
SIAST Student Satisfaction Survey Report of 2011-12

Trends from 2008-09 to
2011-12



ACKNOWLEDGEMENTS

The Institutional Research and Analysis unit at SIAST would like to thank the program staff who coordinated the administration of the survey and the students who participated in the SIAST Student Satisfaction Survey.

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Availability

The report is available in electronic format and can be found on SIAST's Web site at the following URL:
http://www.siastr.sk.ca/about/reports_statistics/institutional_reports.shtml.

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).



SASKATCHEWAN INSTITUTE OF
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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 2011-12 survey and highlights trends over the past four survey years 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 2011-12 survey was administered by program areas to all years of students prior to the end of the program. The fieldwork extended from approximately October 2011 to June 2012, given the varying times SIAST's programs end throughout the academic year.
- In 2011-12, there were approximately 5,444 students enrolled in SIAST's on-campus base certificate/diploma programs (note: some distance-delivered base programs that chose to participate in the survey are included in the enrolment total). Two thousand four hundred and seventy-four (2,474) students participated in the 2011-12 survey, a 45% response rate that is consistent with the 2010-11 survey.
- Respondents included students in various programs from all four campuses (numbers by campus: SIAST Kelsey, 889; SIAST Palliser, 465; SIAST Wascana, 776; SIAST Woodland, 344).
- Ninety percent of all 2011-12 respondents (2,232 of 2,474) indicated that they were satisfied with their programs, a finding that was consistent with the 2010-11 results (90%).
- Eighty-eight percent of those surveyed (2,180 of 2,474) indicated they would recommend SIAST programs to others, consistent with results from previous years (87% in 2007-08; 86% in 2008-09; 88% in 2009-10 and 89% in 2010-11).
- Eighty-five percent of respondents (2,096 of 2,474) indicated they would choose to attend SIAST if they were starting their training over again. This is identical to the corresponding figure from the previous year (85%).
- Seventy percent of respondents indicated that the orientation programs assisted them in accessing and utilizing SIAST services effectively. This figure is the lowest since 2007-08 (85%).

- As in 2009-10 and 2010-11, 93% of 2011-12 respondents indicated that the environment at SIAST was welcoming and friendly.
- Roughly three-fourths of respondents (76%) agreed that there were sufficient and relevant library resource materials, a finding that was consistent with the results of previous years.
- The vast majority of respondents indicated that classroom facilities (91%) and shop and lab facilities (86%) were appropriate. These figures were close to what was reported in 2010-11. Most students also reported that there was adequate available study space (82%) and computer lab space (81%). These results were fairly consistent with previous years.
- Consistent with the results from previous years, 95% of 2011-12 respondents felt safe and secure at SIAST (94% for 2007-08, 93% for 2008-09, 95% for 2009-10 and 94% for 2010-11).
- Ninety-one percent of those surveyed agreed that the campus facilities met their educational needs. This marked a slight increase from 2010-11 (90%).
- When compared with the 2010-11 results, respondents reported various responses regarding awareness of most SIAST services. It is worth noting that despite these ups and downs in responses, awareness has still generally improved since 2007-08.
- In 2011-12, respondents were most aware of the cafeteria (95%), library services (93%) and bookstore services (90%). They were least aware of the Aboriginal activity centres (51%) and disability services (39%). These results were generally in line with what was seen in previous years, though awareness of services provided by the student employment services increased remarkably in the last year (61%, versus 54% in 2010-11).
- The bookstore (94%), cafeteria (91%) and registration services (88%) had been accessed by the largest proportion of students who indicated they were aware of these services. Services such as counselling (22%), Aboriginal activity centres (19%), Student Employment Services (19%) and disability services (12%) were used by a smaller proportion of respondents.
- The proportion of respondents who indicated they were satisfied with SIAST services was relatively consistent with the 2010-11 results, though there was improvement in some areas. For instance, students continue to indicate that they were satisfied with disability services (93%, versus 91% in 2010-11).
- In 2011-12, the health services (96%) and the Aboriginal Student Centre (96%) had the highest proportion of students who reported satisfaction with the services used. Web-based services (88%),

counselling services (88%), and the cafeteria (72%) on the other hand, were the only services where less than 90% of students indicated they were satisfied.

- From a campus perspective, the percentage of students at SIAST Kelsey campus who were satisfied with their program increased only by 1% in the past year (90% in 2010-11 versus 91% in 2011-12).
- Consistent with 2010-11 and compared to their peers, respondents at SIAST Wascana Campus were slightly less satisfied with their program (87%). Though it is worth emphasizing that the vast majority of students still indicated that they were satisfied.
- A higher proportion of respondents at SIAST Woodland Campus, relative to the other campuses, indicated they were satisfied with their program (95%). A marked improvement since 2009-10 (90%)

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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 five survey years, from 2007-08, 2008-09, 2009-10, 2010-11 and 2011-12 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 2011-12, there were approximately 5,444 students enrolled in SIAST's on-campus base certificate/diploma programs (note: some distance-delivered base programs that chose to participate in the survey are included in the enrolment total). Two thousand four hundred and seventy-four (2,474) students participated in the 2011-12 survey, a 45% response rate. Respondents included students in various programs from all four campuses (numbers by campus: SIAST Kelsey, 889; SIAST Palliser, 465; SIAST Wascana, 776; SIAST Woodland, 344).

The 2011-12 response rate remained similar to the rate obtained in the 2010-11 (45%) and 2009-10 administrations of the survey (45%). 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 (19% response rate). In the results for many questions, the reader will note a variance in 2008-09 from the other years. This 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. The summary of results focuses on a comparison of the 2011-12 and the previous year (2010-11) results.

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 56 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.

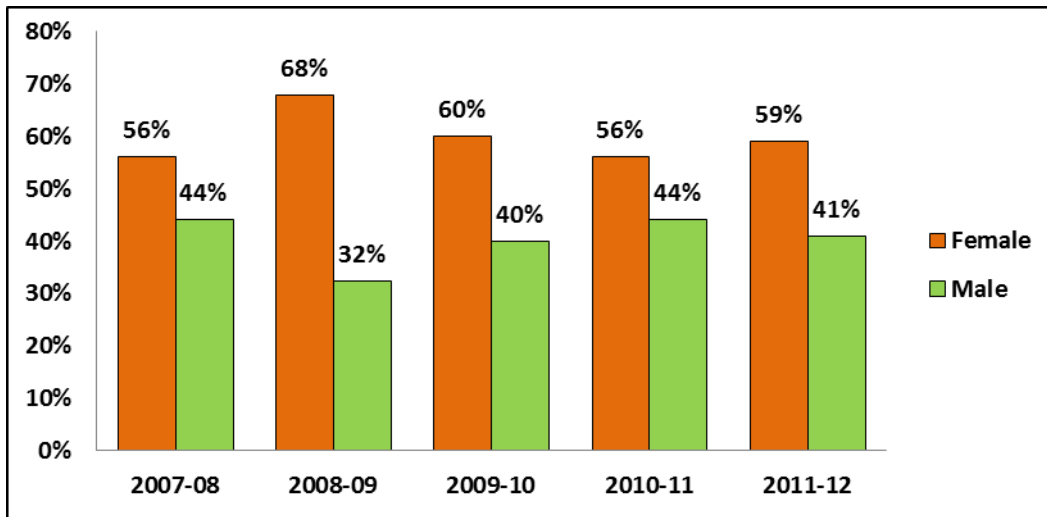
2.0 Demographics and Campus Participation

2.1 Demographics

2.1.1 Gender

SIAST-wide, there were again more female respondents than male respondents (59% versus 41%), which closely reflects the 57%/43% gender ratio of female to male students enrolled in SIAST base on-campus certificate and diploma programs during the 2011-12 academic year (Figure 1).

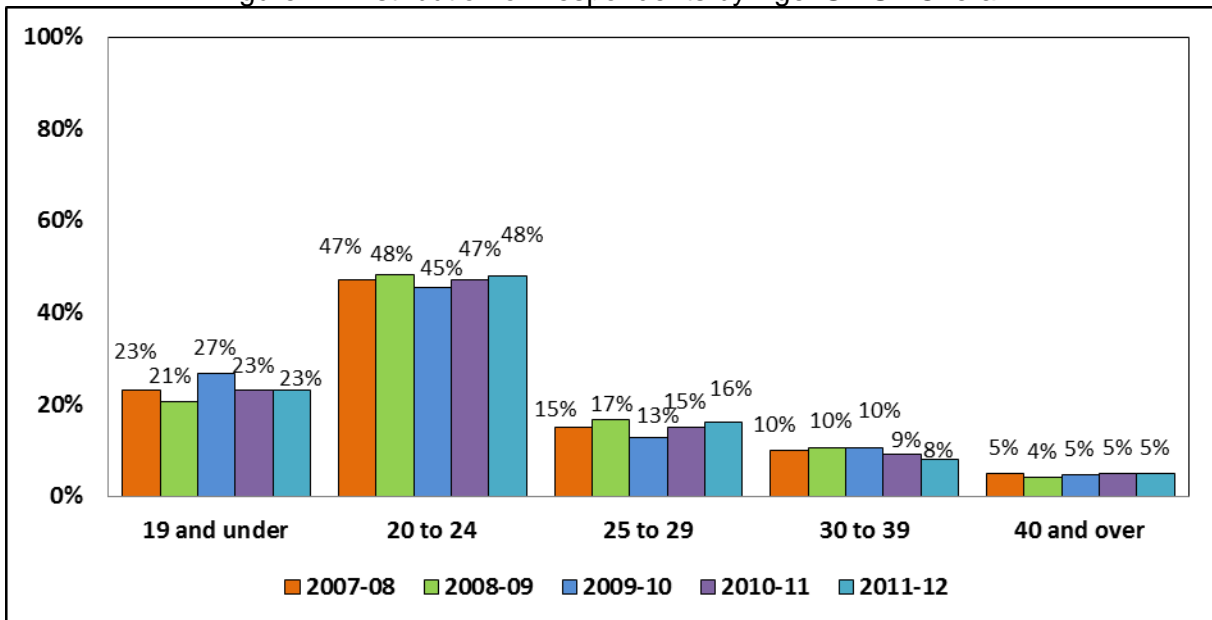
Figure 1: Distribution of Respondents by Gender: SIAST Overall



2.1.2 Age

As with previous years, roughly one-half of the students surveyed belonged to the 20-24 age groups (Figure 2). This is hardly surprising considering that the majority of SIAST students are in their early 20's. The students in the 19 and under age group were consistent with those in the 2010-10 survey (23%).

Figure 2: Distribution of Respondents by Age: SIAST Overall



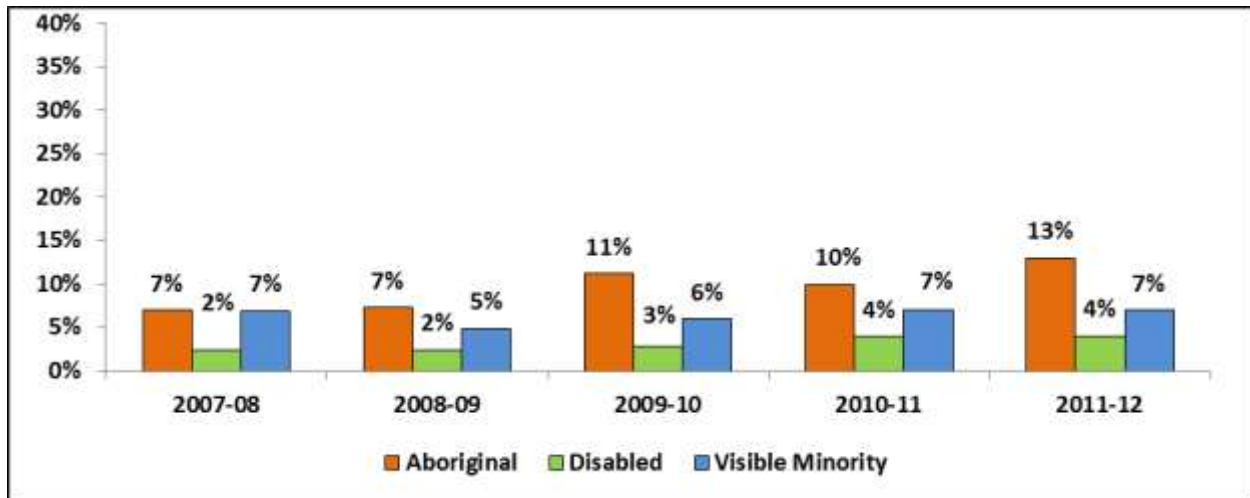
2.1.3 Equity Status

As in previous years, 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 2,474 respondents, 24% answered the question regarding equity status. Roughly 76 percent of these respondents indicated that this question was not applicable to them.

The percentage of respondents reporting that they were Aboriginal (13%) is slightly lower than the number of students who self-declared Aboriginal equity status at the time of registration for on-campus certificate and diploma base programs in 2011-12 (14%).

The percentage of respondents who declared they were disabled at the time of the survey (4%) was also lower than the proportion of students who self-declared they were disabled at time of registration (7%). On the other hand, 7% of respondents indicated they belonged to a visible minority group, which is higher than the proportion of students who declared similarly at time of registration (4%).

Figure 3: Equity Status of Respondents: SIAST Overall



2.2 Campus Participation

As shown in table 1 and figure 4, 36% of 2011-12 survey respondents attended SIAST Kelsey campus, which is slightly lower than the actual proportion (38%) of the student body attending SIAST Kelsey's on-campus certificate/diploma base programs.

SIAST Wascana campus participants comprised one third of 2011-12 survey respondents (31%), slightly higher than the proportion of the actual student body enrolled in base programs at SIAST Wascana (30%).

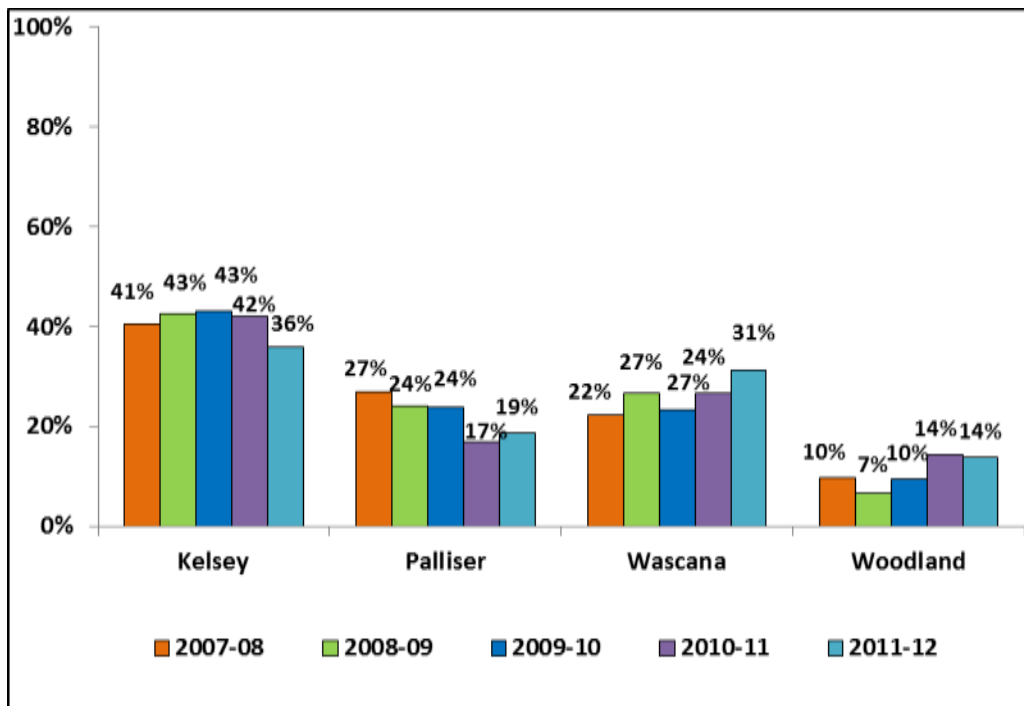
SIAST Palliser campus participation accounted for 19% of all 2011-12 respondents, 1% below the actual proportion of the student body attending SIAST Palliser base programs (20%).

SIAST Woodland participation increased to 14% of respondents in 2011-12, slightly higher than the actual proportion of the student body enrolled in base certificate/diploma programs at SIAST Woodland (12%).

Table 1: Distribution of Respondents by Campus Location

Location	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
SIAST Kelsey	801	40.6	409	42.6	1,032	43.2	979	42.0	889	35.9
SIAST Palliser	533	27.0	231	24.1	568	23.8	396	17.0	465	18.8
SIAST Wascana	441	22.4	256	26.7	561	23.5	624	26.8	776	31.4
SIAST Woodland	195	9.9	64	6.7	226	9.5	333	14.3	344	13.9
SIAST Total	1,970	100	960	100	2,387	100	2,332	100	2,474	100

Figure 4: Distribution of Respondents by Campus Location



3.0 Satisfaction with Programs

In an effort to evaluate student satisfaction with SIAST's program offerings, respondents were asked to evaluate a series of statements using a four-point scale (Strongly Agree, Agree, Disagree, and Strongly Disagree). A "Don't Know/Not Applicable" option was also included for students who may not have experience with the topic addressed in the question or who are simply unsure of their opinion.

3.1 SIAST Overall

As with previous years, most 2011-12 respondents reported that they were satisfied with the training they received at SIAST (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, 90% of all 2011-12 respondents (2,232 of 2,474) indicated they were satisfied with their programs, a figure that was consistent with what was seen over the past two years (90% in 2010-11 and 89% in 2009-10).

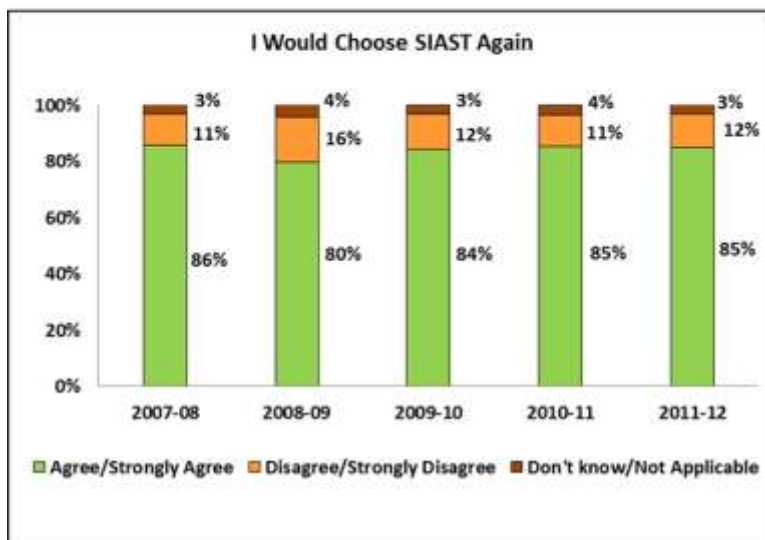
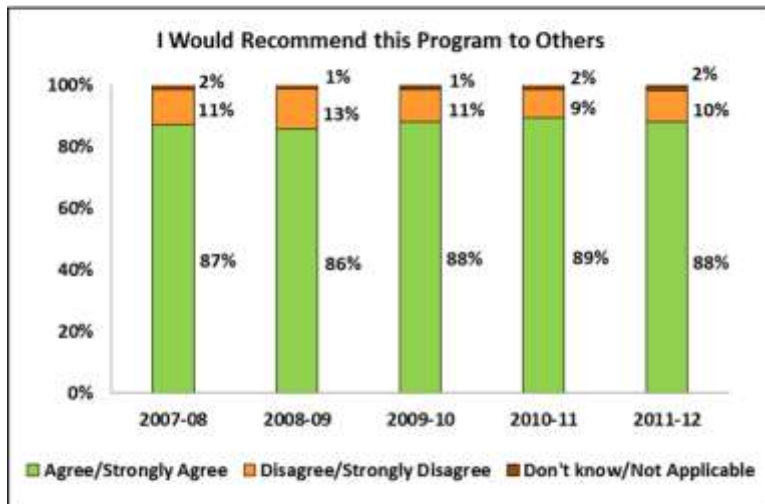
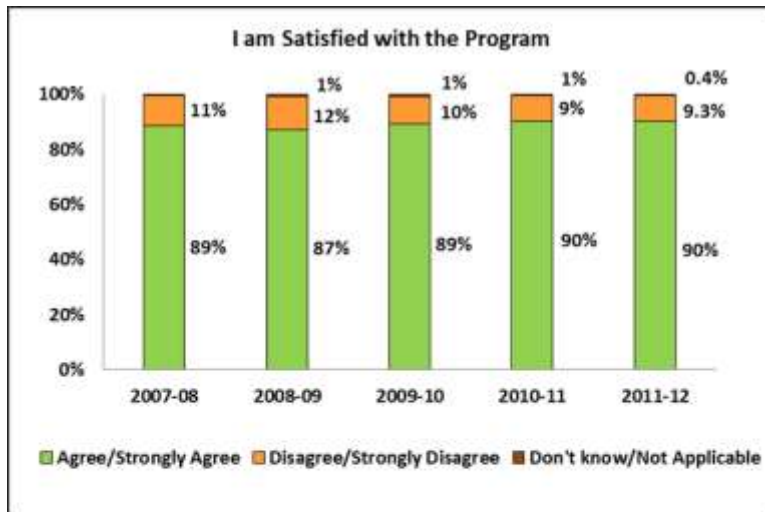
Further, 88% of respondents said they would recommend SIAST's programs to others. This figure, incidentally, was nearly identical to what was witnessed in 2010-11 (89%) and 2009-10 (88%) surveys years.

Over four-fifths of respondents (85%) indicated they would attend SIAST if they were starting their training over again. This, again, was very similar to what was seen in the past two survey years (2010-11 - 85% and 2009-10 - 84%).

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
2010-11	Strongly Agree	575	24.7	752	32.3	896	38.5
	Agree	1,532	65.7	1,330	57.1	1,090	46.8
	Disagree	173	7.4	158	6.8	201	8.6
	Strongly Disagree	40	1.7	52	2.2	58	2.5
	Don't Know/Not Applicable	12	0.5	38	1.6	84	3.6
2011-12	Strongly Agree	591	23.9	744	30.1	885	35.8
	Agree	1,641	66.3	1,436	58.0	1,211	49.0
	Disagree	193	7.8	198	8.0	224	9.1
	Strongly Disagree	38	1.5	53	2.1	68	2.8
	Don't Know/Not Applicable	11	0.4	43	1.7	84	3.4

Figure 5: Satisfaction with Programs: SIAST Overall



3.2 By Campus

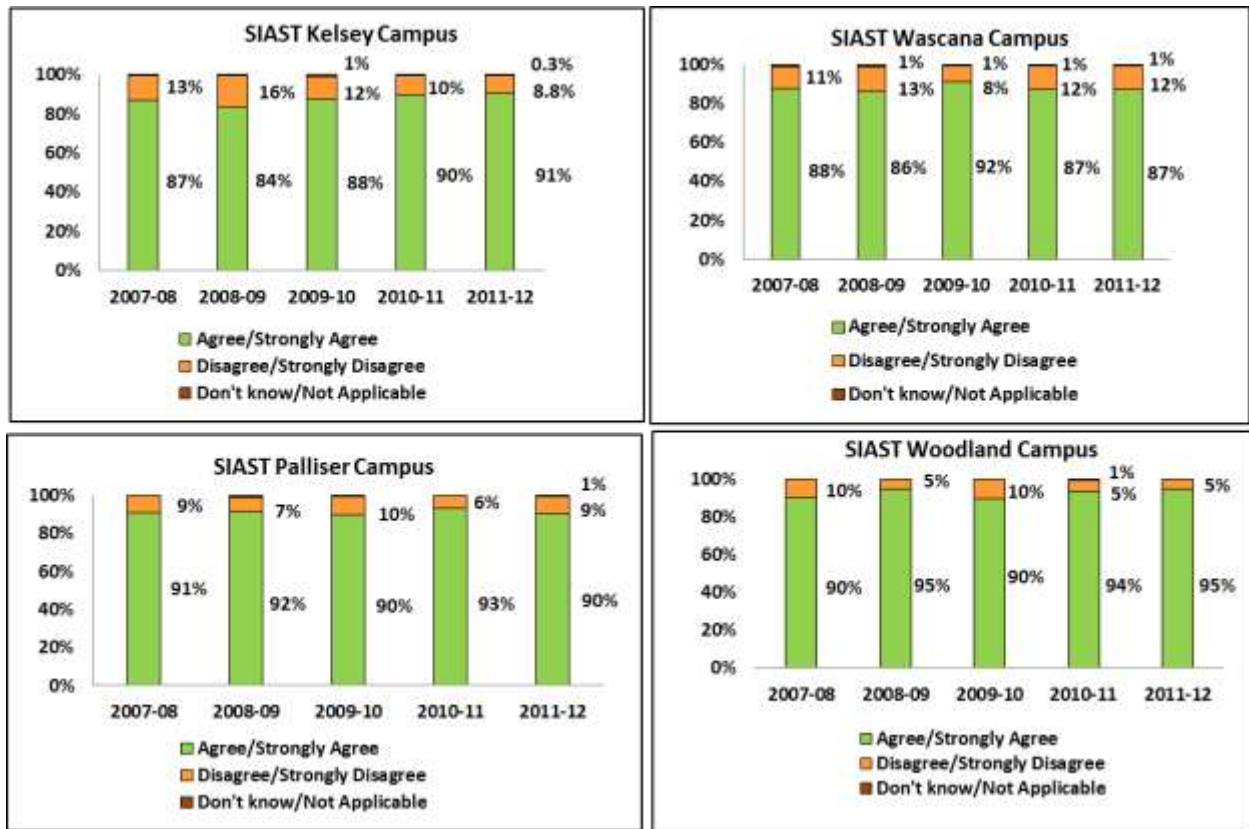
3.2.1 Satisfaction with Programs

When disaggregating the results by campus, the percentage of students agreeing that they were satisfied with their program ranged from 87% to 95% (table 3, figure 6). SIAST Wascana campus had the lowest proportion of students (87%) who agreed that they were satisfied with their program, consistent with the proportion in 2010-11 (87%). Similar to the previous year, SIAST Woodland campus, once again recorded the highest overall satisfaction rate in 2011-12 (95%) – (94% in 2010-11).

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	SIAST Kelsey	829	22.4	64.4	9.9	2.8	0.5
	SIAST Palliser	547	17.6	73.3	7.9	1.1	0.2
	SIAST Wascana	534	20.8	67.0	9.0	2.4	0.7
	SIAST Woodland	207	33.8	56.5	7.7	1.9	0.0
2008-09	SIAST Kelsey	409	24.0	59.7	12.0	4.2	0.2
	SIAST Palliser	231	36.4	55.4	6.1	0.9	1.3
	SIAST Wascana	256	36.7	49.6	10.5	2.0	1.2
	SIAST Woodland	64	57.8	37.5	4.7	0.0	0.0
2009-10	SIAST Kelsey	1,031	21.1	66.4	8.6	3.0	0.8
	SIAST Palliser	568	20.1	69.5	8.1	1.9	0.4
	SIAST Wascana	561	25.3	66.1	6.6	1.2	0.7
	SIAST Woodland	226	43.8	46.0	8.8	1.3	0.0
2010-11	SIAST Kelsey	979	23.8	66.0	8.2	1.5	0.5
	SIAST Palliser	396	23.5	69.9	5.3	1.0	0.3
	SIAST Wascana	624	22.8	64.6	8.8	3.2	0.6
	SIAST Woodland	333	32.1	61.9	5.1	0.3	0.6
2011-12	SIAST Kelsey	889	22.8	68.1	7.0	1.8	0.3
	SIAST Palliser	465	22.2	68.2	7.3	1.5	0.9
	SIAST Wascana	776	19.6	67.8	10.2	1.9	0.5
	SIAST Woodland	344	38.7	56.1	5.2	0.0	0.0

Figure 6: Satisfaction with Programs: By Campus



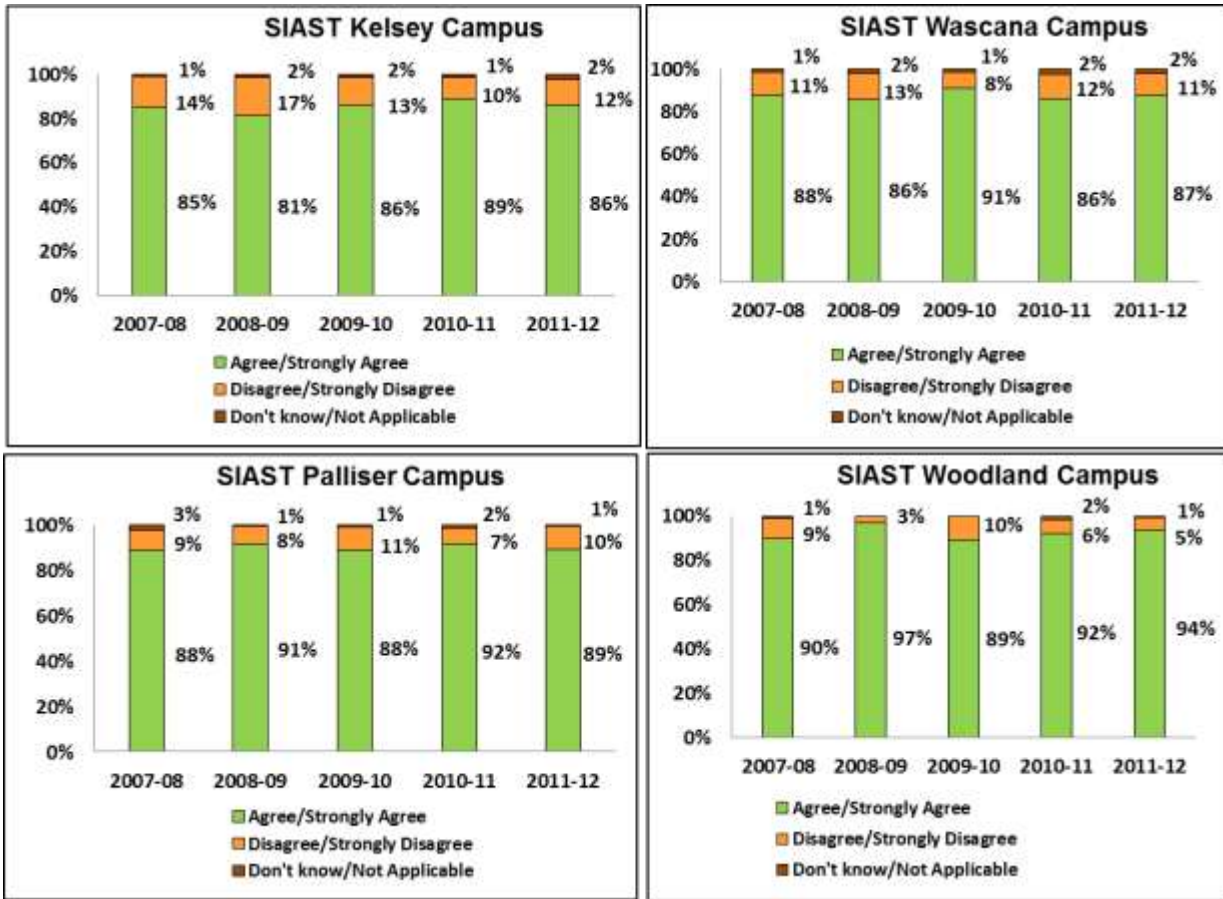
3.2.2 Would Recommend SIAST Programs to Others

As illustrated in table 4 and figure 7, SIAST Woodland campus had the largest proportion of 2011-12 students (94%) who agreed they would recommend SIAST programs to others, followed by SIAST Palliser campus (89%). SIAST Kelsey campus had the lowest recommendation rate of all four campuses at 86%, a three percent decrease from 2010-11.

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	SIAST Kelsey	829	27.9	57.3	11.6	2.3	1.0
	SIAST Palliser	547	26.1	62.3	6.9	2.0	2.6
	SIAST Wascana	534	29.0	59.0	8.4	2.4	1.1
	SIAST Woodland	207	39.1	50.7	6.8	1.9	1.4
2008-09	SIAST Kelsey	409	27.4	53.8	12.5	4.9	1.5
	SIAST Palliser	231	40.7	50.6	6.9	0.9	0.9
	SIAST Wascana	256	43.8	41.8	9.4	3.5	1.6
	SIAST Woodland	64	50.0	46.9	3.1	0.0	0.0
2009-10	SIAST Kelsey	1,032	25.7	60.3	9.2	3.4	1.5
	SIAST Palliser	568	24.6	63.7	7.9	2.6	1.1
	SIAST Wascana	561	36.0	55.1	6.6	1.1	1.2
	SIAST Woodland	226	51.8	37.6	9.7	0.4	0.4
2010-11	SIAST Kelsey	978	31.6	57.7	6.6	2.7	1.4
	SIAST Palliser	395	29.4	62.8	4.6	1.8	1.5
	SIAST Wascana	624	29.8	56.4	8.7	3.0	2.1
	SIAST Woodland	333	42.3	49.8	6.3	0.0	1.5
2011-12	SIAST Kelsey	889	29.5	56.6	9.2	2.4	2.4
	SIAST Palliser	465	27.3	61.7	8.4	1.7	0.9
	SIAST Wascana	776	24.9	62.5	8.2	2.4	1.9
	SIAST Woodland	344	47.1	46.8	3.8	1.5	0.9

Figure 7: Would Recommend SIAS Programs to Others: By Campus



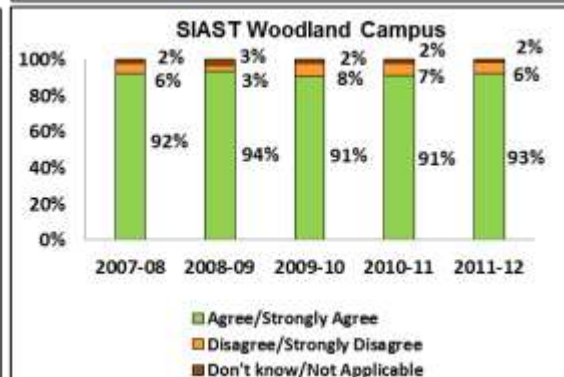
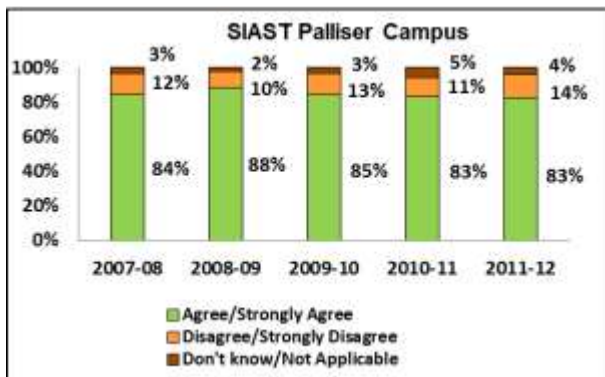
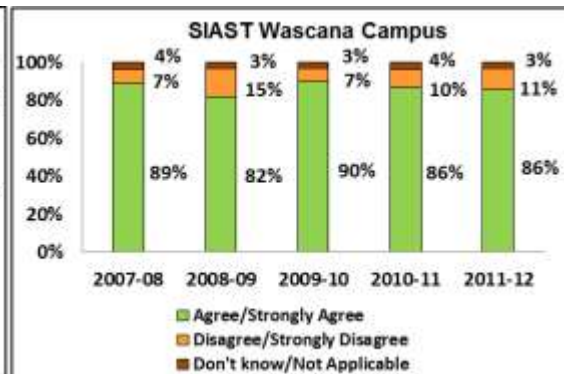
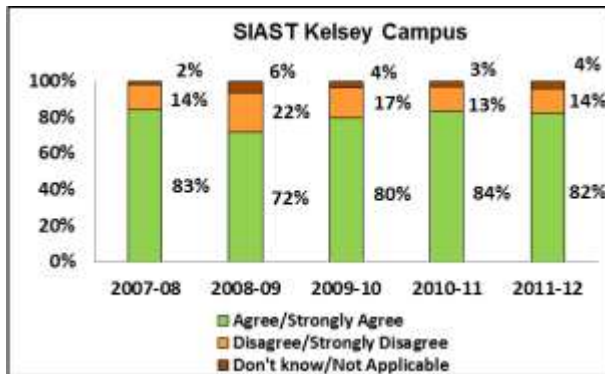
3.2.3 Would Choose to Attend SIAST Again

More than four-fifths of respondents at each campus indicated that they would attend SIAST again. The SIAST Woodland campus had the largest percentage of students who agreed they would choose SIAST again if they were starting their training over (93%). SIAST Palliser and SIAST Kelsey campuses had the lowest percentage at 83% and 82%, respectively (table 5, figure 8).

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	SIAST Kelsey	829	35.7	47.4	9.7	3.9	3.4
	SIAST Palliser	547	35.1	49.2	9.1	3.3	3.3
	SIAST Wascana	534	36.1	52.8	5.2	2.2	3.6
	SIAST Woodland	207	50.2	42.0	4.3	1.4	1.9
2008-09	SIAST Kelsey	409	28.1	43.5	15.6	6.4	6.4
	SIAST Palliser	231	48.1	40.3	7.8	1.7	2.2
	SIAST Wascana	256	44.1	37.9	11.3	3.5	3.1
	SIAST Woodland	64	59.4	34.4	1.6	1.6	3.1
2009-10	SIAST Kelsey	1,030	30.2	49.4	10.9	5.7	3.8
	SIAST Palliser	568	33.8	50.7	9.0	3.5	3.0
	SIAST Wascana	561	44.6	45.5	5.5	1.1	3.4
	SIAST Woodland	226	47.3	43.4	6.6	0.9	1.8
2010-11	SIAST Kelsey	976	35.6	48.2	10.6	2.8	3.0
	SIAST Palliser	396	36.6	46.7	9.1	2.3	5.3
	SIAST Wascana	624	40.1	46.0	6.6	2.9	4.5
	SIAST Woodland	333	46.2	44.4	6.3	1.2	1.8
2011-12	SIAST Kelsey	889	34.6	47.5	10.2	3.6	4.0
	SIAST Palliser	465	35.5	47.3	11.2	2.4	3.7
	SIAST Wascana	776	31.8	53.7	8.5	2.6	3.4
	SIAST Woodland	344	48.3	44.5	4.4	1.5	1.5

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



4.0 Orientation to Support Services and Environment at SIAST

4.1 Orientation to SIAST Support Services

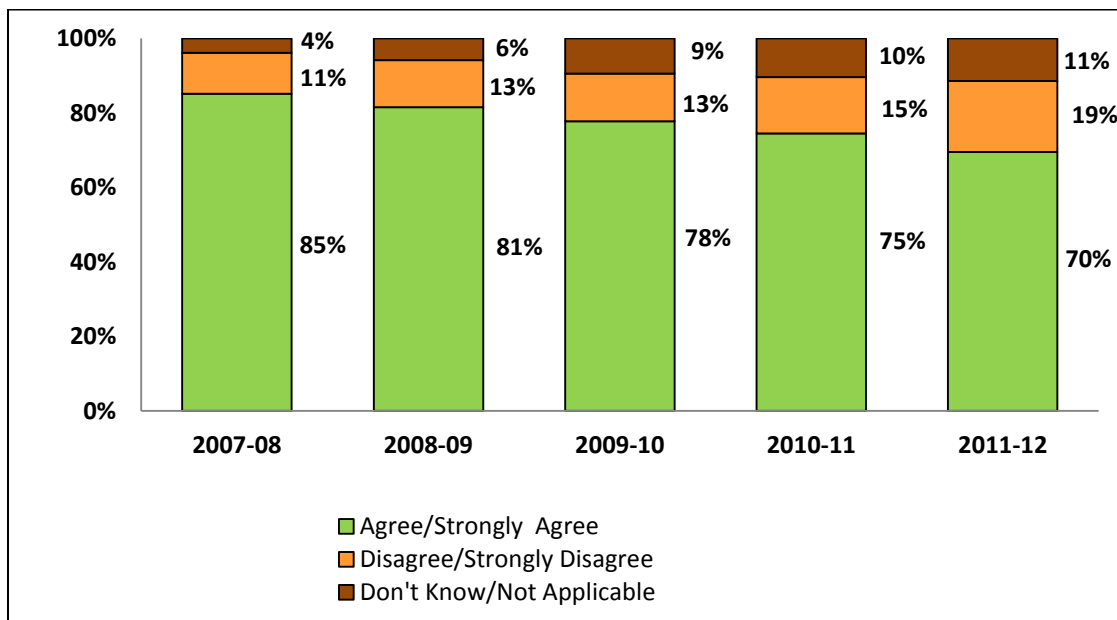
4.1.1 SIAST Overall

Respondents were asked to indicate whether they agreed 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 70% of respondents in 2011-12 agreed that the orientation was effective (table 6, figure 9). This is the lowest since 2007-08.

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

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	507	23.9	254	26.5	462	19.4	454	19.5	421	17.1
Agree	1,296	61.2	527	55.0	1,391	58.4	1,284	55.1	1,294	52.4
Disagree	193	9.1	95	9.9	251	10.5	287	12.3	359	14.5
Strongly Disagree	40	1.9	26	2.7	56	2.3	65	2.8	114	4.6
Don't Know / Not Applicable	81	3.8	56	5.8	223	9.4	242	10.4	281	11.4

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



4.1.2 By Campus

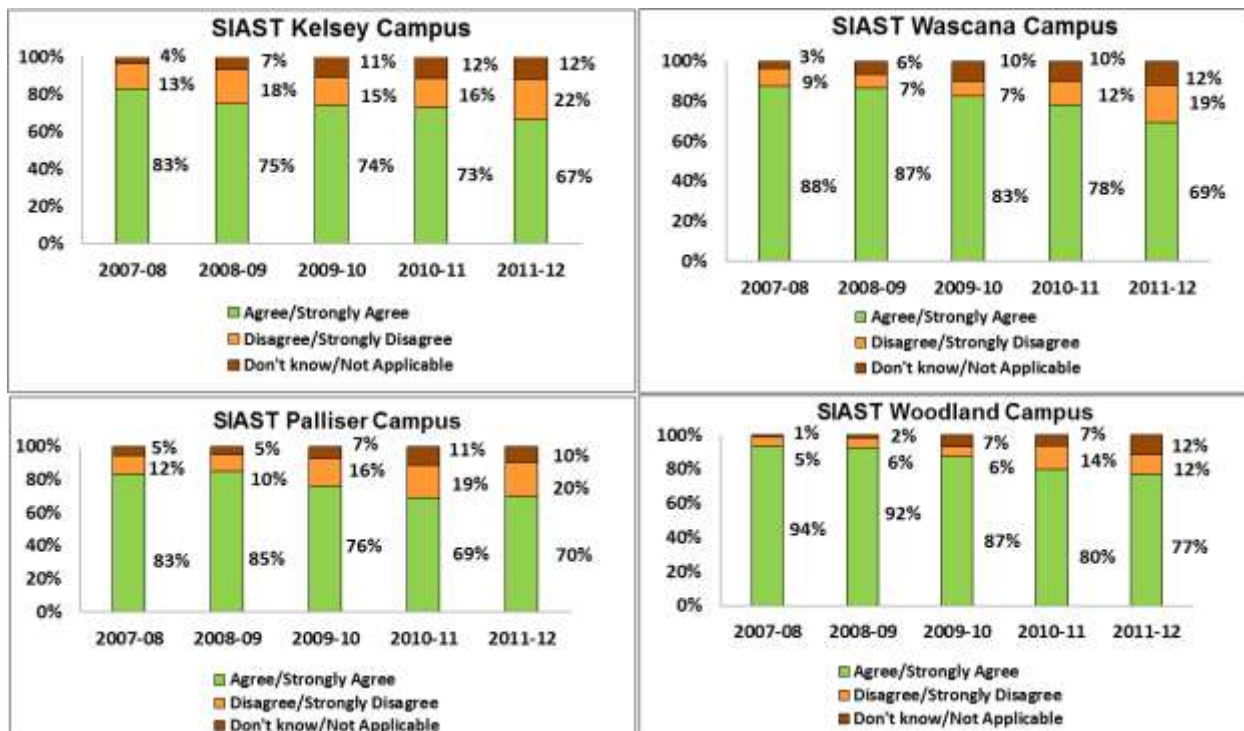
As shown in table 7 and figure 10, SIAST Woodland campus had the highest proportion of respondents (77%) that agreed the orientation to support services allowed them to access and use services effectively, though this was down from 2010-11 (80%). SIAST Kelsey campus had the lowest marks from respondents (67% in 2011-12, down from 73% in 2010-11).

In general, the proportion of students agreeing to the usefulness of orientation to SIAST support services declined across all campuses, significantly so among SIAST Wascana and SIAST Kelsey students (down 9% and 6% respectively from 2010-11 numbers).

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	SIAST Kelsey	829	21.4	61.3	10.5	2.9	4.0
	SIAST Palliser	547	20.3	62.9	10.4	1.3	5.1
	SIAST Wascana	534	25.7	62.2	7.5	1.3	3.4
	SIAST Woodland	207	39.6	54.1	4.3	1.0	1.0
2008-09	SIAST Kelsey	408	17.6	57.1	14.5	3.9	6.9
	SIAST Palliser	231	32.5	52.4	8.7	1.7	4.8
	SIAST Wascana	256	29.8	56.9	5.1	2.0	6.3
	SIAST Woodland	64	48.4	43.8	4.7	1.6	1.6
2009-10	SIAST Kelsey	1,030	14.8	58.9	12.8	2.6	10.9
	SIAST Palliser	568	17.1	59.3	12.9	3.5	7.2
	SIAST Wascana	560	24.6	58.2	5.9	1.4	9.8
	SIAST Woodland	225	33.3	53.8	5.8	0.4	6.7
2010-11	SIAST Kelsey	979	15.2	57.4	11.8	3.9	11.6
	SIAST Palliser	396	17.7	51.5	16.9	2.5	11.4
	SIAST Wascana	624	23.6	54.5	10.4	1.8	9.8
	SIAST Woodland	333	26.4	53.5	11.7	1.8	6.6
2011-12	SIAST Kelsey	888	14.6	51.9	16.9	4.7	11.8
	SIAST Palliser	455	14.4	55.5	16.6	3.7	9.9
	SIAST Wascana	772	17.1	52.2	13.2	5.8	11.7
	SIAST Woodland	344	26.7	50.0	8.7	2.9	11.6

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



4.2 General Environment at SIAST

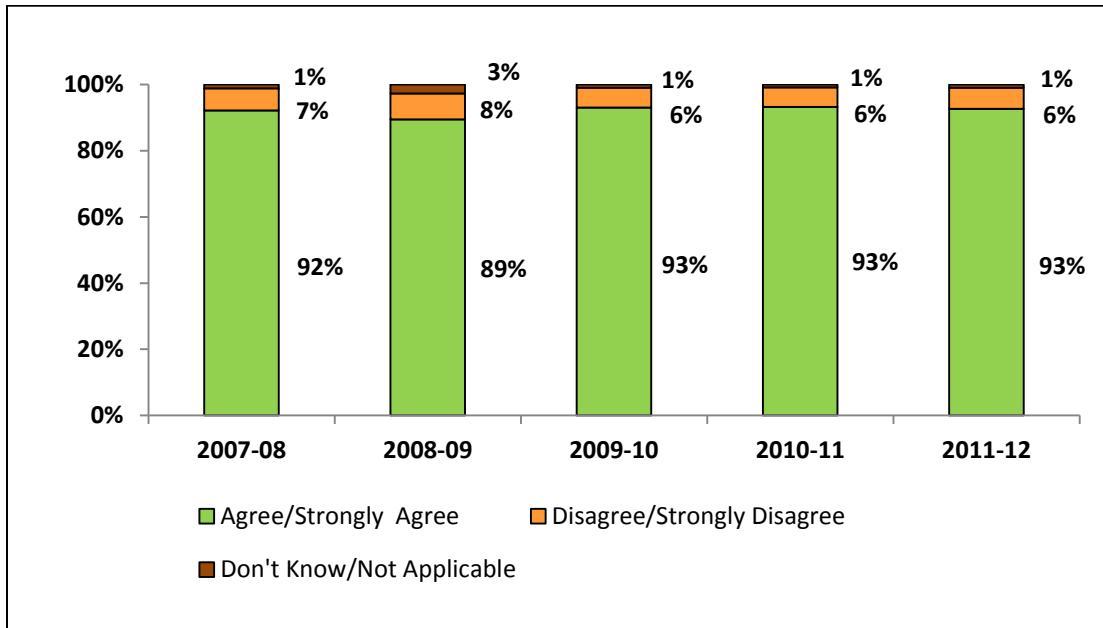
4.2.1 SIAST Overall

Respondents were asked whether SIAST's environment was welcoming and friendly. Overall, the vast majority of 2011-12 respondents (93%) agreed that SIAST has a welcoming and friendly environment (table 8). The 2011-12 response distribution mirrored that of the previous two administrations of the surveys in 2010-11 and 2009-10 as illustrated by figure 11.

Table 8: General Environment at SIAST: SIAST Overall

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	744	35.1	349	36.4	757	31.8	772	33.1	757	30.7
Agree	1,207	57.0	508	52.9	1,462	61.4	1,401	60.2	1,533	62.1
Disagree	101	4.8	64	6.7	113	4.7	112	4.8	126	5.1
Strongly Disagree	41	1.9	11	1.1	30	1.3	26	1.1	31	1.3
Don't Know / Not Applicable	24	1.1	26	2.7	21	0.9	18	0.8	22	0.9

Figure 11: General Environment at SIAST: SIAST Overall



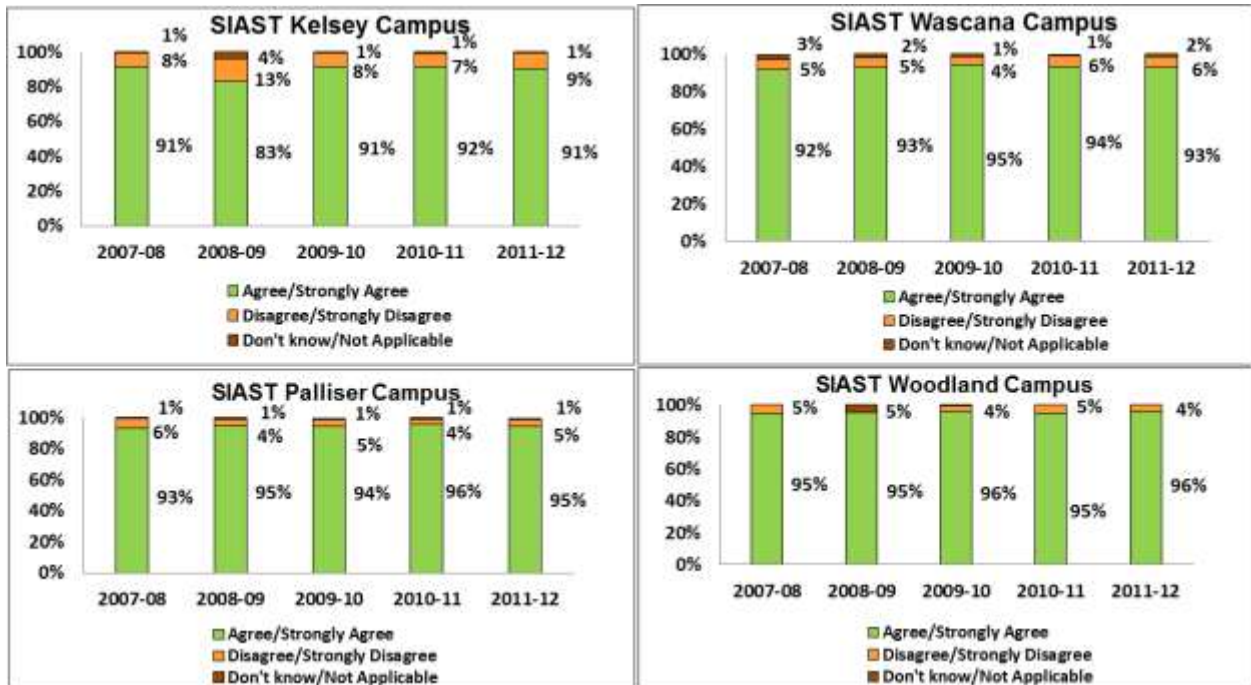
4.2.2 By Campus

As illustrated in table 9 and figure 12, the overwhelming majority of 2011-12 students at all four campuses agreed that their campus environment was welcoming and friendly. SIAST Palliser (95%) and SIAST Woodland (96%) campuses had the highest proportions of students who agreed, followed closely by SIAST Wascana (93%) and then SIAST Kelsey (91%). All of these results are fairly consistent with what was seen in 2010-11.

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	SIAST Kelsey	829	31.4	59.8	5.5	2.7	0.6
	SIAST Palliser	547	38.2	54.8	4.9	1.5	0.5
	SIAST Wascana	534	35.0	56.7	3.9	1.3	3.0
	SIAST Woodland	207	42.5	52.2	3.4	1.9	0.0
2008-09	SIAST Kelsey	408	26.7	56.4	11.3	1.7	3.9
	SIAST Palliser	231	49.1	46.1	3.5	0.4	0.9
	SIAST Wascana	256	36.7	56.3	3.9	1.2	2.0
	SIAST Woodland	64	51.6	43.8	0.0	0.0	4.7
2009-10	SIAST Kelsey	1,031	23.3	67.9	6.0	1.9	0.9
	SIAST Palliser	568	32.2	62.1	4.0	0.9	0.7
	SIAST Wascana	559	39.9	54.6	3.4	0.9	1.3
	SIAST Woodland	225	49.3	46.2	4.0	0.0	0.4
2010-11	SIAST Kelsey	977	27.3	64.4	5.8	1.3	1.1
	SIAST Palliser	395	37.2	58.5	2.8	0.8	0.8
	SIAST Wascana	624	34.3	59.3	4.6	1.1	0.6
	SIAST Woodland	333	43.2	51.4	4.5	0.9	0.0
2011-12	SIAST Kelsey	889	26.4	64.2	6.7	1.8	0.8
	SIAST Palliser	465	30.5	64.1	4.3	0.4	0.6
	SIAST Wascana	773	28.8	63.8	4.4	1.4	1.6
	SIAST Woodland	342	45.9	50.0	3.5	0.6	0.0

Figure 12: General Environment at SIAST: By Campus



5.0 Learning Resources

5.1 Sufficiency and Relevancy of Resource Materials at the Libraries

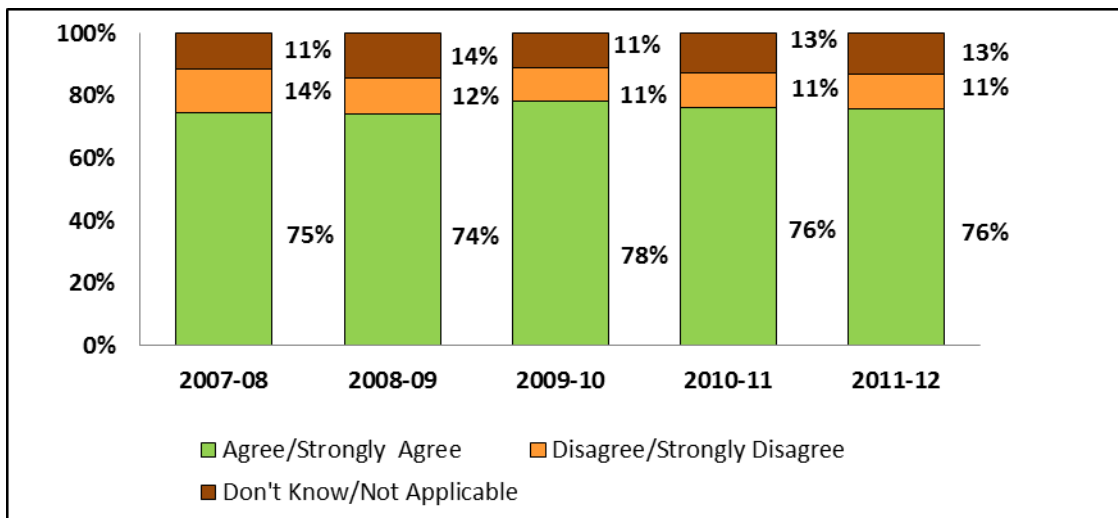
5.1.1 SIAST Overall

Respondents were asked their opinion regarding the sufficiency and relevancy of library resource materials (books, video tapes, audio tapes, periodicals, pamphlets, etc.) available for use in their programs. As shown in table 10 and figure 13, in the 2011-12 survey, 76% respondents indicated there were sufficient and relevant library resource materials, consistent with the 2010-11 (76%) survey.

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

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	372	17.6	170	17.7	476	20.0	451	19.3	461	18.6
Agree	1,210	57.2	540	56.4	1,391	58.4	1,321	56.7	1,414	57.2
Disagree	249	11.8	92	9.6	213	8.9	213	9.1	221	8.9
Strongly Disagree	46	2.2	20	2.1	38	1.6	54	2.3	58	2.3
Don't Know / Not Applicable	240	11.3	136	14.2	265	11.1	292	12.5	318	12.9

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



5.1.2 By Campus

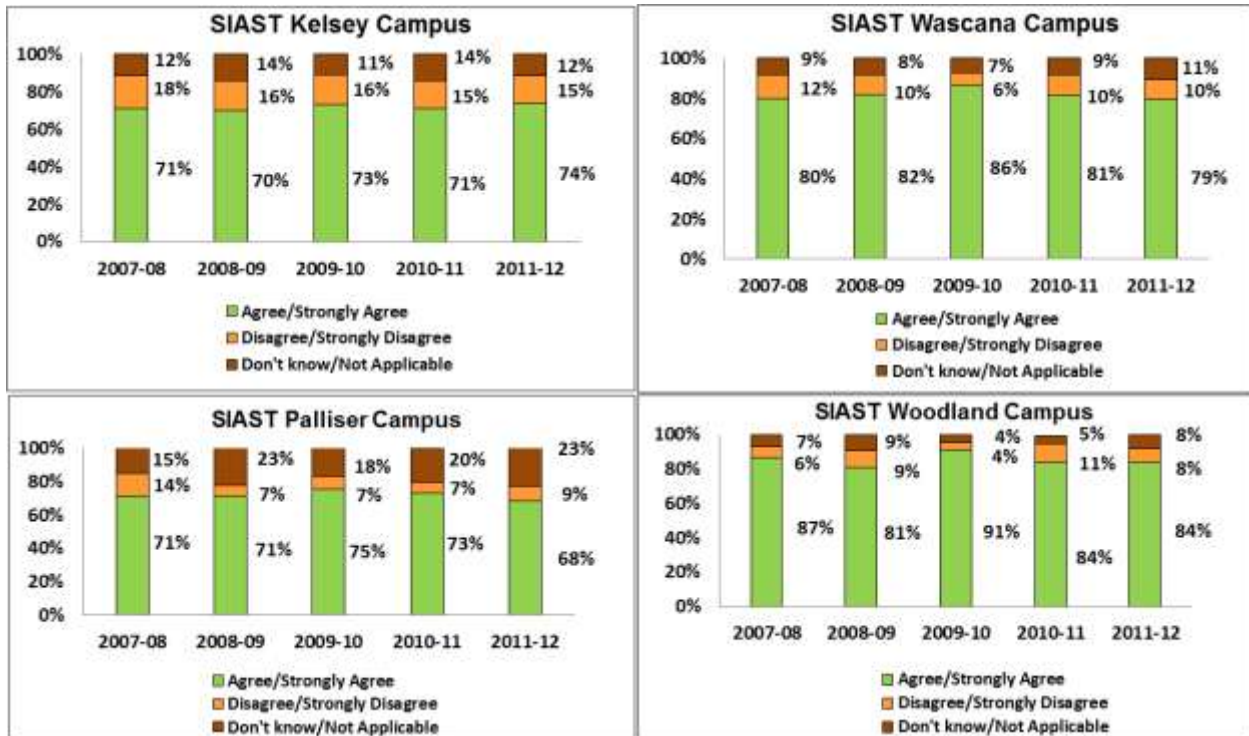
In 2011-12, SIAST Woodland campus had the highest proportion of students (84%) that felt the library resource materials for use in their program were sufficient and relevant, consistent with the results in 2010-11.

SIAST Wascana campus followed with 79% of students responding similarly, a figure that is 2% down from 2010-11. As with 2010-11 results, close to three-quarters of students at SIAST Kelsey campus (74%) were satisfied with the library resources available (table 11, figure 14). SIAST Palliser campus had the lowest respondents who agreed to the sufficiency of Library resource materials (68%), this figure is the lowest out of the five survey years (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	SIAST Kelsey	829	14.6	56.3	15.0	2.5	11.6
	SIAST Palliser	547	14.4	56.7	10.4	3.3	15.2
	SIAST Wascana	534	21.2	58.6	10.7	0.9	8.6
	SIAST Woodland	207	28.5	58.0	5.3	1.0	7.2
2008-09	SIAST Kelsey	409	11.7	58.2	13.2	2.9	13.9
	SIAST Palliser	229	20.5	50.2	5.7	0.9	22.7
	SIAST Wascana	256	21.1	60.9	7.4	2.3	8.2
	SIAST Woodland	64	32.8	48.4	9.4	0.0	9.4
2009-10	SIAST Kelsey	1,031	13.8	59.2	13	2.9	11.2
	SIAST Palliser	567	15.7	59.4	6.3	1.1	17.5
	SIAST Wascana	560	28.2	58.2	5.9	0.4	7.3
	SIAST Woodland	225	38.7	52.4	4.4	0.0	4.4
2010-11	SIAST Kelsey	979	15.1	56.1	11.0	3.5	14.3
	SIAST Palliser	396	19.2	53.5	5.8	1.0	20.5
	SIAST Wascana	623	22.5	58.9	9.0	1.0	8.7
	SIAST Woodland	333	26.1	58.0	7.8	3.0	5.1
2011-12	SIAST Kelsey	889	15.2	58.6	11.4	3.4	11.5
	SIAST Palliser	465	14.8	53.3	7.1	1.9	22.8
	SIAST Wascana	775	19.7	59.6	8	2.1	10.6
	SIAST Woodland	343	30.3	53.4	7.3	0.9	8.2

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



6.0 Campus Facilities

6.1 Classroom Facilities

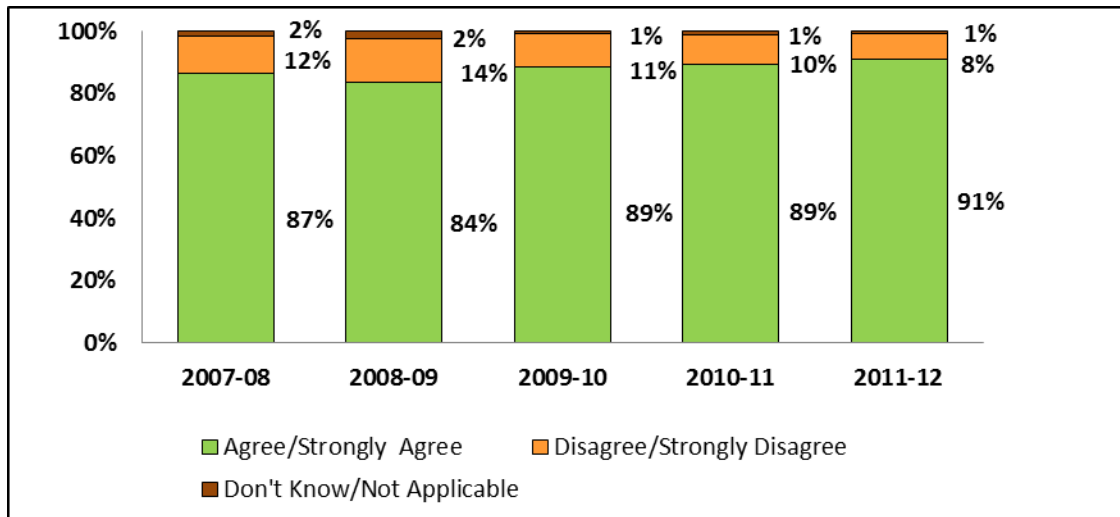
6.1.1 SIAST Overall

As part of the survey, respondents were asked to provide their level of agreement that classroom facilities are appropriate at SIAST. In 2011-12, the majority of respondents (91%) indicated that classroom facilities were appropriate, an increase of 2% from the 2010-11 survey results (table 12, figure 15).

Table 12: Appropriateness of Classroom Facilities: SIAST Overall

Response	2007-08		2008-09		2009-10		2010/11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	493	23.3	214	22.3	600	25.2	614	26.4	684	27.7
Agree	1,337	63.2	588	61.3	1,515	63.5	1,469	63.0	1,567	63.5
Disagree	191	9.0	97	10.1	198	8.3	157	6.7	167	6.8
Strongly Disagree	65	3.1	36	3.8	54	2.3	69	3.0	38	1.5
Don't Know / Not Applicable	31	1.5	23	2.4	18	0.8	21	0.9	13	0.5

Figure 15: Appropriateness of Classroom Facilities: SIAST Overall



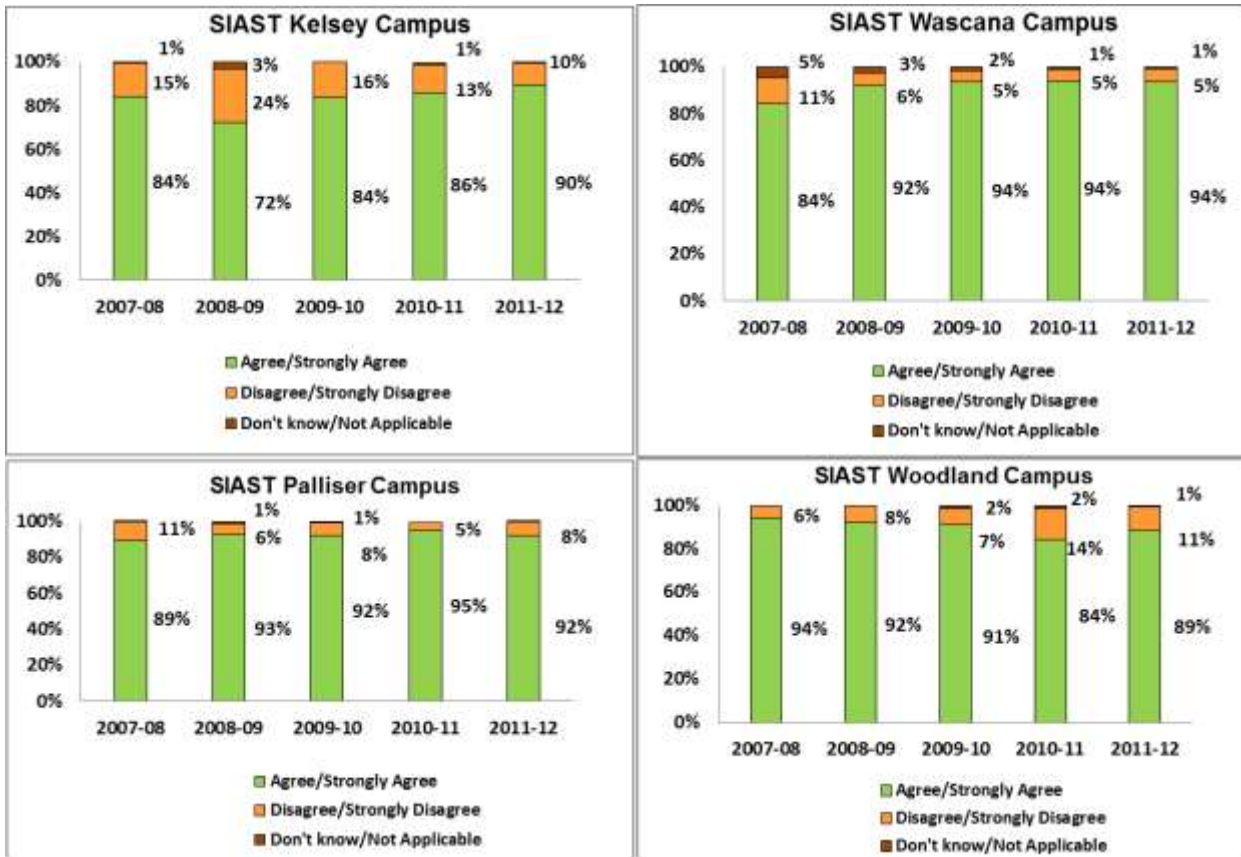
6.1.2 By Campus

In 2011-12, an overwhelming majority of students from all four campuses expressed satisfaction with the classroom facilities. SIAST Palliser and SIAST Wascana campuses had the highest percentages (92% and 94%, respectively), while SIAST Woodland had the lowest (89%). With the exception of SIAST Palliser and SIAST Wascana, all campuses experienced increases in student satisfaction from the 2010-11 results.

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	SIAST Kelsey	829	20.0	64.2	10.7	4.5	0.6
	SIAST Palliser	547	21.2	68.0	7.5	3.1	0.2
	SIAST Wascana	534	26.2	57.9	9.2	2.1	4.7
	SIAST Woodland	207	34.3	59.9	5.8	0.0	0.0
2008-09	SIAST Kelsey	409	14.4	57.9	16.6	7.8	3.2
	SIAST Palliser	229	27.5	65.1	5.7	0.4	1.3
	SIAST Wascana	256	26.6	65.2	4.3	1.2	2.7
	SIAST Woodland	64	37.5	54.7	7.8	0.0	0.0
2009-10	SIAST Kelsey	1,032	19.3	64.3	12.4	3.9	0.1
	SIAST Palliser	567	19.9	72.0	6.3	1.2	0.5
	SIAST Wascana	561	33.5	60.2	3.6	0.9	1.8
	SIAST Woodland	225	44.4	46.7	6.2	0.9	1.8
2010-11	SIAST Kelsey	979	21.3	64.5	9.0	4.5	0.7
	SIAST Palliser	396	26.3	69.2	3.5	1.0	0.0
	SIAST Wascana	623	30.8	63.1	3.7	1.0	1.4
	SIAST Woodland	332	32.8	51.5	9.6	4.5	1.5
2011-12	SIAST Kelsey	888	25.0	64.5	8.3	1.9	0.2
	SIAST Palliser	465	25.8	66.2	6.9	0.9	0.2
	SIAST Wascana	774	27.4	66.3	4.1	1.2	1.0
	SIAST Woodland	342	38.0	50.6	8.5	2.3	0.6

Figure 16: Appropriateness of Classroom Facilities: By Campus



6.2 Shop and Lab Facilities

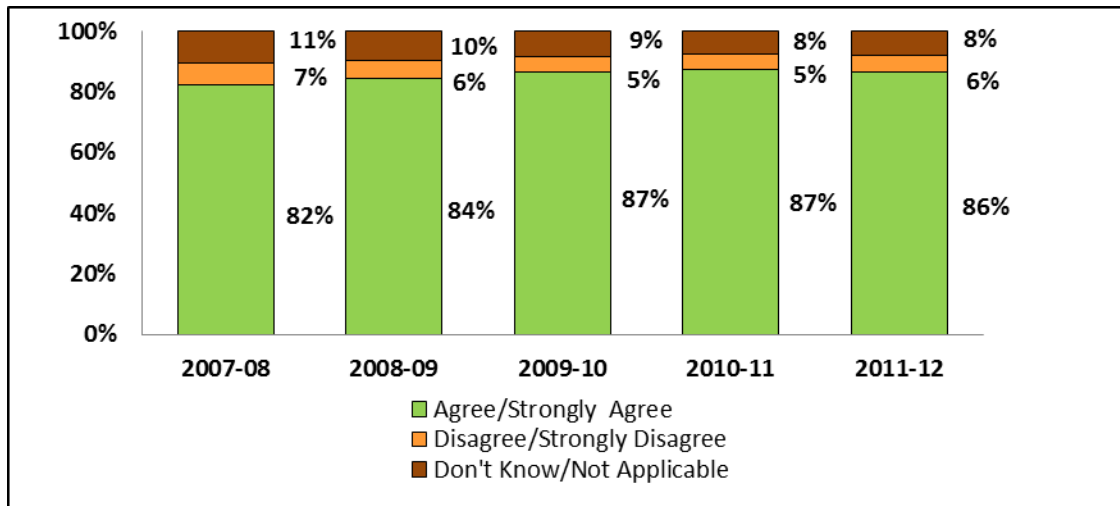
6.2.1 SIAST Overall

Respondents were also asked if they believed that the shop and lab facilities at SIAST were appropriate. As in 2010-11, over four-fifths of respondents (86%) agreed that SIAST's shop and lab facilities were appropriate, a 4 % 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		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	575	27.2	241	25.2	698	29.3	711	30.5	731	29.6
Agree	1,163	54.9	566	59.1	1,366	57.3	1,313	56.4	1,398	56.7
Disagree	131	6.2	46	4.8	92	3.9	101	4.3	112	4.5
Strongly Disagree	21	0.9	11	1.1	21	0.9	27	1.2	31	1.3
Don't Know / Not Applicable	227	10.7	94	9.8	207	8.7	176	7.6	195	7.9

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



6.2.2 By Campus

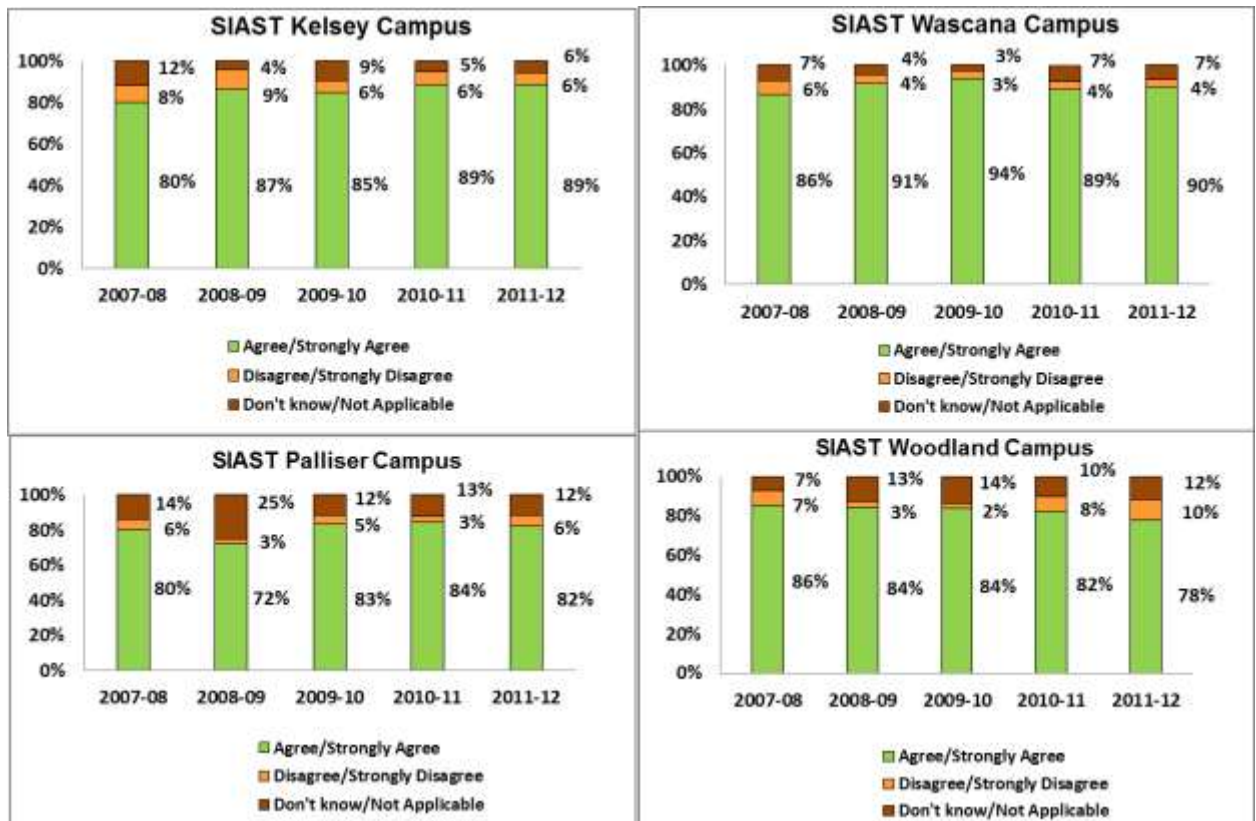
SIAST Wascana and SIAST Kelsey campuses had the highest proportion of students that agreed the campus shop and lab facilities were appropriate (89% and 90% respectively). Notably, SIAST Kelsey campus experienced the same rate of agreement as last year (89%).

On the other hand SIAST Palliser (82%) and SIAST Woodland (78%) campuses with the lowest proportion, experienced decline in 2011-12 (down 2% and 4% respectively).

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	SIAST Kelsey	829	26.3	53.7	7.0	1.3	11.7
	SIAST Palliser	547	23.2	56.7	5.5	0.7	13.9
	SIAST Wascana	534	29.8	56.6	5.8	0.6	7.3
	SIAST Woodland	207	34.3	51.2	5.8	1.4	7.2
2008-09	SIAST Kelsey	409	21.5	65.0	7.6	1.7	4.2
	SIAST Palliser	229	21.4	50.7	1.7	0.9	25.3
	SIAST Wascana	256	32.4	59.0	3.5	0.8	4.3
	SIAST Woodland	64	32.8	51.6	3.1	0.0	12.5
2009-10	SIAST Kelsey	1,031	24.9	60.0	4.8	1.1	9.1
	SIAST Palliser	568	23.3	60.0	3.7	1.2	11.8
	SIAST Wascana	561	37.4	56.5	2.9	0.5	2.7
	SIAST Woodland	226	44.0	40.0	2.2	0.0	13.8
2010-11	SIAST Kelsey	979	28.6	60.0	5.0	1.3	5.1
	SIAST Palliser	396	28.0	56.1	2.8	0.5	12.6
	SIAST Wascana	623	33.2	55.4	3.7	0.8	6.9
	SIAST Woodland	330	34.2	48.2	5.5	2.1	10.0
2011-12	SIAST Kelsey	888	30.9	57.9	4.7	0.8	5.7
	SIAST Palliser	464	25.4	56.7	6.0	0.2	11.6
	SIAST Wascana	774	29.3	60.3	2.7	1.2	6.5
	SIAST Woodland	341	32.8	45.2	6.2	4.1	11.7

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



6.3 Study Space

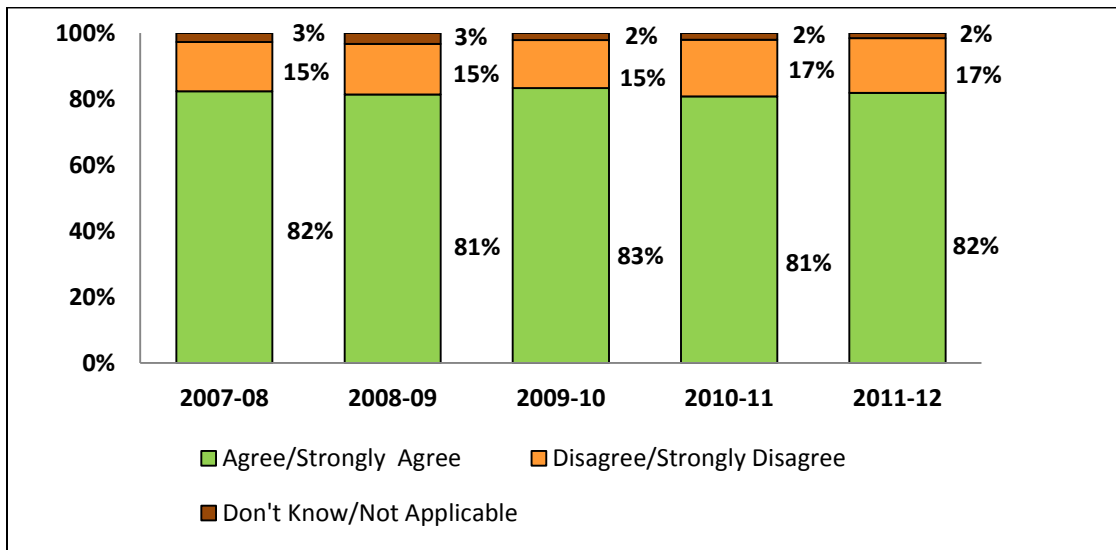
6.3.1 SIAST Overall

Respondents were also asked to indicate their opinions regarding the adequacy of study space at their campus. Roughly four-fifths of 2011-12 respondents (82%) agreed that adequate study space was available. This is consistent with the results of the previous year, when 81% agreed with this statement.

Table 16: Adequacy of Available Study Space: SIAST Overall

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	523	24.7	231	24.1	584	24.5	615	26.4	638	25.8
Agree	1,220	57.6	548	57.1	1,401	58.8	1266	54.4	1,384	56.1
Disagree	259	12.2	101	10.5	277	11.6	292	12.5	306	12.4
Strongly Disagree	58	2.7	46	4.8	72	3.0	109	4.7	103	4.2
Don't Know / Not Applicable	57	2.7	32	3.3	50	2.1	46	2.0	38	1.5

Figure 19: Adequacy of Available Study Space: SIAST Overall



6.3.2 By Campus

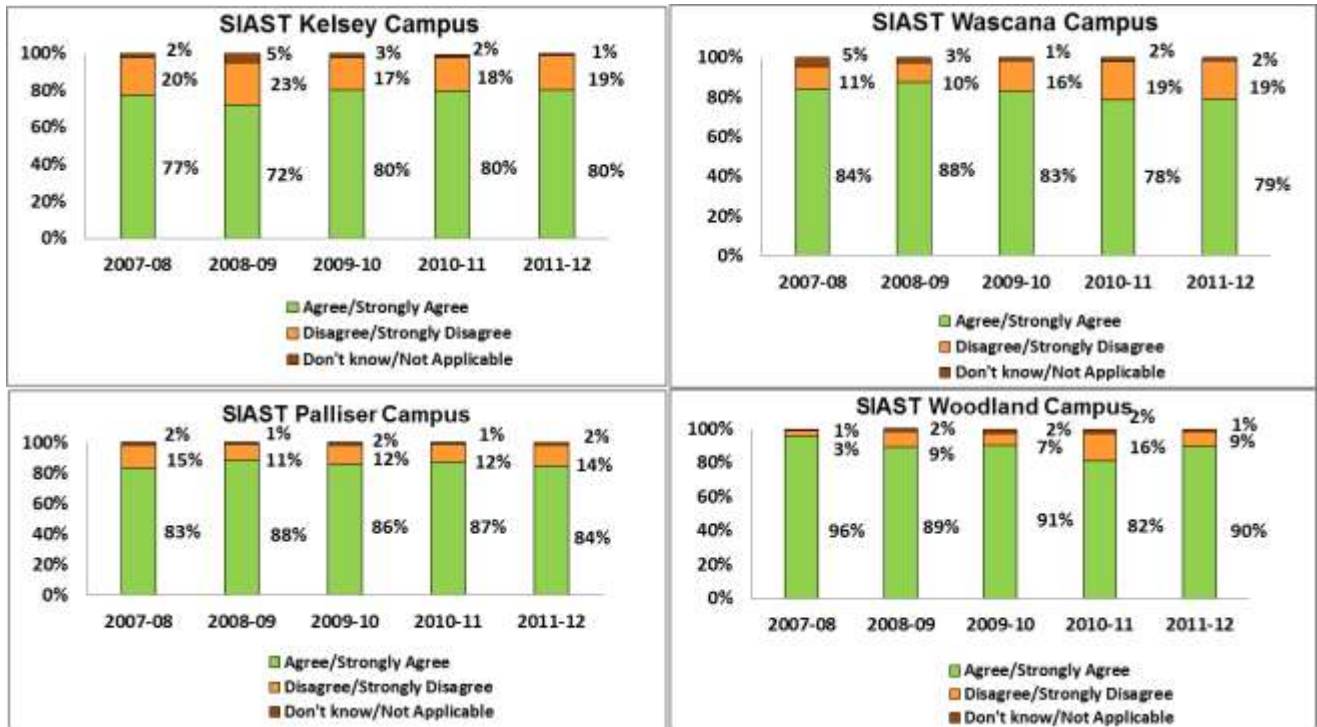
SIAST Woodland had the highest proportion of students (90%) who agreed adequate study space was available in 2011-12, an increase of eight percent from 2010-11.

Approximately four-fifths of students at the campuses of SIAST Palliser (84%) and SIAST Kelsey (80%) felt there was adequate study space in 2011-12. Respondents from SIAST Wascana had the lowest proportion of students who felt there was adequate study space (79%).

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	SIAST Kelsey	829	19.4	58.0	16.0	4.2	2.3
	SIAST Palliser	547	25.0	58.3	12.4	2.4	1.8
	SIAST Wascana	534	27.0	56.7	9.9	1.5	4.9
	SIAST Woodland	207	39.1	56.5	2.4	1.0	1.0
2008-09	SIAST Kelsey	409	16.4	56.0	13.9	8.6	5.1
	SIAST Palliser	229	27.9	60.3	9.6	0.9	0.9
	SIAST Wascana	256	30.5	57.0	6.3	3.5	2.7
	SIAST Woodland	64	34.4	54.7	9.4	0.0	1.6
2009-10	SIAST Kelsey	1,030	18.7	61.7	12.9	4.2	2.5
	SIAST Palliser	567	23.1	62.8	9.9	2.3	1.9
	SIAST Wascana	561	28.3	54.5	13.0	2.7	1.4
	SIAST Woodland	226	44.7	46.0	6.6	0.4	2.2
2010-11	SIAST Kelsey	979	23.2	56.4	14.5	4.0	1.9
	SIAST Palliser	396	28.5	58.3	9.8	2.0	1.3
	SIAST Wascana	622	27.0	51.4	11.9	7.4	2.3
	SIAST Woodland	331	32.3	49.2	11.2	4.8	2.4
2011-12	SIAST Kelsey	887	24.2	56.0	13.8	4.8	1.1
	SIAST Palliser	465	26.0	58.1	11.2	2.6	2.2
	SIAST Wascana	774	22.4	56.6	14.3	4.9	1.8
	SIAST Woodland	343	37.6	52.2	6.1	2.9	1.2

Figure 20: Adequacy of Available Study Space: By Campus



6.4 Computer Lab Facilities

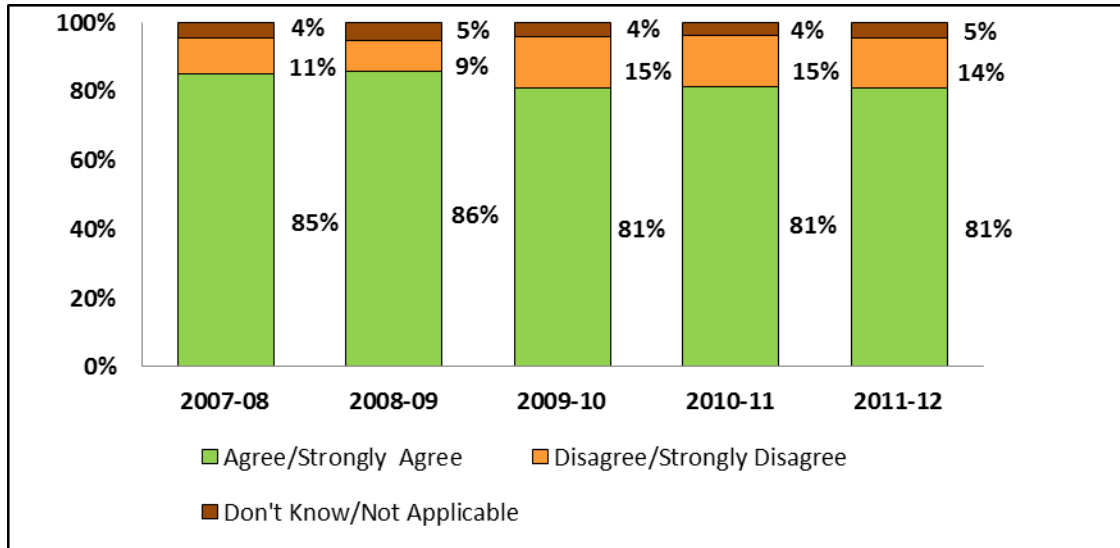
6.4.1 SIAST Overall

As part of the survey, students were asked whether there was adequate computer lab space at SIAST. Four-fifths of respondents (81%) agreed there was adequate space in 2011-12, a figure that was identical to what was observed since 2009-10 (table 18, figure 21).

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

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	581	27.4	273	28.5	575	24.1	633	27.2	675	27.3
Agree	1,215	57.4	549	57.3	1,356	56.8	1,263	54.2	1,326	53.7
Disagree	185	8.7	66	6.9	274	11.5	252	10.8	271	11.0
Strongly Disagree	42	2.0	20	2.1	78	3.3	93	4.0	84	3.4
Don't Know / Not Applicable	94	4.4	50	5.2	103	4.3	88	3.8	113	4.6

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



6.4.2 By Campus

In the 2011-12 survey, over four-fifths of students at SIAST Kelsey (84%), SIAST Palliser (84%) and SIAST Woodland (81%) agreed that their respective campuses had adequate computer lab space available (table 19, figure 22).

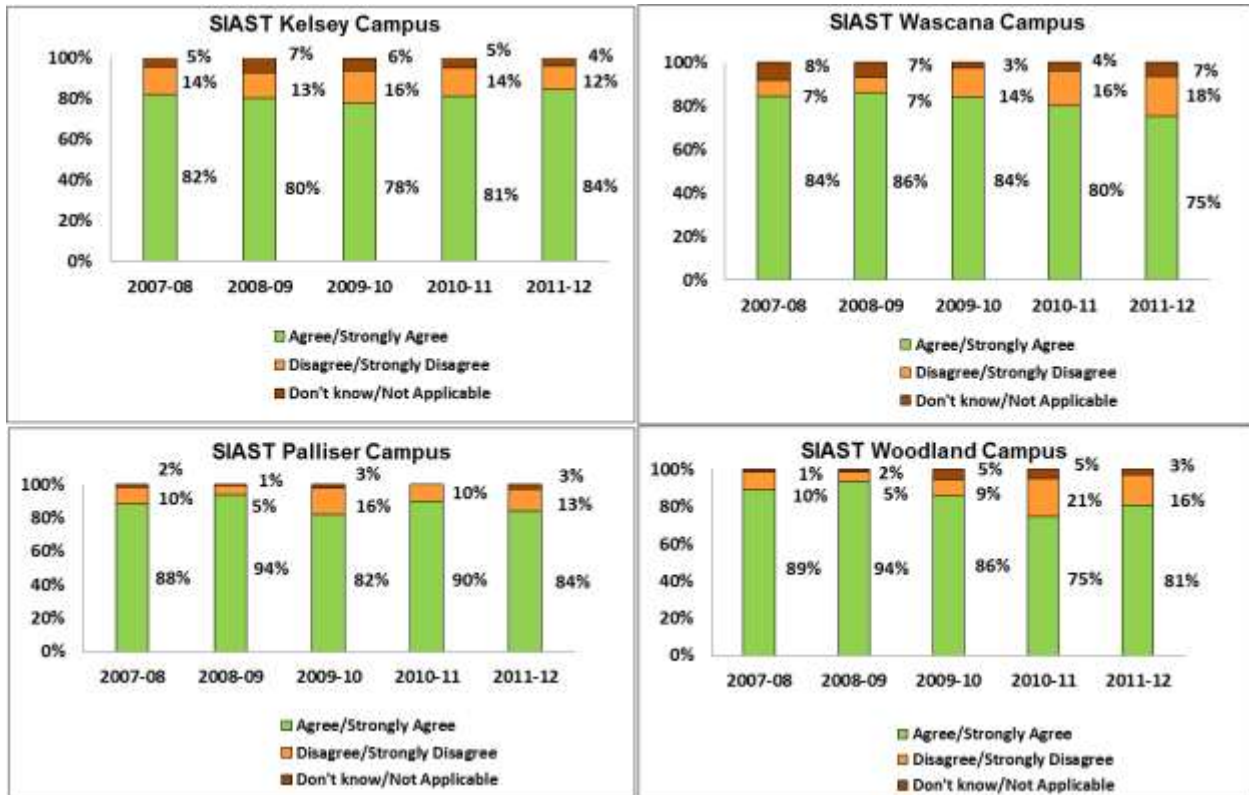
Remarkably, respondents from SIAST Kelsey and SIAST Woodland campuses increased by 3% and 6% respectively over 2010-11.

SIAST Wascana had the lowest proportion of students (75%) who agreed computer lab space was adequate in 2011-12. This marks a significant decrease from 2010-11, when 80% of respondents from this campus indicated that the amount of space was adequate.

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	SIAST Kelsey	829	24.1	57.9	10.9	2.7	4.5
	SIAST Palliser	547	29.4	58.5	8.6	1.6	1.8
	SIAST Wascana	534	27.3	57.1	6.7	0.6	8.2
	SIAST Woodland	207	35.7	53.1	5.8	3.9	1.4
2008-09	SIAST Kelsey	409	22.5	57.5	9.5	3.4	7.1
	SIAST Palliser	229	35.4	58.5	5.2	0.0	0.9
	SIAST Wascana	256	30.1	55.9	4.7	2.3	7.0
	SIAST Woodland	64	35.9	57.8	4.7	0.0	1.6
2009-10	SIAST Kelsey	1,032	18.1	59.6	12.2	4.0	6.1
	SIAST Palliser	567	23.1	58.7	12	3.7	2.5
	SIAST Wascana	561	28.3	55.6	11.2	2.3	2.5
	SIAST Woodland	226	43.4	42.5	7.5	1.3	5.3
2010-11	SIAST Kelsey	979	25.1	56.1	10.6	3.4	4.8
	SIAST Palliser	396	31.1	58.8	8.3	1.8	0.0
	SIAST Wascana	623	26.8	53.1	10.9	5.1	4.0
	SIAST Woodland	331	29.3	45.3	14.2	6.3	4.8
2011-12	SIAST Kelsey	888	26.1	58.2	8.3	3.3	4.1
	SIAST Palliser	465	29.2	55.1	9.9	2.8	3.0
	SIAST Wascana	774	23.6	51.7	14.1	3.9	6.7
	SIAST Woodland	342	36.3	44.7	12.3	3.5	3.2

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



6.5 Feel Safe and Secure on Campus

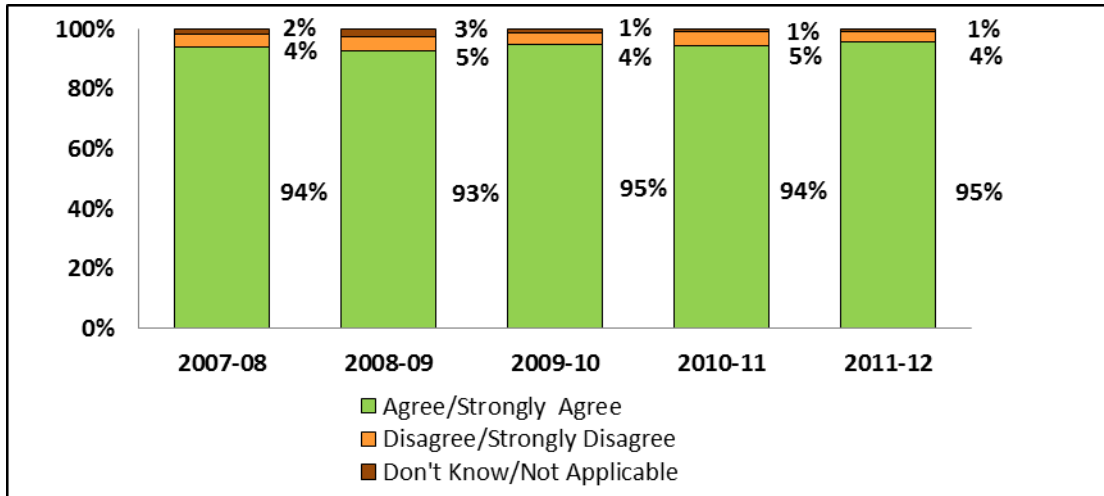
6.5.1 SIAST Overall

Students were asked whether they felt safe and secure on campus. As shown in table 20 and figure 23, a vast majority of respondents in 2011-12 indicated that they felt safe and secure on campus (95%). This finding is similar to what was observed in previous years.

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

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	781	36.9	358	37.4	878	36.8	889	38.2	978	39.6
Agree	1,205	56.9	528	55.2	1,378	57.8	1,295	55.7	1,379	55.8
Disagree	62	2.9	31	3.2	66	2.8	86	3.7	58	2.3
Strongly Disagree	29	1.4	12	1.3	32	1.3	23	1.0	32	1.3
Don't Know / Not Applicable	40	1.9	28	2.9	32	1.3	34	1.5	23	0.9

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



6.5.2 By Campus

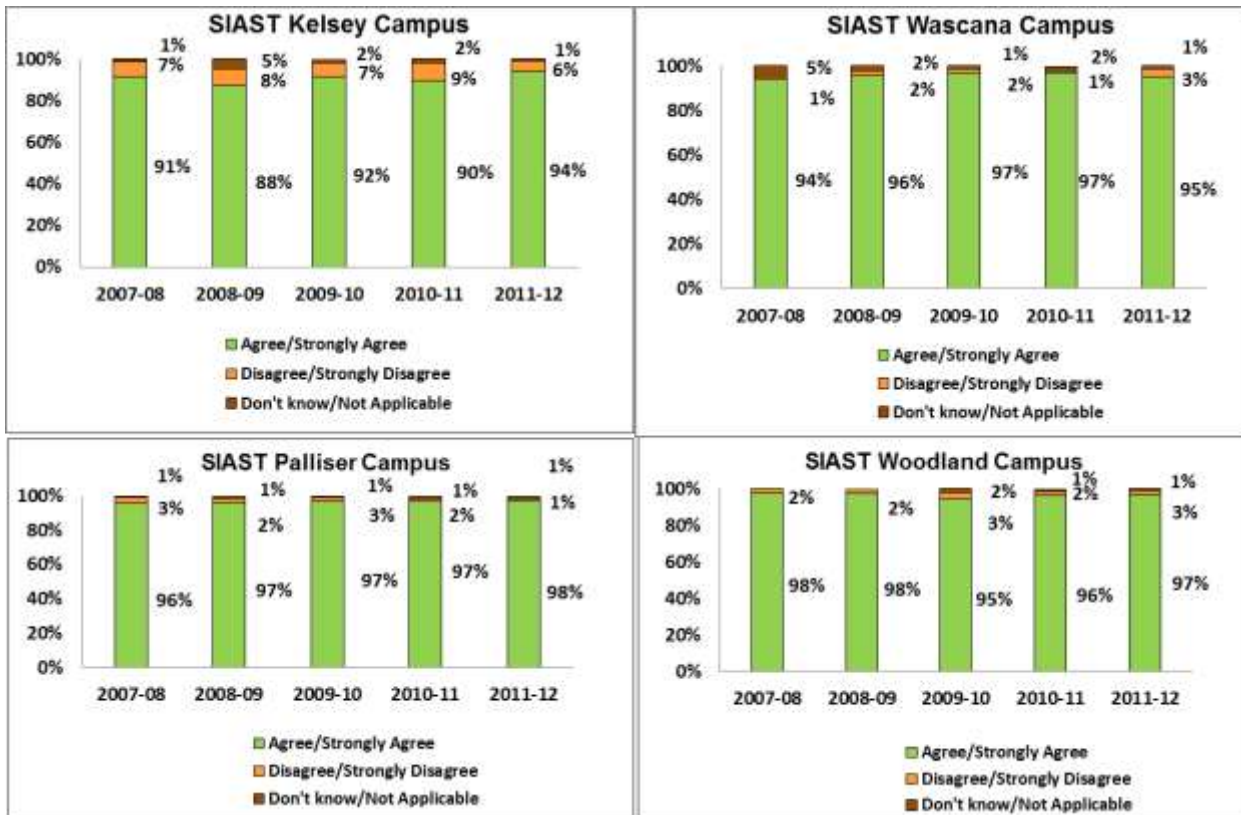
Similar to the previous two survey years, an overwhelming majority of students at all four campuses agreed that they felt safe and secure on campus: SIAST Palliser (98%), SIAST Woodland (97%) and SIAST Wascana (95%) and SIAST Kelsey (94%).

Interestingly, SIAST Kelsey had the lowest percentage of students who indicated that they felt safe (94%), however this percentage shows a marked improvement from 2010-11 (90%).

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	SIAST Kelsey	829	29.9	61.5	4.7	2.7	1.2
	SIAST Palliser	547	43.9	52.1	2.6	0.7	0.7
	SIAST Wascana	534	37.3	56.6	0.9	0.4	4.9
	SIAST Woodland	207	45.4	52.2	1.9	0.5	0.0
2008-09	SIAST Kelsey	408	24.0	63.5	5.6	2.2	4.7
	SIAST Palliser	229	50.2	46.3	1.7	0.4	1.3
	SIAST Wascana	256	45.7	50.0	1.2	0.8	2.3
	SIAST Woodland	64	43.8	54.7	1.6	0.0	0.0
2009-10	SIAST Kelsey	1,032	27.4	64.3	4.7	1.8	1.6
	SIAST Palliser	567	40.9	56.1	1.4	1.1	0.5
	SIAST Wascana	561	42.2	54.7	0.7	0.9	1.4
	SIAST Woodland	226	55.8	39.4	2.2	0.9	1.8
2010-11	SIAST Kelsey	977	30.8	58.9	7.2	1.5	1.6
	SIAST Palliser	396	46.2	51.3	0.8	1.0	0.8
	SIAST Wascana	623	40.3	56.5	1.0	0.5	1.8
	SIAST Woodland	331	46.5	49.8	2.1	0.3	1.2
2011-12	SIAST Kelsey	888	33.3	60.6	3.4	2.1	0.6
	SIAST Palliser	465	44.5	53.1	1.1	0.2	1.1
	SIAST Wascana	774	39.3	55.9	2.2	1.2	1.4
	SIAST Woodland	343	49.9	46.9	1.7	0.9	0.6

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



6.6 Overall Campus Facilities

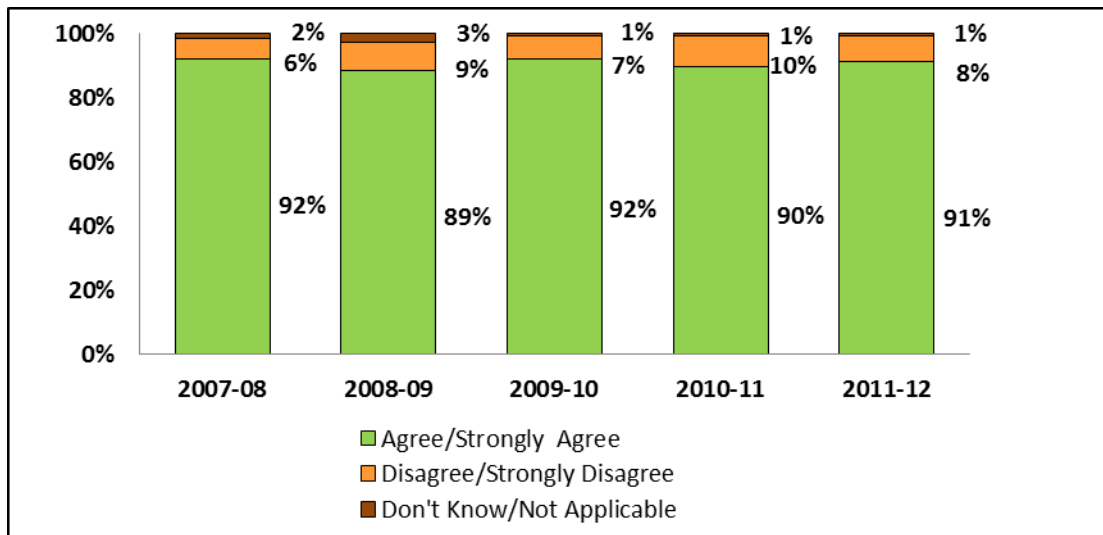
6.6.1 SIAST Overall

As part of our study, students were asked whether they agreed that overall campus facilities met their needs as students. As shown in table 22 and figure 25, in 2011-12, a strong majority of all SIAST respondents were in agreement (91%), slightly improving from 2010-11 (90%).

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

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	641	30.3	280	29.2	694	29.1	681	29.3	772	31.3
Agree	1,306	61.7	569	59.3	1,503	63.0	1,399	60.2	1,470	59.6
Disagree	101	4.8	65	6.8	126	5.3	184	7.9	152	6.2
Strongly Disagree	32	1.5	18	1.9	40	1.7	39	1.7	48	1.9
Don't Know / Not Applicable	37	1.7	26	2.7	23	1.0	21	0.9	23	0.9

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



6.6.2 By Campus

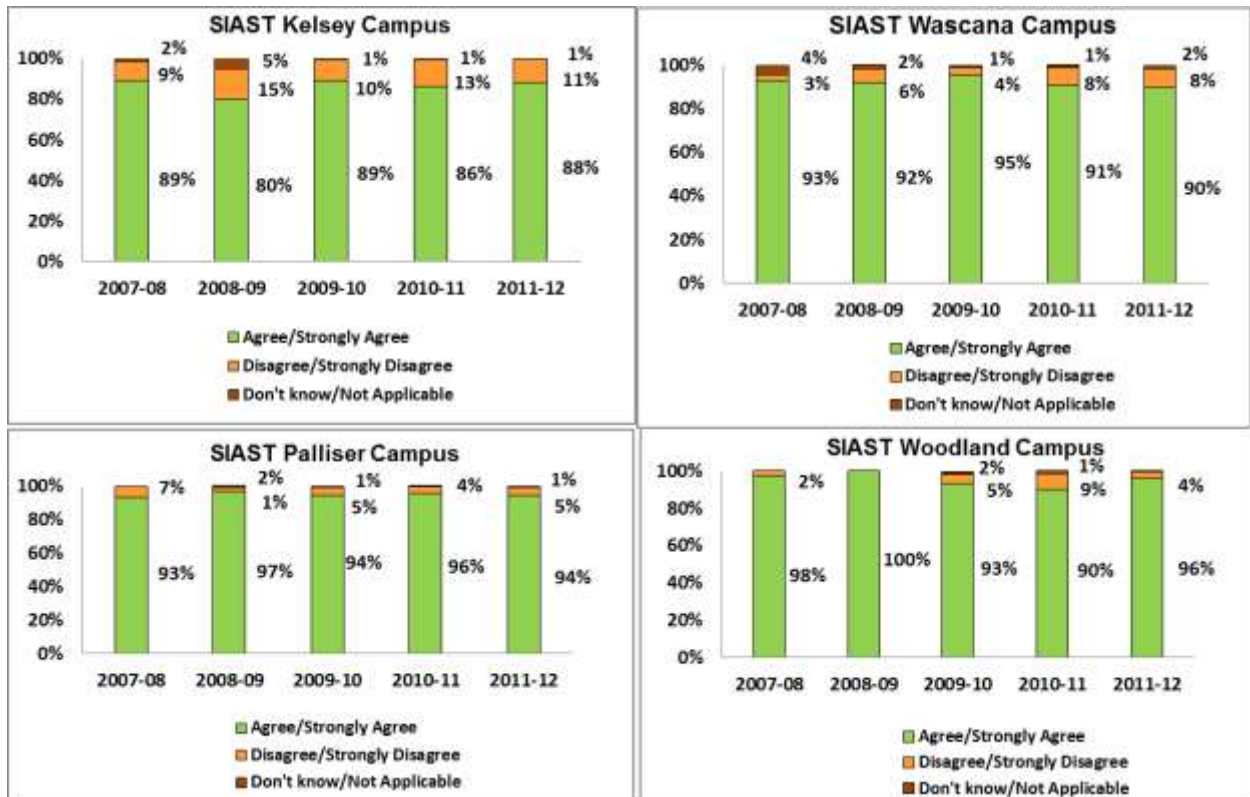
As depicted in table 23 and figure 26, 90% or more of students from SIAST Woodland (96%), SIAST Palliser (94%), and SIAST Wascana (90%) agreed that the campus facilities met their needs as students. SIAST Kelsey, with the lowest as in 2010-11, had 88% of students responding similarly.

SIAST Woodland and SIAST Kelsey campuses were the only campuses to experience increases from 2010-11 (6% and 2%, respectively). The other two campuses experienced slight decreases over this period.

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	SIAST Kelsey	829	25.3	63.7	6.6	2.7	1.7
	SIAST Palliser	547	30.3	63.1	5.5	1.1	0.0
	SIAST Wascana	534	32.6	60.3	2.2	0.6	4.3
	SIAST Woodland	207	44.0	53.6	1.9	0.5	0.0
2008-09	SIAST Kelsey	409	17.8	62.1	11.2	3.9	4.9
	SIAST Palliser	229	40.2	56.8	2.2	0.0	0.9
	SIAST Wascana	256	33.6	58.6	5.5	0.8	1.6
	SIAST Woodland	64	45.3	54.7	0.0	0.0	0.0
2009-10	SIAST Kelsey	1,032	21.8	67.1	7.9	2.3	0.9
	SIAST Palliser	567	28.6	65.6	3.7	1.4	0.7
	SIAST Wascana	561	34.4	61	2.3	1.2	1.1
	SIAST Woodland	226	50.4	42.9	4.4	0.4	1.8
2010-11	SIAST Kelsey	977	24.9	61.1	10.7	2.5	0.8
	SIAST Palliser	396	31.3	64.4	3.5	0.5	0.3
	SIAST Wascana	622	29.6	61.1	7.1	1.0	1.3
	SIAST Woodland	329	39.5	50.8	6.4	2.1	1.2
2011-12	SIAST Kelsey	887	27.8	60.2	7.8	3.6	0.6
	SIAST Palliser	465	30.1	64.1	4.7	0.2	0.9
	SIAST Wascana	771	30.2	59.8	6.7	1.6	1.7
	SIAST Woodland	342	44.4	51.8	2.6	0.9	0.3

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 services, counselling services, student employment services, libraries, bookstores, registration services, Cafeteria 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. The services are listed in the tables and figures are in order of those that had the highest levels of awareness in 2011-12 to the lowest levels. Note: 2009-10 was the first year students were asked to comment on SIAST's disability services; hence the trend information regarding this service will be limited.

7.1 Awareness of SIAST Services

7.1.1 SIAST Overall

As illustrated in table 24 and figure 27, 2011-12 respondents once again indicated a relatively high level of awareness for the majority of student services offered at SIAST. Awareness has plateaued somewhat since 2010-11, but this is hardly surprising, considering that awareness was at an all-time high that year.

More specifically, in 2011-12:

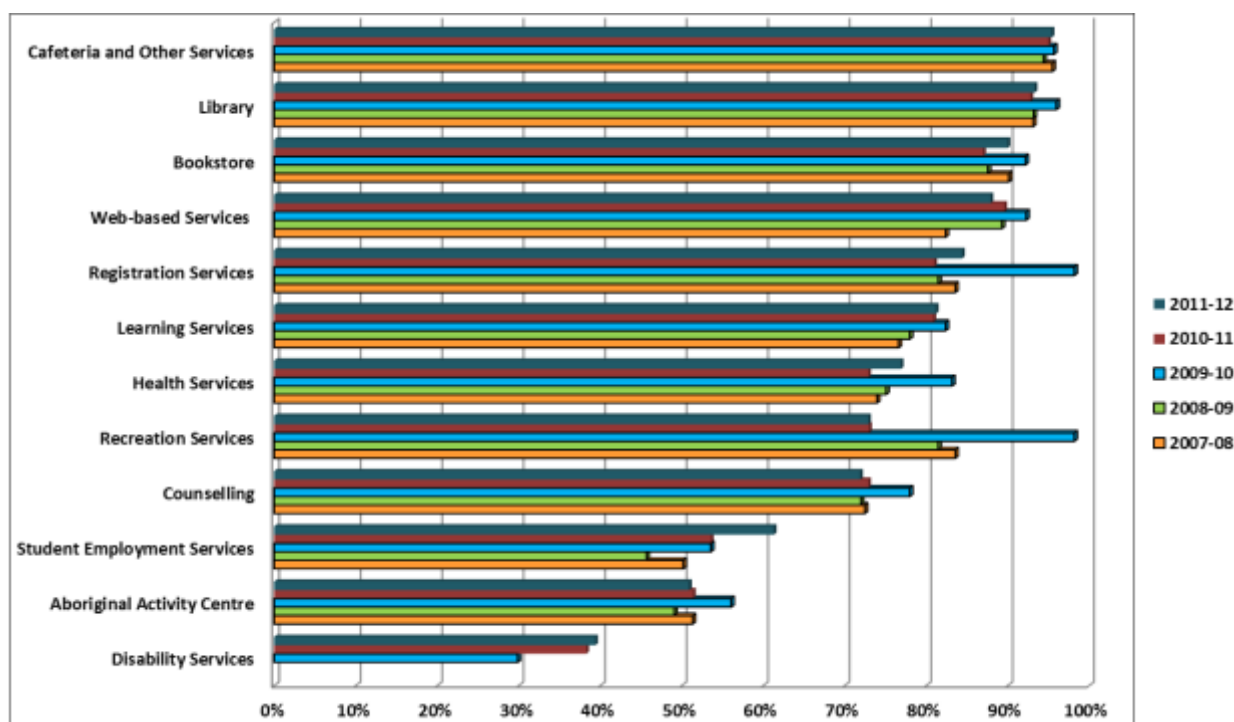
- Services with the highest levels of student awareness were the cafeteria (95%), library (93%), and bookstore (90%). The first two services have been highest similar to what was witnessed since 2009-10.
- Roughly above four fifths of the respondents were aware of SIAST web-based services (88%), registration services (84%) and learning services (81%).
- Over 70% of respondents reported that they were aware of health services (77%, up from 73% in 2010-11).
- About 60% of the respondents were aware of services provided by Student employment services (61% up from 54% in 2010-11).
- Only 51% of the respondents were aware of the Aboriginal activity centre, close to the numbers reported in the 2010-11 survey.
- Similar to 2010-11, the lowest awareness among the respondents was for disability services (39%).

Table 24: Awareness of SIAST Services: SIAST Overall

Type of Service	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Cafeteria and Other Services	2,020	95.5	902	94.4	2,285	95.7	2,215	95.0	2,342	95.4
Library	1,970	93.1	892	93.2	2,285	96.0	2,151	92.8	2,287	93.3
Bookstore	1,907	90.2	838	87.6	2,196	92.2	2,020	87.0	2,206	90.0
Web-based Services	1,742	82.4	855	89.3	2,198	92.3	2,076	89.6	2,149	87.9
Registration Services	1,768	83.6	780	81.5	2,099	98.2	1,881	81.0	2,065	84.4
Learning services	1,621	76.6	746	78.0	1,961	82.4	1,877	80.9	1,991	81.2
Health Services	1,565	74.0	719	75.1	1,981	83.2	1,685	72.9	1,882	76.9
Recreation Services	1,768	83.6	780	81.5	2,099	98.2	1,669	73.0	1,791	72.9
Counselling	1,533	72.5	688	72.0	1,856	78.0	1,685	72.9	1,761	71.9
Student Employment Services	1,062	50.2	437	45.7	1,276	53.6	1,251	53.6	1,496	61.3
Aboriginal Activity Centre	1,086	51.4	470	49.1	1,336	56.1	1,185	51.4	1,248	50.9
Disability services					710	29.9	865	38.3	958	39.4

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

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 SIAST Kelsey Campus

Overall, SIAST Kelsey students' awareness of these services increased in most areas since 2007-08. In 2011-12 awareness continued to be relatively widespread across all the services (table 25, figure 28).

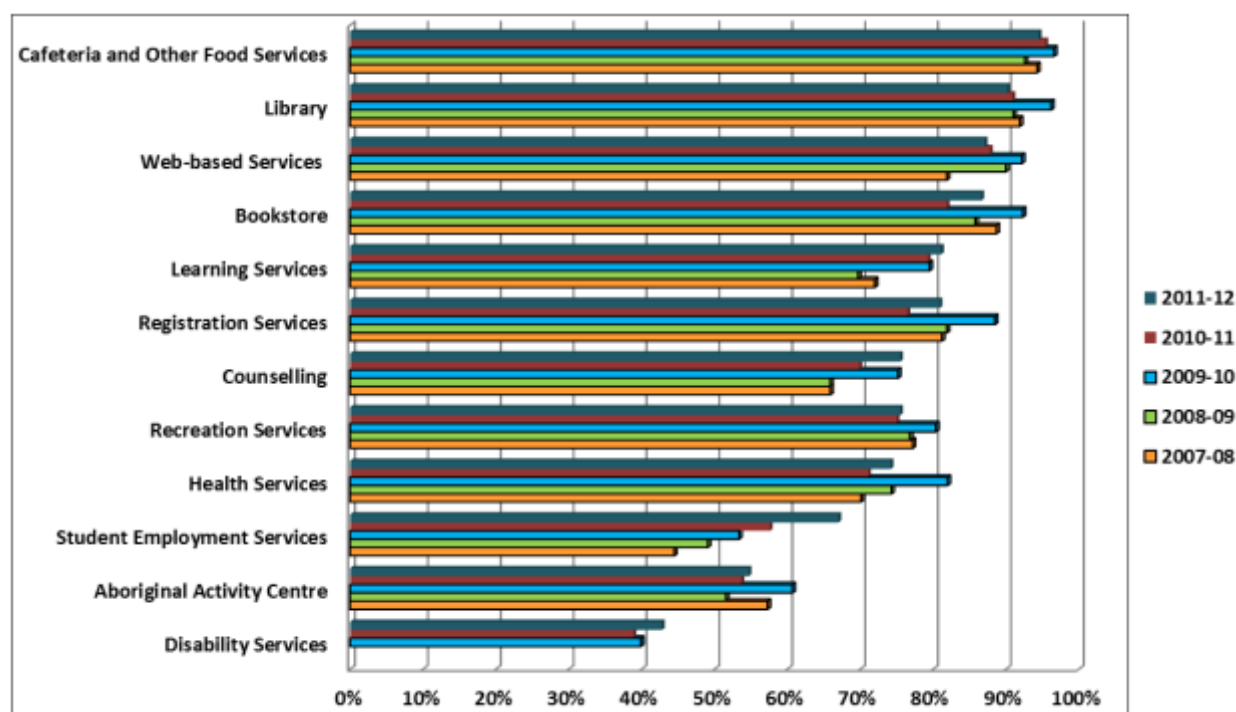
In particular, the 2011-12 responses indicated that:

- Respondents reported the highest level of awareness for the cafeteria and other food services (95%), library (90%), web-based services (87%) and bookstore (87%).
- Over four-fifths of respondents were aware of the learning services (81%), and registration services (81%).
- About 76% of the respondents indicated awareness of Counselling services and Recreation services, while slightly below seventy five percent of the respondents were aware of health services (74%) and Student employment services (67%).
- Over one-half of respondents were aware of the services provided by the Aboriginal activity centre (55%). Although this is 1% up from 2010-11, this is the second lowest rating since 2007-08.
- Forty-three percent of all 2011-12 respondents at SIAST Kelsey indicated they were aware of SIAST's disability services, a comparable figure to the 2010-11 survey (39%).

Table 25: Awareness of SIAST Services: SIAST Kelsey Campus

Type of Service	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Cafeteria and Other Food Services	787	94.3	378	92.6	994	96.6	972	95.4	836	94.5
Library	762	91.9	372	91.0	993	96.2	885	90.9	798	90.2
Web-based Services	679	81.9	318	90.0	948	92.2	854	87.8	770	87.1
Bookstore	735	88.7	351	85.8	949	92.3	799	81.9	766	86.6
Learning services	640	77.2	314	76.8	817	79.5	774	79.3	718	81.1
Registration Services	673	81.2	335	81.9	910	88.5	747	76.5	716	80.9
Counselling	546	65.9	269	65.9	773	75.2	677	69.9	667	75.5
Recreation Services	581	70.1	304	74.3	827	80.4	726	75.0	669	75.5
Health Services	597	72.0	285	69.7	844	82.0	691	71.1	657	74.2
Student Employment Services	373	44.5	201	49.1	549	53.4	557	57.6	591	67.0
Aboriginal Activity Centre	475	57.3	211	51.6	624	60.7	517	53.7	484	54.7
Disability services					409	39.9	377	38.9	377	42.8

Figure 28: Awareness of SIAST Services: SIAST Kelsey Campus



7.1.2.2 SIAST Palliser Campus

Awareness of most SIAST services at SIAST Palliser campus increased since 2007-08. However awareness of services in 2011-12 remained somewhat consistent with that reported in 2010-11, with a slight decrease reported for counseling services (down by 3%) and recreation services (down by 6%) (Table 26 and figure 29).

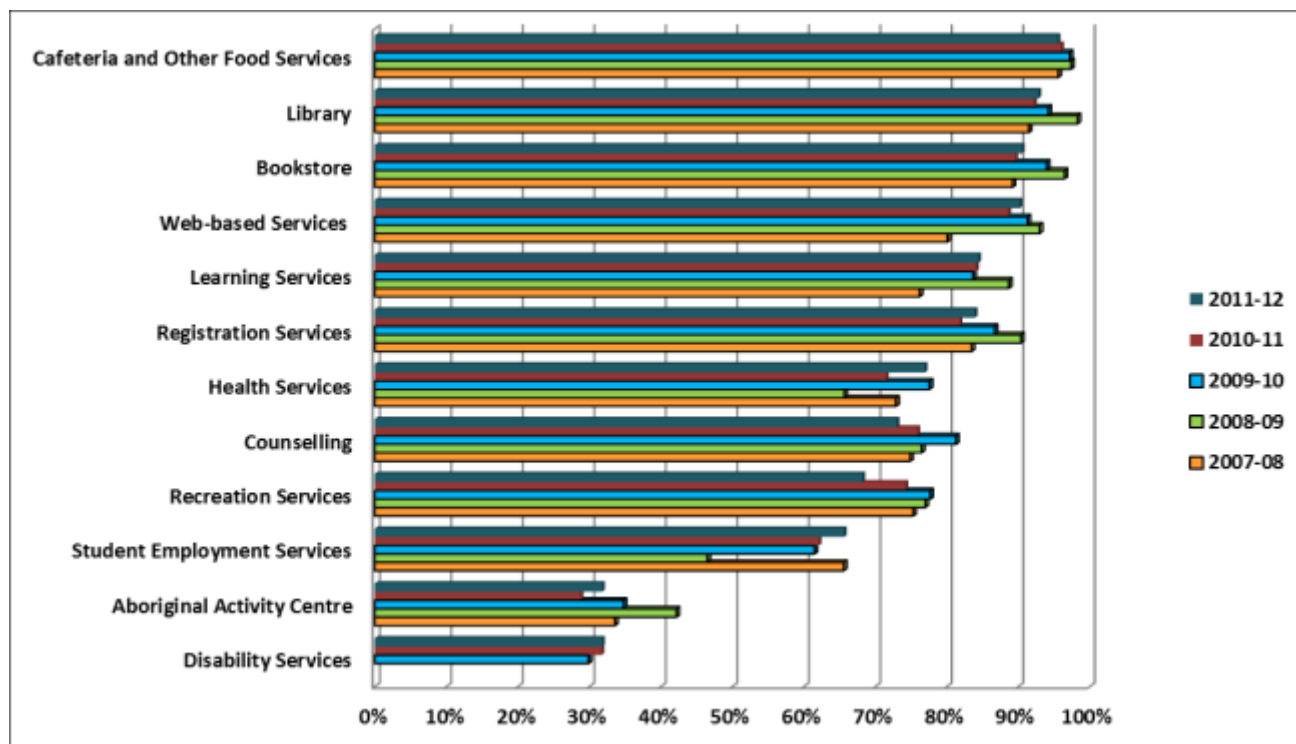
More specifically, in 2011-12:

- Very high levels of awareness were reported for the cafeteria and other food services (96%), the library (93%), bookstore (91%) and web-based services (90%).
- Over two-thirds of respondents indicated awareness of learning services (84%) and registration services (84%).
- Awareness of health services improved by 5%, from 72% in 2010-11 to 77% in 2011-12.
- More than 65% of respondents reported awareness of recreation services (68%) and Student employment services (66%). Recreation services declined by 6% from 2010-11.
- Slightly less than one-third of all respondents were aware of services available at the Aboriginal activity centre (32%) and disability services (32%). The former marks an increase in awareness since 2010-11 (29%).

Table 26: Awareness of SIAST Services: SIAST Palliser Campus

Type of Service	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Cafeteria and Other Food Services	523	95.6	224	97.4	549	97.2	380	96.0	442	95.5
Library	501	91.5	226	98.3	533	94.2	364	92.2	428	92.8
Bookstore	488	89.2	222	96.5	532	94.0	354	89.6	417	90.5
Web-based Services	438	80.1	214	93.0	517	91.3	351	88.6	416	90.2
Learning services	417	76.2	204	88.7	474	83.7	332	84.1	391	84.4
Registration Services	457	83.5	208	90.4	491	86.7	324	81.8	387	83.9
Health Services	399	72.9	151	65.7	439	77.6	283	71.5	356	76.9
Counselling	410	74.9	176	76.5	460	81.3	300	75.9	338	73.0
Recreation Services	412	75.3	177	77.0	440	77.7	290	74.2	315	68.2
Student Employment Services	359	65.6	107	46.5	348	61.5	246	62.1	303	65.6
Aboriginal Activity Centre	184	33.6	97	42.2	197	34.8	114	28.8	147	31.8
Disability services					169	29.9	125	31.7	147	31.8

Figure 29: Awareness of SIAST Services: SIAST Palliser Campus



7.1.2.3 SIAST Wascana Campus

Overall, respondents at SIAST Wascana reported strong awareness of most campus services (table 27, figure 30). Student awareness increased for the majority of services over 2007-08 responses, notably so for student employment services (11%). However, there were some notable decreases, for example, students' awareness of the Aboriginal activity centre declined by seven percentage points.

More specifically, in 2011-12:

- A large percentage of respondents reported awareness of cafeteria and other food services (95%), library services (95%) and bookstores services (91%).
- Approximately four-fifths of respondents were aware of web-based services (86%), registration services (84%) and health services (82%).

- Roughly three-quarters of respondents were aware of Learning services (78%), a figure that was down slightly from 2010-11 (82%).
- Over one-sixth of all respondents were aware of counseling services (66%) and recreation services (66%). Notably, awareness of counseling services declined by 10% from 2010-11.
- Slightly above one-half of all respondents (52%) were aware of the Student Employment Services, a notable increase in awareness from 2010-11 (39%). Worth mentioning as well is this figure is the highest since 2007-08.
- Close to one half of all SIAST Wascana (48%) respondents were aware of student disability services, a 9% decrease from 2010-11.
- The lowest awareness responses were recorded for disability services (39%) – a 1% decrease from 2010-11.

Table 27: Awareness of SIAST Services: SIAST Wascana Campus

Type of Service	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Cafeteria and Other Food Services	507	95.1	237	93.3	524	93.4	594	95.5	732	95.4
Library	507	95.1	231	90.9	538	95.9	595	95.8	728	94.9
Bookstore	495	92.9	204	80.3	497	88.6	567	91.3	697	90.9
Web-based Services	448	84.1	215	84.6	521	92.9	582	93.9	657	85.8
Registration Services	461	86.5	179	70.5	487	86.8	521	84.0	645	84.3
Health Services	426	79.9	209	82.3	496	88.4	512	82.3	624	81.7
Learning services	424	79.5	199	78.3	479	85.4	507	81.6	596	77.8
Counselling	406	76.2	189	74.4	441	78.6	470	75.7	509	66.4
Recreation Services	396	74.3	190	74.8	430	76.6	396	65.9	505	65.8
Student Employment Services	218	40.9	92	36.2	240	42.8	241	38.9	394	51.7
Aboriginal Activity Centre	295	55.3	116	45.7	332	59.2	352	56.7	369	48.2
Disability services					209	37.3	230	40.3	295	38.8

Figure 30: Awareness of SIAST Services: SIAST Wascana Campus



7.1.2.4 SIAST Woodland Campus

SIAST Woodland campus respondents reported remarkable increases in student awareness for most services since 2010-11. The largest increases came from awareness of the Aboriginal activity centres and health services (up 11% each) and recreation services (up 10%), see table 28 and figure 31.

We also found that in 2011-12:

- Respondents were most aware of the library (99%), cafeteria and other food services (97%), bookstore (96%), registration services (94%) and web-based services (91%). All of these percentages were notably up from 2010-11.
- Roughly four-fifths of respondents were aware of the recreation services (89%) and learning services (85%).
- Approximately 75% of all the respondents at SIAST Woodland campus were aware of counseling services (74%), Aboriginal activity

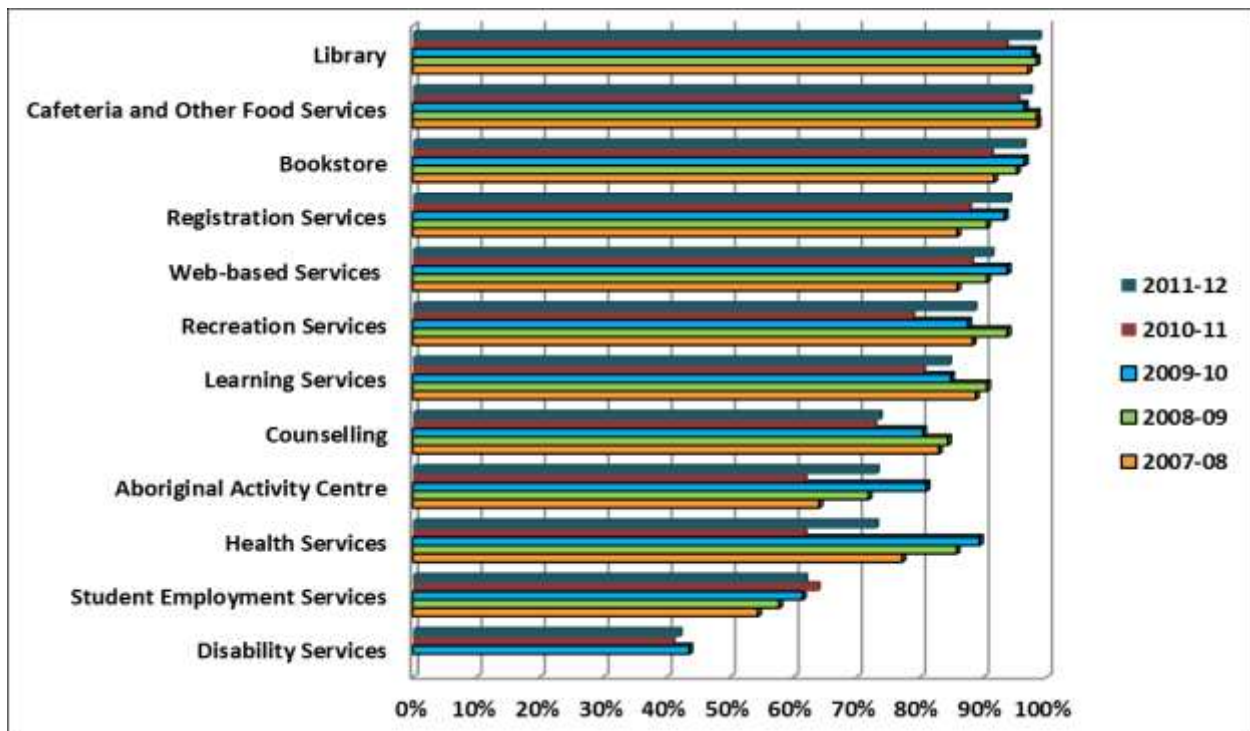
centre (73%) and Health services (73%). These figures are all up slightly from what was witnessed in 2010-11.

- Over 60% of respondents were aware of the student employment services (62%), slightly down by 2% from 2010//11.
- Forty-two percent of respondents at SIAST Woodland indicated they were aware of SIAST's disability services.

Table 28: Awareness of SIAST Services: SIAST Woodland Campus

Type of Service	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Library	200	97.1	63	98.4	221	97.8	307	93.6	333	98.8
Cafeteria and Other Food Services	203	98.5	63	98.4	218	96.5	314	95.4	332	97.4
Bookstore	189	91.7	61	95.3	218	96.5	300	91.2	326	96.4
Registration Services	177	85.9	58	90.6	211	93.4	289	87.8	317	94.1
Web-based Services	177	85.9	58	90.6	212	93.8	289	88.1	306	91.3
Recreation Services	182	88.3	60	93.8	198	87.6	257	78.8	302	88.6
Learning services	183	88.8	58	90.6	191	84.9	264	80.5	286	84.6
Counselling	171	83.0	54	84.4	182	80.5	238	72.8	247	73.7
Aboriginal Activity Centre	132	64.1	46	71.9	183	81.0	202	61.8	248	73.2
Health Services	159	77.2	55	85.8	202	89.4	199	61.8	245	73.1
Student Employment Services	112	54.4	37	57.8	139	61.5	207	63.9	208	61.9
Disability services					98	43.6	133	41.0	139	42.1

Figure 31: Awareness of SIAST Services: SIAST 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 2011-12 to those that had the lowest levels.

7.2.1 SIAST Overall

Overall, the 2011-12 survey revealed slight increases in some services in respondents' use of most SIAST services over 2010-11 (table 29, figure 32). In fact, one of the few services to experience an increase in reported use since 2010-11 was the Aboriginal activity centre (up five percentage points). When compared over the five survey years, 2011-12 respondents marked the highest level of use of the Aboriginal activity centre (19%).

More specifically, in 2011-12:

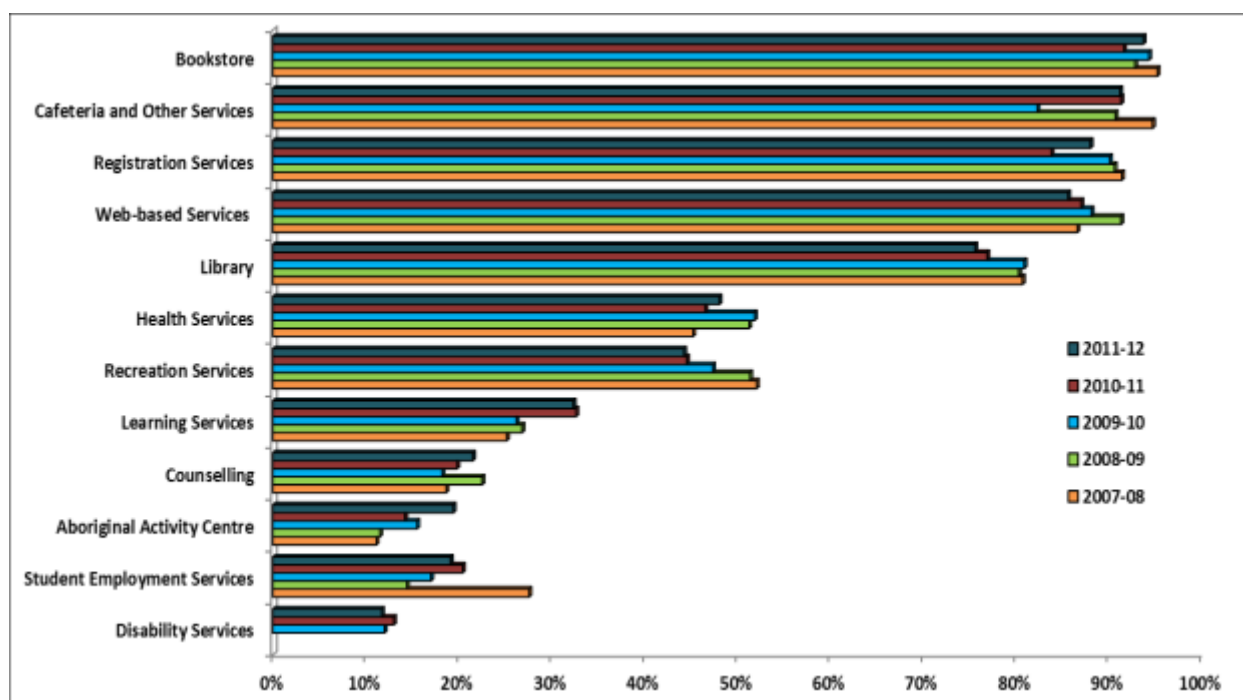
- The vast majority of respondents used the services of the bookstores (94%) and cafeteria and other services (91%) and registration services (88% - up 4% from 2010-11).
- Roughly four-fifths of respondents' utilized web based services (86%).
- About three quarters of respondents used library services (76% – 1% down from 2010-11). Student response to use of library services has been surprisingly declining over the five survey years (specifically decline of 5% since 2007-08).
- Slightly less than one-half of respondents used the health services (48%) and recreation services (44%).
- Roughly one-third of respondents utilized the services provided by the learning services (32%).
- Less than one-fourth of all students who were aware of counselling services (22%), and Aboriginal activity centres (19%), Student Employment Services (19%) and disability services (12%) used these services in 2011-12.

Table 29: Use of SIAST Services: SIAST Overall

Type of Service	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Bookstore	1,814	95.1	776	92.7	2,069	94.2	1,898	91.5	2,065	93.6
Cafeteria and Other Services	1,911	94.6	818	90.6	2,107	82.2	2,024	91.2	2,134	91.1
Registration Services	1,613	91.3	705	90.5	1,889	90.0	1,634	83.7	1,816	87.9
Web-based Services	1,507	86.5	780	91.2	1,935	88.0	1,820	86.9	1,837	85.5
Library	1,588	80.6	715	80.2	1,846	80.8	1,662	76.8	1,726	75.5
Health Services	707	45.2	368	51.2	1,029	51.8	808	46.5	903	48.0
Recreation Services	848	52.0	380	51.3	896	47.3	794	44.5	791	44.2
Learning Services	408	25.2	200	26.8	514	26.2	614	32.6	643	32.3
Counselling	286	18.6	155	22.5	337	18.2	345	19.8	379	21.5
Aboriginal Activity Centre	121	11.1	54	11.5	207	15.5	176	14.2	242	19.4
Student Employment Services	293	27.6	63	14.4	217	17.0	267	20.4	285	19.1
Disability Services					106	12.0	121	13.0	112	11.7

*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 SIAST Kelsey Campus

While there were slight increases in use of services at SIAST Kelsey campus, some of the services offered at SIAST Kelsey campus experienced a decrease in use since 2010-11. The most notable increase came in registration services and Bookstore use, both increasing by 4% from 2010-11. Use of recreation services and cafeteria and other food services, on the other hand, each decreased by four percentage points (table 30, figure33).

More specifically, in 2011-12:

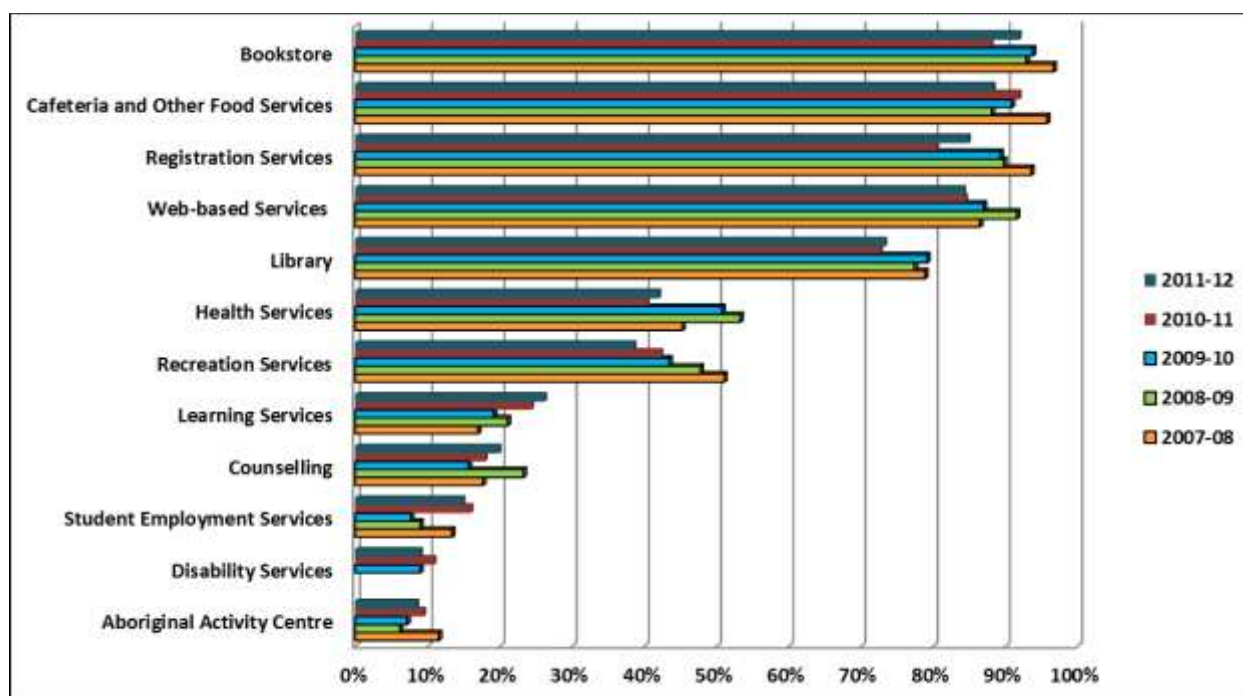
- The largest numbers of respondents used the services offered by the bookstore (92%), cafeteria and other food services (88%), registration services (85%) and web-based services (84%). However, noteworthy is all these services experienced a decline in use since 2007-08. (5%, 7%, 9% and 3% respectively).
- Close to three-quarters of the respondents used library services (73%, which is similar to last year, but a five percent decline since 2007-08).
- Roughly two-fifths of respondents utilized recreation services (39%) and health services (42%).
- Approximately one-quarter of respondents used the services offered by the Learning services (26%).
- Less than one quarter of respondents used counseling services (20%) and student employment services (15%).
- Roughly one-tenth of all respondents used the services offered by disability services (9%) and the Aboriginal activity centre (9%).

Table 30: Use of SIAST Services: SIAST Kelsey Campus

Type of Service	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Bookstore	711	96.7	326	92.9	890	93.8	739	88.0	704	91.9
Cafeteria and Other Food Services	754	95.8	334	88.1	904	90.9	855	91.9	738	88.3
Registration Services	630	93.6	300	89.8	813	89.3	640	80.5	608	84.9
Web-based Services	587	86.5	337	91.6	826	87.0	737	84.5	648	84.2
Library	601	78.9	288	77.4	786	79.2	648	72.7	585	73.3
Health Services	264	45.3	162	53.3	429	50.8	285	40.4	276	42.0
Recreation Services	327	51.1	150	47.8	360	43.5	314	42.3	258	38.6
Learning services	135	17.0	60	21.1	157	19.2	190	24.4	188	26.2
Counselling	97	17.7	63	23.3	121	15.7	128	18.0	133	19.9
Student Employment Services	50	13.4	18	9.0	42	7.7	93	16.0	88	14.9
Disability services					37	9.1	44	10.9	34	9.0
Aboriginal Activity Centre	55	11.6	13	6.2	45	7.2	52	9.5	41	8.5

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

Figure 33: Use of SIAST Services: SIAST Kelsey Campus



7.2.2.2 SIAST Palliser Campus

Usage rates reported by students at SIAST Palliser campus in 2011-12 declined compared to what was witnessed in 2010-11. The only exception, however were in students who indicated an increase in use of the Aboriginal activity centre (11%, versus 6% in 2010-11).

In addition:

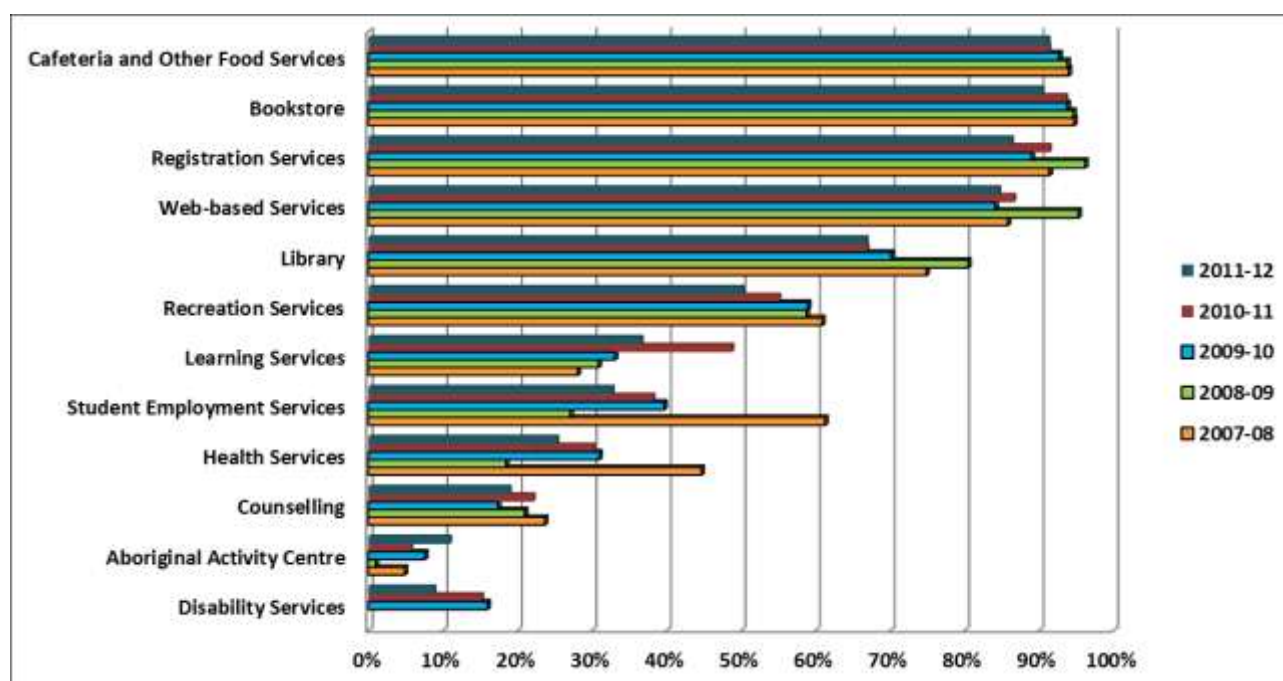
- The majority of respondents used the services offered by the cafeteria and other food services (91%) and bookstore (90%).
- Over four-fifths of respondents used the services offered by registration services (86%) and web-based services (85%).
- Roughly two-thirds of respondents utilized library services (67%), while close to 50% used recreation services (50% - a 4% decline from 2010-11).
- Approximately one third of respondents used the services of the Learning services (37%), student employment services (33%), and health services (25%).
- Roughly one-fifth of respondents utilized the counselling services (19%) and one-tenth of respondents indicated use of the Aboriginal activity centre (11% - making the only service to increase over 2010-11).
- Disability services experienced the lowest level of service usage by all SIAST Palliser respondents (9%).

Table 31: Use of SIAST Services: SIAST Palliser Campus

Type of Service	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Cafeteria and Other Food Services	491	94.0	210	93.8	510	92.7	346	91.3	403	91.2
Bookstore	462	94.7	210	94.6	499	93.8	336	93.6	377	90.4
Web-based Services	376	85.8	204	95.3	435	84.1	304	86.6	352	84.6
Registration Services	417	91.4	200	96.2	437	89.0	296	91.4	334	86.3
Library	375	74.9	182	80.5	374	70.2	245	66.9	286	66.8
Recreation Services	251	60.9	104	58.8	259	59.0	166	55.1	158	50.2
Learning services	117	28.1	63	30.9	157	33.1	163	48.8	143	36.6
Student Employment Services	220	61.3	29	27.1	138	39.7	95	38.2	99	32.7
Health Services	178	44.7	28	18.5	136	31.0	84	30.2	90	25.3
Counselling	97	23.7	37	21.0	80	17.4	67	22.1	64	18.9
Aboriginal Activity Centre	9	4.9	1	1.0	15	7.6	7	5.7	16	10.9
Disability services					27	16.0	20	15.2	13	8.8

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

Figure 34: Use of SIAST Services: SIAST Palliser Campus



7.2.2.3 SIAST Wascana Campus

Respondents' use of student services at SIAST Wascana campus (table 32, figure 35) has been fluctuating over the past four surveys. In fact, some services, such as the library and web-based services, experienced significant decreases over this period.

More specifically, in 2011-12:

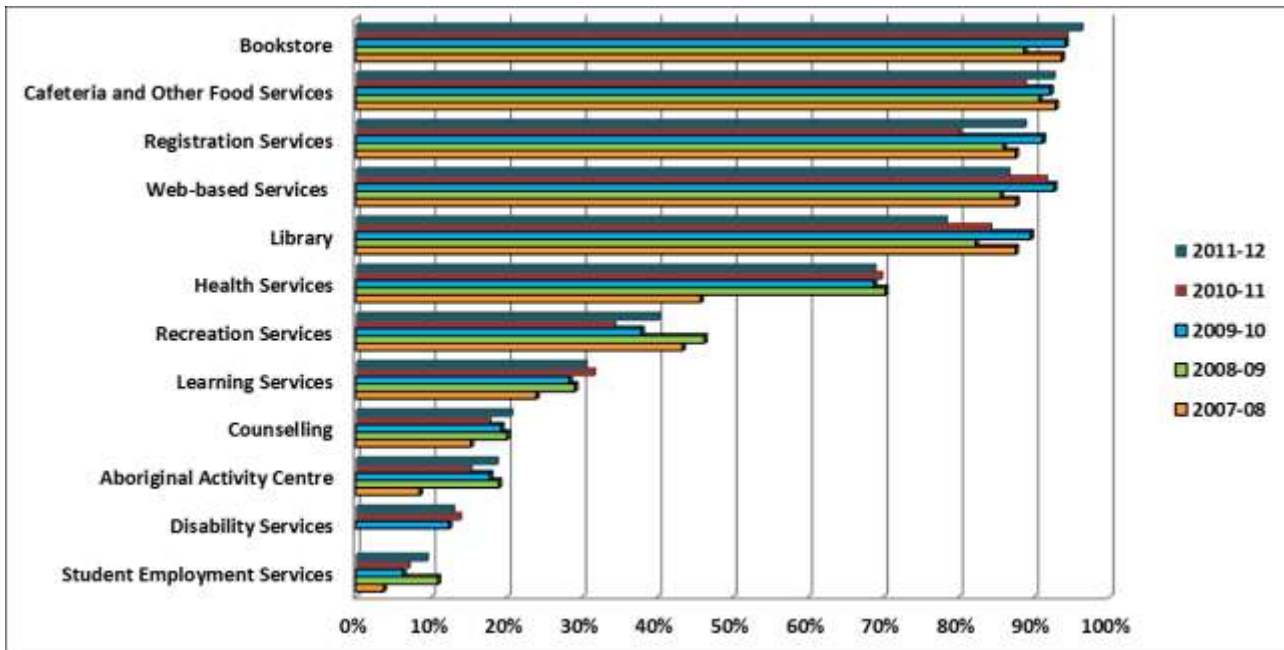
- Highest use was reported for the services provided by the bookstore (96%), cafeteria and other food services (93%), registration services (89%) and web-based services (87%).
- Roughly three-quarters of respondents (78%) used the services provided by the Library.
- Close to 70% of the respondents use health services (69%).
- Roughly one-third of respondents took advantage of Learning services(31%) and counselling services (21%).
- Less than one-fifth of all respondents used the Aboriginal activity centre (19%) and disability services (13%).
- The Student employment services had the lowest proportion of all students (9%) who reported use of such services at SIAST Wascana campus; however this was a 2% improvement from 2010-11.

Table 32: Use of SIAST Services: SIAST Wascana Campus

Type of Service	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%			#	%
Bookstore	464	93.7	180	88.7	468	94.2	534	94.3	671	96.3
Cafeteria and Other Food Services	471	92.9	215	90.7	483	92.2	529	88.8	678	92.6
Registration Services	404	87.6	154	86.0	444	91.2	427	80.1	573	88.8
Web-based Services	393	87.7	184	85.6	483	92.7	532	91.6	569	86.6
Library	444	87.6	190	82.3	482	89.6	502	84.2	570	78.3
Health Services	195	45.8	147	70.3	341	68.8	373	69.7	429	68.8
Recreation Services	172	43.4	88	46.3	163	37.9	158	34.3	203	40.2
Learning services	102	24.0	58	29.1	136	28.4	160	31.6	182	30.5
Counselling	62	15.3	38	20.1	85	19.3	84	17.7	105	20.6
Aboriginal Activity Centre	25	8.5	22	19.0	59	17.8	54	15.2	69	18.7
Disability services					26	12.4	33	13.8	38	12.9
Student Employment Services	8	3.7	10	10.9	15	6.3	18	7.0	37	9.4

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

Figure 35: Use of SIAST Services: SIAST Wascana Campus



7.2.2.4 SIAST Woodland Campus

Service usage rates at SIAST Woodland campus improved considerably in 2011-12. For instance, use of the Aboriginal activity centre increased from 30% in 2010-11 to 47% in 2011-12, health services and web-based services increased by 14% and 13% respectively since 2010-11 (table 33, figure 36).

In particular, in 2011-12:

- The vast majority of SIAST Woodland respondents used the services of the bookstore (96%), registration services (95%) and cafeteria and other food services (95%).
- Over four fifths of respondents used web-based services (88%) and library services (86%).
- Just above one half of the respondents used recreation services (57%).
- Less than 50% of respondents used Aboriginal activity centre (47%), whilst 46% used Learning services and 44% indicated use of health services.

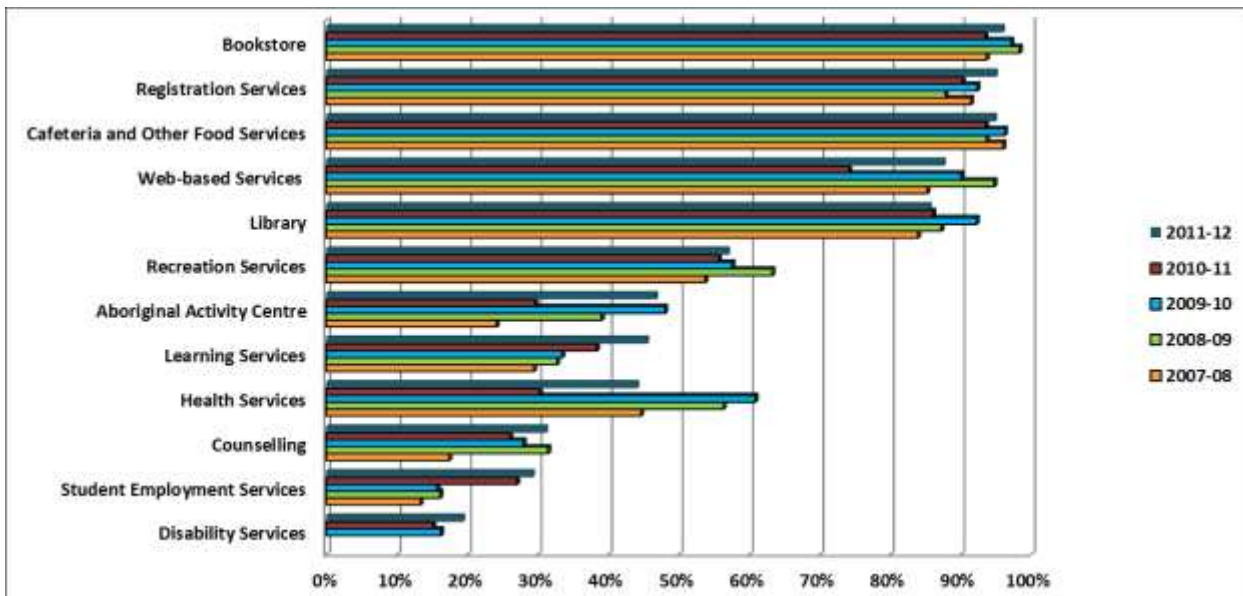
- Approximately one-third of all SIAST Woodland respondents used counseling services (31%) and student employment services (29%).
- Approximately one-fifth of SIAST Woodland respondents used disability services (19%).

Table 33: Use of SIAST Services: SIAST Woodland Campus

Type of Service	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Bookstore	177	93.7	60	98.4	212	97.2	289	93.5	313	96.0
Registration Services	162	91.5	51	87.9	195	92.4	271	90.3	301	95.0
Cafeteria and Other Food Services	195	96.1	59	93.7	210	96.3	294	93.6	315	94.9
Web-based Services	151	85.3	55	94.8	191	90.1	247	74.2	268	87.6
Library	168	84.0	55	87.3	204	92.3	267	86.1	285	85.6
Recreation Services	98	53.8	38	63.3	114	57.6	156	55.7	172	57.0
Aboriginal Activity Centre	32	24.2	18	39.1	88	48.1	63	29.7	116	46.8
Learning services	54	29.5	19	32.8	64	33.5	101	38.4	130	45.5
Health Services	71	44.7	31	56.4	123	60.9	66	30.3	108	44.1
Counselling	30	17.5	17	31.5	51	28.0	66	26.1	77	31.2
Student Employment Services	15	13.4	6	16.2	22	15.8	61	27.1	61	29.3
Disability services					16	16.3	24	15.2	27	19.4

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

Figure 36: Use of SIAST Services: SIAST 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 with services is reported as a combination of students who either strongly agreed or agreed they were satisfied with services provided.

7.3.1 Learning services

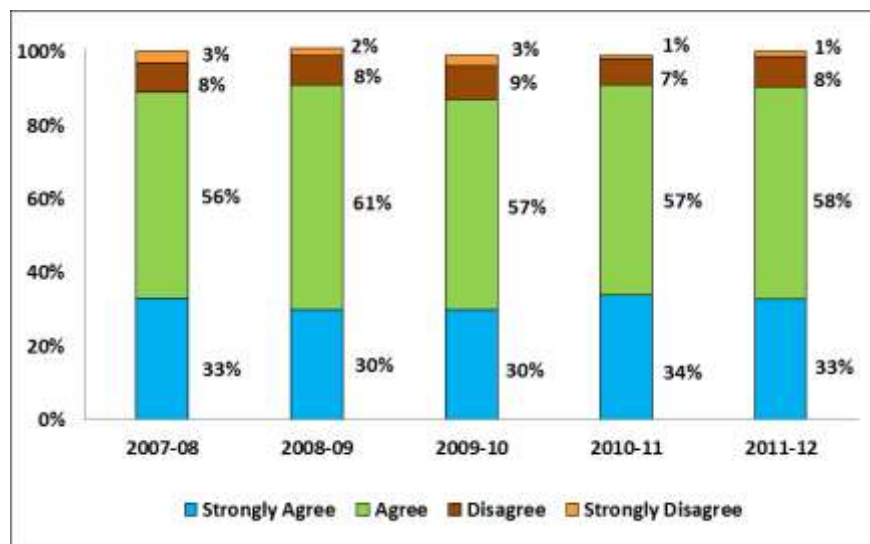
7.3.1.1 SIAST Overall

Consistent with 2010-11 survey, of the respondents who used the learning assistance services in 2011-12, 91% indicated they had been satisfied with the services received (table 34, figure 37).

Table 34: Satisfaction with Learning services: SIAST Overall

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	135	33.0	59	30.0	156	30.0	207	34.0	210	32.7
Agree	230	56.0	121	61.0	295	57.0	351	57.0	371	57.7
Disagree	32	8.0	16	8.0	47	9.0	45	7.0	53	8.2
Strongly Disagree	12	3.0	4	2.0	16	3.0	8	1.0	9	1.4

Figure 37: Satisfaction with Learning services: SIAST Overall

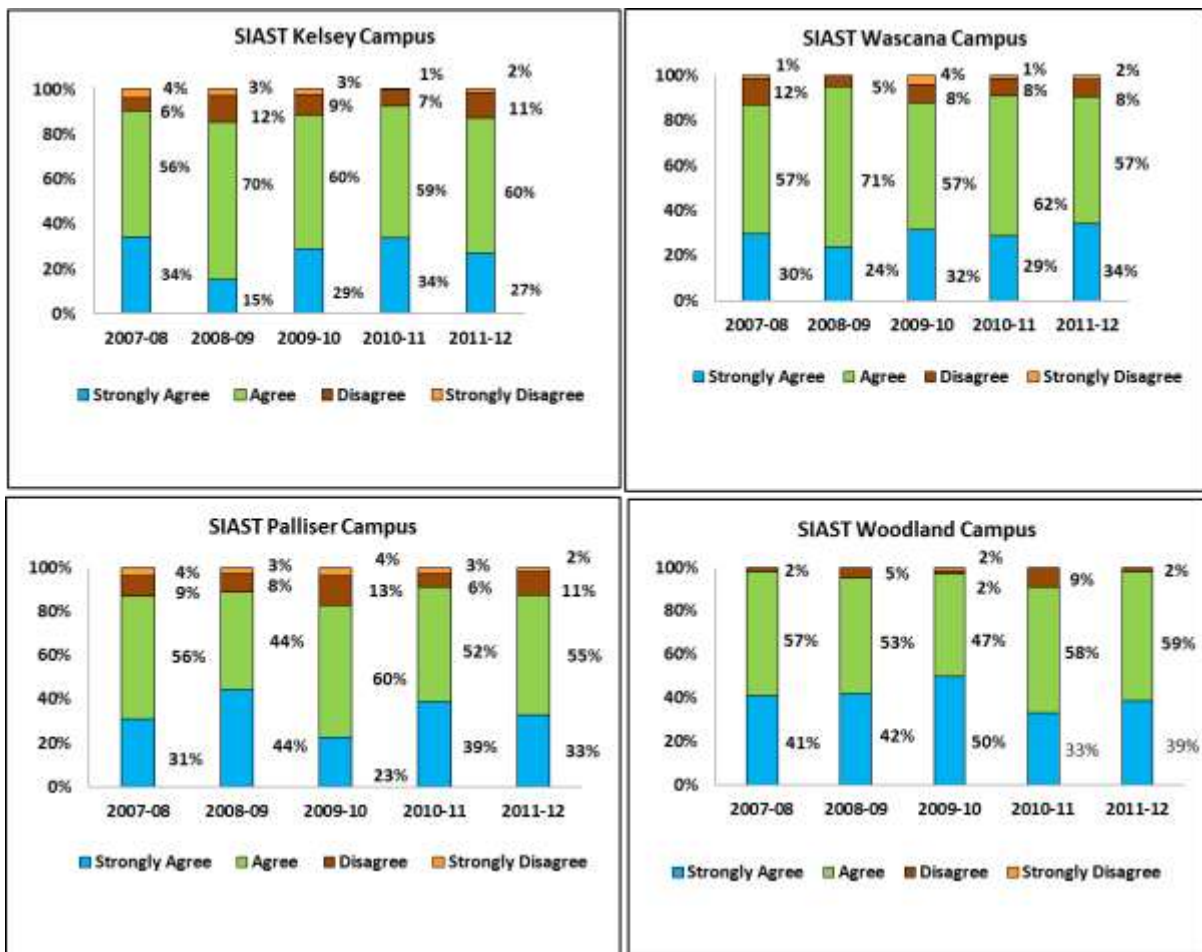


7.3.1.2 By Campus

Figure 38 illustrates the levels of agreement for students' satisfaction from utilizing the services of the Learning services by campus. All four campuses received similar results; though SIAS Woodland received the highest marks from students (98% of students indicated that they were satisfied). The three other campuses analyzed had satisfaction rates of ranging from 87% to 91%.

Only SIAS Woodland campus experienced increases from 2010-11, whilst SIAS Wascana's rate was consistent the previous year. SIAS Kelsey and SIAS Palliser campuses, by contrast, reported satisfaction decreases by six and three percentage points respectively.

Figure 38: Satisfaction with Learning services: By Campus



7.3.2 Counselling Services

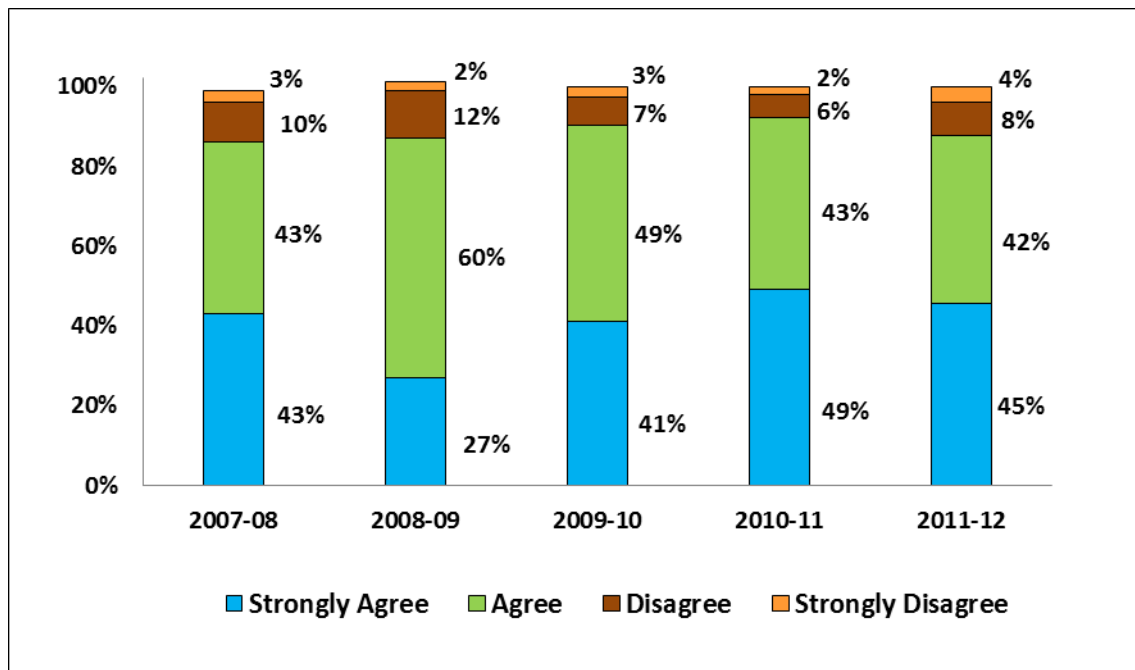
7.3.2.1 SIAST Overall

Among those respondents that utilized the counselling services, 87% were satisfied with the services they received, a decrease of five percentage points since 2010-11 (table 35, figure 39).

Table 35: Satisfaction with Counselling Services: SIAST Overall

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	123	43.0	41	27.0	138	40.9	165	49.0	172	45.4
Agree	124	43.0	93	60.0	166	49.3	142	43.0	160	42.2
Disagree	30	10.0	18	12.0	24	7.1	19	6.0	32	8.4
Strongly Disagree	10	3.0	3	2.0	9	2.7	8	2.0	15	4.0

Figure 39: Satisfaction with Counselling Services: SIAST Overall

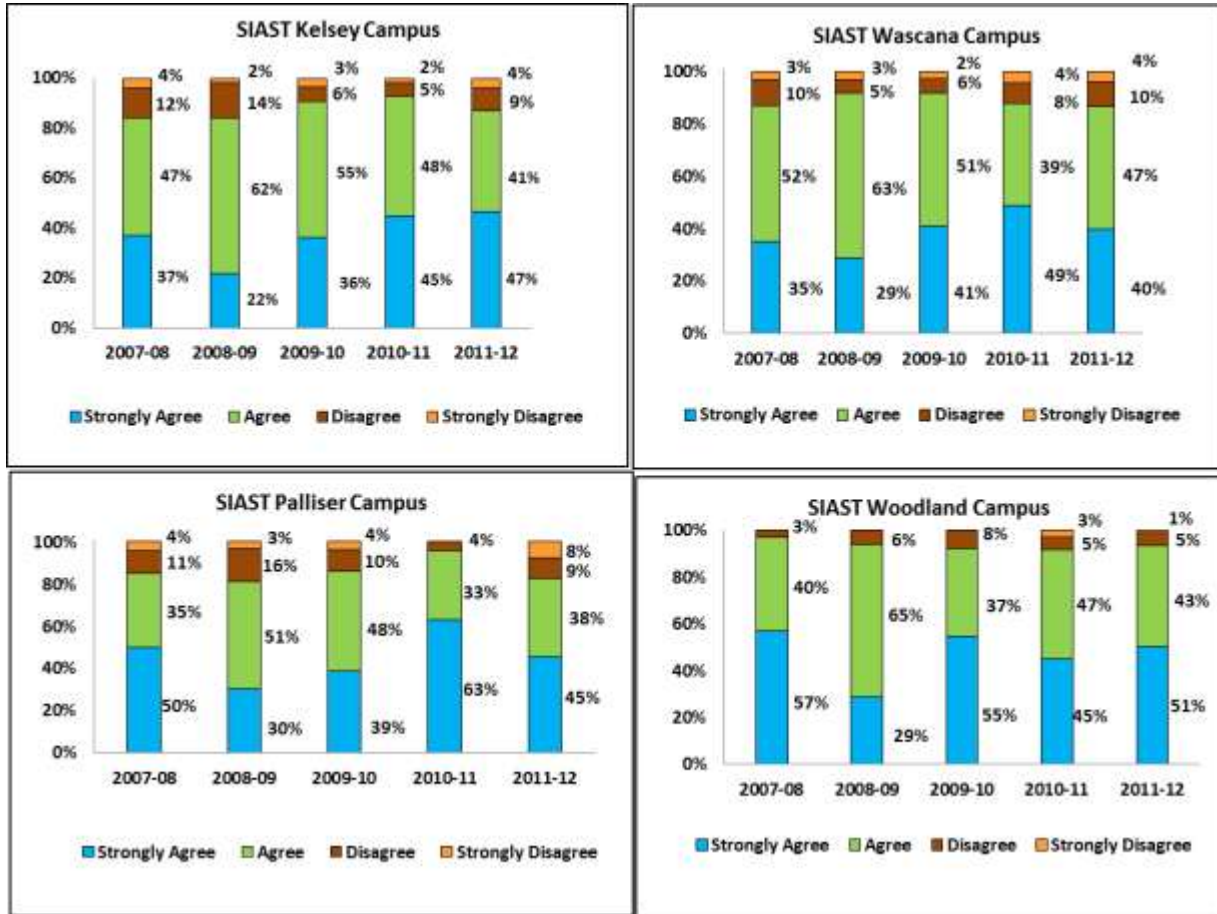


7.3.2.2 By Campus

Figure 40 illustrates the levels of student satisfaction from utilizing counselling services at each campus. Students at SIAST Woodland campus reported the highest level of satisfaction with the campus counselling centre (94%) - a 2% increase from 2010-11.

All the other campuses reported declines in satisfaction with counseling services compared to 2010-11. About 88% and 87% of respondents from SIAST Kelsey and SIAST Wascana campuses were satisfied with counseling services, a decrease of 5% and 1% respectively from 2010-11. SIAST Palliser campus, at 83% had the lowest rate of satisfaction with counselling services and highest decline since 2010-11 (down 13%).

Figure 40: Satisfaction with Counselling Services: By Campus



7.3.3 Student Employment Services

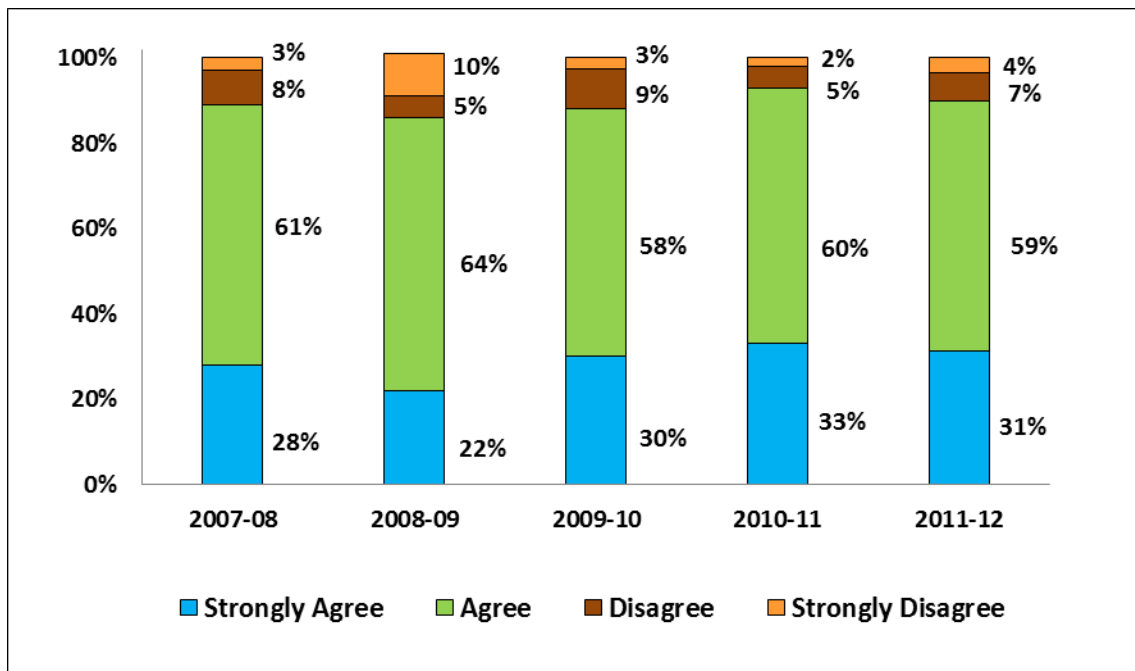
7.3.3.1 SIAST Overall

As shown in table 36 and figure 41, of those respondents that reported they had used SIAST's Student Employment Services, consistent with 2010-11 results, a vast majority indicated that were satisfied with the services they had received (93%), a 3% decline over 2010-11.

Table 36: Satisfaction with Student Employment Services: SIAST Overall

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	83	28.0	14	22.0	65	30.0	80	33.0	89	31.2
Agree	178	61.0	40	64.0	126	58.1	144	60.0	167	58.6
Disagree	24	8.0	3	5.0	20	9.2	12	5.0	19	6.7
Strongly Disagree	9	3.0	6	10.0	6	2.8	4	2.0	10	3.5

Figure 41: Satisfaction with Student Employment Services: SIAST Overall

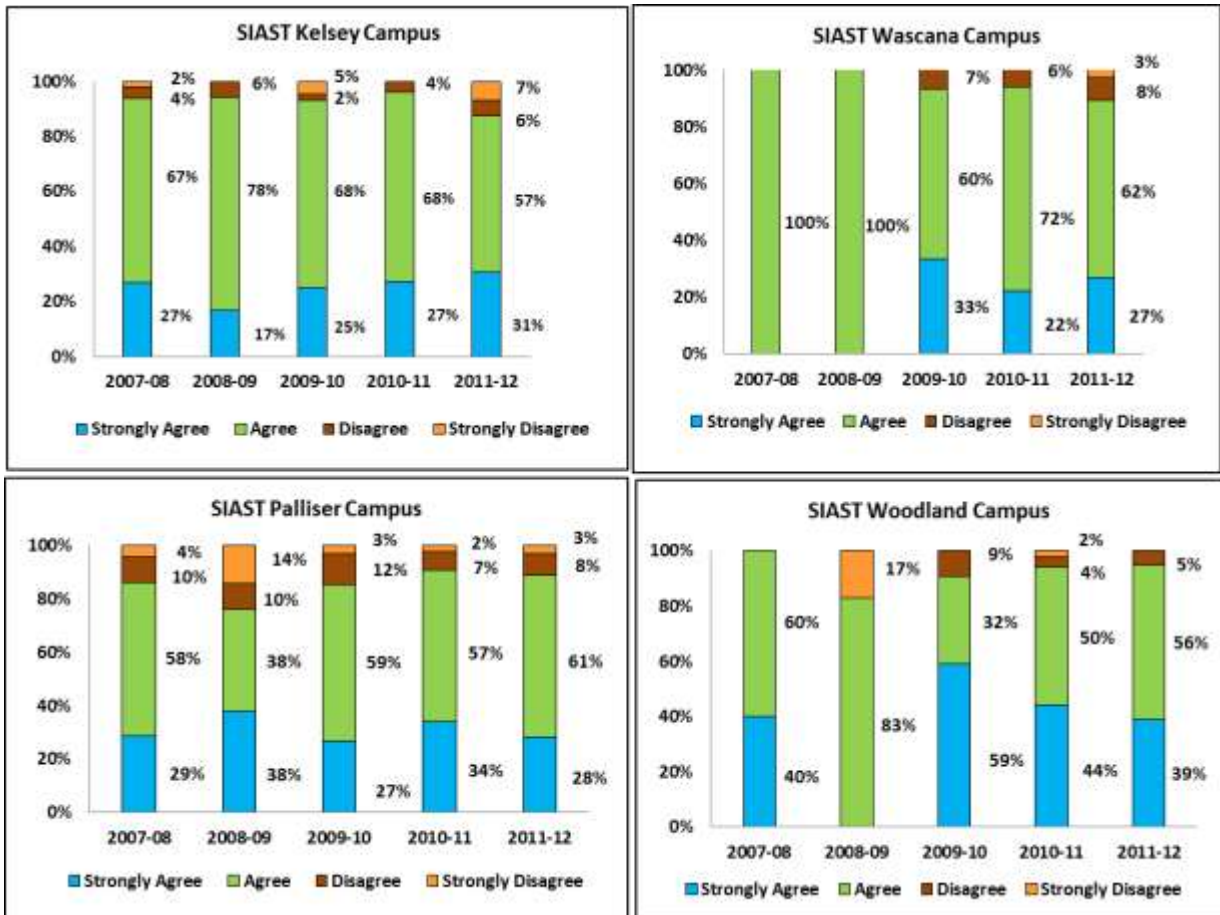


7.3.3.2 By Campus

Figure 42 illustrates, by campus, the levels of student satisfaction with the student employment services received since 2007-08. Unlike the previous year, over 80% (over 90% in 2010-11) of respondents at each campus indicated that they were satisfied with this service.

SIAST Woodland campus had the highest satisfaction rate at 95%, followed by SIAST Wascana and SIAST Palliser, each with 89%, while SIAST Kelsey campus had the lowest at 88%. However, these satisfaction levels showed decline from 2010-11. For instance, SIAST Kelsey campus had the highest level of decline from 2010-11 down 7%.

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



7.3.4 Bookstores

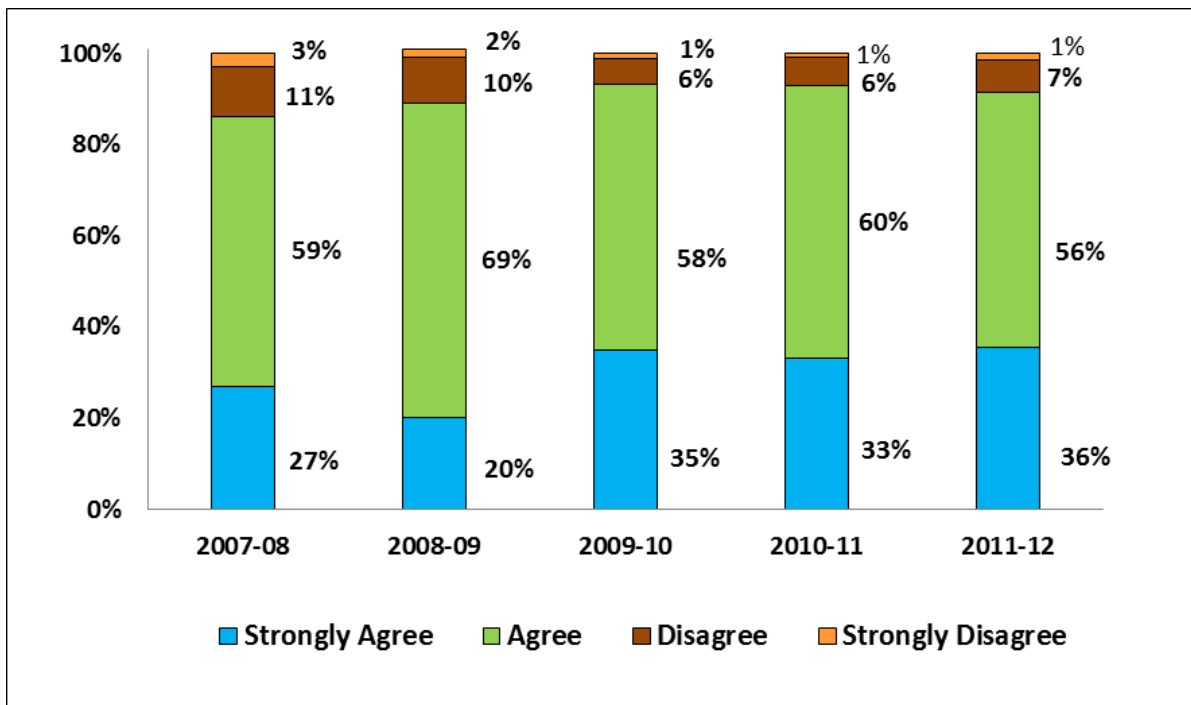
7.3.4.1 SIAST Overall

As illustrated in table 37 and figure 43, 92% of respondents who used the services offered by the campus bookstores were satisfied with those services, a 1% decrease from 2010-11.

Table 37: Satisfaction with Bookstore Services: SIAST Overall

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	#	#	%	#	%		
Strongly Agree	485	27.0	154	20.0	722	34.9	626	33.0	734	35.5
Agree	1,068	59.0	536	69.0	1,204	58.2	1,129	60.0	1,152	55.8
Disagree	203	11.0	75	10.0	119	5.7	114	6.0	150	7.3
Strongly Disagree	58	3.0	12	2.0	24	1.2	21	1.0	29	1.4

Figure 43: Satisfaction with Bookstore Services



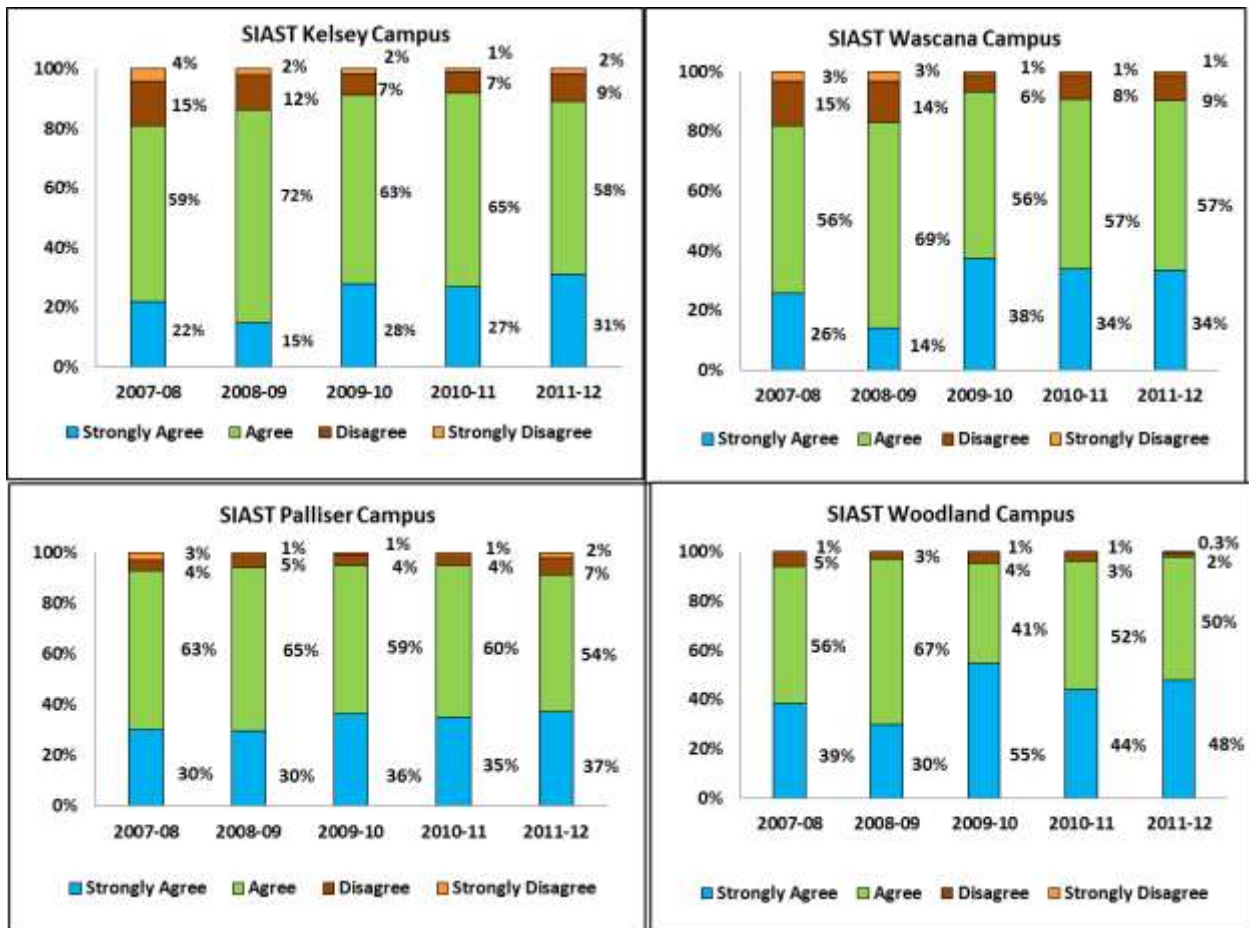
7.3.4.2 By Campus

Figure 44 illustrates a campus breakdown of respondents' satisfaction with the services provided by the bookstore. The majority of students

who used the bookstore services at each campus reported satisfaction with the use of book service, with SIAST Woodland campus having the highest proportion of satisfied students (98% - up 2% from 2010-11), followed closely by SIAST Wascana and SIAST Palliser (each 91%). SIAST Kelsey campus had the lowest level of satisfaction among the four campuses at 89%.

Overall, the satisfaction levels for all campuses has been fluctuating since 2007-08, SIAST Kelsey (up eight percentage points) and SIAST Wascana (up nine percentage points) experienced the largest increases in student satisfaction, whilst SIAST Palliser campus declined by 2%.

Figure 44: Satisfaction with Bookstore Services, by Campus



7.3.5 Registration Services

7.3.5.1 SIAST Overall

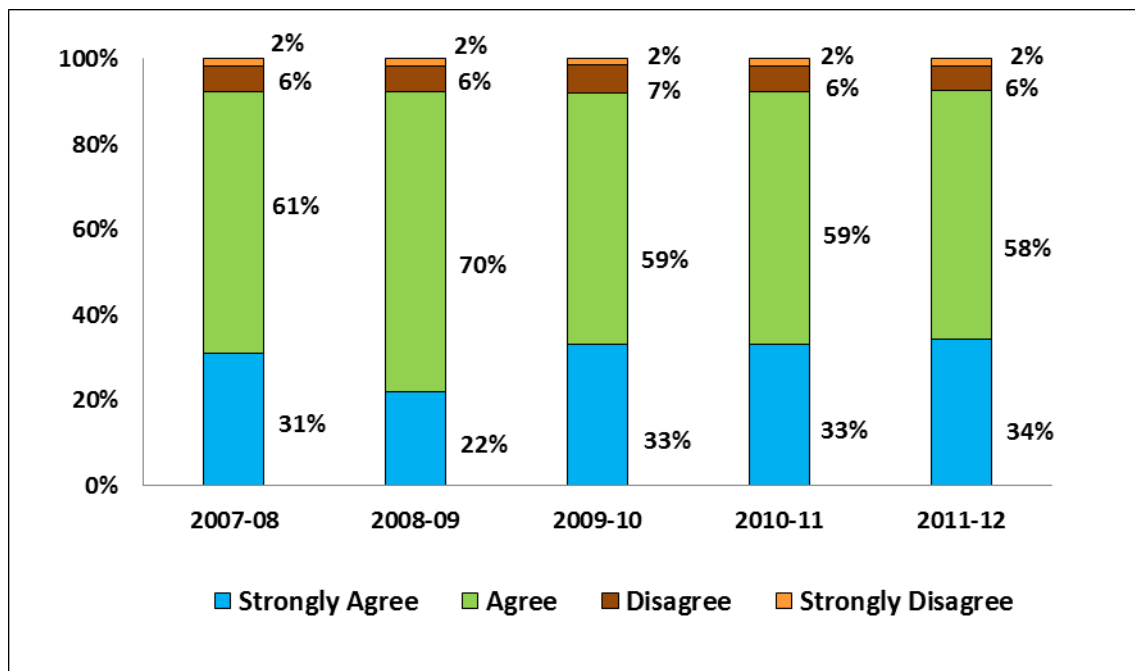
Once again, 92% of respondents who used registration services in 2011-12 agreed that they were satisfied with the services provided.

Interestingly, this figure is basically identical to what was witnessed in all the previous (table 38, figure 45).

Table 38: Satisfaction with Registration Services: SIAST Overall

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	508	31.0	156	22.0	621	32.9	533	33.0	621	34.2
Agree	976	61.0	490	70.0	1,112	58.8	966	59.0	1,055	58.2
Disagree	98	6.0	44	6.0	127	6.7	95	6.0	105	5.8
Strongly Disagree	31	2.0	15	2.0	29	1.5	31	2.0	33	1.8

Figure 45: Satisfaction with Registration Services: SIAST Overall

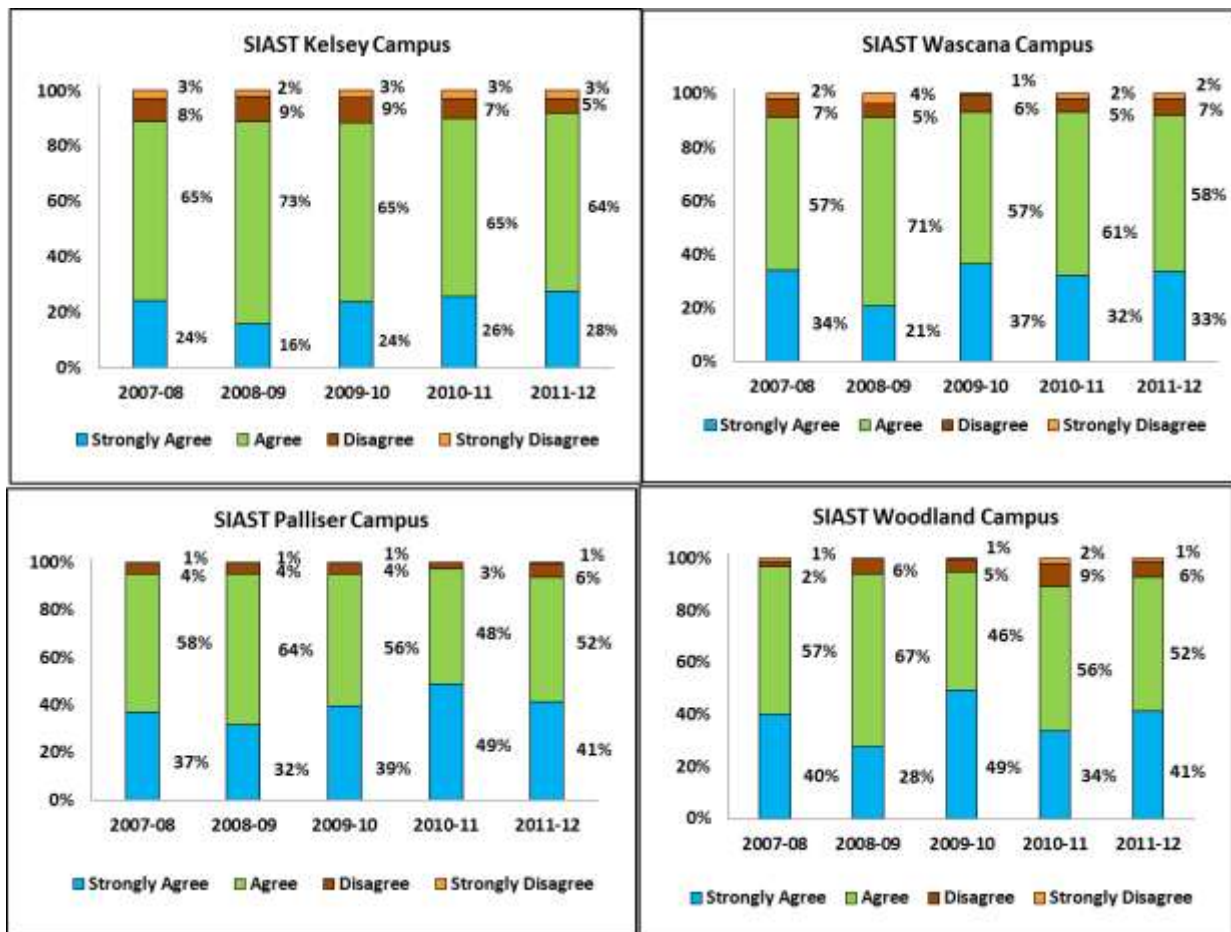


7.3.5.2 By Campus

Figure 46 illustrates the satisfaction with registration services at each campus. Unlike the 2010-11 survey results, the SIAST Palliser had 93% of the respondents agreeing they were satisfied with registration services, a 4% decline in satisfaction.

The majority of respondents at SIAST Woodland (93%) and SIAST Kelsey (92%) indicated they were satisfied with these services, followed by SIAST Wascana campus where 91% of respondents were satisfied. The results at SIAST Palliser and SIAST Wascana campuses showed a slight decline compared to results of previous year.

Figure 46: Satisfaction with Registration Services by Campus



7.3.6 Cafeteria and Other Food Services

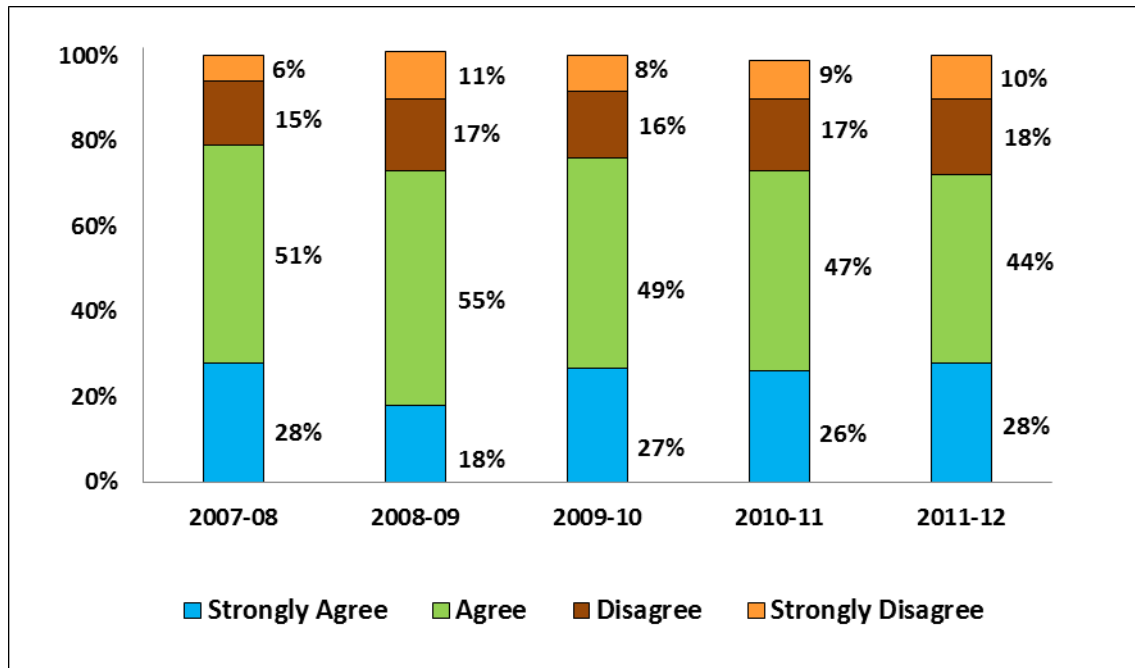
7.3.6.1 SIAST Overall

Of the students who used SIAST's cafeteria and other food services in 2011-12, approximately three-quarters (72%) indicated they were satisfied with the services; this is the lowest rate of all the survey years (table 39, figure 47).

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

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	531	28.0	144	18.0	563	26.7	526	26.0	598	28.0
Agree	970	51.0	447	55.0	1,038	49.3	956	47.0	938	44.0
Disagree	287	15.0	136	17.0	333	15.8	349	17.0	385	18.0
Strongly Disagree	123	6.0	91	11.0	172	8.2	188	9.0	213	10.0

Figure 47: Satisfaction with Cafeteria and Other Food Services: SIAST Overall



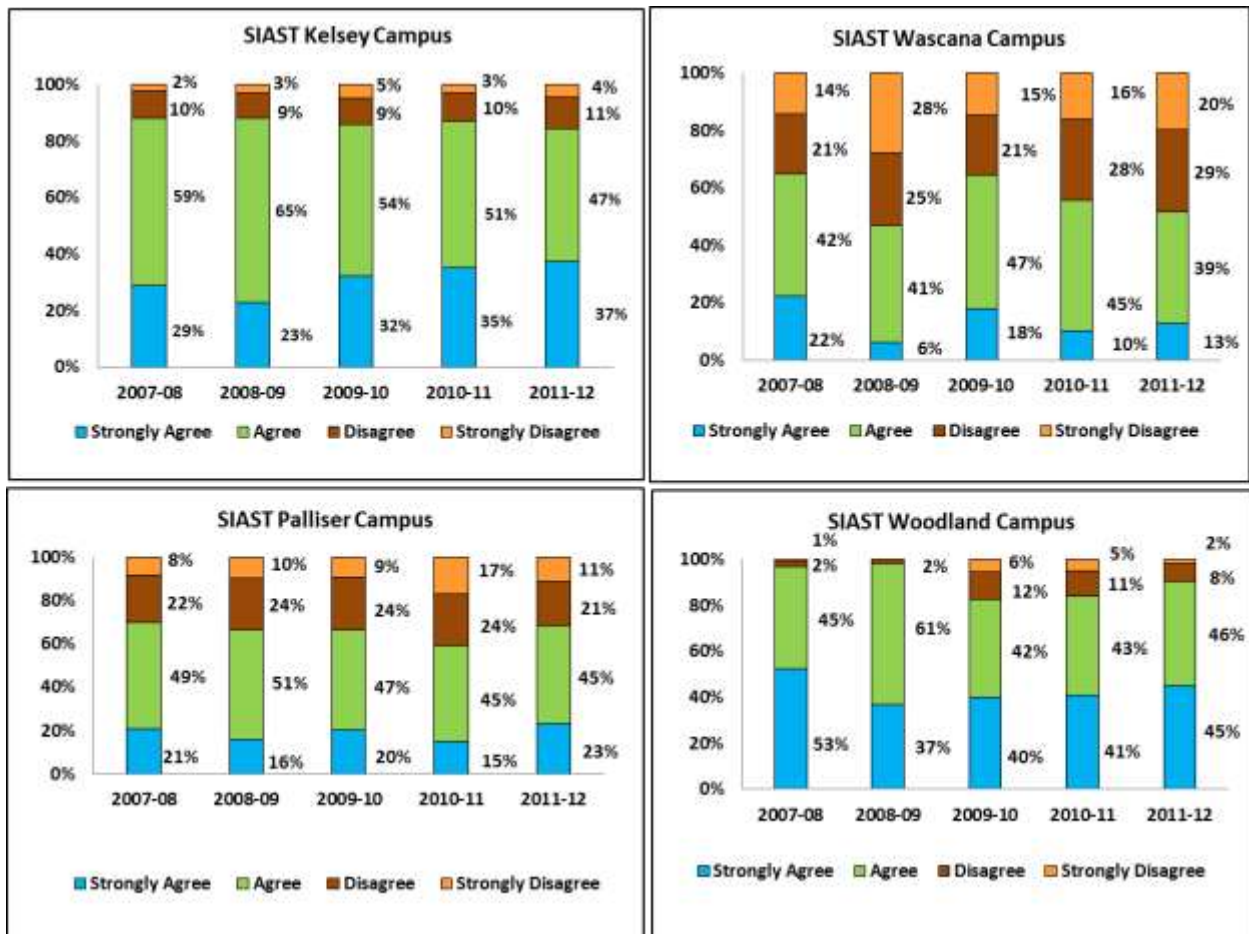
7.3.6.2 By Campus

Figure 48 shows student satisfaction with cafeteria and other food services by campus and indicates that results were significantly different at each campus. For instance, while 91% of respondents from SIAST Woodland campus were satisfied with the services provided by the

cafeteria and other food services, just 52% of respondents from SIAST Wascana reported being satisfied. Respondents from SIAST Woodland showed a 7% increase from 2010-11.

Like SIAST Woodland, students at SIAST Kelsey campus were generally satisfied (84%). The same could not be said, however, of SIAST Palliser and SIAST Wascana campuses, with only 68% and 52% respondents respectively, who reported that they were satisfied with the services provided by the cafeteria and other food services.

Figure 48: Satisfaction with Cafeteria and Other Food Services: By Campus



7.3.7 Recreation services

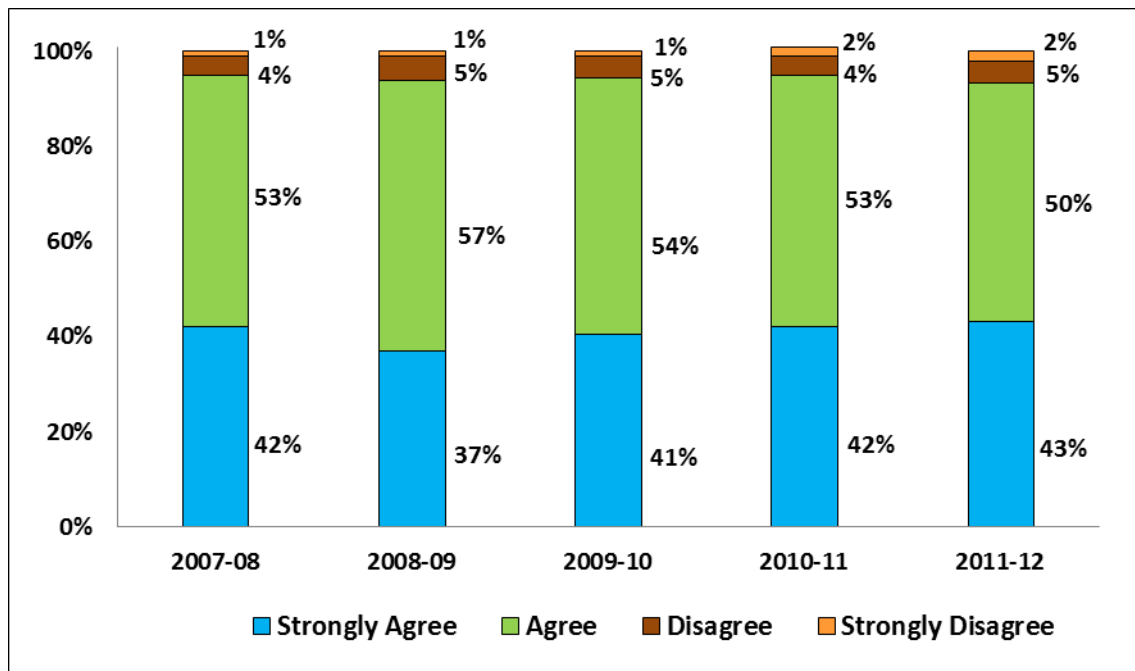
7.3.7.1 SIAST Overall

As shown in table 40 and figure 49, 93% of respondents who used SIAST's recreation services indicated they were satisfied with these services, a finding that is 2% down from the 2010-11 survey.

Table 40: Satisfaction with Recreation Services: SIAST Overall

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	357	42.0	141	37.0	363	40.5	327	42.0	340	43.0
Agree	449	53.0	215	57.0	482	53.8	415	53.0	397	50.3
Disagree	33	4.0	19	5.0	41	4.6	29	4.0	36	4.6
Strongly Disagree	9	1.0	5	1.0	10	1.1	13	2.0	17	2.2

Figure 49: Satisfaction with Recreation Services: SIAST Overall

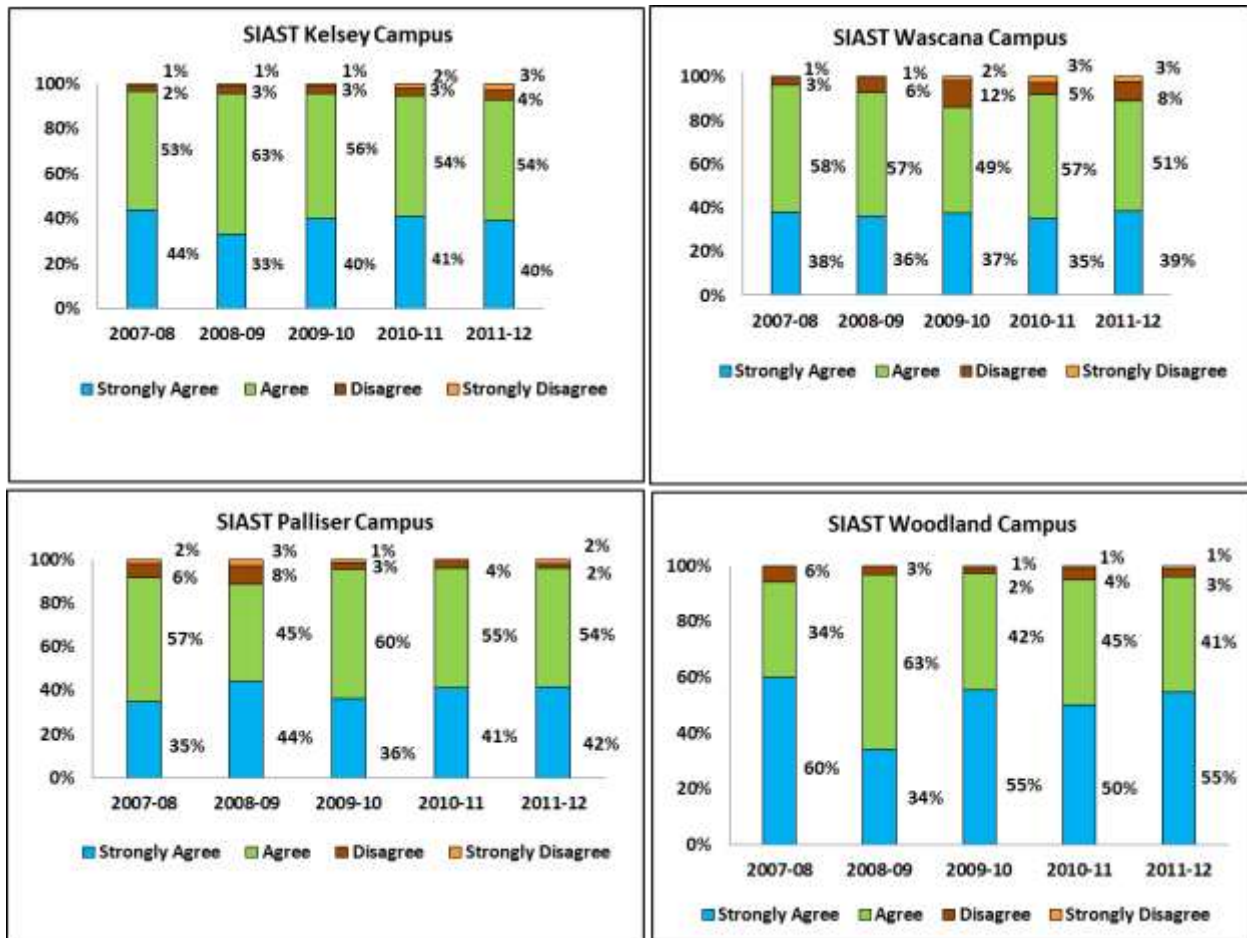


7.3.7.2 By Campus

Figure 50 displays student satisfaction with recreation services at each campus. The vast majority of student's at all four campuses agreed that they were satisfied with recreation services.

While still a favorable majority, SIAST Wascana campus had the lowest proportion of respondents who were satisfied with these services (90%) a 2% decline from 2010-11. SIAST Woodland (96%) and SIAST Palliser (96%) campuses had the highest number of student who reported satisfaction with recreation services.

Figure 50: Satisfaction with Recreation Services: By Campus



7.3.8 Health Services

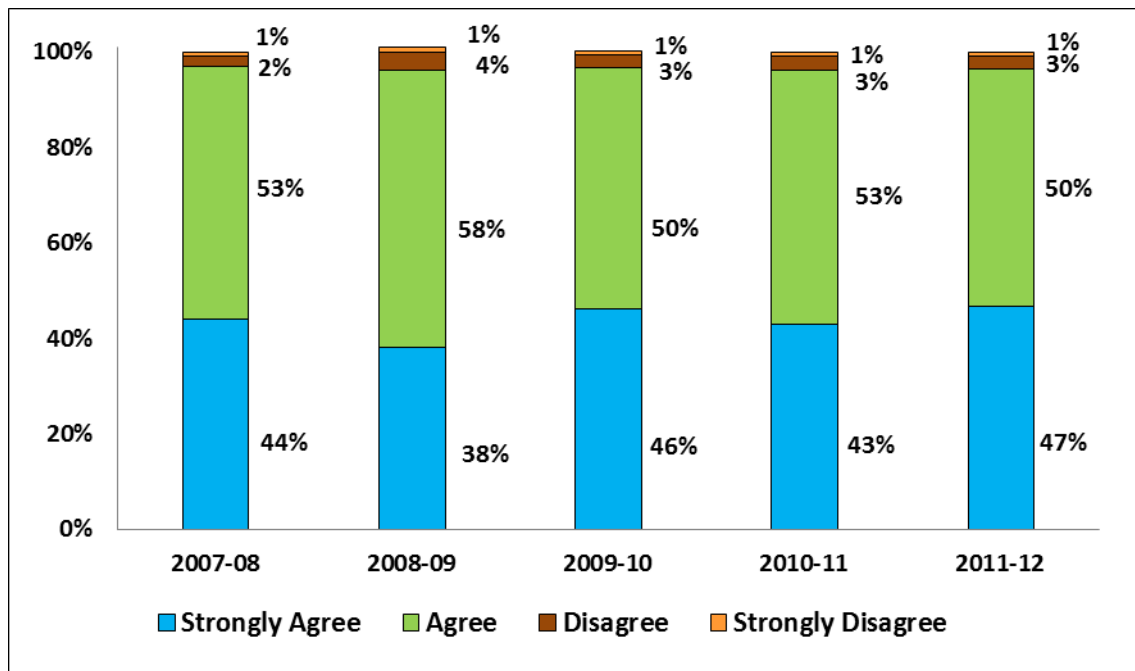
7.3.8.1 SIAST Overall

Of the respondents who accessed SIAST's health centres in 2011-12, nearly every respondent (97%) indicated they were satisfied with the services provided (table 41, figure 51). These results are consistent with the results of the previous surveys.

Table 41: Satisfaction with Health Services: SIAST Overall

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	311	44.0	141	38.0	475	46.2	341	43.0	421	46.6
Agree	374	53.0	212	58.0	518	50.4	423	53.0	450	49.8
Disagree	17	2.0	13	4.0	29	2.8	23	3.0	24	2.7
Strongly Disagree	6	1.0	2	1.0	7	0.7	11	1.0	8	0.9

Figure 51: Satisfaction with Health Centre Services: SIAST Overall

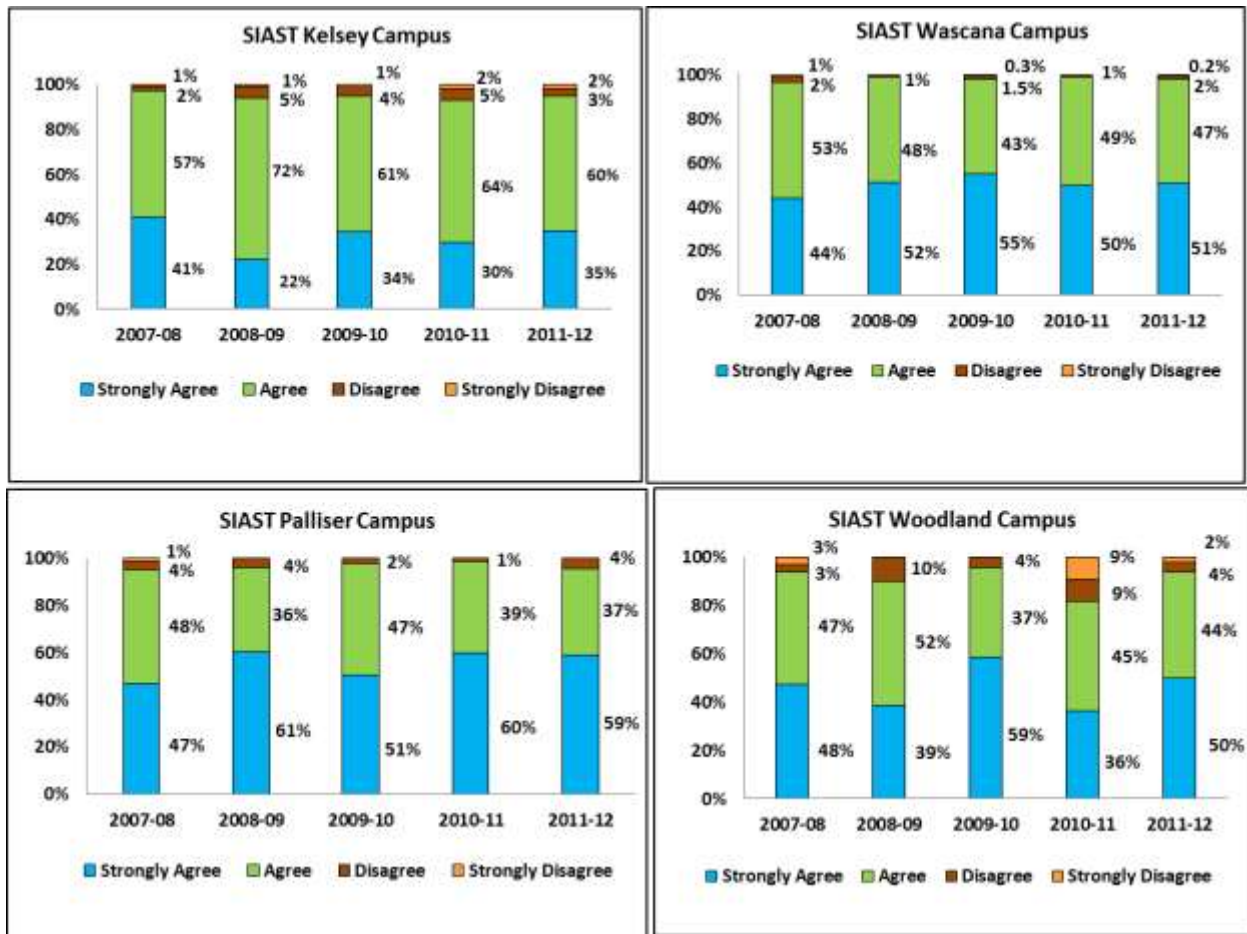


7.3.8.2 By Campus

Figure 52 illustrates student satisfaction with health services by campus and indicates that all four campuses showed high satisfaction rates (above 90%), however compared to 2010-11 there were some slight declines, particularly SIAST Wascana and SIAST Palliser campus (1% and 3% down respectively).

SIAST Woodland campus had the lowest satisfaction rate (94%, an increase of 13% from 2010-11), though it is worth noting that the majority of students at this campus before the 2010-11 survey, indicated that they were satisfied with this service (for instance, 96% in 2009-10).

Figure 52: Satisfaction with Health Services: By Campus



7.3.9 Aboriginal activity centres

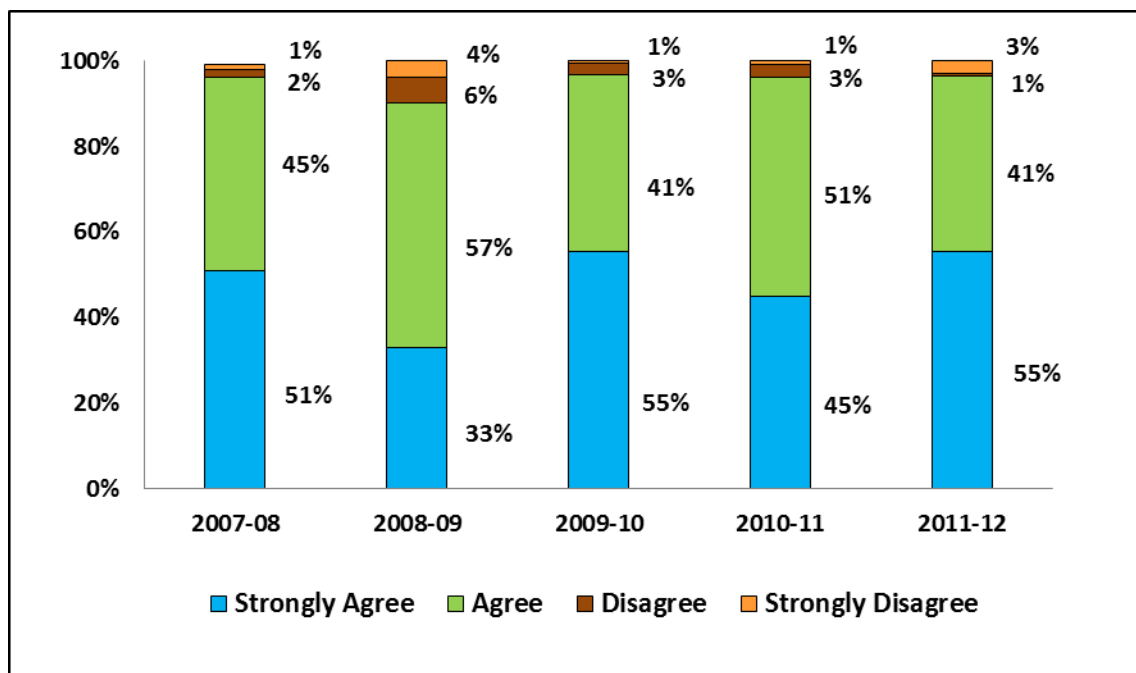
7.3.9.1 SIAST Overall

Of those respondents who used the Aboriginal activity centre services, a vast majority indicated that they were satisfied with the services (96%), a finding that was also witnessed in previous years (table 42, figure 53).

Table 42: Satisfaction with Aboriginal activity centre Services: SIAST Overall

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	62	51.0	18	33.0	114	55.3	70	45.0	134	55.4
Agree	55	45.0	31	57.0	85	41.3	79	51.0	99	40.9
Disagree	3	2.0	3	6.0	6	2.9	5	3.0	2	0.8
Strongly Disagree	1	1.0	2	4.0	1	0.5	2	1.0	7	2.9

Figure 53: Satisfaction with Aboriginal activity centre Services: SIAST Overall



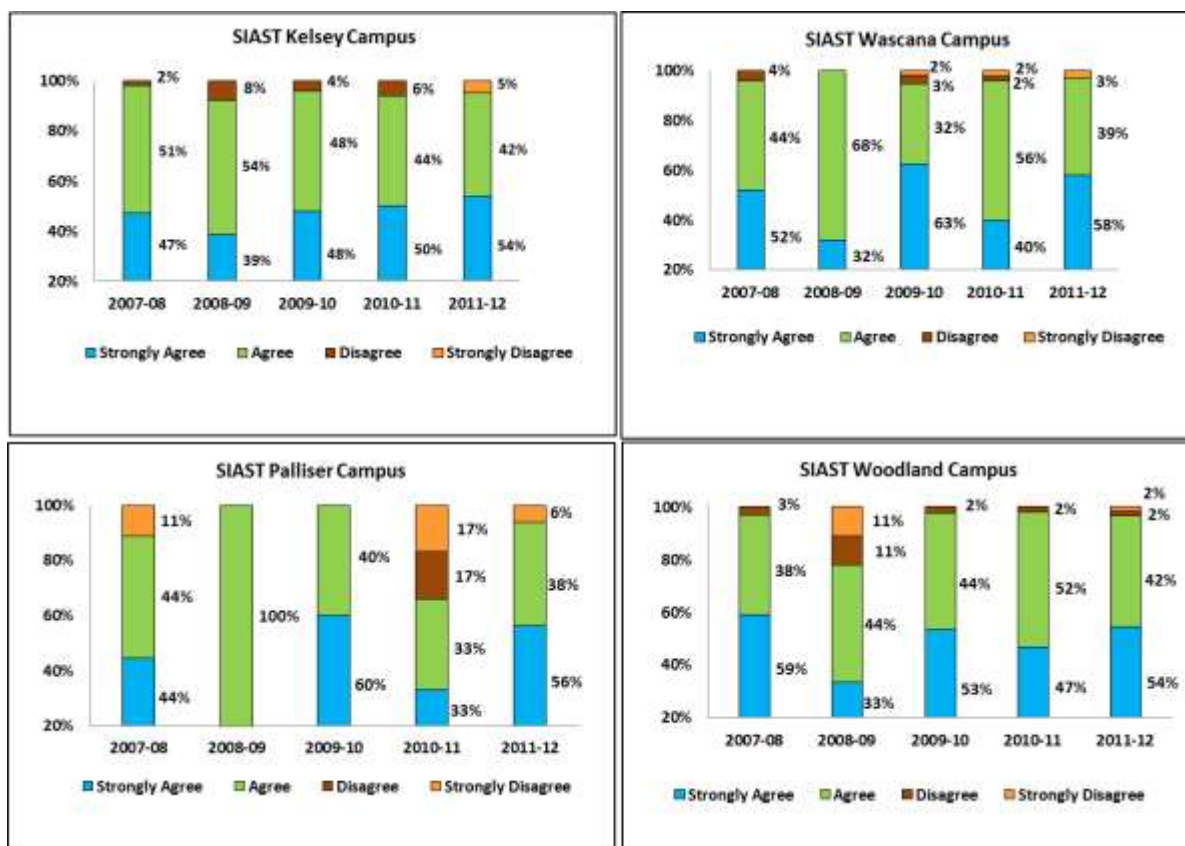
7.3.9.2 By Campus

Figure 54 depicts, by campus, the levels of student satisfaction with Aboriginal activity centre services in 2011-12. These results should be interpreted with caution due to small sample size.

An overwhelming majority of students at SIAST Wascana (97%), SIAST Kelsey (96%) and SIAST Woodland (96%) campuses reported satisfaction with Aboriginal activity centre services. These findings are fairly consistent with what was witnessed in previous years.

Unlike in the 2010-11 survey, students satisfaction with Aboriginal activity centre services at the SIAST Palliser campus improved tremendously from 66% in 2010-11 to 94% in 2011-12.

Figure 54: Satisfaction with Aboriginal activity centres Services: By Campus



7.3.10 Web-based Services

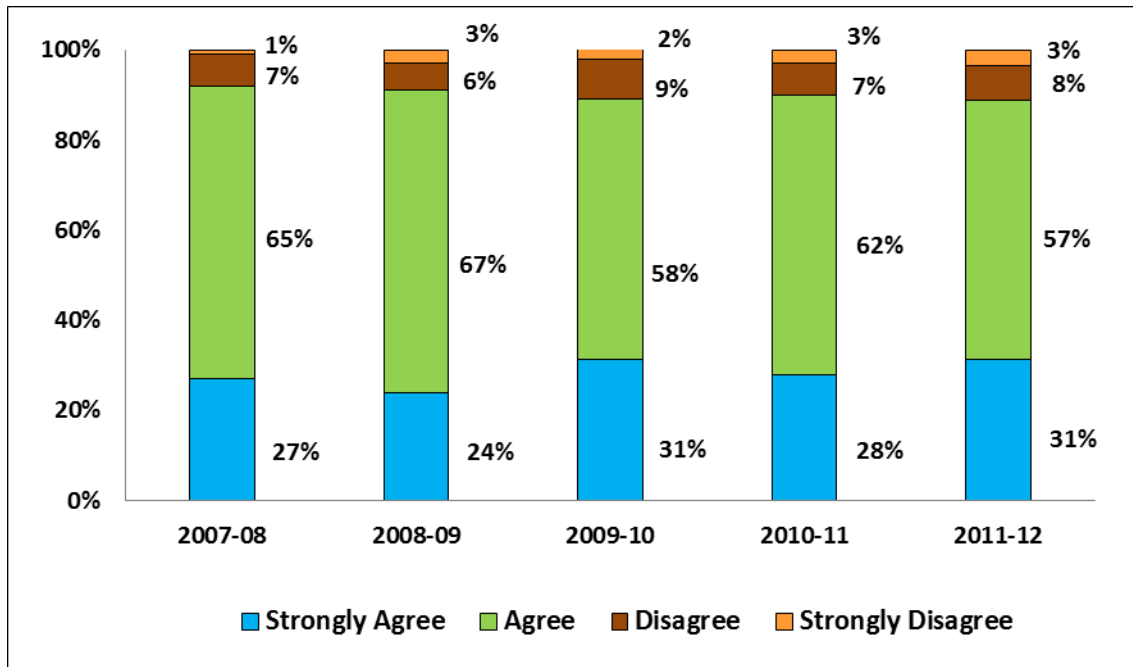
7.3.10.1 SIAST Overall

Of those respondents who used Web-based services in 2011-12, 88% reported that they were satisfied with the services (table 43 and figure 55). This is 2% down from 2010-11 and the lowest reported rate over the past 4 surveys.

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

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	411	27.0	186	24.0	607	31.4	512	28.0	575	31.3
Agree	973	65.0	521	67.0	1,117	57.8	1118	62.0	1,055	57.4
Disagree	101	7.0	50	6.0	170	8.8	133	7.0	146	7.9
Strongly Disagree	22	1.0	23	3.0	40	2.1	47	3.0	61	3.3

Figure 55: Satisfaction with Web-based Services: SIAST Overall

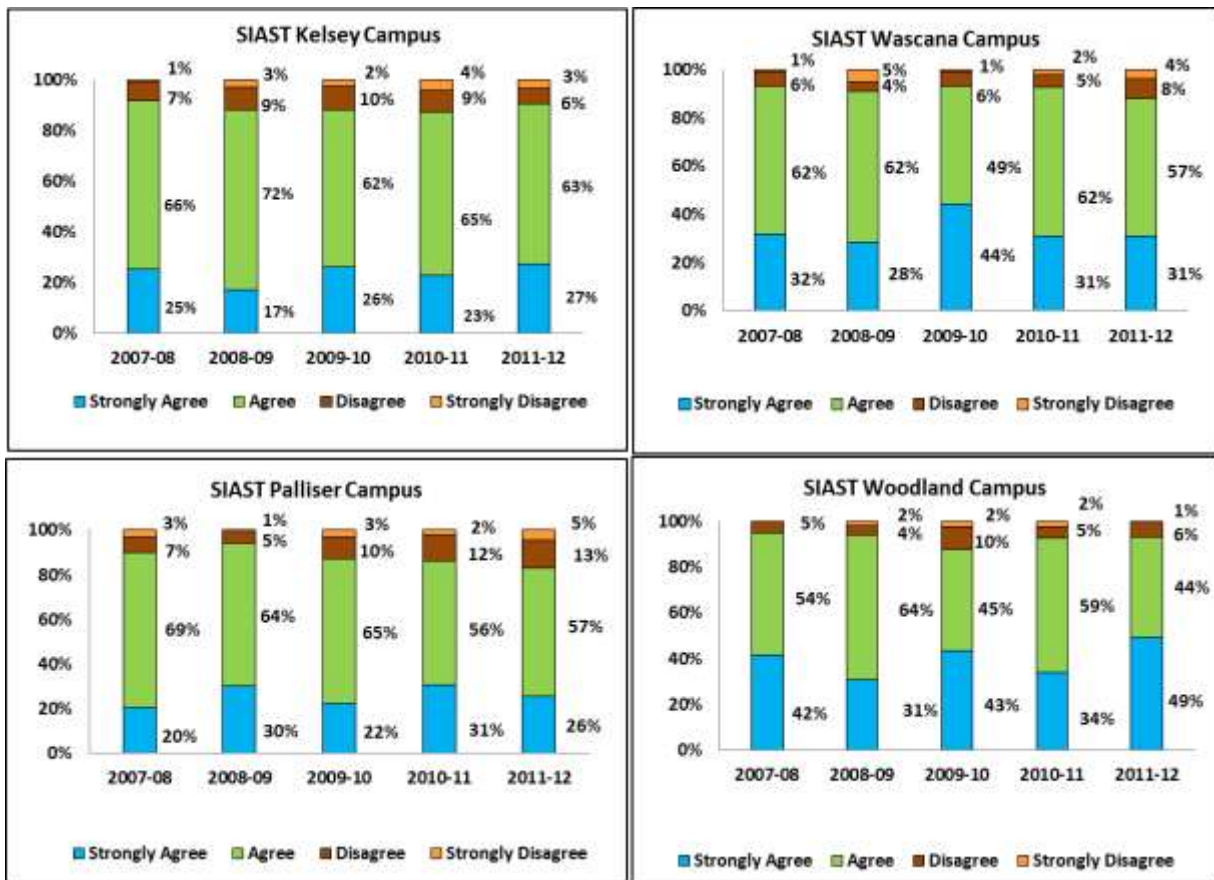


7.3.10.2 By Campus

Figure 56 displays student satisfaction with Web-based services accessed at each campus. Consistent with 2010-11, the majority of students at SIAST Woodland campus (93%) reported satisfaction with Web-based services. As well, 90% of respondents from SIAST Kelsey campus were satisfied with web-based services, a 2% increase from 2010-11. Over four-fifths of respondents at SIAST Wascana (88%) and SIAST Palliser (83%) were also satisfied with Web-based services. However, SIAST Wascana (down 5%) and SIAST Palliser (down 4%) campuses have experienced a slight decrease in satisfaction from 2010-11.

Over four-fifths of respondents at SIAST Wascana (88%) and SIAST Palliser (83%) were also satisfied with Web-based services. However, SIAST Wascana (down 5%) and SIAST Palliser (down 4%) campuses have experienced a slight decrease in satisfaction from 2010-11.

Figure 56: Satisfaction with Web-based Services: By Campus



7.3.11 Library Services

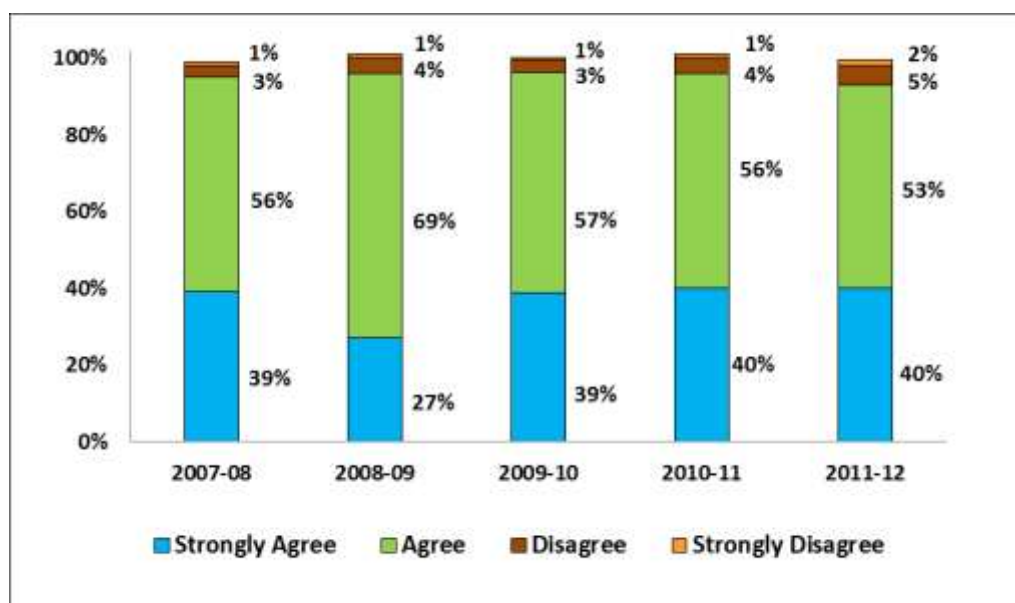
7.3.11.1 SIAST Overall

In 2011-12, the majority of respondents who used SIAST libraries (93%) were satisfied with the services they received, down 3% from 2010-11 (table 44, figure 57).

Table 44: Satisfaction with Library Services: SIAST Overall

Response	2007-08		2008-09		2009-10		2010-11		2011-12	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	622	39.0	190	27.0	718	38.9	651	40.0	697	40.0
Agree	895	56.0	492	69.0	1,056	57.2	924	56.0	915	53.0
Disagree	52	3.0	29	4.0	61	3.3	63	4.0	84	4.9
Strongly Disagree	20	1.0	4	1.0	11	0.6	9	1.0	30	1.7

Figure 57: Satisfaction with Library Services: SIAST Overall



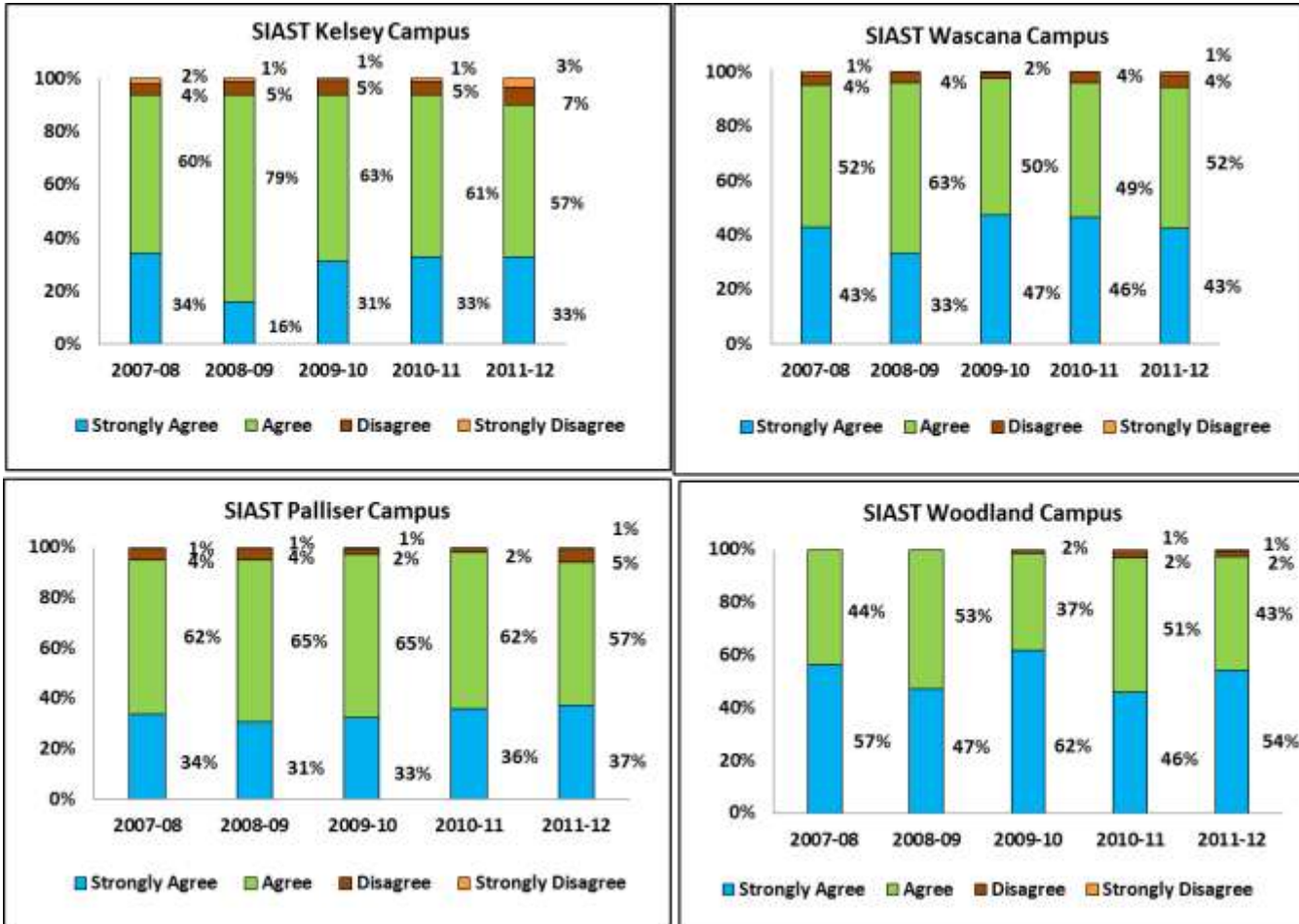
7.3.11.2 By Campus

Figure 58 illustrates, by campus, the levels of student satisfaction with library services. Nearly every respondent at SIAST Woodland (97%), SIAST Wascana (95%) and SIAST Palliser (94%) campuses reported

satisfaction with library services. Interestingly, SIAST Wascana campus student's responses have been consistent since 2007-08.

The majority of respondents at SIAST Kelsey campus (90%) were also satisfied with the library services they accessed in 2011-12, a 4% decline since 2010-11.

Figure 58: Satisfaction with Library Services: By Campus



7.3.12 Disability services

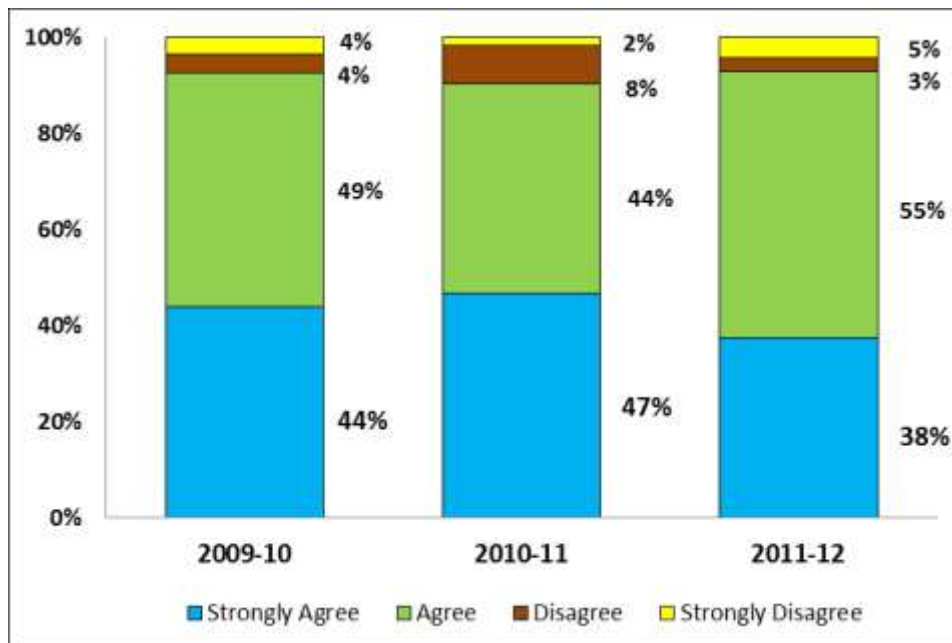
7.3.12.1 SIAST Overall

In the 2009-10 survey, students were asked for the first time to report their awareness, use, and satisfaction with SIAST's disability services. In 2011-12, 93% of the students were satisfied with use of disability services, a 2% increase over 2010-11.

Table 45: Satisfaction with Disability services: SIAST Overall

Response	2009-10		2010-11		2011-12	
	#	%	#	%	#	%
Strongly Agree	46	43.8	56	47.0	42	37.5
Agree	50	48.6	52	44.0	62	55.4
Disagree	4	3.8	9	8.0	3	2.7
Strongly Disagree	4	3.8	2	2.0	5	4.5

Figure 59: Satisfaction with Disability services: SIAST Overall

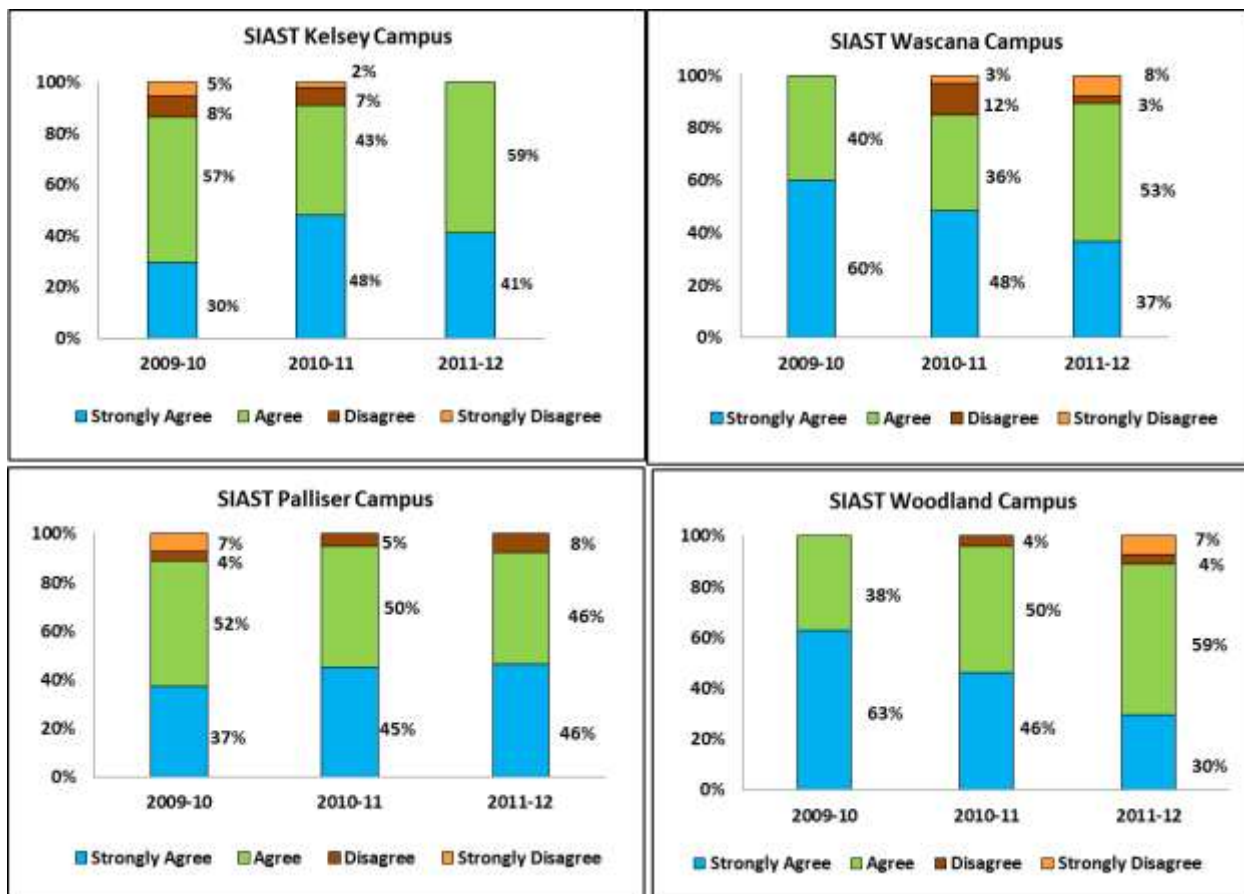


7.3.11.2 By Campus

Figure 60 illustrates, by campus, the levels of student satisfaction with disability services since 2009-10. Note: Similar to the section on Aboriginal activity centres; these results are based on fairly small samples, and should be interpreted with caution.

Interestingly, all respondents at SIAST Kelsey campus indicated that they were satisfied with this service (100% - 9% increase since 2010-11). Over 90% of respondents from SIAST Palliser (92%) and SIAST Wascana (90%) campuses also expressed satisfaction with disability services. Unlike the past two survey years, satisfaction with disability services at SIAST Woodland campus (89%) declined significantly (100% in 2009-10; 96% in 2009-10).

Figure 60: Satisfaction with Disability services: By Campus



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APPENDIX A: 2011-12 STUDENT SATISFACTION SURVEY



SIASST Student Satisfaction Survey 2011-12

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

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

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

1. **Primary Location of Training:**

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

2. **Program Name:** _____

3. **Type of Credential:**

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

4. **Year of Program*:**

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

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

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

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

17. This program has an effective system of communicating with students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Instructors are available for individual assistance to students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. The instructors treat students with respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Instructional methods are effective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. The quality of instruction within the program is satisfactory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. The program incorporates a wide range of learning activities (readings, lectures, videos, practice, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. The program's use of technology enhances learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. MySIAST is an effective tool for communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Students have regular opportunities to provide feedback on courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Students are informed of how they will be evaluated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Student assessments focus on what was learned in the courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Students receive timely and ongoing feedback on their progress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning Resources:	SD	D	A	SA	DK/NA
29. Program materials are free of cultural, racial and gender bias	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. Books, course materials and supplies that students are required to purchase are needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. The program learning materials (texts, workbooks, handouts, etc.) are relevant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. The program equipment is appropriate for learning the	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

required skills

33. There is sufficient equipment for use in the program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. There are sufficient, relevant library resource materials for use in the program (books, video tapes, audio tapes, periodicals, pamphlets, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus Facilities:	SD	D	A	SA	DK/NA
35. The classroom facilities are appropriate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. The shop/lab facilities are appropriate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. Adequate study space is available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Adequate computer lab space is available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. I feel safe and secure on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. Overall, the campus facilities meet my needs as a student	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 services	Yes <input type="radio"/>	If yes, →	Yes <input type="radio"/>	If yes, →	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	No <input type="radio"/>	If no, go to # 41	No <input type="radio"/>	If no, go to # 41				
42. Counselling	Yes <input type="radio"/>	If yes, →	Yes <input type="radio"/>	If yes, →	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	No <input type="radio"/>	If no, go to # 42	No <input type="radio"/>	If no, go to # 42				
43. Student Employment Services	Yes <input type="radio"/>	If yes, →	Yes <input type="radio"/>	If yes, →	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	No <input type="radio"/>	If no, go to # 43	No <input type="radio"/>	If no, go to # 43				
44. Library	Yes <input type="radio"/>	If yes, →	Yes <input type="radio"/>	If yes, →	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	No	<input type="radio"/>	If no, go to # 44	No	<input type="radio"/>	If no, go to # 44				
45. Bookstore	Yes	<input type="radio"/>	If yes, →	Yes	<input type="radio"/>	If yes, →	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	No	<input type="radio"/>	If no, go to # 45	No	<input type="radio"/>	If no, go to # 45				
46. Registration Services	Yes	<input type="radio"/>	If yes, →	Yes	<input type="radio"/>	If yes, →	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	No	<input type="radio"/>	If no, go to # 46	No	<input type="radio"/>	If no, go to # 46				
47. Cafeteria or other food services	Yes	<input type="radio"/>	If yes, →	Yes	<input type="radio"/>	If yes, →	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	No	<input type="radio"/>	If no, go to # 47	No	<input type="radio"/>	If no, go to # 47				
48. Recreation Services	Yes	<input type="radio"/>	If yes, →	Yes	<input type="radio"/>	If yes, →	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	No	<input type="radio"/>	If no, go to # 48	No	<input type="radio"/>	If no, go to # 48				
49. Health services (i.e., Campus Nurse)	Yes	<input type="radio"/>	If yes, →	Yes	<input type="radio"/>	If yes, →	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	No	<input type="radio"/>	If no, go to # 49	No	<input type="radio"/>	If no, go to # 49				
50. Aboriginal Activity Centre	Yes	<input type="radio"/>	If yes, →	Yes	<input type="radio"/>	If yes, →	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	No	<input type="radio"/>	If no, go to # 50	No	<input type="radio"/>	If no, go to # 50				
51. Web-based Services (mySIAS, Grade Book)	Yes	<input type="radio"/>	If yes, →	Yes	<input type="radio"/>	If yes, →	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	No	<input type="radio"/>	If no, go to # 51	No	<input type="radio"/>	If no, go to # 51				
52. Disability services	Yes	<input type="radio"/>	If yes, →	Yes	<input type="radio"/>	If yes, →	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	No	<input type="radio"/>	If no, go to # 51	No	<input type="radio"/>	If no, go to # 51				

53. Gender:

Female
 Male

54. Age

(as of December 31, 2011)

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

55. Equity Status:

Aboriginal
 Disabled
 Visible Minority
 Not applicable

55. Additional Comments or Suggestions for Program Improvement

Thank you for completing this survey.