

**SIAST 2008/09  
Student Satisfaction Survey  
Report**

**Trends from 2005/06, 2007/08 and 2008/09**



***SIAST***

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SASKATCHEWAN INSTITUTE OF  
APPLIED SCIENCE AND TECHNOLOGY

## ACKNOWLEDGEMENTS

The Institutional Research and Analysis unit at SIAST would like to thank those students who participated in the SIAST Student Satisfaction Survey.

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### Availability

The report is available in electronic format and can be found on SIAST's Web site at the following URL:

[http://www.siastr.sk.ca/about/reports\\_statistics/institutional\\_reports.shtml](http://www.siastr.sk.ca/about/reports_statistics/institutional_reports.shtml).

The on-line version of the report is in Adobe Acrobat PDF format and will require the Adobe Acrobat Reader software (available free for download from the Adobe Web page).



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SASKATCHEWAN INSTITUTE OF  
APPLIED SCIENCE AND TECHNOLOGY

Saskatchewan Institute of Applied Science and Technology

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## EXECUTIVE SUMMARY

The Student Satisfaction Survey annually invites students to provide feedback regarding their satisfaction and experiences with programs and services, in order to support SIAST program review and performance measurement activities. The survey is administered in collaboration with SIAST's academic divisions for SIAST's base certificate and diploma programs.

This report presents select findings of the 2008/09 survey and highlights trends over the past three survey years (including 2005/06 and 2007/08) to illustrate changes in student satisfaction over time. The findings summarized are for those questions where responses could be generalized to SIAST overall and may serve as overall performance indicators. Program results were summarized in program-specific documents that were forwarded to the divisions for review.

- The 2008-09 survey was administered by program areas to all years of students prior to the end of the program. The fieldwork extended from approximately October 2009 to June 2010, given the varying times SIAST's programs end throughout the academic year.
- In 2008/09 there were over 5,000 students enrolled in SIAST's on-campus base certificate/diploma programs. Nine hundred sixty (960) students responded to the 2008/09 survey (approximately a 19% response rate), including students in various programs at all four campuses: Kelsey (409), Wascana (256), Palliser (231) and Woodland (64). The decrease in response rate reflects a change in survey administration process since the 2005/06 survey, when program planning consultants administered the survey as a census in class on behalf of the programs.
- 87% of the above respondents (836 of 960) indicated they were satisfied with their programs, fairly consistent with both 2005/06 and 2007/08 results (88%).
- 86% of respondents (824 of 960) indicated they would recommend SIAST programs to others, fairly consistent with both 2005/06 and 2007/08 (87%) results.
- 80% of 2008/09 respondents (767 of 960) indicated they would choose to attend SIAST if they were starting their training over again, a decline since 2007/08 (86%) and 2005/06 (85%).

- 82% of the above respondents indicated that orientation programs had assisted them in accessing and utilizing SIAST services effectively, down slightly from 2007/08 (85%) and 2005/06 (84%) ratings.
- 89% of respondents indicated that the environment at SIAST was welcoming and friendly, a decrease of 3% over the past two surveys.
- Approximately three-quarters of respondents (74%) agreed that there were sufficient and relevant library resource materials, consistent with previous survey results.
- Overall, 89% of respondents agreed that the campus facilities met their educational needs, a 5% decrease since 2005/06.
- Just over four-fifths of the 2008/09 respondents indicated they were satisfied with the appropriateness of classroom facilities (84%) and shop and lab facilities (84%), and with the adequacy of available study space (81%) and computer lab space (86%). Since 2005/06, this is a decrease in satisfaction of 4% for classroom facilities and 3% for study space, while satisfaction with available computer lab space increased 3%.
- 93% of respondents felt safe and secure at SIAST, a 2% decline since 2005/06.
- Overall, the 2008/09 results reported increases in awareness since 2005/06 of all SIAST services. Notable increases in awareness of services were reported for the learning assistance centers (up by 15%), health centers (up by 10%), registration services (up by 9%) and the Aboriginal student centers (up by 9%).
- In 2008-09, students were most aware of the cafeteria and other food (94%) and library services (93%) and least aware of the aboriginal student centre (49%) and student employments centre (46%) services.
- Students reported little or no increase in the use of most SIAST services in 2008/09. Since 2005/06, the only services to experience an increase in reported use were Web-based services (7%), registration services (5%) and health services (5%). The use of the student employment centre and counseling services declined by about 15% and 12%, respectively. The use of other services declined by from 1% to 5% since 2005/06.

- The level of student satisfaction of those respondents who used SIAST services in 2008/09 remained relatively consistent with 2005/06 ratings for the majority of services. SIAST's Aboriginal student centers (down 5%), counseling centers (down 4%), and cafeteria and other food services (down 3%) were the only services to show a notable decline in satisfaction since 2005-06.
- In 2008/09, students reported the highest levels of satisfaction with services provided by SIAST's health centers (96%), library (96%), and recreation services (94%).
- Registration services (92%), learning assistance centers (91%), Web-based services (91%), and Aboriginal student centers (90%), similarly experienced student satisfaction levels over 90% in 2008-09.
- The majority of students were also satisfied with services provided by SIAST's bookstores (89%), counseling services (87%), and student employment centers (86%).
- Less than three-quarters of students reported satisfaction with SIAST's cafeteria and other food services (73%).
- For those students that declared their Aboriginal status, 81% (54 of 67) reported they were aware of the services provided by the Aboriginal student centers, just over one half of these students used the centers services in 2008-09 (54%, or 29 of 54) and the majority (93%, or 27 of 29) agreed they were satisfied with the services provided.
- Overall Woodland campus generally had relatively higher satisfaction ratings for campus services, while respondents from Kelsey campus were generally less satisfied a notable decline since 2005/06. The lower level of student satisfaction at Kelsey campus may be due to factors such as student population increases straining program/student service resources or the increased dispersion of program delivery off the main campus location, given that research literature points to a sense of community and belonging as an important factor in student success.

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## 1.0 Background

The Student Satisfaction Survey annually invites students to provide feedback regarding their satisfaction and experiences with admission, orientation, program management, learning resources, campus facilities and campus services at SIAST. This report presents select findings from the surveys and highlights trends over the past three survey years, from 2005/06, 2007/08 and 2008/09, in order to support SIAST program reviews and performance measurement activities.

The 2008/09 academic year was the third administration of a refined questionnaire, created in 2005/06, to all base certificate and diploma programs. The survey was not conducted in the 2006/07 academic year.

### 1.1 Methodology

#### 1.1.1 Data Collection and Analysis

The Student Satisfaction Survey is administered to students (all years) in SIAST's base certificate and diploma students approximately two to three weeks prior to the end of their programs for the academic year. Beginning with the 2007/08 survey, SIAST'S Institutional Research and Analysis office (IR&A) has collaborated with program areas to have the survey administered by program staff at each of the four SIAST campuses. Given the varying end dates for programs, the surveys are conducted primarily between October and June. A choice of two survey administration options is provided to programs: either a paper survey in the classroom or an online survey in a campus computer lab. (Note: Some programs provided students with the surveys outside of the classroom or via e-mail.) The survey results are analyzed by IR&A using the Statistical Package for Social Sciences (SPSS) and Microsoft Excel software.

In 2008/09, there were over 5,000 students enrolled in SIAST's on-campus base certificate/diploma programs. Nine hundred sixty (960) students participated in the 2008/09 survey, approximately a 19% response rate. Respondents included students in various programs from all four campuses (numbers by campus: Kelsey, 409; Wascana, 256; Palliser, 231; Woodland, 64). The number of respondents to the survey from all four campuses notably declined from 2005/06,

which reflects the change to the survey administration process. Previously, the survey had been conducted as a census in class by program planning consultants on behalf of the programs.

This report presents the findings to select questions in the survey where responses could be generalized to SIAST overall (as such, a summary of all 59 questions has not been included in this document). Responses to program specific questions were reported in one-page summaries for each participating program. These program summaries were internally distributed to the appropriate academic divisions.

In presenting the results of this survey, the findings of the 2005/06 and 2007/08 surveys are also included to illustrate the changes in student satisfaction over time.

The results of the survey will be discussed by SIAST overall, as well as by campus. Given the total number of students responding to each question varied, the percentage values reported for each question are based on the number of students who responded to that particular question.

Note: The percentages in the tables and figures may not equal 100% due to rounding.

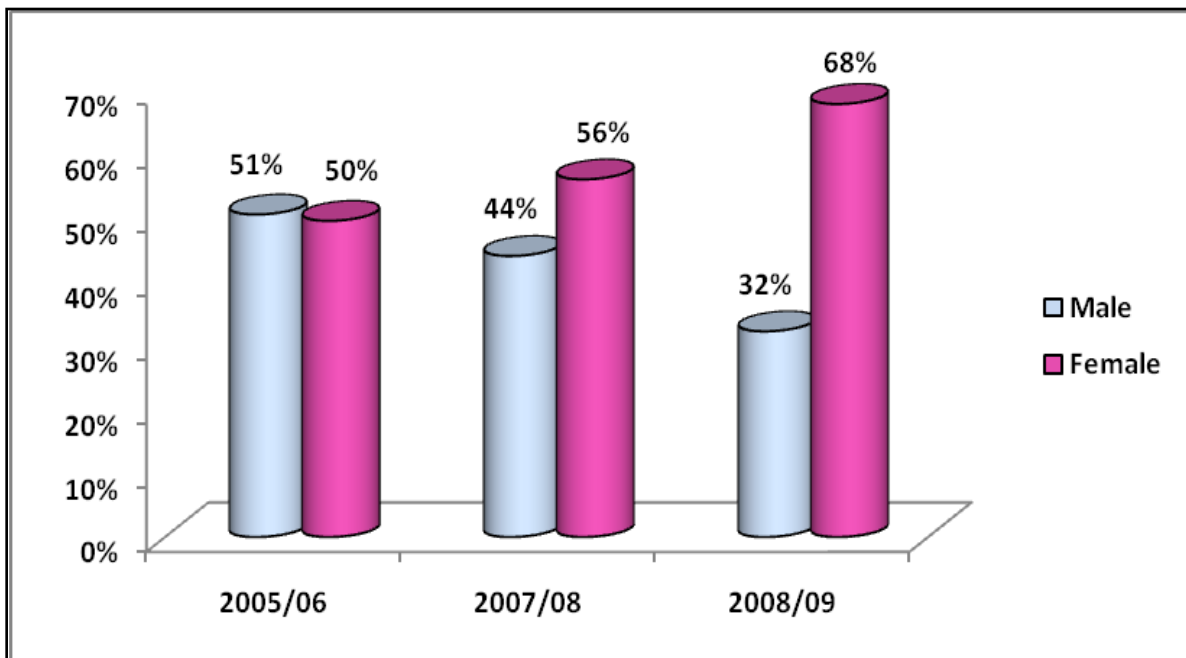
## 2.0 Demographics and Campus Participation

### 2.1 Demographics

#### 2.1.1 Gender

All 960 students (2008/09) responded to the question pertaining to gender. SIAST-wide, there were more female respondents (68%) than male respondents (32%), which reflect the actual 60/40 gender ratio of female to male students enrolled in SIAST certificate and diploma programs. The number of female respondents increased by 18% since 2005/06, while male respondents decreased by 19% (figure 1).

**Figure 1: Distribution of Respondents by Gender: SIAST Overall**

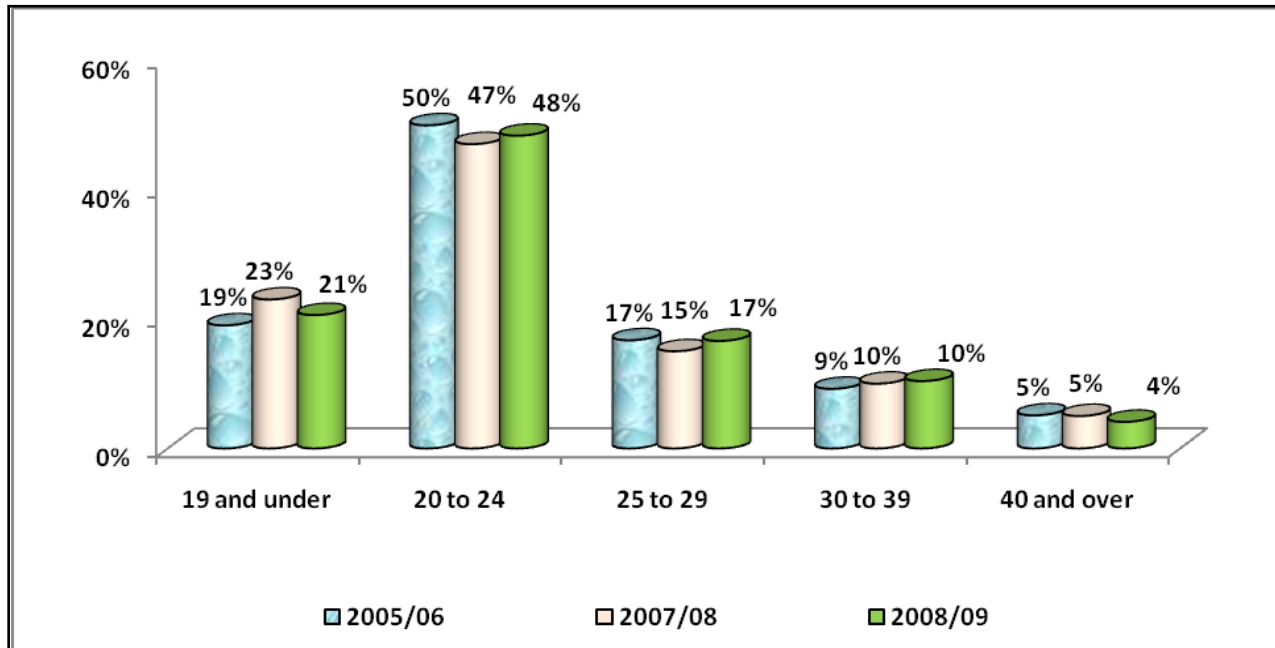




### 2.1.2 Age

With minimal variation between years, approximately one-half of respondents for all three survey years belonged to the age group 20-24 years (figure 2). A high response rate from this age group is not surprising since the majority of SIAST students are aged 20-24 years, inclusive. Consistent with the responses from the previous two surveys, nearly one-fifth of 2008/09 respondents were less than 20 years old and close to one-fifth of respondents were ages 25-29 years. Finally, and again consistently across all survey years, 10% of respondents belonged to the age group 30 to 39 years and 4% of respondents were in the category of 40 years of age and over.

**Figure 2: Distribution of Respondents by Age: SIAST Overall**

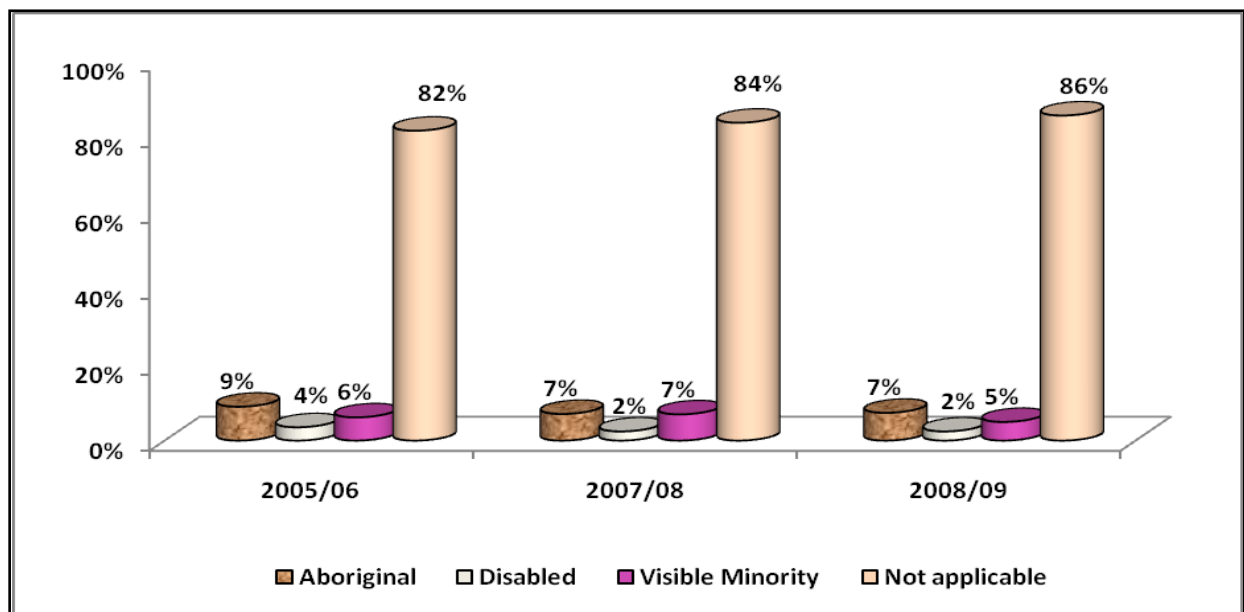


### 2.1.3 Equity Status

Respondents were given the opportunity to identify themselves if they belonged to any one of the following equity groups: Aboriginal, disabled or visible minority (figure 3). Similar to the responses in the previous two surveys, more than four-fifths of respondents (86%) in 2008/09 indicated this question was not applicable to them, which implies that either they did not belong to an equity groups or wished to keep this information private.

Aboriginal (67 of 960) and disabled (21 of 960) students were under-represented in the survey relative to the number of equity students who self-declared respective status at the time of registration. In 2008/09, the Aboriginal participation rate for certificate and diploma base programs (self-declared at registration) was 13.8%, while only 7% of survey respondents indicated themselves as Aboriginal. Similarly, the disabled self-declared rate at registration in 2008/09 was 5.9%, while only 2% of survey respondents specified themselves as disabled. Visible minority students (45 of 960), on the other hand, were slightly overrepresented in the survey (5%) relative to the self-declared registration rate (3.2%) for 2008/09 base certificate and diploma programs.

**Figure 3: Equity Status of Respondents: SIAST Overall**



## 2.2 Campus Participation

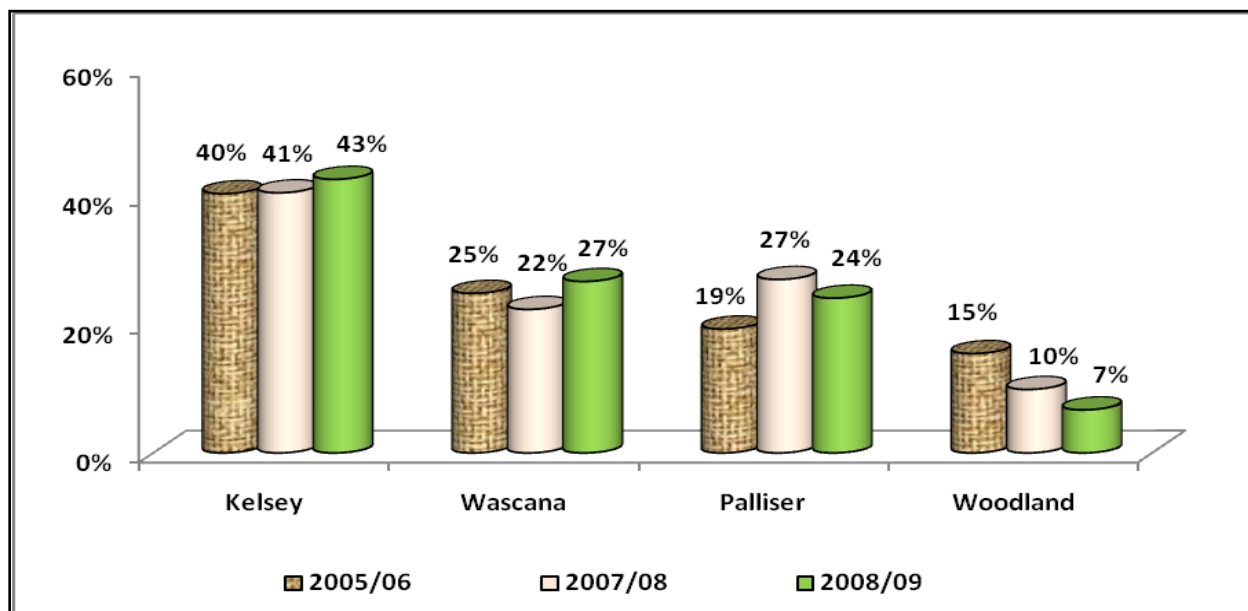
As shown in table 1 and figure 4, 43% (or 409 of 960) of 2008/09 respondents attended Kelsey campus, which is slightly higher than the actual proportion (approximately 35%) of the study body attending base certificate/diploma programs at Kelsey.

Approximately one-quarter of respondents were from Wascana campus (256 of 960) and one-quarter attended Palliser (231 of 960) campus, numbers similar to the actual proportion of enrolled students (26% for each campus). In the 2008/09 survey, Woodland was the most under-represented campus (6.7%) relative to the actual number of students enrolled in base programs (13%).

**Table 1: Distribution of Respondents by Campus Location**

| Location           | 2005/06          |              | 2007/08          |              | 2008/09          |              |
|--------------------|------------------|--------------|------------------|--------------|------------------|--------------|
|                    | # of Respondents | %            | # of Respondents | %            | # of Respondents | %            |
| Kelsey             | 843              | 40.3         | 801              | 40.6         | 409              | 42.6         |
| Palliser           | 403              | 19.3         | 533              | 27.0         | 231              | 24.1         |
| Wascana            | 519              | 24.9         | 441              | 22.4         | 256              | 26.7         |
| Woodland           | 323              | 15.5         | 195              | 9.9          | 64               | 6.7          |
| <b>SIAST Total</b> | <b>2,088</b>     | <b>100.0</b> | <b>1,970</b>     | <b>100.0</b> | <b>960</b>       | <b>100.0</b> |

**Figure 4: Distribution of Respondents by Campus Location**



## **3.0 Satisfaction with Programs**

Respondents were asked to indicate their levels of agreement based on a four-point reference scale to a series of statements, to determine their satisfaction with SIAST's programs (Strongly Agree, Agree, Disagree, Strongly Disagree; a Don't Know / Not Applicable option was also included).

### **3.1 SIAST Overall**

Consistent with the responses in the previous two student satisfaction surveys, 2008/09 respondents continued to feel that SIAST provided training at a very satisfactory level (table 2, figure 5). On average, four-fifths of respondents indicated a high level of agreement (either Strongly Agree or Agree) with statements regarding (1) satisfaction with their education and experience at SIAST, (2) willingness to recommend SIAST programs to others and (3) willingness to attend SIAST if starting training over again. Specifically, 87% of those respondents (836 of 960) indicated they were satisfied with their programs, consistent with both 2005/06 (89%) and 2007/08 (89%) results.

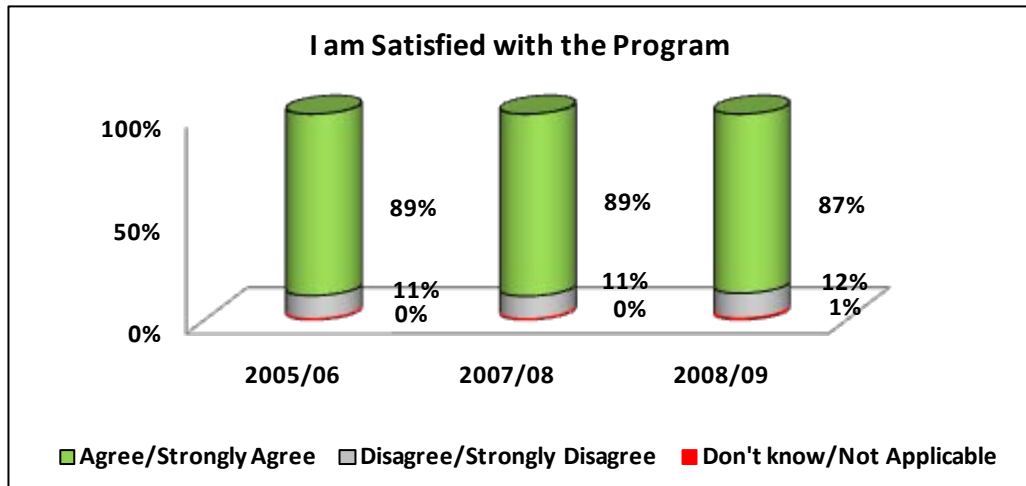
Further, 86% (824 of 960) of respondents said they would recommend SIAST's programs to others, following results from 2005/06 (87%) and 2007/08 (87%).

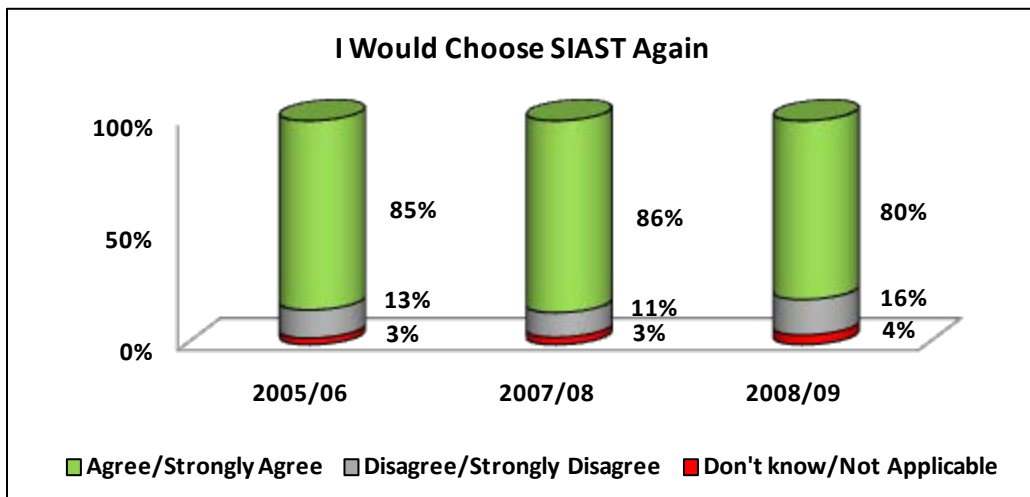
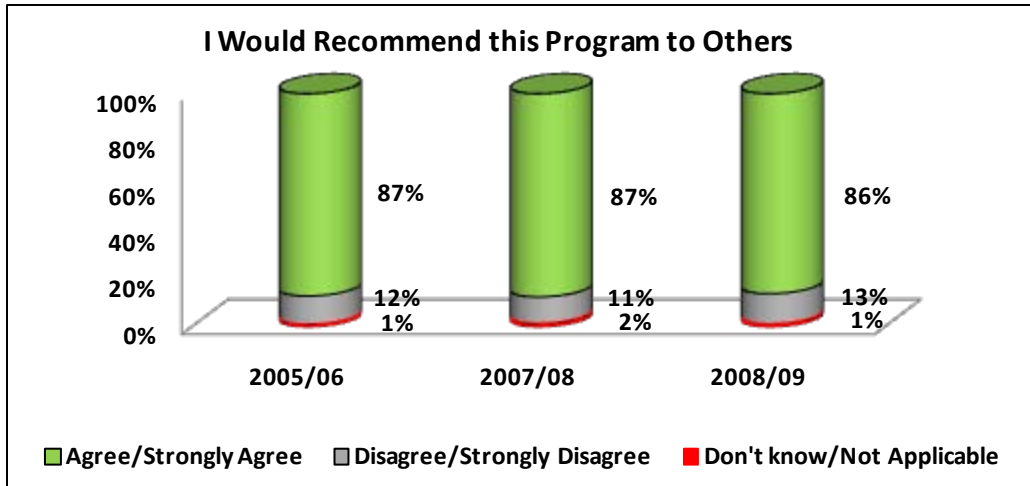
Four-fifths of respondents (80%) indicated they would attend SIAST if they were starting their training over again. This is a 5% decrease since 2005-06.

**Table 2: Satisfaction with Programs: SIAST Overall**

| Response |                             | I am satisfied with the program |      | I would recommend this program to others |      | I would choose SIAST again |      |
|----------|-----------------------------|---------------------------------|------|--|------|----------------------------|------|
|          |                             | #                               | %    | #  | %    | #                          | %    |
| 2005/06  | Strongly Agree              | 423                             | 20.3 | 603                                      | 28.9 | 731                        | 35.0 |
|          | Agree                       | 1,423                           | 68.2 | 1210                                     | 58.0 | 1,033                      | 49.5 |
|          | Disagree                    | 179                             | 8.8  | 190                                      | 9.1  | 188                        | 9.0  |
|          | Strongly Disagree           | 54                              | 2.6  | 62                                       | 3.0  | 75                         | 3.6  |
|          | Don't Know / Not Applicable | 8                               | 0.4  | 23                                       | 1.1  | 61                         | 2.9  |
| 2007/08  | Strongly Agree              | 463                             | 21.9 | 610                                      | 28.8 | 785                        | 37.1 |
|          | Agree                       | 1,410                           | 66.6 | 1,236                                    | 58.4 | 1,031                      | 48.7 |
|          | Disagree                    | 189                             | 8.9  | 193                                      | 9.1  | 167                        | 7.9  |
|          | Strongly Disagree           | 46                              | 2.2  | 47                                       | 2.2  | 65                         | 3.1  |
|          | Don't Know / Not Applicable | 9                               | 0.4  | 31                                       | 1.5  | 69                         | 3.3  |
| 2008/09  | Strongly Agree              | 313                             | 32.6 | 350                                      | 36.5 | 377                        | 39.3 |
|          | Agree                       | 523                             | 54.5 | 474                                      | 49.4 | 390                        | 40.6 |
|          | Disagree                    | 93                              | 9.7  | 93                                       | 9.7  | 112                        | 11.7 |
|          | Strongly Disagree           | 24                              | 2.5  | 31                                       | 3.2  | 40                         | 4.2  |
|          | Don't Know / Not Applicable | 7                               | 0.7  | 12                                       | 1.3  | 41                         | 4.3  |

**Figure 5: Satisfaction with Programs: SIAST Overall**





## 3.2 By Campus

### 3.2.1 Satisfaction with Programs

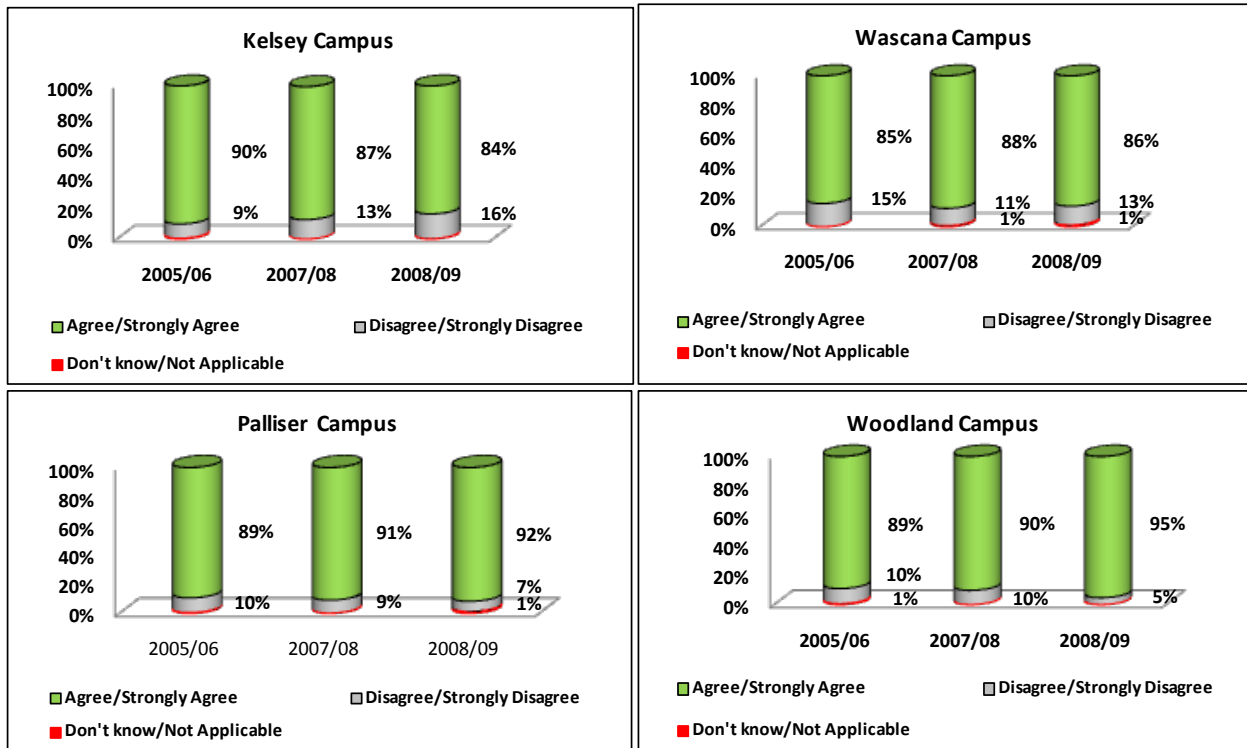
When students' responses (2008/09 survey) were analyzed by campus, 84% to 95% of respondents across all four campuses indicated they were satisfied with their programs at SIAST (table 3, figure 6). Over 90% of respondents at both Woodland campus (95%) and Palliser campus (92%) indicated high levels of agreement in satisfaction with their programs, increases of 6% and 3%, respectively, since 2005/06. Over four-fifths of respondents at Wascana campus (86%) indicated they were satisfied with their programs, a 2% decrease since

2007-08. At Kelsey campus 84% of respondents agreed they were satisfied with their programs, a notable decline of 6% since 2005/06.

**Table 3: Satisfaction with Programs: By Campus**

| Year    | Campus   | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|---------|----------|------------------------|------------------|---------|------------|---------------------|-------------------------------|
| 2005/06 | Kelsey   | 843                    | 21.7             | 68.4    | 7.2        | 2.1                 | 0.5                           |
|         | Palliser | 403                    | 12.4             | 76.9    | 8.4        | 1.7                 | 0.5                           |
|         | Wascana  | 519                    | 19.5             | 65.1    | 11.9       | 3.5                 | 0.0                           |
|         | Woodland | 322                    | 27.6             | 61.5    | 6.8        | 3.4                 | 0.6                           |
| 2007/08 | Kelsey   | 829                    | 22.4             | 64.4    | 9.9        | 2.8                 | 0.5                           |
|         | Palliser | 547                    | 17.6             | 73.3    | 7.9        | 1.1                 | 0.2                           |
|         | Wascana  | 534                    | 20.8             | 67.0    | 9.0        | 2.4                 | 0.7                           |
|         | Woodland | 207                    | 33.8             | 56.5    | 7.7        | 1.9                 | 0.0                           |
| 2008/09 | Kelsey   | 409                    | 24.0             | 59.7    | 12.0       | 4.2                 | 0.2                           |
|         | Palliser | 231                    | 36.4             | 55.4    | 6.1        | 0.9                 | 1.3                           |
|         | Wascana  | 256                    | 36.7             | 49.6    | 10.5       | 2.0                 | 1.2                           |
|         | Woodland | 64                     | 57.8             | 37.5    | 4.7        | 0.0                 | 0.0                           |

**Figure 6: Satisfaction with Programs: By Campus**



### 3.2.2 Would Recommend SIAST Programs to Others

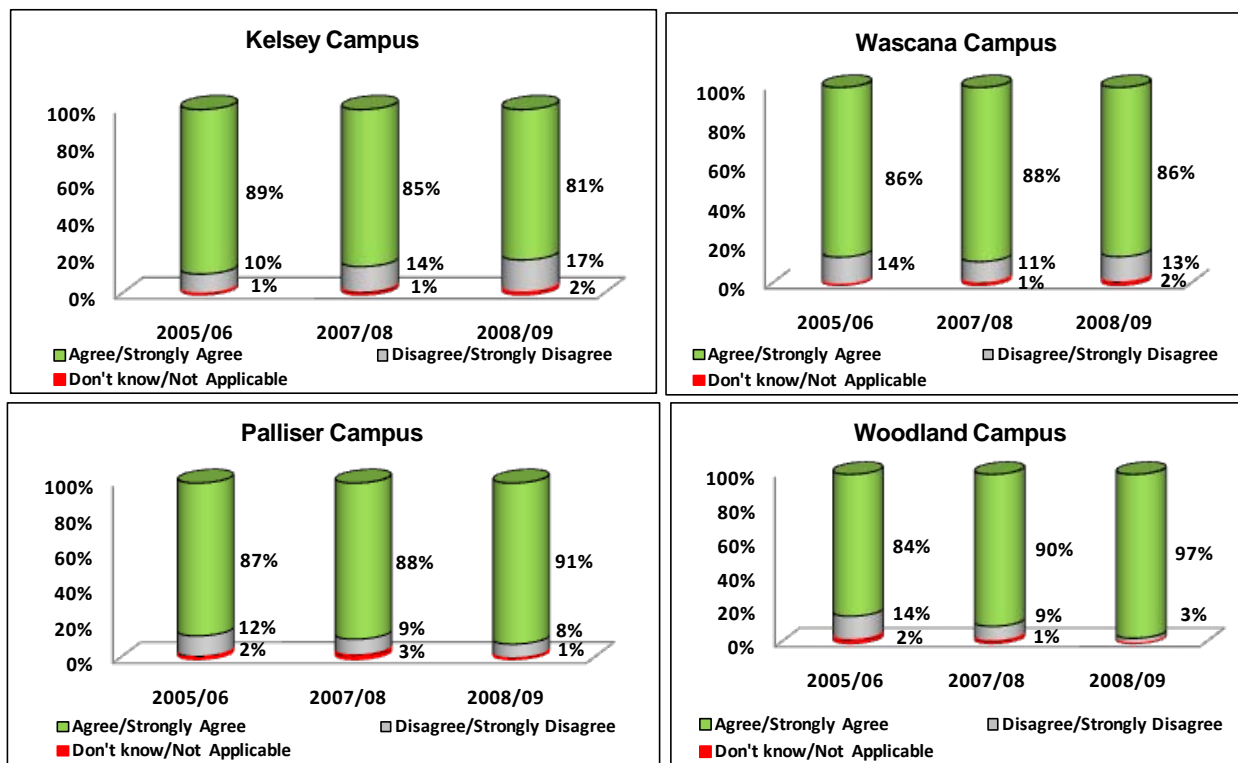
As illustrated in table 4 and figure 7, the vast majority of respondents at Woodland (97%) indicated that they would recommend SIAST programs to others, an increase of 13% since 2005/06. Ninety-one percent of Palliser students responded similarly, an increase of 5% over 2005/06. Over four-fifths of students at Wascana (86%) and Kelsey (81%) campuses indicated their willingness to recommend their programs to others. This is an 8% decrease for Kelsey since 2005-06, while Wascana experienced a 2% decrease from 2007-08.

**Table 4: Would Recommend SIAST Programs to Others: By Campus**

| Year    | Campus   | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|---------|----------|------------------------|------------------|---------|------------|---------------------|-------------------------------|
| 2005/06 | Kelsey   | 843                    | 30.6             | 58.1    | 7.6        | 2.8                 | 0.8                           |
|         | Palliser | 403                    | 21.3             | 65.3    | 9.2        | 2.5                 | 1.7                           |
|         | Wascana  | 519                    | 27.0             | 58.8    | 11.0       | 2.9                 | 0.4                           |
|         | Woodland | 322                    | 36.8             | 47.1    | 9.9        | 4.0                 | 2.2                           |
| 2007/08 | Kelsey   | 829                    | 27.9             | 57.3    | 11.6       | 2.3                 | 1.0                           |
|         | Palliser | 547                    | 26.1             | 62.3    | 6.9        | 2.0                 | 2.6                           |
|         | Wascana  | 534                    | 29               | 59.0    | 8.4        | 2.4                 | 1.1                           |
|         | Woodland | 207                    | 39.1             | 50.7    | 6.8        | 1.9                 | 1.4                           |
| 2008/09 | Kelsey   | 409                    | 27.4             | 53.8    | 12.5       | 4.9                 | 1.5                           |
|         | Palliser | 231                    | 40.7             | 50.6    | 6.9        | 0.9                 | 0.9                           |
|         | Wascana  | 256                    | 43.8             | 41.8    | 9.4        | 3.5                 | 1.6                           |
|         | Woodland | 64                     | 50.0             | 46.9    | 3.1        | 0.0                 | 0.0                           |



**Figure 7: Would Recommend SIAST Programs to Others: By Campus**



### 3.2.3 Would Choose to Attend SIAST Again

Woodland campus had the highest proportion of students (94%) who agreed they would choose SIAST again if they were starting their training over, an increase of 10% since 2005-06 (table 5, figure 8).

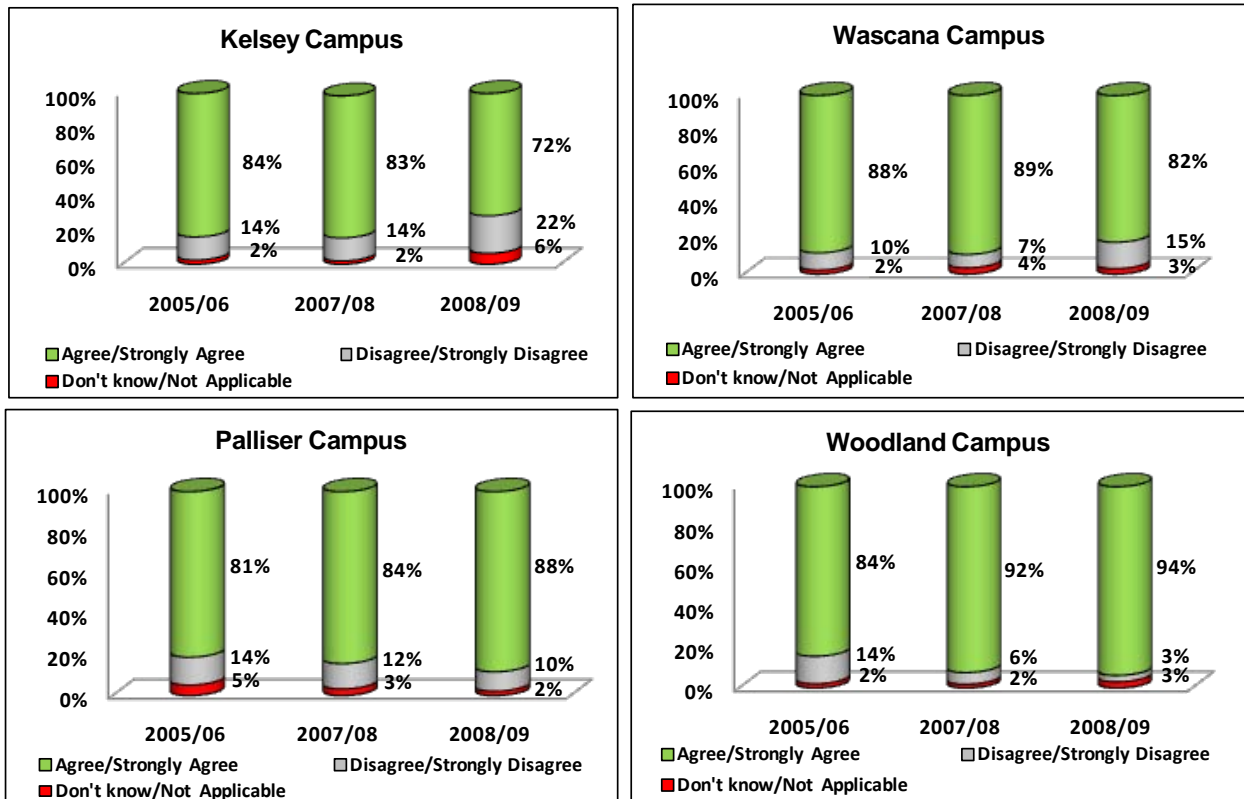
Over four-fifths of respondents at both Palliser (88%) and Wascana campuses (82%) also agreed that they would choose to attend SIAST again. This is an increase for Palliser of 7%, from 2005-06, but a decrease of 6% for Wascana.

Parallel to the declines in both satisfaction with their programs and willingness to recommend SIAST programs to others, there was a 12% decrease since 2005-06 in the proportion of Kelsey campus students who would choose SIAST if they were facing the decision of where to attend training again (72% in 2008-09)

Table 5: Would Choose to Attend SIAST Again: By Campus

| Year    | Campus   | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know Not Applicable % |
|---------|----------|------------------------|------------------|---------|------------|---------------------|-----------------------------|
| 2005/06 | Kelsey   | 843                    | 36.3             | 47.7    | 9.7        | 3.8                 | 2.5                         |
|         | Palliser | 403                    | 26.1             | 55.1    | 9.9        | 3.7                 | 5.2                         |
|         | Wascana  | 519                    | 36.2             | 51.8    | 6.7        | 2.9                 | 2.3                         |
|         | Woodland | 322                    | 40.9             | 43.3    | 9.6        | 4.0                 | 2.2                         |
| 2007/08 | Kelsey   | 829                    | 35.7             | 47.4    | 9.7        | 3.9                 | 3.4                         |
|         | Palliser | 547                    | 35.1             | 49.2    | 9.1        | 3.3                 | 3.3                         |
|         | Wascana  | 534                    | 36.1             | 52.8    | 5.2        | 2.2                 | 3.6                         |
|         | Woodland | 207                    | 50.2             | 42.0    | 4.3        | 1.4                 | 1.9                         |
| 2008/09 | Kelsey   | 409                    | 28.1             | 43.5    | 15.6       | 6.4                 | 6.4                         |
|         | Palliser | 231                    | 48.1             | 40.3    | 7.8        | 1.7                 | 2.2                         |
|         | Wascana  | 256                    | 44.1             | 37.9    | 11.3       | 3.5                 | 3.1                         |
|         | Woodland | 64                     | 59.4             | 34.4    | 1.6        | 1.6                 | 3.1                         |

Figure 8: Would Choose to Attend SIAST Again: By Campus



## 4.0 Orientation to Support Services and Environment at SIAST

### 4.1 Orientation to SIAST Support Services

#### 4.1.1 SIAST Overall

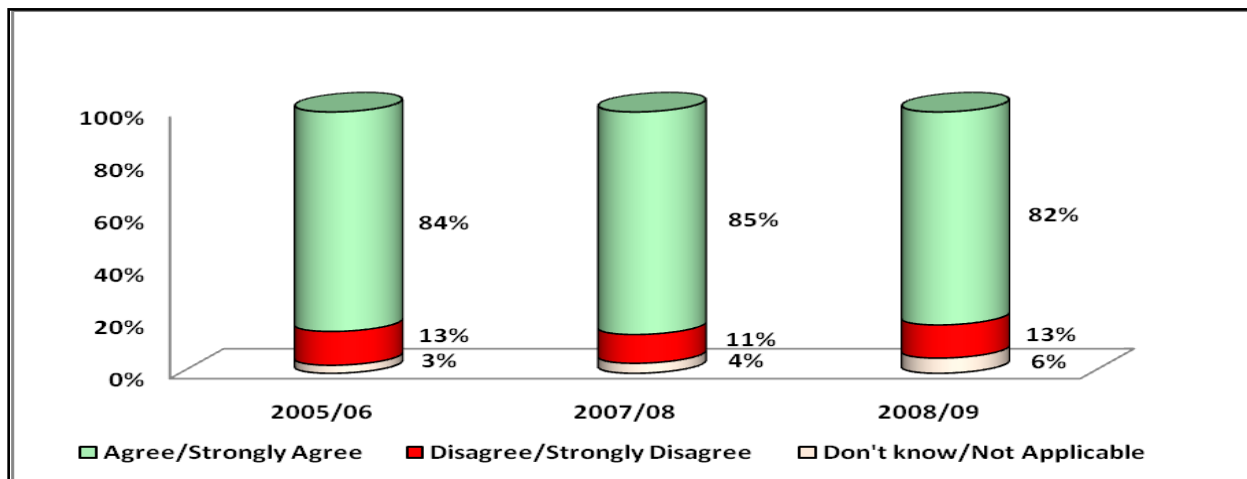
Respondents were asked to indicate their level of agreement that the orientation to support services (e.g., for the library, counseling services, etc.) they received enabled them to access and use those services and resources effectively.

Consistent with the survey responses from both 2005/06 and 2007/08, approximately 82% of respondents in 2008/09 reported that the orientation allowed them to effectively access and use SIAST's support services (table 6, figure 9).

**Table 6: Usefulness of Orientation to SIAST Support Services: SIAST Overall**

| Response                           | 2005/06 |      | 2007/08 |      | 2008/09 |      |
|------------------------------------|---------|------|---------|------|---------|------|
|                                    | #       | %    | #       | %    | #       | %    |
| <b>Strongly Agree</b>              | 470     | 22.5 | 507     | 23.9 | 254     | 26.5 |
| <b>Agree</b>                       | 1,283   | 61.4 | 1,296   | 61.2 | 527     | 55.0 |
| <b>Disagree</b>                    | 211     | 10.1 | 193     | 9.1  | 95      | 9.9  |
| <b>Strongly Disagree</b>           | 59      | 2.8  | 40      | 1.9  | 26      | 2.7  |
| <b>Don't Know / Not Applicable</b> | 64      | 3.1  | 81      | 3.8  | 56      | 5.8  |

**Figure 9: Usefulness of Orientation to SIAST Support Services: SIAST Overall**



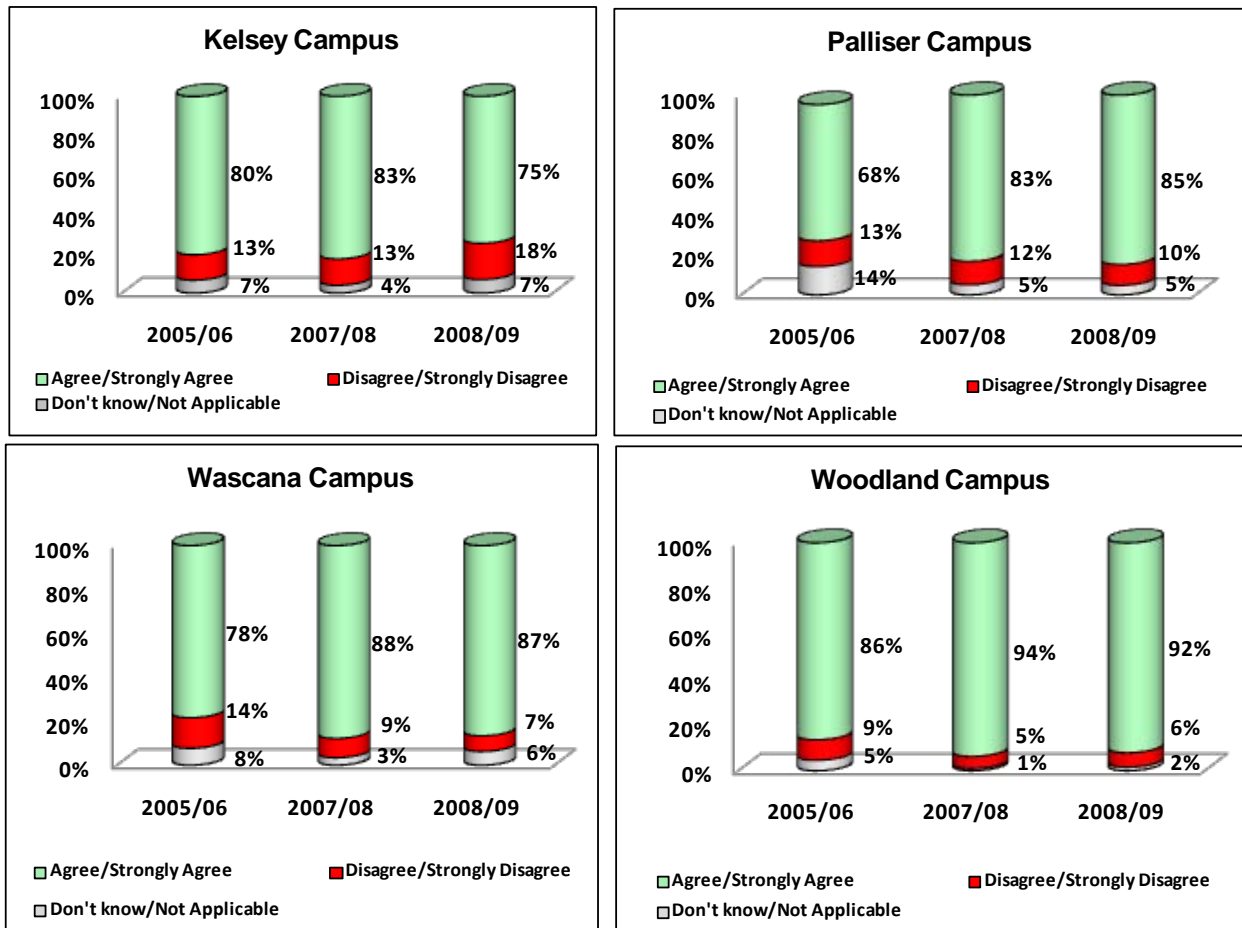
#### 4.1.2 By Campus

As shown in table 7 and figure 10, 92% of respondents from Woodland campus agreed that the orientation to support services allowed them to access and use services effectively, a 6% increase over 2005/06. Eighty-seven percent of respondents from Wascana campus indicated they had also benefited from the orientation program they attended, a 9% increase over 2005/06. Palliser experienced the largest increase over 2005-06 of 17%, with 85% of students in 2008-09 agreeing that orientation enabled them to effectively access and use services. Only three-fourths (75%) of respondents from Kelsey campus responded similarly, a 6% decrease below 2005/06.

**Table 7: Usefulness of Orientation to SIAST Support Services: By Campus**

| Year    | Campus   | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|---------|----------|------------------------|------------------|---------|------------|---------------------|-------------------------------|
| 2005/06 | Kelsey   | 843                    | 18.5             | 61.9    | 11.6       | 1.3                 | 6.6                           |
|         | Palliser | 403                    | 8.2              | 60.0    | 16.2       | 1.5                 | 14.2                          |
|         | Wascana  | 519                    | 16.2             | 62.2    | 11.8       | 2.1                 | 7.7                           |
|         | Woodland | 323                    | 22.9             | 63.5    | 6.8        | 2.2                 | 4.6                           |
| 2007/08 | Kelsey   | 829                    | 21.4             | 61.3    | 10.5       | 2.9                 | 4.0                           |
|         | Palliser | 547                    | 20.3             | 62.9    | 10.4       | 1.3                 | 5.1                           |
|         | Wascana  | 534                    | 25.7             | 62.2    | 7.5        | 1.3                 | 3.4                           |
|         | Woodland | 207                    | 39.6             | 54.1    | 4.3        | 1.0                 | 1.0                           |
| 2008/09 | Kelsey   | 408                    | 17.6             | 57.1    | 14.5       | 3.9                 | 6.9                           |
|         | Palliser | 231                    | 32.5             | 52.4    | 8.7        | 1.7                 | 4.8                           |
|         | Wascana  | 256                    | 29.8             | 56.9    | 5.1        | 2.0                 | 6.3                           |
|         | Woodland | 64                     | 48.4             | 43.8    | 4.7        | 1.6                 | 1.6                           |

Figure 10: Usefulness of Orientation to SIAST Support Services: By Campus



## 4.2 General Environment at SIAST

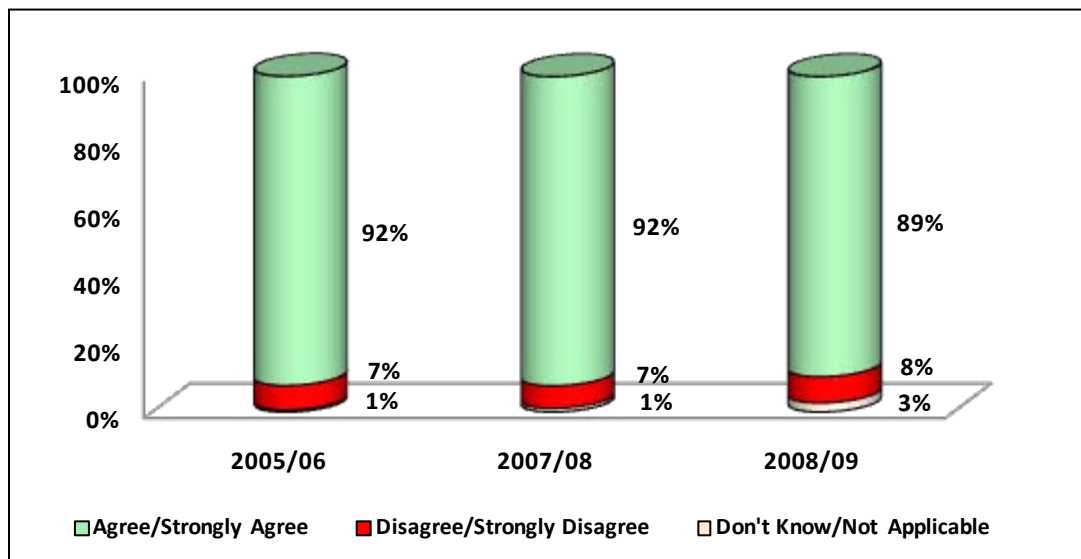
### 4.2.1 SIAST Overall

Respondents were asked whether SIAST offered a welcoming and friendly environment. Overall, the majority of 2008/09 respondents (89%) indicated that the environment at SIAST was welcoming and friendly, a 3% decrease from 2005/06 and 2007/08 (table 8, figure 11).

**Table 8: General Environment at SIAST: SIAST Overall**

| Response                           | 2005/06 |      | 2007/08 |      | 2008/09 |      |
|------------------------------------|---------|------|---------|------|---------|------|
|                                    | #       | %    | #       | %    | #       | %    |
| <b>Strongly Agree</b>              | 735     | 35.2 | 744     | 35.1 | 349     | 36.4 |
| <b>Agree</b>                       | 1,187   | 56.8 | 1,207   | 57   | 508     | 52.9 |
| <b>Disagree</b>                    | 121     | 5.8  | 101     | 4.8  | 64      | 6.7  |
| <b>Strongly Disagree</b>           | 32      | 1.5  | 41      | 1.9  | 11      | 1.1  |
| <b>Don't Know / Not Applicable</b> | 13      | 0.6  | 24      | 1.1  | 26      | 2.7  |

**Figure 11: General Environment at SIAST: SIAST Overall**



#### 4.2.2 By Campus

As illustrated in table 9 and figure 12, Woodland campus had one of the highest proportions of students (95%) who agreed the campus environment was welcoming and friendly, which is also the most significant increase since 2005-06 of 15%.

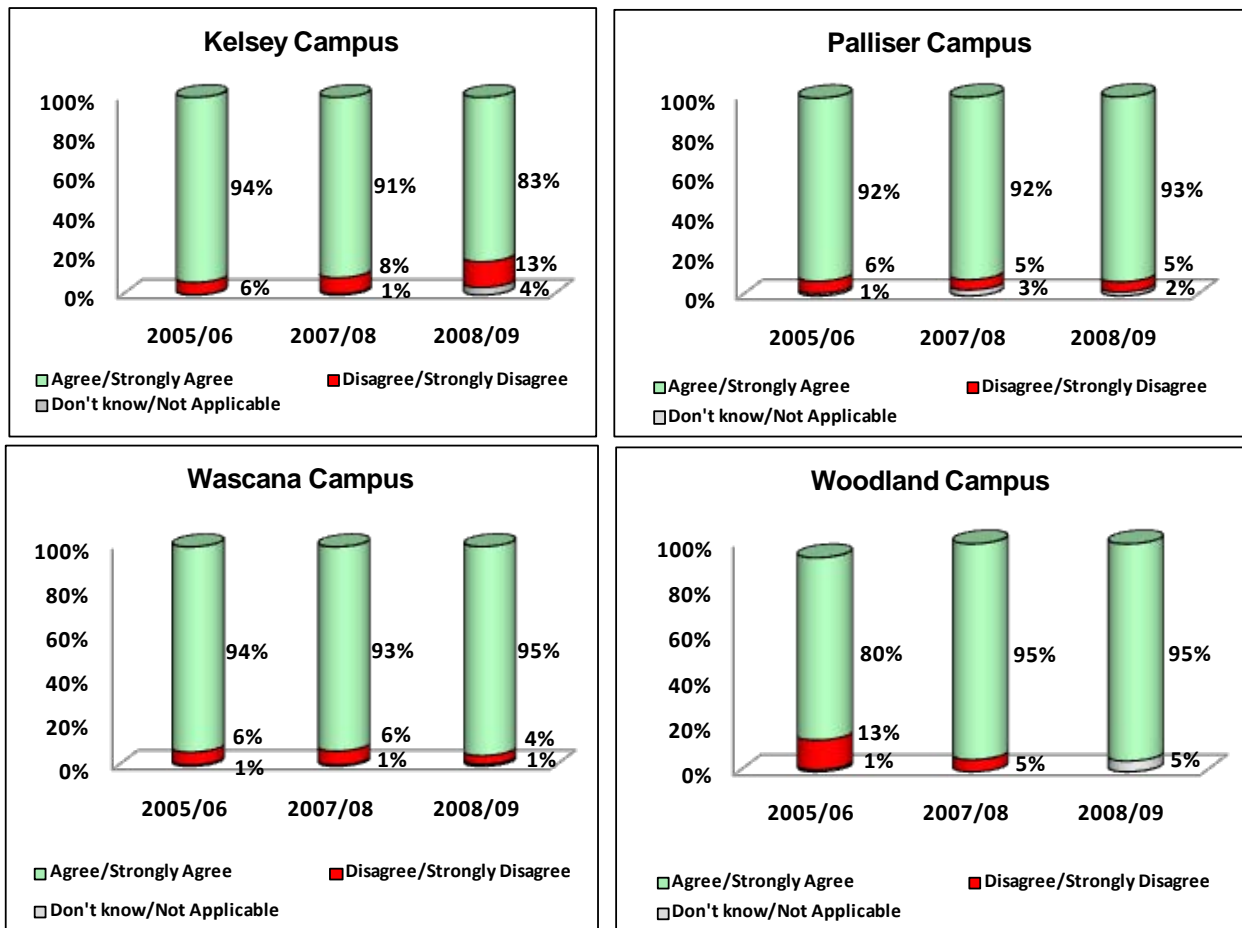
Palliser campus had the same results, although their increase to 95% in 2008-09 was more modest (1% over 2005-06). Wascana campus remained consistent with 2005/06 results, with 93% of students in agreement of a welcoming and friendly environment on campus.

As with other previous ratings, Kelsey campus experienced a decrease of 11% in positive opinion since 2005/06. Eighty-three percent of students assessed the campus as having a welcoming and friendly environment in 2008-09.

**Table 9: General Environment at SIAST: By Campus**

| Year    | Campus   | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|---------|----------|------------------------|------------------|---------|------------|---------------------|-------------------------------|
| 2005/06 | Kelsey   | 843                    | 33.5             | 60.1    | 4.3        | 1.9                 | 0.2                           |
|         | Palliser | 403                    | 33.0             | 60.5    | 5.7        | 0.2                 | 0.5                           |
|         | Wascana  | 519                    | 37.2             | 54.9    | 6.0        | 0.8                 | 1.2                           |
|         | Woodland | 322                    | 33.3             | 46.7    | 9.6        | 3.4                 | 0.9                           |
| 2007/08 | Kelsey   | 829                    | 31.4             | 59.8    | 5.5        | 2.7                 | 0.6                           |
|         | Palliser | 547                    | 38.2             | 54.8    | 4.9        | 1.5                 | 0.5                           |
|         | Wascana  | 534                    | 35.0             | 56.7    | 3.9        | 1.3                 | 3.0                           |
|         | Woodland | 207                    | 42.5             | 52.2    | 3.4        | 1.9                 | 0.0                           |
| 2008/09 | Kelsey   | 408                    | 26.7             | 56.4    | 11.3       | 1.7                 | 3.9                           |
|         | Palliser | 231                    | 49.1             | 46.1    | 3.5        | 0.4                 | 0.9                           |
|         | Wascana  | 256                    | 36.7             | 56.3    | 3.9        | 1.2                 | 2.0                           |
|         | Woodland | 64                     | 51.6             | 43.8    | 0.0        | 0.0                 | 4.7                           |

Figure 12: General Environment at SIAST: By Campus



## 5.0 Learning Resources

### 5.1 Sufficiency and Relevancy of Resource Materials at the Libraries

#### 5.1.1 SIAST Overall

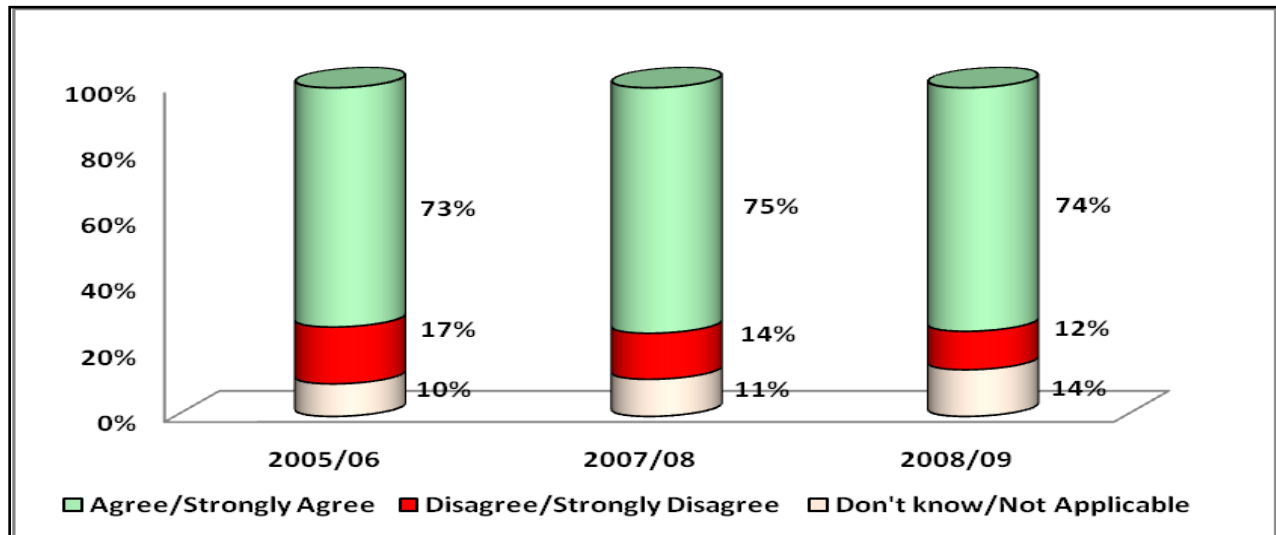
Respondents were asked their opinion regarding the sufficiency and relevancy of library resource materials (books, video tapes, audio tapes, periodicals, pamphlets, etc.) available for use in their programs. Overall, responses have been fairly consistent since 2005-06. Approximately three-fourths of respondents (74%) in the 2008/09 survey indicated there were sufficient and relevant library resource materials, consistent with previous survey results (table 10, figure 13).



Table 10: Sufficiency and Relevancy of Library Resource Materials: SIAST Overall

| Response                    | 2005/06 |      | 2007/08 |      | 2008/09 |      |
|-----------------------------|---------|------|---------|------|---------|------|
|                             | #       | %    | #       | %    | #       | %    |
| Strongly Agree              | 330     | 15.8 | 372     | 17.6 | 170     | 17.7 |
| Agree                       | 1,188   | 57   | 1,210   | 57.2 | 540     | 56.4 |
| Disagree                    | 303     | 14.5 | 249     | 11.8 | 92      | 9.6  |
| Strongly Disagree           | 59      | 2.8  | 46      | 2.2  | 20      | 2.1  |
| Don't Know / Not Applicable | 206     | 9.9  | 240     | 11.3 | 136     | 14.2 |

Figure 13: Sufficiency and Relevancy of Library Resource Materials: SIAST Overall



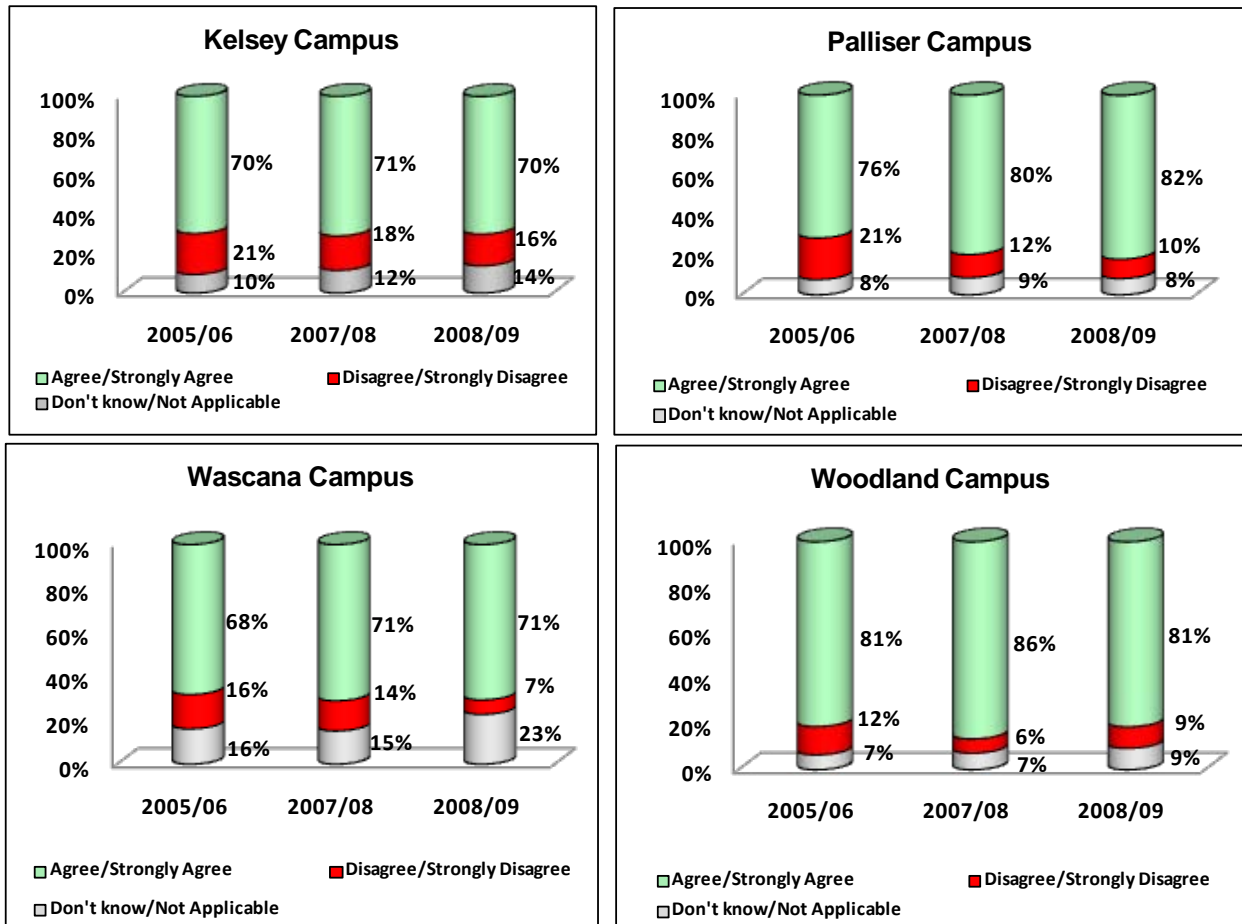
### 5.1.2 By Campus

Wascana campus showed the only notable increase, of 6% since 2005-06, to 82% of students who agreed that campus library resource materials were sufficient and relevant for their program. Similarly, approximately four-fifths of students at Woodland campus (81%) also felt they had adequate library resource materials, but this was a decrease from 2007-08 levels of 86%. The proportion of students pleased with resources materials in the Kelsey (70%) and Palliser (71%) campus libraries remained consistent since 2005-06 (table 11, figure 14).

Table 11: Sufficiency and Relevancy of Library Resource Materials: By Campus

| Year    | Campus   | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|---------|----------|------------------------|------------------|---------|------------|---------------------|-------------------------------|
| 2005/06 | Kelsey   | 843                    | 14.4             | 55.3    | 17.2       | 3.6                 | 9.5                           |
|         | Palliser | 403                    | 9.4              | 58.8    | 13.4       | 2.2                 | 16.1                          |
|         | Wascana  | 519                    | 17.5             | 58.6    | 13.5       | 2.7                 | 7.7                           |
|         | Woodland | 322                    | 24.8             | 56.2    | 10.6       | 1.9                 | 6.5                           |
| 2007/08 | Kelsey   | 829                    | 14.6             | 56.3    | 15.0       | 2.5                 | 11.6                          |
|         | Palliser | 547                    | 14.4             | 56.7    | 10.4       | 3.3                 | 15.2                          |
|         | Wascana  | 534                    | 21.2             | 58.6    | 10.7       | 0.9                 | 8.6                           |
|         | Woodland | 207                    | 28.5             | 58.0    | 5.3        | 1.0                 | 7.2                           |
| 2008/09 | Kelsey   | 409                    | 11.7             | 58.2    | 13.2       | 2.9                 | 13.9                          |
|         | Palliser | 229                    | 20.5             | 50.2    | 5.7        | 0.9                 | 22.7                          |
|         | Wascana  | 256                    | 21.1             | 60.9    | 7.4        | 2.3                 | 8.2                           |
|         | Woodland | 64                     | 32.8             | 48.4    | 9.4        | 0.0                 | 9.4                           |

Figure 14: Sufficiency and Relevancy of Library Resource Materials: By Campus



## 6.0 Campus Facilities

### 6.1 Classroom Facilities

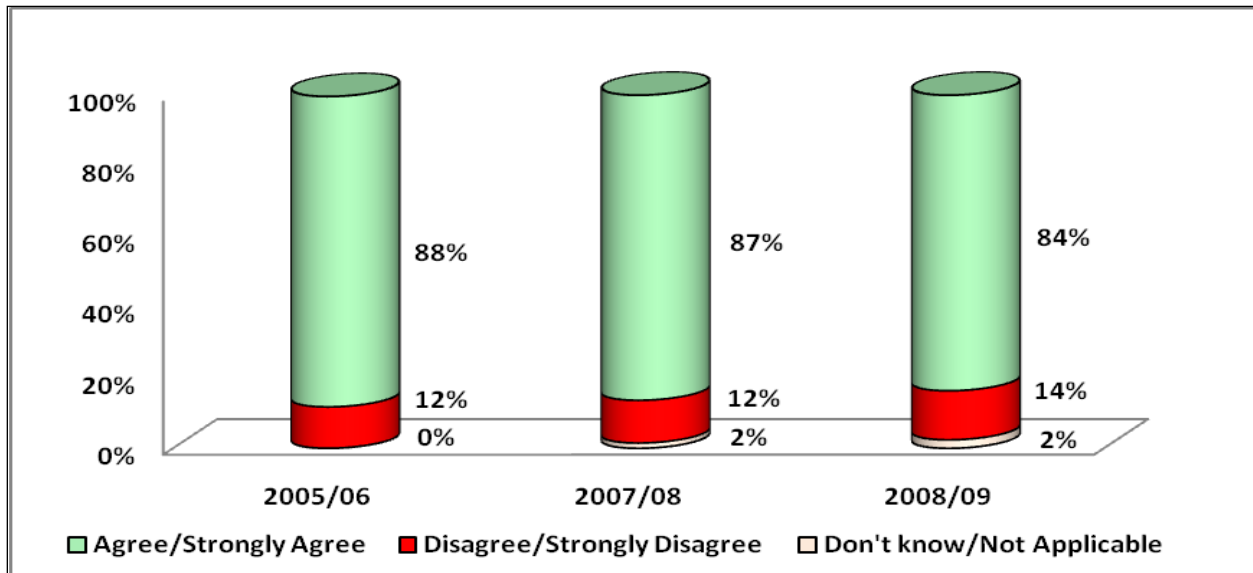
#### 6.1.1 SIAST Overall

Respondents were asked to provide their level of agreement that classroom facilities are appropriate at SIAST. Over four-fifths of respondents (84%) in 2008/09 indicated that classroom facilities were appropriate, a decline of 4% since 2005/06 (table 12, figure 15).

**Table 12: Appropriateness of Classroom Facilities: SIAST Overall**

| Response                           | 2005/06 |      | 2007/08 |      | 2008/09 |      |
|------------------------------------|---------|------|---------|------|---------|------|
|                                    | #       | %    | #       | %    | #       | %    |
| <b>Strongly Agree</b>              | 420     | 20.1 | 493     | 23.3 | 214     | 22.3 |
| <b>Agree</b>                       | 1,413   | 67.8 | 1,337   | 63.2 | 588     | 61.3 |
| <b>Disagree</b>                    | 182     | 8.7  | 191     | 9    | 97      | 10.1 |
| <b>Strongly Disagree</b>           | 63      | 3    | 65      | 3.1  | 36      | 3.8  |
| <b>Don't Know / Not Applicable</b> | 7       | 0.3  | 31      | 1.5  | 23      | 2.4  |

**Figure 15: Appropriateness of Classroom Facilities: SIAST Overall**



### 6.1.2 By Campus

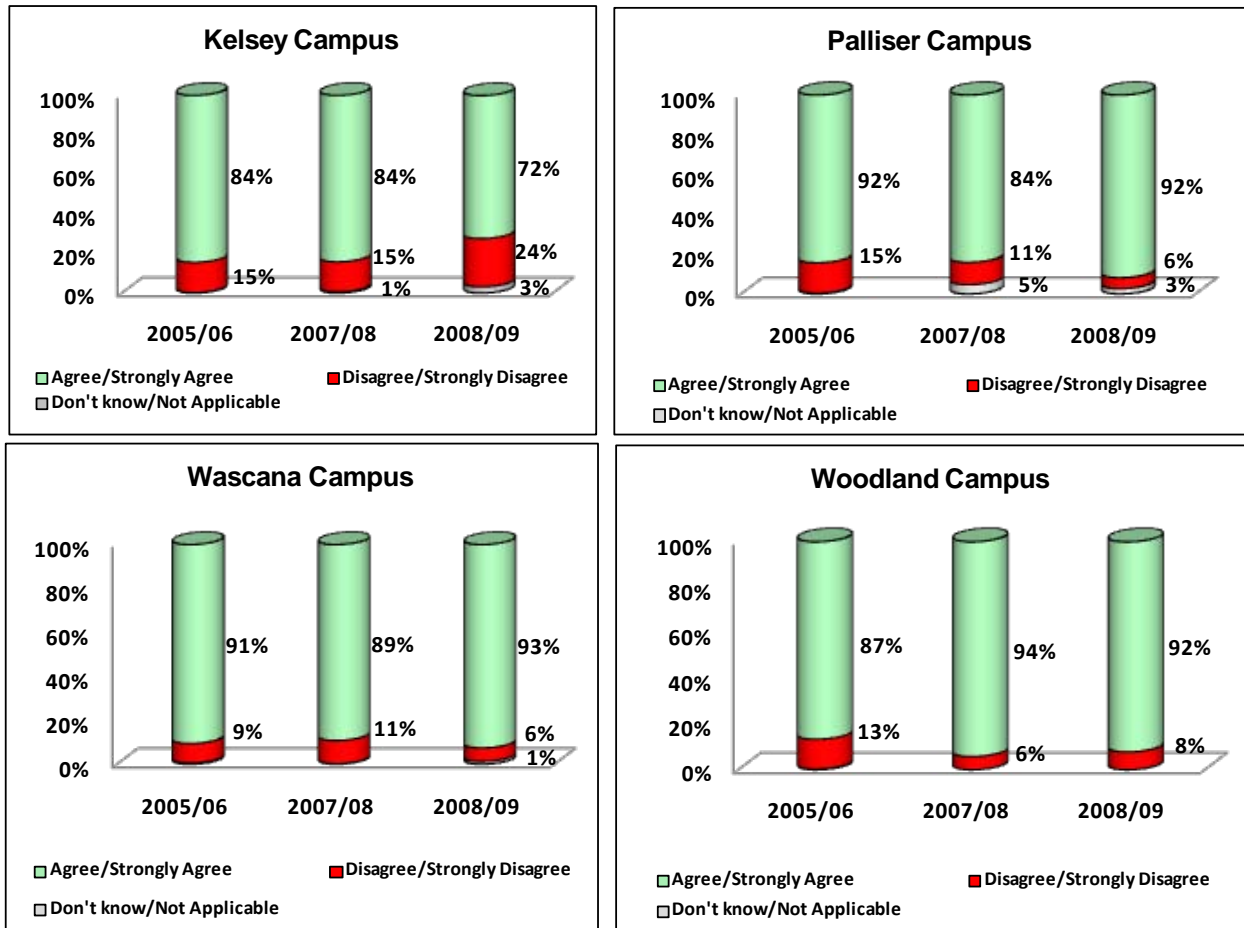
By campus, the majority of 2008-09 survey respondents from Palliser (93%), Wascana (92%) and Woodland (92%) agreed that classroom facilities were appropriate. Results for these three campuses varied over the previous two surveys, with Woodland actually dropping 2% from the 2007-08 level, and Palliser (up 4%) and Wascana (up 8%) recovering from a decrease in 2007-08.

Once again, Kelsey stood apart from the other campuses with only 72% of students in agreement that Kelsey has appropriate classroom facilities. This represents a notable drop of 12% since 2005/06 (table 13, figure 16).

**Table 13: Appropriateness of Classroom Facilities: By Campus**

| Year    | Campus   | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|---------|----------|------------------------|------------------|---------|------------|---------------------|-------------------------------|
| 2005/06 | Kelsey   | 843                    | 19.0             | 65.5    | 10.8       | 4.5                 | 0.2                           |
|         | Palliser | 403                    | 14.6             | 75.9    | 6.7        | 2.2                 | 0.5                           |
|         | Wascana  | 519                    | 22.4             | 69.9    | 6.8        | 0.6                 | 0.4                           |
|         | Woodland | 322                    | 26.5             | 60.1    | 9.0        | 4.0                 | 0.3                           |
| 2007/08 | Kelsey   | 829                    | 20.0             | 64.2    | 10.7       | 4.5                 | 0.6                           |
|         | Palliser | 547                    | 21.2             | 68.0    | 7.5        | 3.1                 | 0.2                           |
|         | Wascana  | 534                    | 26.2             | 57.9    | 9.2        | 2.1                 | 4.7                           |
|         | Woodland | 207                    | 34.3             | 59.9    | 5.8        | 0.0                 | 0.0                           |
| 2008/09 | Kelsey   | 409                    | 14.4             | 57.9    | 16.6       | 7.8                 | 3.2                           |
|         | Palliser | 229                    | 27.5             | 65.1    | 5.7        | 0.4                 | 1.3                           |
|         | Wascana  | 256                    | 26.6             | 65.2    | 4.3        | 1.2                 | 2.7                           |
|         | Woodland | 64                     | 37.5             | 54.7    | 7.8        | 0.0                 | 0.0                           |

Figure 16: Appropriateness of Classroom Facilities: By Campus



## 6.2 Shop and Lab Facilities

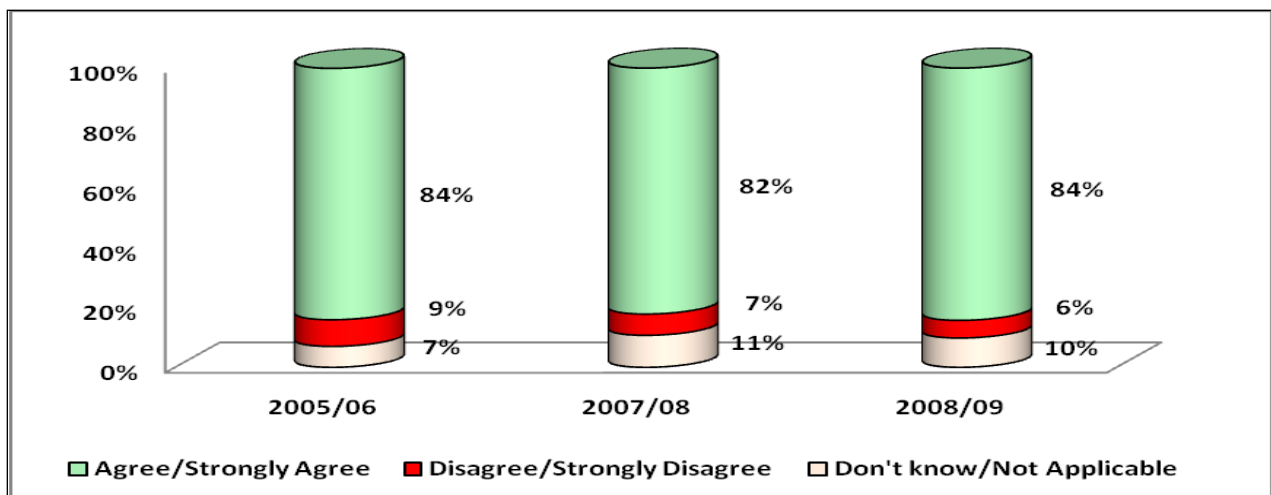
### 6.2.1 SIAST Overall

Respondents were asked if they felt the shop and lab facilities at SIAST were appropriate. Over four-fifths of respondents (84%) agreed that SIAST's shop and lab facilities were appropriate, consistent with 2005-06 results (table 14, figure 17).

**Table 14: Appropriateness of Shop and Lab Facilities: SIAST Overall**

| Response                    | 2005/06 |      | 2007/08 |      | 2008/09 |      |
|-----------------------------|---------|------|---------|------|---------|------|
|                             | #       | %    | #       | %    | #       | %    |
| Strongly Agree              | 497     | 23.8 | 575     | 27.2 | 241     | 25.2 |
| Agree                       | 1,256   | 60.2 | 1,163   | 54.9 | 566     | 59.1 |
| Disagree                    | 158     | 7.6  | 131     | 6.2  | 46      | 4.8  |
| Strongly Disagree           | 28      | 1.3  | 21      | 0.9  | 11      | 1.1  |
| Don't Know / Not Applicable | 147     | 7    | 227     | 10.7 | 94      | 9.8  |

**Figure 17: Appropriateness of Shop and Lab Facilities: SIAST Overall**



### 6.2.2 By Campus

In 2008-09, Wascana and Kelsey campuses had the highest proportion of students that agreed the campus shop and lab facilities were appropriate, both experiencing an increase in levels of agreement since 2005-06 (6% and 3% increases respectively) (table 15, figure 18).

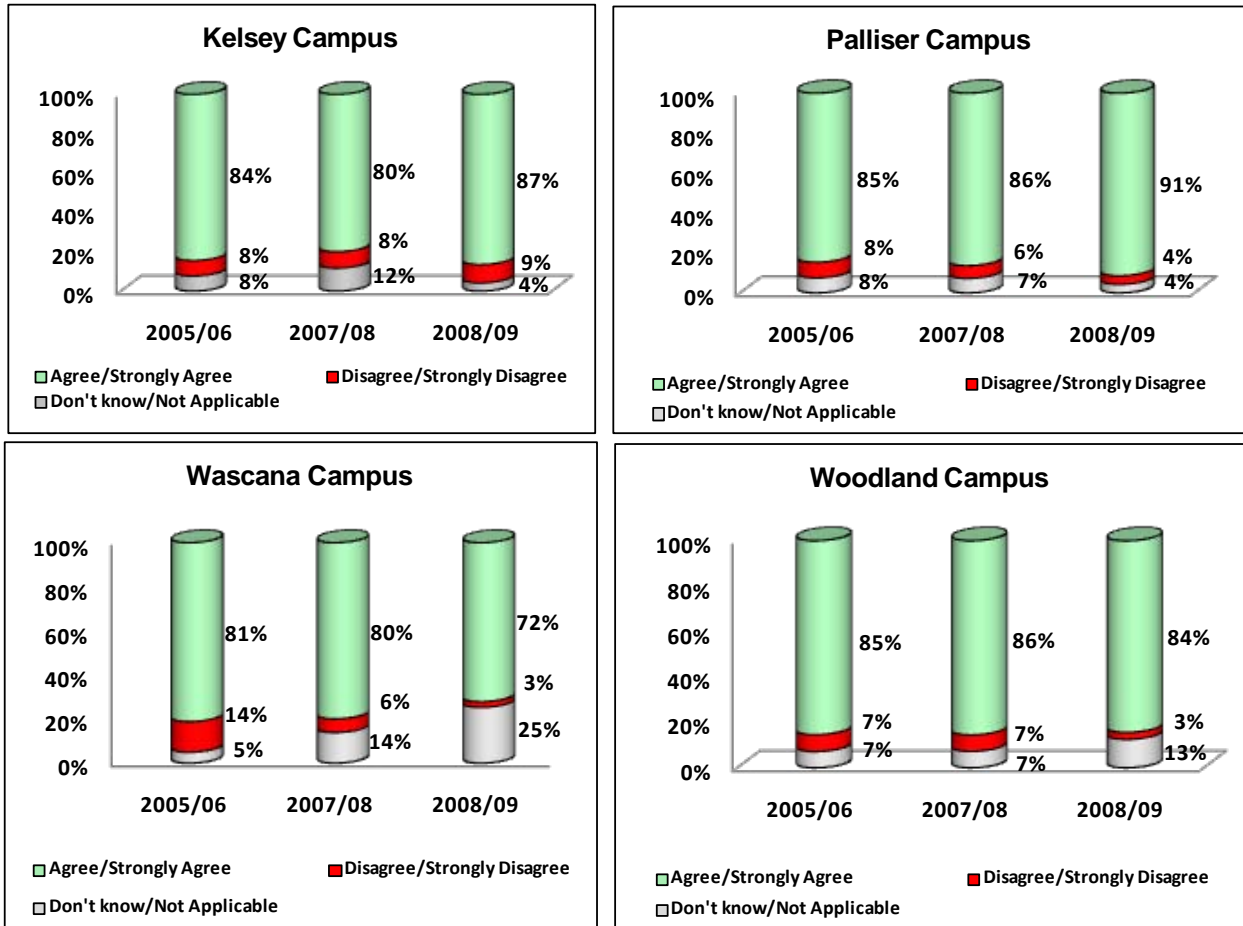
At Woodland campus, 84% of respondents agreed that shop and lab facilities were appropriate, a level closely consistent with those in the past two surveys.

Students at Palliser campus provided the lowest level of agreement, with only 72% of students responding that Palliser had appropriate shop and lab facilities, a decline of 9% from 2005-06.

Table 15: Appropriateness of Shop and Lab Facilities: By Campus

| Year    | Campus   | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|---------|----------|------------------------|------------------|---------|------------|---------------------|-------------------------------|
| 2005/06 | Kelsey   | 843                    | 24.4             | 60.0    | 6.0        | 1.8                 | 7.7                           |
|         | Palliser | 403                    | 19.1             | 62.0    | 12.4       | 1.5                 | 5.0                           |
|         | Wascana  | 519                    | 24.5             | 60.2    | 6.8        | 1.0                 | 7.5                           |
|         | Woodland | 322                    | 27.0             | 58.4    | 6.8        | 0.6                 | 7.1                           |
| 2007/08 | Kelsey   | 829                    | 26.3             | 53.7    | 7.0        | 1.3                 | 11.7                          |
|         | Palliser | 547                    | 23.2             | 56.7    | 5.5        | 0.7                 | 13.9                          |
|         | Wascana  | 534                    | 29.8             | 56.6    | 5.8        | 0.6                 | 7.3                           |
|         | Woodland | 207                    | 34.3             | 51.2    | 5.8        | 1.4                 | 7.2                           |
| 2008/09 | Kelsey   | 409                    | 21.5             | 65.0    | 7.6        | 1.7                 | 4.2                           |
|         | Palliser | 229                    | 21.4             | 50.7    | 1.7        | 0.9                 | 25.3                          |
|         | Wascana  | 256                    | 32.4             | 59.0    | 3.5        | 0.8                 | 4.3                           |
|         | Woodland | 64                     | 32.8             | 51.6    | 3.1        | 0.0                 | 12.5                          |

Figure 18: Appropriateness of Shop and Lab Facilities: By Campus



## 6.3 Study Space

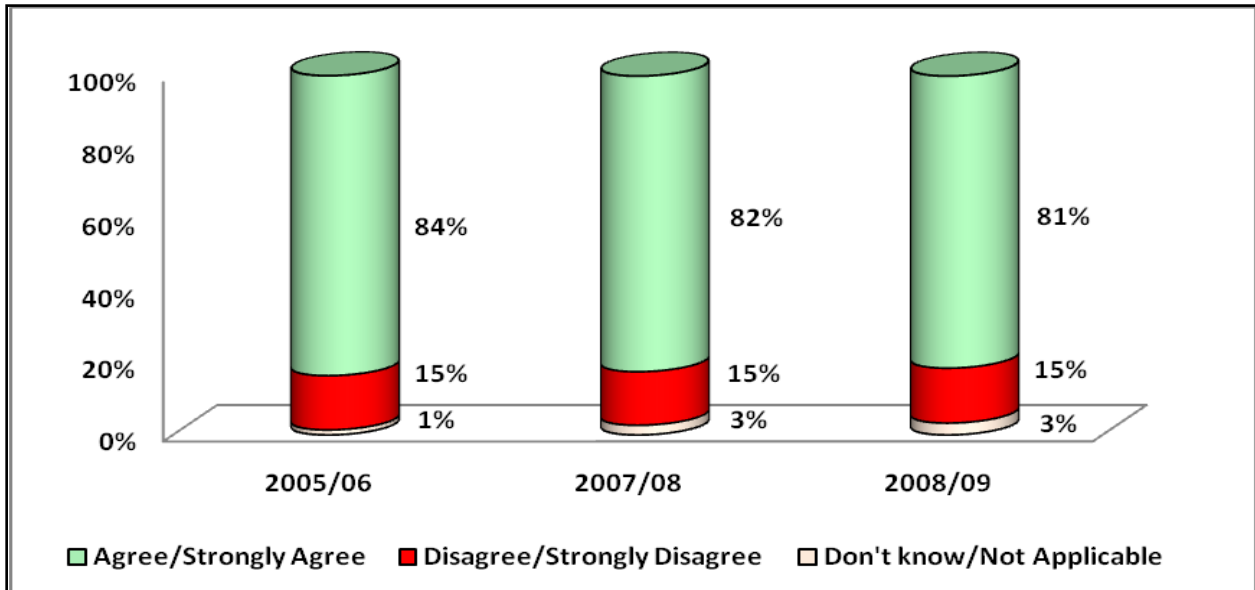
### 6.3.1 SIAST Overall

Respondents were asked to indicate their opinions regarding the adequacy of study space at their respective SIAST locations. Overall four-fifths of 2008/09 respondents (81%) agreed that adequate study space was available on campus. This is a 3% decline since 2005/06 (table 16, figure 19).

**Table 16: Adequacy of Available Study Space: SIAST Overall**

| Response                           | 2005/06 |      | 2007/08 |      | 2008/09 |      |
|------------------------------------|---------|------|---------|------|---------|------|
|                                    | #       | %    | #       | %    | #       | %    |
| <b>Strongly Agree</b>              | 434     | 20.8 | 523     | 24.7 | 231     | 24.1 |
| <b>Agree</b>                       | 1,308   | 62.6 | 1,220   | 57.6 | 548     | 57.1 |
| <b>Disagree</b>                    | 258     | 12.4 | 259     | 12.2 | 101     | 10.5 |
| <b>Strongly Disagree</b>           | 56      | 2.7  | 58      | 2.7  | 46      | 4.8  |
| <b>Don't Know / Not Applicable</b> | 30      | 1.4  | 57      | 2.7  | 32      | 3.3  |

**Figure 19: Adequacy of Available Study Space: SIAST Overall**





### 6.3.2 By Campus

When analyzed by campus, Woodland had the highest proportion of students (89%) that agreed adequate study space was available. While this is on par with 2005-06 results for Woodland, it is a notable decrease from 2007-08, where 96% of students felt there was appropriate study space (table 17, figure 20).

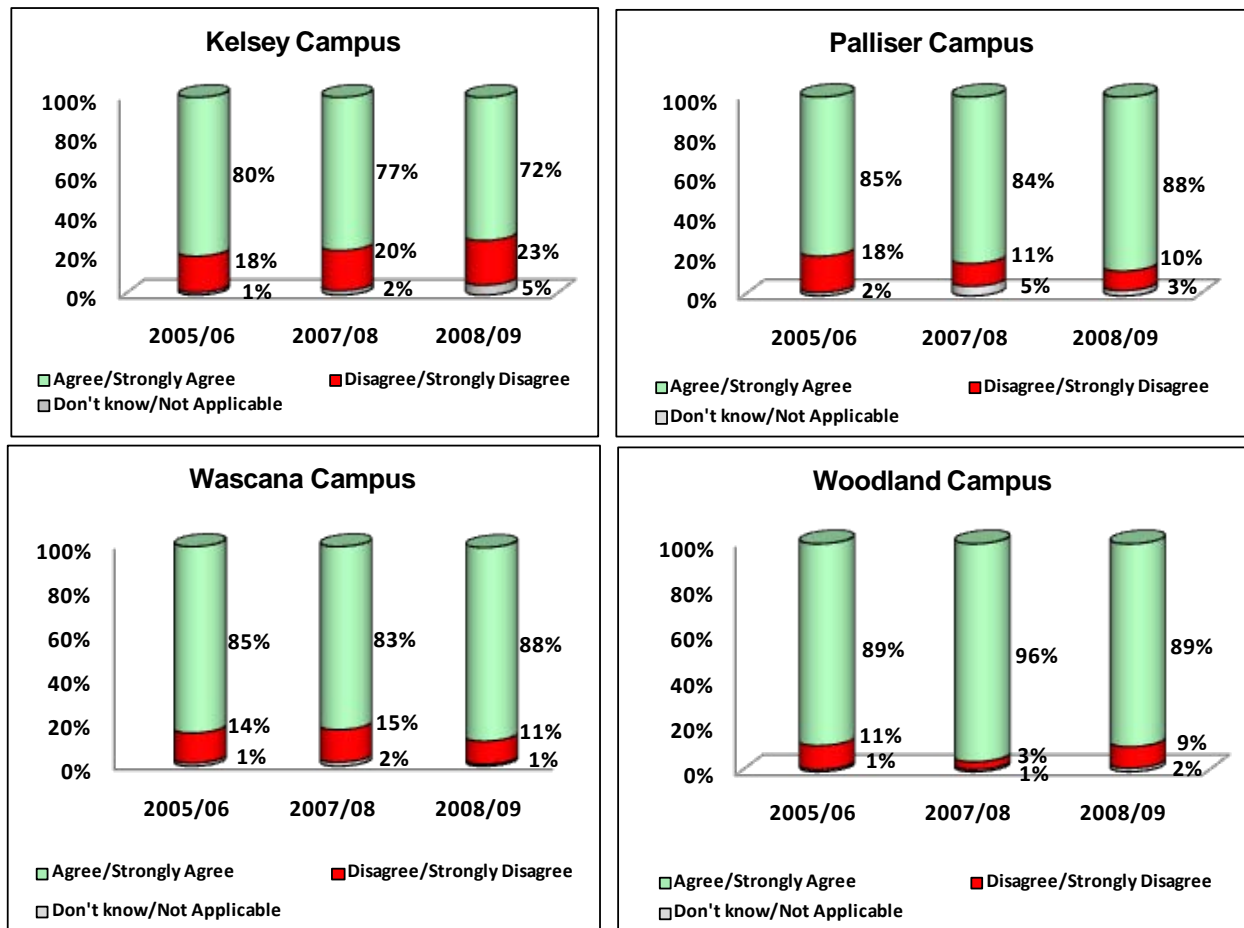
Both Palliser and Wascana campuses increased 3% over 2005-06 levels, with 88% of students in agreement that adequate study space was available in 2008-09.

Conversely, only 72% of respondents from Kelsey campus agreed study space was adequate, an 8% decline since 2005/06.

**Table 17: Adequacy of Available Study Space: By Campus**

| Year    | Campus   | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|---------|----------|------------------------|------------------|---------|------------|---------------------|-------------------------------|
| 2005/06 | Kelsey   | 843                    | 19.8             | 60.5    | 14.1       | 4.2                 | 1.4                           |
|         | Palliser | 403                    | 15.9             | 69.0    | 11.2       | 2.5                 | 1.5                           |
|         | Wascana  | 519                    | 22.2             | 62.4    | 12.2       | 1.5                 | 1.7                           |
|         | Woodland | 322                    | 27.3             | 61.2    | 9.6        | 0.9                 | 0.9                           |
| 2007/08 | Kelsey   | 829                    | 19.4             | 58.0    | 16.0       | 4.2                 | 2.3                           |
|         | Palliser | 547                    | 25.0             | 58.3    | 12.4       | 2.4                 | 1.8                           |
|         | Wascana  | 534                    | 27.0             | 56.7    | 9.9        | 1.5                 | 4.9                           |
|         | Woodland | 207                    | 39.1             | 56.5    | 2.4        | 1.0                 | 1.0                           |
| 2008/09 | Kelsey   | 409                    | 16.4             | 56.0    | 13.9       | 8.6                 | 5.1                           |
|         | Palliser | 229                    | 27.9             | 60.3    | 9.6        | 0.9                 | 0.9                           |
|         | Wascana  | 256                    | 30.5             | 57.0    | 6.3        | 3.5                 | 2.7                           |
|         | Woodland | 64                     | 34.4             | 54.7    | 9.4        | 0.0                 | 1.6                           |

Figure 20: Adequacy of Available Study Space: By Campus



## 6.4 Computer Lab Facilities

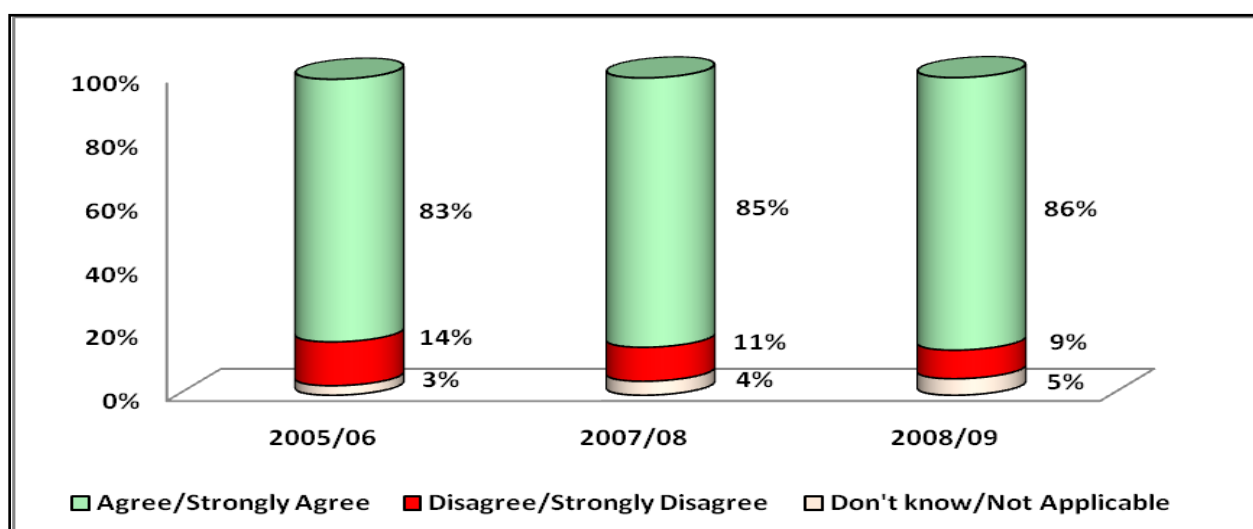
### 6.4.1 SIAST Overall

Respondents were asked to indicate their levels of agreement on the adequacy of available computer lab space at SIAST during 2008/09. Overall, 86% of students agreed there was adequate computer lab space, a 3% increase over 2005/06 (table 18, figure 21).

**Table 18: Adequacy of Available Computer Lab Space: SIAST Overall**

| Response                           | 2005/06 |      | 2007/08 |      | 2008/09 |      |
|------------------------------------|---------|------|---------|------|---------|------|
|                                    | #       | %    | #       | %    | #       | %    |
| <b>Strongly Agree</b>              | 472     | 22.6 | 581     | 27.4 | 273     | 28.5 |
| <b>Agree</b>                       | 1,262   | 60.6 | 1,215   | 57.4 | 549     | 57.3 |
| <b>Disagree</b>                    | 215     | 10.3 | 185     | 8.7  | 66      | 6.9  |
| <b>Strongly Disagree</b>           | 72      | 3.5  | 42      | 2.0  | 20      | 2.1  |
| <b>Don't Know / Not Applicable</b> | 63      | 3.0  | 94      | 4.4  | 50      | 5.2  |

**Figure 21: Adequacy of Available Computer Lab Space: SIAST Overall**



### 6.4.2 By Campus

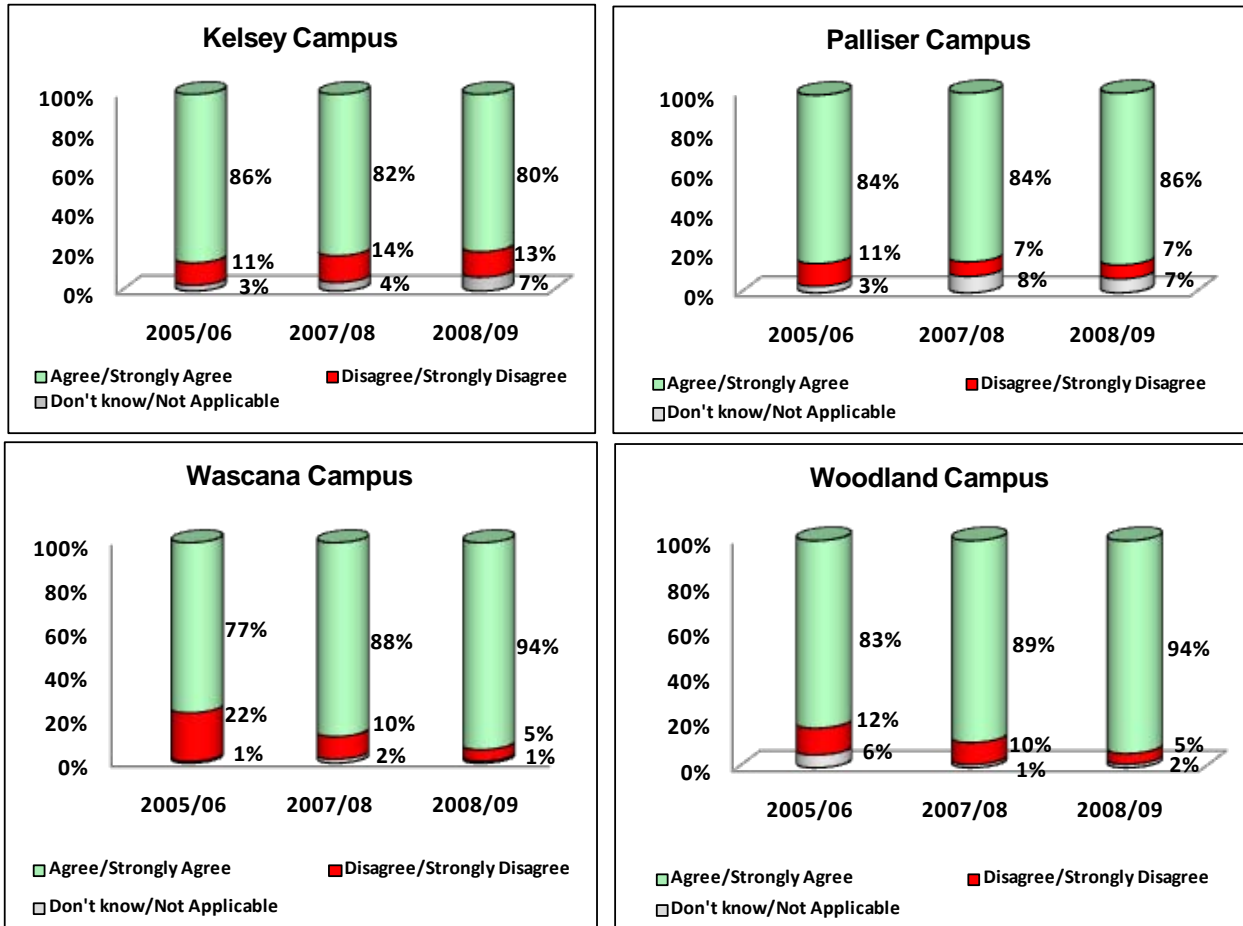
Both Palliser and Woodland reported the same and the highest proportion of students (94%) who agreed their respective campuses had adequate computer space available (table 19, figure 22). Both campuses also experienced notable increases over 2005-06 levels of agreement: Palliser with a 17% increase and Woodland with 11%. Eighty-six percent of respondents at Wascana campus responded similarly, a 2% increase over 2005/06.

The only campus to experience a decrease in the level of student agreement to the adequacy of computer lab space was Kelsey campus. Eighty percent of students at Kelsey were satisfied with computer lab space, a decrease of 6% since 2005-06.

Table 19: Adequacy of Available Computer Lab Space: By Campus

| Year    | Campus   | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|---------|----------|------------------------|------------------|---------|------------|---------------------|-------------------------------|
| 2005/06 | Kelsey   | 843                    | 22.3             | 63.3    | 7.7        | 3.7                 | 3.0                           |
|         | Palliser | 403                    | 18.9             | 58.3    | 15.6       | 6.5                 | 0.7                           |
|         | Wascana  | 519                    | 22.8             | 61.6    | 10.6       | 1.7                 | 3.3                           |
|         | Woodland | 322                    | 28.0             | 54.5    | 10.0       | 1.9                 | 5.6                           |
| 2007/08 | Kelsey   | 829                    | 24.1             | 57.9    | 10.9       | 2.7                 | 4.5                           |
|         | Palliser | 547                    | 29.4             | 58.5    | 8.6        | 1.6                 | 1.8                           |
|         | Wascana  | 534                    | 27.3             | 57.1    | 6.7        | 0.6                 | 8.2                           |
|         | Woodland | 207                    | 35.7             | 53.1    | 5.8        | 3.9                 | 1.4                           |
| 2008/09 | Kelsey   | 409                    | 22.5             | 57.5    | 9.5        | 3.4                 | 7.1                           |
|         | Palliser | 229                    | 35.4             | 58.5    | 5.2        | 0.0                 | 0.9                           |
|         | Wascana  | 256                    | 30.1             | 55.9    | 4.7        | 2.3                 | 7.0                           |
|         | Woodland | 64                     | 35.9             | 57.8    | 4.7        | 0.0                 | 1.6                           |

Figure 22: Adequacy of Available Computer Lab Space: By Campus



## 6.5 Feel Safe and Secure on Campus

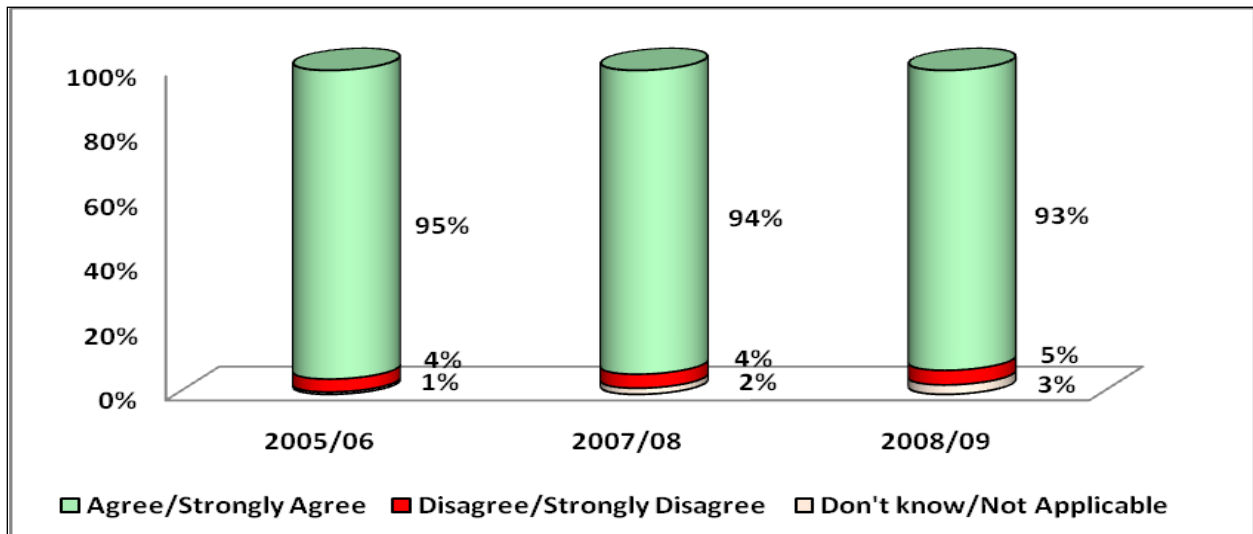
### 6.5.1 SIAST Overall

Students were asked whether they felt safe and secure on their SIAST campuses. As shown in table 20 and figure 23, overall 93% of respondents indicated that they were felt safe and secure on campus, a 2% decrease from 2005/06.

**Table 20: Feel Safe and Secure on Campus: SIAST Overall**

| Response                           | 2005/06 |      | 2007/08 |      | 2008/09 |      |
|------------------------------------|---------|------|---------|------|---------|------|
|                                    | #       | %    | #       | %    | #       | %    |
| <b>Strongly Agree</b>              | 746     | 35.8 | 781     | 36.9 | 358     | 37.4 |
| <b>Agree</b>                       | 1,241   | 59.5 | 1,205   | 56.9 | 528     | 55.2 |
| <b>Disagree</b>                    | 53      | 2.5  | 62      | 2.9  | 31      | 3.2  |
| <b>Strongly Disagree</b>           | 32      | 1.5  | 29      | 1.4  | 12      | 1.3  |
| <b>Don't Know / Not Applicable</b> | 14      | 0.7  | 40      | 1.9  | 28      | 2.9  |

**Figure 23: Feel Safe and Secure on Campus: SIAST Overall**



### 6.5.2 By Campus

Table 21 and figure 24 display the level of agreement of respondents with respect to how safe and secure they felt at SIAST, by campus, during 2008/09.

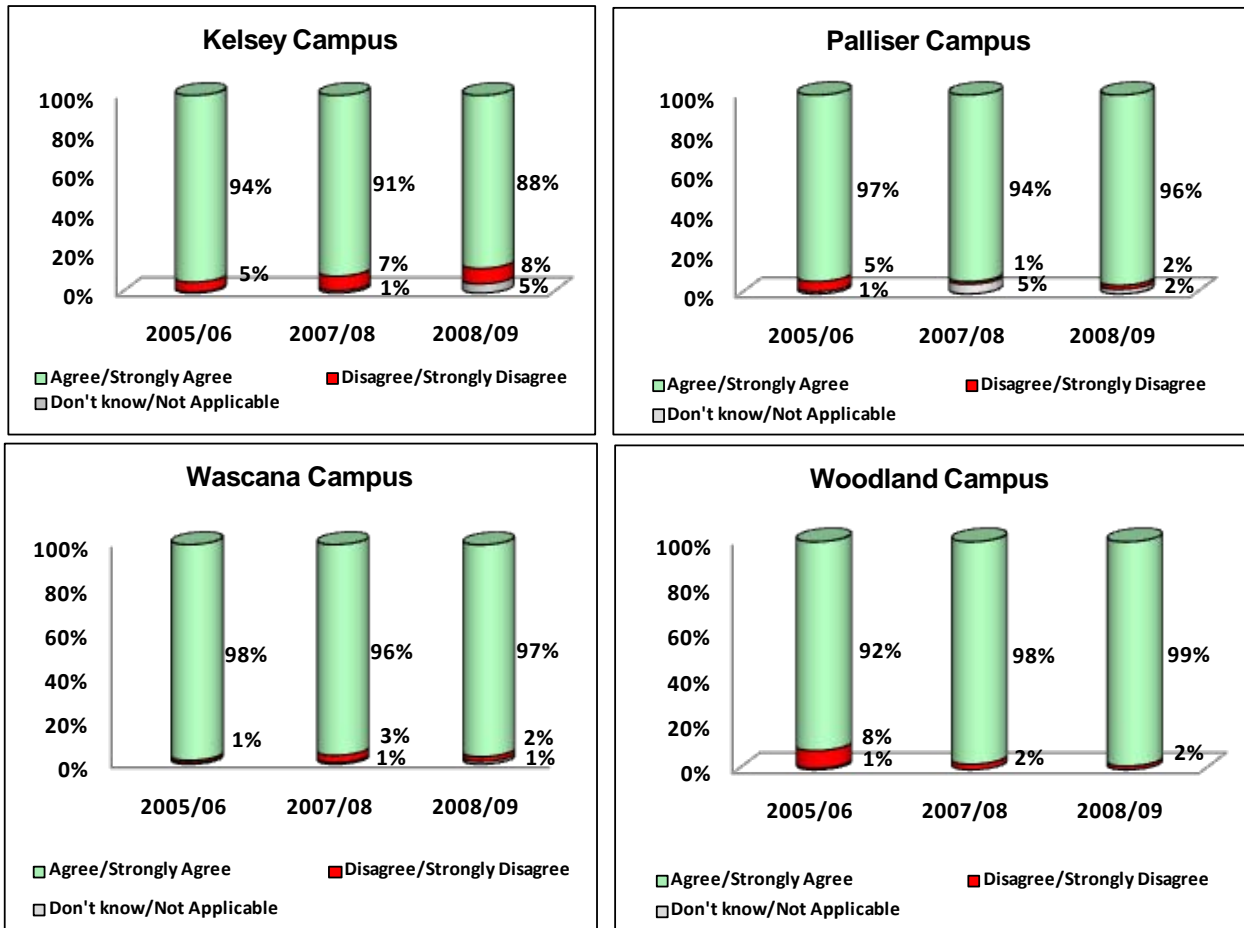
Nearly all students at Woodland campus (99%) agreed that they felt safe and secure on campus, a 7% increase over 2005/06. Palliser and Wascana campuses had fairly consistent levels of agreement since 2005-06, both experiencing a slight decline of 1% overall to 97% and 96% respectively.

Over four-fifths of students at Kelsey campus, similarly reported feeling safe and secure, but this is a 6% decrease since 2005-06.

**Table 21: Feel Safe and Secure on Campus: By Campus**

| Year    | Campus   | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|---------|----------|------------------------|------------------|---------|------------|---------------------|-------------------------------|
| 2005/06 | Kelsey   | 843                    | 32.7             | 61.7    | 3.2        | 1.9                 | 0.5                           |
|         | Palliser | 403                    | 36.5             | 61.8    | 1.2        | 0.0                 | 0.5                           |
|         | Wascana  | 519                    | 37.1             | 59.5    | 1.7        | 0.6                 | 1.2                           |
|         | Woodland | 322                    | 40.7             | 50.9    | 3.7        | 4.0                 | 0.6                           |
| 2007/08 | Kelsey   | 829                    | 29.9             | 61.5    | 4.7        | 2.7                 | 1.2                           |
|         | Palliser | 547                    | 43.9             | 52.1    | 2.6        | 0.7                 | 0.7                           |
|         | Wascana  | 534                    | 37.3             | 56.6    | 0.9        | 0.4                 | 4.9                           |
|         | Woodland | 207                    | 45.4             | 52.2    | 1.9        | 0.5                 | 0.0                           |
| 2008/09 | Kelsey   | 408                    | 24.0             | 63.5    | 5.6        | 2.2                 | 4.7                           |
|         | Palliser | 229                    | 50.2             | 46.3    | 1.7        | 0.4                 | 1.3                           |
|         | Wascana  | 256                    | 45.7             | 50.0    | 1.2        | 0.8                 | 2.3                           |
|         | Woodland | 64                     | 43.8             | 54.7    | 1.6        | 0.0                 | 0.0                           |

Figure 24: Feel Safe and Secure on Campus: By Campus



## 6.6 Overall Campus Facilities

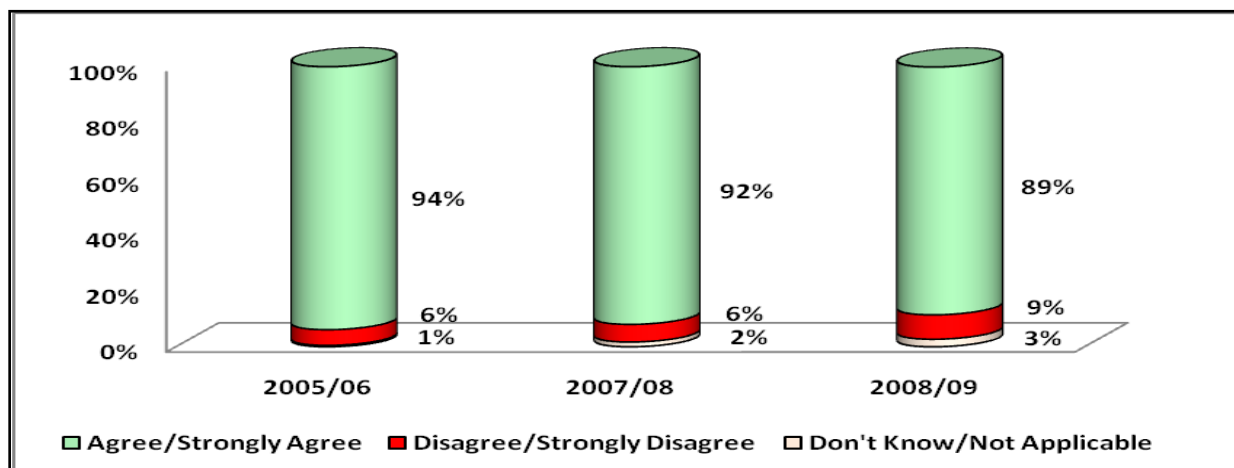
### 6.6.1 SIAST Overall

The survey asked respondents to indicate their agreement on whether campus facilities met their needs as students. As shown in table 22 and figure 25, in 2008/09, 89% of all SIAST respondents agreed that campus facilities met their educational needs, a 5% decrease since 2005/06.

**Table 22: Campus Facilities Met Students' Needs: SIAST Overall**

| Response                           | 2005/06 |      | 2007/08 |      | 2008/09 |      |
|------------------------------------|---------|------|---------|------|---------|------|
|                                    | #       | %    | #       | %    | #       | %    |
| <b>Strongly Agree</b>              | 580     | 27.8 | 641     | 30.3 | 280     | 29.2 |
| <b>Agree</b>                       | 1,378   | 66.1 | 1,306   | 61.7 | 569     | 59.3 |
| <b>Disagree</b>                    | 93      | 4.5  | 101     | 4.8  | 65      | 6.8  |
| <b>Strongly Disagree</b>           | 23      | 1.1  | 32      | 1.5  | 18      | 1.9  |
| <b>Don't Know / Not Applicable</b> | 10      | 0.5  | 37      | 1.7  | 26      | 2.7  |

**Figure 25: Campus Facilities Met Students' Needs: SIAST Overall**



### 6.6.2 By Campus

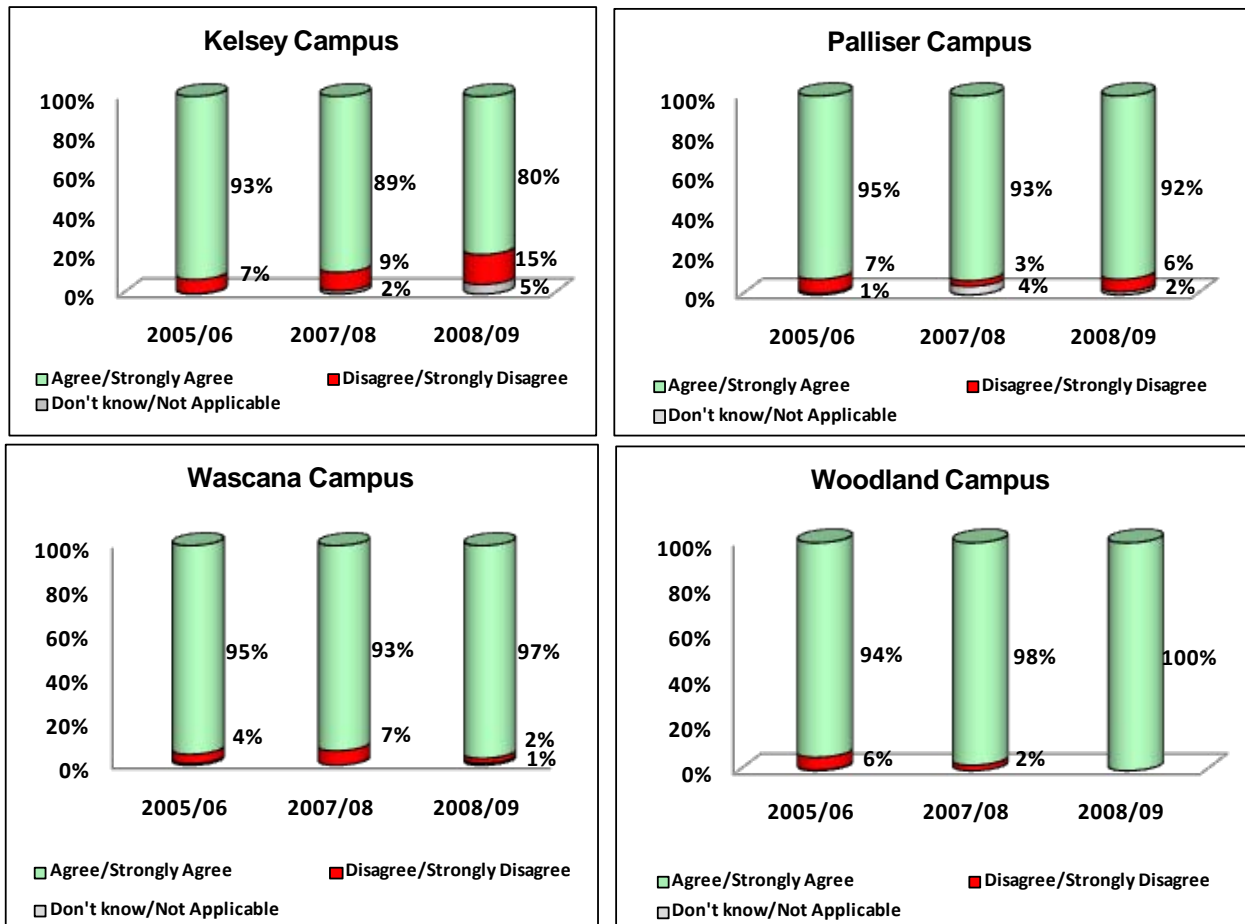
In 2008/09, 100% of respondents from Woodland campus indicated that campus facilities met their needs as students, a 6% increase over 2005/06. While the proportion of respondents from both Wascana (92%) and Palliser (97%) campuses who agreed that campus facilities met their needs were consistent with responses in the previous two surveys, the satisfaction of students at Kelsey campus (80%) declined by approximately 13% since 2005/06 (table 23, figure 26).



Table 23: Campus Facilities Met Students' Needs: By Campus

| Year    | Campus   | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|---------|----------|------------------------|------------------|---------|------------|---------------------|-------------------------------|
| 2005/06 | Kelsey   | 843                    | 27.0             | 65.7    | 5.5        | 1.7                 | 0.2                           |
|         | Palliser | 403                    | 21.8             | 73.2    | 4.0        | 0.2                 | 0.7                           |
|         | Wascana  | 519                    | 29.9             | 65.3    | 3.5        | 0.6                 | 0.8                           |
|         | Woodland | 322                    | 34.3             | 59.8    | 4.0        | 1.6                 | 0.3                           |
| 2007/08 | Kelsey   | 829                    | 25.3             | 63.7    | 6.6        | 2.7                 | 1.7                           |
|         | Palliser | 547                    | 30.3             | 63.1    | 5.5        | 1.1                 | 0.0                           |
|         | Wascana  | 534                    | 32.6             | 60.3    | 2.2        | 0.6                 | 4.3                           |
|         | Woodland | 207                    | 44.0             | 53.6    | 1.9        | 0.5                 | 0.0                           |
| 2008/09 | Kelsey   | 409                    | 17.8             | 62.1    | 11.2       | 3.9                 | 4.9                           |
|         | Palliser | 229                    | 40.2             | 56.8    | 2.2        | 0.0                 | 0.9                           |
|         | Wascana  | 256                    | 33.6             | 58.6    | 5.5        | 0.8                 | 1.6                           |
|         | Woodland | 64                     | 45.3             | 54.7    | 0.0        | 0.0                 | 0.0                           |

Figure 26: Campus Facilities Met Students' Needs: By Campus



## 7.0 Campus Services

SIAST provides a variety of services at all four campuses. These include learning assistance centers, counseling services, student employment centers, libraries, bookstores, registration services, cafeterias and other food services, recreation services, health services, Aboriginal student centers and Web-based services. Respondents to this survey were given the opportunity to indicate (i) their awareness of these services, (ii) their use of these services and (iii) their levels of satisfaction with the services used. The following section summarizes the students' responses regarding those services both SIAST-wide as well as by campus. Tables and figures are ordered by services that had the highest levels of awareness in 2008/09 to the lowest levels.

### 7.1 Awareness of SIAST Services

#### 7.1.1 SIAST Overall

As illustrated in table 24 and figure 27, and consistent with results from the previous two surveys, in 2008/09 the majority of respondents indicated they were aware of most services provided by SIAST. Overall since 2005/06, there were increases in awareness of all the services mentioned above, but the highest reported increases were for awareness of the learning assistance centers (up by 15%), health services (up by 10%), registration services (up by 9%) and Aboriginal student centers (up by 9%).

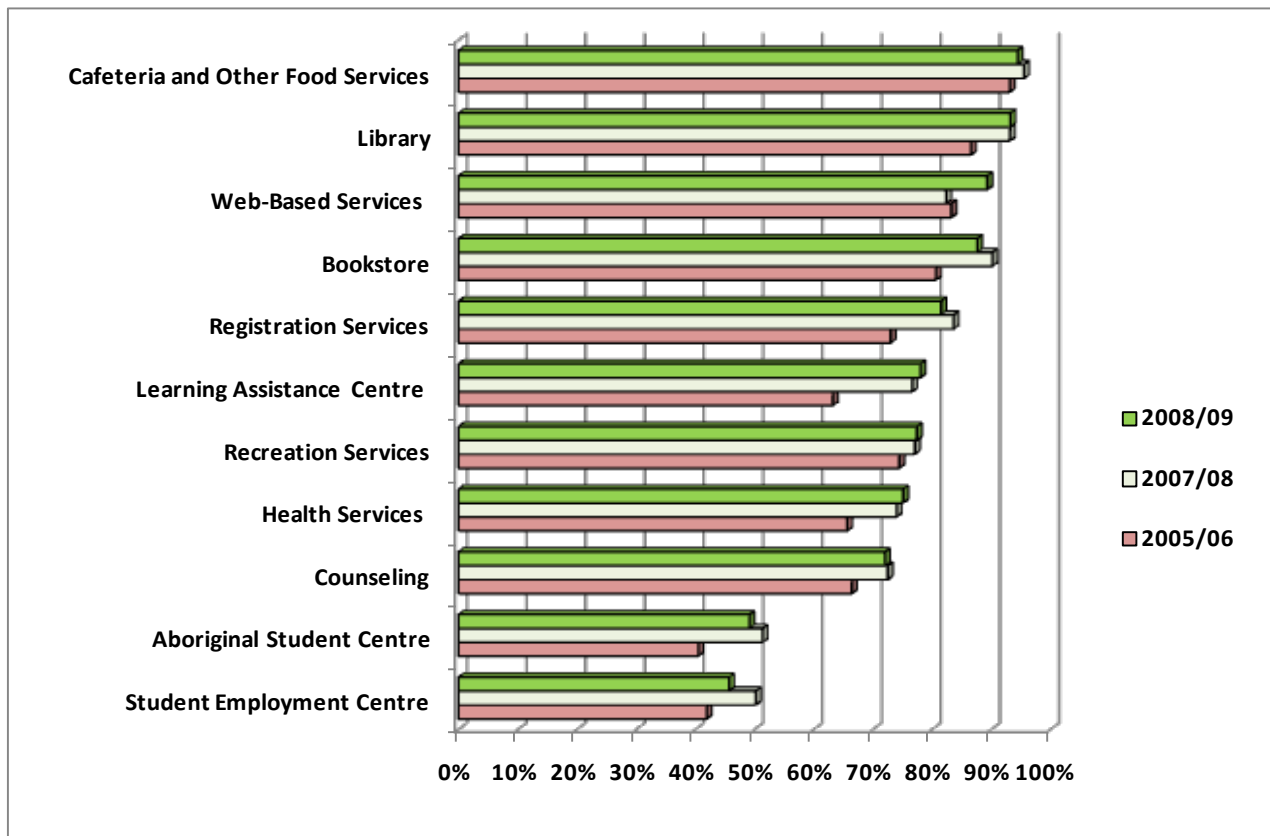
More specifically, in 2008/09:

- Services for which respondents reported highest levels of awareness were the cafeteria and other food services (94%) and library facilities (93%).
- Between 80% and 90% of respondents of all four campuses indicated awareness of Web-based services (89%), bookstores (88%) and registration services (82%).
- Roughly three-fourths of overall respondents reported that they were aware of the learning assistance centers (78%), recreation services (77%), health services (75%), and counseling services (72%).
- Less than one-half of respondents indicated awareness of services provided by Aboriginal student centers (49%) and student employment centers (46%).
- Focusing on just those respondents who declared they were Aboriginal, approximately 81% (54 of 67) reported they were aware of the services provided by the Aboriginal student centers.

Table 24: Awareness of SIAST Services: SIAST Overall

| Type of Service                   | 2005/06 |       | 2007/08 |       | 2008/09 |       |
|-----------------------------------|---------|-------|---------|-------|---------|-------|
|                                   | #       | %     | #       | %     | #       | %     |
| Cafeteria and Other Food Services | 1,942   | 93.1% | 2,020   | 95.5% | 902     | 94.4% |
| Library                           | 1,806   | 86.6% | 1,970   | 93.1% | 892     | 93.2% |
| Web Based Services                | 1,737   | 83.2% | 1,742   | 82.4% | 855     | 89.3% |
| Bookstore                         | 1,683   | 80.6% | 1,907   | 90.2% | 838     | 87.6% |
| Registration Services             | 1,523   | 73.0% | 1,768   | 83.6% | 780     | 81.5% |
| Learning Assistance Centre        | 1,320   | 63.2% | 1,621   | 76.6% | 746     | 78.0% |
| Recreation Services               | 1,553   | 74.5% | 1,630   | 77.1% | 741     | 77.4% |
| Health Services                   | 1,370   | 65.6% | 1,565   | 74.0% | 719     | 75.1% |
| Counselling                       | 1,386   | 66.4% | 1,533   | 72.5% | 688     | 72.0% |
| Aboriginal Student Centre         | 845     | 40.5% | 1,086   | 51.4% | 470     | 49.1% |
| Student Employment Centre         | 874     | 41.9% | 1,062   | 50.2% | 437     | 45.7% |

Figure 27: Awareness of SIAST Services: SIAST Overall



### 7.1.2 By Campus

Students' responses regarding awareness of SIAST services were further broken down by campus and the results are presented below.

### 7.1.2.1 Kelsey Campus

Overall, Kelsey students' awareness of these services increased in all areas since 2005/06, with the most dramatic increases reported for health services (up by 11%), registration services (up by 10%), student employment centre services (up by 10%), library services (up by 10%) and Web-based services (up by 8%) (table 25, figure 28).

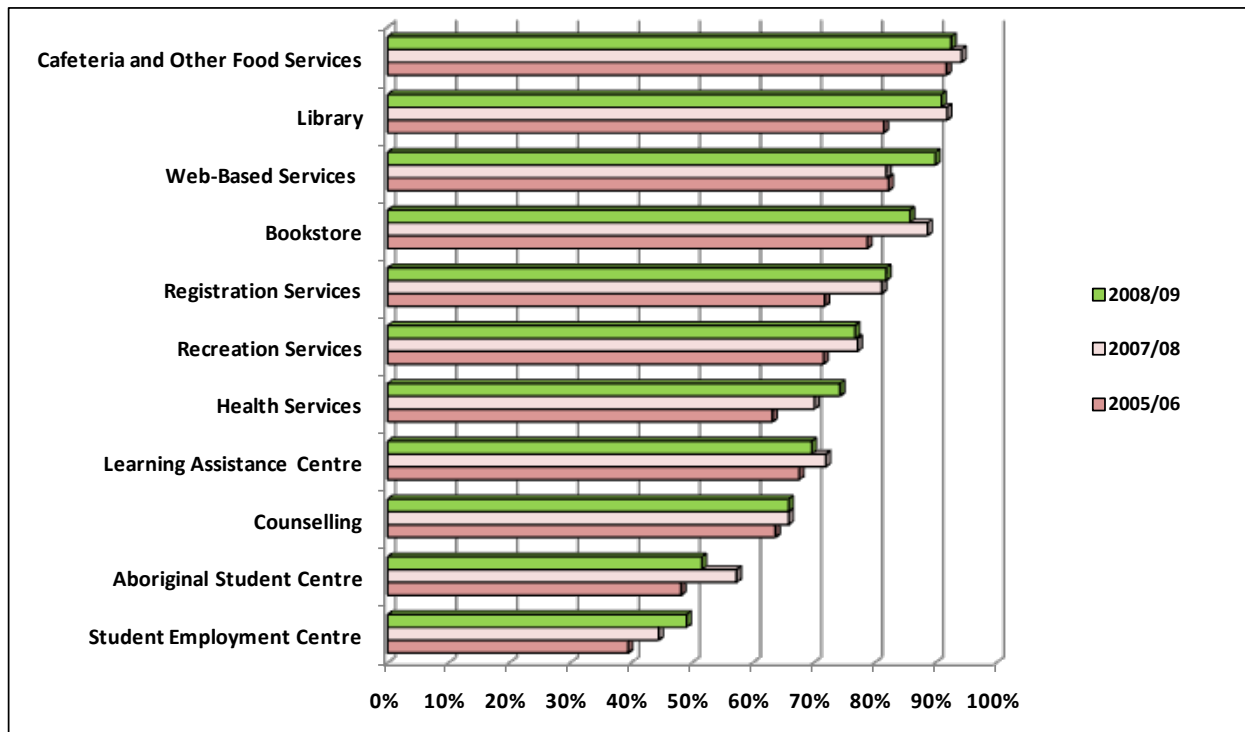
In particular, the 2008/09 responses indicated that:

- The greatest number of respondents were aware of the cafeteria and other food services (93%), library (91%) and Web-based services (90%).
- Approximately four-fifths of respondents were aware of the bookstore (86%), registration services (82%), and recreation services (77%).
- Nearly three-fourths of respondents indicated awareness of health services (74%) and the learning assistance centre (70%).
- Only one-half of all respondents were aware of the services provided by the Aboriginal student centre (52%) and the student employment centre (49%).
- Nearly three-fourths of aboriginal respondents at Kelsey campus (71.4%, or 10 of 14) indicated they were aware of the Aboriginal student centre. This is slightly below the proportion of aboriginal students at all campuses (81%) who reported the same awareness.

**Table 25: Awareness of SIAST Services: Kelsey Campus**

| Type of Service                          | 2005/06 |       | 2007/08 |       | 2008/09 |       |
|--|---------|-------|---------|-------|---------|-------|
|  | #       | %     | #       | %     | #       | %     |
| <b>Cafeteria and Other Food Services</b> | 773     | 91.8% | 787     | 94.3% | 378     | 92.6% |
| <b>Library</b>                           | 687     | 81.5% | 762     | 91.9% | 372     | 91.0% |
| <b>Web Based Services</b>                | 694     | 82.3% | 679     | 81.9% | 318     | 90.0% |
| <b>Bookstore</b>                         | 664     | 78.8% | 735     | 88.7% | 351     | 85.8% |
| <b>Registration Services</b>             | 605     | 71.8% | 673     | 81.2% | 335     | 81.9% |
| <b>Learning Assistance Centre</b>        | 604     | 71.6% | 640     | 77.2% | 314     | 76.8% |
| <b>Recreation Services</b>               | 533     | 63.2% | 581     | 70.1% | 304     | 74.3% |
| <b>Health Services</b>                   | 570     | 67.6% | 597     | 72.0% | 285     | 69.7% |
| <b>Counselling</b>                       | 537     | 63.7% | 546     | 65.9% | 269     | 65.9% |
| <b>Aboriginal Student Centre</b>         | 406     | 48.2% | 475     | 57.3% | 211     | 51.6% |
| <b>Student Employment Centre</b>         | 333     | 39.5% | 373     | 44.5% | 201     | 49.1% |

**Figure 28: Awareness of SIAST Services: Kelsey Campus**



### 7.1.2.2 Palliser Campus

Awareness of most SIAST services at Palliser campus improved since 2005/06. Notable increases in awareness of services were reported for the learning assistance centre (up by 32%), the bookstore (up by 9%), registration services (up by 8%) and the Aboriginal student centre (up by 7%). Two exceptions were the student employment centre and health services which experienced decreases in awareness by approximately 20% and 4%, respectively (table 27 and figure 30).

More specifically, in 2008/09:

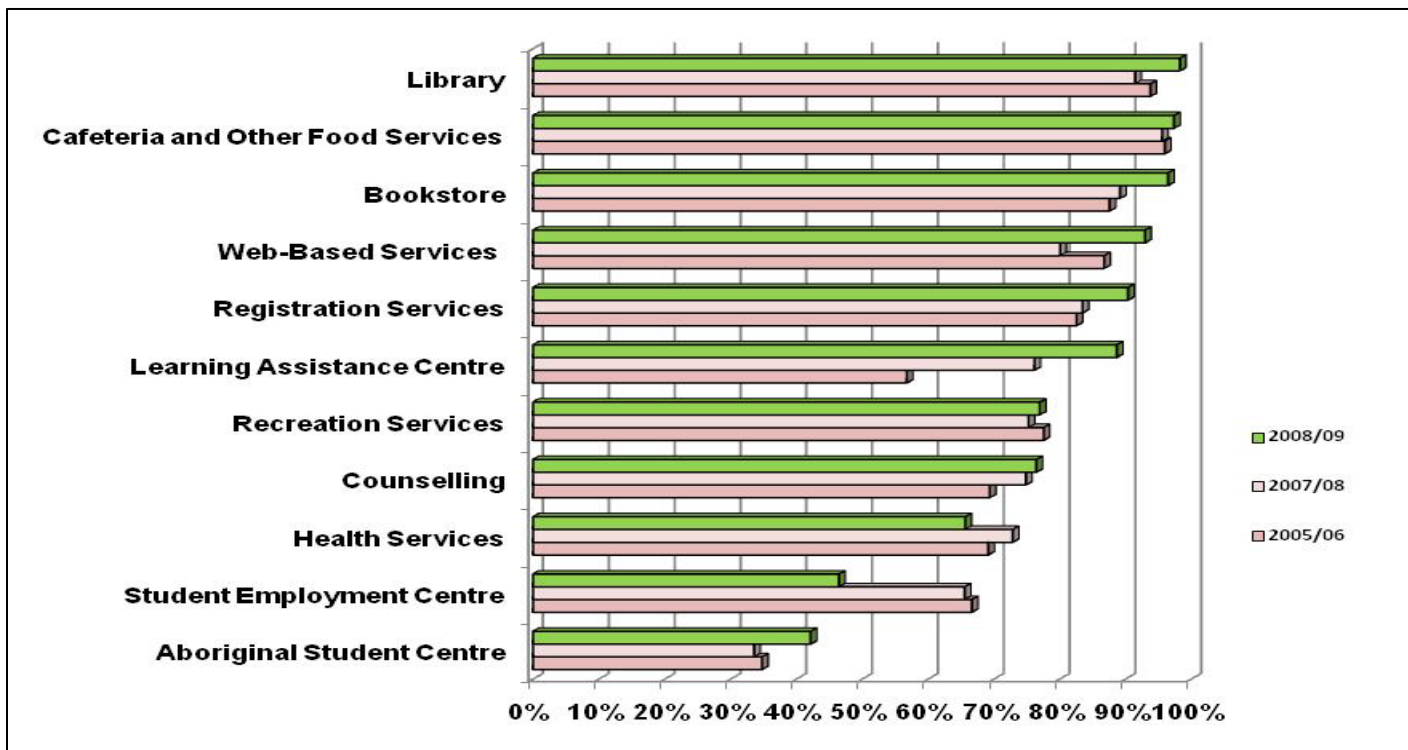
- Very high levels of awareness were reported for library services (98%), bookstore services (97%), the cafeteria and other food services (97%), registration services (90%), Web-based services (93%) and the services of the learning assistance centre (89%).
- Over three-fourths of respondents (77% for each category) indicated awareness of counseling services and recreation services.
- Approximately two-thirds of respondents (66%) were aware of health services.

- Less than one-half of all respondents were aware of services available at the student employment centre (47%) and Aboriginal student centre (42%).
- Four-fifths of aboriginal respondents at Palliser campus (80%, or 4 of 5) indicated they were aware of the Aboriginal student centre.

**Table 26: Awareness of SIAST Services: Palliser Campus**

| Type of Service                   | 2005/06 |       | 2007/08 |       | 2008/09 |       |
|-----------------------------------|---------|-------|---------|-------|---------|-------|
|                                   | #       | %     | #       | %     | #       | %     |
| Library                           | 377     | 93.8% | 501     | 91.5% | 226     | 98.3% |
| Cafeteria and Other Food Services | 386     | 96.0% | 523     | 95.6% | 224     | 97.4% |
| Bookstore                         | 352     | 87.6% | 488     | 89.2% | 222     | 96.5% |
| Web-Based Services                | 349     | 86.8% | 438     | 80.1% | 214     | 93.0% |
| Registration Services             | 332     | 82.6% | 457     | 83.5% | 208     | 90.4% |
| Learning Assistance Centre        | 229     | 56.8% | 417     | 76.2% | 204     | 88.7% |
| Recreation Services               | 311     | 77.6% | 412     | 75.3% | 177     | 77.0% |
| Counselling                       | 279     | 69.4% | 410     | 74.9% | 176     | 76.5% |
| Health Services                   | 278     | 69.2% | 399     | 72.9% | 151     | 65.7% |
| Student Employment Centre         | 268     | 66.7% | 359     | 65.6% | 107     | 46.5% |
| Aboriginal Student Centre         | 140     | 34.8% | 184     | 33.6% | 97      | 42.2% |

**Figure 29: Awareness of SIAST Services: Palliser Campus**



### 7.1.2.3 Wascana Campus

Overall, the 2008/09 survey indicated strong awareness at Wascana campus of most SIAST services (table 26, figure 29). Although awareness increased in all areas over 2005/06 responses, awareness of the Aboriginal student centre (up by 24%), health services (up by 16%), the learning assistance centre (up by 18%), counseling services (up by 12%) and student employment centre services (up by 12%) showed notable increases.

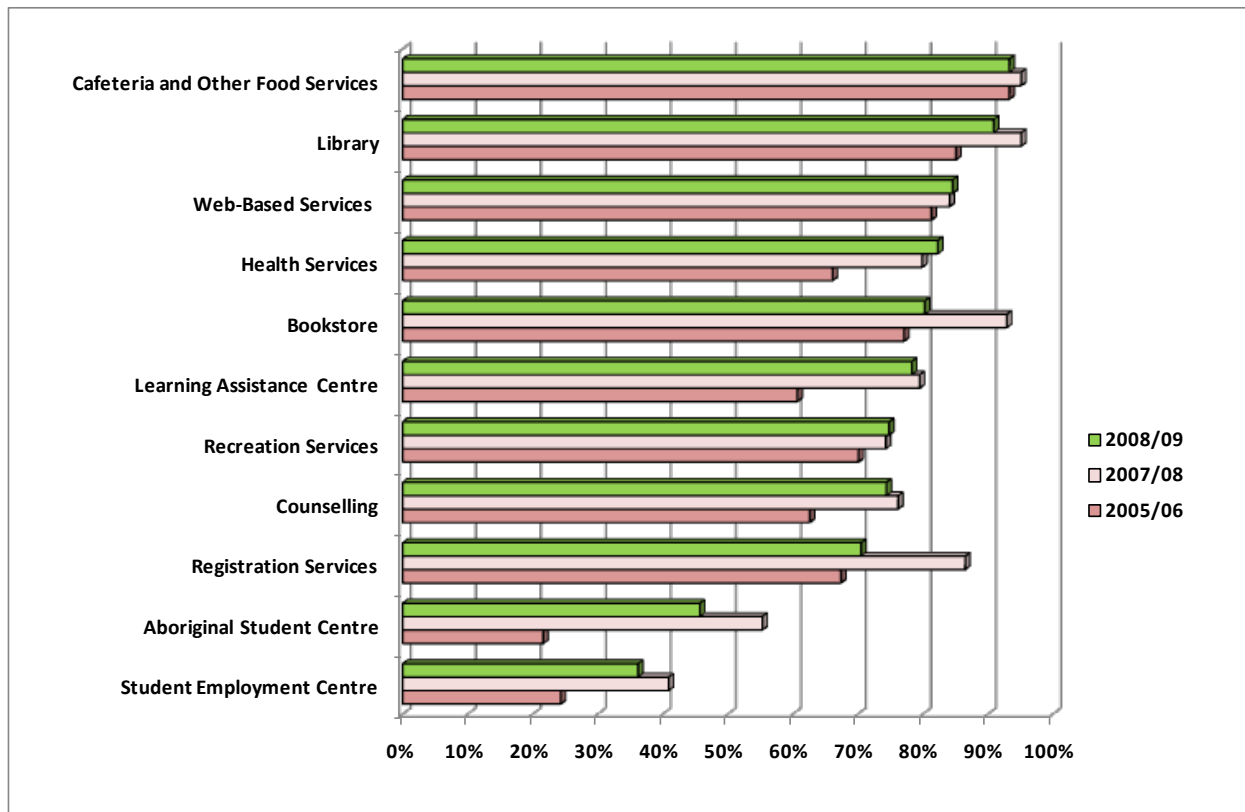
More specifically, in 2008/09:

- The greatest numbers of respondents reported awareness of the cafeteria and other food services (93%) and library services (91%).
- Approximately four-fifths of respondents were aware of Web-based services (85%), health services (82%) and the bookstore (80%).
- Close to three-quarters of respondents were aware of the learning assistance centre (78%), recreation services (75%), counseling services (74%) and registration services (71%).
- Less than one-half of all respondents were aware of the Aboriginal student centre (46%) and only one-third were aware of the student employment centre services (36%).
- Over four-fifths of aboriginal respondents at Wascana campus (83.3%, or 15 of 18) indicated they were aware of the Aboriginal student centre.

**Table 27: Awareness of SIAST Services: Wascana Campus**

| Type of Service                   | 2005/06 |       | 2007/08 |       | 2008/09 |       |
|-----------------------------------|---------|-------|---------|-------|---------|-------|
|                                   | #       | %     | #       | %     | #       | %     |
| Cafeteria and Other Food Services | 484     | 93.3% | 507     | 95.1% | 237     | 93.3% |
| Library                           | 441     | 85.1% | 507     | 95.1% | 231     | 90.9% |
| Web-Based Services                | 422     | 81.3% | 448     | 84.1% | 215     | 84.6% |
| Health Services                   | 343     | 66.1% | 426     | 79.9% | 209     | 82.3% |
| Bookstore                         | 400     | 77.1% | 495     | 92.9% | 204     | 80.3% |
| Learning Assistance Centre        | 315     | 60.7% | 424     | 79.5% | 199     | 78.3% |
| Recreation Services               | 364     | 70.1% | 396     | 74.3% | 190     | 74.8% |
| Counselling                       | 325     | 62.6% | 406     | 76.2% | 189     | 74.4% |
| Registration Services             | 350     | 67.4% | 461     | 86.5% | 179     | 70.5% |
| Aboriginal Student Centre         | 112     | 21.6% | 295     | 55.3% | 116     | 45.7% |
| Student Employment Centre         | 126     | 24.3% | 218     | 40.9% | 92      | 36.2% |

**Figure 30: Awareness of SIAST Services: Wascana Campus**



#### 7.1.2.4 Woodland Campus

Woodland campus respondents reported a steady increase in awareness for all services since 2005-06. The highest increases were reported for services at the learning assistance centre (up by 27%), registration services (up by 18%), health services (up by 19%), the Aboriginal student centre (up by 14%), the bookstore (up by 13%) and the student employment centre (up by 12%) (table 28, figure 31).

In particular, in 2008/09:

- A vast majority of respondents were aware of the library (98%), cafeteria and other food services (98%) and bookstore (95%).
- Over 90% of respondents were aware of the recreation services (94%), learning assistance centre (91%), registration services (91%) and Web-based services (91%).

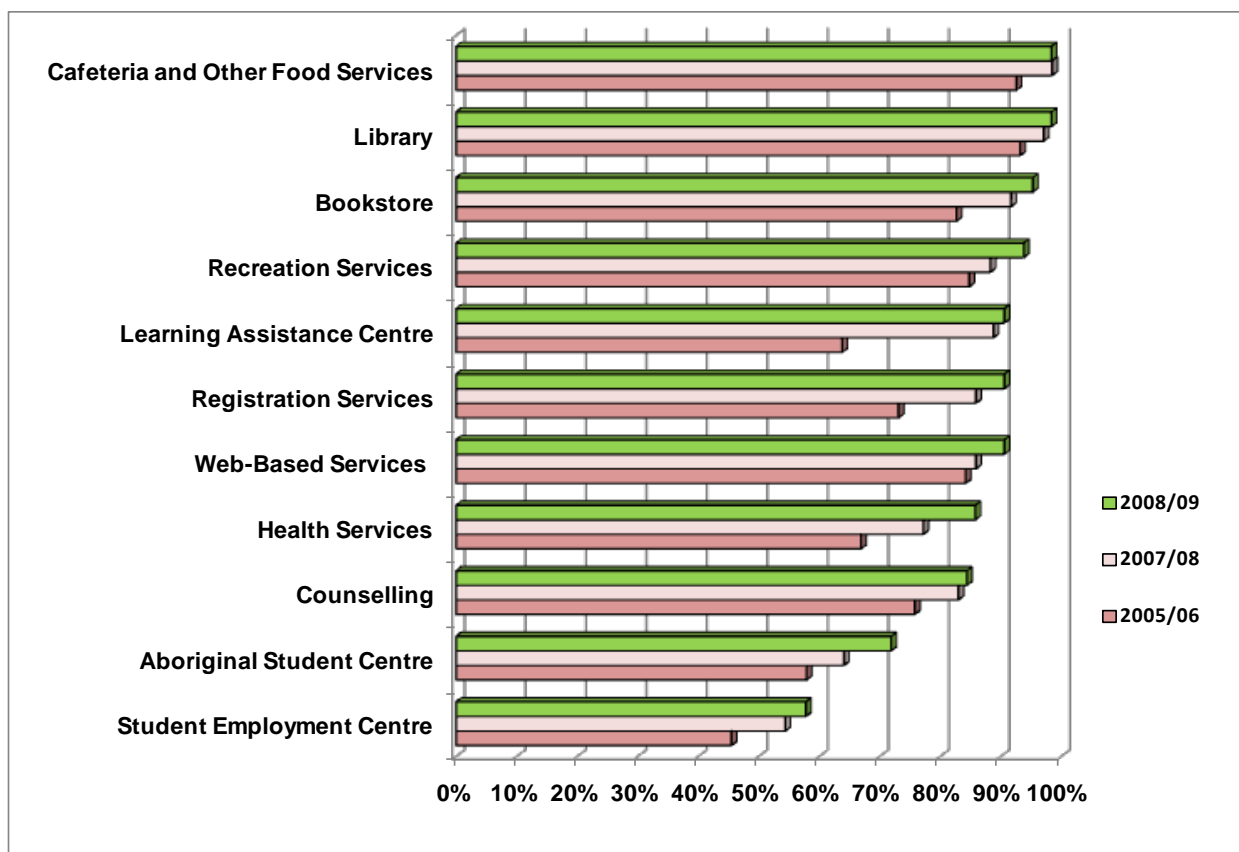


- Approximately four-fifths of respondents were aware of the health services centre (86%) and counseling services (84%).
- The highest proportion of all the four campuses for these two services, roughly three-quarters of all respondents were aware of services at the Aboriginal student centre (72%), and over half were aware of the student employment centre services (58%).
- Over four-fifths of aboriginal respondents at Woodland campus (83%, or 25 of 30) indicated they were aware of the Aboriginal student centre.

**Table 28: Awareness of SIAST Services: Woodland Campus**

| Type of Service                   | 2005/06 |       | 2007/08 |       | 2008/09 |       |
|-----------------------------------|---------|-------|---------|-------|---------|-------|
|                                   | #       | %     | #       | %     | #       | %     |
| Cafeteria and Other Food Services | 299     | 92.6% | 203     | 98.5% | 63      | 98.4% |
| Library                           | 301     | 93.2% | 200     | 97.1% | 63      | 98.4% |
| Bookstore                         | 267     | 82.7% | 189     | 91.7% | 61      | 95.3% |
| Recreation Services               | 274     | 84.8% | 182     | 88.3% | 60      | 93.8% |
| Learning Assistance Centre        | 206     | 63.8% | 183     | 88.8% | 58      | 90.6% |
| Registration Services             | 236     | 73.1% | 177     | 85.9% | 58      | 90.6% |
| Web-Based Services                | 272     | 84.2% | 177     | 85.9% | 58      | 90.6% |
| Health Services                   | 216     | 66.9% | 159     | 77.2% | 55      | 85.8% |
| Counselling                       | 245     | 75.8% | 171     | 83.0% | 54      | 84.4% |
| Aboriginal Student Centre         | 187     | 57.9% | 132     | 64.1% | 46      | 71.9% |
| Student Employment Centre         | 147     | 45.5% | 112     | 54.4% | 37      | 57.8% |

**Figure 31: Awareness of SIAST Services: Woodland Campus**



## 7.2 Use of SIAST Services

Only those respondents who indicated they were aware of the SIAST service(s) were asked to indicate whether they had utilized those services at their respective SIAST campuses. The results are summarized below both by SIAST overall and by individual campuses. Tables and figures are ordered by services that had the highest usage levels in 2008-09 to those that had the lowest levels.

### 7.2.1 SIAST Overall

Overall the 2008/09 survey revealed very little or no increase in respondents' use of most SIAST services since 2005/06 (table 29, figure 32). Since 2005/06, the only services to experience an increase in reported use were Web-based services (7%), registration services (5%) and health services (5%). In fact, the use of the student employment centre and counseling services declined by about 15% and 12%, respectively. The use of other services declined by from 1% to 5% since 2005/06.

More specifically, in 2008/09:

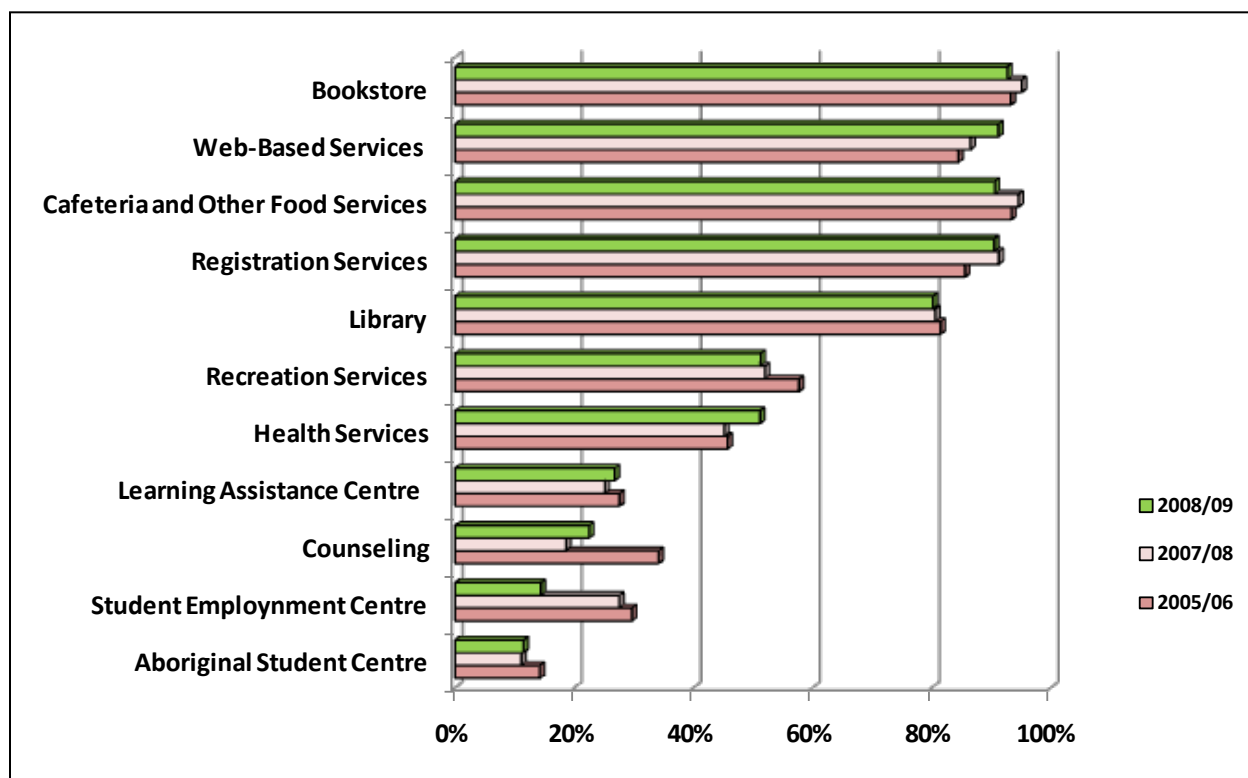
- The majority of respondents used the services of the bookstores (93%), Web-based services (91%), cafeterias and other food services (91%) and registration services (91%).
- Just over four-fifths of respondents utilized the services provided by the libraries (80%).
- Approximately one-half of respondents used the services provided by recreation facilities (51%) and health services (51%).
- Roughly one-fourth of respondents utilized the services provided by the learning assistance centers (27%) and counseling (23%).
- Less than one-fifth of all students, who were aware of student employment centre services (14%) and Aboriginal student centers (12%), used these services in 2008-09.
- Just over one half of aboriginal respondents (54%, or 29 of 54), who indicated they were aware of the aboriginal student centers, used these services in 2008-09.

**Table 29: Use of SIAST Services: SIAST Overall**

| Type of Service              | 2005/06 |       | 2007/08 |       | 2008/09 |       |
|------------------------------|---------|-------|---------|-------|---------|-------|
|                              | # *     | %     | # *     | %     | # *     | %     |
| Bookstore                    | 1,570   | 93.3% | 1,814   | 95.1% | 776     | 92.7% |
| Web-Based Services           | 1,468   | 84.5% | 1,507   | 86.5% | 780     | 91.2% |
| Cafeteria and Other Services | 1,814   | 93.4% | 1,911   | 94.6% | 818     | 90.6% |
| Registration Services        | 1,304   | 85.6% | 1,613   | 91.3% | 705     | 90.5% |
| Library                      | 1,472   | 81.5% | 1,588   | 80.6% | 715     | 80.2% |
| Recreation Services          | 896     | 57.7% | 848     | 52.0% | 380     | 51.3% |
| Health Services              | 626     | 45.8% | 707     | 45.2% | 368     | 51.2% |
| Learning Assistance Centre   | 364     | 27.6% | 408     | 25.2% | 200     | 26.8% |
| Counseling                   | 474     | 34.2% | 286     | 18.6% | 155     | 22.5% |
| Student Employment Centre    | 259     | 29.7% | 293     | 27.6% | 63      | 14.4% |
| Aboriginal Student Centre    | 120     | 14.2% | 121     | 11.1% | 54      | 11.5% |

\*This includes only those who indicated they were aware of and had used the service.

**Figure 32: Use of SIAST Services: SIAST Overall**



## 7.2.2 By Campus

Of the group of students who were aware of SIAST services, responses for their use of those services were further broken down, by campus. The findings are discussed below.

### 7.2.2.1 Kelsey Campus

Although the percentage of Kelsey respondents who utilized counseling, library and bookstore services in 2008/09 is closely comparable to the responses from the 2005/06 survey, the use of other services differed (table 30, figure 33). While there were increases in the use of Web-based services (up 10%), health services (up 7%) and registration services (up 5%), decline in use was reported for recreation services (down 9%), cafeteria and other food services (down 7%), Aboriginal student centre services (down 6%) and services of the learning assistance centre (down 6%).

More specifically, in 2008/09:

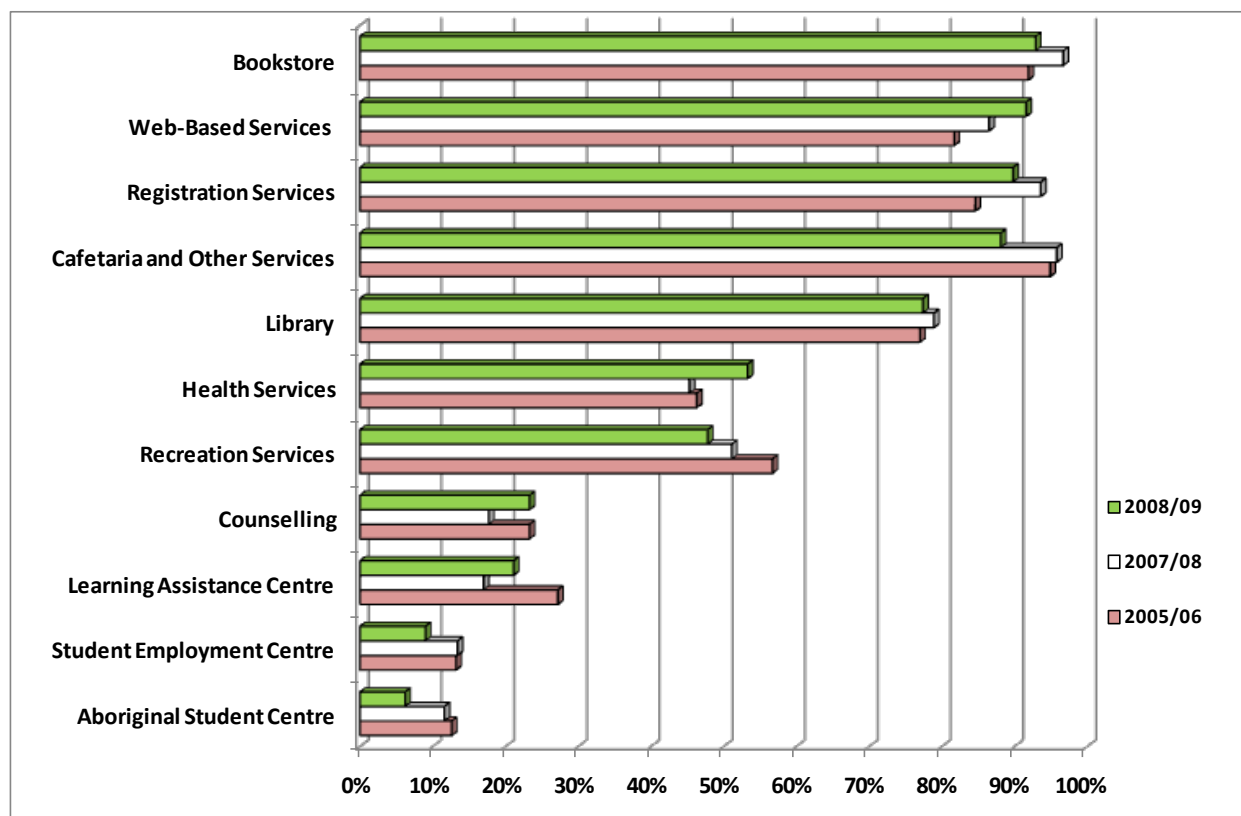
- The largest numbers of respondents used the services offered by the bookstore (93%), Web-based services (92%), registration services (90%) and the cafeteria and other food services (88%).
- Over three-quarters (77%) of respondents used the services offered by the library.
- Roughly one-half of respondents utilized the services offered by health services (53%) and recreation services (48%).
- Less than one-quarter of respondents used the services offered by the counseling (23%) and learning assistance centre (21%).
- Less than one-tenth of all respondents took advantage of the services offered by the student employment (9%) and Aboriginal student centers (6%).
- Sixty percent of aboriginal respondents (6 of 10), who were aware of the Kelsey aboriginal student centre, used these services in 2008-09.

**Table 30: Use of SIAST Services: Kelsey Campus**

| Type of Service                   | 2005/06 |     | 2007/08 |     | 2008/09 |     |
|-----------------------------------|---------|-----|---------|-----|---------|-----|
|                                   | # *     | %   | # *     | %   | # *     | %   |
| Bookstore                         | 610     | 92% | 711     | 97% | 326     | 93% |
| Web-Based Services                | 567     | 82% | 587     | 87% | 337     | 92% |
| Registration Services             | 512     | 85% | 630     | 94% | 300     | 90% |
| Cafeteria and Other Food Services | 734     | 95% | 754     | 96% | 334     | 88% |
| Library                           | 529     | 77% | 601     | 79% | 288     | 77% |
| Health Services                   | 247     | 46% | 264     | 45% | 162     | 53% |
| Recreation Services               | 342     | 57% | 327     | 51% | 150     | 48% |
| Counseling                        | 125     | 23% | 97      | 18% | 63      | 23% |
| Learning Assistance Centre        | 155     | 27% | 135     | 17% | 60      | 21% |
| Student Employment Centre         | 44      | 13% | 50      | 13% | 18      | 9%  |
| Aboriginal Student Centre         | 51      | 13% | 55      | 12% | 13      | 6%  |

\*This includes only those who indicated they were aware of and had used the service.

**Figure 33: Use of SIAST Services: Kelsey Campus**



### 7.2.2.3 Palliser Campus

In comparison to the responses from the previous two surveys, 2008/09 showed declines in the use of most services at Palliser campus (table 32, figure 35). Dramatic declines occurred in the use of counselling services (43%), student employment center services (39%), health services (22%), and recreation services (12%). Student use of registration services (up 4%), Web-based services (up 3%) and learning assistance centre services (up 2%) increased marginally.

In 2008/09:

- The majority of respondents used the services offered by registration services (96%), the bookstore (95%), web-based services (95%) and the cafeteria and other food services (94%).
- Approximately four-fifths (81%) of respondents used the services offered by the library.

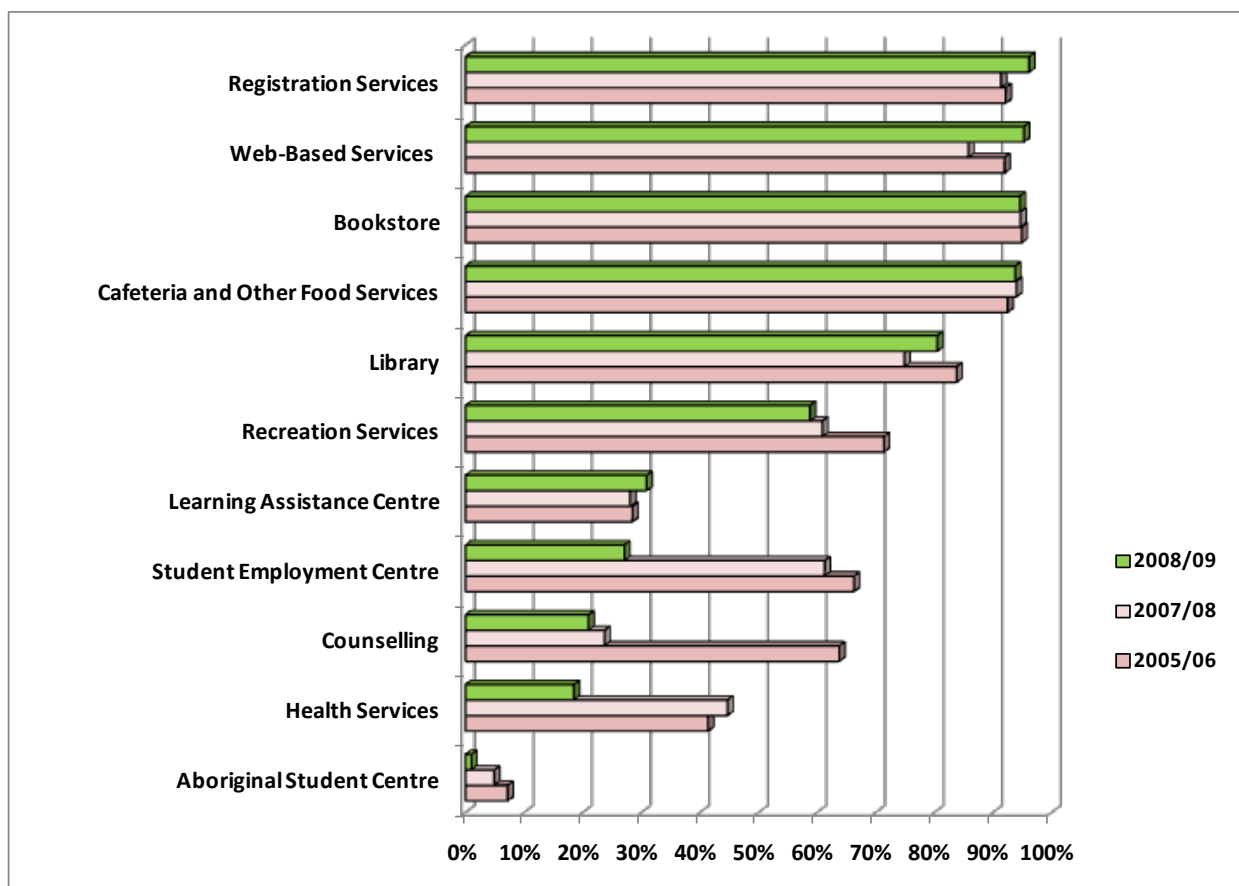
- Over one half of respondents (59%) utilized recreation services.
- Approximately one-third of respondents used the services of the learning assistance centre (31%) and student employment centre (27%).
- Roughly one-fifth of respondents utilized the services of the counseling centre (21%) and health services (19%).
- Only one Palliser respondent used the services of the Aboriginal Student Centre in 2008-09. This respondent was one of the four aboriginal respondents at Palliser (25%), who were aware of the aboriginal student centre. This is below the overall proportion of aboriginal students at all campuses who used the same services (54%).

**Table 31: Use of SIAST Services: Palliser Campus**

| Type of Service                   | 2005/06 |     | 2007/08 |     | 2008/09 |     |
|-----------------------------------|---------|-----|---------|-----|---------|-----|
|                                   | # *     | %   | # *     | %   | # *     | %   |
| Registration Services             | 306     | 92% | 417     | 91% | 200     | 96% |
| Web-Based Services                | 321     | 92% | 376     | 86% | 204     | 95% |
| Bookstore                         | 334     | 95% | 462     | 95% | 210     | 95% |
| Cafeteria and Other Food Services | 357     | 93% | 491     | 94% | 210     | 94% |
| Library                           | 316     | 84% | 375     | 75% | 182     | 81% |
| Recreation Services               | 222     | 71% | 251     | 61% | 104     | 59% |
| Learning Assistance Centre        | 65      | 29% | 117     | 28% | 63      | 31% |
| Student Employment Centre         | 177     | 66% | 220     | 61% | 29      | 27% |
| Counseling                        | 178     | 64% | 97      | 24% | 37      | 21% |
| Health Services                   | 115     | 41% | 178     | 45% | 28      | 19% |
| Aboriginal Student Centre         | 10      | 7%  | 9       | 5%  | 1       | 1%  |

\*This includes only those who indicated they were aware of and had used the service.

**Figure 34: Use of SIAST Services: Palliser Campus**



### 7.2.2.3 Wascana Campus

The reported use of student services at Wascana campus has been inconsistent over the past three surveys. For some services such as the learning assistance centre, counselling, student employment, recreation and health services, students reported a lower level of use in 2007/08, from the previous survey, followed by an increase in 2008/09. Others such as the library, bookstore, registration services, cafeteria and web-based services saw increase in reported student use in 2007/08 followed by a decrease in 2008/09.

The Aboriginal student centre is the only service provider that experienced a steady increase in use since 2005-06 of 14%. Health services experienced the highest percent increase in use since 2005-06



of 17%, while counseling services saw the most notable overall decrease of 9%.

In 2008/09:

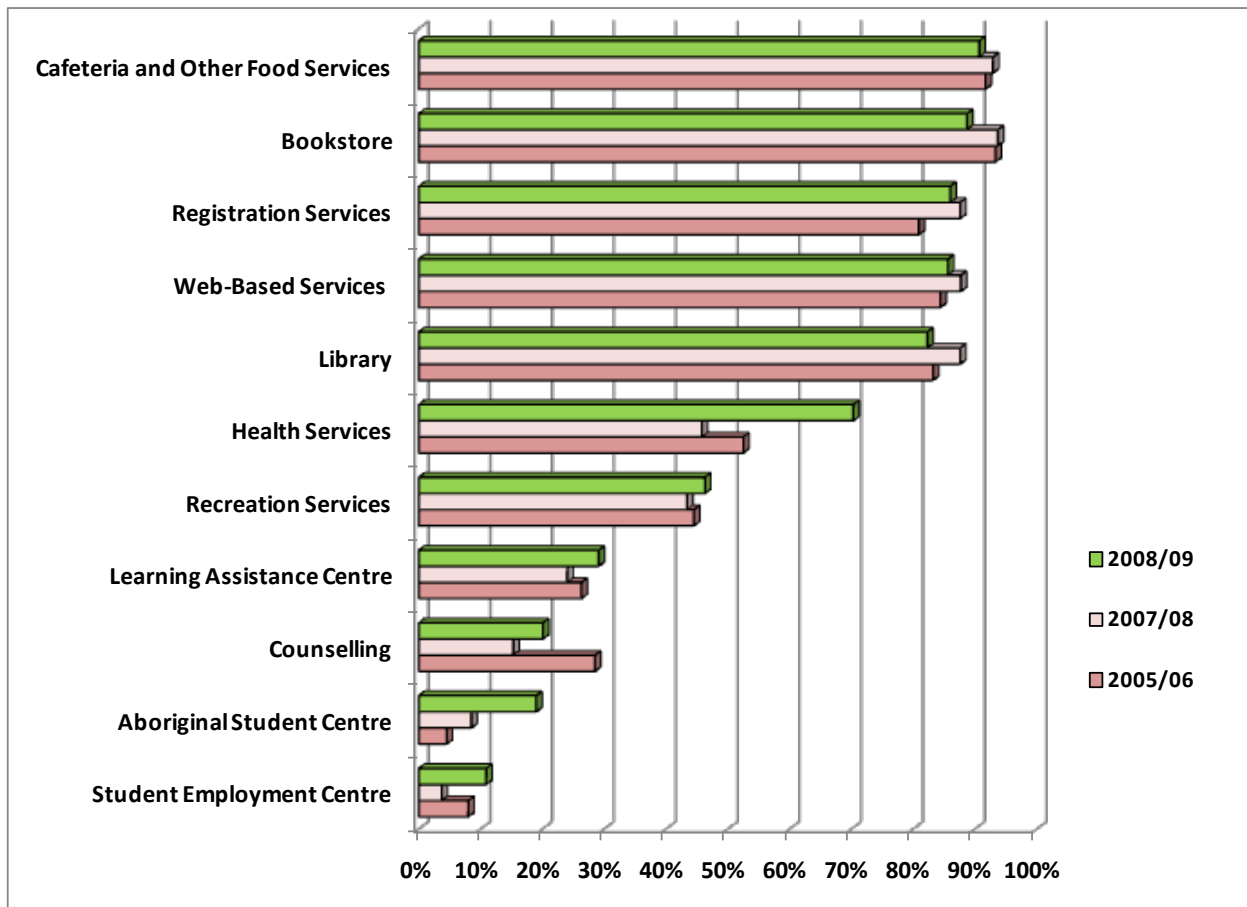
- Highest use was reported for the services provided by the cafeteria and other food services (91%), bookstore (89%), Web-based services (86%), registration services (86%) and library (82%).
- Seventy percent of respondents used the services provided by the health services centre.
- Just under one-half (46%) of respondents took advantage of the services offered by recreation services.
- Over one-quarter of respondents used the services of the learning assistance centre (29%).
- Less than one-fifth of all respondents used the services offered by counselling services (20%), the Aboriginal student centre (19%) and the student employment centre (11%).
- Less than one half of aboriginal respondents at Wascana campus (47%, or 7 of 15), who were aware of the aboriginal student centre, used these services in 2008-09. This is slightly below the overall proportion of aboriginal students at all campuses who used the same services (54%).

**Table 32: Use of SIAST Services: Wascana Campus**

| Type of Service                   | 2005/06 |     | 2007/08 |     | 2008/09 |     |
|-----------------------------------|---------|-----|---------|-----|---------|-----|
|                                   | # *     | %   | # *     | %   | # *     | %   |
| Cafeteria and Other Food Services | 444     | 92% | 471     | 93% | 215     | 91% |
| Bookstore                         | 373     | 93% | 464     | 94% | 180     | 89% |
| Registration Services             | 283     | 81% | 404     | 88% | 154     | 86% |
| Web-Based Services                | 356     | 84% | 393     | 88% | 184     | 86% |
| Library                           | 367     | 83% | 444     | 88% | 190     | 82% |
| Health Services                   | 180     | 53% | 195     | 46% | 147     | 70% |
| Recreation Services               | 162     | 45% | 172     | 43% | 88      | 46% |
| Learning Assistance Centre        | 83      | 26% | 102     | 24% | 58      | 29% |
| Counseling                        | 93      | 29% | 62      | 15% | 38      | 20% |
| Aboriginal Student Centre         | 5       | 5%  | 25      | 9%  | 22      | 19% |
| Student Employment Centre         | 10      | 8%  | 8       | 4%  | 10      | 11% |

\*This includes only those who indicated they were aware of and had used the service.

**Figure 35: Use of SIAST Services: Wascana Campus**



#### 7.2.2.4 Woodland Campus

In 2008/09, Woodland campus students reported fairly consistent or increased usage in all services since 2005/06, with the exception of the student employment centre (down 3% in 2008-09). The services that experienced relatively higher levels of increased usage since 2005/06 included health services (17%), Aboriginal student centre services (10%) and web-based services (13%).

In particular, in 2008/09:

- The majority of Woodland respondents used the services of the bookstore (98%), web-based services (95%) and the cafeteria and other food services (94%).

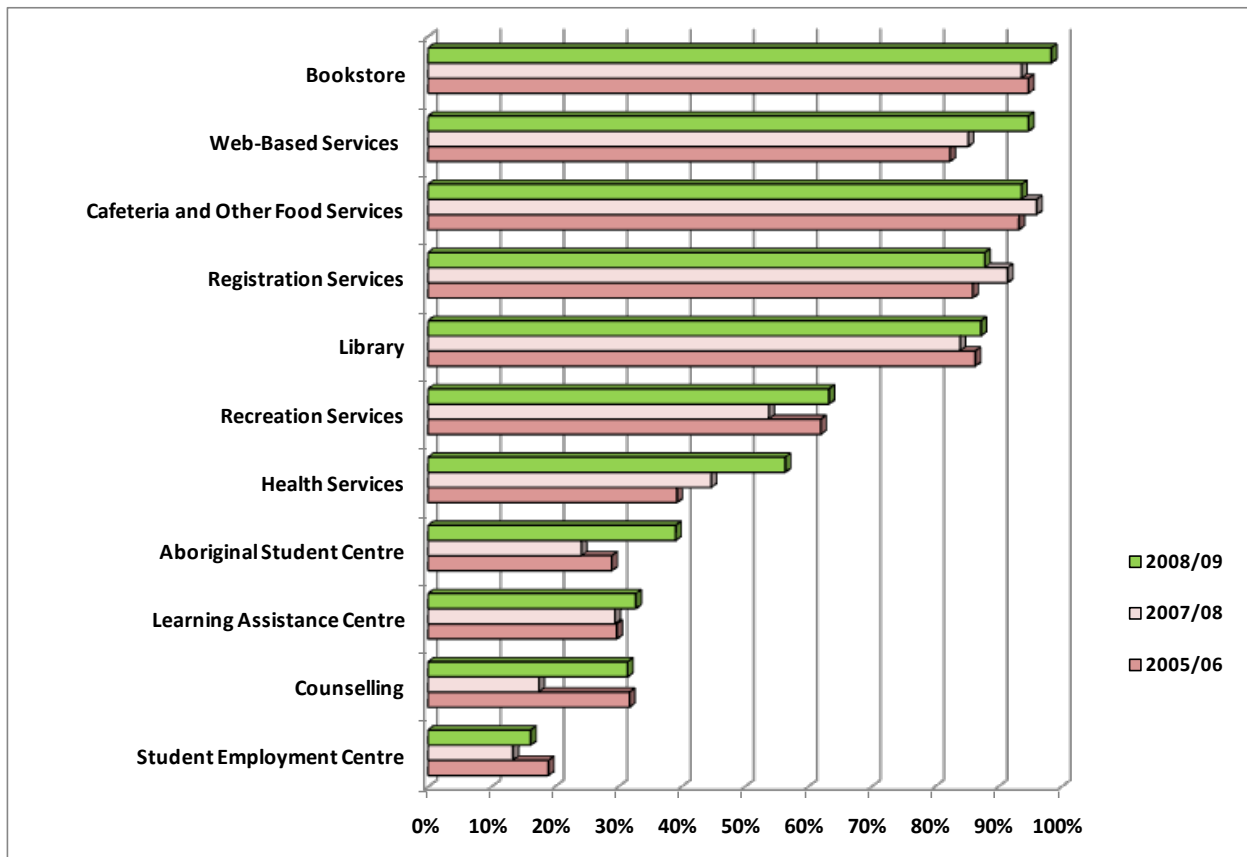
- Over four-fifths of respondents utilized the registration (88%) and library (87%) services.
- Two-thirds of respondents used Woodland's recreation services (63%) and over one-half used health services (56%).
- Approximately, one-third of all Woodland respondents used the services of the Aboriginal student centre (39%); learning assistance centre (33%) and counseling centre (32%).
- Only 16% of Woodland respondents used the services of the student employment centre.
- Sixty percent of aboriginal Woodland respondents (15 of 25), who were aware of the campus aboriginal student centre, used these services in 2008-09.

**Table 33: Use of SIAST Services: Woodland Campus**

| Type of Service                   | 2005/06 |     | 2007/08 |     | 2008/09 |     |
|-----------------------------------|---------|-----|---------|-----|---------|-----|
|                                   | # *     | %   | # *     | %   | # *     | %   |
| Bookstore                         | 253     | 95% | 177     | 94% | 60      | 98% |
| Web-Based Services                | 224     | 82% | 151     | 85% | 55      | 95% |
| Cafeteria and Other Food Services | 279     | 93% | 195     | 96% | 59      | 94% |
| Registration Services             | 203     | 86% | 162     | 92% | 51      | 88% |
| Library                           | 260     | 86% | 168     | 84% | 55      | 87% |
| Recreation Services               | 170     | 62% | 98      | 54% | 38      | 63% |
| Health Services                   | 84      | 39% | 71      | 45% | 31      | 56% |
| Aboriginal Student Centre         | 54      | 29% | 32      | 24% | 18      | 39% |
| Learning Assistance Centre        | 61      | 30% | 54      | 30% | 19      | 33% |
| Counseling                        | 78      | 32% | 30      | 18% | 17      | 32% |
| Student Employment Centre         | 28      | 19% | 15      | 13% | 6       | 16% |

\*This includes only those who indicated they were aware of and had used the service.

**Figure 36: Use of SIAST Services: Woodland Campus**



### 7.3 Satisfaction with SIAST Services

Respondents who reported that they had both been aware of and used a student service were then asked to indicate on a four-point scale (strongly agree, agree, disagree and strongly disagree) the level of satisfaction they had derived from using those services. The results are discussed below for each service based on SIAST overall and also by campus. Tables and figures are ordered by services that had the highest levels of student satisfaction to those that had the lowest levels,

#### 7.3.1 Learning Assistance Centers

##### 7.3.1.1 SIAST Overall

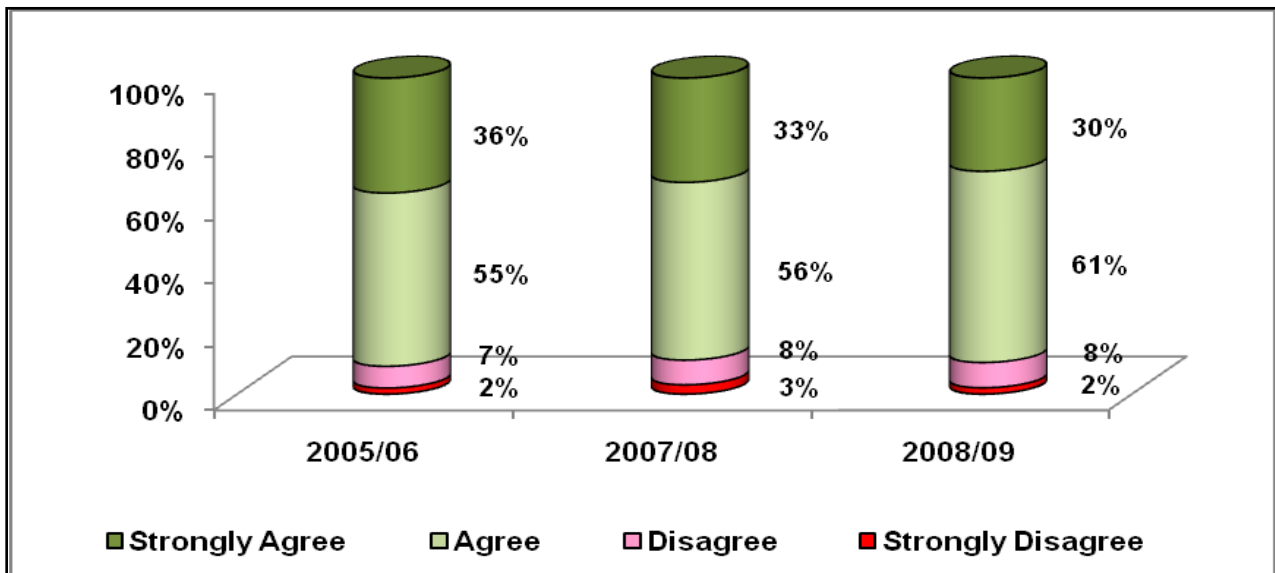
Of the overall respondents who reported awareness of SIAST’s learning assistance centers in the 2008/09 survey, only 200 (27%) indicated that they had used the services offered. Among those 200, approximately 91% indicated they had been satisfied with the services delivered at the

learning assistance centers (table 34, figure 37). This result is consistent with the findings from the preceding two surveys.

**Table 34: Satisfaction with Learning Assistance Centers Services: SIAST Overall**

| Response                 | 2005/06 |     | 2007/08 |     | 2008/09 |     |
|--------------------------|---------|-----|---------|-----|---------|-----|
|                          | #       | %   | #       | %   | #       | %   |
| <b>Strongly Agree</b>    | 132     | 36% | 135     | 33% | 59      | 30% |
| <b>Agree</b>             | 199     | 55% | 230     | 56% | 121     | 61% |
| <b>Disagree</b>          | 25      | 7%  | 32      | 8%  | 16      | 8%  |
| <b>Strongly Disagree</b> | 7       | 2%  | 12      | 3%  | 4       | 2%  |

**Figure 37: Satisfaction with Learning Assistance Centers Services: SIAST Overall**



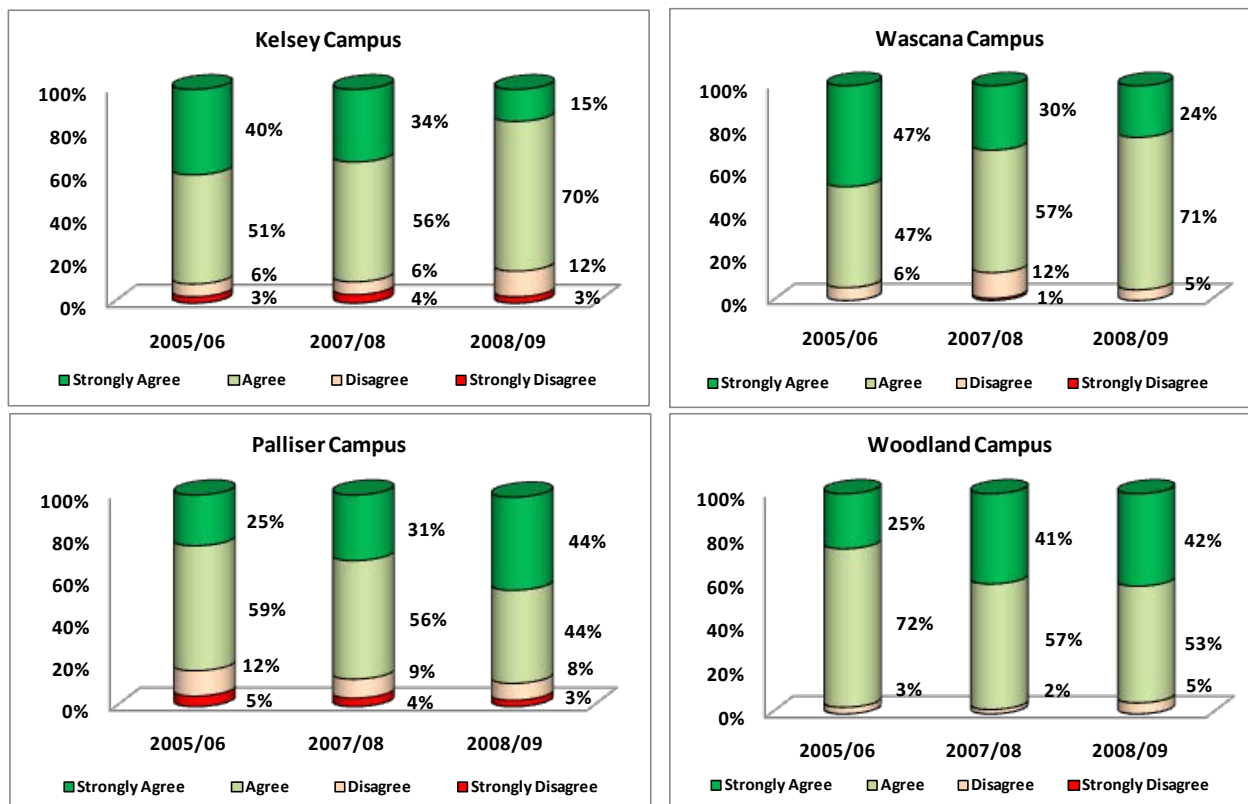
### 7.3.1.2 By Campus

Figure 38 illustrates the levels of agreement for students' satisfaction from utilizing the services of the learning assistance centers, by campus. The key results are summarized below.

- Students from Wascana (55 of 58) and Woodland (18 of 19) campuses reported the highest proportions of satisfaction (95%) with learning assistance centre services at their respective campus in 2008/09.

- While this is only a 1% increase for Wascana, since 2005/06, it is an 8% increase since the rating dropped in 2007/08.
- For Woodland campus, this is actually a 2 to 3% drop from previous academic years.
- Compared to the responses from the previous two surveys, approximately 88% of 2008/09 respondents at Palliser campus (56 of 63) were satisfied with the services provided by the learning assistance centre, a 3% increase from 2005-06.
- Eight-five percent of 2008/09 respondent (51 of 60) at Kelsey campus indicated that they were satisfied with the services provided by the learning assistance centre, a 6% decrease below 2005/06.

**Figure 38: Satisfaction with Learning Assistance Centers Services: By Campus**



## 7.3.2 Counseling Services

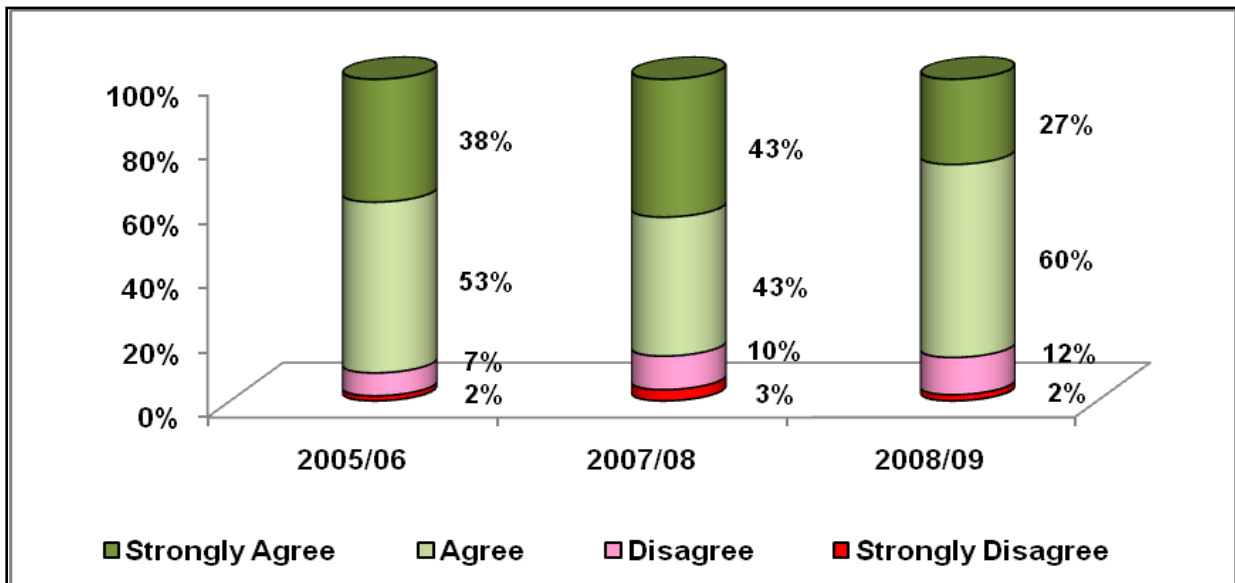
### 7.3.2.1 SIAST Overall

SIAST-wide, only 155 of the 2008/09 survey respondents indicated having utilized the services offered by the counseling centers. Among those respondents, 87% (134 of 155) were satisfied with the services they had received, an approximate 4% decrease since 2005/06 (table 35, figure 39).

**Table 35: Satisfaction with Counseling Services: SIAST Overall**

| Response                 | 2005/06 |     | 2007/08 |     | 2008/09 |     |
|--------------------------|---------|-----|---------|-----|---------|-----|
|                          | #       | %   | #       | %   | #       | %   |
| <b>Strongly Agree</b>    | 123     | 38% | 123     | 43% | 41      | 27% |
| <b>Agree</b>             | 171     | 53% | 124     | 43% | 93      | 60% |
| <b>Disagree</b>          | 23      | 7%  | 30      | 10% | 18      | 12% |
| <b>Strongly Disagree</b> | 5       | 2%  | 10      | 3%  | 3       | 2%  |

**Figure 39: Satisfaction with Counseling Services: SIAST Overall**

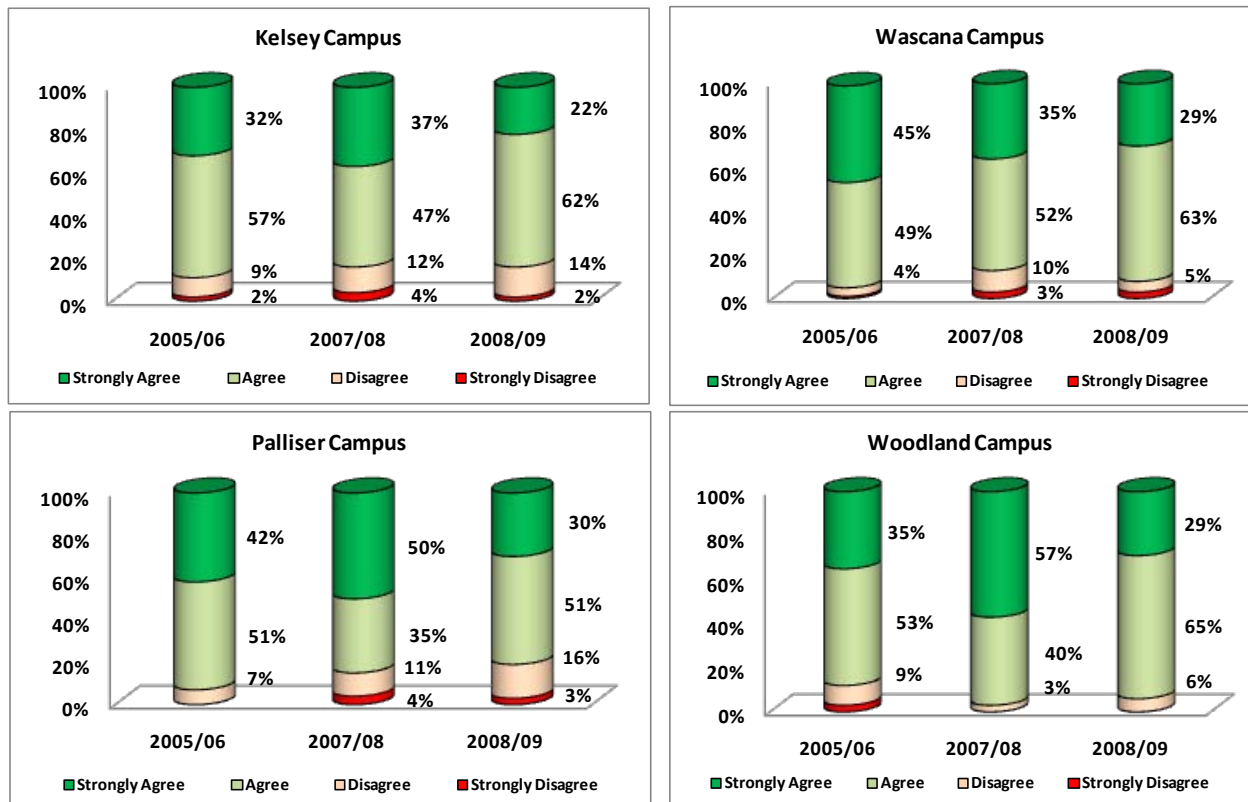


### 7.3.2.2 By Campus

Figure 40 illustrates the levels of student satisfaction from utilizing the services of the counseling centers at each campus. The key results are summarized below.

- Students at Woodland reported the highest level of satisfaction with the campus counseling centre and Woodland was the only campus to experience an overall increase since 2005/06. Ninety-four percent (16 of 17) of Woodland 2008/09 respondents agreed they were satisfied with the services offered by the counseling centre, a 6% increase over 2005/06.
- Similarly, 92% of students at Wascana campus (35 of 38) were satisfied with the counseling services received. Although this is a 2% decrease from 2005/06 results, it is a 5% increase from a drop in satisfaction levels experienced in 2007/08.
- Over four-fifths of 2008/09 respondents at Kelsey campus (84%, or 53 of 63) and Palliser campus (82%, or 30 of 37) agreed they were satisfied with counseling services received. For both campuses, this is a decrease from 2005-06 results. Palliser experienced a larger decrease of 12%, while Kelsey was down 5%.

**Figure 40: Satisfaction with Counseling Services: By Campus**





### 7.3.3 Student Employment Centers

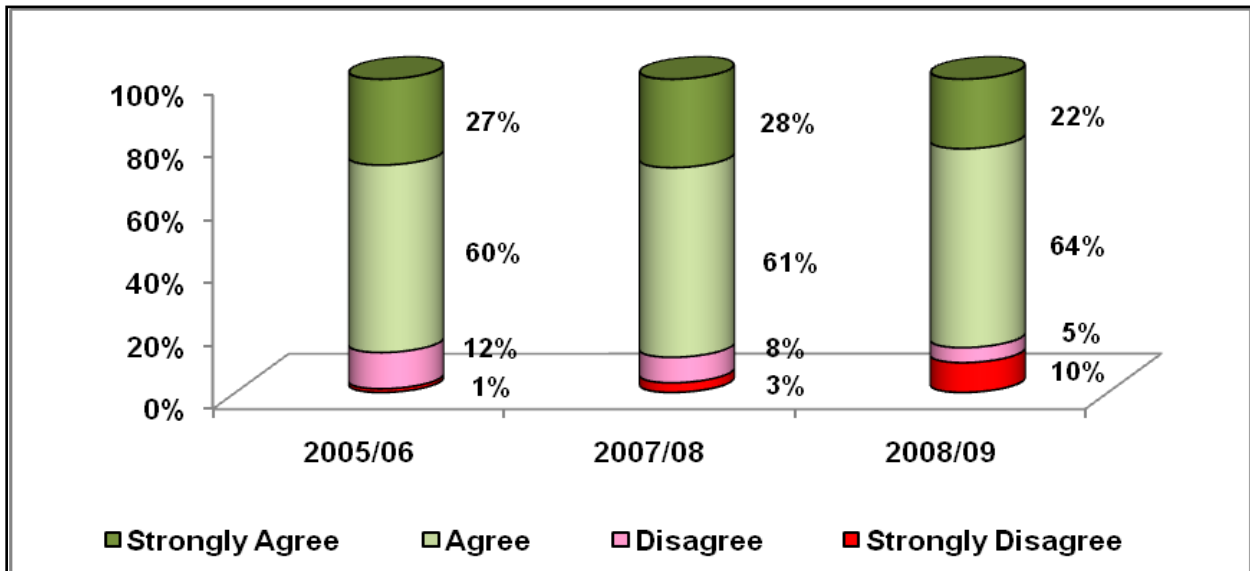
#### 7.3.3.1 SIAST Overall

In the 2008/09 survey, only 63 respondents reported that they had used the services of SIAST's student employment centers. As shown in table 36 and figure 41, of those respondents 86% (54 of 63) were pleased with the services they had received, fairly consistent with results from previous years.

**Table 36: Satisfaction with Student Employment Centers Services: SIAST Overall**

| Response                 | 2005/06 |     | 2007/08 |     | 2008/09 |     |
|--------------------------|---------|-----|---------|-----|---------|-----|
|                          | #       | %   | #       | %   | #       | %   |
| <b>Strongly Agree</b>    | 71      | 27% | 83      | 28% | 14      | 22% |
| <b>Agree</b>             | 155     | 60% | 178     | 61% | 40      | 64% |
| <b>Disagree</b>          | 30      | 12% | 24      | 8%  | 3       | 5%  |
| <b>Strongly Disagree</b> | 3       | 1%  | 9       | 3%  | 6       | 10% |

**Figure 41: Satisfaction with Student Employment Centers Services: SIAST Overall**



### 7.3.3.2 By Campus

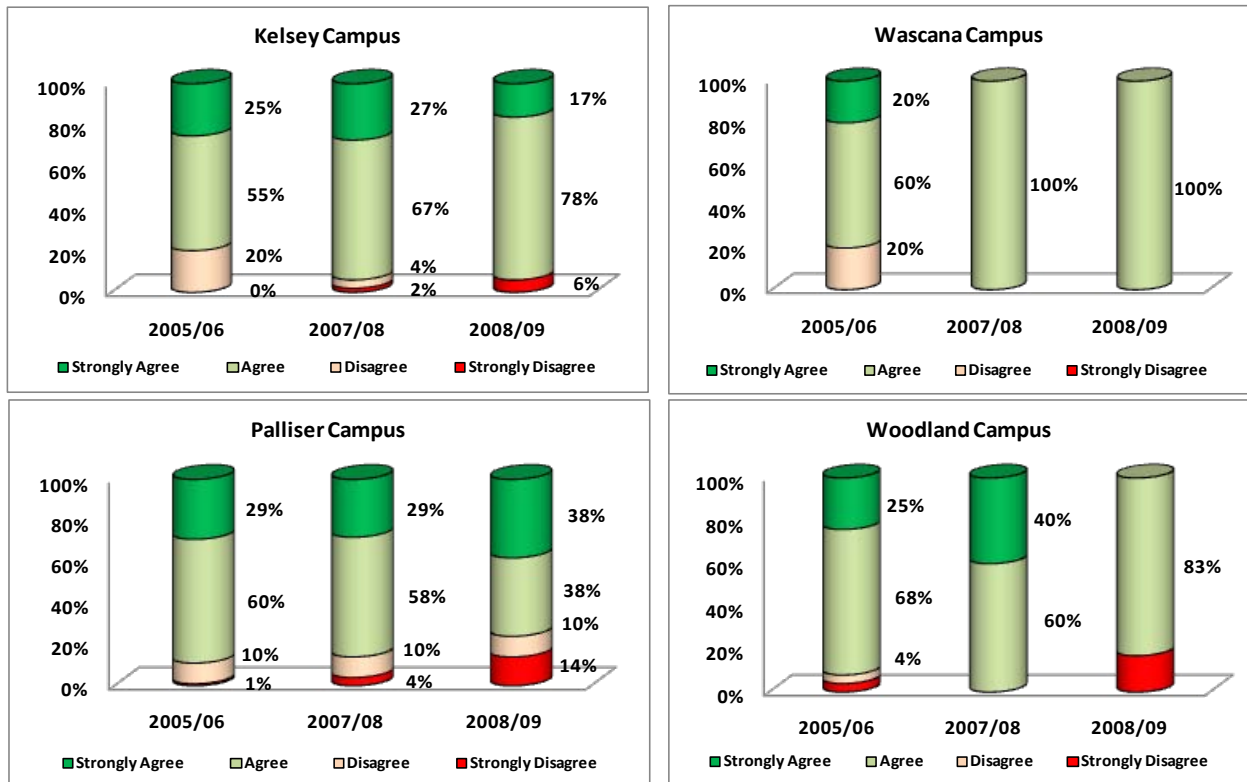
Figure 42 illustrates, by campus, the levels of student satisfaction with the student employment centre services they received in 2008/09.

Note: Results of student satisfaction with the services at Wascana and Woodland campuses may not reflect the opinions of all students at those campuses due to a low number of responses.

Campus specific results include:

- One hundred percent of students at Wascana campus who accessed the student employment centre (10 of 10) were satisfied with the services received. This is up from 2005/06 levels (8 of 10 respondents).
- At Kelsey campus, 95% of respondents (17 of 18) were satisfied with the services provided by the student employment centre, a 15% increase since 2005/06.
- Over four-fifths of respondents at Woodland campus (5 of 6) reported satisfaction with student employment services in 2008/09. This is a drop from 2005/06 of 7% (26 of 28 respondents).
- Just over three-fourths of 2008/09 respondents at Palliser campus (76%, or 22 of 29) were satisfied with the services provided by the student employment centre. This is a notable decrease of 13% in the level of student satisfaction with student employment centre services, since 2005/06.

**Figure 42: Satisfaction with the Services of the Student Employment Centers: By Campus**



### 7.3.4 Bookstores

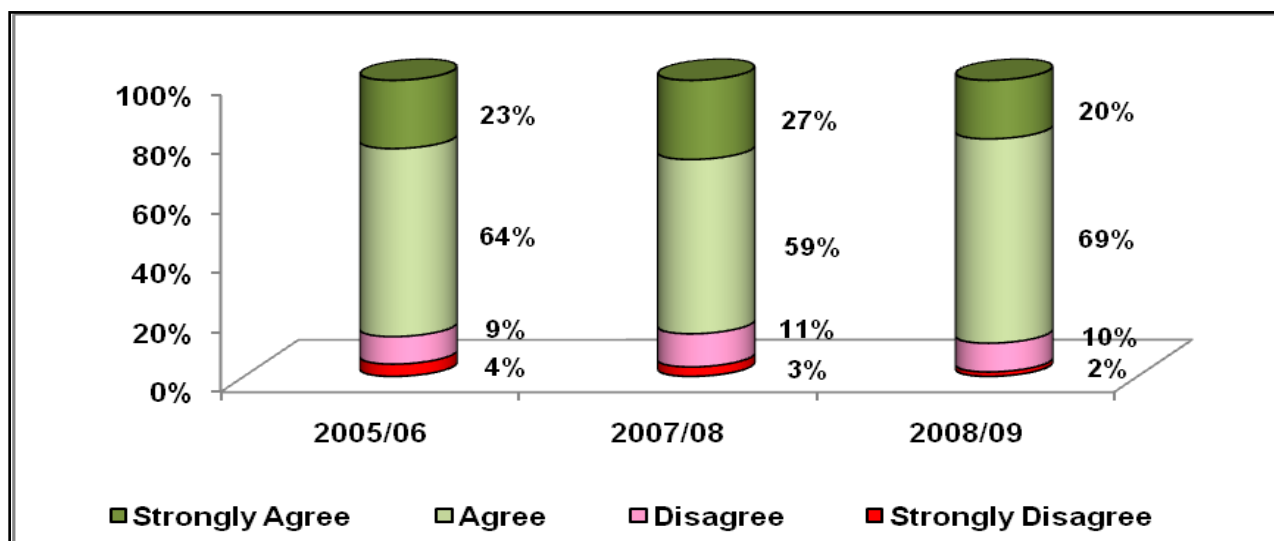
#### 7.3.4.1 SIAST Overall

Of the SIAST students responding to the survey in 2008/09, 777 indicated they had used the services offered by the campus bookstores. As illustrated in table 37 and figure 43, 89% of respondents (690 of 777) were satisfied with the services provided by the bookstores, an increase of 2% since 2005/06.

**Table 37: Satisfaction with Bookstores Services: SIAST Overall**

| Response                 | 2005/06 |     | 2007/08 |     | 2008/09 |     |
|--------------------------|---------|-----|---------|-----|---------|-----|
|                          | #       | %   | #       | %   | #       | %   |
| <b>Strongly Agree</b>    | 362     | 23% | 485     | 27% | 154     | 20% |
| <b>Agree</b>             | 997     | 64% | 1,068   | 59% | 536     | 69% |
| <b>Disagree</b>          | 146     | 9%  | 203     | 11% | 75      | 10% |
| <b>Strongly Disagree</b> | 65      | 4%  | 58      | 3%  | 12      | 2%  |

**Figure 43: Satisfaction with Bookstores Services**

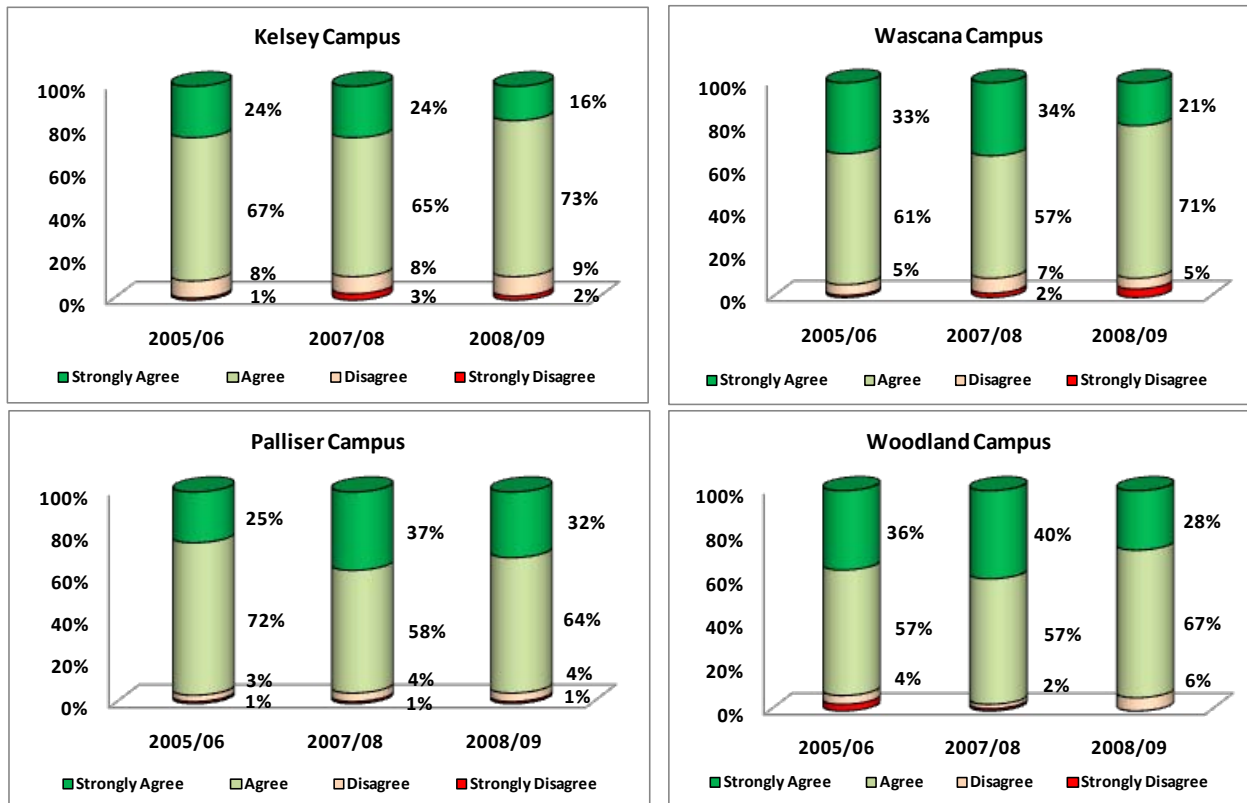


### 7.3.4.2 By Campus

Figure 44 illustrates a campus breakdown of respondents' satisfaction with the services provided by the bookstores, by campus. The key results are summarized below.

- Nearly all respondents at Woodland (97%, or 58 of 60) and Palliser (95%, or 199 of 210) agreed they were satisfied with the services provided by the campus bookstores in 2008-09. This is a 6% increase over 2005-06 results for Woodland campus, while a more modest 1% increase for Palliser.
- Over four-fifths of respondents at Kelsey (87% or 283 of 326) and Wascana (83%, or 150 of 181) reported they were satisfied with the services received at campus bookstore. Student satisfaction at Kelsey was up 6% over 2005/06, while Wascana levels had dropped 4% over same period.

**Figure 44: Satisfaction with Bookstores Services, by Campus**



### 7.3.5 Registration Services

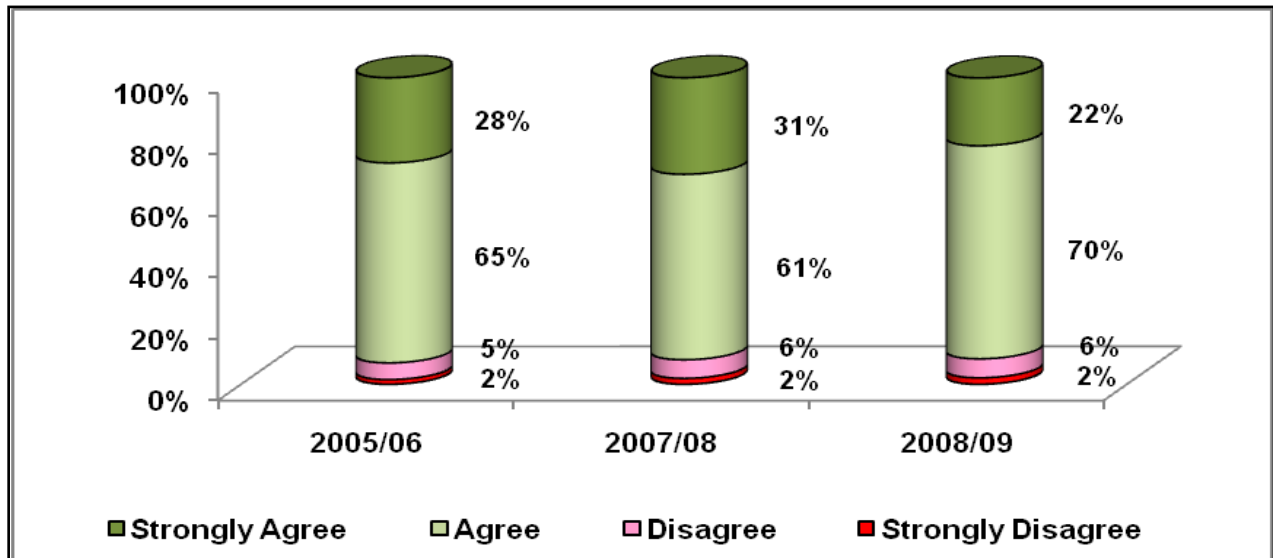
#### 7.3.5.1 SIAST Overall

Ninety-two percent of respondents (or 646 of 705), who had used the services of Registration Services in 2008/09, agreed they were satisfied with the services provided. This is consistent with levels from the previous two surveys (table 38, figure 45).

**Table 38: Satisfaction with Registration Services: SIAST Overall**

| Response                 | 2005/06 |     | 2007/08 |     | 2008/09 |     |
|--------------------------|---------|-----|---------|-----|---------|-----|
|                          | #       | %   | #       | %   | #       | %   |
| <b>Strongly Agree</b>    | 362     | 28% | 508     | 31% | 156     | 22% |
| <b>Agree</b>             | 850     | 65% | 976     | 61% | 490     | 70% |
| <b>Disagree</b>          | 71      | 5%  | 98      | 6%  | 44      | 6%  |
| <b>Strongly Disagree</b> | 20      | 2%  | 31      | 2%  | 15      | 2%  |

**Figure 45: Satisfaction with Registration Services: SIAST Overall**

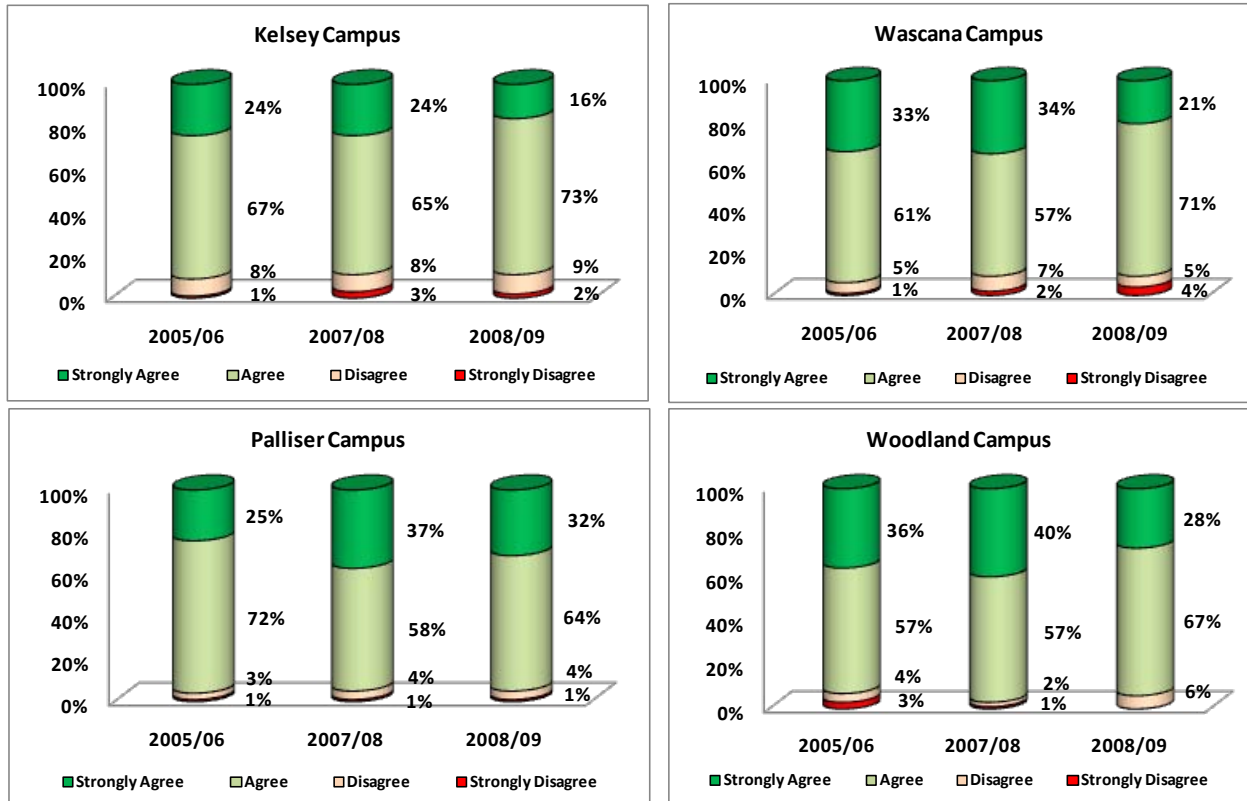


### 7.3.5.2 By Campus

Figure 46 illustrates the satisfaction of the services provided by registration services at each campus. The key results are outlined below.

- Nearly all respondents at Palliser (96%, or 191 of 200) and Woodland (95%, or 48 of 51) campuses agreed they were satisfied with the services provided by registration services.
- Similarly, the majority of respondents at Wascana (92%, or 141 of 154) and Kelsey (89%, 266 of 300) indicated they were satisfied with the services provided by registration services.
- Results for each campus were fairly consistent with 2005/06 and 2007/08 survey findings ( $\pm 1$  to 2%).

**Figure 46: Satisfaction with Registration Services by Campus**



## 7.3.6 Cafeterias and Other Food Services

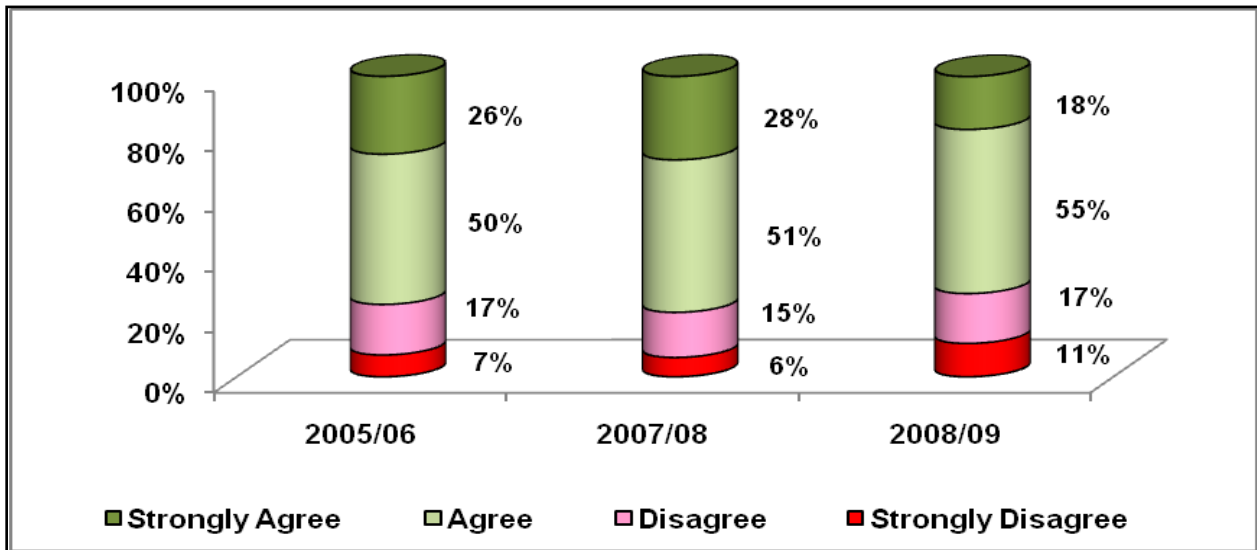
### 7.3.6.1 SIAST Overall

SIASST-wide, in the 2008/09 survey 818 respondents indicated they had used the services of the cafeterias and other food services. Among those students, just under three-quarters (72%, or 591 of 818) indicated that they had been satisfied with the services provided, a 4% decline since 2005/06 (table 39, figure 47).

**Table 39: Satisfaction with Cafeterias and Other Food Services: SIAST Overall**

| Response                 | 2005/06 |     | 2007/08 |     | 2008/09 |     |
|--------------------------|---------|-----|---------|-----|---------|-----|
|                          | #       | %   | #       | %   | #       | %   |
| <b>Strongly Agree</b>    | 470     | 26% | 531     | 28% | 144     | 18% |
| <b>Agree</b>             | 907     | 50% | 970     | 51% | 447     | 55% |
| <b>Disagree</b>          | 305     | 17% | 287     | 15% | 136     | 17% |
| <b>Strongly Disagree</b> | 132     | 7%  | 123     | 6%  | 91      | 11% |

**Figure 47: Satisfaction with Cafeterias and Other Food Services: SIAST Overall**



**7.3.6.2 By Campus**

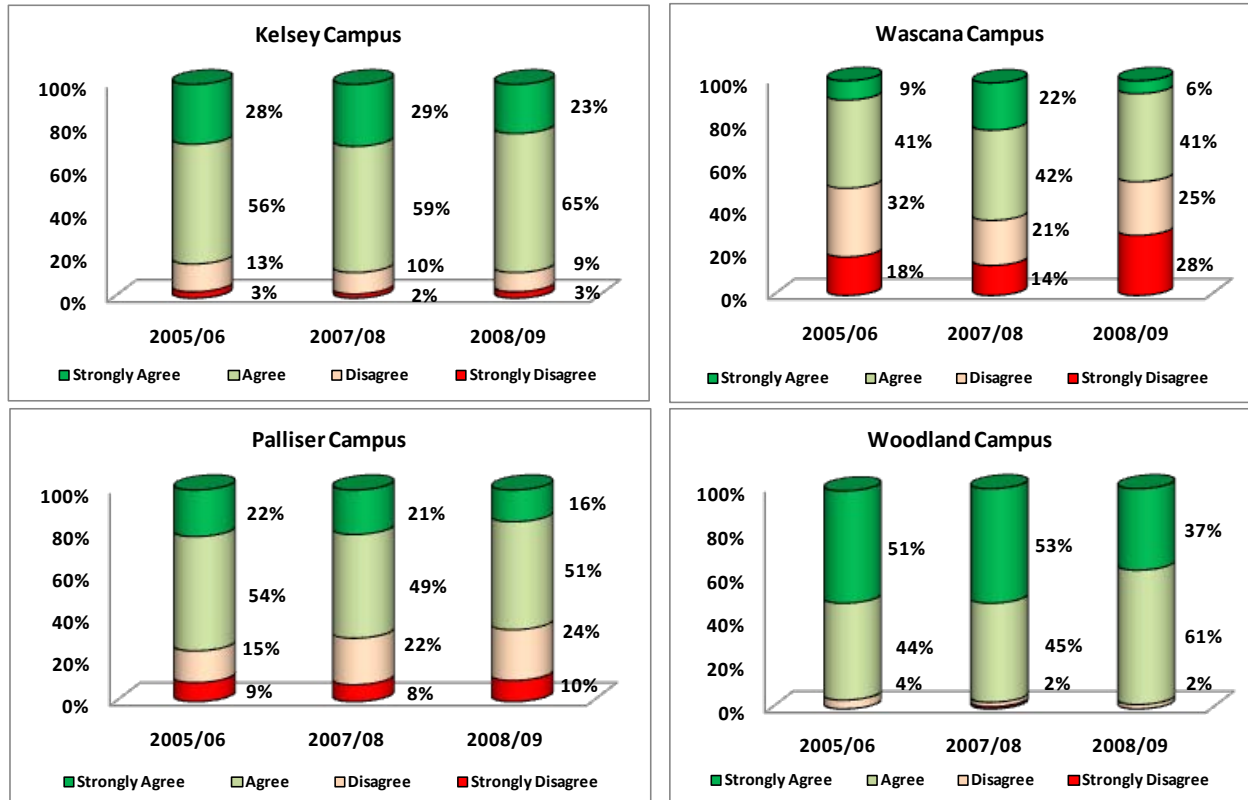
Figure 48 shows student satisfaction with cafeteria and other food services by campus, in 2008/09. The key results are summarized below.

- Nearly all respondents at Woodland campus (98%, or 58 of 59) were satisfied with the services provided by the cafeteria and other food services, a 3% increase over 2005/06.
- Similarly, the majority of respondents at Kelsey campus (88%, or 294 of 334) reported satisfaction cafeteria and other food services, a 4% increase over 2005/06.
- Students at Palliser campus reported a decreased level of satisfaction since 2005-06, down 9% to approximately to two-thirds of respondents (67%, or 139 of 210).



- Wascana campus continues to have the lowest level of student satisfaction with cafeteria and food services. Only 47% of respondents (100 of 215) from Wascana campus agreed they were satisfied, a 3% decrease below 2005/06.

**Figure 48: Satisfaction with Cafeterias and Other Food Services: By Campus**



## 7.3.7 Recreation Services

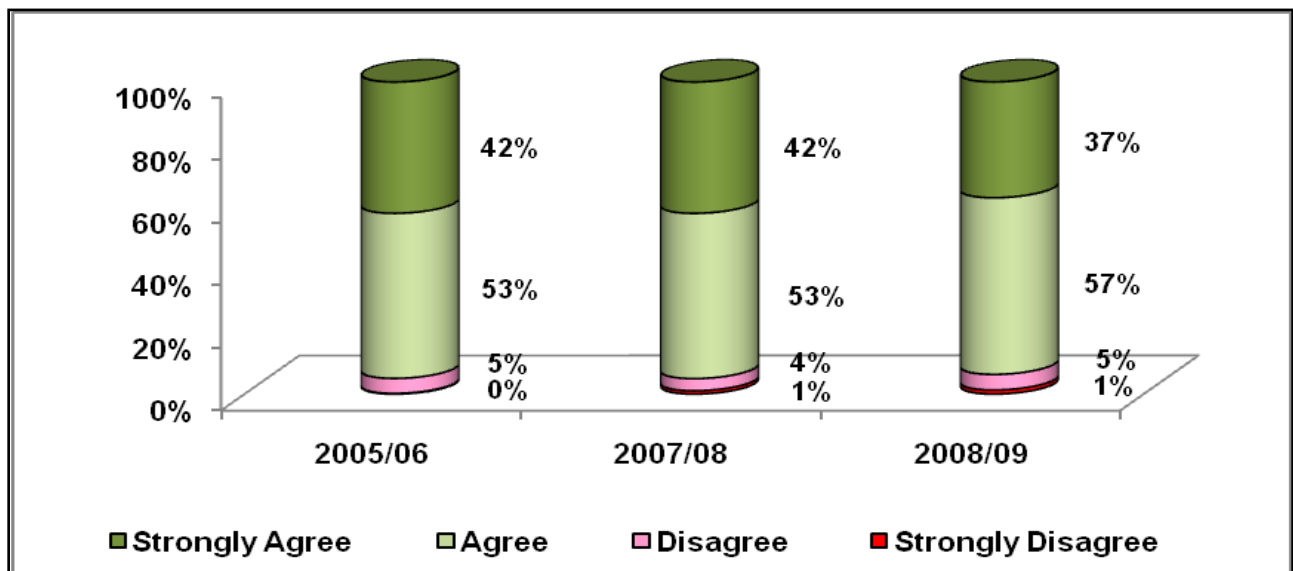
### 7.3.7.1 SIAST Overall

In the 2008/09 survey, only 380 respondents indicated they had taken advantage of recreation services. As shown in table 40 and corresponding figure 49, 94% of those respondents (356 of 380) indicated they were satisfied with recreation services, consistent with previous survey results.

**Table 40: Satisfaction with Recreation Services: SIAST Overall**

| Response                 | 2005/06 |     | 2007/08 |     | 2008/09 |     |
|--------------------------|---------|-----|---------|-----|---------|-----|
|                          | #       | %   | #       | %   | #       | %   |
| <b>Strongly Agree</b>    | 377     | 42% | 357     | 42% | 141     | 37% |
| <b>Agree</b>             | 474     | 53% | 449     | 53% | 215     | 57% |
| <b>Disagree</b>          | 43      | 5%  | 33      | 4%  | 19      | 5%  |
| <b>Strongly Disagree</b> | 2       | 0%  | 9       | 1%  | 5       | 1%  |

**Figure 49: Satisfaction with Recreation Services: SIAST Overall**



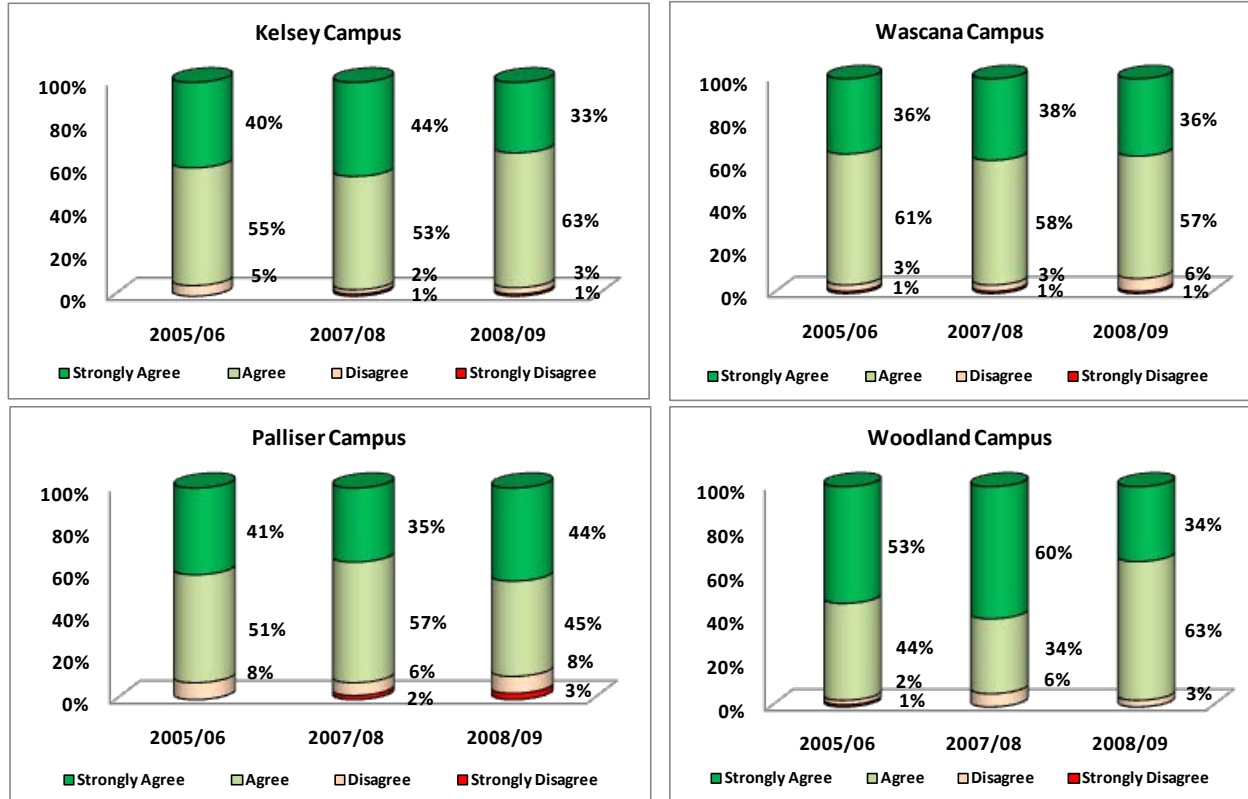
### 7.3.7.2 By Campus

Figure 50 displays the student satisfaction with recreation services at each campus, in 2008/09. The key results are summarized below.

- Nearly all respondents from Woodland (97%, or 37 of 38) and Kelsey (95%, or 134 of 150) campuses agreed they were satisfied with recreation services.
- Similarly, the majority of respondents at Wascana (93%, or 82 of 88) and Palliser (89%, or 93 of 104) campuses reported satisfaction with recreation services.
- While all campuses had relatively high satisfaction ratings, each campus experienced a decrease in satisfaction levels since 2005-06: from a slight 1% decline at Kelsey and Woodland campuses to

more notable 3% and 4% decreases at Palliser and Wascana campuses respectively.

**Figure 50: Satisfaction with Recreation Services: By Campus**



### 7.3.8 Health Services

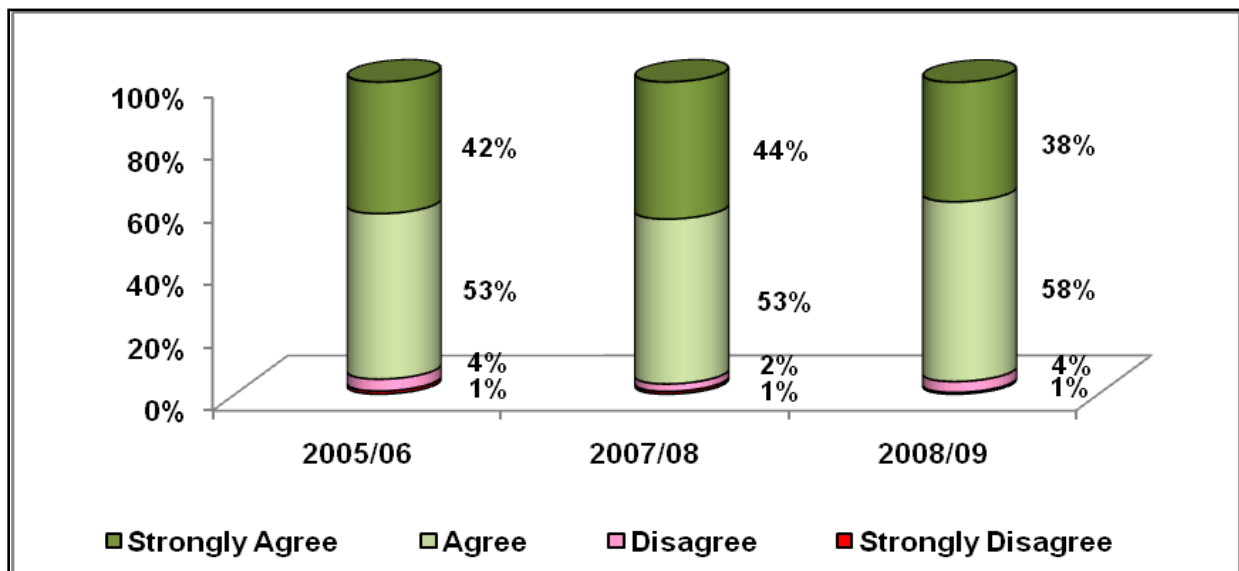
#### 7.3.8.1 SIAST Overall

In the 2008/09 survey, just over one-third of respondents (368 of 960) indicated they had used the services of SIAST's health centers. Of those, nearly all respondents (96%, or 353 of 368) indicated they were satisfied with the health services provided (table 41, figure 51). These results are consistent with the past two survey results.

**Table 41: Satisfaction with Health Centers Services: SIAST Overall**

| Response                 | 2005/06 |     | 2007/08 |     | 2008/09 |     |
|--------------------------|---------|-----|---------|-----|---------|-----|
|                          | #       | %   | #       | %   | #       | %   |
| <b>Strongly Agree</b>    | 264     | 42% | 311     | 44% | 141     | 38% |
| <b>Agree</b>             | 332     | 53% | 374     | 53% | 212     | 58% |
| <b>Disagree</b>          | 24      | 4%  | 17      | 2%  | 13      | 4%  |
| <b>Strongly Disagree</b> | 6       | 1%  | 6       | 1%  | 2       | 1%  |

**Figure 51: Satisfaction with Health Centers Services: SIAST Overall**



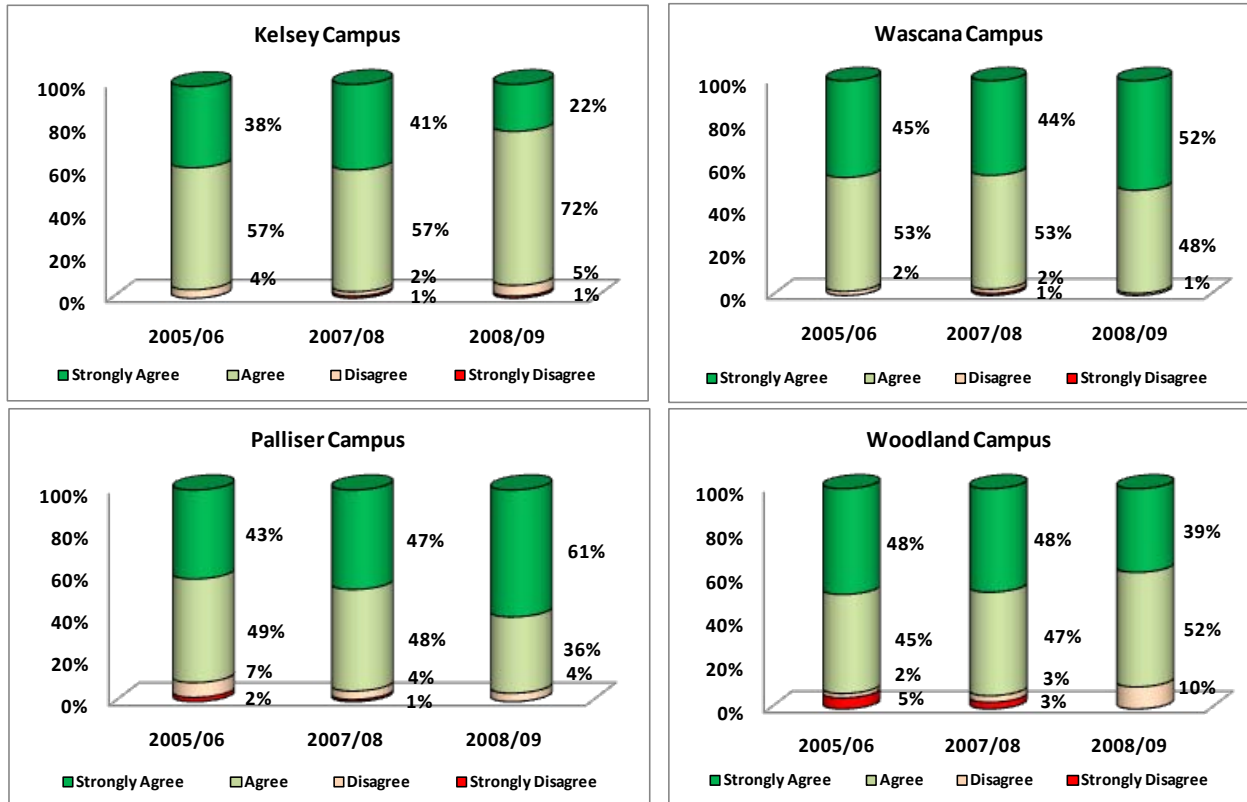
### 7.3.8.2 By Campus

Figure 52 illustrates student satisfaction with health centre services by campus, in 2008-09. The key results are summarized below.

- Similar to previous year results, nearly all Wascana respondents reported satisfaction with health centre services (99%, or 146 of 147).
- These results were followed closely by students at Palliser campus, whose level of satisfaction increased 5% since 2005-06 to 97%.
- With minimal variation between the three survey years, the majority of respondents at Kelsey campus (94%, or 152 of 162) were satisfied with health centre services.

- Showing a slight decrease of 2% since 2005/06, 91% of Woodland respondents (28 of 31) were satisfied with the services provided by the campus health centre.

**Figure 52: Satisfaction with Health Centers Services: By Campus**



## 7.3.9 Aboriginal Student Centers

### 7.3.9.1 SIAST Overall

SIAST-wide, a small proportion of respondents (54 students) indicated they had used the services of the Aboriginal student centers, in 2008/09. Of those respondents, approximately 90% (49 of 54) indicated that they were satisfied with the services provided, a 5% decrease from 2005/06 (table 42, figure 53).

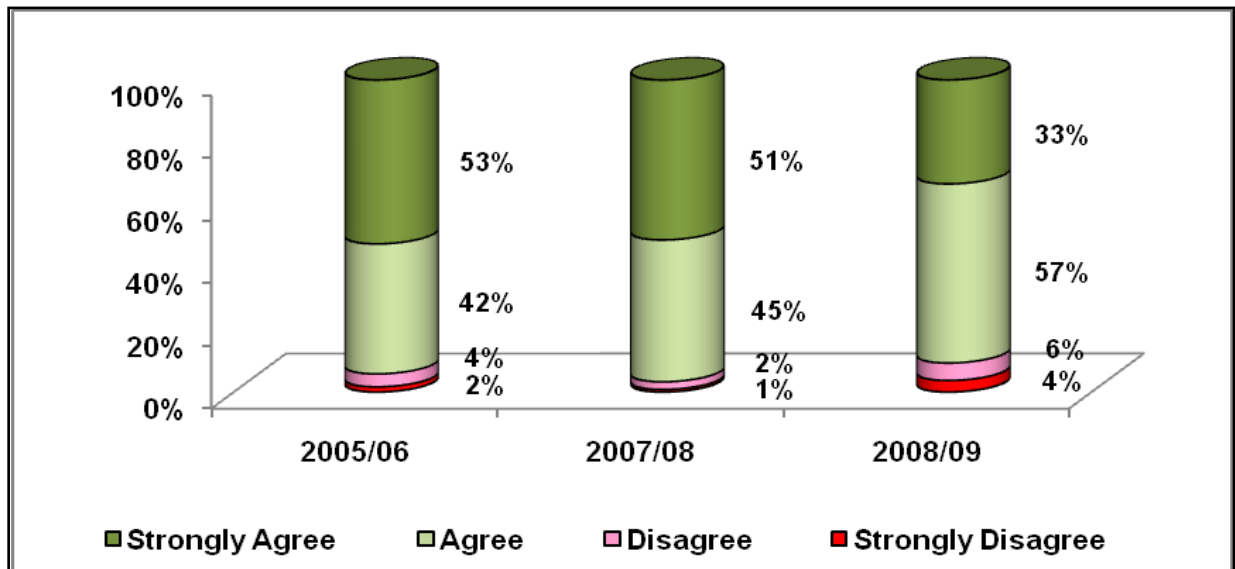
Note: Of those respondents who had used the services of one of SIAST's Aboriginal Student Centers and had declared themselves as

Aboriginal, 93% (27 of 29) agreed they were satisfied with the centre's services.

**Table 42: Satisfaction with Aboriginal Student Centers Services: SIAST Overall**

| Response                 | 2005/06 |     | 2007/08 |     | 2008/09 |     |
|--------------------------|---------|-----|---------|-----|---------|-----|
|                          | #       | %   | #       | %   | #       | %   |
| <b>Strongly Agree</b>    | 63      | 53% | 62      | 51% | 18      | 33% |
| <b>Agree</b>             | 50      | 42% | 55      | 45% | 31      | 57% |
| <b>Disagree</b>          | 5       | 4%  | 3       | 2%  | 3       | 6%  |
| <b>Strongly Disagree</b> | 2       | 2%  | 1       | 1%  | 2       | 4%  |

**Figure 53: Satisfaction with Aboriginal Student Centers Services: SIAST Overall**



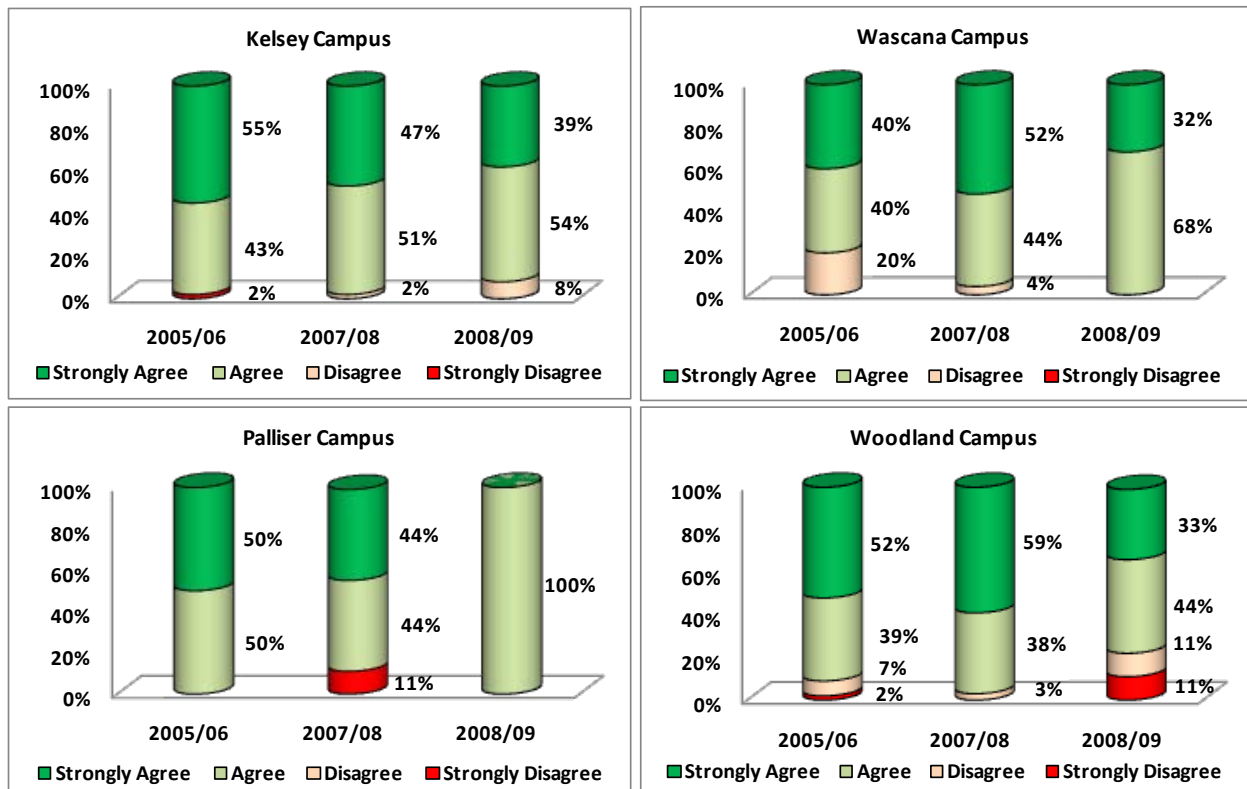
### 7.3.9.2 By Campus

Figure 54 depicts, by campus, the levels of student satisfaction with Aboriginal student centre services in 2008/09. The key results are summarized below.

Note: Results of student satisfaction with the services at Palliser and Wascana campuses may not reflect the opinions of all students at those campuses due to a low number of responses.

- All respondents (100%) from both Wascana (22 respondents) and Palliser (1 respondent) campuses agreed that they were satisfied with the services they received from the Aboriginal student centers, in 2008-09.
- Wascana's satisfaction rating has steadily increased since 2005-06 from 80% (4 of 5). Palliser had previously had a 100% student satisfaction rate in 2005/06 (10 respondents), but then dropped to 88% (8 of 9) in 2007/08.
- At Kelsey campus, approximately 93% of respondents (12 of 13) were satisfied with the services provided, a 5% decrease from 2005/06 (98%, 50 of 51) and 2007/08 (98%, 54 of 55).
- Students at Woodland campus reported the lowest level of satisfaction in 2008-09. Just over three-quarters of Woodland respondents (78%, or 14 of 18) indicated satisfaction with the services at the Aboriginal student centre. This is a 20% decrease since 2007/08 (97%, or 21 of 32).

**Figure 54: Satisfaction with Aboriginal Student Centers Services: By Campus**



### 7.3.10 Web-Based Services

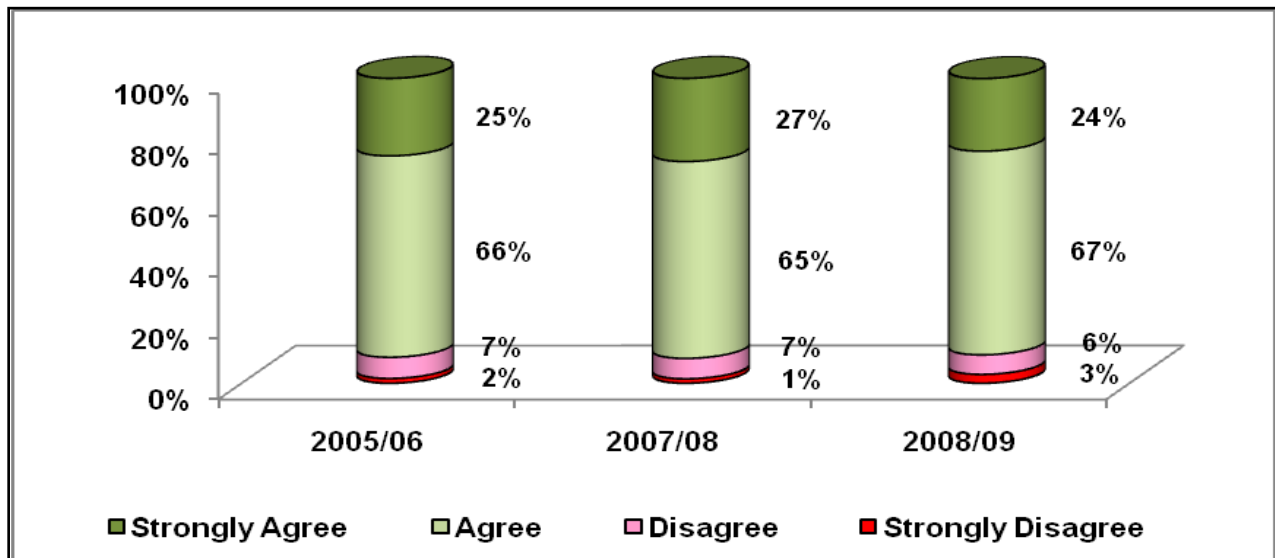
#### 7.3.10.1 SIAST Overall

Of the students responding to the 2008/09 survey, 780 indicated they had used the Web-based services. Among those, 91% (707 of 780) reported that they were satisfied with the services provided (table 43 and figure 55). This result is very similar to the findings of the previous two surveys.

**Table 43: Satisfaction with Web-Based Services: SIAST Overall**

| Response          | 2005/06 |     | 2007/08 |     | 2008/09 |     |
|-------------------|---------|-----|---------|-----|---------|-----|
|                   | #       | %   | #       | %   | #       | %   |
| Strongly Agree    | 373     | 25% | 411     | 27% | 186     | 24% |
| Agree             | 969     | 66% | 973     | 65% | 521     | 67% |
| Disagree          | 102     | 7%  | 101     | 7%  | 50      | 6%  |
| Strongly Disagree | 23      | 2%  | 22      | 1%  | 23      | 3%  |

**Figure 55: Satisfaction with Web-Based Services: SIAST Overall**



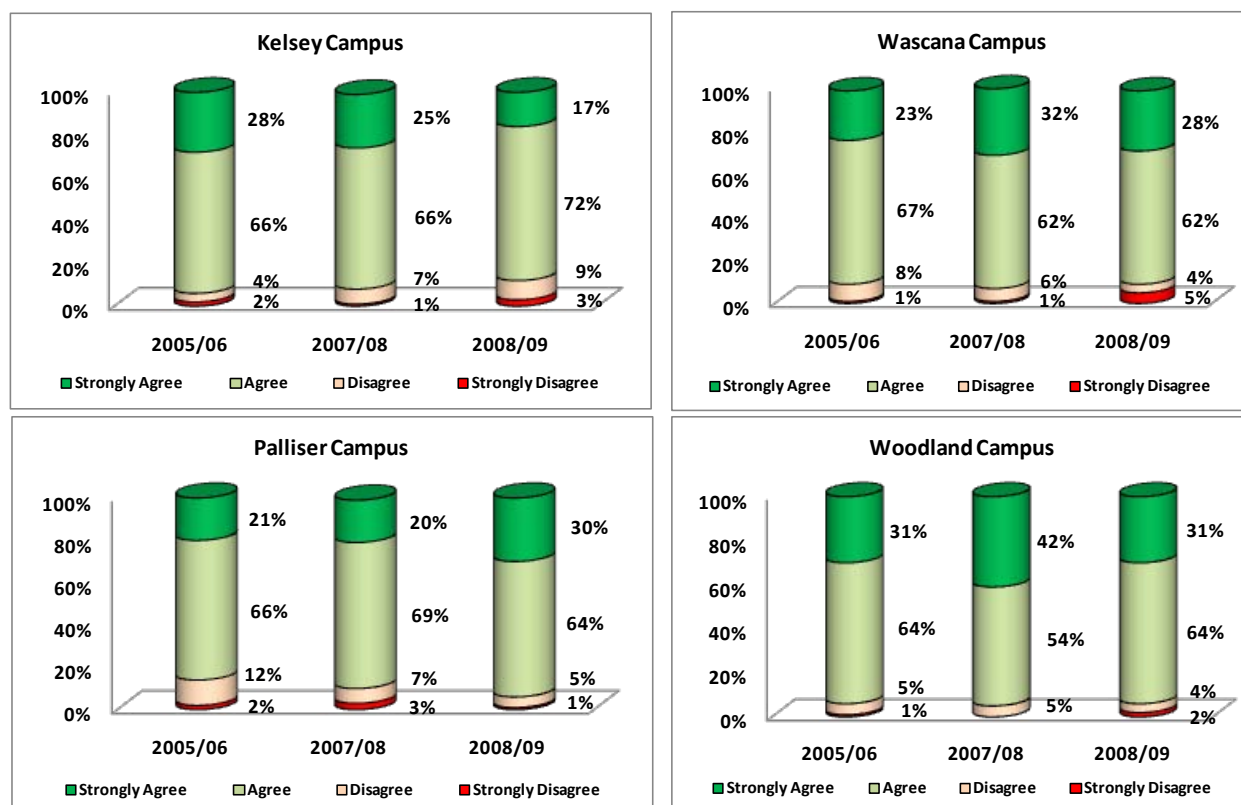


### 7.3.10.2 By Campus

Figure 56 displays student satisfaction with Web-based services accessed at each campus, for 2008/09 (figure 56). The key results are summarized below.

- With minimal variation over the three survey years, 95% (52 of 55) of Woodland campus respondents reported satisfaction with Web-based services.
- Palliser had similar results, with 94% of respondents (191 of 204) indicating they were satisfied with the Web-based services, a 7% increase since 2005/06.
- Although the majority of Wascana respondents (90%, or 166 of 184) agreed they were satisfied with web-based services, this result is down 4% from 2007/08, returning to 2005/06 levels.
- Kelsey also reported a decrease in the level of student satisfaction of 5%, since 2005-06, with 89% of 2008-09 respondents (298 of 337) reporting satisfaction with Web-based services.

**Figure 56: Satisfaction with Web-Based Services: By Campus**



### 7.3.11 Library Services

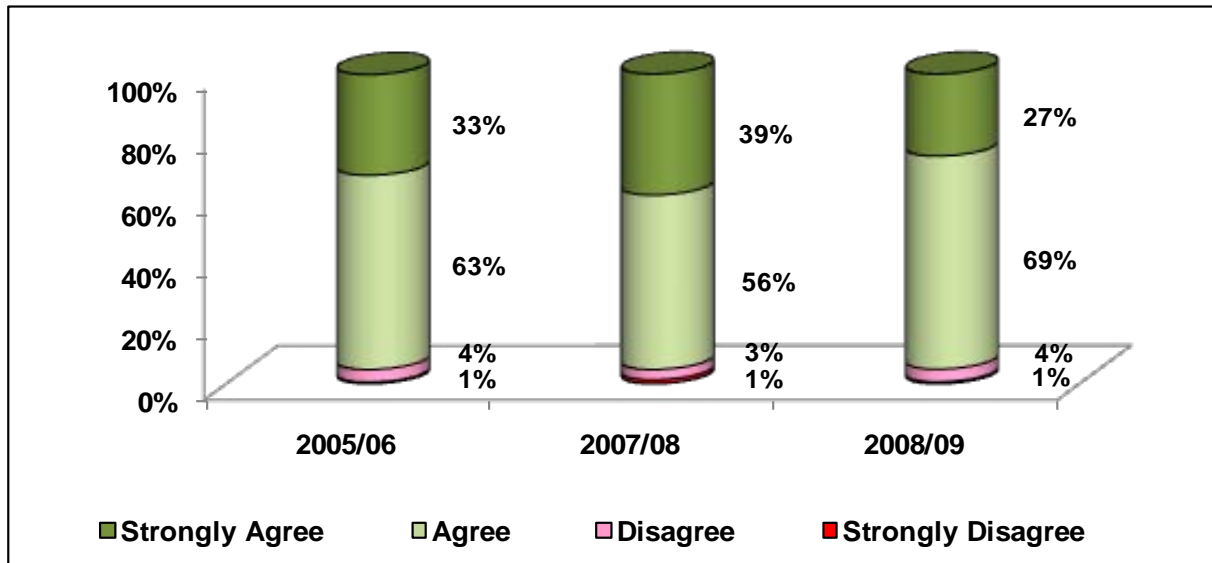
#### 7.3.11.1 SIAST Overall

In the 2008/09 survey, 715 respondents indicated they had used SIAST's library services. As shown in table 44 and corresponding figure 57, approximately 96% (682 of 715) indicated they were satisfied with library services, consistent with previous survey results.

**Table 44: Satisfaction with Library Services: SIAST Overall**

| Response                 | 2005/06 |     | 2007/08 |     | 2008/09 |     |
|--------------------------|---------|-----|---------|-----|---------|-----|
|                          | #       | %   | #       | %   | #       | %   |
| <b>Strongly Agree</b>    | 479     | 33% | 622     | 39% | 190     | 27% |
| <b>Agree</b>             | 924     | 63% | 895     | 56% | 492     | 69% |
| <b>Disagree</b>          | 61      | 4%  | 52      | 3%  | 29      | 4%  |
| <b>Strongly Disagree</b> | 8       | 1%  | 20      | 1%  | 4       | 1%  |

**Figure 57: Satisfaction with Library Services: SIAST Overall**

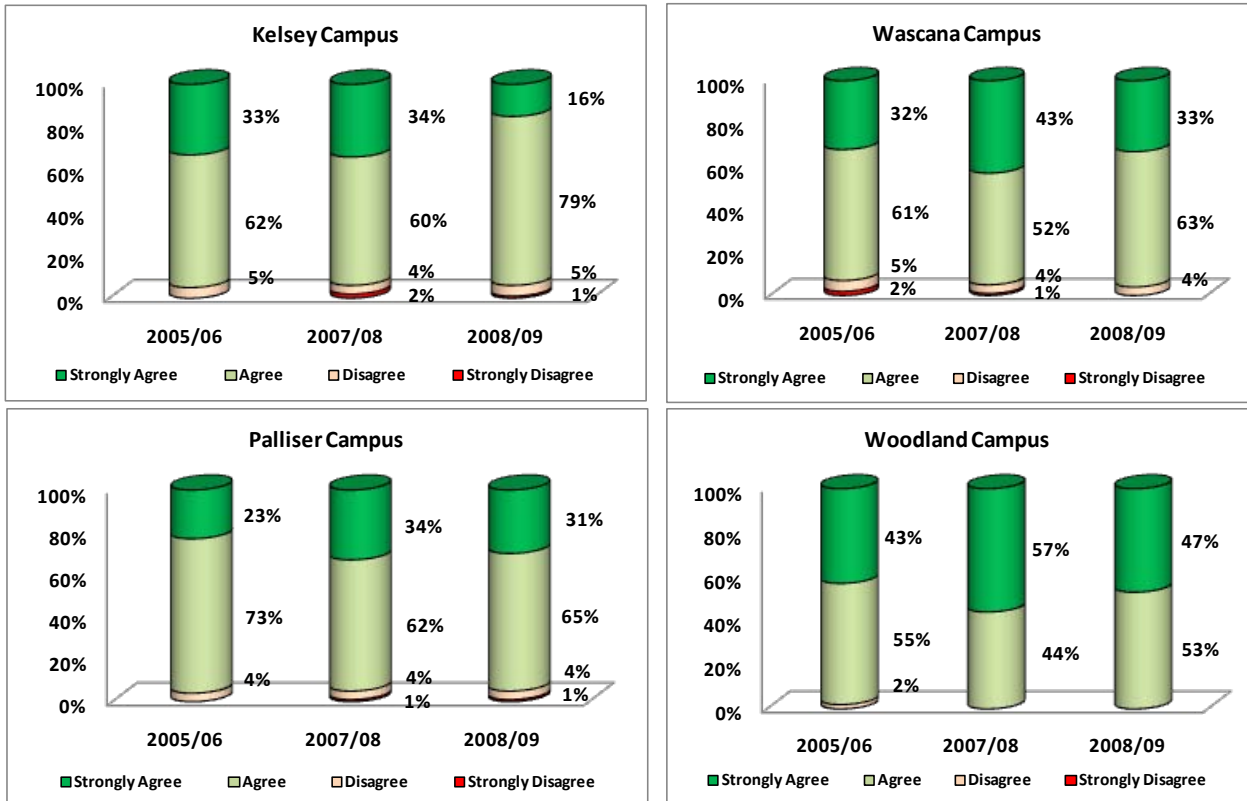


### 7.3.11.2 By Campus

Figure 58 illustrates, by campus, the levels of student satisfaction with library services in 2008/09. The key results are summarized below.

- Similar to the previous survey results, all Woodland respondents (100% or 55 of 55) reported satisfaction with library services.
- The vast majority of students at the campuses of Palliser (96%, or 174 of 182), Wascana (96%, or 182 of 190), and Kelsey (95%, or 271 of 288) also expressed satisfaction with library services at their respective campuses. Palliser and Kelsey ratings remained consistent with previous year results, while Wascana experienced a 3% increase since 2005/06.

**Figure 58: Satisfaction with Library Services: By Campus**



# APPENDIX A: 2008/09 STUDENT SATISFACTION SURVEY



## SIASST Student Satisfaction Survey 2008/09

In collaboration with the program areas, SIASST's Institutional Research and Analysis (IR&A) office annually conducts the Student Satisfaction Survey. The survey is an excellent tool for students to provide a high profile, collective voice about the quality of their learning experiences at SIASST. By participating, you will have a real impact on the institution's ability to assess and improve its performance. Your participation is voluntary.

Please take 10 to 15 minutes to complete this questionnaire. Your responses will remain anonymous. Survey results will be collected, placed in a sealed envelope and forwarded immediately to SIASST's IR&A Office for analysis. Results of the survey are reported as aggregate totals only.

Directions: With a dark pen or pencil, completely fill in the circle that represents your answer to each question. If you have already filled in a circle and wish to change your response, place an X over the incorrect choice and circle the correct one. Questions 1 to 4 must be complete and accurate in order for survey to be included in the overall results. If you have any questions, please ask the survey administrator for clarification.

1. Primary Location of Training:

|                       |                       |                       |                       |                       |                          |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------------|
| Kelsey                | Palliser              | Wascana               | Woodland              | Online                | Other location, specify: |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | _____                    |

2. Program Name: \_\_\_\_\_

3. Type of Credential:

|                       |                       |                       |                              |                       |
|-----------------------|-----------------------|-----------------------|------------------------------|-----------------------|
| Applied Certificate   | Advanced Certificate  | Certificate           | Diploma (includes Co-op Dip) | Degree                |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>        | <input type="radio"/> |

4. Year of Program\*:

|                       |                       |                       |
|-----------------------|-----------------------|-----------------------|
| One                   | Two                   | Three                 |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

\*Official year of program, not number of years it has taken you to reach this stage.

|                                  |                       |                       |                       |                       |                       |                          |
|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------------|
| 5. Primary Location of Training: | Kelsey                | Palliser              | Wascana               | Woodland              | Online                | Other location, specify: |
|                                  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | _____                    |

6. Program Name: \_\_\_\_\_

|                        |                       |                       |                       |                              |                       |
|------------------------|-----------------------|-----------------------|-----------------------|------------------------------|-----------------------|
| 7. Type of Credential: | Applied Certificate   | Advanced Certificate  | Certificate           | Diploma (includes Co-op Dip) | Degree                |
|                        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>        | <input type="radio"/> |

8. Year of Program\*: One Two Three

\*Official year of program, not number of years it has taken you to reach this stage.

For questions 5 to 40, please indicate your level of agreement with each statement.

|  | Strongly Disagree     | Disagree              | Agree                 | Strongly Agree        | Don't Know/Not applicable |
|--|-----------------------|-----------------------|-----------------------|-----------------------|---------------------------|
|  | (SD)                  | (D)                   | (A)                   | (SA)                  | (DK/NA)                   |
| Overall Satisfaction:  |                       |                       |                       |                       |                           |
| 9. Overall, I am satisfied with this program   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| 10. I would recommend this program to others   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| 11. If I was starting my training over again, I would still choose to attend SIAST                             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| Admission/Orientation:   | SD                    | D                     | A                     | SA                    | DK/NA                     |
| 12. Program information (web-site, brochures, calendars, etc.) accurately identifies the nature of the program | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| 13. Admission requirements are set at a level that ensure I was prepared to succeed in the program             | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| 14. The orientation to the program was effective in explaining the requirements of the program                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |

|   |                       |                       |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 15. I was made aware of my role and responsibilities as a student   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 16. The orientation to support services (library, counseling, etc.) enabled me to access and use these services effectively | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 17. The environment at SIAST is welcoming and friendly  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Program Management:   | SD                    | D                     | A                     | SA                    | DK/NA                 |
| 18. Student learning activities are effectively scheduled   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 19. The student workload is manageable  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 20. The amount of practical or hands-on experience in this program is adequate  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 21. This program has an effective system of communicating with students   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 22. Instructors are available for individual assistance to students   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 23. The instructors treat students with respect   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 24. Instructional methods are effective   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 25. The quality of instruction within the program is satisfactory   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 26. The program incorporates a wide range of learning activities (readings, lectures, videos, practice, etc.)               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 27. The program's use of technology enhances learning   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 28. MySIAST is an effective tool for communication  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 29. Students have regular opportunities to provide feedback on courses  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

|  |                       |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 30. Students are informed of how they will be evaluated  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 31. Student assessments focus on what was learned in the courses   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 32. Students receive timely and ongoing feedback on their progress   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Learning Resources:  | SD                    | D                     | A                     | SA                    | DK/NA                 |
| 33. Program materials are free of cultural, racial and gender bias   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 34. Books, course materials and supplies that students are required to purchase are needed   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 35. The program learning materials (texts, workbooks, handouts, etc) are relevant  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 36. The program equipment is appropriate for learning the required skills  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 37. There is sufficient equipment for use in the program   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 38. There are sufficient, relevant library resource materials for use in the program (books, video tapes, audio tapes, periodicals, pamphlets, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Campus Facilities:   | SD                    | D                     | A                     | SA                    | DK/NA                 |
| 39. The classroom facilities are appropriate   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 40. The shop/lab facilities are appropriate  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 41. Adequate study space is available  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 42. Adequate computer lab space is available   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 43. I feel safe and secure on campus   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |



44. Overall, the campus facilities meet my needs as a student                                                                                                   

Campus Services:

The following is a list of campus services. Please complete the following table, indicating your level of awareness of services, your use of services and your satisfaction with the services you have used.

|  | Were you aware of the service? |   | Have you used the services? |   | I am satisfied with the service. |                       |                       |                       |  |
|--|--------------------------------|---|-----------------------------|---|----------------------------------|-----------------------|-----------------------|-----------------------|--|
|  |                                |   |                             |   | Strongly Disagree                | Disagree              | Agree                 | Strongly Agree        |  |
| 45. Learning Assistance Centre           | Yes <input type="radio"/>      | If yes, → <input type="radio"/>         | Yes <input type="radio"/>   | If yes, → <input type="radio"/>         | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |  |
|  | No <input type="radio"/>       | If no, go to # 41 <input type="radio"/> | No <input type="radio"/>    | If no, go to # 41 <input type="radio"/> |                                  |                       |                       |                       |  |
| 46. Counseling                           | Yes <input type="radio"/>      | If yes, → <input type="radio"/>         | Yes <input type="radio"/>   | If yes, → <input type="radio"/>         | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |  |
|  | No <input type="radio"/>       | If no, go to # 42 <input type="radio"/> | No <input type="radio"/>    | If no, go to # 42 <input type="radio"/> |                                  |                       |                       |                       |  |
| 47. Student Employment Centre            | Yes <input type="radio"/>      | If yes, → <input type="radio"/>         | Yes <input type="radio"/>   | If yes, → <input type="radio"/>         | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |  |
|  | No <input type="radio"/>       | If no, go to # 43 <input type="radio"/> | No <input type="radio"/>    | If no, go to # 43 <input type="radio"/> |                                  |                       |                       |                       |  |
| 48. Library                              | Yes <input type="radio"/>      | If yes, → <input type="radio"/>         | Yes <input type="radio"/>   | If yes, → <input type="radio"/>         | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |  |
|  | No <input type="radio"/>       | If no, go to # 44 <input type="radio"/> | No <input type="radio"/>    | If no, go to # 44 <input type="radio"/> |                                  |                       |                       |                       |  |
| 49. Bookstore                            | Yes <input type="radio"/>      | If yes, → <input type="radio"/>         | Yes <input type="radio"/>   | If yes, → <input type="radio"/>         | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |  |
|  | No <input type="radio"/>       | If no, go to # 45 <input type="radio"/> | No <input type="radio"/>    | If no, go to # 45 <input type="radio"/> |                                  |                       |                       |                       |  |
| 50. Registration Services                | Yes <input type="radio"/>      | If yes, → <input type="radio"/>         | Yes <input type="radio"/>   | If yes, → <input type="radio"/>         | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |  |
|  | No <input type="radio"/>       | If no, go to # 46 <input type="radio"/> | No <input type="radio"/>    | If no, go to # 46 <input type="radio"/> |                                  |                       |                       |                       |  |
| 51. Cafeteria or other food services     | Yes <input type="radio"/>      | If yes, → <input type="radio"/>         | Yes <input type="radio"/>   | If yes, → <input type="radio"/>         | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |  |
|  | No <input type="radio"/>       | If no, go to # 47 <input type="radio"/> | No <input type="radio"/>    | If no, go to # 47 <input type="radio"/> |                                  |                       |                       |                       |  |
| 52. Recreation Services                  | Yes <input type="radio"/>      | If yes, → <input type="radio"/>         | Yes <input type="radio"/>   | If yes, → <input type="radio"/>         | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |  |
|  | No <input type="radio"/>       | If no, go to # 48 <input type="radio"/> | No <input type="radio"/>    | If no, go to # 48 <input type="radio"/> |                                  |                       |                       |                       |  |
| 53. Health Services (i.e., Campus Nurse) | Yes <input type="radio"/>      | If yes, → <input type="radio"/>         | Yes <input type="radio"/>   | If yes, → <input type="radio"/>         | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |  |
|  | No <input type="radio"/>       | If no, go to # 49 <input type="radio"/> | No <input type="radio"/>    | If no, go to # 49 <input type="radio"/> |                                  |                       |                       |                       |  |
| 54. Aboriginal Student                   | Yes <input type="radio"/>      | If yes, → <input type="radio"/>         | Yes <input type="radio"/>   | If yes, → <input type="radio"/>         | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |  |

|  |     |                       |                   |     |                       |                   |                       |                       |                       |                       |
|--|-----|-----------------------|-------------------|-----|-----------------------|-------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Centre                                       | No  | <input type="radio"/> | If no, go to # 50 | No  | <input type="radio"/> | If no, go to # 50 |                       |                       |                       |                       |
| 55. Web Based Services (mySIAST, Grade Book) | Yes | <input type="radio"/> | If yes, →         | Yes | <input type="radio"/> | If yes, →         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|  | No  | <input type="radio"/> | If no, go to # 51 | No  | <input type="radio"/> | If no, go to # 51 |                       |                       |                       |                       |

56. Gender:

- Female   
 Male

57. Age

(as of December 31, 2008)

- 19 and under   
 20 to 24   
 25 to 29   
 30 to 39   
 40 and over

58. Equity Status:

- Aboriginal   
 Disabled   
 Visible Minority   
 Not applicable

55, Additional Comments or Suggestions for Program Improvement

Thank you for completing this survey.