SIAST Student Satisfaction Survey Report of 2009/10

Trends from 2007/08, 2008/09 and 2009/10

SIAST

SASKATCHEWAN INSTITUTE OF
APPLIED SCIENCE AND TECHNOLOGY

ACKNOWLEDGEMENTS

Availability

The report is available in electronic format and can be found on SIAST's Web site at the following URL:
http://www.siast.sk.ca/about/reports_statistics/insititutional_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 2009/10 survey and highlights trends over the past two survey years of 2007/08 and 2008/09 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 2009/10 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 2009/10 there were approximately 5,300 students enrolled in SIAST's on-campus base certificate/diploma programs. Two thousand three hundred and eighty seven (2,387) students participated in the 2009/10 survey, a 45% response rate. Respondents included students in various programs from all four campuses (numbers by campus: SIAST Kelsey Campus: 1,032; SIAST Wascana Campus: 561; SIAST Palliser Campus: 568; SIAST Woodland Campus: 226).

➢ The 2009/10 response rate reflects the rate achieved in the 2007/08 administration of the survey (40%) and is a significant increase from 2008/09, where a response rate of only 19% was attained. The 2008/09 survey was the first year where programs were asked to independently coordinate and administer the survey and the change in administration process temporarily impacted the survey results. The reader will note that the 2009/10 results are generally consistent with those reported in 2007/08 and in many cases have recovered from a drop in 2008/09 ratings. The variance in 2008/09 results may be due to the smaller number of respondents that year and hence a decrease in the representativeness of their responses for the on-campus base certificate/diploma student body. Given the sample size and response rates for 2007/08 and 2008/09 were quite similar; it is not surprising to see like results between the two years.

➢ 89% of the 2009/10 respondents (2,128 of 2,386) indicated they were satisfied with their programs overall, consistent with both 2007/08 (89%) and 2008/09 (87%) results.

- 88% of the 2009/10 respondents (2,102 of 2,387) indicated they would recommend SIAST programs to others, consistent with both 2007/08 (87%) and 2008/09 (86%) results.

- 84% of 2009/10 respondents (2,010 of 2,385) indicated they would choose to attend SIAST if they were starting their training over again. This is a 2% decrease since 2007/08 (86%), an increase of 4% from 2008/09 (80%).

- 78% of 2009/10 respondents indicated that the orientation programs assisted them in accessing and utilizing SIAST services effectively. This level has steadily decreased 7% overall from 2007/08 (85%).

- Mirroring 2007/08 results, 93% of 2009/10 respondents indicated that the environment at SIAST was welcoming and friendly, a 4% increase since 2008/09.

- Over three-fourths of respondents (78%) agreed that there were sufficient and relevant library resource materials, an increase of 3% since 2007/08.

- 89% of 2009/10 respondents indicated classroom facilities (89%) and shop and lab facilities (87%) were appropriate, and that there was adequate available study space (83%) and computer lab space (81%). Since 2007/08, this is an increase in satisfaction for shop and lab facilities (steady increase of 5%), classroom facilities (up 2%) and study space (up 1%), while satisfaction with available computer lab space has decreased 4%.

- Consistent with the past two survey results, 95% of 2009/10 respondents felt safe and secure at SIAST (94% for 2007/08 an 93% for 2008/09).

- 92% of 2009/10 respondents agreed that the campus facilities met their educational needs, reflective of 2007/08 results.

- Overall, the 2009/10 respondents reported increases in awareness since 2007/08 of all SIAST services. Notable increases in awareness of services were reported for web services (up 10%) and the health centres (up 9%). Note: Students were surveyed regarding disability services for the first time in 2009/10.

- In 2009/10 respondents were most aware of library services (96%), cafeteria (96%), web-based services (92%) and the bookstores (92%). They were least aware of the Aboriginal activity centres (56%), student employment centres (54%) and disability services (37%).

- 2009/10 respondents reported a consistent level of use relative to 2007/08 for most SIAST services. Since 2007/08 the only services to experience a constant increase in reported use were health

services (up 7%) and Aboriginal activity centres (up 4%). The largest decreases in usage reported were for student employment centres (down 11%) and recreation services (down 5%).

➢ The bookstore (94%), cafeteria (92%) and registration services (90%) had been accessed by the largest proportion of students who indicated they were aware of these services. Services such as counselling (18%), student employment centres (17%), Aboriginal activity centres (16%) and disability services (12%) were used by a smaller proportion of respondents.

➢ The proportion of respondents who indicated they were satisfied with SIAST services in 2009/10 remained relatively consistent with 2007/08 ratings for the majority of services. SIAST's cafeteria and web-based services (both down 3%) were the only services to show a decline in satisfaction since 2007/08.

➢ In 2009/10, the Aboriginal activity centres (96%), health services (96%), and library (96%) had the highest proportion of students who reported satisfaction with the services used. Recreation services (94%), bookstores (93%), disability services (93%), registration services (92%) and counselling services (90%) also had a relatively higher number of satisfied users.

➢ Web-based services (89%), student employment centres (88%) and learning assistance centres (87%) had a relatively lower proportion of students who indicated satisfaction with services accessed, although still good results. The cafeteria was the only service where less than four-fifths of students indicated they were satisfied (76%).

➢ For those students who declared their Aboriginal status, 82% (196 of 238) reported they were aware of the services provided by the Aboriginal activity centres. Just over one half of these students used the centres' services in 2009/10 (54%, or 105 of 196) and the majority (98%, or 103 of 105) agreed they were satisfied with the services provided. Awareness and use of the Aboriginal activity centres by Aboriginal respondents is consistent with the previous year, while satisfaction with the centres' services has increased by 5% since 2008/09.

➢ From a campus perspective, SIAST Kelsey Campus' 2009/10 satisfaction ratings rebounded from 2008/09 results although they were still relatively lower than the other campuses in the areas of the health centres (95% of students satisfied), library services (94%), bookstore (91%), registration services (89%), disability services (87%) and recreation services (86%). SIAST Kelsey Campus' student employment centre had one of highest proportions of student satisfaction (93%) relative to other campuses.

➢ In 2009/10 SIAST Palliser Campus also had several services that received a relatively lower, although healthy, rating than other campuses in the areas of counselling (87% of students satisfied),

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web-based services (87%), student employment centre (86%), learning assistance centre (83%) and the cafeteria (67%). SIAST Palliser Campus' Aboriginal activity centre (100%), health services (98%) and registration services (95%) had a relatively higher proportion of satisfied students relative to other campuses.

➢ Compared to their peers, respondents at SIAST Wascana Campus were relatively more satisfied with the campus' disability (100% of students satisfied), health services (98%), student employment centre (93%), web-based services (93%) and counselling services (92%), and were relatively less satisfied with the Aboriginal activity centre (95%), recreation services (86%) and the cafeteria (65%).

➢ A higher proportion of respondents at SIAST Woodland Campus, relative to the other campuses, indicated they were satisfied with Woodland's disability services (100% of students satisfied), library services (99%), learning assistance centre (97%), recreation services (97%), bookstores (96%), registration services (95%) and counselling services (92%).

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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 three survey years, from 2007/08, 2008/09 and 2009/10, in order to support SIAST program reviews and performance measurement activities.

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 programs 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: 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), Microsoft Access and Microsoft Excel software.

In 2009/10, there were approximately 5,300 students enrolled in SIAST's on-campus base certificate/diploma programs. Two thousand three hundred and eighty seven (2,387) students participated in the 2009/10 survey, a 45% response rate. Respondents included students in various programs from all four campuses (numbers by campus: Kelsey, 1,032; Wascana, 561; Palliser, 568; Woodland, 226).

The 2009/10 response rate reflects the rate obtained in the 2007/08 administration of the survey (40%) and is a significant increase from 2008/09, where a response rate of only 19% was attained. The 2008/09 survey was the

first year where programs were asked to independently coordinate and administer the survey and the change in administration process temporarily impacted the survey results. The reader will note that the 2009/10 results are generally consistent with those reported in 2007/08 and in many cases have recovered from a drop in 2008/09 ratings. The variance in 2008/09 results may be due to the smaller number of respondents that year and hence a decrease in the representativeness of their responses for the on-campus base certificate/ diploma student body. Given the sample size and response rates for 2007/08 and 2008/09 were quite similar; it is not surprising to see like results between the two years.

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 57 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.

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

SIAST-wide, there were more female respondents (60%) than male respondents (40%), which closely reflect the 59%/41% gender ratio of female to male students enrolled in SIAST base on-campus certificate and diploma programs during the 2009/10 academic year (figure 1).

Figure 1: Distribution of Respondents by Gender: SIAST Overall
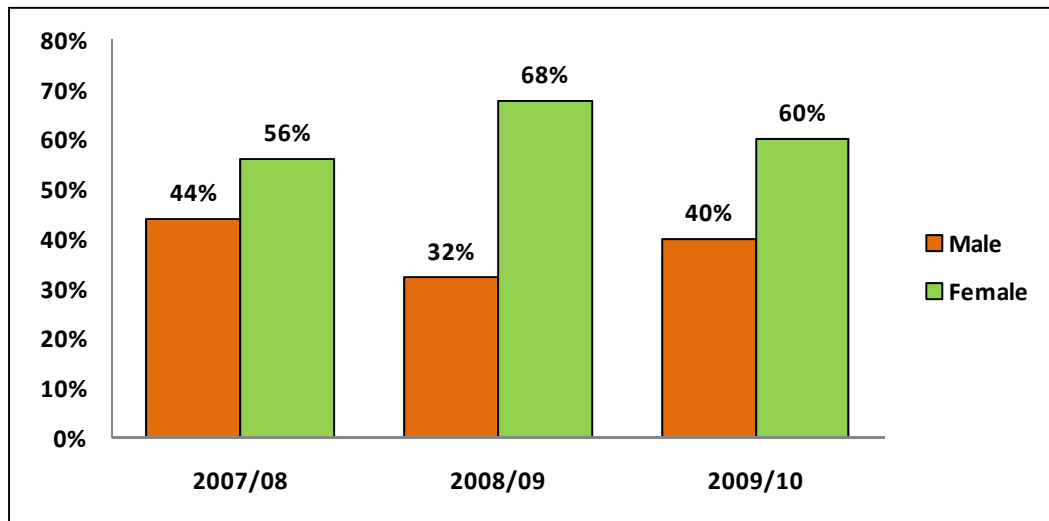
2.1.2 Age

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, just over one-quarter of 2009/10 respondents were less than 20 years old and just above one-tenth of respondents were aged between 25-29 years. Finally, and again consistently across all survey years, 10% of respondents belonged to the age group 30 to 39 years and 5% of respondents were in the category of 40 years of age and over in 2009/10.

Figure 2: Distribution of Respondents by Age: SIAST Overall
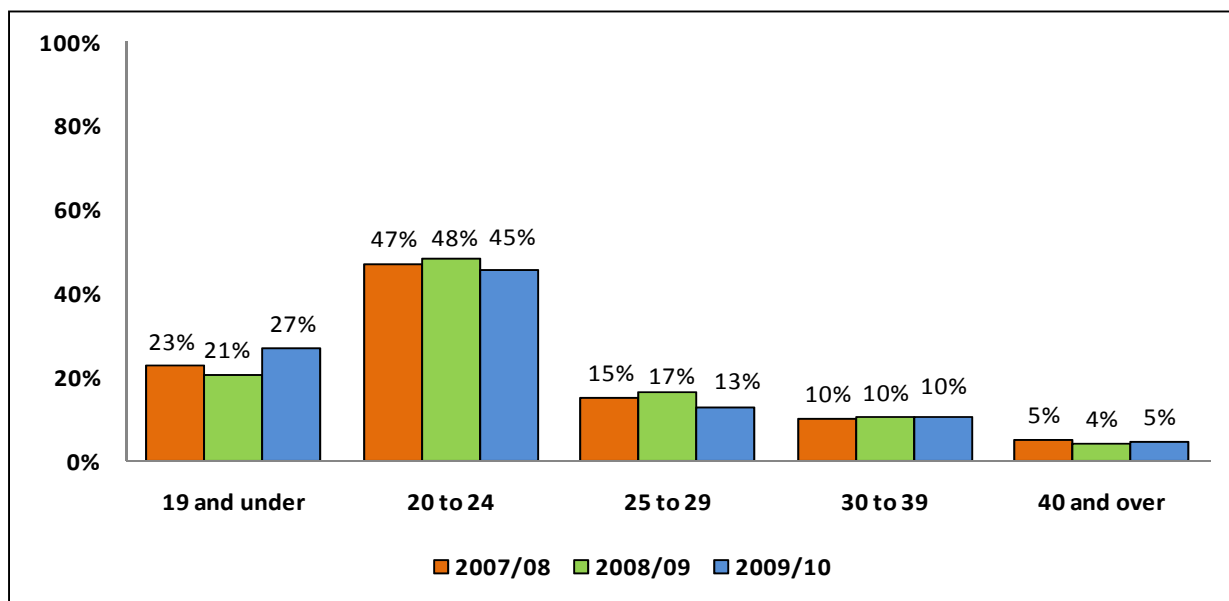
2.1.3 Equity Status

Respondents were given the opportunity to identify if they belonged to any one of the following equity groups: Aboriginal, disabled or visible minority (figure 3). Of the 2,387 respondents, 89% answered the question regarding equity status (2,126 of 2,387). Similar to the responses in the previous two surveys, about four-fifths of these respondents (80%, 1,700 of 2,126) in 2009/10 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.

Eleven percent of respondents (238 of 2,126), who answered the question regarding equity, indicated they are Aboriginal. This is slightly lower than the number of students who self-declared Aboriginal equity status at the time of registration in their SIAST program in 2009/10 (14%).

The proportion of disabled students who participated in the 2009/10 survey (3% or 61 of 2,126) was similar to the proportion of students who self-declared they were disabled at time of registration (3.5%) for on-campus certificate and diploma base programs.

Visible minority students were slightly overrepresented in the survey (6%, or 127 of 2,126) relative to the self-declared rate at time of registration (3.7%) for on-campus certificate and diploma base programs in 2009/10 (figure 3).

Figure 3: Equity Status of Respondents: SIAST Overall
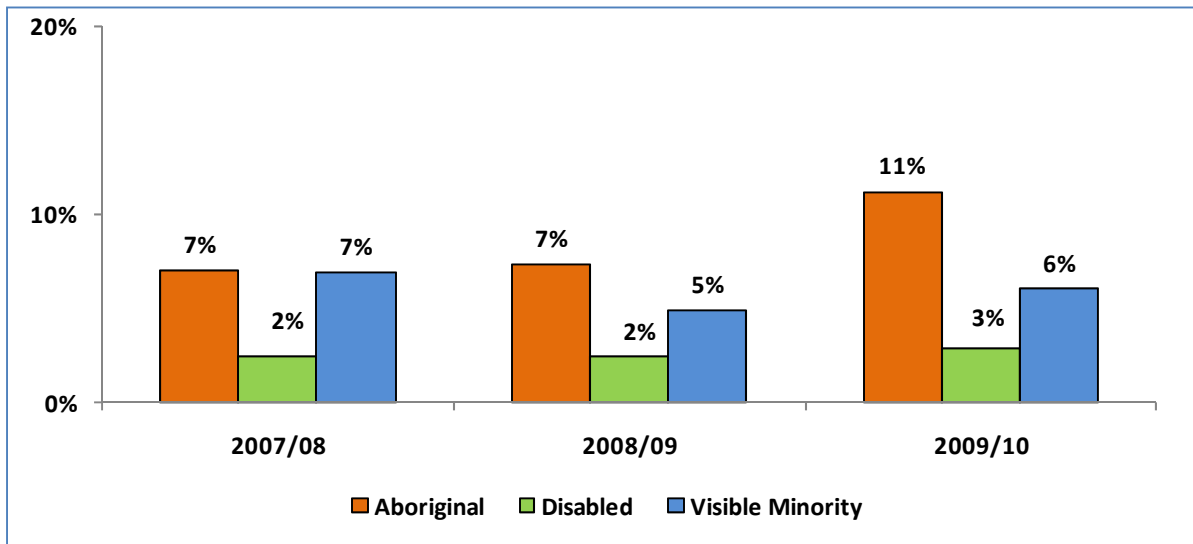
2.2 Campus Participation

As shown in table 1 and figure 4, forty-three percent (or 1,032 of 2,387) of 2009/10 survey respondents attended Kelsey campus, which is slightly higher than the actual proportion (38%) of the student body attending Kelsey's on-campus certificate/diploma base programs.

Approximately one-quarter of 2009/10 survey respondents were from Palliser campus (24%, or 568 of 2,387) and one-quarter attended Wascana campus (24%, or 561 of 2,387). These proportions are reflective of the actual proportion of on-campus base program enrolled students (23% and 26% respectively). Woodland campus was slightly under-represented in the 2009/10 survey (10%) relative to the actual number of students enrolled in base programs (14%).

Table 1: Distribution of Respondents by Campus Location

Location	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Kelsey	801	40.6	409	42.6	1,032	43.2
Palliser	533	27.0	231	24.1	568	23.8
Wascana	441	22.4	256	26.7	561	23.5
Woodland	195	9.9	64	6.7	226	9.5
SIAST Total	**1,970**	**100.0**	**960**	**100.0**	**2,387**	**100.0**

Figure 4: Distribution of Respondents by Campus Location
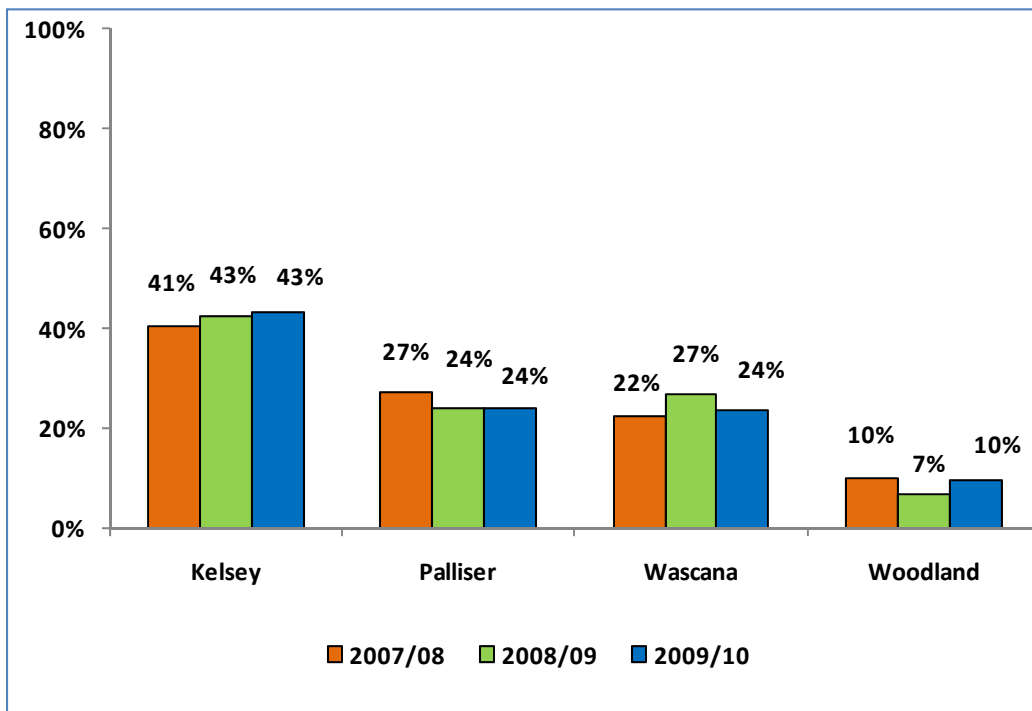
3.0 Satisfaction with Programs

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, and Strongly Disagree). A "Don't Know/Not Applicable" option was also included for those students who may not have experience with the content of the question or who are legitimately unsure of their opinion.

3.1 SIAST Overall

Consistent with the responses in the previous two student satisfaction surveys, 2009/10 respondents continued to feel that SIAST provided training at a very satisfactory level (table 2, figure 5). On average, over 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, 89% of 2009/10 respondents (2,128 of 2,386) indicated they were satisfied with their programs, consistent with both 2007/08 (89%) and 2008/09 (87%) results.

Further, 88% (2,102 of 2,387) of respondents said they would recommend SIAST's programs to others, again consistent with the results from 2007/08 (87%) and 2008/09 (86%).

Over four-fifths of respondents (84%) indicated they would attend SIAST if they were starting their training over again. This is a 4% increase over 2008/09, although still slightly under the level of agreement reported in 2007/08 (86%).

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	
		#	%	#	%	#	%
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
2009/10	Strongly Agree	573	24.0	724	30.3	860	36.0
	Agree	1,555	65.2	1,378	57.7	1,150	48.2
	Disagree	192	8.0	199	8.3	209	8.8
	Strongly Disagree	52	2.2	57	2.4	87	3.6
	Don't Know / Not Applicable	14	0.6	29	1.2	79	3.3

Figure 5: Satisfaction with Programs: SIAST Overall

I am Satisfied with the Program

Year	Agree/Strongly Agree	Disagree/Strongly Disagree	Don't know/Not Applicable
2007/08	89%	11%	
2008/09	87%	12%	1%
2009/10	89%	10%	1%

☐ Agree/Strongly Agree ☐ Disagree/Strongly Disagree ☐ Don't know/Not Applicable

I Would Recommend this Program to Others

Year	Agree/Strongly Agree	Disagree/Strongly Disagree	Don't know/Not Applicable
2007/08	87%	11%	2%
2008/09	86%	13%	1%
2009/10	88%	11%	1%

☐ Agree/Strongly Agree ☐ Disagree/Strongly Disagree ☐ Don't know/Not Applicable

I Would Choose SIAST Again

Year	Agree/Strongly Agree	Disagree/Strongly Disagree	Don't know/Not Applicable
2007/08	86%	11%	3%
2008/09	80%	16%	4%
2009/10	84%	12%	3%

☐ Agree/Strongly Agree ☐ Disagree/Strongly Disagree ☐ Don't know/Not Applicable

3.2   By Campus

3.2.1   Satisfaction with Programs

When responses were analyzed by campus, 88% to 92% of the 2009/10 respondents across all four campuses indicated they were satisfied with their programs at SIAST (table 3, figure 6). Wascana campus had the highest proportion of students who agreed they were satisfied with their programs (92%), an overall increase of 4% since 2007/08. Students attending the campuses of Woodland (90%), Palliser (90%) and Kelsey (88%) in 2009/10 reported similar levels of agreement as those in 2007/08; although for Woodland and Palliser this was a decrease over 2008/09 levels by 5% and 2% respectively.

Table 3: Satisfaction with Programs: By Campus

Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know / Not Applicable %
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
2009/10	Kelsey	1,031	21.1	66.4	8.6	3.0	0.8
	Palliser	568	20.1	69.5	8.1	1.9	0.4
	Wascana	561	25.3	66.1	6.6	1.2	0.7
	Woodland	226	43.8	46.0	8.8	1.3	0.0

Figure 6: Satisfaction with Programs: By Campus
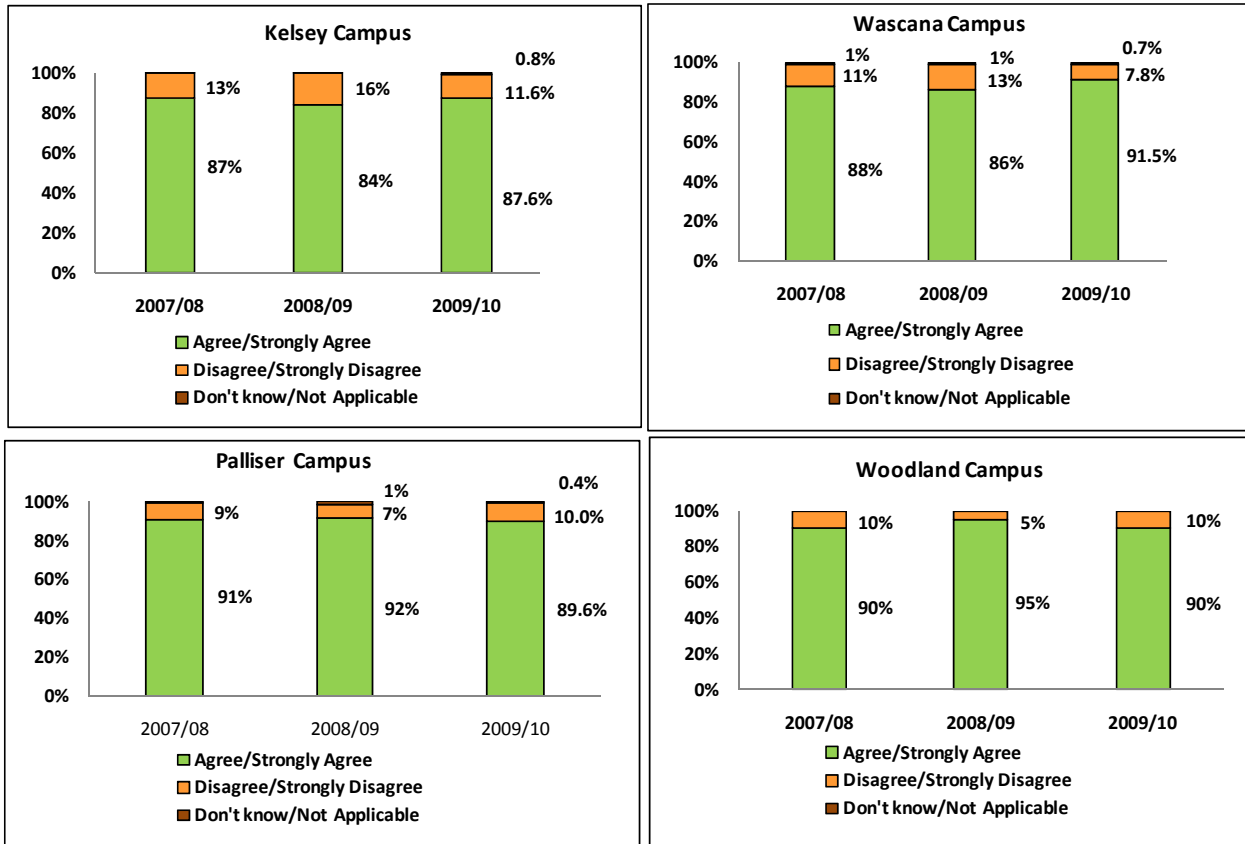
3.2.2 Would Recommend SIAST Programs to Others

As illustrated in table 4 and figure 7, Wascana campus had the largest proportion of 2009/10 students (91%) who agreed they would recommend SIAST programs to others, an overall increase of 3% since 2007/08. Students attending the campuses of Woodland (89%), Palliser (88%), and Kelsey (86%) responded similarly, with agreement levels reflective of 2007/08 results. Following the results for overall program satisfaction, Kelsey's 2009/10 rate rebounded from lower 2008/09 levels, while Woodland and Palliser ratings decreased over same time period.

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 %
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
2009/10	Kelsey	1,032	25.7	60.3	9.2	3.4	1.5
	Palliser	568	24.6	63.7	7.9	2.6	1.1
	Wascana	561	36.0	55.1	6.6	1.1	1.2
	Woodland	226	51.8	37.6	9.7	0.4	0.4

Figure 7: Would Recommend SIAST Programs to Others: By Campus
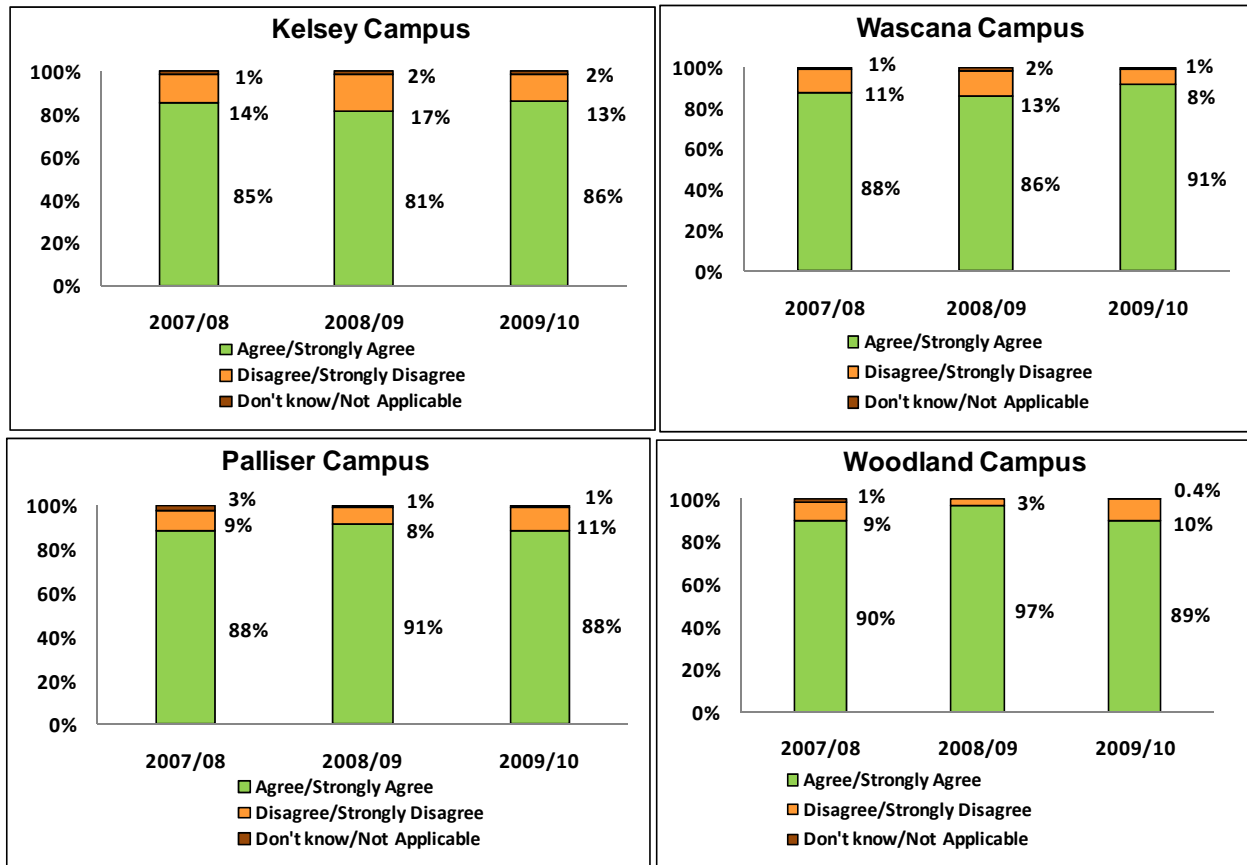
3.2.3   Would Choose to Attend SIAST Again

The campuses of Woodland (91%) and Wascana (90%) had the highest proportion of students who agreed they would choose SIAST again if they were starting their training over. While fairly consistent with 2007/08 results, this is an increase for Wascana campus of 8% over 2008/09 results and conversely a decrease for Woodland of 3% (table 5, figure 8).

Over four-fifths of 2009/10 respondents at both Palliser (85%) and Kelsey campuses (80%) agreed that they would choose to attend SIAST again. Similar to Woodland, Palliser's results are reflective of 2007/08 levels but down 3% from 2008/09. Kelsey experienced an overall 3% decrease in agreement levels since 2007/08, although the 2009/10 results did recover (up 8%) from a notable drop 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 %
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
2009/10	Kelsey	1,030	30.2	49.4	10.9	5.7	3.8
	Palliser	568	33.8	50.7	9.0	3.5	3.0
	Wascana	561	44.6	45.5	5.5	1.1	3.4
	Woodland	226	47.3	43.4	6.6	0.9	1.8

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

Kelsey Campus

2007/08	2008/09	2009/10
2%	6%	4%
14%	22%	17%
83%	72%	80%

- Agree/Strongly Agree
- Disagree/Strongly Disagree
- Don't know/Not Applicable

Wascana Campus

2007/08	2008/09	2009/10
4%	3%	3%
7%	15%	7%
89%	82%	90%

- Agree/Strongly Agree
- Disagree/Strongly Disagree
- Don't know/Not Applicable

Palliser Campus

2007/08	2008/09	2009/10
3%	2%	3%
12%	10%	12.5%
84%	88%	84.5%

- Agree/Strongly Agree
- Disagree/Strongly Disagree
- Don't know/Not Applicable

Woodland Campus

2007/08	2008/09	2009/10
2%	3%	1.8%
6%	3%	7.5%
92%	94%	90.7%

- Agree/Strongly Agree
- Disagree/Strongly Disagree
- Don't know/Not Applicable

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, counselling services, etc.) enabled them to access and use those services and resources effectively. Approximately 78% of respondents in 2009/10 reported that the orientation was effective (table 6, figure 9). This is a 7% decrease overall since 2007/08.

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

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	507	23.9	254	26.5	462	19.4
Agree	1,296	61.2	527	55.0	1,391	58.4
Disagree	193	9.1	95	9.9	251	10.5
Strongly Disagree	40	1.9	26	2.7	56	2.3
Don't Know / Not Applicable	81	3.8	56	5.8	223	9.4

Figure 9: Usefulness of Orientation to SIAST Support Services: SIAST Overall
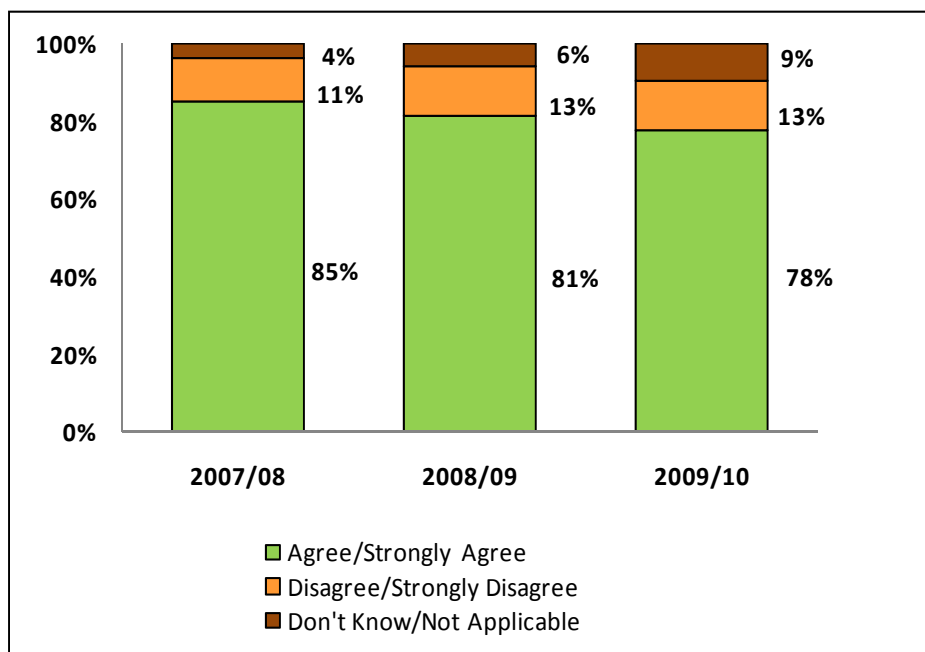
4.1.2 By Campus

As shown in table 7 and figure 10, Woodland campus had the highest proportion of respondents (87%) that agreed the orientation to support services allowed them to access and use services effectively. However, this is 7% decrease overall from 2007/08 results. Similarly, 83% of respondents from Wascana campus indicated they benefited from the orientation program, a 5% decrease over 2007/08.

Approximately three-quarters of 2009/10 respondents from the campuses of Palliser campus (76%) and Kelsey (74%) agreed that orientation enabled them to

effectively access and use services. This is a 7% overall decrease from 2007/08 for Palliser and a 9% decrease for Kelsey.

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 %
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
2009/10	Kelsey	1,030	14.8	58.9	12.8	2.6	10.9
	Palliser	568	17.1	59.3	12.9	3.5	7.2
	Wascana	560	24.6	58.2	5.9	1.4	9.8
	Woodland	225	33.3	53.8	5.8	0.4	6.7

Figure 10: Usefulness of Orientation to SIAST Support Services: By Campus
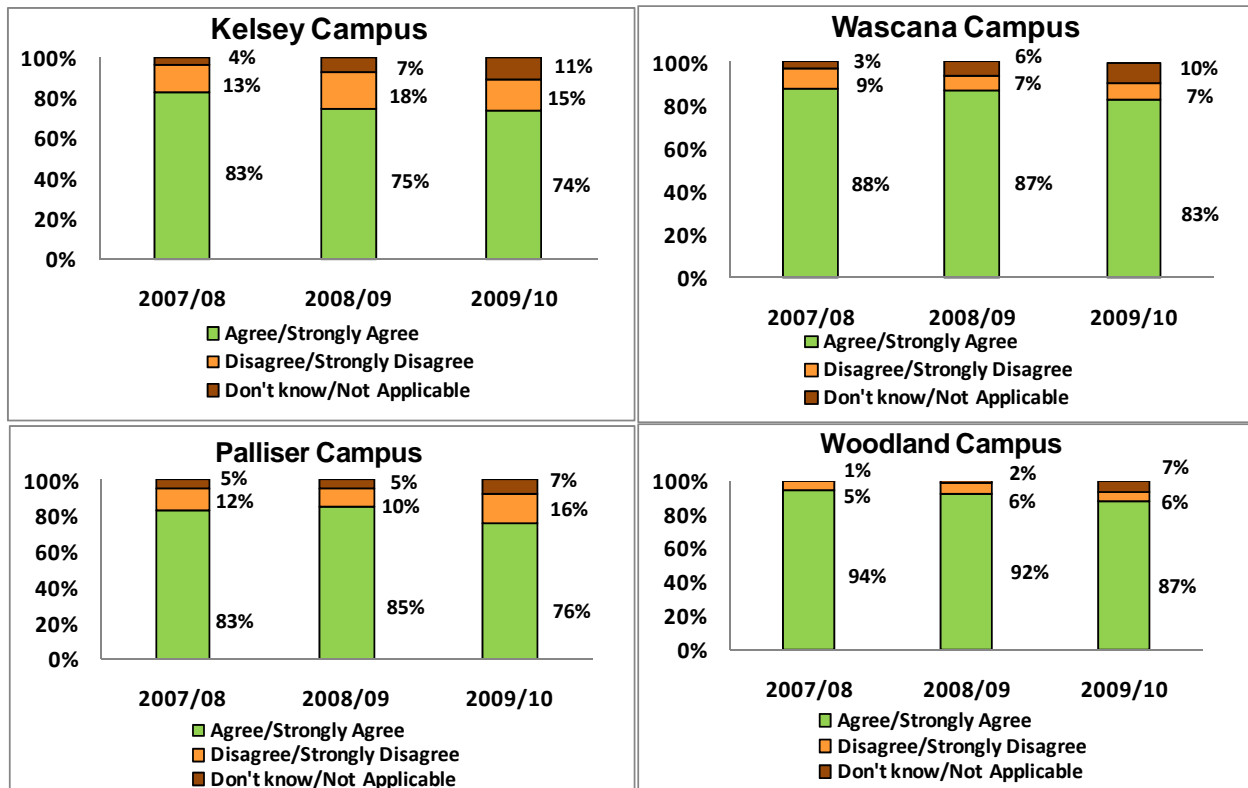
4.2 General Environment at SIAST

4.2.1 SIAST Overall

Respondents were asked whether SIAST's environment was welcoming and friendly. Overall, the majority of 2009/10 respondents (93%) agreed SIAST has a welcoming and friendly environment (table 8, figure 11). This is an increase of 4% from 2008/09 but only a 1% increase overall since 2007/08.

Table 8: General Environment at SIAST: SIAST Overall

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	744	35.1	349	36.4	757	31.8
Agree	1,207	57	508	52.9	1,462	61.4
Disagree	101	4.8	64	6.7	113	4.7
Strongly Disagree	41	1.9	11	1.1	30	1.3
Don't Know / Not Applicable	24	1.1	26	2.7	21	0.9

Figure 11: General Environment at SIAST: SIAST Overall
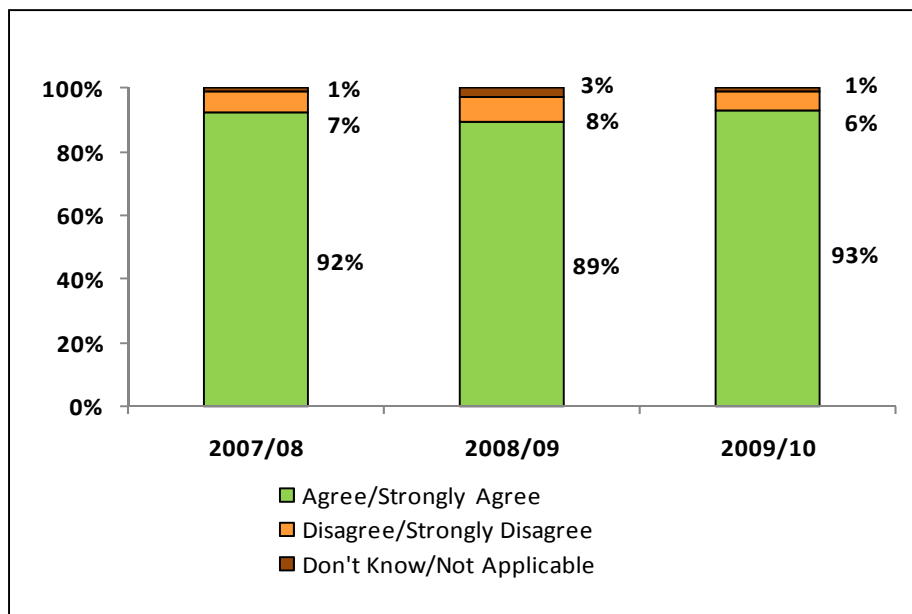
4.2.2 By Campus

As illustrated in table 9 and figure 12, the majority of 2009/10 students at all four campuses agreed that their campus environment was welcoming and friendly. The campuses of Woodland (96%) and Wascana (95%) had the highest proportions of students who agreed, followed closely by Palliser (94%) and then Kelsey (91%).

Woodland's 2009/10 results were consistent with the previous two surveys. Wascana experienced an increase of 3% overall since 2007/08. Palliser's results remained relatively constant, varying by 1% up or down over the three survey years. Kelsey's 2009/10 results mirrored 2007/08 levels, rebounding with an 8% increase since 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 %
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
2009/10	Kelsey	1,031	23.3	67.9	6	1.9	0.9
	Palliser	568	32.2	62.1	4	0.9	0.7
	Wascana	559	39.9	54.6	3.4	0.9	1.3
	Woodland	225	49.3	46.2	4	0	0.4

Figure 12: General Environment at SIAST: By Campus

Kelsey Campus

	2007/08	2008/09	2009/10
Agree/Strongly Agree	91%	83%	91%
Disagree/Strongly Disagree	8%	13%	8%
Don't know/Not Applicable	1%	4%	1%

- Agree/Strongly Agree
- Disagree/Strongly Disagree
- Don't know/Not Applicable

Wascana Campus

	2007/08	2008/09	2009/10
Agree/Strongly Agree	92%	93%	95%
Disagree/Strongly Disagree	5%	5%	4%
Don't know/Not Applicable	3%	2%	1%

- Agree/Strongly Agree
- Disagree/Strongly Disagree
- Don't know/Not Applicable

Palliser Campus

	2007/08	2008/09	2009/10
Agree/Strongly Agree	93%	95%	94%
Disagree/Strongly Disagree	6%	4%	5%
Don't know/Not Applicable	1%	1%	1%

- Agree/Strongly Agree
- Disagree/Strongly Disagree
- Don't know/Not Applicable

Woodland Campus

	2007/08	2008/09	2009/10
Agree/Strongly Agree	95%	95%	95.5%
Disagree/Strongly Disagree	5%	5%	4.0%
Don't know/Not Applicable			0.4%

- Agree/Strongly Agree
- Disagree/Strongly Disagree
- Don't know/Not Applicable

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. As shown in table 10 and figure 13, in the 2009/10 survey, 78% respondents indicated there were sufficient and relevant library resource materials, about 4% higher than the previous two survey years (2007/08; 75% and 2008/09; 74%).

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

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	372	17.6	170	17.7	476	20.0
Agree	1,210	57.2	540	56.4	1,391	58.4
Disagree	249	11.8	92	9.6	213	8.9
Strongly Disagree	46	2.2	20	2.1	38	1.6
Don't Know / Not Applicable	240	11.3	136	14.2	265	11.1

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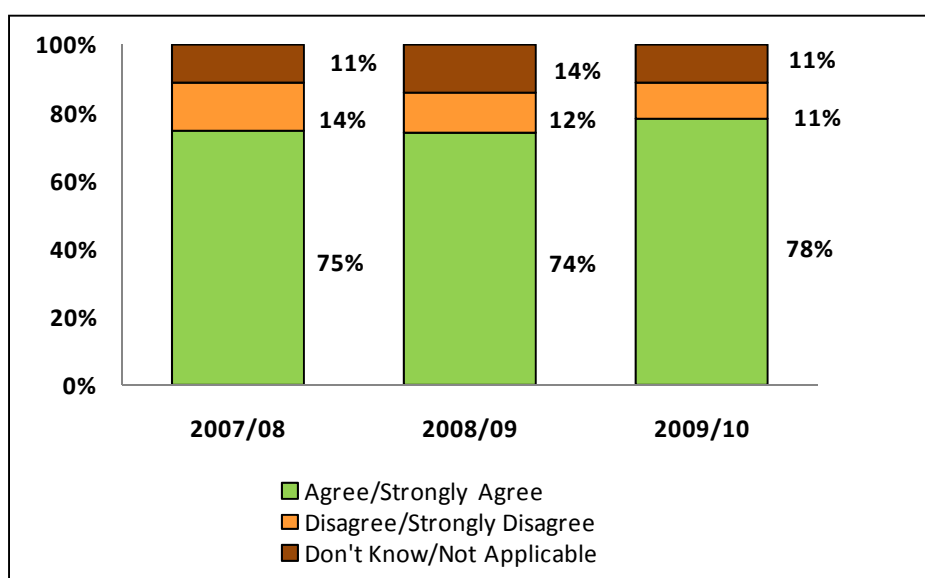
5.1.2 By Campus

In 2009/10, Woodland campus had the highest proportion of students (91%) that felt the library resource materials for use in their program were sufficient and relevant, a 4% increase overall from 2007/08.

Wascana campus followed with 86% of students responding similarly, a 6% increase overall since 2007/08. Approximately three-quarters of 2009/10 students at the campuses of Palliser (75%) and Kelsey (73%) were satisfied with the library resources available, increases of 4% and 2% respectively since 2007/08 (table 11, figure 14).

Table 11: Sufficiency of Library Resource Materials: By Campus

Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know / Not Applicable %
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
2009/10	Kelsey	1,031	13.8	59.2	13	2.9	11.2
	Palliser	567	15.7	59.4	6.3	1.1	17.5
	Wascana	560	28.2	58.2	5.9	0.4	7.3
	Woodland	225	38.7	52.4	4.4	0	4.4

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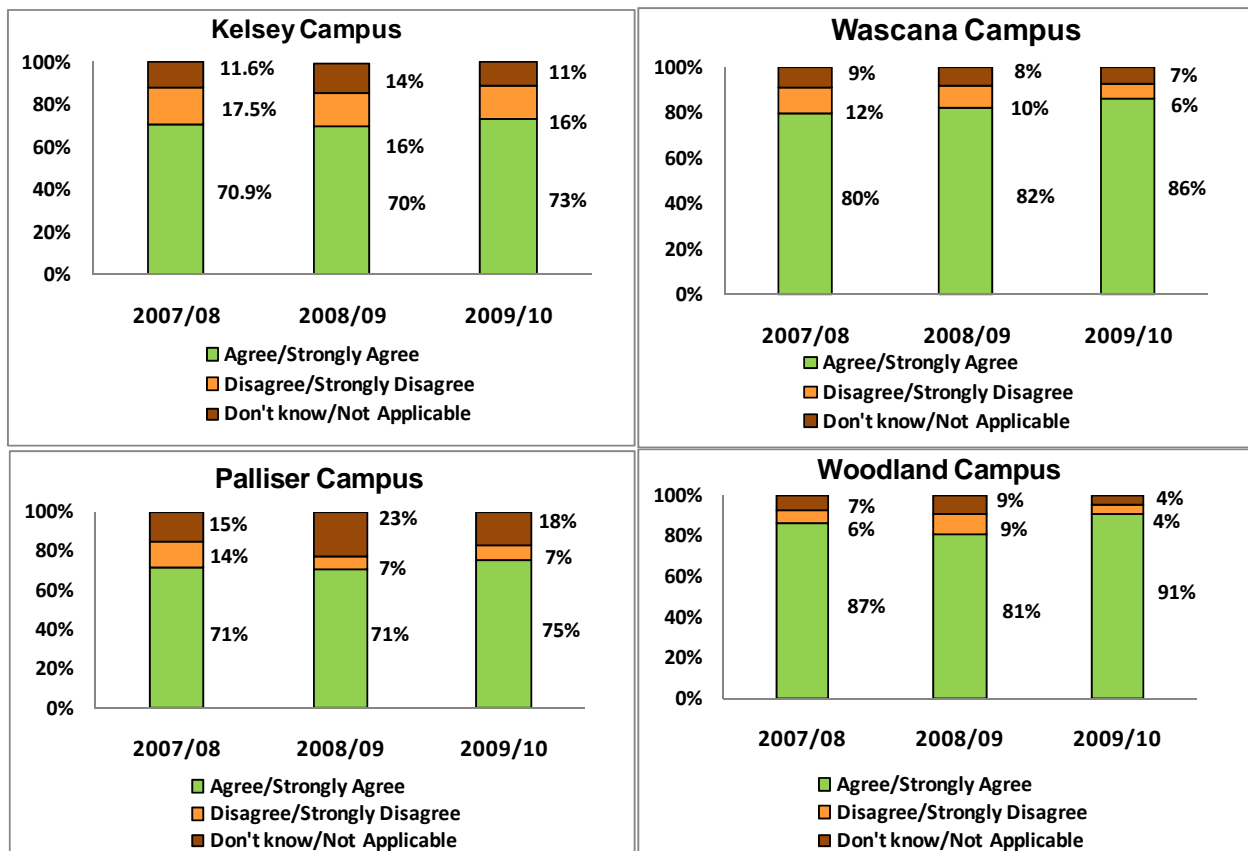
6.0   Campus Facilities

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 (89%) in 2009/10 indicated that classroom facilities were appropriate, an increase of 2% since 2007/08 (table 12, figure 15).

Table 12: Appropriateness of Classroom Facilities: SIAST Overall

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	493	23.3	214	22.3	600	25.2
Agree	1,337	63.2	588	61.3	1,515	63.5
Disagree	191	9	97	10.1	198	8.3
Strongly Disagree	65	3.1	36	3.8	54	2.3
Don't Know / Not Applicable	31	1.5	23	2.4	18	0.8

Figure 15: Appropriateness of Classroom Facilities: SIAST Overall
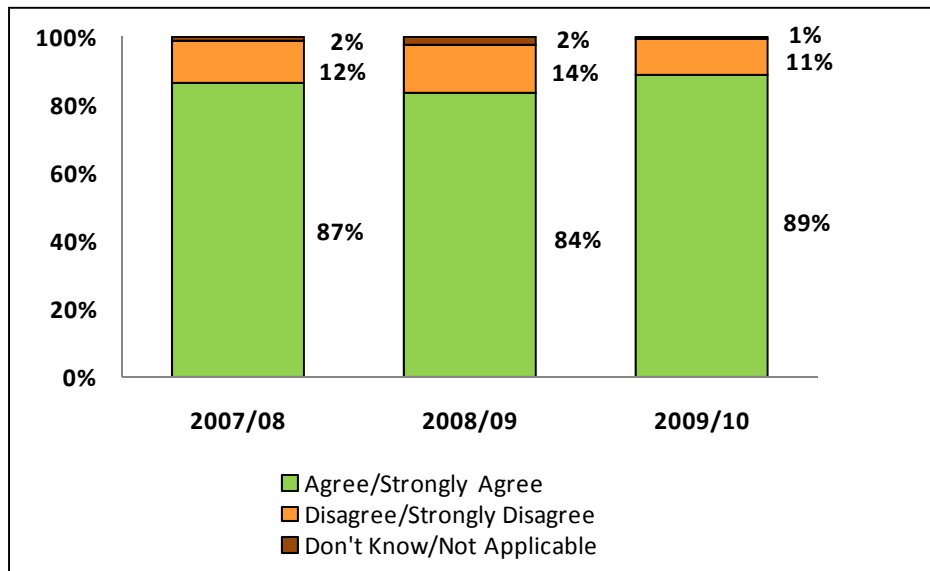
6.1.2 By Campus

The majority of 2009/10 survey respondents from Wascana (94%), Palliser (92%) and Woodland (91%) agreed that classroom facilities were appropriate. Student satisfaction with classroom facilities at Wascana have increased 10% overall since 2007/08. Palliser also experienced a 3% increase over same time period, while Woodland experienced a 3% decrease since 2007/08.

Approximately four-fifths of Kelsey respondents (84%) felt the classroom facilities were appropriate. This is a 12% increase from 2008/09, rebounding back to the level reported in 2007/08 (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 %
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
2009/10	Kelsey	1,032	19.3	64.3	12.4	3.9	0.1
	Palliser	567	19.9	72	6.3	1.2	0.5
	Wascana	561	33.5	60.2	3.6	0.9	1.8
	Woodland	225	44.4	46.7	6.2	0.9	1.8

Figure 16: Appropriateness of Classroom Facilities: By Campus
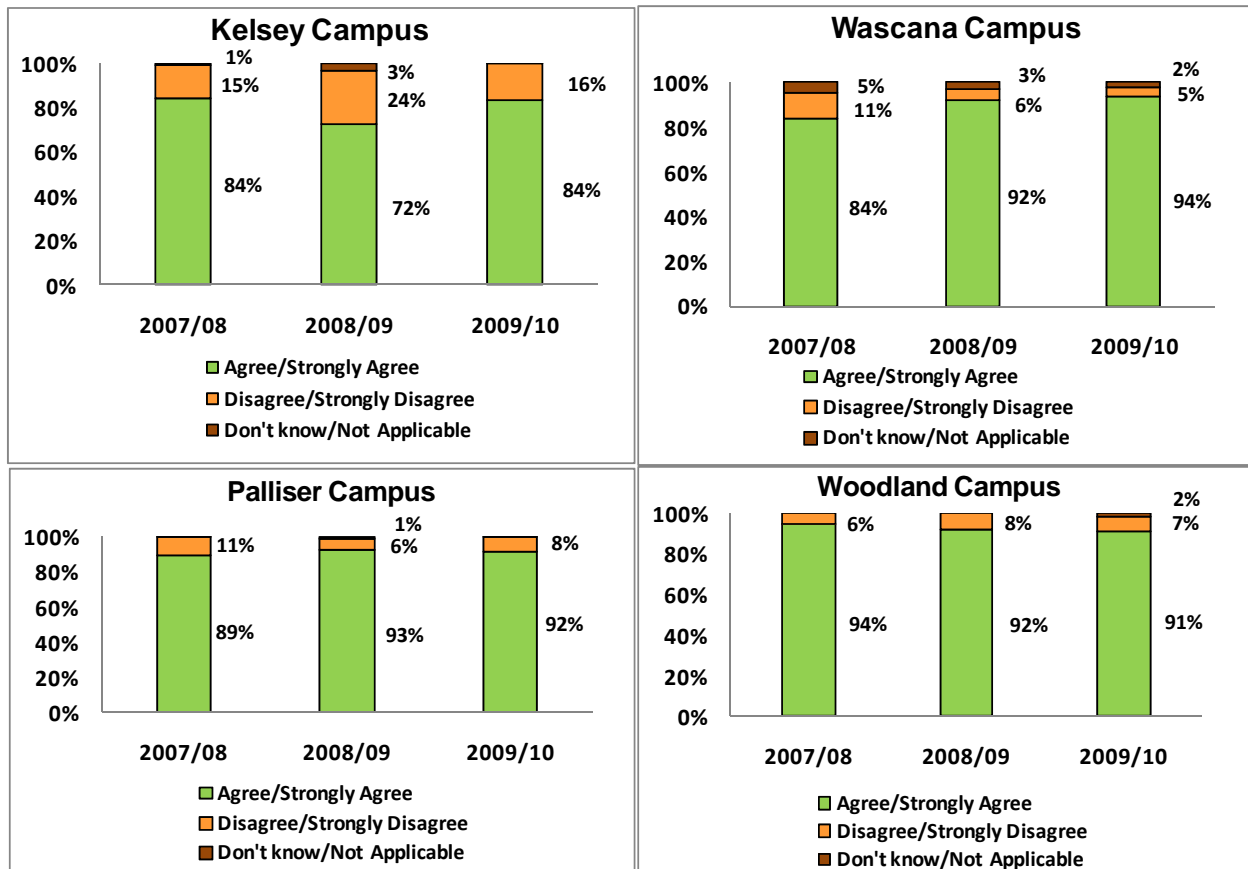
6.2 Shop and Lab Facilities

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 (87%) agreed that SIAST's shop and lab facilities were appropriate, a 5% increase since 2007/08 (table 14, figure 17).

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

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	575	27.2	241	25.2	698	29.3
Agree	1,163	54.9	566	59.1	1,366	57.3
Disagree	131	6.2	46	4.8	92	3.9
Strongly Disagree	21	0.9	11	1.1	21	0.9
Don't Know / Not Applicable	227	10.7	94	9.8	207	8.7

Figure 17: Appropriateness of Shop and Lab Facilities: SIAST Overall
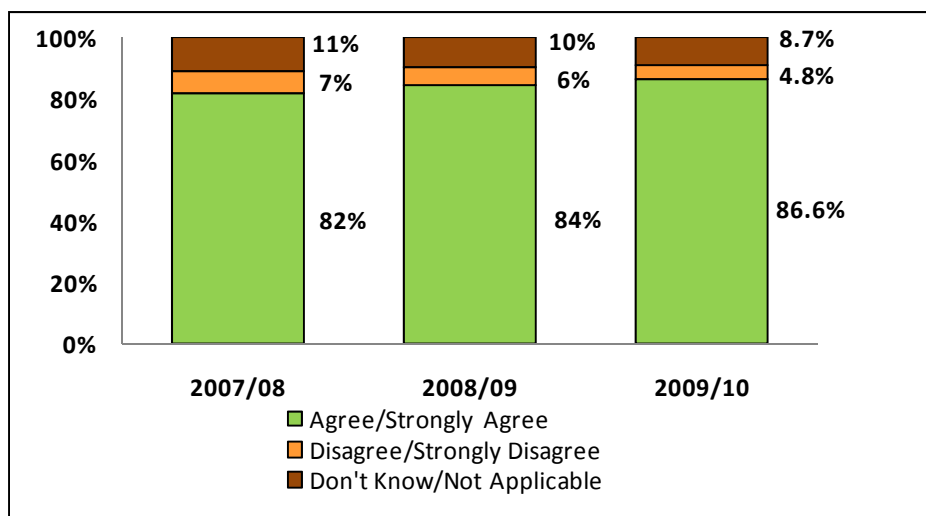
6.2.2 By Campus

In 2009/10, Wascana campus had the highest proportion of students that agreed the campus shop and lab facilities were appropriate (94%). This is an 8% increase overall since 2007/08 (table 15, figure 18).

Over four fifths of the respondents from Kelsey (85%), Woodland (84%) and Palliser (83%) agreed that shop and lab facilities were appropriate. For Kelsey and Palliser, these were increase of 5% and 3% respectively since 2007/08. Woodland however experienced a decrease of 2% in student satisfaction since 2007/08.

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 %
2007/08	Kelsey	829	26.3	53.7	7	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	7.6	1.7	4.2
	Palliser	229	21.4	50.7	1.7	0.9	25.3
	Wascana	256	32.4	59	3.5	0.8	4.3
	Woodland	64	32.8	51.6	3.1	0	12.5
2009/10	Kelsey	1,031	24.9	60	4.8	1.1	9.1
	Palliser	568	23.3	60	3.7	1.2	11.8
	Wascana	561	37.4	56.5	2.9	0.5	2.7
	Woodland	226	44	40	2.2	0	13.8

Figure 18: Appropriateness of Shop and Lab Facilities: By Campus
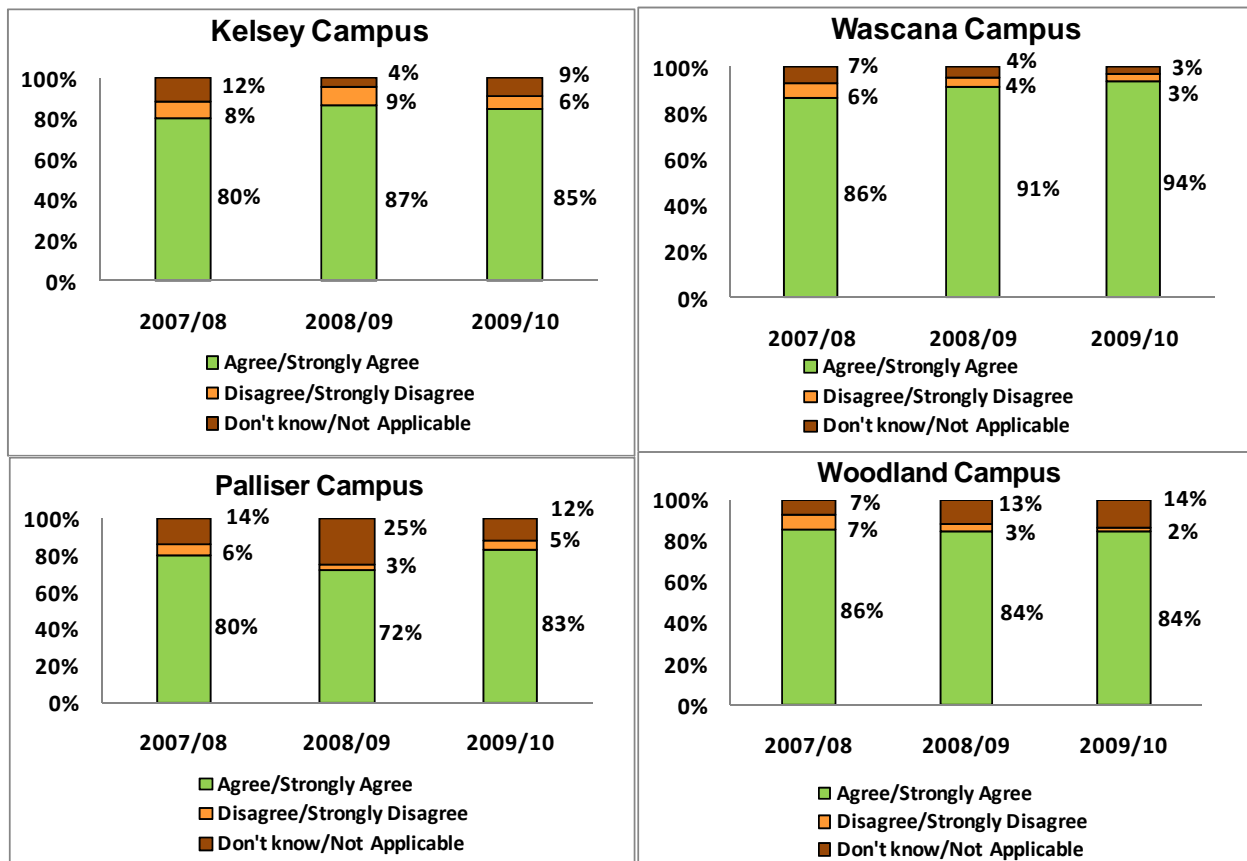
6.3   Study Space

6.3.1   SIAST Overall

Respondents were asked to indicate their opinions regarding the adequacy of
study space at their campus. Four-fifths of 2009/10 respondents (83%) agreed
that adequate study space was available. This is consistent with previous year's
results, a 1% increase overall since 2007/08 (table 16, figure 19).

Table 16: Adequacy of Available Study Space: SIAST Overall

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	523	24.7	231	24.1	584	24.5
Agree	1,220	57.6	548	57.1	1,401	58.8
Disagree	259	12.2	101	10.5	277	11.6
Strongly Disagree	58	2.7	46	4.8	72	3.0
Don't Know / Not Applicable	57	2.7	32	3.3	50	2.1

Figure 19: Adequacy of Available Study Space: SIAST Overall
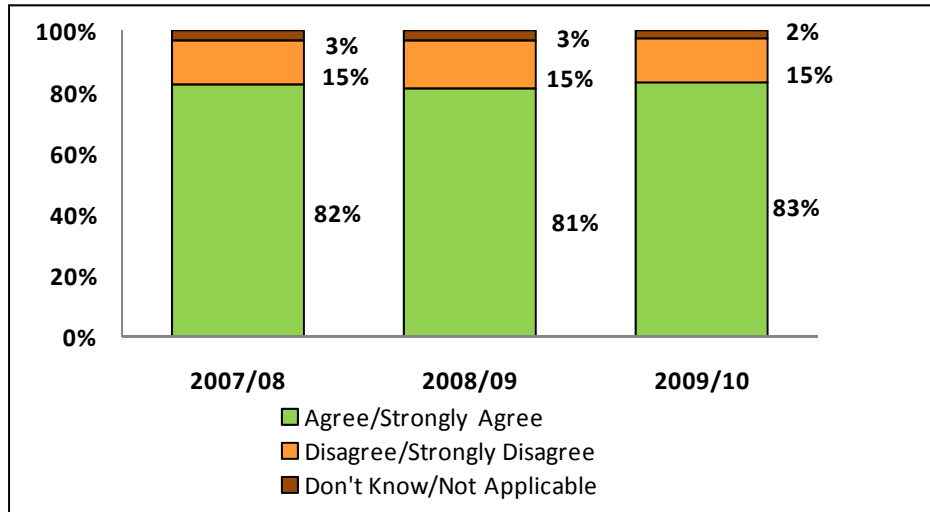
6.3.2   By Campus

Woodland had the highest proportion of students (91%) that agreed adequate
study space was available in 2009/10; although this is a 5% decrease from
2007/08 overall (table 17, figure 20).

Approximately four-fifths of students at the campuses of Palliser (86%), Wascana (83%) and Kelsey (80%) felt there was adequate study space in 2009/10. This is a 3% increase overall since 2007/08 for Kelsey and Palliser and a 1% decrease for Wascana.

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 %
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
2009/10	Kelsey	1,030	18.7	61.7	12.9	4.2	2.5
	Palliser	567	23.1	62.8	9.9	2.3	1.9
	Wascana	561	28.3	54.5	13	2.7	1.4
	Woodland	226	44.7	46	6.6	0.4	2.2

Figure 20: Adequacy of Available Study Space: By Campus

Kelsey Campus

	2007/08	2008/09	2009/10
Don't know/Not Applicable			3%
Disagree/Strongly Disagree	2% / 20%	5% / 23%	17%
Agree/Strongly Agree	77%	72%	80%

Wascana Campus

	2007/08	2008/09	2009/10
Don't know/Not Applicable	5%	3%	1%
Disagree/Strongly Disagree	11%	10%	16%
Agree/Strongly Agree	84%	88%	83%

Palliser Campus

	2007/08	2008/09	2009/10
Don't know/Not Applicable	2%	1%	2%
Disagree/Strongly Disagree	15%	11%	12%
Agree/Strongly Agree	83%	88%	86%

Woodland Campus

	2007/08	2008/09	2009/10
Don't know/Not Applicable	1%	2%	2%
Disagree/Strongly Disagree	3%	9%	7%
Agree/Strongly Agree	96%	89%	91%

6.4   Computer Lab Facilities

6.4.1   SIAST Overall

Respondents were asked whether there was adequate computer lab space at SIAST. Four-fifths of respondents (81%) agreed there was adequate computer lab space in 2009/10, a 4% decrease over 2007/08 (table 18, figure 21).

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

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	581	27.4	273	28.5	575	24.1
Agree	1,215	57.4	549	57.3	1,356	56.8
Disagree	185	8.7	66	6.9	274	11.5
Strongly Disagree	42	2.0	20	2.1	78	3.3
Don't Know / Not Applicable	94	4.4	50	5.2	103	4.3

Figure 21: Adequacy of Available Computer Lab Space: SIAST Overall
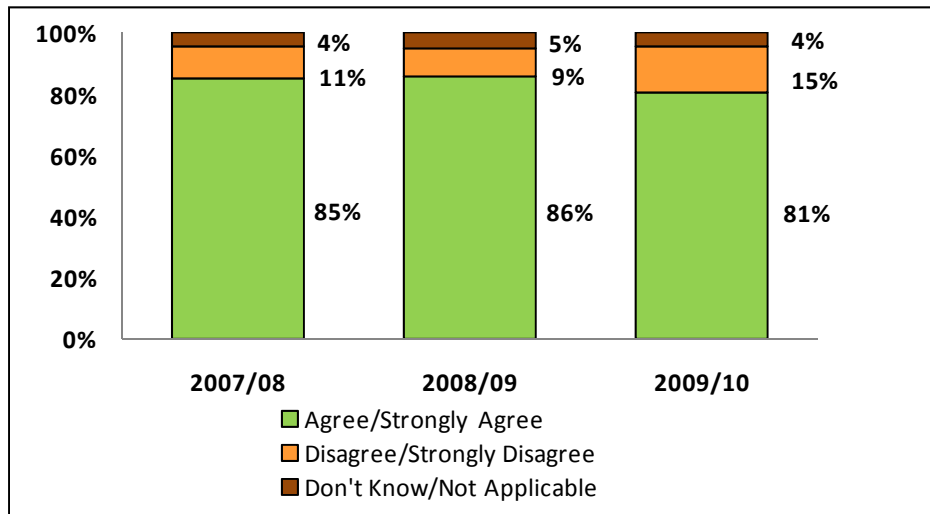
6.4.2 By Campus

In the 2009/10 survey, Woodland (86%), Wascana (84%) and Palliser (82%) had over four fifths of students who agreed their respective campuses had adequate computer space available (table 19, figure 22). However, all three campuses experienced lower levels of student agreement compared to 2007/08 levels: Palliser had the most notable decline at 6%; Woodland down 3% and Wascana down 1%.

Kelsey had the lowest proportion of students (78%) who agreed computer lab space was adequate in 209/10, a 4% decrease since 2007/08.

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 %
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
2009/10	Kelsey	1,032	18.1	59.6	12.2	4	6.1
	Palliser	567	23.1	58.7	12	3.7	2.5
	Wascana	561	28.3	55.6	11.2	2.3	2.5
	Woodland	226	43.4	42.5	7.5	1.3	5.3

Figure 22: Adequacy of Available Computer Lab Space: By Campus
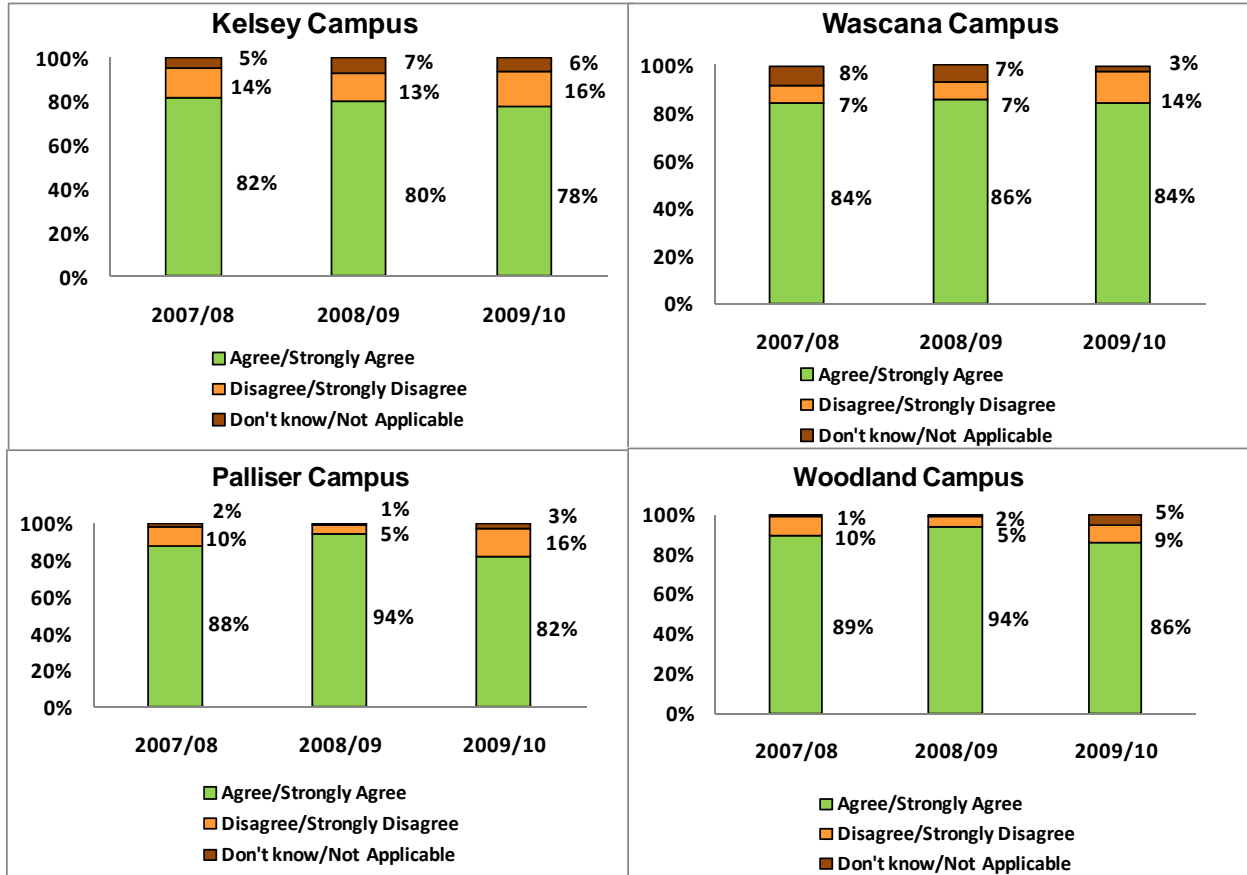
6.5 Feel Safe and Secure on Campus

6.5.1 SIAST Overall

Students were asked whether they felt safe and secure on campus. As shown in table 20 and figure 23, 95% of respondents in 2009/10 indicated that they felt safe and secure on campus, a 1% increase from 2007/08.

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

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	781	36.9	358	37.4	878	36.8
Agree	1,205	56.9	528	55.2	1,378	57.8
Disagree	62	2.9	31	3.2	66	2.8
Strongly Disagree	29	1.4	12	1.3	32	1.3
Don't Know / Not Applicable	40	1.9	28	2.9	32	1.3

Figure 23: Feel Safe and Secure on Campus: SIAST Overall
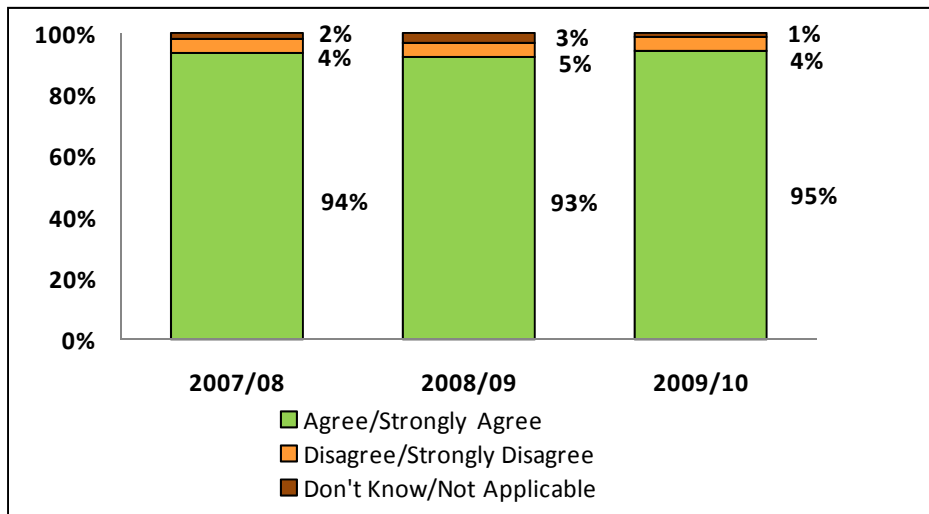
6.5.2 By Campus

The majority of students at all four campuses agreed that they felt safe and secure on campus: Wascana (97%), Palliser (97%), Woodland (95%) and Kelsey (92%).

Wascana's results reflected an overall 3% increase since 2007/08, while Woodland's showed a 3% decrease.   Kelsey and Palliser campuses remained relatively consistent, each with a 1% overall increase since 2007/08. (table 21, figure 24).

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 %
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
2009/10	Kelsey	1,032	27.4	64.3	4.7	1.8	1.6
	Palliser	567	40.9	56.1	1.4	1.1	0.5
	Wascana	561	42.2	54.7	0.7	0.9	1.4
	Woodland	226	55.8	39.4	2.2	0.9	1.8

Figure 24: Feel Safe and Secure on Campus: By Campus
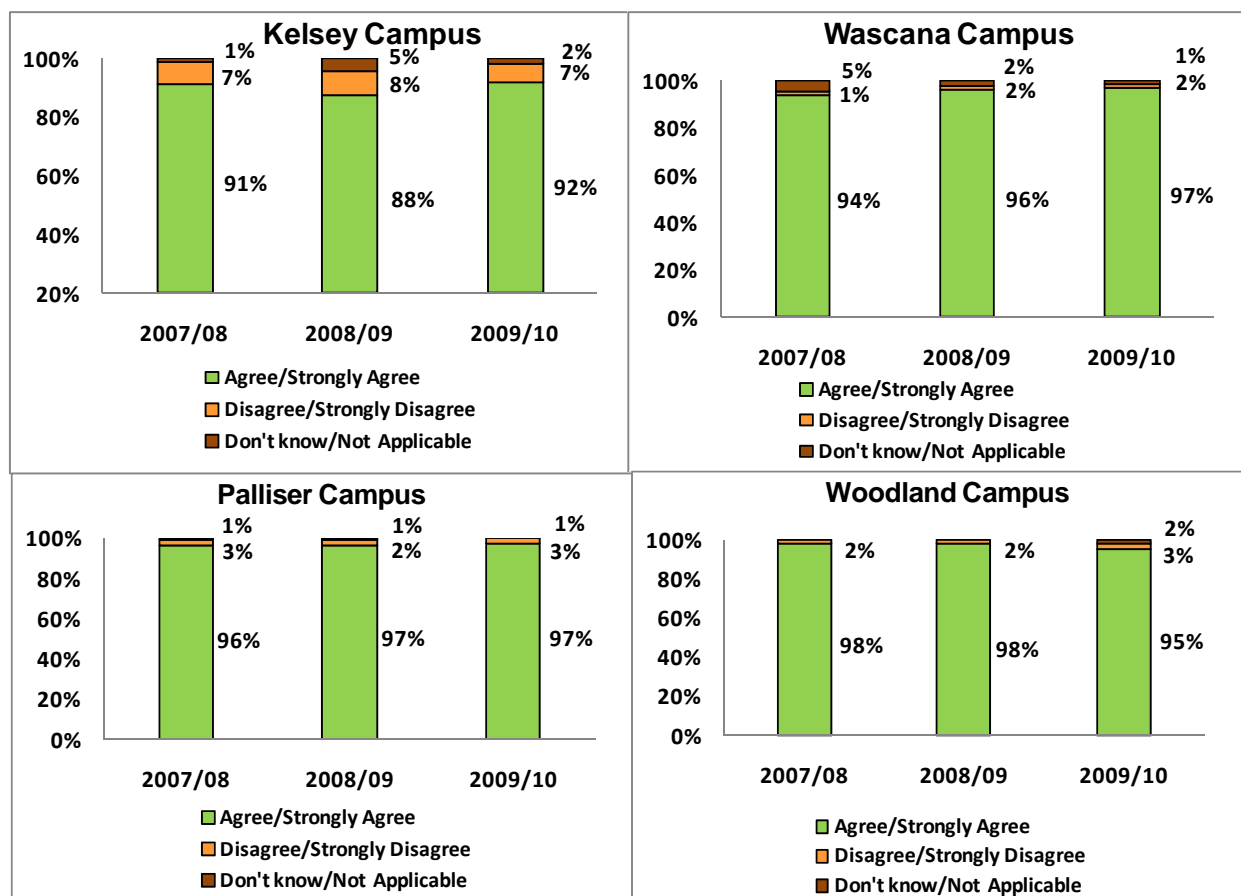
6.6   Overall Campus Facilities

6.6.1   SIAST Overall

Respondents were asked whether they agreed that overall campus facilities met their needs as students. As shown in table 22 and figure 25, in 2009/10, 92% of all SIAST respondents were in agreement, consistent with 2007/08 findings.
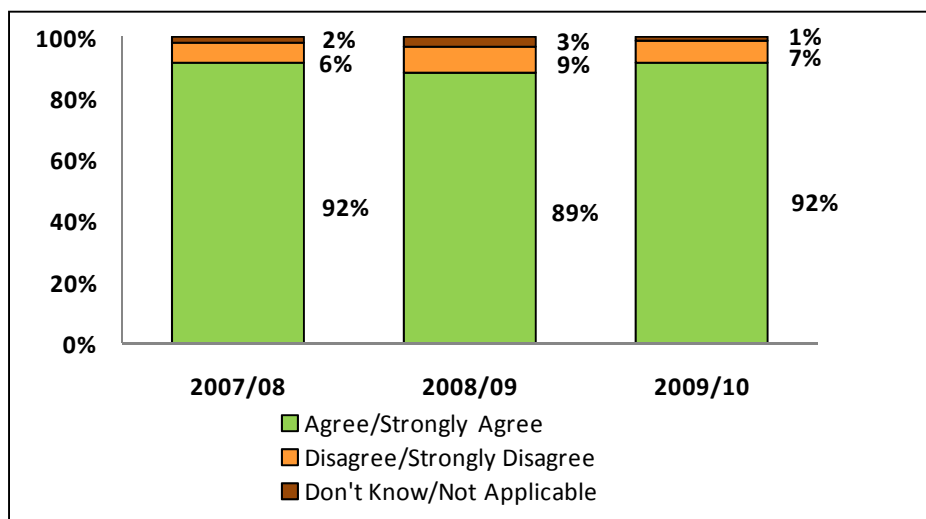
Table 22: Campus Facilities Met Students' Needs: SIAST Overall

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	641	30.3	280	29.2	694	29.1
Agree	1,306	61.7	569	59.3	1,503	63.0
Disagree	101	4.8	65	6.8	126	5.3
Strongly Disagree	32	1.5	18	1.9	40	1.7
Don't Know / Not Applicable	37	1.7	26	2.7	23	1.0

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

6.6.2 By Campus

As depicted in table 23 and figure 26, in 2009/10, the majority of students from Wascana (95%), Palliser (94%), and Woodland (93%) agreed that the campus facilities met their needs as students. Kelsey followed with 89% of students responding similarly.

Wascana and Palliser's 2009/10 results revealed modest increases (2% and1% respectively) since 2007/08; although for Palliser it was a 3% decrease since the previous year. Kelsey's rate rebounded from a drop in 2008/09 to match the level of agreement in 2007/08. Conversely, Woodland experienced a decline in responses of 5% overall since 2007/08.

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 %
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
2009/10	Kelsey	1,032	21.8	67.1	7.9	2.3	0.9
	Palliser	567	28.6	65.6	3.7	1.4	0.7
	Wascana	561	34.4	61	2.3	1.2	1.1
	Woodland	226	50.4	42.9	4.4	0.4	1.8

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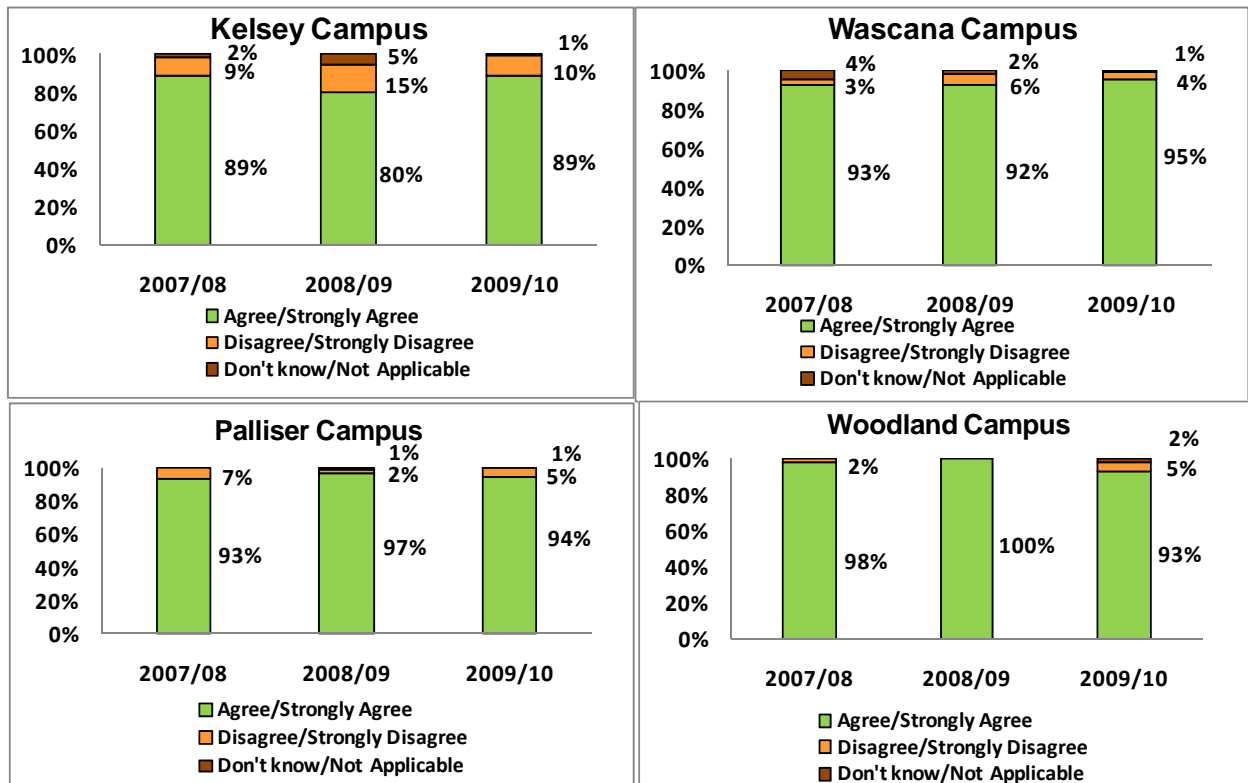
7.0   Campus Services

SIAST provides a variety of services at all four campuses. These include learning assistance centres, counselling services, student employment centres, libraries, bookstores, registration services, cafeterias and other food services, recreation services, health services, Aboriginal activity centres, web-based services and disability 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 2009/10 to the lowest levels. Note: 2009/10 was the first year students were asked to comment on SIAST's disability services, hence there will be no trend information regarding this service.

7.1   Awareness of SIAST Services

7.1.1   SIAST Overall

As illustrated in table 24 and figure 27, 2009/10 respondents indicated a relatively high level of awareness for the majority of student services offered at SIAST. Overall since 2007/08, there was a 2% to 10% increase in awareness of all the services, with the exception of the cafeteria where the awareness level remained relatively constant. The highest reported increases in awareness were for web based services (up by 10%) and health services (up by 9%).

More specifically, in 2009/10:
➢ Services with the highest levels of student awareness were the library (96%), cafeteria and other food services (96%), web-based services (92%) and the bookstore (92%).
➢ Between 80% and 90% of respondents of all four campuses indicated awareness of registration services (88%), health services (83%), the learning assistance centre (82%) and recreation services (80%).
➢ Over three quarters of the respondents were aware of SIAST counselling services (78%).
➢ More than one-half of respondents indicated awareness of services provided by Aboriginal activity centres (56%) and student employment centres (54%).
➢ Focusing on just those respondents who declared they were Aboriginal, approximately 82% (196 of 238) reported they were aware of the services

provided by the Aboriginal activity centres, a 1% increase over the previous year.

➢ Just over one-third of all 2009/10 respondents (37%) indicated they were aware of SIAST's disability services. Of those respondents who declared they are disabled, 84% (51 of 61) indicated they were aware of the services.

Table 24: Awareness of SIAST Services: SIAST Overall

Type of Service	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Library	1,970	93.1%	892	93.2%	2,285	96.0%
Cafeteria and Other Food Services	2,020	95.5%	902	94.4%	2,285	95.7%
Web Based Services	1,742	82.4%	855	89.3%	2,198	92.3%
Bookstore	1,907	90.2%	838	87.6%	2,196	92.2%
Registration Services	1,768	83.6%	780	81.5%	2,099	88.2%
Health Services	1,565	74.0%	719	75.1%	1,981	83.2%
Learning Assistance Centre	1,621	76.6%	746	78.0%	1,961	82.4%
Recreation Services	1,630	77.1%	741	77.4%	1,895	79.6%
Counselling	1,533	72.5%	688	72.0%	1,856	78.0%
Aboriginal Activity Centre	1,086	51.4%	470	49.1%	1,336	56.1%
Student Employment Centre	1,062	50.2%	437	45.7%	1,276	53.6%
Disability Services					885	37.2%

Figure 27: Awareness of SIAST Services: SIAST Overall
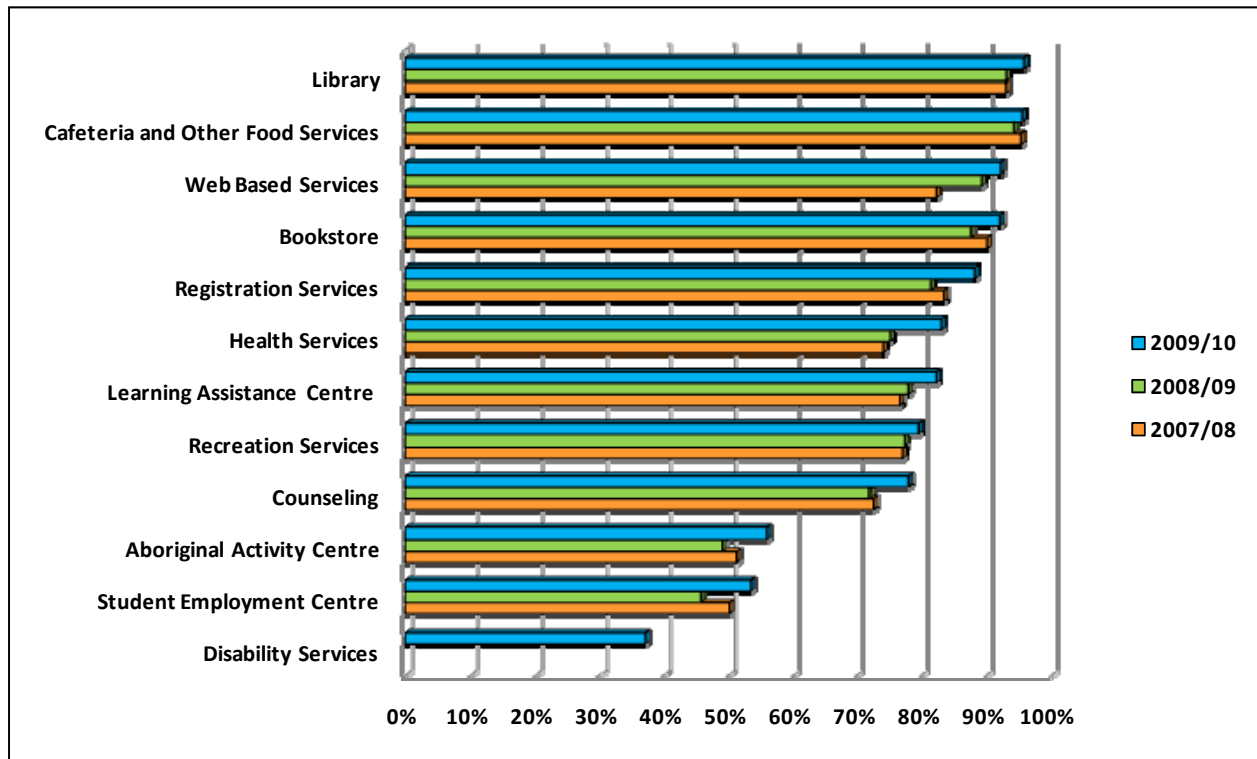
7.1.2 By Campus

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 2007/08, with the most notable increases reported for health services (up by 10%), web based services (up by 10%), recreation services (up by 10%), counselling (up by 9%) and the student employment centre (up by 9%) (table 25, figure 28).

In particular, the 2009/10 responses indicated that:

➢ Respondents reported the highest level of awareness for the cafeteria and other food services (97%), library (97%), bookstore (92%) and web based services (92%).

- ➢ Approximately four-fifths of respondents were aware of registration services (89%), health services (82%), and recreation services (80%) and the learning assistance centre (80%).
- ➢ Nearly three-quarters of respondents indicated awareness of counselling services (75%), while 61% of the respondents were aware of the Aboriginal activity centre.
- ➢ Nearly four-fifths of Aboriginal respondents at Kelsey campus (81% or 56 of 69) indicated they were aware of the Aboriginal activity centre. This is an increase of 10% since 2008/09.
- ➢ Only one-half of all respondents were aware of the services provided by the student employment centre (53%).
- ➢ Forty percent of all 2009/10 respondents at Kelsey indicated they were aware of SIAST's disability services. Of those Kelsey respondents who declared they are disabled, 70% (19 of 27) indicated they were aware of the services.

Table 25: Awareness of SIAST Services: Kelsey Campus

Type of Service	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Library	762	91.9%	372	91.0%	993	96.7%
Cafeteria and Other Food Services	787	94.3%	378	92.6%	994	96.6%
Bookstore	735	88.7%	351	85.8%	949	92.3%
Web Based Services	679	81.9%	318	90.0%	948	92.2%
Registration Services	673	81.2%	335	81.9%	910	88.5%
Health Services	597	72.0%	285	69.7%	844	82.0%
Recreation Services	581	70.1%	304	74.3%	827	80.4%
Learning Assistance Centre	640	77.2%	314	76.8%	817	79.5%
Counselling	546	65.9%	269	65.9%	773	75.2%
Aboriginal Activity Centre	475	57.3%	211	51.6%	624	60.7%
Student Employment Centre	373	44.5%	201	49.1%	549	53.4%
Disability Services					409	39.9%

**NB: In the 2009/10 survey one more services was added; Disability Services, hence the absence of trends similar to other services.

Figure 28: Awareness of SIAST Services: Kelsey Campus
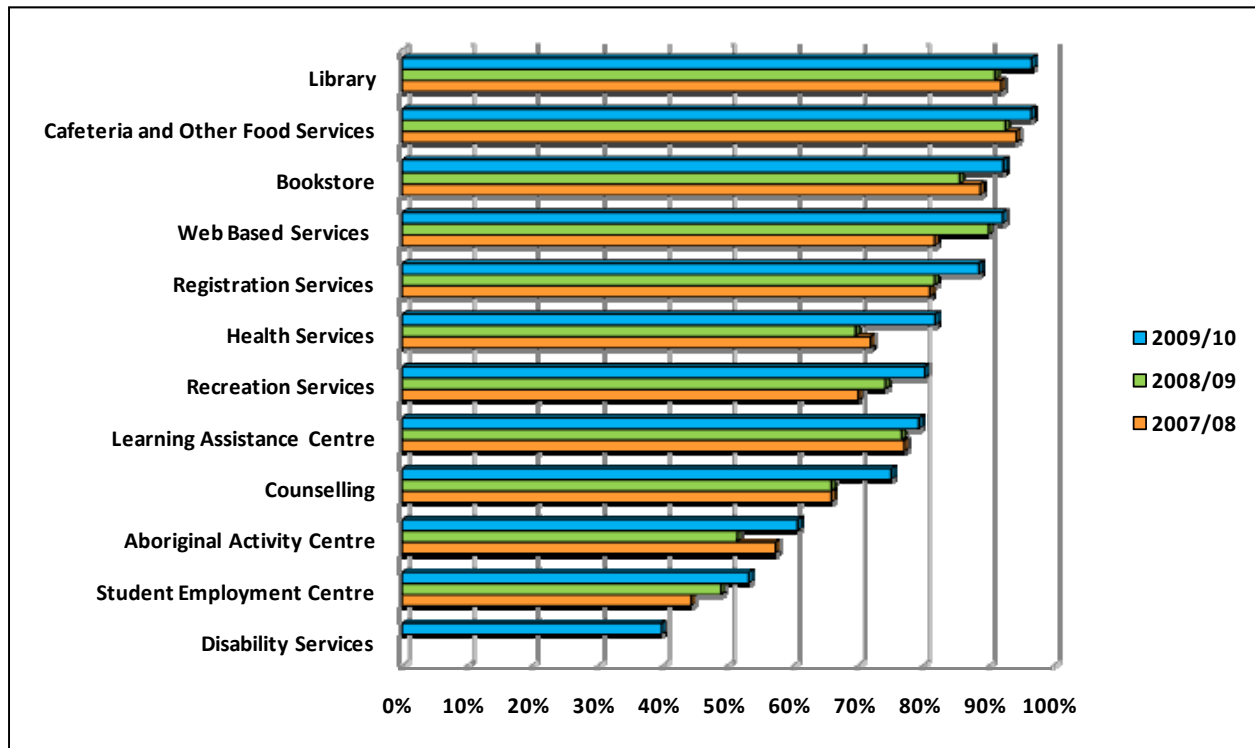
7.1.2.2 Palliser Campus

Awareness of most SIAST services at Palliser campus increased since 2007/08. Notable increases in awareness of services were reported for web based services (up by 11%), the learning assistance centre (up by 8%) and counselling services (up by 6%). An exception was the student employment centre which experienced a decrease in awareness since 2007/08 by approximately 4% (table 26 and figure 29).

More specifically, in 2009/10:
➢ Very high levels of awareness were reported for the cafeteria and other food services (97%), the library and bookstore (each at 94%), and web based services (91%).
➢ Over four-fifths of respondents indicated awareness of registration services (87%), the learning assistance centre (84%) and counselling services (81%).
➢ Approximately three-quarters of respondents (78% for each category) were aware of recreation services and health services.

- About one-third of all respondents were aware of services available at the Aboriginal activity centre (35%) and disability services (30%).
- Approximately 71% (or 24 of 34) of Aboriginal respondents at Palliser campus indicated they were aware of the Aboriginal activity centre; a 9% decrease from 2008/09.
- Of those Palliser respondents who declared they are disabled, 95% (19 of 20) indicated they were aware of the services.

Table 26: Awareness of SIAST Services: Palliser Campus

Type of Service	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Cafeteria and Other Food Services	523	95.6%	224	97.4%	549	97.2%
Library	501	91.5%	226	98.3%	533	94.2%
Bookstore	488	89.2%	222	96.5%	532	94.0%
Web Based Services	438	80.1%	214	93.0%	517	91.3%
Registration Services	457	83.5%	208	90.4%	491	86.7%
Learning Assistance Centre	417	76.2%	204	88.7%	474	83.7%
Counselling	410	74.9%	176	76.5%	460	81.3%
Recreation Services	412	75.3%	177	77.0%	440	77.7%
Health Services	399	72.9%	151	65.7%	439	77.6%
Student Employment Centre	359	65.6%	107	46.5%	348	61.5%
Aboriginal Activity Centre	184	33.6%	97	42.2%	197	34.8%
Disability Services					169	29.9%

Figure 29: Awareness of SIAST Services: Palliser Campus
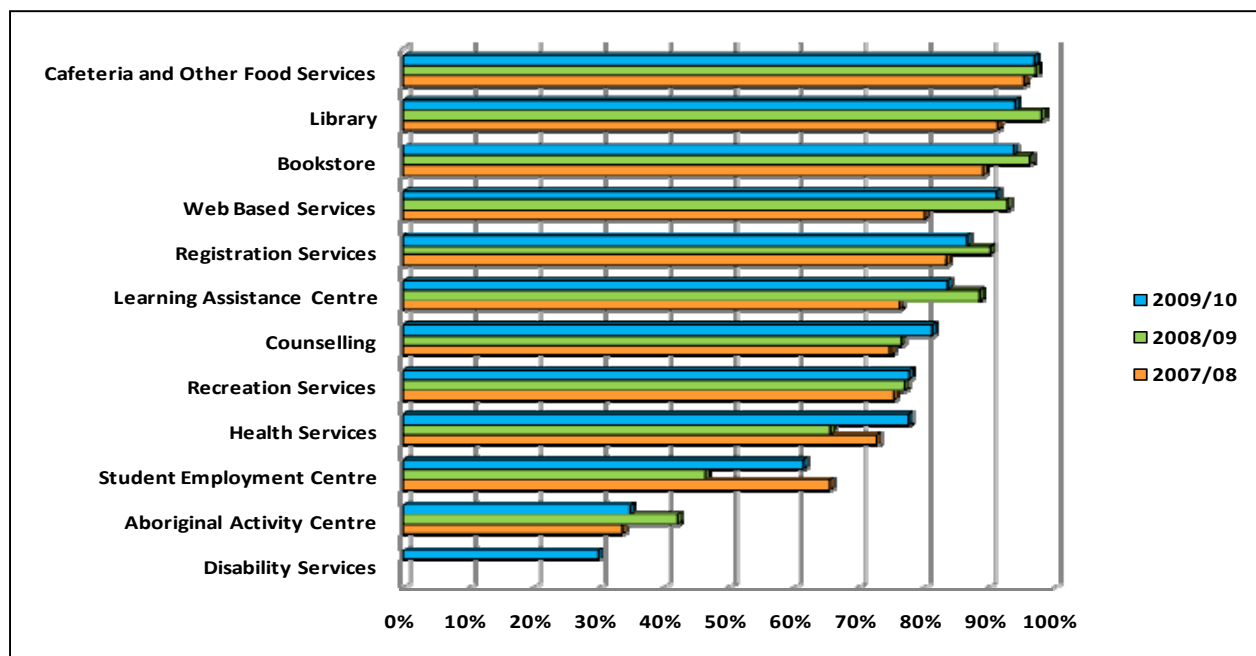
7.1.2.3 Wascana Campus

Overall, the 2009/10 respondents at Wascana reported strong awareness of most campus services (table 27, figure 30). Student awareness increased for the majority of services over 2007/08 responses, with the exception of the bookstore (down by 4%) and the cafeteria (down by 2%). Web based services (up by 9%), health services (up by 9%) and the learning assistance centre (up by 6%) had the most notable increases in student awareness.

More specifically, in 2009/10:

➢ The greatest numbers of respondents reported awareness of library services (96%), cafeteria and other food services (93%) and web based services (93%).

➢ Approximately four-fifths of respondents were aware of the bookstore (89%), health services (88%), registration services (87%) and the learning assistance centre (85%).

➢ More than three-quarters of respondents were aware of counselling services (79%) and recreation services (77%).

➢ Over one-half of all respondents were aware of the Aboriginal activity centre (59%).

➢ Among those respondents who declared they were Aboriginal, approximately 90% (35 of 39) indicated they were aware of the Aboriginal activity centre, an increase of 7% over 2008/09.

➢ Less than one-half of all respondents (43%) were aware of the student employment centre services.

➢ Approximately one third of all Wascana respondents were aware of student disability services (37%). Of those who declared they were disabled, 90% (9 of 10) indicated they were aware of the services.

Table 27: Awareness of SIAST Services: Wascana Campus

Type of Service	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Library	507	95.1%	231	90.9%	538	95.9%
Cafeteria and Other Food Services	507	95.1%	237	93.3%	524	93.4%
Web Based Services	448	84.1%	215	84.6%	521	92.9%
Bookstore	495	92.9%	204	80.3%	497	88.6%
Health Services	426	79.9%	209	82.3%	496	88.4%
Registration Services	461	86.5%	179	70.5%	487	86.8%
Learning Assistance Centre	424	79.5%	199	78.3%	479	85.4%
Counselling	406	76.2%	189	74.4%	441	78.6%
Recreation Services	396	74.3%	190	74.8%	430	76.6%
Aboriginal Activity Centre	295	55.3%	116	45.7%	332	59.2%
Student Employment Centre	218	40.9%	92	36.2%	240	42.8%
Disability Services					209	37.3%

Figure 30: Awareness of SIAST Services: Wascana Campus
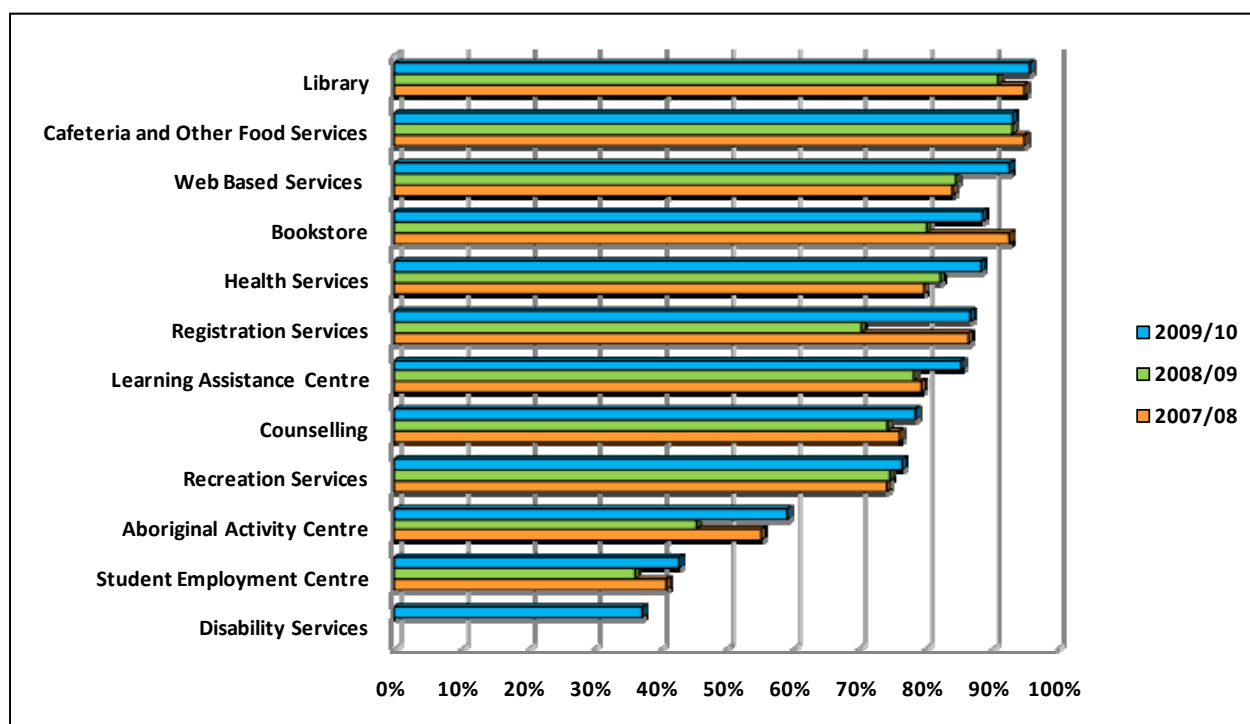
7.1.2.4 Woodland Campus

Woodland campus respondents reported a steady increase in student awareness for most services since 2007/08. The highest increases were reported for the Aboriginal activity centre (up 17%), health services (up

12%), web based services and registration services (up 8% respectively) and the student employment centre (up 7%). Services at Woodland campus that experienced a decrease in awareness since 2007/08 included the learning assistance centre (down 4%), counseling services (down 3%), cafeteria services (down 2%), and recreation services (down 1%) (table 28 and figure 31).

In particular, in 2009/10:

➤ Respondents were most aware of the library (98%), bookstore (97), cafeteria and other food services (97%), web based services (94%) and registration services (93%).

➤ Over four-fifths of respondents were aware of health services (89%), recreation services (88%), learning assistance centre (85%), Aboriginal activity centre (81%) and counselling services (81%).

➤ Over four-fifths of Aboriginal respondents from Woodland campus (84%, or 81 of 96) indicated they were aware of the Aboriginal activity centre, up 1% from 2008/09.

➤ About two-thirds of all the respondents at Woodland campus were aware of the student employment centre (62%).

➤ Forty-four percent of all 2009/10 respondents at Woodland indicated they were aware of SIAST's disability services. Of those Woodland respondents who declared they are disabled, 100% (4 of 4) indicated they were aware of the services.

Table 28: Awareness of SIAST Services: Woodland Campus

Type of Service	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Library	200	97.1%	63	98.4%	221	97.8%
Bookstore	189	91.7%	61	95.3%	218	96.5%
Cafeteria and Other Food Services	203	98.5%	63	98.4%	218	96.5%
Web Based Services	177	85.9%	58	90.6%	212	93.8%
Registration Services	177	85.9%	58	90.6%	211	93.4%
Health Services	159	77.2%	55	85.8%	202	89.4%
Recreation Services	182	88.3%	60	93.8%	198	87.6%
Learning Assistance Centre	183	88.8%	58	90.6%	191	84.9%
Aboriginal Activity Centre	132	64.1%	46	71.9%	183	81.0%
Counselling	171	83.0%	54	84.4%	182	80.5%
Student Employment Centre	112	54.4%	37	57.8%	139	61.5%
Disability Services					98	43.6%

Figure 31: Awareness of SIAST Services: Woodland Campus
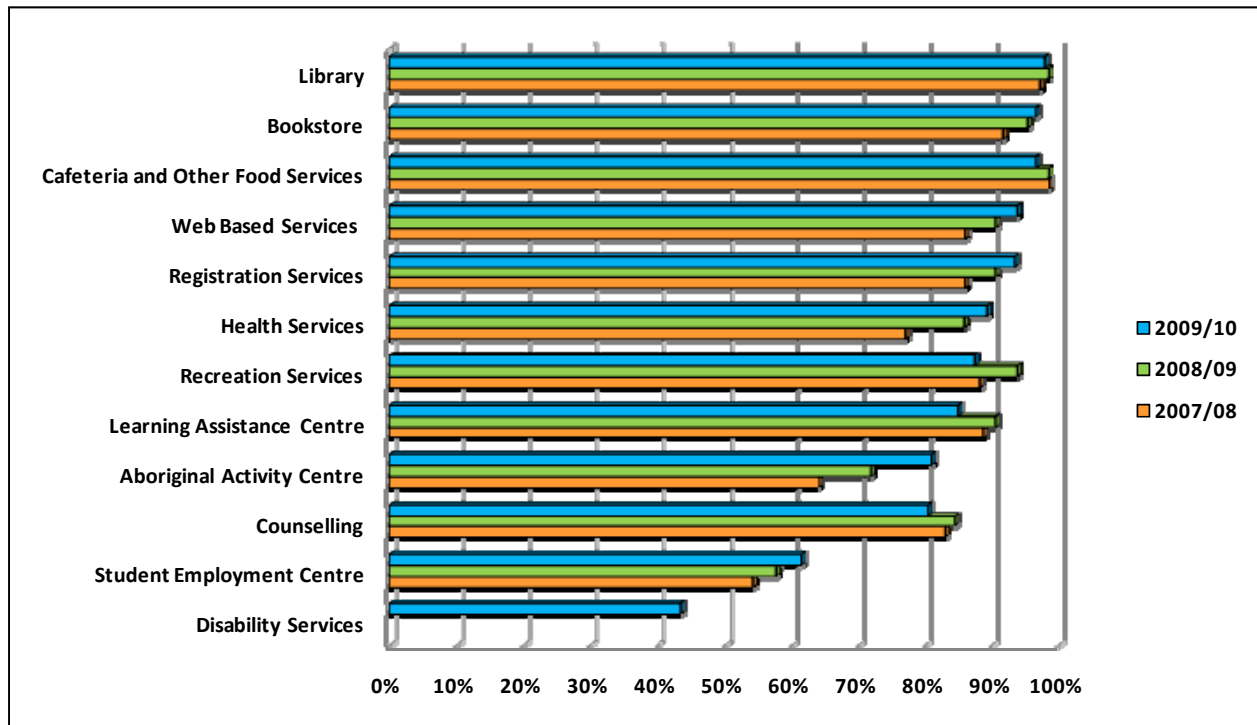
7.2 Use of SIAST Services

Only those respondents who indicated they were aware of SIAST service(s) were asked to indicate whether they had utilized those services at their respective SIAST campuses. The results are summarized below by SIAST overall and by individual campuses. Tables and figures are ordered by services that had the highest usage levels in 2009/10 to those that had the lowest levels.

7.2.1 SIAST Overall

Overall the 2009/10 survey revealed little increase in respondents' use of most SIAST services since 2007/08 overall (table 29, figure 32). The only services to experience an increase in reported use since 2007/08 were health services (up 7%), Aboriginal activity centres (up 4%), web-based services (up 2%) and the learning assistance centres (up 1%). The services that experienced the largest decline in use were the student employment centres (down 11%) and recreation services (down 5%). The decline in use of other services ranged from 1% to 5% compared to 2007/08.

More specifically, in 2009/10:

- ➢ The majority of respondents used the services of the bookstores (94%), cafeteria and other services (92%) and registration services (90%).
- ➢ Just over four-fifths of respondents' utilized web based services (88%) and services provided by the library (81%).
- ➢ Approximately one-half of respondents used the services provided by health services (52%) and recreation services (47%).
- ➢ Roughly one-quarter of respondents utilized the services provided by the learning assistance centres (26%).
- ➢ Less than one-fifth of all students, who were aware of counselling services (18%), student employment centre services (17%), Aboriginal activity centres (16%) and disability services (12%) used these services in 2009/10.
- ➢ Of the Aboriginal students at SIAST overall, who indicated they were aware of the Aboriginal activity centres, 54% (105 of 238) reported they had accessed the services. This is consistent with 2008/09 results.
- ➢ Of the disabled students at SIAST overall, who indicated they were aware of the disability services, 90% (46 of 51) reported they had accessed the services.

Table 29: Use of SIAST Services: SIAST Overall

Type of Service	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Bookstore	1,814	95.1%	776	92.7%	2,069	94.2%
Cafeteria and Other Services	1,911	94.6%	818	90.6%	2,106	92.2%
Registration Services	1,613	91.3%	705	90.5%	1,889	90.0%
Web Based Services	1,507	86.5%	780	91.2%	1,934	88.0%
Library	1,588	80.6%	715	80.2%	1,846	80.8%
Health Services	707	45.2%	368	51.2%	1,029	51.8%
Recreation Services	848	52.0%	380	51.3%	896	47.3%
Learning Assistance Centre	408	25.2%	200	26.8%	514	26.2%
Counselling	286	18.6%	155	22.5%	337	18.2%
Student Employment Centre	293	27.6%	63	14.4%	217	17.0%
Aboriginal Activity Centre	121	11.1%	54	11.5%	207	15.5%
Disability Services					106	12.0%

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

Figure 32: Use of SIAST Services: SIAST Overall
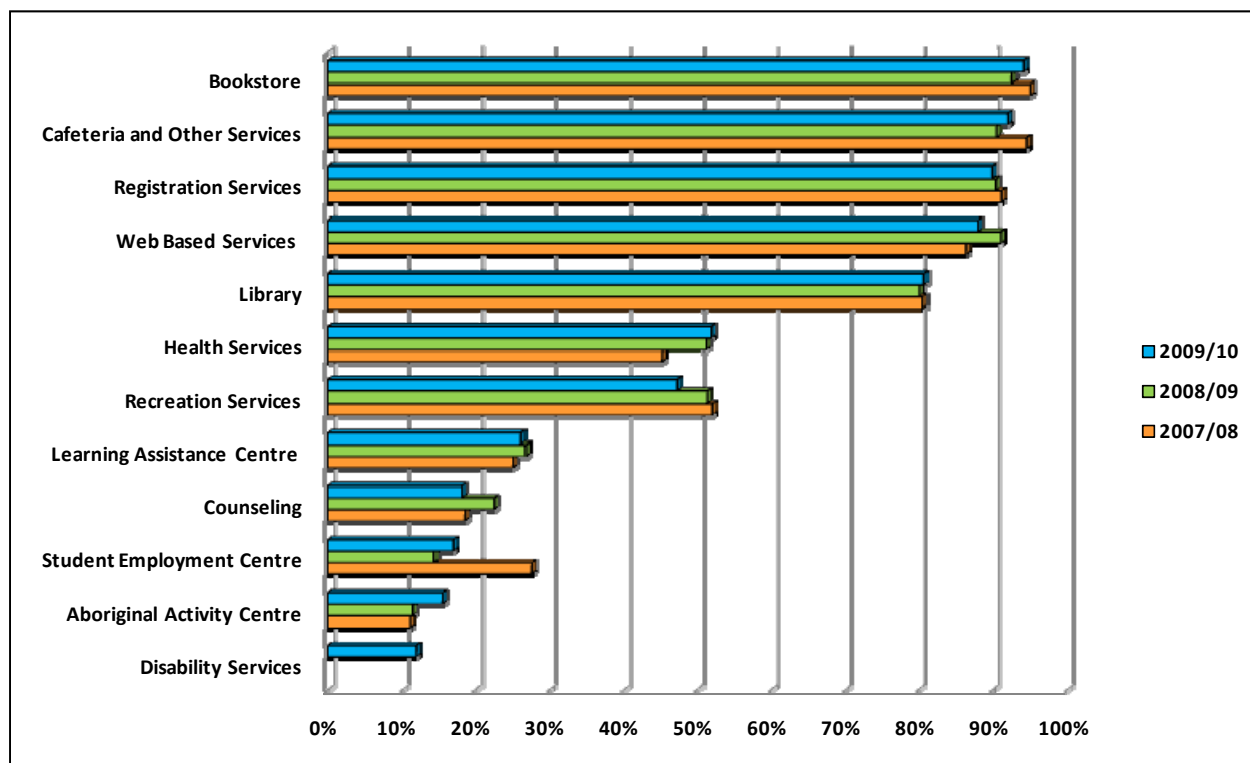
7.2.2 By Campus

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

Only two of the services offered at Kelsey campus experienced an overall increase in use since 2007/08. In 2009/10, student use of Kelsey health services was up by 6% since 2007/08 and the learning assistance centre experienced a 2% increase. Use of Kelsey's web-based services and the library remained consistent, while use of other services declined in 2009/10 between 2% (counselling services) to 7% (recreation services).

More specifically, in 2009/10:
➢ The largest numbers of respondents used the services offered by the bookstore (94%) and cafeteria and other food services (91%).

- Over four-fifths of respondents used registration services (89%) as well as web based services (87%).
- Over three-quarters (79%) of respondents used the services offered by the library.
- Roughly one-half of respondents utilized the services offered by health services (51%) and recreation services (44%).
- Less than one-quarter of respondents used the services offered by the learning assistance centre (19%) and counselling services (16%).
- Less than one-tenth of all respondents used the services offered by disability services (9%), the student employment centre (7%) and the Aboriginal activity centre (7%).
- Less than fifty percent of Aboriginal respondents (46%, or 26 of 56), who were aware of the Kelsey Aboriginal activity centre, used the centre's services in 2009/10. This is a decrease of 14% since 2008/09.
- Ninety percent (17 of 19) disabled students at Kelsey campus, who were aware of the disability services, accessed them in 2009/10.

Table 30: Use of SIAST Services: Kelsey Campus

Type of Service	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Bookstore	711	97%	326	93%	890	93.8%
Cafeteria and Other Food Services	754	96%	334	88%	904	90.9%
Registration Services	630	94%	300	90%	813	89.3%
Web Based Services	587	87%	337	92%	825	87.0%
Library	601	79%	288	77%	786	79.2%
Health Services	264	45%	162	53%	429	50.8%
Recreation Services	327	51%	150	48%	360	43.5%
Learning Assistance Centre	135	17%	60	21%	157	19.2%
Counselling	97	18%	63	23%	121	15.7%
Disability Services					37	9.1%
Student Employment Centre	50	13%	18	9%	42	7.7%
Aboriginal Activity Centre	55	12%	13	6%	45	7.2%

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

Figure 33: Use of SIAST Services: Kelsey Campus
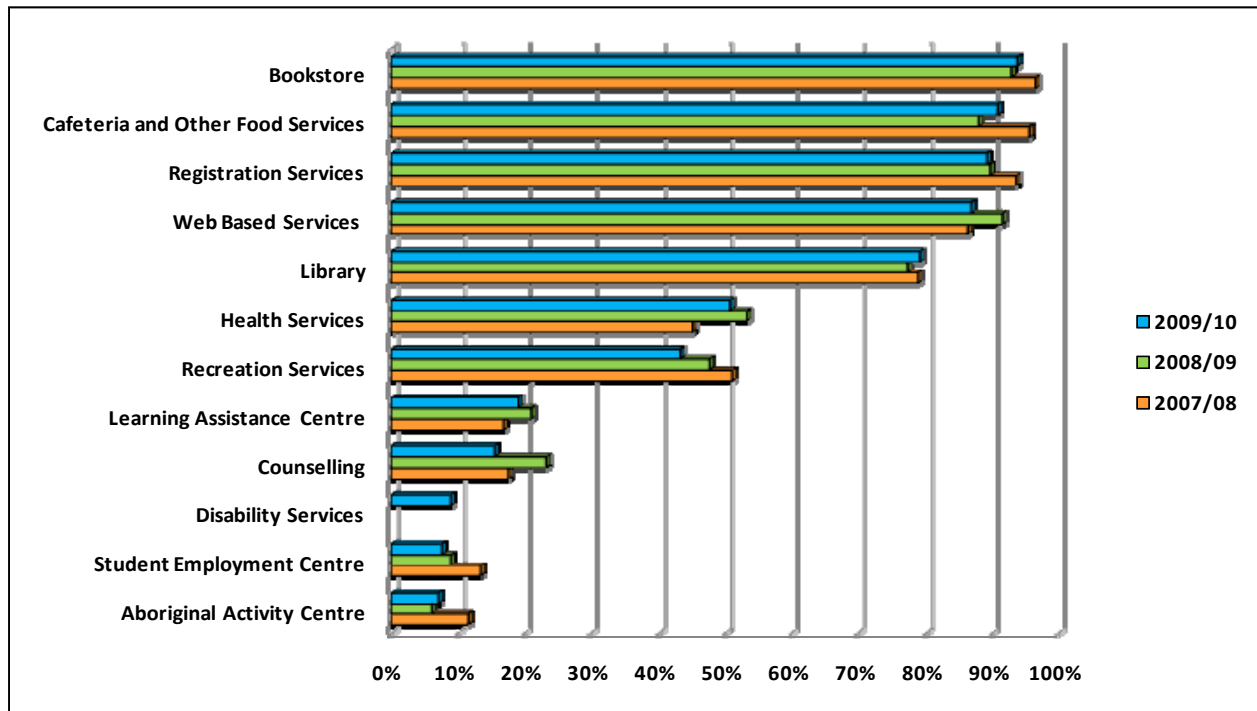
7.2.2.2 Palliser Campus

In comparison with 2007/08 results, there was a decline in the use of most services by respondents at Palliser campus in 2009/10 (table 31, figure 34). Dramatic declines occurred in the use of student employment centre services (down 22%), health services (down 14%), counselling services (down 6%) and the library (down 5%). Only the learning assistance centre (up 5%) and the Aboriginal activity centre (up 3%) services experienced an increase in student use over 2007/08 levels.

More specifically, in 2009/10:

➤ The majority of respondents used the services offered by the bookstore (94%) and the cafeteria and other food services (93%).

➤ Approximately four-fifths of respondents used the services offered by registration services (89%) and web based services (84%).

➤ Seventy percent of the respondents utilized library services, while close to sixty percent used recreation services (59%).

- ➢ Approximately one-third of respondents used the services of the student employment centre (40%), learning assistance centre (33%) and health services (31%).
- ➢ Roughly one-fifth of respondents utilized the counselling services (17%) and disability services (16%).
- ➢ Ninety percent (17 of 19) disabled students at Palliser campus, who were aware of the disability services, accessed them in 2009/10.
- ➢ The Aboriginal activity centre experienced the lowest level of service usage by all Palliser respondents (8%).
- ➢ Over one third of Aboriginal respondents who were aware of the Palliser activity centre used the services in 2009/10 (38%, or 9 of 24). This is up 13% since 2008/09.

Table 31: Use of SIAST Services: Palliser Campus

Type of Service	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Bookstore	462	95%	210	95%	499	93.8%
Cafeteria and Other Food Services	491	94%	210	94%	509	92.7%
Registration Services	417	91%	200	96%	437	89.0%
Web Based Services	376	86%	204	95%	435	84.1%
Library	375	75%	182	81%	374	70.2%
Recreation Services	251	61%	104	59%	259	59.0%
Student Employment Centre	220	61%	29	27%	138	39.7%
Learning Assistance Centre	117	28%	63	31%	157	33.1%
Health Services	178	45%	28	19%	136	31.0%
Counselling	97	24%	37	21%	80	17.4%
Disability Services					27	16.0%
Aboriginal Activity Centre	9	5%	1	1%	15	7.6%

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

Figure 34: Use of SIAST Services: Palliser Campus
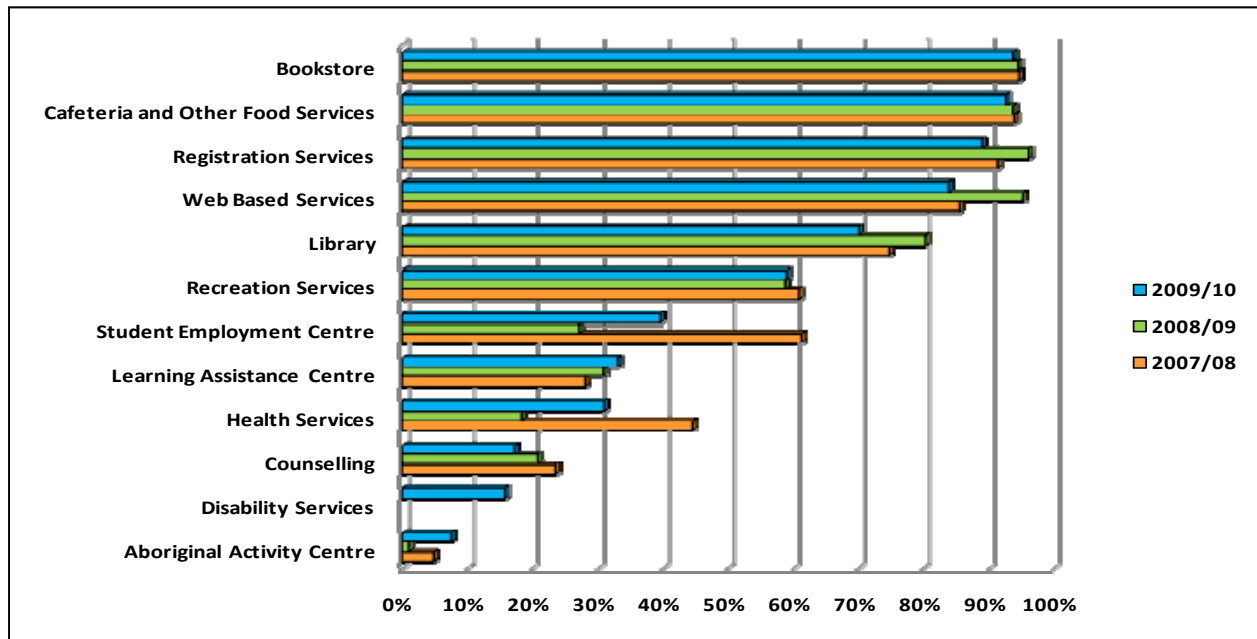
7.2.2.3 Wascana Campus

Respondents' use of student services at Wascana campus (table 32, figure 35) has been inconsisent over the past two surveys. Relative to 2007/08 results, only recreation services (down 5%) and the cafeteria (down 1%) had a reported decrease in usage levels. Wascana's health services experienced a notable 23% increase in use since 2007/08, followed by the Aboriginal activity centre with a 9% increase.

More specifically, in 2009/10:
➤ Highest use was reported for the services provided by the bookstore (94%), web based services (93%), cafeteria and other food services (92%), registration services (91%) and library services (90%).
➤ Apprxoimately thirds of respondents (69%) used the services provided by the health services centre.
➤ Over one-third of respondents took advantage of recreation services (38%), and more than one-quarter used the services of the learning assistance centre (28%).
➤ Less than one-fifth of all respondents used counselling services (19%) and the Aboriginal activity centre (18%).
➤ About sixty percent of Aboriginal respondents at Wascana campus (57%, or 20 of 35), who were aware of the Aboriginal activity centre,

used these services in 2009/10. This is a 10% increase since 2008/09.

➢ Slightly more than one-tenth of all Wascana respondents used disability services (12%). Of those respondents who declared their disability status, 89% (8 of 9) reported they used the services.

➢ The student employment centre had the lowest proportion of all students (6%) who reported use of such services at Wascana campus.

Table 32: Use of SIAST Services: Wascana Campus

Type of Service	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Bookstore	464	94%	180	89%	468	94.2%
Web Based Services	393	88%	184	86%	483	92.7%
Cafeteria and Other Food Services	471	93%	215	91%	483	92.2%
Registration Services	404	88%	154	86%	444	91.2%
Library	444	88%	190	82%	482	89.6%
Health Services	195	46%	147	70%	341	68.8%
Recreation Services	172	43%	88	46%	163	37.9%
Learning Assistance Centre	102	24%	58	29%	136	28.4%
Counselling	62	15%	38	20%	85	19.3%
Aboriginal Activity Centre	25	9%	22	19%	59	17.8%
Disability Services					26	12.4%
Student Employment Centre	8	4%	10	11%	15	6.3%

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

Figure 35: Use of SIAST Services: Wascana Campus
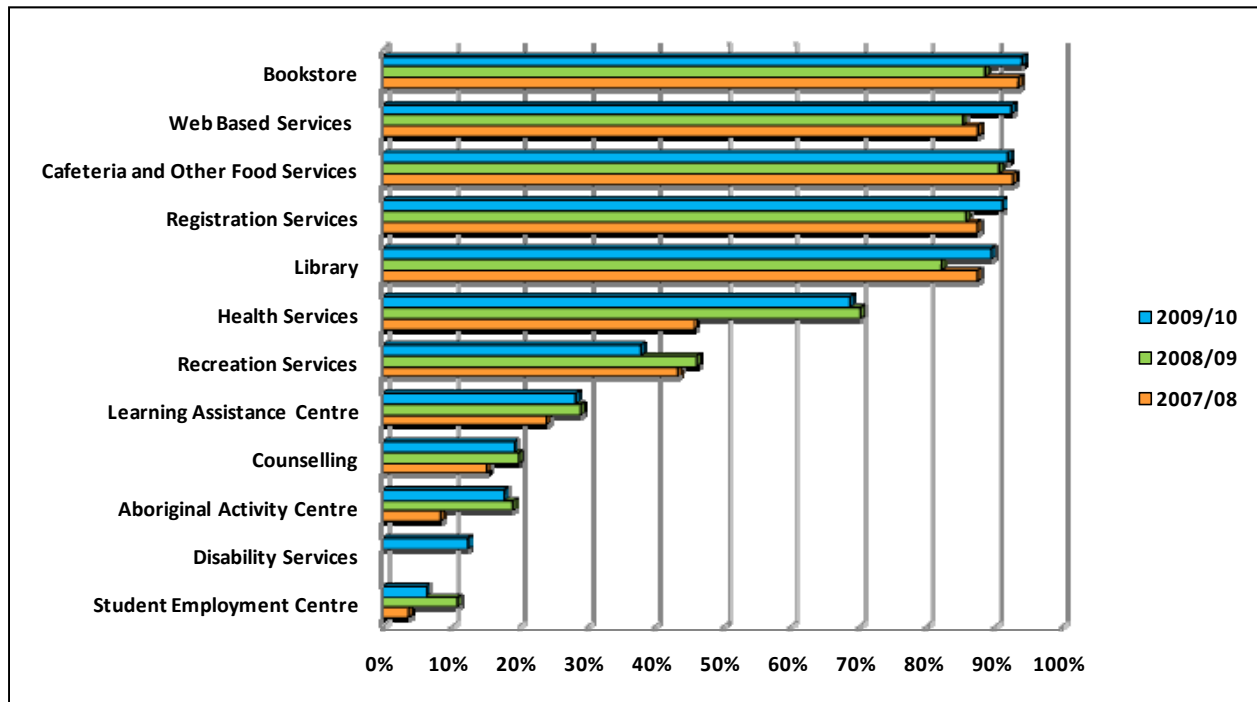
7.2.2.4 Woodland Campus

In 2009/10, Woodland campus students reported consistent use of the cafeteria and registration services and increased use of all other services since 2007/08. Services that experienced relatively higher levels of increased use since 2007/08 include the Aboriginal activity centre (24%), health services (16%) and counselling services (11%) (table 33, figure 36).

In particular, in 2009/10:

➢ The majority of Woodland respondents used the services of the bookstore (97%), cafeteria and other food services (96%), registration services (92%), library services (92%) and web based services (90%).

➢ Nearly two thirds of respondents utilized health services (61%) and recreation services (58%).

➢ Approximately one half or respondents utilized services provided by the Aboriginal activity centre (48%).

- Sixty-two percent (50 of 81) of Aboriginal respondents from Woodland campus, who were aware of the campus Aboriginal activity centre, used these services in 2009/10. This is a 2% increase since 2008/09.
- Approximately one-third of all Woodland respondents used the services of the learning activity centre (34%) and counselling services (28%).
- Less than one-fifth of Woodland respondents used disability services (16%) and student employment centre services (16%).
- All respondents who reported they were disabled (4 of 4) at Woodland campus accessed the disability services.

Table 33: Use of SIAST Services: Woodland Campus

Type of Service	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Bookstore	177	94%	60	98%	212	97.2%
Cafeteria and Other Food Services	195	96%	59	94%	210	96.3%
Registration Services	162	92%	51	88%	195	92.4%
Library	168	84%	55	87%	204	92.3%
Web Based Services	151	85%	55	95%	191	90.1%
Health Services	71	45%	31	56%	123	60.9%
Recreation Services	98	54%	38	63%	114	57.6%
Aboriginal Activity Centre	32	24%	18	39%	88	48.1%
Learning Assistance Centre	54	30%	19	33%	64	33.5%
Counselling	30	18%	17	32%	51	28.0%
Disability Services					16	16.3%
Student Employment Centre	15	13%	6	16%	22	15.8%

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

Figure 36: Use of SIAST Services: Woodland Campus
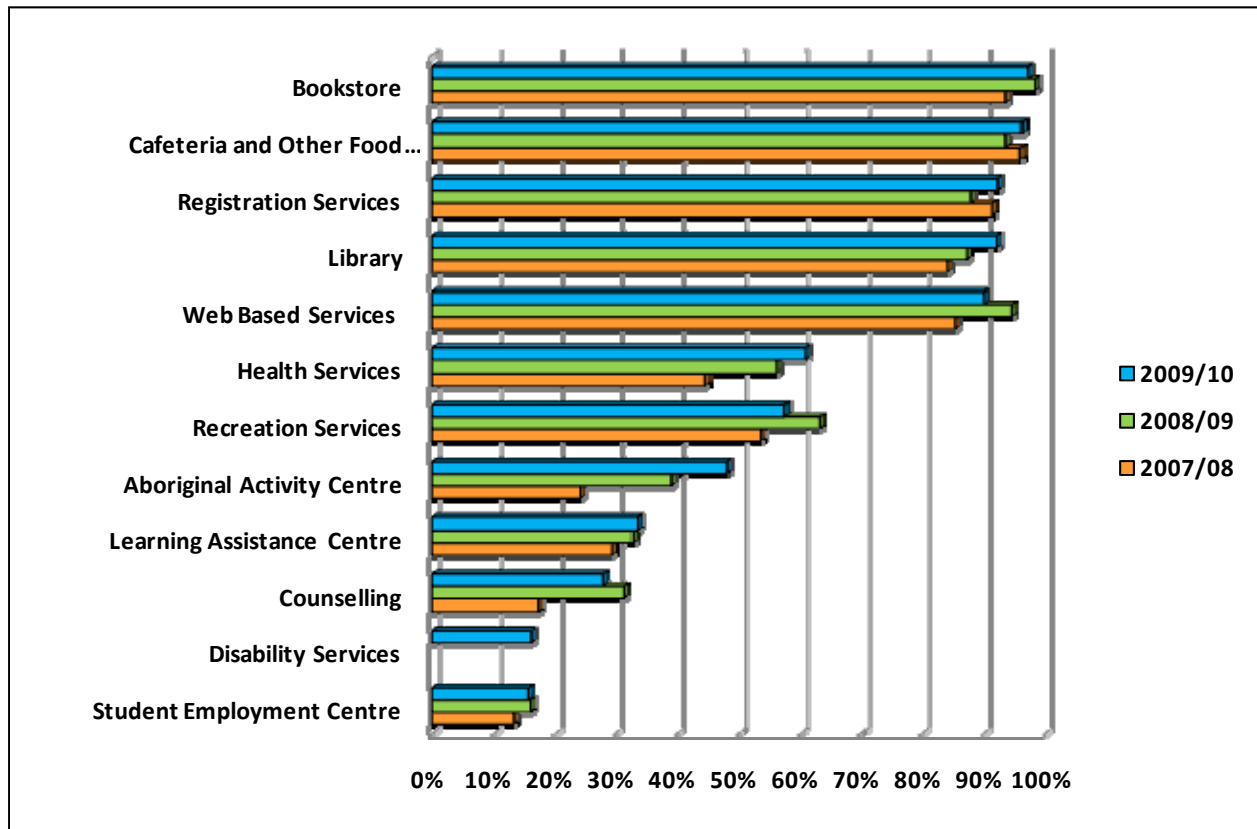
7.3   Satisfaction with SIAST Services

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. Satisfaction of services is reported as a combination of students who either strongly agreed or agreed they were satisfied with services provided.

7.3.1   Learning Assistance Centres

7.3.1.1 SIAST Overall

Of the 2009/10 respondents who used the learning assistance services, 87% (451 of 514) indicated they had been satisfied with the services received (table 34, figure 37). This result is fairly consistent with the

findings from the preceding two surveys (89% in 2007/08 and 91% in 2008/09).

Table 34: Satisfaction with Learning Assistance Centres Services: SIAST Overall

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	135	33%	59	30%	156	30.4%
Agree	230	56%	121	61%	295	57.4%
Disagree	32	8%	16	8%	47	9.1%
Strongly Disagree	12	3%	4	2%	16	3.1%

Figure 37: Satisfaction with Learning Assistance Centres Services: SIAST Overall
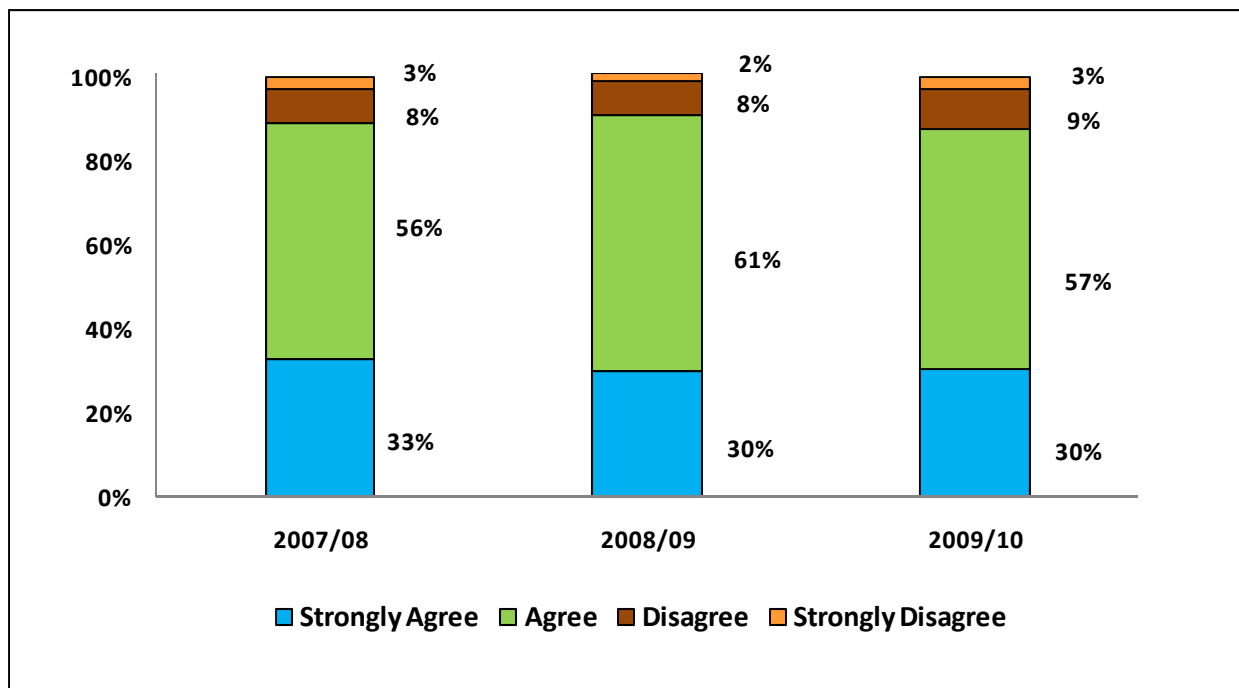
By Campus

Figure 38 illustrates the levels of agreement for students' satisfaction from utilizing the services of the learning assistance centres, by campus. Students from Woodland campus had the highest level of satisfaction with learning assistance centre services in 2009/10 (97% or 62 of 65), followed by respondents from Kelsey (89%, or 139 of 157), Wascana (89%, or 120 of 136), and then Palliser campus (83%, or 130 of 157).

Satisfaction levels for the campuses of Kelsey (down 1%), Wascana (up 2%) and Woodland (down 2%) were fairly consistent with those reported in 2007/08; however, Palliser saw a decrease of 4% overall since 2007/08.

Figure 38: Satisfaction with Learning Assistance Centres Services: By Campus
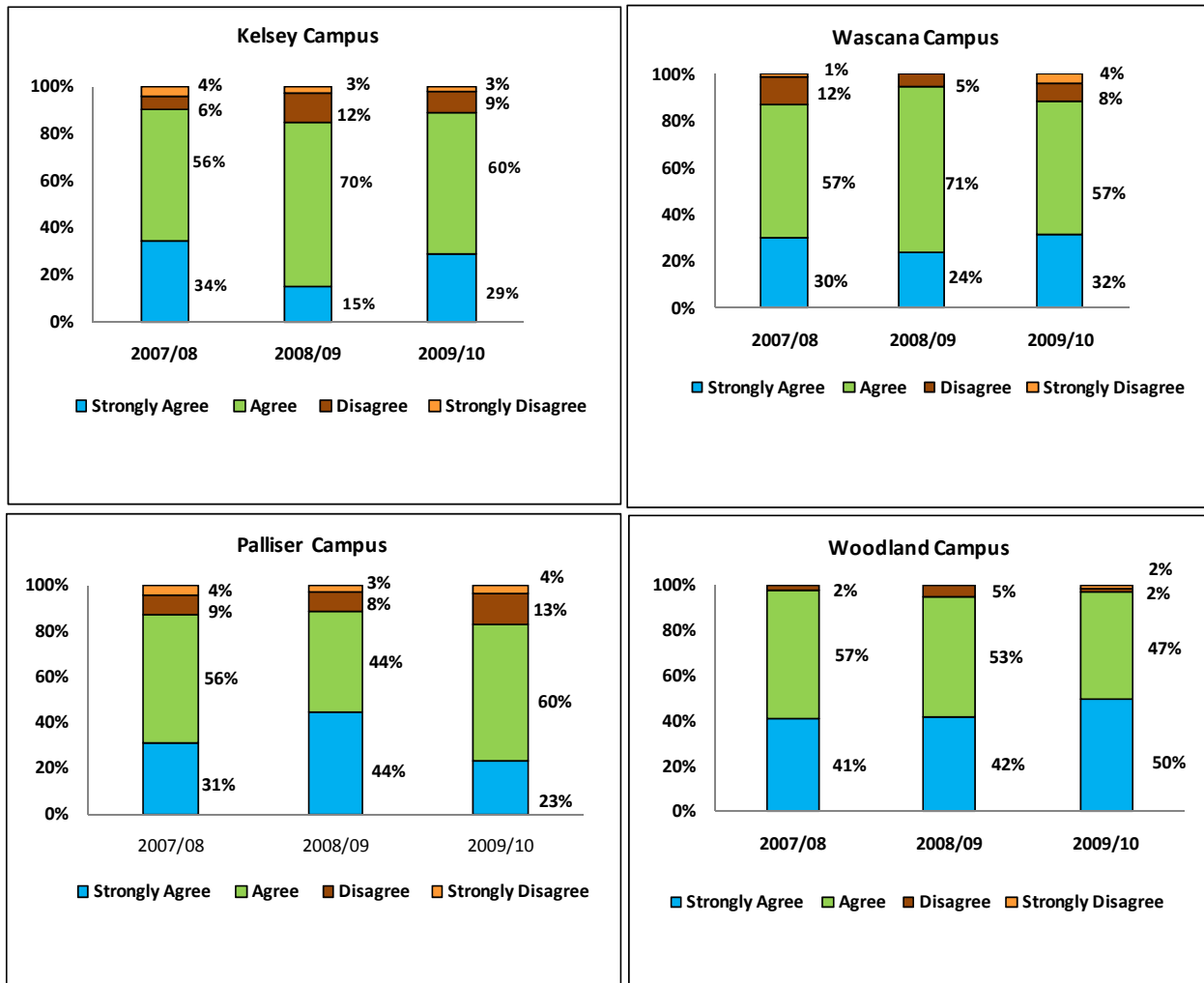
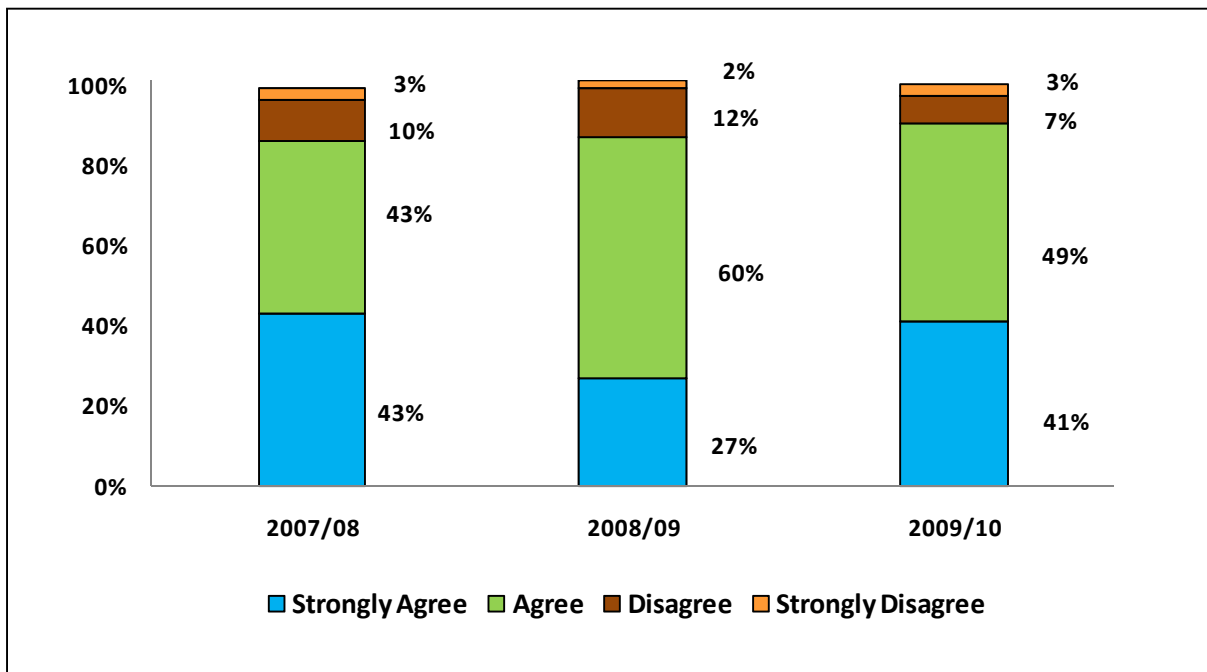### 7.3.2 Counselling Services

7.3.2.1 SIAST Overall

Among those respondents that utilized the services offered by the counselling centres, 90% (304 of 337) were satisfied with the services

they received, an increase of 4% overall since 2007/08 (table 35, figure 39).

Table 35: Satisfaction with Counselling Services: SIAST Overall

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	123	43%	41	27%	138	41%
Agree	124	43%	93	60%	166	49%
Disagree	30	10%	18	12%	24	7%
Strongly Disagree	10	3%	3	2%	9	3%

Figure 39: Satisfaction with Counselling Services: SIAST Overall

7.3.2.2 By Campus

Figure 40 illustrates the levels of student satisfaction from utilizing the services of the counselling centres at each campus. Students at Woodland (47 of 51) and Wascana (78 of 85) campuses reported the highest levels of satisfaction with the campus counselling centre (92% each). However, Woodland was the only campus to experience a constant decline in satisfaction of 5% overall since 2007/08. Comparatively, Wascana experienced a 5% increase in satisfaction.

Kelsey campus closely followed the Woodland levels with 91% of
respondents (110 of 121) reporting satisfaction with counselling services,
a 7% increase since 2007/08. Eighty-seven percent of 2009/10
respondents (69 of 80) at Palliser campus indicated they were similarly
satisfied, a 2% increase over 2007/08.

Figure 40: Satisfaction with Counselling Services: By Campus
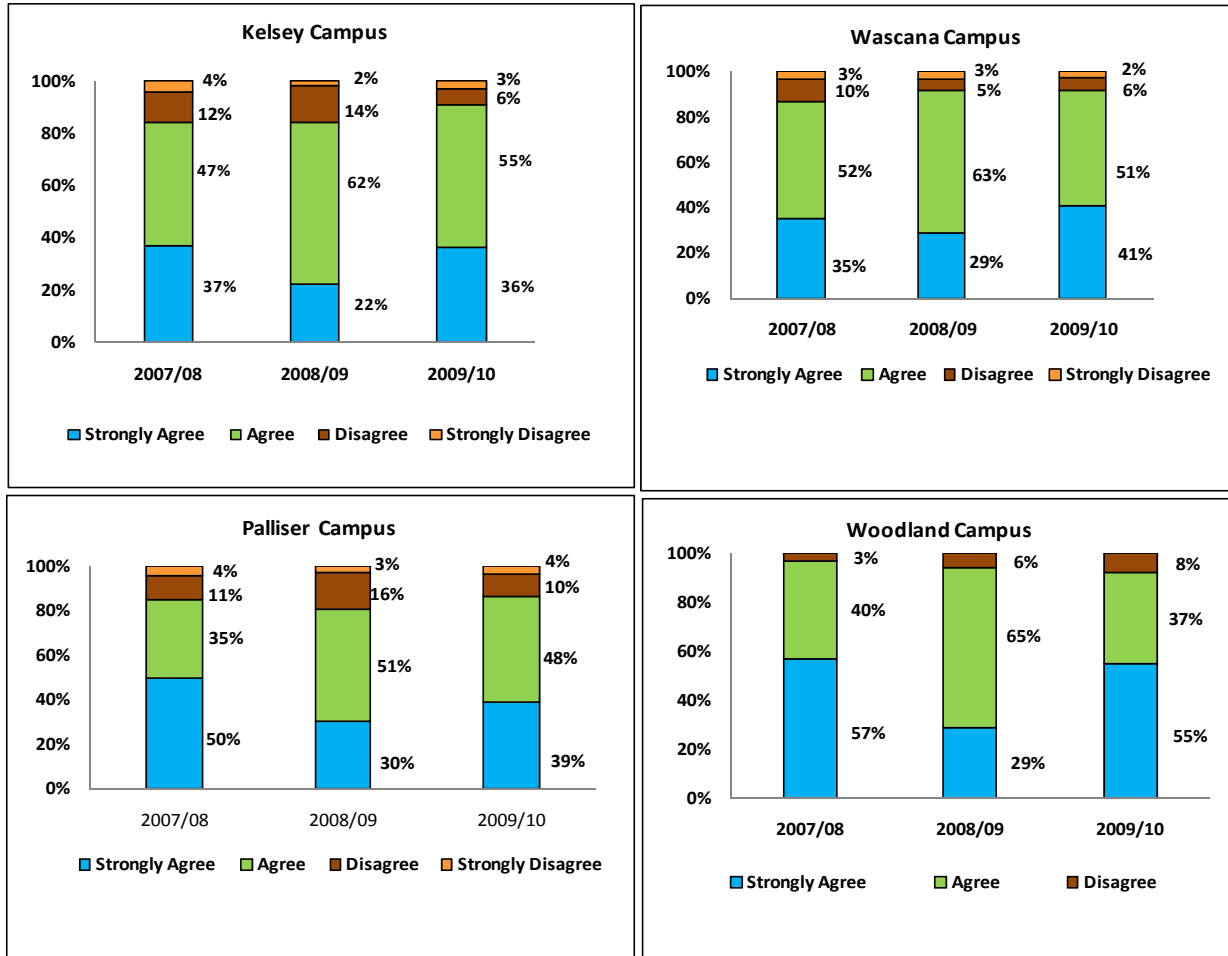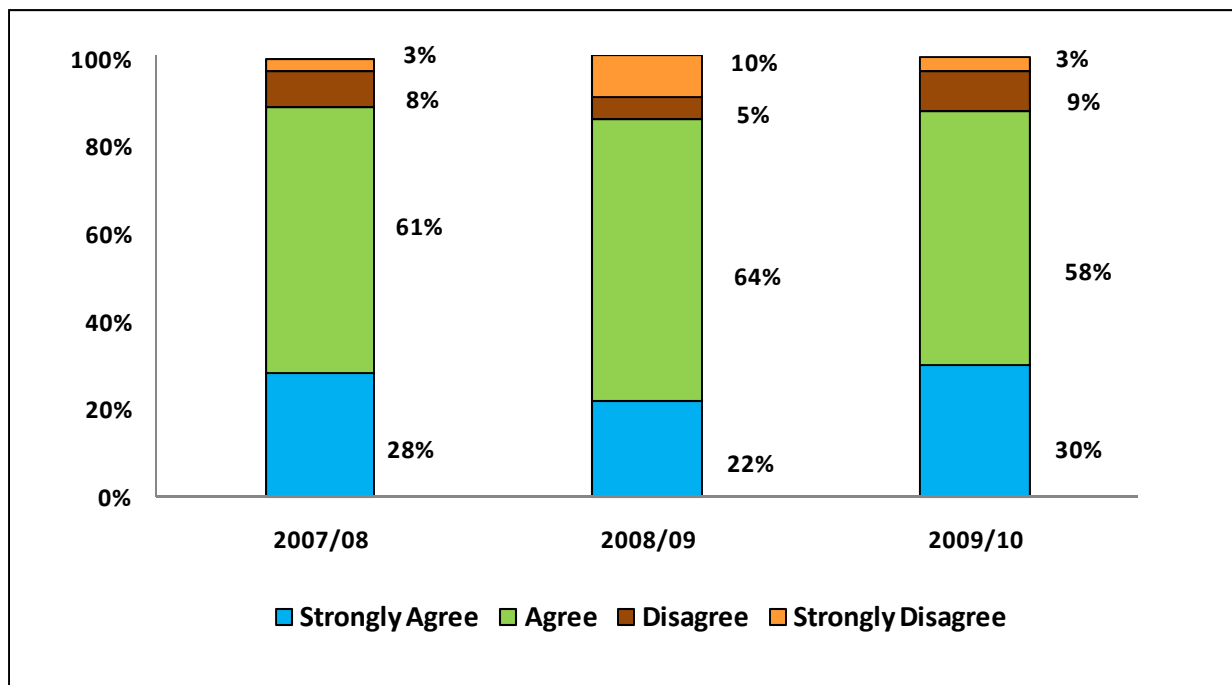
7.3.3   Student Employment Centres

7.3.3.1 SIAST Overall

As shown in table 36 and figure 41, of those respondents that reported they had used SIAST's student employment centre services, 88% (191 of 217) were satisfied with the services they had received. This is fairly consistent with the results from previous years, down 1% overall from 2007/08.

Table 36: Satisfaction with Student Employment Centres Services: SIAST Overall

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	83	28%	14	22%	65	30%
Agree	178	61%	40	64%	126	58%
Disagree	24	8%	3	5%	20	9%
Strongly Disagree	9	3%	6	10%	6	3%

Figure 41: Satisfaction with Student Employment Centres Services: SIAST Overall

By Campus

Figure 42 illustrates, by campus, the levels of student satisfaction with the student employment centre services received in 2009/10. Ninety-three percent of students who used the services of the student employment centres at the campuses of Kelsey (39 of 42) and Wascana (14 of 15), respectively, were satisfied with the services received.

Similarly, at Woodland campus, 91% of respondents (20 of 22) were satisfied with the services provided by the student employment centre, while 86% respondents at Palliser campus (118 of 138) reported satisfaction.

The student satisfaction levels at Kelsey and Palliser remained relatively consistent since 2007/08 overall (down 1%), while Woodland and Wascana both experienced more notable declines over same time period of 9% and 7% respectively.

Figure 42: Satisfaction with the Services of the Student Employment Centres: By Campus
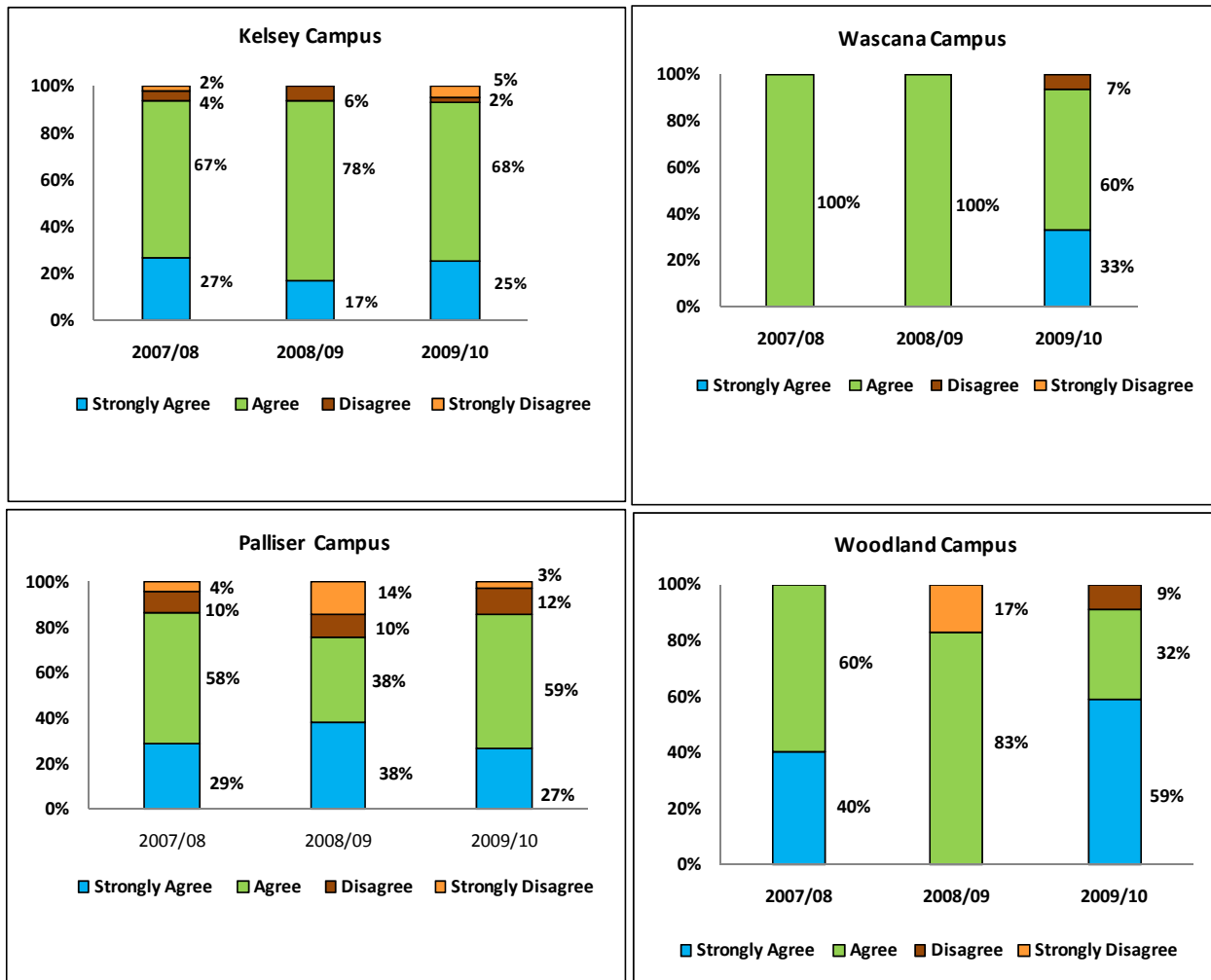
7.3.4 Bookstores

7.3.4.1 SIAST Overall

As illustrated in table 37 and figure 43, 93% of respondents who used the services offered by the campus bookstores (1,926 of 2,069) were satisfied with those services, an increase of 7% since 2007/08.

Table 37: Satisfaction with Bookstore Services: SIAST Overall

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	485	27%	154	20%	722	35%
Agree	1,068	59%	536	69%	1,204	58%
Disagree	203	11%	75	10%	119	6%
Strongly Disagree	58	3%	12	2%	24	1%

Figure 43: Satisfaction with Bookstore Services
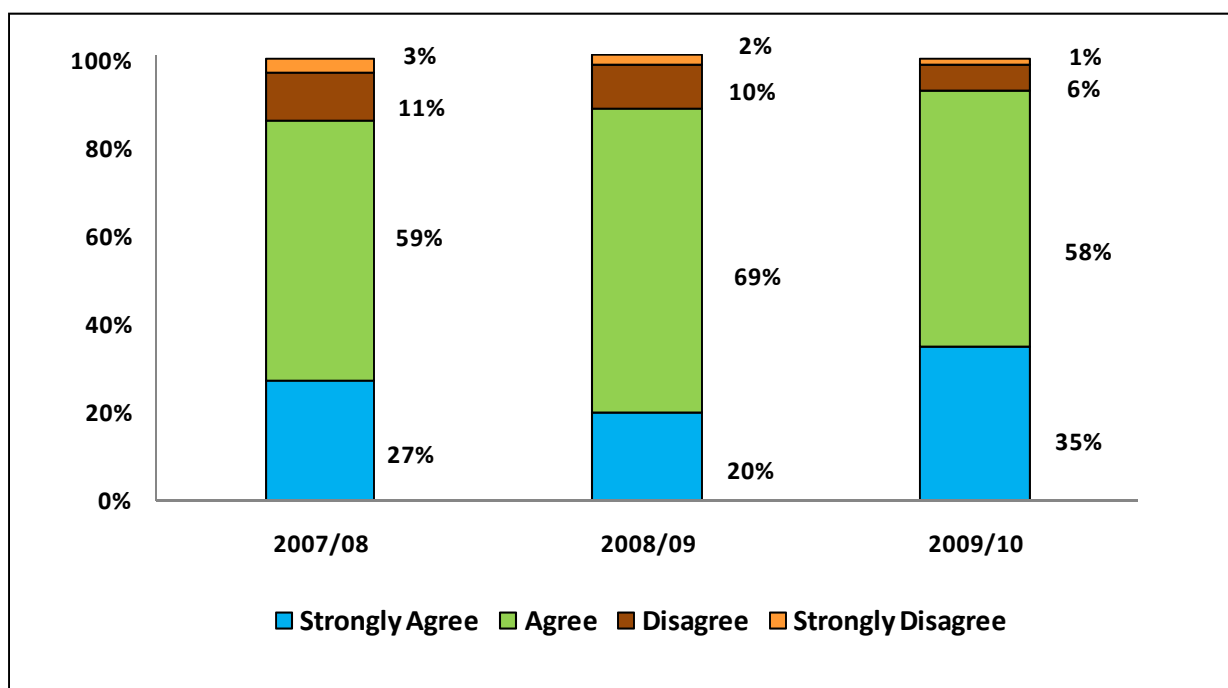
7.3.4.2 By Campus

Figure 44 illustrates a campus breakdown of respondents' satisfaction with the services provided by the bookstore, by campus. The majority of students who used the bookstore services at each campus reported satisfaction, with Woodland having the highest proportion of satisfied students (96%, or 202 of 212), followed closely by Palliser (95%, or 475 of 499), Wascana (94%, or 437 of 468) and Kelsey (91%, or 813 of 891).

Although the satisfaction levels for all campuses increased overall since 2007/08, Wascana (up 14%) and Kelsey (up 10%) experienced the largest increases in student satisfaction with the bookstores.

Figure 44: Satisfaction with Bookstore Services, by Campus
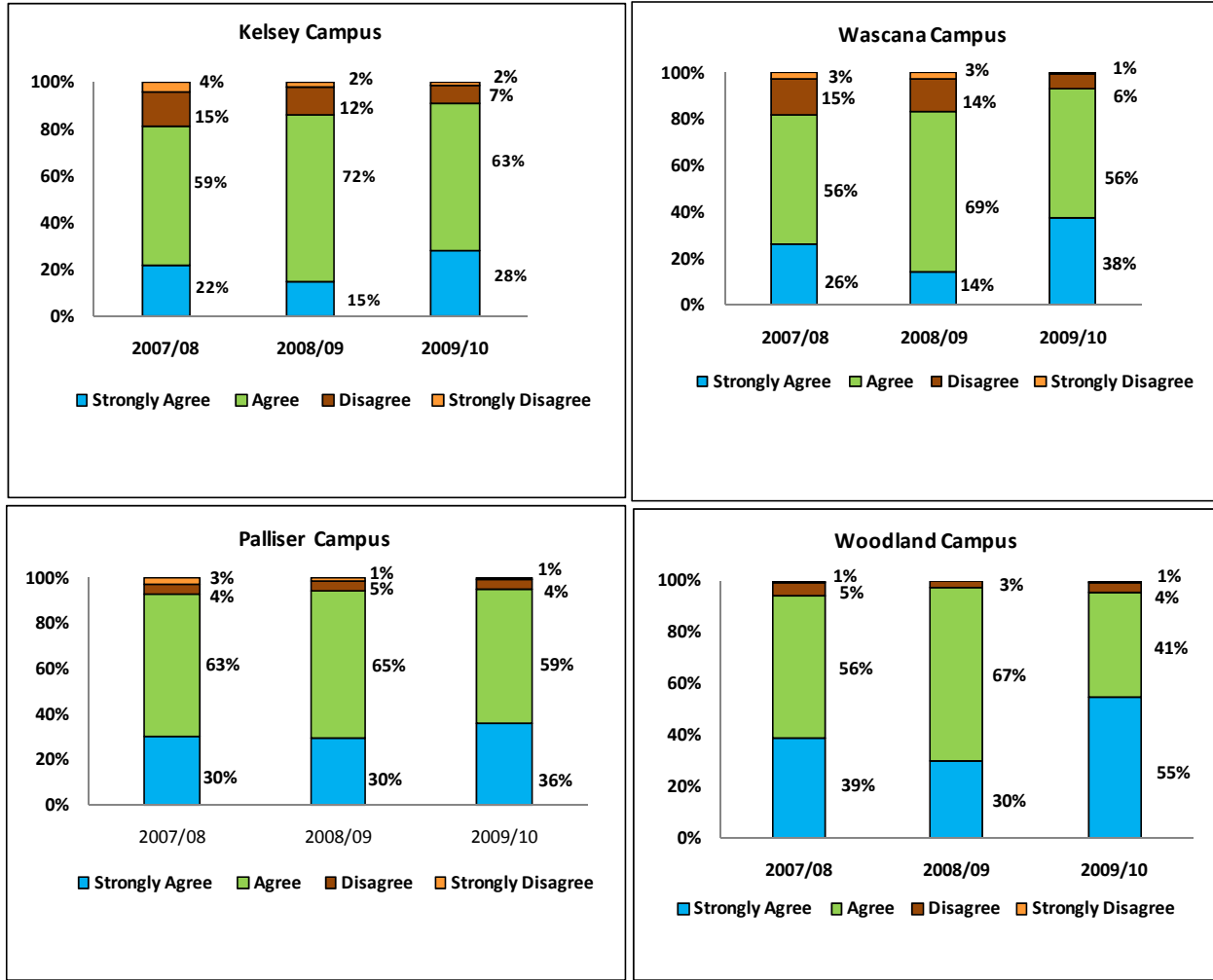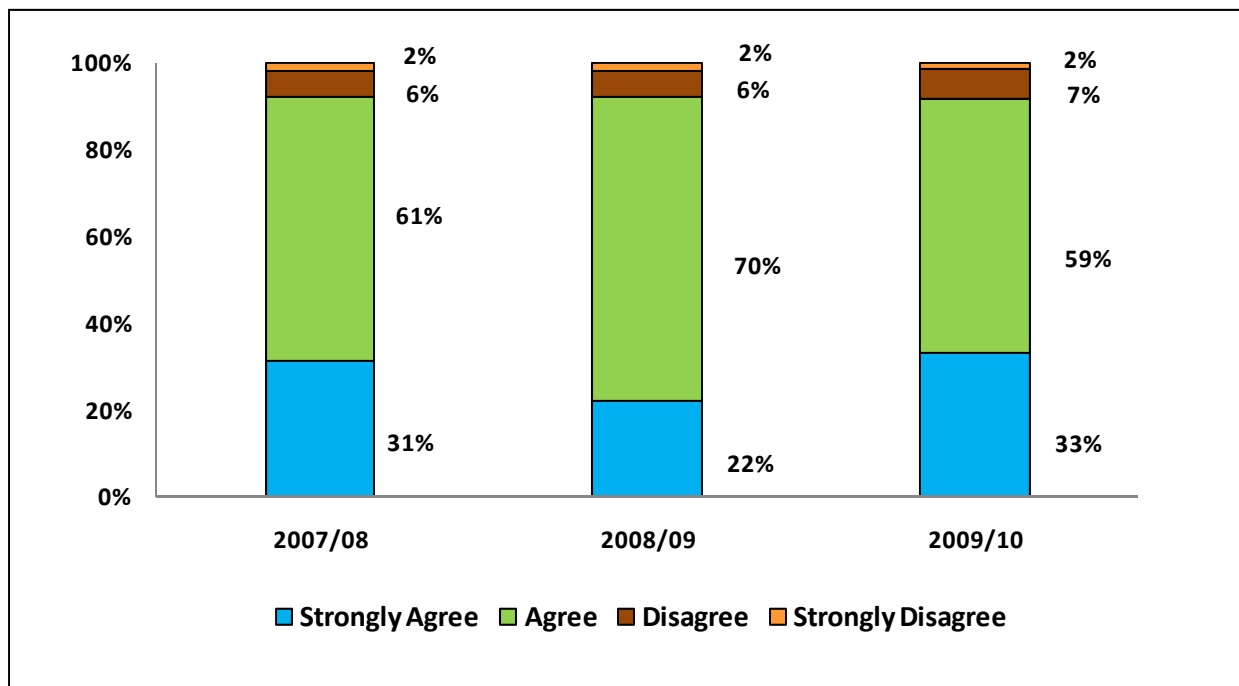

7.3.5 Registration Services

7.3.5.1 SIAST Overall

Ninety-two percent of respondents (1,733 of 1,889), who used registration services in 2009/10, 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	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	508	31%	156	22%	621	33%
Agree	976	61%	490	70%	1112	59%
Disagree	98	6%	44	6%	127	7%
Strongly Disagree	31	2%	15	2%	29	2%

Figure 45: Satisfaction with Registration Services: SIAST Overall

By Campus

Figure 46 illustrates the satisfaction of the services provided by registration services at each campus. Ninety-five percent of respondents at the campuses of Palliser (415 of 437) and Woodland (185 of 195), respectively, agreed they were satisfied with registration services.

Similarly, the majority of respondents at Wascana (93%, or 414 of 444) indicated they were satisfied with the services provided by registration services, followed by Kelsey campus with 89% of respondents satisfied

(719 of 813). Results at each campus were fairly consistent with
2007/08 and 2008/09 survey findings (± 1 to 2%).

Figure 46: Satisfaction with Registration Services by Campus
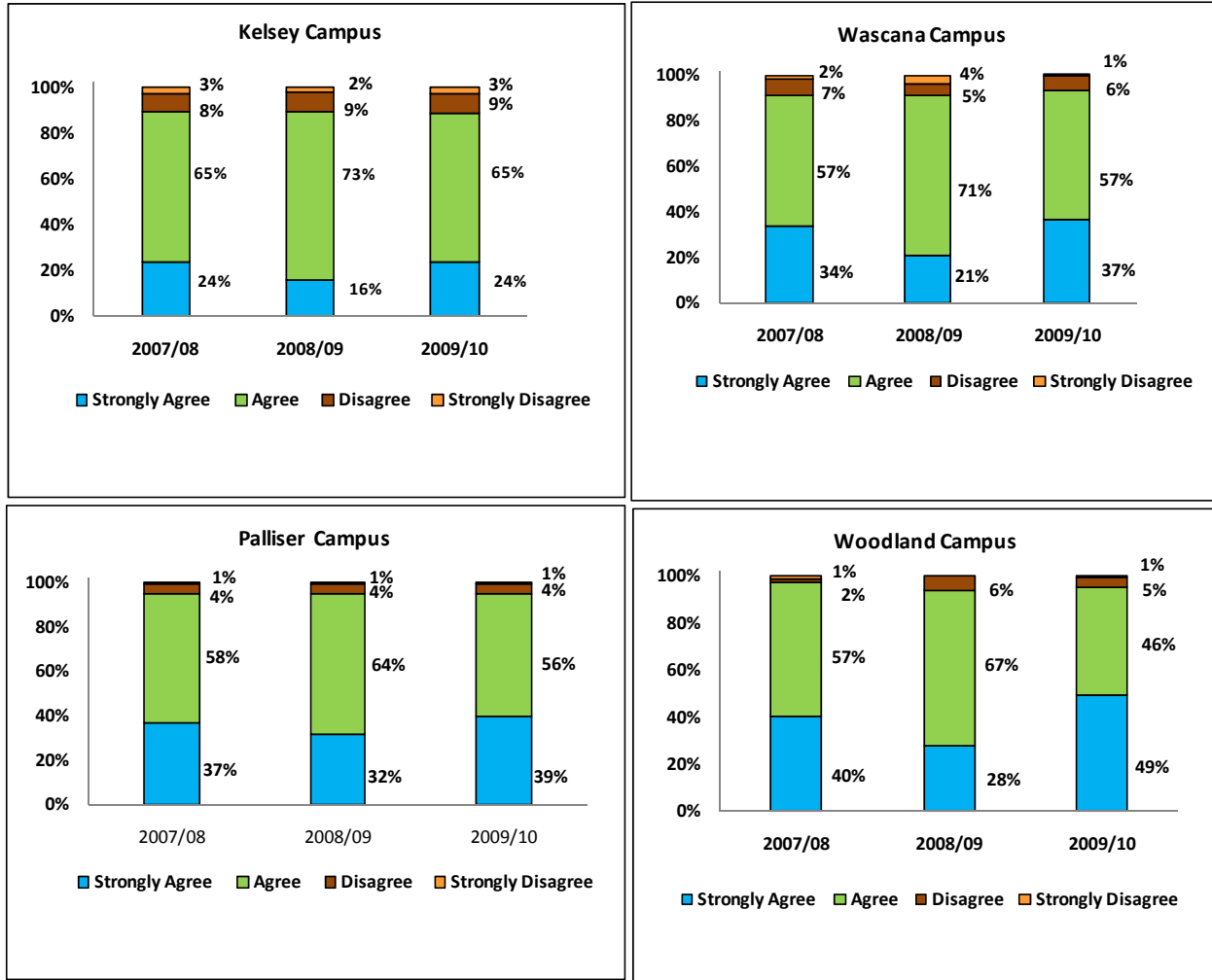
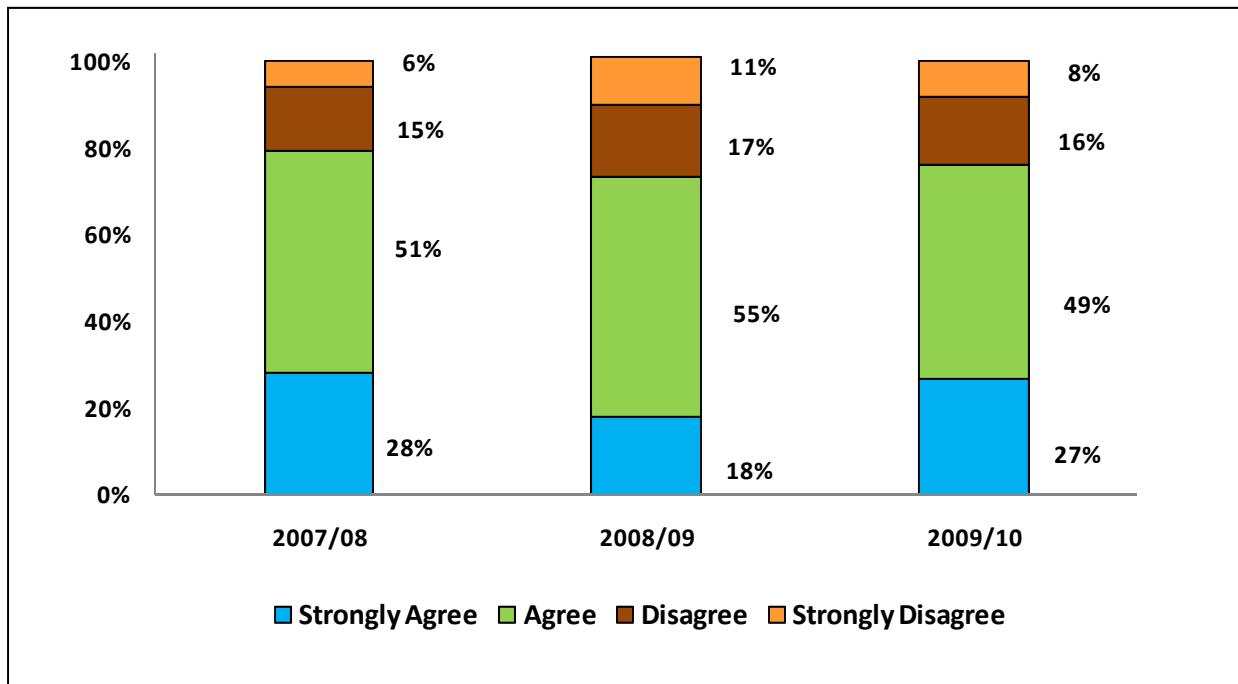### 7.3.6   Cafeterias and Other Food Services

7.3.6.1 SIAST Overall

Of the students who used SIAST's cafeteria and other food services in
2009/10, approximately three-quarters (76%, or 1,601 of 2,106) indicated
they were satisfied with the services, a 3% decline since 2007/08 (table
39, figure 47).

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

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	531	28%	144	18%	563	27%
Agree	970	51%	447	55%	1,038	49%
Disagree	287	15%	136	17%	333	16%
Strongly Disagree	123	6%	91	11%	172	8%

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

By Campus

Figure 48 shows student satisfaction with cafeteria and other food services by campus, in 2009/10. Eighty-six percent of respondents at Kelsey campus (777 of 904) were satisfied with the services provided by the cafeteria and other food services, a 2% decrease over 2007/08.

Approximately four-fifths of respondents at Woodland campus (82%, or 173 of 210) also reported satisfaction with cafeteria and other food services; however, this is a notable decrease of 16% over 2007/08.

Comparatively, only two-thirds of respondents at the campuses of
Palliser (67%, or 339 of 509) and Wascana (65%, or 312 of 483)
reported satisfaction with cafeteria and other services. These results are
fairly consistent with 2007/08 findings.

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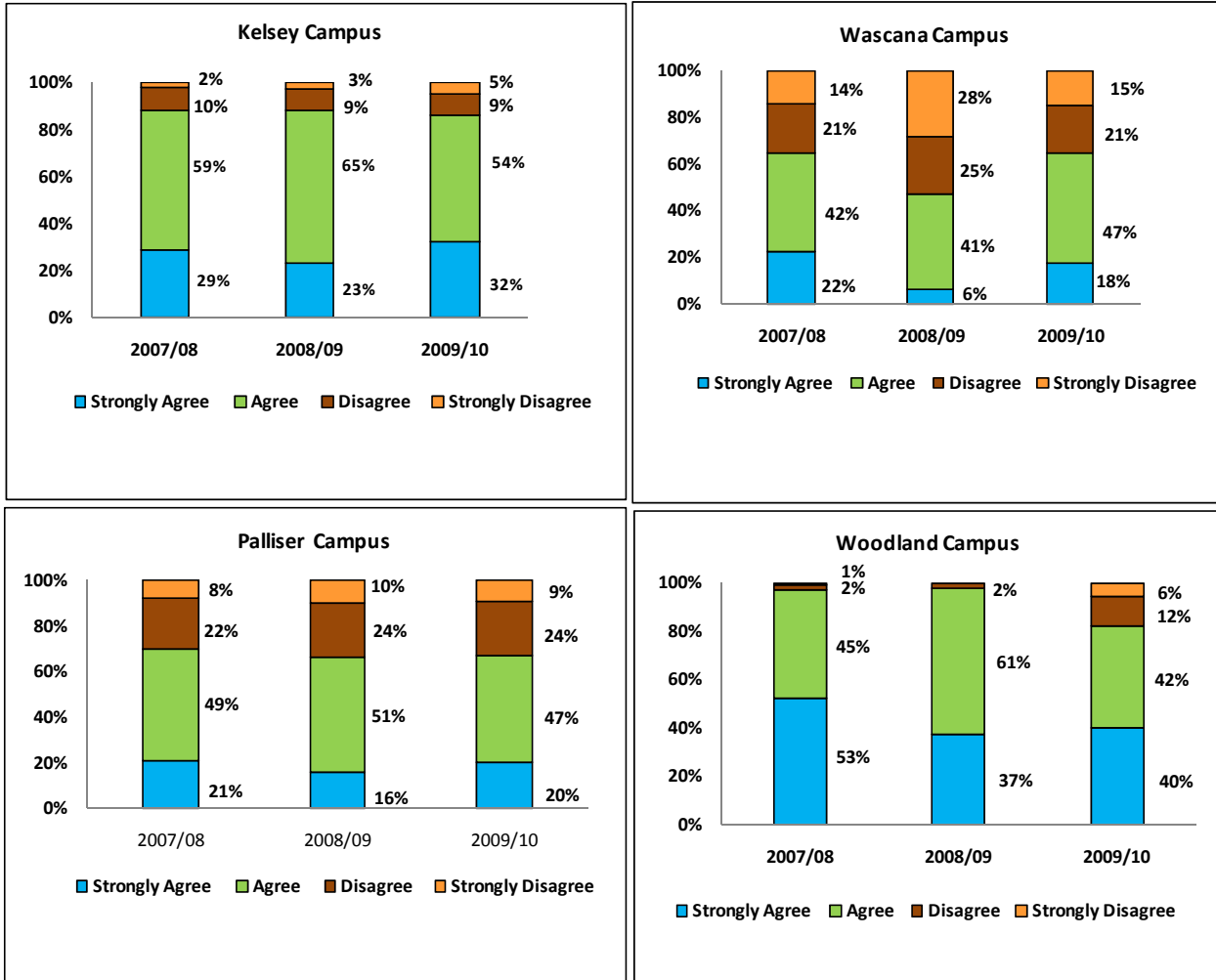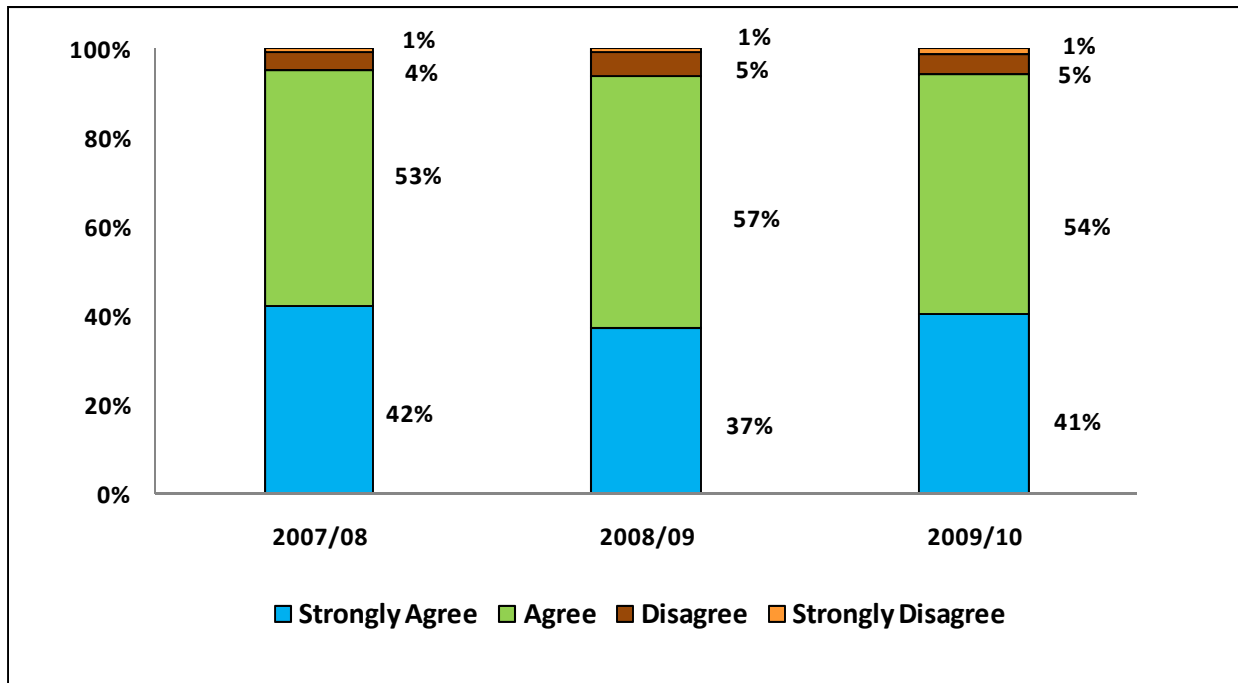
7.3.7 Recreation Services

7.3.7.1 SIAST Overall

As shown in table 40 and figure 49, 94% of respondents (845 of 896), who used SIAST's recreation services, indicated they were satisfied with those services. This is consistent with previous survey results.

Table 40: Satisfaction with Recreation Services: SIAST Overall

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	357	42%	141	37%	363	40%
Agree	449	53%	215	57%	482	54%
Disagree	33	4%	19	5%	41	5%
Strongly Disagree	9	1%	5	1%	10	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 2009/10. Nearly all respondents from Woodland (97%, or 111 of 114), Kelsey (96%, or 346 of 360) and Palliser (96%, or 248 of 259) campuses agreed they were satisfied with recreation services.

While still a favorable majority, Wascana campus had the lowest proportion of respondents who were satisfied with recreation services (86%, or 140 of 163).

The campus results for Palliser and Woodland were up 4% and 3% respectively from the levels of agreement reported in 2007/08. Kelsey campus results remained relatively constant (down 1%), while Wascana experienced a notable decrease of 10% since 2007/08.

Figure 50: Satisfaction with Recreation Services: By Campus

Kelsey Campus

	2007/08	2008/09	2009/10
Strongly Agree	44%	33%	40%
Agree	53%	63%	56%
Disagree	2%	3%	3%
Strongly Disagree	1%	1%	1%

■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree

Wascana Campus

	2007/08	2008/09	2009/10
Strongly Agree	38%	36%	37%
Agree	58%	57%	49%
Disagree	3%	6%	12%
Strongly Disagree	1%	1%	2%

■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree

Palliser Campus

	2007/08	2008/09	2009/10
Strongly Agree	35%	44%	36%
Agree	57%	45%	60%
Disagree	6%	8%	3%
Strongly Disagree	2%	3%	1%

■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree

Woodland Campus

	2007/08	2008/09	2009/10
Strongly Agree	60%	34%	55%
Agree	34%	63%	42%
Disagree	6%	3%	2%
Strongly Disagree			1%

■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree

7.3.8   Health Services

7.3.8.1 SIAST Overall

Of the respondents who accessed SIAST's health centres in 2009/10, nearly all respondents (96%, or 993 of 1,029) indicated they were satisfied with the services provided (table 41, figure 51). These results are consistent with the past two survey results.

Table 41: Satisfaction with Health Centres Services: SIAST Overall

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	311	44%	141	38%	475	46%
Agree	374	53%	212	58%	518	50%
Disagree	17	2%	13	4%	29	3%
Strongly Disagree	6	1%	2	1%	7	1%

Figure 51: Satisfaction with Health Centres Services: SIAST Overall
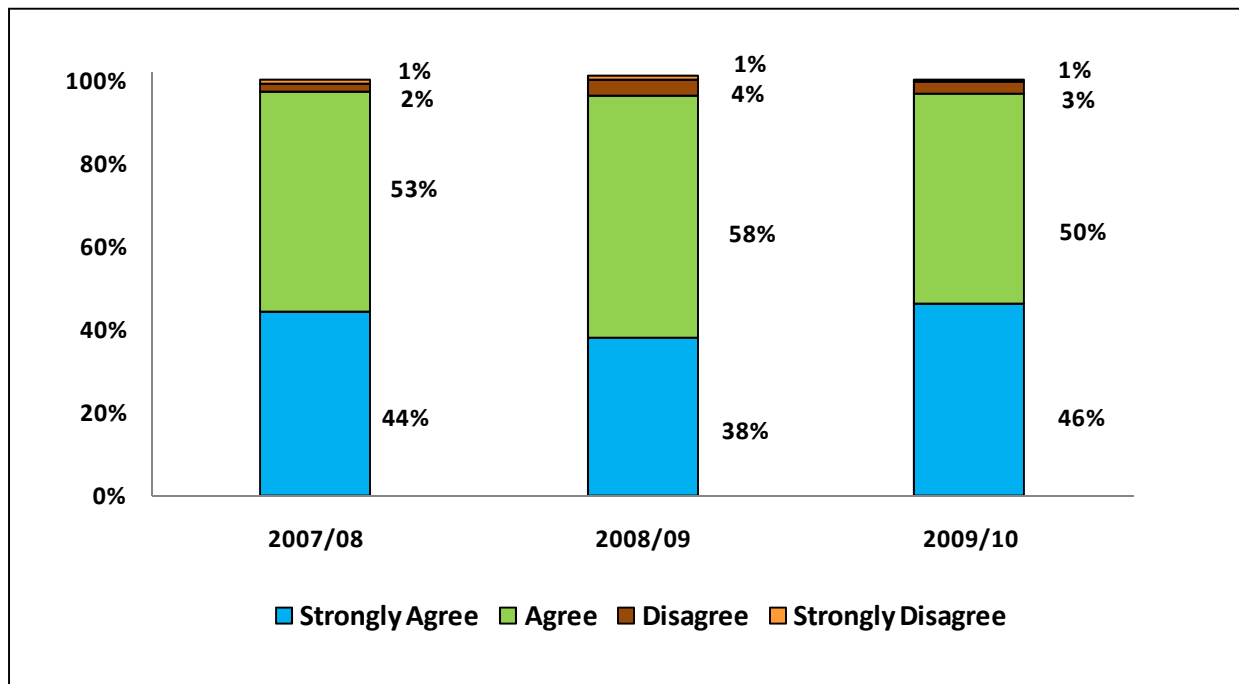
7.3.8.2 By Campus

Figure 52 illustrates student satisfaction with health centre services by campus, in 2009/10. With minimal variation between the three survey years, over ninety-five percent of all respondents from the four campuses reported satisfaction with health services in the 2009/10 survey.

The campuses of Wascana (335 of 341) and Palliser (133 of 136) reported the highest satisfaction levels, each at 98%. This is a 1% and 3% increase since 2007/08 for Wascana and Palliser respectively.

Woodland campus respondents followed closely at 96% (118 of 123), a 1% increase since 2007/08. Kelsey campus had 95% of the respondents (407 of 429) reporting satisfaction with health services, the only campus to experience a decrease (3%) from 2007/08.

Figure 52: Satisfaction with Health Centres Services: By Campus

Kelsey Campus

	2007/08	2008/09	2009/10
	1%	1%	1%
	2%	5%	4%
Agree	57%	72%	61%
Strongly Agree	41%	22%	34%

■ Strongly Agree   ■ Agree   ■ Disagree   ■ Strongly Disagree

Wascana Campus

	2007/08	2008/09	2009/10
	1%		0.3%
	2%	1%	1.5%
Agree	53%	48%	43.1%
Strongly Agree	44%	52%	55.1%

■ Strongly Agree   ■ Agree   ■ Disagree   ■ Strongly Disagree

Palliser Campus

	2007/08	2008/09	2009/10
	1%		
	4%	4%	2%
Agree	48%	36%	47%
Strongly Agree	47%	61%	51%

■ Strongly Agree   ■ Agree   ■ Disagree   ■ Strongly Disagree

Woodland Campus

	2007/08	2008/09	2009/10
	3%		
	3%	10%	4%
Agree	47%	52%	37%
Strongly Agree	48%	39%	59%

■ Strongly Agree   ■ Agree   ■ Disagree   ■ Strongly Disagree

7.3.9   Aboriginal Activity Centres

7.3.9.1 SIAST Overall

Of those respondents who used the Aboriginal activity centre services, 96% (199 of 206) indicated that they were satisfied with the services, a 1% increase since 2007/08 (table 42, figure 53).

Note: Of those respondents who identified themselves as Aboriginal and who used the services of an Aboriginal activity centre, 98% (103 of 105) agreed they were satisfied with the centre's services. Only one half of the respondents who used the Aboriginal Activity Centre services had declared they were Aboriginal (105 of 206).

While it is not a requirement that a student be Aboriginal to access the centre services, it is likely that many respondents who used the centres' services were Aboriginal but did not declare their equity status for the survey.

Table 42: Satisfaction with Aboriginal Activity Centres Services: SIAST Overall

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	62	51%	18	33%	114	55%
Agree	55	45%	31	57%	85	41%
Disagree	3	2%	3	6%	6	3%
Strongly Disagree	1	1%	2	4%	1	1%

Figure 53: Satisfaction with Aboriginal Activity Centres Services: SIAST Overall
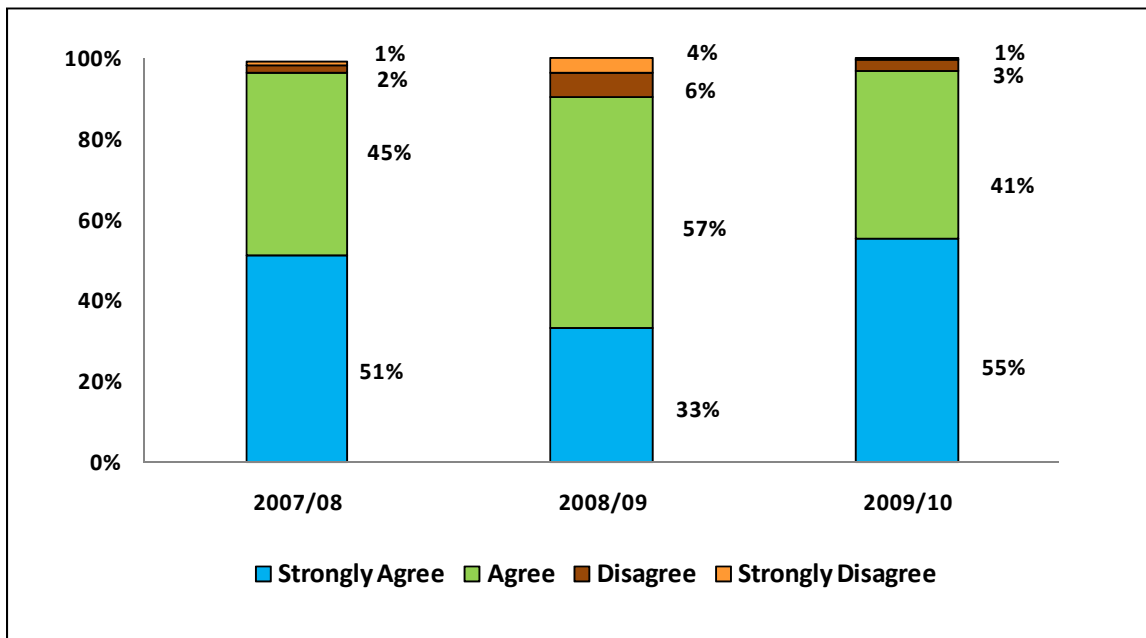
7.3.9.2 By Campus

Figure 54 depicts, by campus, the levels of student satisfaction with Aboriginal activity centre services in 2009/10.

All respondents from Palliser campus (15 of 15) agreed that they were satisfied with the services they received from the Aboriginal activity centres. This is consistent with 2008/09 results and up 12% from 2007/08.

The majority of students at the campuses of Woodland (97%, or 86 of 88), Kelsey (96%, or 42 of 44) and Wascana (95%, or 56 of 59) also reported satisfaction with Aboriginal activity centre services received. These figures are relatively consistent with the findings in 2007/08, with Woodland experiencing an overall increase of 1%, Kelsey a decrease of 2%, and Wascana a decrease of 1%.

Of the above respondents who declared they were Aboriginal in the survey, 100% of respondents at Palliser (9 respondents) and Wascana (20 respondents) reported they were satisfied with the services provided by the Aboriginal activity centres.   Similar to the results for all respondents, 98% of self-declared Aboriginal Woodland students (49 of 50) and 96% of Aboriginal Kelsey students (25 of 26) also reported satisfaction.

Figure 54: Satisfaction with Aboriginal Activity Centres Services: By Campus
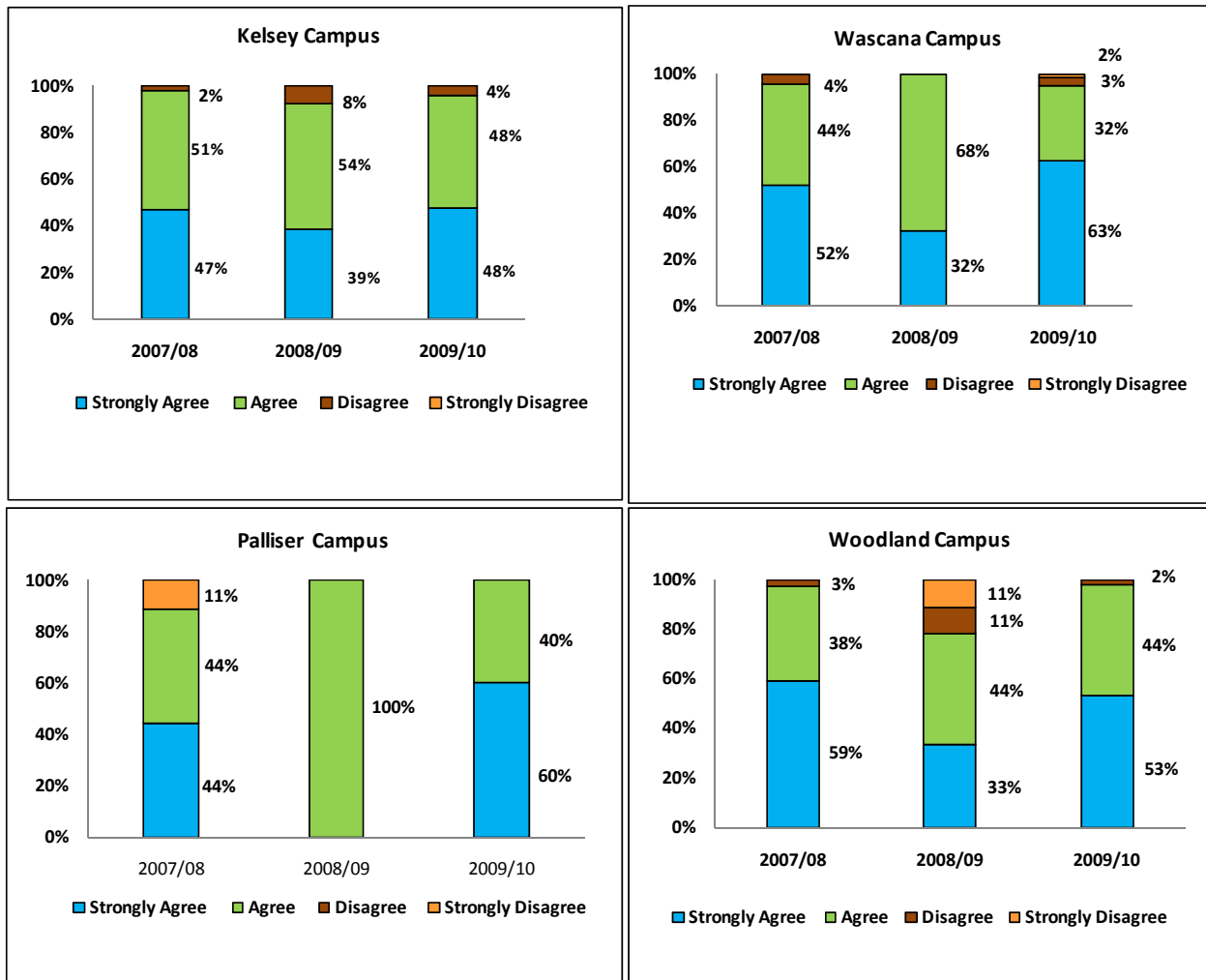
7.3.10 Web-Based Services

7.3.10.1 SIAST Overall

Of those respondents who used Web-based services in 2009/10, 89% (1,724 of 1,934) reported that they were satisfied with the services (table 43 and figure 55). Satisfaction has declined by 3% overall since 2007/08.

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

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	411	27%	186	24%	607	31%
Agree	973	65%	521	67%	1,117	58%
Disagree	101	7%	50	6%	170	9%
Strongly Disagree	22	1%	23	3%	40	2%

Figure 55: Satisfaction with Web-Based Services: SIAST Overall
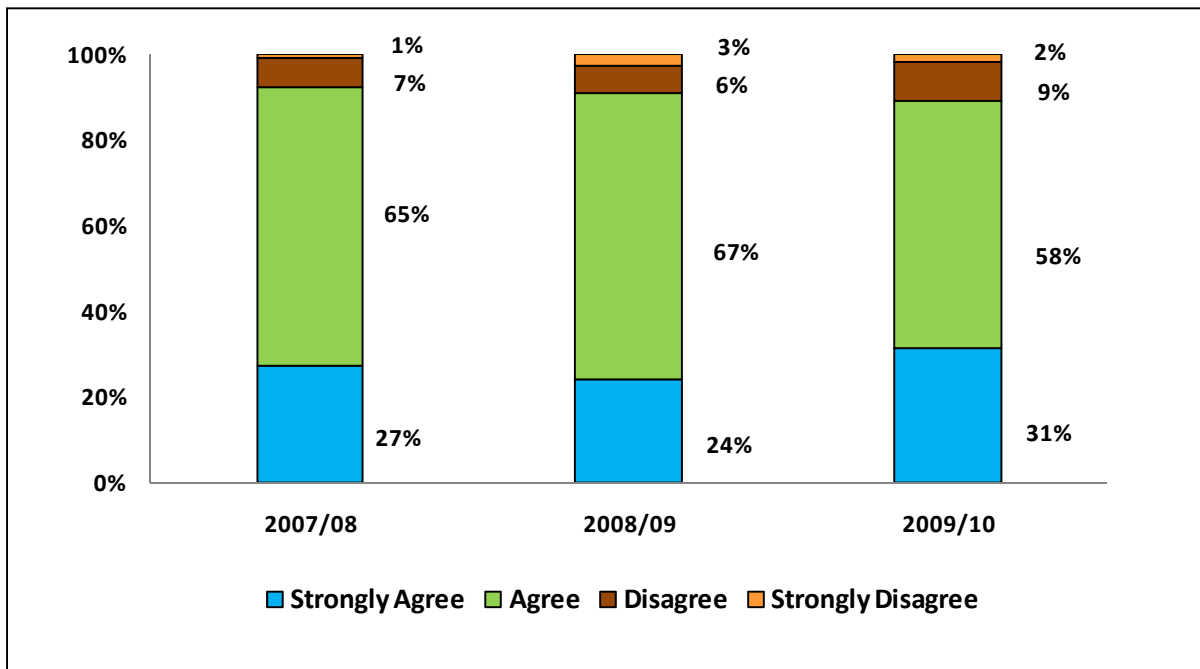
7.3.10.2 By Campus

Figure 56 displays student satisfaction with Web-based services accessed at each campus, for 2009/10. The majority of Wascana campus respondents (93%, or 451 of 483) reported satisfaction with Web-based services, a 1% decrease overall since 2007/08.

Over four-fifths of respondents at the campuses of Kelsey (88%, or 727 of 826), Woodland (88%, or168 of 191), and Palliser (87%, or 379 of 435) were satisfied with Web-based services. All three campuses experienced a decrease in satisfaction since 2007/08, with Palliser

having the largest decrease of 8%. Kelsey dropped 3% and Palliser 2% overall.

Figure 56: Satisfaction with Web-Based Services: By Campus
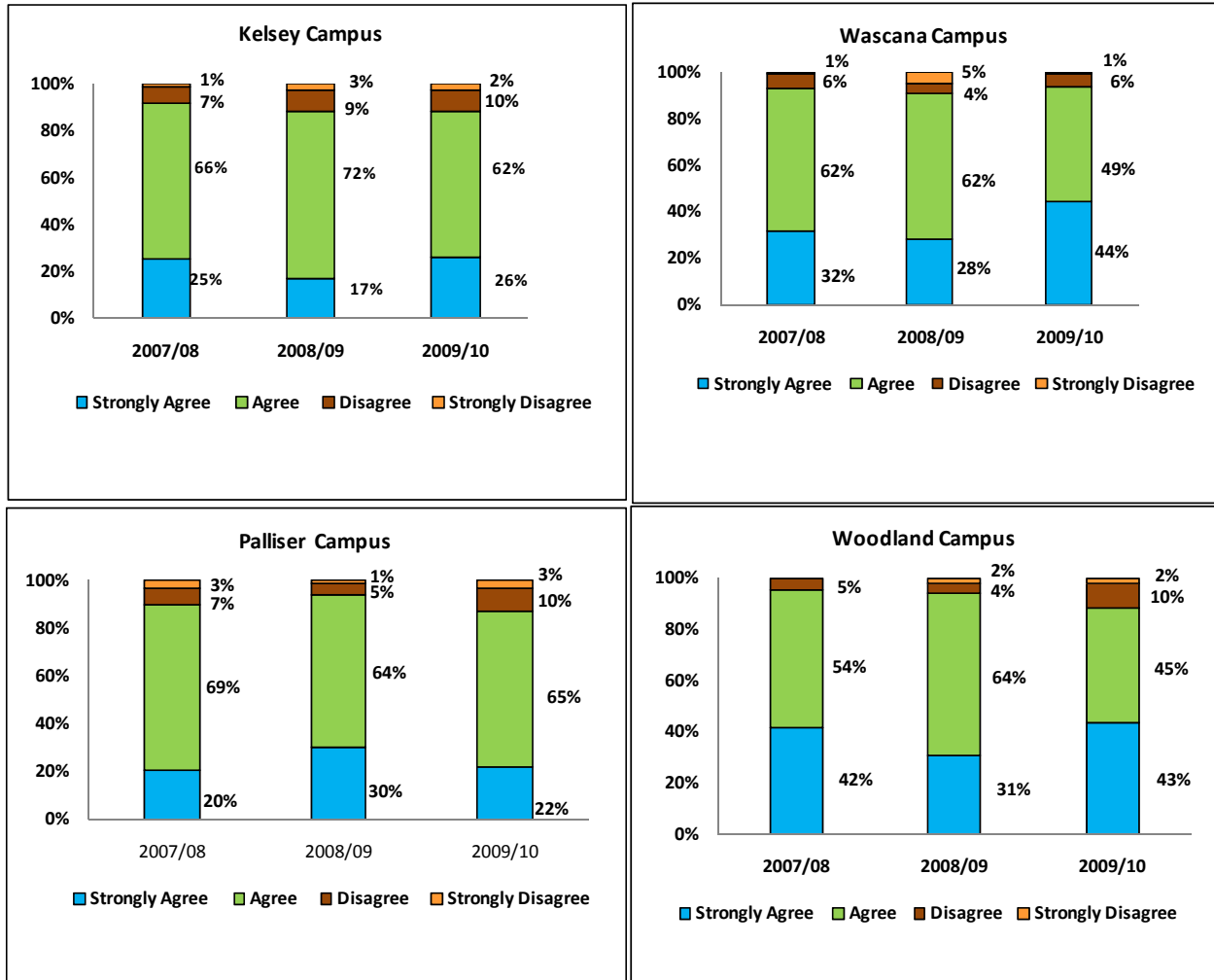
7.3.11 Library Services

7.3.11.1 SIAST Overall

The majority of respondents who used SIAST libraries (96%, or 1,774 of 1,846) were satisfied with the services received, consistent with previous survey results (table 44, figure 57).

Table 44: Satisfaction with Library Services: SIAST Overall

Response	2007/08		2008/09		2009/10	
	#	%	#	%	#	%
Strongly Agree	622	39%	190	27%	718	39%
Agree	895	56%	492	69%	1,056	57%
Disagree	52	3%	29	4%	61	3%
Strongly Disagree	20	1%	4	1%	11	1%

Figure 57: Satisfaction with Library Services: SIAST Overall
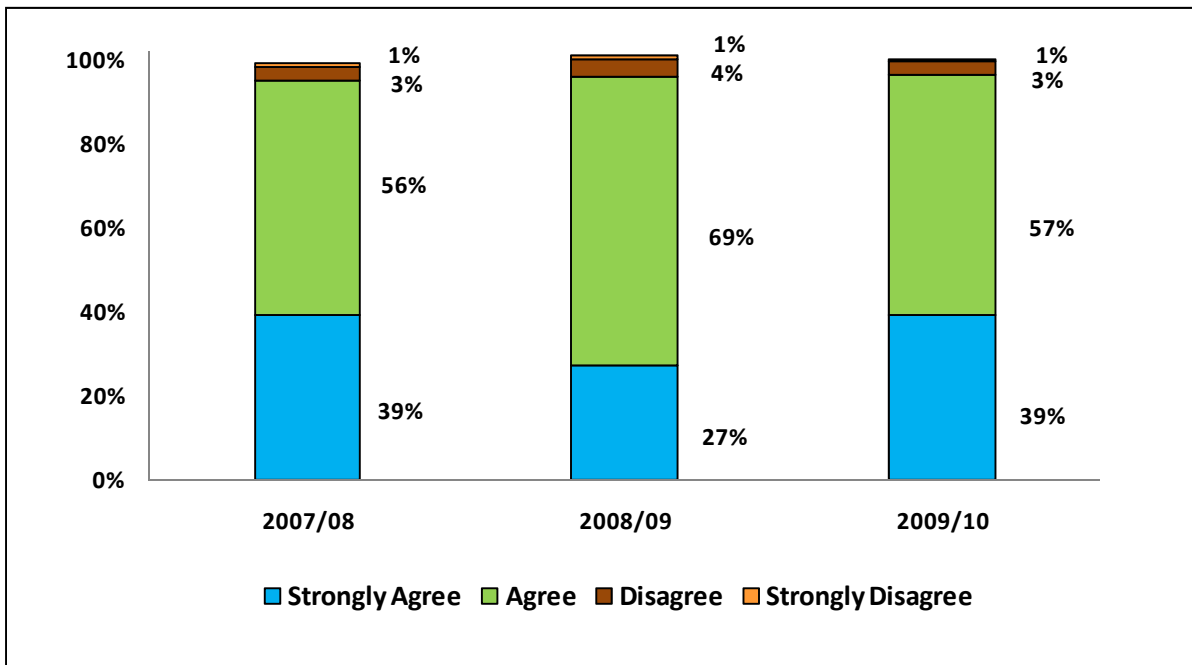
7.3.11.2 By Campus

Figure 58 illustrates, by campus, the levels of student satisfaction with library services in 2009/10. Nearly all respondents at the campuses of Woodland (99%, or 201 of 204), Palliser (98%, or 364 of 374), and Wascana (97%, or 469 of 482) reported satisfaction with library services. Woodland's rate dropped 1% overall since 2007/08, while Palliser and Wascana experienced 2% increases respectively.

The majority of respondents at Kelsey campus (94%, or 740 of 786) were also satisfied with the library services they accessed in 2009/10, remaining consistent with 2007/08 results.

Figure 58: Satisfaction with Library Services: By Campus

Kelsey Campus

	2007/08	2008/09	2009/10
	2%	1%	1%
	4%	5%	5%
Agree	60%	79%	63%
Strongly Agree	34%	16%	31%

■ Strongly Agree ■ Agree ■ Disagree □ Strongly Disagree

Wascana Campus

	2007/08	2008/09	2009/10
	1%		0.4%
	4%	4%	2.3%
Agree	52%	63%	50.4%
Strongly Agree	43%	33%	46.9%

■ Strongly Agree ■ Agree ■ Disagree □ Strongly Disagree

Palliser Campus

	2007/08	2008/09	2009/10
	1%	1%	1%
	4%	4%	2%
Agree	62%	65%	65%
Strongly Agree	34%	31%	33%

■ Strongly Agree ■ Agree ■ Disagree □ Strongly Disagree

Woodland Campus

	2007/08	2008/09	2009/10
			2%
Agree	44%	53%	37%
Strongly Agree	57%	47%	62%

■ Strongly Agree ■ Agree ■ Disagree □ Strongly Disagree

7.3.12 Disability Services

7.3.12.1 SIAST Overall

In the 2009/10 survey, students were asked for the first time to report their awareness, use and satisfaction with SIAST's disability services. The majority of respondents who indicated they used the disability services (93%, or 96 of 104) were satisfied with services received (table 45, figure 59).

Of the students who identified themselves as disabled 87% (40 of 46) indicated they were satisfied with disability services provided by SIAST.

Table 45: Satisfaction with Disability Services: SIAST Overall

Response	2009/10	
	#	%
Strongly Agree	46	44%
Agree	50	49%
Disagree	4	4%
Strongly Disagree	4	4%

Figure 59: Satisfaction with Disability Services: SIAST Overall
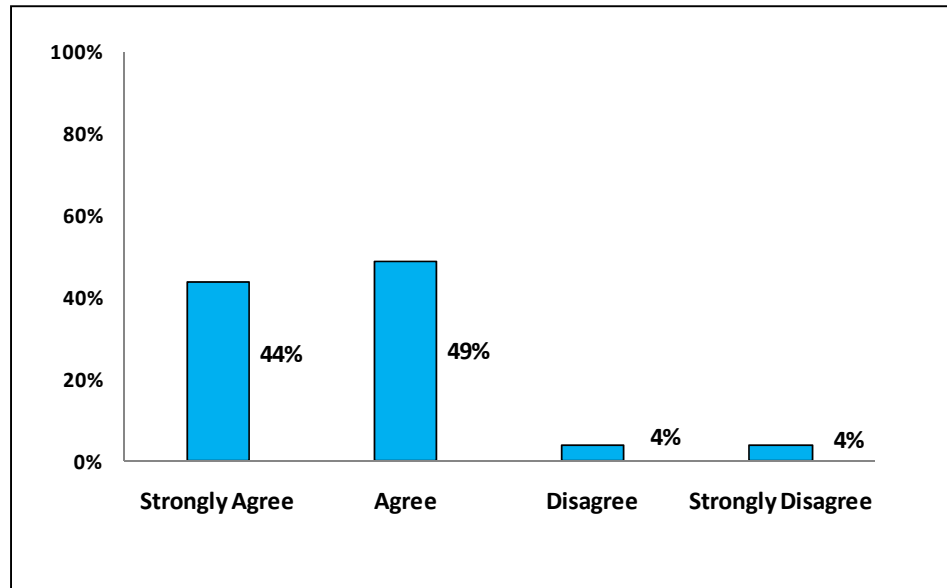
7.3.11.2 By Campus

Figure 60 illustrates, by campus, the levels of student satisfaction with disability services in 2009/10. All respondents at the campuses of Wascana (25 of 25) and Woodland (16 of 16) were satisfied with disability services.

Over four-fifths of respondents at Palliser (89%, or 24 of 27) and Kelsey (86%, or 31 of 36) also expressed satisfaction with disability services.

Figure 60: Satisfaction with Disability Services: By Campus

Figure 60: Satisfaction with Disability Services: By Campus
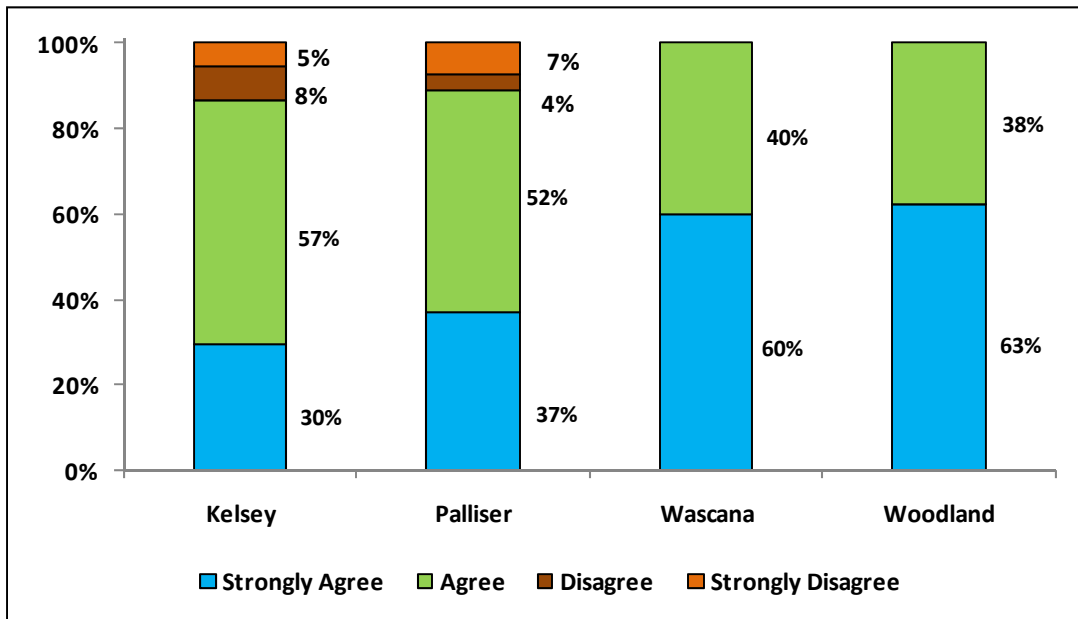
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APPENDIX A: 2009/10 STUDENT SATISFACTION SURVEY

SIAST
SASKATCHEWAN INSTITUTE OF
APPLIED SCIENCE AND TECHNOLOGY

SIAST Student Satisfaction Survey 2009/10

In collaboration with the program areas, SIAST'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 SIAST. 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 SIAST'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:
O	O	O	O	O	_____

2. **Program Name:** _____

3. **Type of Credential:**

Applied Certificate	Advanced Certificate	Certificate	Diploma (includes Co-op Dip)	Degree
O	O	O	O	O

4. **Year of Program*:**

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

One	Two	Three
O	O	O

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

Overall Satisfaction:	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't Know/Not applicable
	(SD)	(D)	(A)	(SA)	(DK/NA)
5. Overall, I am satisfied with this program	O	O	O	O	O
6. I would recommend this program to others	O	O	O	O	O
7. If I was starting my training over again, I would still choose to attend SIAST	O	O	O	O	O
Admission/Orientation:	SD	D	A	SA	DK/NA
8. Program information (web-site, brochures, calendars, etc.) accurately identifies the nature of the program	O	O	O	O	O
9. Admission requirements are set at a level that ensure I was prepared to succeed in the program	O	O	O	O	O
10. The orientation to the program was effective in explaining the requirements of the program	O	O	O	O	O
11. I was made aware of my role and responsibilities as a student	O	O	O	O	O
12. The orientation to support services (library, counselling, etc.) enabled me to access and use these services effectively	O	O	O	O	O
13. The environment at SIAST is welcoming and friendly	O	O	O	O	O
Program Management:	SD	D	A	SA	DK/NA
14. Student learning activities are effectively scheduled	O	O	O	O	O
15. The student workload is manageable	O	O	O	O	O
16. The amount of practical or hands-on experience in this program is adequate	O	O	O	O	O

17. This program has an effective system of communicating with students	O	O	O	O	O
18. Instructors are available for individual assistance to students	O	O	O	O	O
19. The instructors treat students with respect	O	O	O	O	O
20. Instructional methods are effective	O	O	O	O	O
21. The quality of instruction within the program is satisfactory	O	O	O	O	O
22. The program incorporates a wide range of learning activities (readings, lectures, videos, practice, etc.)	O	O	O	O	O
23. The program's use of technology enhances learning	O	O	O	O	O
24. MySIAST is an effective tool for communication	O	O	O	O	O
25. Students have regular opportunities to provide feedback on courses	O	O	O	O	O
26. Students are informed of how they will be evaluated	O	O	O	O	O
27. Student assessments focus on what was learned in the courses	O	O	O	O	O
28. Students receive timely and ongoing feedback on their progress	O	O	O	O	O

Learning Resources:	SD	D	A	SA	DK/NA
29. Program materials are free of cultural, racial and gender bias	O	O	O	O	O
30. Books, course materials and supplies that students are required to purchase are needed	O	O	O	O	O
31. The program learning materials (texts, workbooks, handouts, etc) are relevant	O	O	O	O	O
32. The program equipment is appropriate for learning the	O	O	O	O	O

required skills

	SD	D	A	SA	DK/NA
33. There is sufficient equipment for use in the program	O	O	O	O	O
34. There are sufficient, relevant library resource materials for use in the program (books, video tapes, audio tapes, periodicals, pamphlets, etc.)	O	O	O	O	O

Campus Facilities:	SD	D	A	SA	DK/NA
35. The classroom facilities are appropriate	O	O	O	O	O
36. The shop/lab facilities are appropriate	O	O	O	O	O
37. Adequate study space is available	O	O	O	O	O
38. Adequate computer lab space is available	O	O	O	O	O
39. I feel safe and secure on campus	O	O	O	O	O
40. Overall, the campus facilities meet my needs as a student	O	O	O	O	O

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
41. Learning Assistance Centre	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 41	No	O	If no, go to # 41				
42. Counselling	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 42	No	O	If no, go to # 42				
43. Student Employment Centre	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 43	No	O	If no, go to # 43				
44. Library	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O

	No	O	If no, go to # 44	No	O	If no, go to # 44			
45. Bookstore	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 45	No	O	If no, go to # 45			
46. Registration Services	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 46	No	O	If no, go to # 46			
47. Cafeteria or other food services	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 47	No	O	If no, go to # 47			
48. Recreation Services	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 48	No	O	If no, go to # 48			
49. Health Services (i.e., Campus Nurse)	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 49	No	O	If no, go to # 49			
50. Aboriginal Activity Centre	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 50	No	O	If no, go to # 50			
51. Web Based Services (mySIAST, Grade Book)	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 51	No	O	If no, go to # 51			
52. Disability Services	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 51	No	O	If no, go to # 51			

53. Gender:

Female O

Male O

54. Age (as of December 31, 2009)

19 and under O

20 to 24 O

25 to 29 O

30 to 39 O

40 and over O

55. Equity Status:

Aboriginal O

Disabled O

Visible Minority O

Not applicable O

55. Additional Comments or Suggestions for Program Improvement

Thank you for completing this survey.