

Examining the University of Regina Student Experience

Use and satisfaction with university facilities and services

Completed in Spring 2018, the *2018 CUSC Survey of Graduating University Students* focused on undergraduate university students deemed eligible to graduate in 2018. The survey was distributed to close to 51,000 students at 32 universities across Canada. In total, 14,760 graduating students from across Canada completed the survey, including 372 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 2015, 2012, and 2009 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 First Nations 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. Data for multiple prior years are not available as this question was modified in 2015.

- ▶ Among the general facilities and services included in the survey, University of Regina students were most likely to have used *library electronic resources* (70%), the *campus bookstore* (60%), *parking* (57%), and *food services* (59%). They were less likely to have used the *computing services help desk* (9%), *campus medical services* (11%), or *university residences* (5%).
- ▶ University of Regina students reported use of both the *campus bookstore* and *library electronic resources* in proportions similar to what students reported nationally and at comparable universities.
- ▶ Compared to students nationally (24%) and at comparable universities (24%), U of R graduating students (11%) are far less likely to have used *campus medical services*. U of R students are as likely to have used residence services as students nationally or at comparable institutions.
- ▶ University of Regina respondents reported using *parking* (57%) at a much higher rate than their counterparts nationally (38%) or at comparable institutions (37%).
- ▶ One worrisome trend is the apparent decline in the use of *library electronic resources* and *on-campus library* among graduating U of R students.



Table 1: Use of general facilities and services (most and least used)	National (n=14,760)	Comparable universities (n=6,238)	University of Regina	
			2018 (n=372)	2015 (n=461)
Library electronic resources	72%	70%	70%	79%
On-campus bookstores	62%	58%	60%	70%
Food services	61%	62%	59%	57%
On-campus library	48%	47%	46%	55%
Parking	38%	37%	57%	60%
Athletic facilities	34%	38%	27%	40%
Online campus bookstores	30%	27%	35%	33%
Campus medical services	24%	24%	11%	8%
Facilities for student associations	13%	12%	14%	14%
Facilities for university-based social activities	13%	13%	14%	15%
Other recreational facilities	13%	13%	14%	18%
Computing services help desk	11%	12%	9%	10%
University residences	6%	6%	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 67% to 97%) reported being satisfied or very satisfied with each of these services. The only exception was *parking*, where overall satisfaction was 40%, a notable 12 percentage point increase from 2015.

Results in Table 2 show the proportions who were *satisfied or very satisfied* with each service:

Table 2: Satisfaction with general facilities and services (% satisfied or very satisfied)	National (n varies)	Comparable universities (n varies)	University of Regina	
			2018 (n varies)	2015 (n varies)
Library electronic resources	96%	96%	95%	96%
On-campus library	95%	95%	97%	96%
Computing services help desk	94%	94%	94%	91%
Facilities for university-based social activities	93%	93%	92%	94%
Other recreational facilities	93%	94%	90%	95%
Online campus bookstores	92%	92%	90%	90%
Facilities for student associations	89%	90%	92%	89%
Campus medical services	88%	87%	93%	95%
On-campus bookstores	88%	89%	86%	85%
Athletic facilities	87%	87%	90%	92%
University residences	81%	84%	70%	81%
Food services	74%	77%	67%	71%
Parking	46%	48%	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 *campus medical services* (93%) than students nationally (88%) or at comparable universities (87%). This is despite the fact that few University of Regina respondents reported using *campus medical services*, far less than their peers nationally or at comparable institutions.
- ▶ University of Regina students are least likely to be satisfied with *parking* (40%, including only 3% who were very satisfied) and with *food services* (67%, including only 8% who were very satisfied). These results were slightly lower than those reported by students nationally and at comparable universities.

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 term in September. Data for multiple prior years are not available as this question was modified in 2015.

- ▶ 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.
- ▶ U of R respondents were slightly more likely to report a grade of A- or higher (26%) if they reported having utilized *academic advising* in their final year compared to those who did not (22%). The opposite was observed nationally and at comparable universities where 32% and 31% respectively of those who reported the use of *academic advising* also reported an average grade of A- or higher, compared to 37% and 35% respectively of those who did not use the service.

Table 3: Use of academic services	National (n=14,760)	Comparable universities (n=6,238)	University of Regina	
			2018 (n=372)	2015 (n=461)
Academic advising	41%	38%	43%	39%
Co-op offices and supports	9%	11%	8%	6%
Writing skills	7%	8%	7%	7%
Tutoring	6%	6%	7%	8%
Study skills and learning supports	4%	5%	5%	4%



Overall satisfaction by University of Regina respondents with academic services, including results in Table 4 which shows those satisfied and very satisfied, show the following:

- ▶ University of Regina respondents were most likely to report being satisfied or very satisfied with their experience with *writing skills* (92%, including 12% very satisfied), *tutoring* (92%, including 15% very satisfied) and *co-op offices and supports* (90%, including 17% very satisfied). In all cases, the overall satisfaction rates are higher than those reported by students nationally (88%, 88% and 80% respectively) or at comparable institutions (89%, 87% and 80%).
- ▶ University of Regina graduating students reported being generally satisfied with *academic advising* (85%) which is slightly higher than their counterparts nationally (81%) and similar to students at comparable institutions (84%). University of Regina students were slightly more likely to be very satisfied with *academic advising* than their peers (30%, 27% and 29%).
- ▶ Students nationally (89%) and at comparable institutions (88%) are somewhat more likely than University of Regina respondents (84%) to report being satisfied or very satisfied with *study skills and learning supports* services. Students nationally (24%) and at comparable institutions (25%), however, are twice as likely as University of Regina students (11%) to report being very satisfied.

Table 4: Satisfaction with academic services (% satisfied or very satisfied)	National (n varies)	Comparable universities (n varies)	University of Regina	
			2018 (n varies)	2015 (n varies)
Study skills and learning supports	89%	88%	84%	85%
Tutoring	88%	87%	92%	84%
Writing skills	88%	89%	92%	94%
Academic advising	81%	84%	85%	84%
Co-op offices and supports	80%	80%	90%	90%

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

Special services

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

- ▶ University of Regina students (13%) are less likely to use *financial aid services* than those nationally (29%) and at comparable universities (30%). U of R students (1%) are also less likely to report accessing *advising for students who need financial aid* than their peers nationally and at comparable universities (4% at both).
- ▶ U of R students (6%) were more likely than students nationally (1%) and at comparable universities (1%) to report using *services for First Nations students*. This is almost certainly due to the number of First Nations students enrolled at the U of R where students are roughly three times more likely to self-identify as Aboriginal compared to those nationally or at comparable institutions (Report #1).
- ▶ Again, we see some marginal declines in the use of these special services both at the U of R and elsewhere.



Table 5: Use of special services	National (n=14,760)	Comparable universities (n=6,238)	University of Regina	
			2018 (n=372)	2015 (n=461)
Financial aid	29%	30%	13%	17%
Employment services	14%	16%	14%	18%
Career counselling	14%	16%	8%	11%
Personal counselling	11%	11%	8%	9%
Services for students with disabilities	6%	6%	5%	4%
Services for international students	5%	6%	5%	6%
Advising for students who need financial aid	4%	4%	1%	4%
Services for First Nations students	1%	1%	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 those students who are very satisfied with the services they have used.

- ▶ University of Regina respondents reported being most satisfied with *services for First Nations students* (100%) which is higher than students nationally (93%) or students at comparable institutions (90%). However, University of Regina students (41%) reported being very satisfied at a lower level than their counterparts nationally (50%) and at comparable institutions (50%).
- ▶ University of Regina students were also satisfied with *financial aid* (96%), including 16% who were very satisfied. Overall satisfaction was lower among students nationally (86%) and at comparable institutions (86%). However, students nationally (21%) and at comparable universities (21%) were more likely than U of R students to say they were very satisfied.
- ▶ University of Regina students were least likely to report being satisfied with *career counselling* (66%), where a significant decrease in satisfaction was observed from 2015 to 2018. U of R students also reported a low level of satisfaction with *employment services* (73%). While overall satisfaction with these services is lower than students nationally (79% and 81% respectively) or at comparable institutions (78% and 80%), 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 (n varies)	Comparable universities (n varies)	University of Regina	
			2018 (n varies)	2015 (n varies)
Services for First Nations students	93%	90%	100%	91%
Services for international students	89%	89%	83%	100%
Services for students with disabilities	89%	89%	78%	88%
Financial aid	86%	86%	96%	84%
Employment services	81%	80%	73%	86%
Advising for students who need financial aid	80%	80%	80%	82%
Career counselling	79%	78%	66%	92%
Personal counselling	78%	76%	77%	85%

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



About CUSC

The 2018 CUSC survey is the 24th cooperative study undertaken by the *Canadian University Survey Consortium / Consortium canadien de recherche sur les étudiants universitaires* (CUSC/CCREU) and the 19th 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 2018 survey was directed to students deemed to graduate in 2018; this report compares results to the previous surveys conducted in 2015, 2012 and 2009. The 2018 survey involved 32 participating universities and almost 15,000 graduating university students from across Canada, yielding an overall response rate of 29.1%. Participating students from the University of Regina numbered 372, representing a 37.7% 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 2018, ten Group 2 universities participated in the survey. Along with the University of Regina, they included Carleton, Lakehead, Ryerson, Simon Fraser, Moncton, New Brunswick (Fredericton), Victoria, Waterloo, 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.

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.

