exceeded their expectations*. 30% said their experiences *fell short*.

Meeting expectations	National	Comparable universities	University of Regina			
	2023 (n=11,585)	2023 (n=4,800)	2023 (n=982)	2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
Exceeded	15%	13%	8%	8%	13%	13%
Met	63%	64%	62%	64%	63%	66%
Fell short	22%	22%	30%	28%	24%	21%

Would recommend the university to others

Students were asked to rate the likelihood they would recommend their university on a scale from 0 (not at all likely) to 10 (extremely likely). Using the Net Promoter Score calculation, where detractors (rating of 0 to 6) are subtracted from promoters (rating of 9 or 10). Universities nationally have a score of **-13** (22% promoters minus 35% detractors). Comparable universities have a score of **-17**, while the University of Regina has a score of **-26**. The low score is due to the fact that the largest group is detractors (rating of 0 to 6) at 46%.

Students who would recommend their university to others	National	Comparable universities	University of Regina
	2023 (n=11,585)	2023 (n=4,800)	2023 (n=982)
Promoter (rating of 9 or 10)	22%	19%	20%
Passive (rating of 7 or 8)	44%	45%	34%
Detractor (rating of 0 to 6)	35%	36%	46%
Net promoter score (promoter minus detractor)	-13	-17	-26

About CUSC

The 2023 CUSC survey is the 29th cooperative study undertaken by the *Canadian University Survey Consortium / Consortium canadien de recherche sur les étudiants universitaires* (CUSC/CCREU) and the 24th 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 2023 survey was directed to middle-years students and compares results to previous surveys conducted in 2020, 2017, and 2014. The survey involved 29 participating universities and over 11,500 students from across Canada, yielding an overall response rate of 21.5%. Participating students from the University of Regina numbered 982, which represents a 32.7% rate of response.

University comparisons

For comparison purposes, CUSC categorizes the participating universities into two 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.

The University of Regina is included in Group 2. In 2023, nine Group 2 universities participated in the survey. Along with the University of Regina, they included Brock, Carleton, Lakehead, Simon Fraser, Thompson Rivers, New Brunswick (Fredericton), Victoria, 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.