

Examining the UR Student Experience

Satisfaction with Facilities and Services and Overall Evaluation

The *2020 Middle-Years Student Survey* marks the 26th cooperative study undertaken by the Canadian University Survey Consortium/*Consortium canadien de recherche sur les étudiants universitaires* (CUSC-CCREU) and the 21st study in which the University of Regina has participated. The survey was distributed to over 71,000 students at 29 universities across Canada. In total, 20,449 middle-years university students completed the survey, including 1,158 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 2017, 2014, and 2011 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

Some services are used by middle-years students more often than others. For instance, at the national level, the most used resources were *on-campus bookstores* (67%) and *library electronic resources* (60%), while few reported using *facilities for student associations, clubs, etc.* (11%), *computing services help desk* (13%), and *university residences* (11%). 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* (55% compared to 43% nationally and 41% at comparable universities). Results are shown in the following table:

Use of general facilities and services	National (n=20,449)	Comparable universities (n=5,582)	University of Regina		
			2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
On-campus bookstores	67%	65%	54%	72%	77%
Library electronic resources	60%	58%	57%	68%	72%
Food services	58%	56%	46%	54%	57%
Online campus book stores	49%	48%	54%	43%	38%
On-campus library	43%	43%	44%	51%	54%
Parking	43%	41%	55%	55%	56%
Athletic facilities	39%	37%	26%	32%	38%
Campus medical services	19%	20%	6%	12%	14%
Other recreational facilities	16%	15%	10%	16%	18%
Facilities for university-based social activities	15%	15%	11%	13%	11%
Computing services help desk	13%	13%	10%	8%	12%
Facilities for student associations	11%	11%	9%	10%	12%
University residences	11%	11%	9%	10%	9%

Among those who used the facilities and services shown in the previous table, results show very little difference in the satisfaction of general facilities and services at the University of Regina, with the exception of *parking* (44%), *food services* (75%), and *university residences* (75%).

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* (25%), and *library electronic resources* (22%).

Satisfaction with general facilities and services (% satisfied or very satisfied)	National (n=20,449)	Comparable universities (n=5,582)	University of Regina		
			2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
Library electronic resources	95%	95%	95%	94%	95%
On-campus library	95%	94%	94%	95%	96%
Other recreational facilities	95%	93%	87%	90%	92%
Facilities for university-based social activities	95%	94%	93%	93%	92%
Computing services help desk	94%	94%	98%	90%	92%
Online campus book store	92%	92%	90%	91%	89%
Facilities for student associations	90%	87%	91%	87%	90%
On-campus book stores	90%	91%	92%	84%	87%
Athletic facilities	89%	88%	85%	86%	92%
Campus medical services	86%	81%	91%	92%	88%
University residences	81%	81%	75%	74%	62%
Food services	73%	76%	75%	67%	73%
Parking	40%	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 51% of students have used), between 9% and 15% have used each of the academic services shown in the table below.

Use of academic services	National (n=20,449)	Comparable universities (n=5,582)	University of Regina		
			2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
Academic advising	49%	48%	51%	51%	47%
Co-op offices and supports	15%	21%	9%	11%	10%
Writing skills	12%	13%	15%	13%	14%
Study skills and learning supports	12%	13%	11%	11%	12%
Tutoring	9%	9%	15%	16%	19%

Among those who have used academic services at the University of Regina, students reported very high levels of satisfaction, ranging from 85% to 92% who reported being satisfied or very satisfied. When only very satisfied responses are examined, results show proportions ranging from 14% for *study skills and learning supports* to 29% for *academic advising* as well as for *tutoring*.

Satisfaction with academic services (% satisfied or very satisfied)	National (n=20,449)	Comparable universities (n=5,582)	University of Regina		
			2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
Study skills and learning supports	91%	90%	90%	92%	91%
Writing skills	89%	87%	92%	91%	86%
Tutoring	87%	87%	90%	89%	89%
Academic advising	85%	85%	85%	85%	84%
Co-op offices and supports	84%	83%	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 Indigenous students* to 13% for the use of *financial aid*. Nationally, use of special services ranged from 2% for the use of *services for Indigenous students* to 25% for the use of *financial aid*.

Use of Special Services	National (n=20,449)	Comparable universities (n=5,582)	University of Regina		
			2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
Financial aid	25%	22%	13%	14%	17%
Personal counselling	14%	13%	12%	10%	9%
Career counselling	10%	10%	8%	10%	11%
Employment services	9%	9%	8%	9%	13%
Services for students with disabilities	8%	8%	7%	5%	5%
Advising for students who need financial aid	7%	7%	3%	3%	4%
Services for international students	5%	6%	4%	7%	6%
Services for Indigenous students	2%	2%	4%	7%	6%

Satisfaction with special services was very high at the University of Regina, with at least 78% 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 11% for *employment services* to 40% for *services for international students*.

Satisfaction with special services (% satisfied or very satisfied)	National (n=20,449)	Comparable universities (n=5,582)	University of Regina		
			2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
Services for Indigenous students	90%	88%	91%	92%	97%
Services for students with disabilities	88%	85%	86%	89%	91%
Career counselling	86%	88%	88%	82%	88%
Employment services	85%	86%	84%	75%	85%
Services for international students	85%	85%	93%	84%	92%
Personal counselling	81%	77%	81%	87%	89%
Financial aid	81%	81%	81%	71%	76%
Advising for students who need financial aid	78%	78%	78%	86%	83%

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

Satisfaction with decision to attend this University

Nationally, about 9 in 10 middle-years students are satisfied with *their decision to attend their university*, including 21% 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 9% who are very satisfied.

Satisfaction with decision to attend this university	National (n=20,449)	Comparable universities (n=5,582)	University of Regina		
			2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
Very satisfied	21%	17%	9%	16%	16%
Satisfied	67%	68%	70%	70%	70%
Dissatisfied	10%	11%	17%	11%	12%
Very dissatisfied	2%	3%	5%	3%	2%

Meeting Expectations

Overall, 64% 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*. 28% said their experiences *fell short*.

Meeting expectations	National (n=20,449)	Comparable universities (n=5,582)	University of Regina		
			2020 (n=1,158)	2017 (n=1,065)	2014 (n=941)
Exceeded	19%	15%	8%	13%	13%
Met	64%	66%	64%	63%	66%
Fell short	17%	19%	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 -1 (27% promoters minus 28% detractors). Comparable universities have a score of -12, while the University of Regina has a score of -33. The low score is due to the fact that the largest group is detractors (rating of 0 to 6) at 49%.

Students who would recommend their university to others	National (n=20,449)	Comparable universities (n=5,582)	University of Regina (n=1,158)
Promoter (rating of 9 or 10)	27%	21%	16%
Passive (rating of 7 or 8)	45%	46%	35%
Detractor (rating of 0 to 6)	28%	33%	49%
Net promoter score (promoter minus detractor)	-1	-12	-33

About CUSC

The 2020 CUSC survey is the 26th cooperative study undertaken by the *Canadian University Survey Consortium / Consortium canadien de recherche sur les étudiants universitaires* (CUSC/CCREU) and the 21st 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 2020 survey was directed to middle-years students; this report compares results to the previous surveys conducted in 2017, 2014, and 2011. The 2020 survey involved 29 participating universities and over 20,000 students from across Canada, yielding an overall response rate of 28.5%. Participating students from the University of Regina numbered 1,158, which represents a 38.6% 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 2020, seven Group 2 universities participated in the survey. Along with the University of Regina, they included Carleton, Lakehead, Simon Fraser, Thompson Rivers, 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.