



Undergraduate Experience at Canadian Universities

- This report is the third in a series of six which highlight findings of the *2008 Survey of Undergraduate Students*. This report provides a profile of undergraduate students' satisfaction with various aspects of their university experience.
- We present information on students who responded to the survey from across the country, from the University of Manitoba, and from universities that are comparable to the University of Manitoba in terms of size and programs offered. Where possible, we also compare results with the 2005 and 2002 surveys; unless noted, the reported differences are not statistically significant. On occasion, tables in this report will not sum to 100% because of students' non-response to questions.

□ Table 1 shows that the majority of responding students are satisfied with the process of registering for courses and the availability of courses for their program.

Table 1: Satisfaction with the process of registering for and availability of courses

	% satisfied or very satisfied				
	All universities (n=11,981)	Comparable universities (n=2,826)	UofM		
			2008 (n=363)	2005 (n=406)	2002 (n=413)
Registering for courses	80%	77%	79%	83%	70%
Availability of courses	68%	67%	72%	68%	-

- ▶ About 8 in 10 students nationally (80%), at comparable universities (77%), and at the UofM (79%) are satisfied or very satisfied with the process of registering for courses.
- ▶ About 7 in 10 students are satisfied with the availability of courses nationally (68%), at comparable universities (67%), and at the University of Manitoba (72%); however, compared with students nationally (19%) fewer University of Manitoba (12%) students are very satisfied with course availability.
- ▶ Satisfaction with course availability decreases as students progress through university. About 80% of first-year students report being satisfied or very satisfied with the availability of courses for their program. By third year or higher, significantly fewer students (62%) are satisfied with the courses available.

□ Table 2 shows that the majority of responding students are satisfied with academic facilities, including class size, instructional facilities, the general condition of buildings and grounds, social and informal meeting places on campus, and study space. Results for the University of Manitoba over the past three surveys are virtually unchanged.

Table 2: Satisfaction with academic facilities

	% satisfied or very satisfied				
	All universities (n=11,981)	Comparable universities (n=2,826)	UofM		
			2008 (n=363)	2005 (n=406)	2002 (n=413)
Average class size	93%	84%	85%	84%	82%
Instructional facilities	84%	77%	72%	73%	86%
General condition of buildings and grounds	83%	75%	61%	66%	70%
Social and informal meeting places	77%	74%	75%	-	-
Study space	72%	68%	68%	62%	72%

- ▶ While University of Manitoba students are as likely as students at comparable universities to be satisfied with most of the facilities, University of Manitoba students are less satisfied with the general condition of buildings and grounds (61%) compared to students at comparable universities (75%).

Most UofM students are satisfied with the process for course registration.

The majority of students are satisfied with their university's academic facilities.

□ Nationally, students' use of 23 different facilities and services varies from as high as 98% for campus bookstores to 3% for services for Aboriginal students. Table 3 shows students' use of selected facilities and services.

- ▶ Students at the University of Manitoba are slightly more likely than students overall to use their university's parking facilities, while they are less likely to report using athletic facilities, university-based social activities, student life programs, and university residences.

	All universities (n=11,981)	Comparable universities (n=2,826)	UofM		
			2008 (n=363)	2005 (n=406)	2002 (n=413)
Athletic facilities	67%	63%	51%	51%	50%
Parking facilities	59%	49%	70%	65%	71%
University-based social activities	54%	44%	34%	36%	44%
Student life programs	43%	30%	18%	-	-
University residences	42%	26%	15%	12%	12%
Services for students needing financial aid	34%	26%	27%	20%	26%

- ▶ Although University of Manitoba students are less likely to report having education-related debt or using government student loans (see Volume 20, Number 2), University of Manitoba students (27%) are about as likely as students nationally (34%) to report using services for students needing financial aid.

Student use of university facilities and services can vary across programs.

- ▶ Students in specific programs are significantly more likely to use certain facilities and services than other students. For example, use of the university's tutoring services is more common among students in Engineering (31%) programs and less common among students in Arts and Humanities (14%) programs. Those in Engineering (34%) are also significantly more likely to use work experience programs than those in Arts and Humanities (8%) programs.
- ▶ In addition, the longer students have been at university, the more likely they are to have used particular services or facilities, including computer facilities, parking facilities, academic advising, work experience programs, and employment services.

□ Among students who have used the facilities and services tested (except for parking services [52%]), at least 6 students in 10 or more are satisfied or very satisfied with their university's facilities and services.

Student satisfaction with the facilities and services at the UofM is similar to that of students nationally.

- ▶ Table 4 shows that students are most satisfied with computer facilities, library facilities, other recreational facilities, and student life programs.

	% satisfied or very satisfied*				
	All universities	Comparable universities	UofM		
			2008	2005	2002
Top 4 Most Satisfied					
Computer facilities	90%	88%	85%	81%	77%
Library facilities	90%	92%	94%	85%	86%
Other recreational facilities	88%	89%	87%	-	-
Student life programs	87%	84%	91%	-	-
Bottom 4 Most Satisfied					
Services for students with disabilities	71%	75%	83%	92%	60%
Food services	64%	68%	71%	64%	47%
Services for Aboriginal students	62%	69%	60%	100%	78%
Parking facilities	52%	47%	48%	34%	44%

* Only those students who reported using the facility or service rated their satisfaction with it.

- ▶ Nationally, students are least satisfied with parking facilities, services for Aboriginal students, food services, and services for students with disabilities. In some cases, many students use these facilities and services (such as parking and food services), while in other cases these facilities are used by only a few students based on their circumstances.
- ▶ Although University of Manitoba students' use of some facilities and services differed from students nationally, satisfaction with these facilities and services among University of Manitoba students is fairly similar to that of students overall (with the exception of services for students with disabilities, which was slightly higher at the University of Manitoba).

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□ Figure 1 shows the proportion of University of Manitoba students who were satisfied with each of the facilities and services tested.

University of Manitoba students' satisfaction with facilities and services: 2008 CUSC Survey

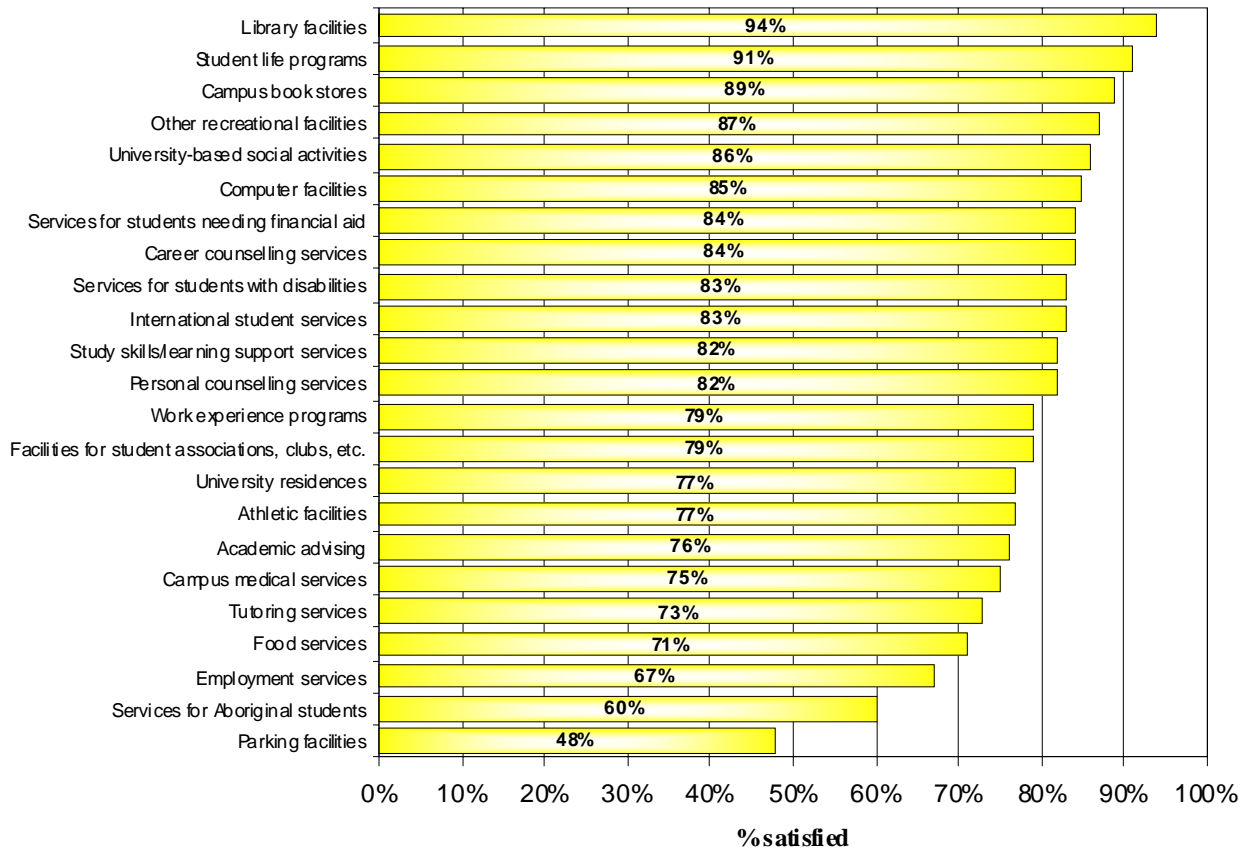


Figure 1