



The Student Experience
Student satisfaction with on campus experiences

- This report is the third in a series of six, which highlight findings of the *2011 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 2008, 2005, and 2002 surveys. Unless noted, the reported differences are not statistically significant. Some tables in this report will not sum to 100% because of non-responses to questions that have been included in the calculations.
- 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.
 - ▶ About 8 in 10 students nationally (80%) and at the University of Manitoba (83%) 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 (71%), while 8 in 10 students at the University of Manitoba (81%) are satisfied. In fact, the University of Manitoba has seen a steady increase in the proportion of students who are satisfied with the availability of courses, up from 68% in 2005 to 72% in 2008 to 81% in 2011.
 - ▶ Satisfaction with course availability decreases as students progress in their program of study. About 3 in 10 first-year students (28%) are very satisfied with the availability of courses for their program. This proportion steadily decreases to a low of 16% of students in their fourth year or more.

**More
University
of Manitoba
students
report
being
satisfied
with the
availability
of courses.**

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

	% satisfied or very satisfied					
	All universities (n=8,420)	Comparable universities (n=916)	University of Manitoba			
			2011 (n=129)	2008 (n=363)	2005 (n=406)	2002 (n=413)
Registering for courses	80%	71%	83%	79%	83%	70%
Availability of courses	71%	75%	81%	72%	68%	-

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More University of Manitoba students are satisfied with the general condition of buildings and grounds.

□ 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.

- ▶ University of Manitoba (80%) students are less likely than their counterparts nationally (90%) and at comparable universities (86%) to report being satisfied with the *average class size*. In fact, the proportion is at its lowest point to date.
- ▶ Although equally as likely as students nationally (83%) and at comparable universities (83%), the proportion of University of Manitoba students (83%) who are satisfied with *general condition of buildings and grounds* is at its highest point to date (previous high of 70% in 2002).
- ▶ Among disciplines, nationally, we find those in Education are most likely to be very satisfied with the *average size of classes, instructional facilities, and general condition of buildings and grounds*. Conversely, Engineering students are least likely to be very satisfied with each of these.

	% satisfied or very satisfied					
	All universities (n=8,420)	Comparable universities (n=916)	University of Manitoba			
			2011 (n=129)	2008 (n=363)	2005 (n=406)	2002 (n=413)
Average class size	90%	86%	80%	85%	84%	82%
Instructional facilities	85%	85%	81%	72%	73%	86%
General condition of buildings and grounds	83%	83%	83%	61%	66%	70%
Social and informal meeting places	77%	78%	76%	75%	-	-
Study space	72%	70%	73%	68%	62%	72%

□ Nationally, students' use of the 23 different facilities and services tested varies from as high as 93% for campus bookstores to 4% for services for Aboriginal students. Table 3 shows some of the facilities and services students use most often.

- ▶ 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, university residences, and financial aid services*.
- ▶ There is a noticeable (although not statistically significant) decrease in University of Manitoba students use of *athletic facilities*, down from 51% in 2008 to 41% in 2011. In the 2011 survey, the University of Manitoba included additional questions about students' perceptions of *athletic facilities*. When asked what are the most important reasons for using *athletic facilities*, students say to improve their physical health (78%) or reduce their stress (61%).
- ▶ Students in specific programs are significantly more likely to use certain facilities and services than other students. For example, students in Education (44%) and Engineering (43%) are most likely to use *services for co-op program, internship, and other practical experiences related to program*, while those in Arts and Humanities (12%) are least likely.
- ▶ The more students progress in their studies, the more likely they are to have experiences with many of the special services tested, including *academic advising* (increases from 67% among first-year students to 85% of students in their fourth year or more), *services for co-op program, internship, and other practical experiences related to program* (11% to 34%), and *employment services* (13% to 32%).

Fewer University of Manitoba students report using athletic facilities in 2011 than in previous years.

	All universities (n=8,420)	Comparable universities (n=916)	University of Manitoba			
			2011 (n=129)	2008 (n=363)	2005 (n=406)	2002 (n=413)
Athletic facilities	58%	68%	41%	51%	51%	50%
Parking facilities	57%	44%	64%	70%	65%	71%
University-based social activities	49%	49%	26%	34%	36%	44%
Student life programs	36%	36%	18%	18%	-	-
University residences	32%	36%	14%	15%	12%	12%
Services for students needing financial aid	34%	25%	19%	27%	20%	26%

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□ Among students who have used the facilities and services tested, at least 7 or more students in 10 are satisfied or very satisfied with their university's facilities and services, with the exception of *parking facilities* (51% satisfied).

□ Table 4 shows the areas students most commonly identify as requiring the most improvement.

Students, nationally and at the University of Manitoba, think parking facilities and food services are most in need of improvement.

- ▶ Nationally and at the University of Manitoba, students are most likely to say that *parking facilities* and *food services* are most in need of improvement. However, at the University of Manitoba, the proportion who say that *parking facilities* need the most improvement is at its lowest proportion to date (37% in 2011 compared to 48% and 52% in other years).
- ▶ The most commonly cited areas needing improvement related to academics are *academic advising* (22% nationally and 22% at the University of Manitoba) and *study skills and learning support services* (10% nationally and 21% at the University of Manitoba).

Table 4: Top areas requiring improvements							
	All universities (n=8,420)	Comparable universities (n=916)	University of Manitoba				
			2011 (n=129)	2008 (n=363)	2005 (n=406)	2002 (n=413)	
Parking facilities	39%	37%	37%	48%	52%	48%	
Food services	35%	33%	31%	31%	32%	38%	
Academic advising	22%	28%	22%	34%	18%	21%	
Library facilities	22%	25%	18%	24%	-	-	
Athletic facilities	15%	20%	17%	21%	20%	16%	
Study skills/learning support services	10%	10%	21%	7%	6%	4%	