

First-Year Students' Undergraduate Experience at Canadian Universities

- This is the fifth in a series of six reports featuring highlights from the 2010 First-year University Students study involving 12,648 first-year students at 34 universities across Canada. Throughout this report, we present results for students nationally, at the University of Manitoba (UofM), and among universities that are comparable to the University of Manitoba in terms of size and programs offered. Where possible, we also compare results with the 2007, 2004 and 2001 studies. Unless otherwise noted, reported differences are not statistically significant.
- In this fifth report, we report on first-year university students' satisfaction with academic facilities, general facilities, and special services. Only those students who had experience using the facility or service rated their satisfaction with it.
- We find that, generally, most students who responded are satisfied with the academic services and facilities tested. Table 1 shows students' satisfaction with these services.

The vast majority of first-year students report being satisfied with the academic facilities and services at their university.

Satisfaction with class size appears to depend on students' discipline of study.

- ▶ With the exception of their *university's commitment to environmental sustainability* (77%), at least 84% of first-year students are satisfied with the academic services and facilities at Canadian universities.
- ▶ The increase in satisfaction among University of Manitoba students for *services for co-op programs, internships and other practical experiences related to their program* from 2007 (75%) to 2010 (90%) is likely due to a change in wording. In previous years, students were asked to rate their satisfaction with *co-op programs* only.
- ▶ Nationally, use of academic services and facilities tends to differ by discipline, as Engineering students are most likely to have experience with *computing services* and Education students are most likely to have experience with *services for co-op programs, internships and other practical experiences related to their program*.
- ▶ In terms of satisfaction, Arts and Humanities (62%) students are most likely to report being very satisfied with the *average size of their classes*, while Engineering (31%) students are least likely to report being very satisfied.

	All universities	Comparable universities	University of Manitoba			
			2010	2007	2004	2001
Library facilities	94%	94%	92%	95%	94%	92%
Computing services	93%	92%	94%	94%	92%	91%
Services for co-op program, internship, and other practical experiences related to your program	91%	90%	90%	75%	85%	89%
Instructional facilities	90%	84%	86%	85%	89%	86%
Average size of classes	90%	81%	82%	87%	82%	84%
General condition of buildings and grounds	89%	84%	89%	84%	-	-
Study space	84%	82%	80%	85%	-	-
University's commitment to environmental sustainability	77%	74%	73%	-	-	-

□ Figure 1 compares the satisfaction of first-year students nationally, at the University of Manitoba, and universities comparable to the University of Manitoba. The results are similar among the three, with University of Manitoba students (most notably) providing slightly higher or lower satisfaction ratings than students nationally for *average size of classes*. However, satisfaction is on par with comparable universities.

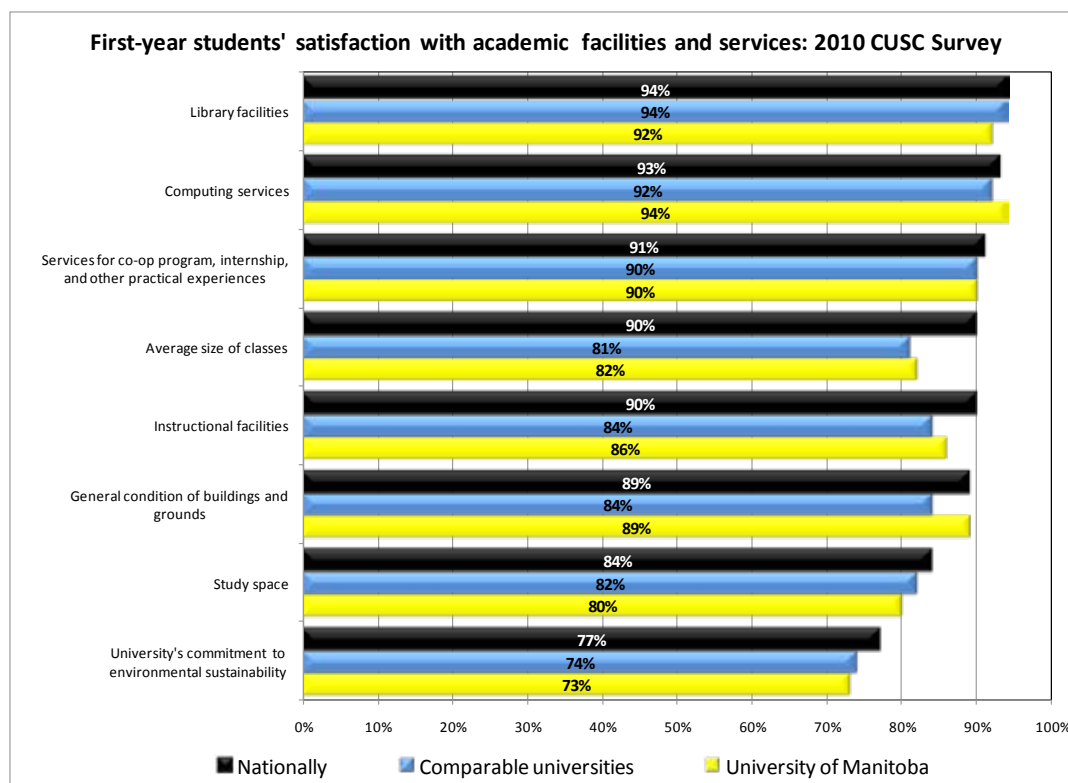


Figure 1

□ Table 2 shows students' satisfaction with general facilities and services. Unlike satisfaction with academic facilities and services, there is considerably more variation in satisfaction among general facilities and services.

- ▶ Nationally, more than 9 in 10 first-year students report being most satisfied with *recreational facilities*, *athletic facilities*, and *facilities for student associations*.
- ▶ Nationally, students report being least satisfied with *parking facilities* on their campus, which has been the case for many years.
- ▶ Over time, we have not seen a significant increase or decrease in first-year University of Manitoba students' satisfaction with general facilities and services tested.

First-year students nationally, and at the University of Manitoba, are least satisfied with parking facilities.

	All universities	Comparable universities	University of Manitoba			
			2010	2007	2004	2001
Recreational facilities	93%	94%	90%	88%	-	-
Athletic facilities	92%	92%	90%	91%	91%	94%
Facilities for student associations, clubs, etc.	91%	90%	91%	87%	-	-
University social activities	89%	89%	86%	92%	87%	92%
Campus bookstores	87%	89%	92%	93%	92%	92%
Campus medical services	85%	83%	83%	79%	87%	90%
University residences	82%	78%	82%	87%	90%	93%
Food services	72%	71%	84%	76%	79%	83%
Parking facilities	57%	55%	58%	61%	53%	58%

□ Figure 2 compares the satisfaction of first-year students overall, at comparable universities, and at University of Manitoba with general facilities and services. Overall, we find very few differences in satisfaction among students at various universities, with the exception of *campus bookstores* and *food services*, where a higher proportion of University of Manitoba students are satisfied than those nationally or at comparable universities.

University of Manitoba students are more satisfied with campus bookstores and food services than students nationally.

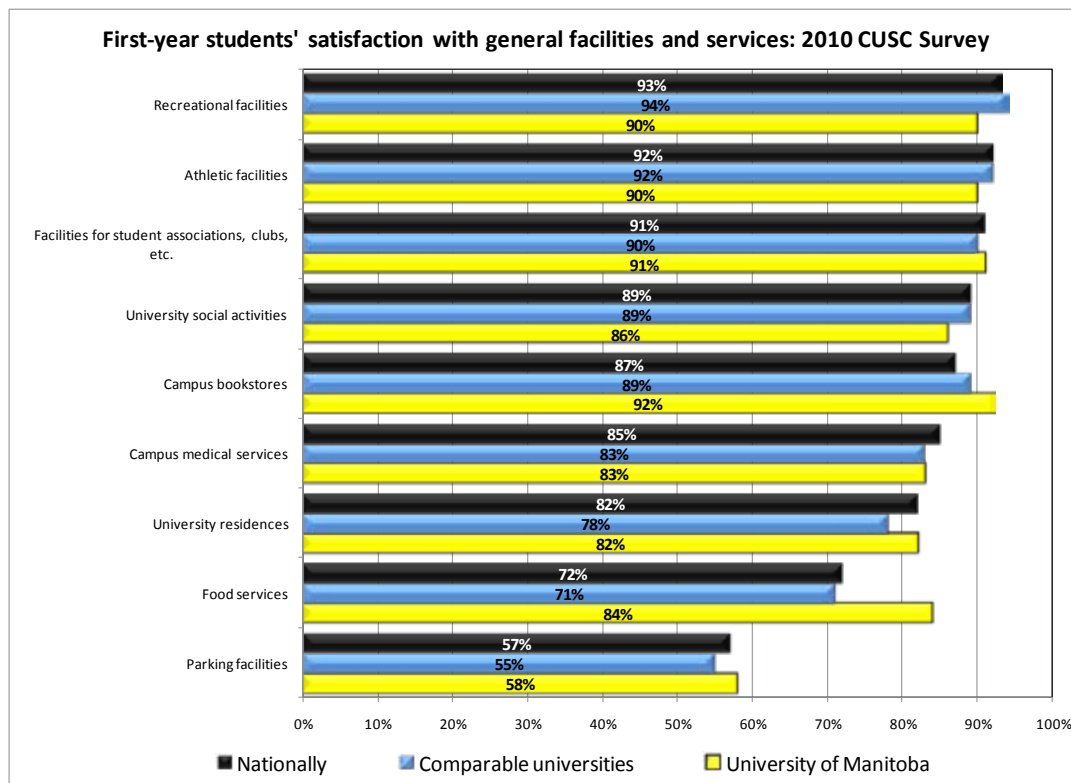


Figure 2

□ Table 3 shows students' satisfaction with the special services at their university. As their name implies, special services tend to be used by far fewer students. Between 3% and 22% of students rate each of the other special services, with the exception of *academic advising*—which was rated by approximately 46% of students nationally and 40% of University of Manitoba students.

Use of special services tends to vary, depending on the intended student population.

- ▶ At least 84% of students nationally and 79% of University of Manitoba students report being satisfied with each of the special services tested.
- ▶ Students in Other (28%) and Engineering (27%) programs are most likely to have used their university's *tutoring services*. On the other hand, Arts and Humanities (10%) students are less likely to have used this service.

	All universities	Comparable universities	University of Manitoba			
			2010	2007	2004	2001
Study skills/learning support services	91%	92%	90%	86%	85%	93%
International student services	90%	91%	95%	84%	86%	93%
Personal counselling	90%	90%	86%	81%	83%	91%
Services for students with disabilities	90%	88%	92%	71%	87%	86%
Career counselling	89%	89%	89%	82%	-	-
Tutoring services	88%	85%	79%	82%	-	-
Academic advising	88%	84%	83%	86%	-	-
Services for First Nations students	88%	84%	88%	86%	-	-
Services for students needing financial aid	86%	83%	85%	77%	-	-
Employment services	84%	85%	92%	74%	73%	79%

□ Figure 3 compares the satisfaction of first-year students overall, at comparable universities, and at University of Manitoba with special services. The only fairly noticeable difference between the University of Manitoba and universities nationally, is that students nationally (88%) appear to be slightly more satisfied with *tutoring services* than University of Manitoba students (79%). However, this difference is not statistically significant.

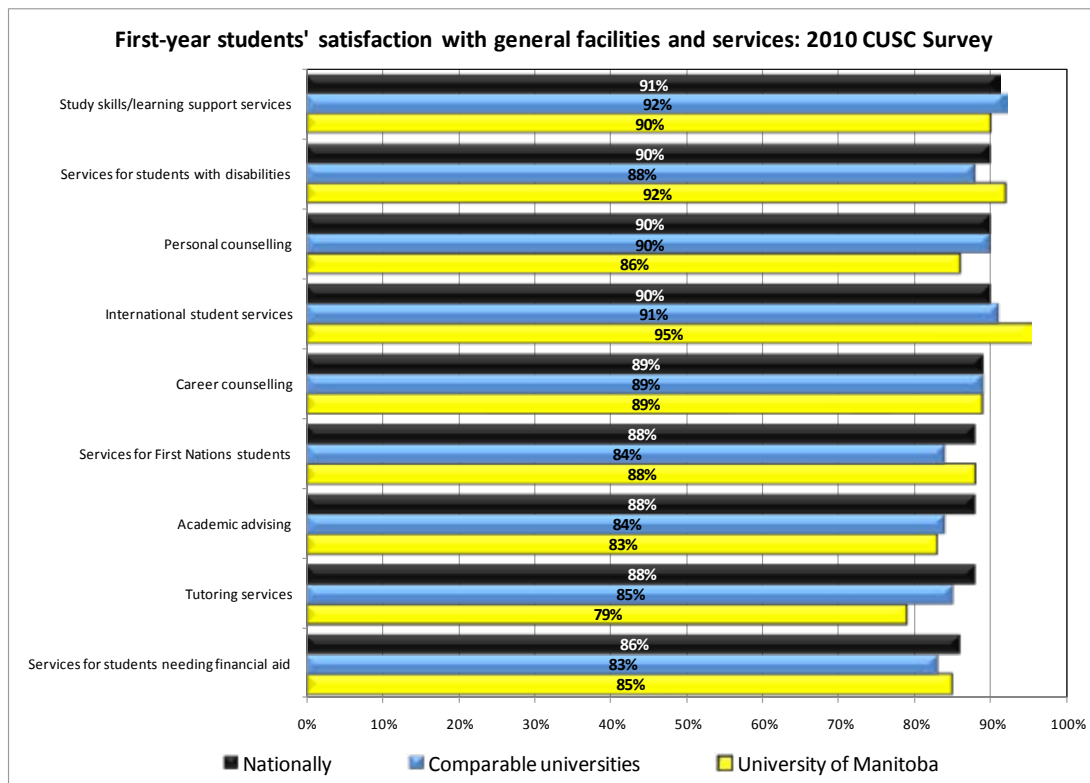


Figure 3