

## Examining the University of Regina Student Experience

### Students' satisfaction with university experiences

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 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. This report also examines students' assessment of faculty and the value of their education relative to how much they have spent on it, as well as the likelihood they would recommend their university to others.

### Students' perception of teaching

Graduating students rated their level of agreement with a series of statements about their professors. Overall, University of Regina respondents were positive about their interactions with faculty.

At the high end, students were most likely to agree with the following statements:

- ▶ *Most of my professors seem knowledgeable in their fields* (31% strongly agree)
- ▶ *Most of my professors encourage students to participate in class discussions* (26% strongly agree)

At the lower end, graduating students are least likely to agree with the following:

- ▶ *Most of my professors take a personal interest in my academic progress* (11% strongly agree)
- ▶ *Most of my professors provide prompt feedback on my academic work* (7% strongly agree)

Students' positive interactions with faculty are likely part of the reason why 85% of University of Regina graduating students agreed that they were *generally satisfied with the overall quality of teaching* they received. This includes 13% who strongly agreed. Although the proportion of students who agreed is similar to that reported by students nationally and at comparable universities, students nationally (17%) and at comparable universities (15%) were more likely to strongly agree with this statement.

Table 1 shows the proportion of respondents who agreed or strongly agreed with each statement:



Table 1: Perception of professors (agree or strongly agree)	National (n=14,760)	Comparable universities (n=6,238)	University of Regina	
			2018 (n=372)	2015 (n=461)
Seem knowledgeable in their fields	96%	96%	94%	97%
Treat students the same regardless of gender*	94%	94%	93%	97%
Treat students the same regardless of race*	94%	93%	89%	92%
Are reasonably accessible outside of class	92%	91%	89%	94%
Encourage students to participate in class discussions	90%	89%	92%	93%
Are fair in their grading	87%	87%	87%	87%
Communicate well in their teaching	84%	83%	83%	83%
Are well-organized in their teaching	83%	82%	79%	82%
Are consistent in their grading	83%	82%	79%	85%
Look out for students' interest*	82%	81%	80%	84%
Treat students as individuals, not just numbers	82%	80%	83%	86%
Are intellectually stimulating in their teaching	77%	75%	76%	80%
Provide useful feedback on academic work	73%	73%	73%	75%
Provide prompt feedback on academic work	67%	68%	66%	71%
Take a personal interest in academic progress	65%	64%	69%	77%

\*These questions included an option for students to say "No basis for opinion" and those responses have been removed from the calculations.

Two special questions were asked to U of R graduating students in 2018:

- ▶ *How often did you have contact with your professors outside of class?*
- ▶ *What impact has this contact with your professors outside of class had on your academic performance?*

Results show that 73% of graduating students *had contact with their professors outside of class* occasionally, while 18% reported having contact often, and 4% very often. From those who reported *having contact with their professors outside of class*, 46% reported that this interaction had a somewhat positive impact on their academic performance, while 47% said it had a very positive impact.

## Students' satisfaction with university experiences

Students graded their satisfaction with several aspects of their university experiences.

- ▶ University of Regina graduating students were most satisfied with their *personal safety on campus* (91%) the *opportunities to develop lasting friendships* (83%), and their *university's commitment to environmental sustainability* (74%).
- ▶ University of Regina students are least satisfied with the *availability of information about career options in your area of study* (61%), similar to students nationally (59%), and at comparable universities (62%). Another aspect which U of R students are least satisfied with is the *opportunities to participate in international study or student exchanges* (68%), also similar to their counterparts nationally (70%) and at comparable universities (69%).



Table 2: Satisfaction with university experiences ( <i>satisfied or very satisfied</i> )	National (n=14,760)	Comparable universities (n=6,238)	University of Regina	
			2018 (n=372)	2015 (n=461)
Personal safety on campus	90%	90%	91%	95%
University's commitment to environmental sustainability	80%	78%	74%	76%
Opportunities to develop lasting friendships	78%	78%	83%	85%
Opportunities to become involved in campus life	77%	76%	73%	81%
Opportunities to enhance your education through activities beyond the classroom	70%	70%	70%	78%
Opportunities to participate in international study or student exchanges	70%	69%	68%	69%
Availability of information about career options in your area of study	59%	62%	61%	63%

## Satisfaction with concern shown for student as an individual

About 6 in 10 University of Regina graduating students said they were satisfied with the *concern shown by the university for them as an individual*, although only 6% were very satisfied.

Table 3: Concern shown for student as an individual	National (n=14,760)	Comparable universities (n=6,238)	University of Regina			
			2018 (n=372)	2015 (n=461)	2012 (n=430)	2009 (n=557)
Very satisfied	8%	8%	6%	8%	7%	6%
Satisfied	50%	49%	54%	51%	57%	51%
Dissatisfied	29%	30%	30%	32%	27%	35%
Very dissatisfied	13%	13%	10%	9%	9%	8%

## Value for money

As with most services, a major driver of satisfaction is the value people believe they receive. Among University of Regina students, 47% agreed that they *received good value for their money*, including only 4% who strongly agreed. Students nationally (12%) and at comparable institutions (11%) were more likely to strongly agree. For the first time in the graduating students survey, the majority of University of Regina students (53%) do not feel they receive good value for money at this university.

Table 4: Received good value for money at this university	National (n=14,760)	Comparable universities (n=6,238)	University of Regina			
			2018 (n=372)	2015 (n=461)	2012 (n=430)	2009 (n=557)
Strongly agree	12%	11%	4%	7%	14%	7%
Agree	55%	53%	43%	50%	55%	54%
Disagree	25%	26%	38%	33%	24%	30%
Strongly disagree	9%	10%	15%	10%	6%	10%



## Meeting students' expectations

Overall, 77% of University of Regina respondents said that their experiences *met* or *exceeded their expectations*, including 14% who said their university experience *exceeded their expectations*. About 2 in 10 (23%) said their experiences *fell short*. Students nationally (22%) and at comparable institutions (22%) were more likely than University of Regina students to say their university *exceeded their expectations*, and less likely to say their experiences *fell short of their expectations* (19% at both).

Table 5: Meeting students' expectations	National (n=14,760)	Comparable universities (n=6,238)	University of Regina			
			2018 (n=372)	2015 (n=461)	2012 (n=430)	2009 (n=557)
Exceeded	22%	22%	14%	12%	13%	16%
Met	59%	59%	63%	70%	69%	70%
Fell short	19%	19%	23%	17%	18%	14%

## 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 +1 (29% promoters minus 28% detractors). The low score is due to the fact that the largest group is passives (rating of 7 or 8) at 43%. Comparable universities have a score of -2, while the University of Regina has a score of -27.

Table 6: Students who would recommend the university to others	National (n=14,760)	Comparable universities (n=6,238)	University of Regina (n=372)
Promoter (rating of 9 or 10)	29%	28%	17%
Passive (rating of 7 or 8)	43%	43%	40%
Detractor (rating of 0 to 6)	28%	30%	44%
Net promoter score (promoter minus detractor)	+1	-2	-27



## About CUSC

The 2018 CUSC survey is the 24<sup>th</sup> cooperative study undertaken by the *Canadian University Survey Consortium / Consortium canadien de recherche sur les étudiants universitaires* (CUSC/CCREU) and the 19<sup>th</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 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](http://www.cusc-ccreu.ca).

