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# SIAST Student Satisfaction Survey Report of 2012-13

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Trends from 2008-09 to  
2012-13

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## 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](http://www.siastr.sk.ca/about/reports_statistics/institutional_reports.shtml).

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



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## 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 2012-13 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 2012-13 survey was administered by program areas to all years of students prior to the end of the program. The fieldwork extended from approximately October 2012 to June 2013, given the varying times SIAST's programs end throughout the academic year.
- In 2012-13, there were approximately 5,482 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 three hundred and sixty-three (2,363) students participated in the 2012-13 survey. The 2012-13 response rate (43%) though lower, was close to the rate obtained in the past three administrations of the survey (45% each).
- Respondents included students in various programs from all four campuses (numbers by campus: SIAST Kelsey, 1,040; SIAST Palliser, 387; SIAST Wascana, 664; SIAST Woodland, 272).
- Ninety-two percent of all 2012-13 respondents (2,170 of 2,359) indicated that they were satisfied with their programs, a finding that was consistent with the 2011-12 and 2010-11 results (each 90%).
- Ninety-one percent of those surveyed (2,144 of 2,359) indicated they would recommend SIAST programs to others, 3% up from last year. In fact, this marks the highest recommendation rating since 2008-09 (86% in 2008-09; 88% in 2009-10; 89% in 2010-11 and 88% in 2011-12).
- Eighty-eight percent of respondents (2,064 of 2,356) indicated they would choose to attend SIAST if they were starting their training over again. This is a 3% increase since 2011-12 (85%) as well as the highest rating for this question since 2008-09 (80%).

- Seventy-five percent of respondents indicated that the orientation programs assisted them in accessing and utilizing SIAST services effectively. This figure bounced back from the low in 2011-12 (70%).
- Similar to the responses reported in since 2009-10, 93% of 2012-13 respondents indicated that the environment at SIAST was welcoming and friendly.
- Close to eighty percent of respondents (78%) agreed that there were sufficient and relevant library resource materials, a finding that is 2% higher than the results of previous two years (76% each for 2010-11 and 2011-12).
- The vast majority of respondents indicated that classroom facilities (93%) and shop and lab facilities (89%) were appropriate. These figures showed some improvements from what was reported in 2011-12. Most students also reported that there was adequate available study space (83%) and computer lab space (81%). These results were fairly consistent with previous years.
- Consistent with the results from previous years, 95% of 2012-13 respondents felt safe and secure at SIAST (93% for 2008-09, 95% for 2009-10; 94% for 2010-11 and 95% for 2011-12).
- Ninety-two percent of those surveyed agreed that the campus facilities met their educational needs. This marked a slight increase from 2011-12 (91%).
- When compared with the 2011-12 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 2008-09.
- In 2012-13, respondents were most aware of the cafeteria (95%), library services (95%) and bookstore services (91%). They were least aware of the Aboriginal activity centres (57%) and disability services (45%). These results were generally in line with what was seen in previous years, though awareness of services provided by the Aboriginal activity centre and disability services increased remarkably in the last year (6% up each from 2011-12).
- The bookstore (93%), cafeteria (91%) and registration services (86%) had been accessed by the largest proportion of students who indicated they were aware of these services. Services such as counselling (21%), student employment services (16%), Aboriginal activity centres (16%), and disability services (13%) were used by a smaller proportion of respondents.
- The proportion of respondents who indicated they were satisfied with SIAST services slightly decreases relative to 2011-12 results, though there was improvement in some areas. For instance,

students continue to indicate that they were satisfied with the bookstore (93%, versus 92% in 2011-12) as well as cafeteria and other food services (75%, versus 72% in 2011-12).

- In 2012-13, the health services (96%), the Aboriginal student centre (94%), and the library (93%) had the highest proportion of students who reported satisfaction with the services used. Counselling services (89%), web-based services (88%), learning services (88%) and student employment (87%) were the only services where less than 90% of students indicated they were satisfied.
  
- From a campus perspective:
  - A higher proportion of respondents at SIAST Woodland Campus, relative to the other campuses, indicated they were satisfied with their program (97%). This is a marked improvement since 2009-10 (90%).
  - The percentage of students at SIAST Wascana campus who were satisfied with their program increased 4% from the past year (87% in 2011-12 versus 91% in 2012-13).
  - Compared to their peers, students at SIAST Palliser campus reported a marked improvement in satisfaction with their program (90% in 2011-12 versus 95% in 2012-13).
  - SIAST Kelsey Campus had the lowest rating in 2012-13 of students who were satisfied with their program (90%). Though it is worth emphasizing that the vast majority of students still indicated that they were satisfied (90% in 2010-11 and 91% in 2011-12).

# TABLE OF CONTENTS

<b>EXECUTIVE SUMMARY .....</b>	<b>i</b>
<b>TABLE OF CONTENTS .....</b>	<b>iv</b>
<b>LIST OF TABLES.....</b>	<b>vii</b>
<b>LIST OF FIGURES .....</b>	<b>ix</b>
<b>1.0 Background .....</b>	<b>1</b>
1.1 Methodology.....	1
1.1.1 Data Collection and Analysis .....	1
<b>2.0 Demographics and Campus Participation.....</b>	<b>3</b>
2.1 Demographics.....	3
2.1.1 Gender .....	3
2.1.2 Age.....	4
2.1.3 Equity Status.....	4
2.2 Campus Participation.....	5
<b>3.0 Satisfaction with Programs .....</b>	<b>7</b>
3.1 SIAST Overall .....	7
3.2 By Campus.....	10
3.2.1 Satisfaction with Programs .....	10
3.2.2 Would Recommend SIAST Programs to Others .....	12
3.2.3 Would Choose to Attend SIAST Again .....	14
<b>4.0 Orientation to Support Services and Environment at SIAST.....</b>	<b>16</b>
4.1 Orientation to SIAST Support Services.....	16
4.1.1 SIAST Overall .....	16
4.1.2 By Campus.....	17
4.2 General Environment at SIAST.....	19
4.2.1 SIAST Overall .....	19
4.2.2 By Campus.....	20
<b>5.0 Learning Resources .....</b>	<b>22</b>
5.1 Sufficiency and Relevancy of Resource Materials at the Libraries.....	22
5.1.1 SIAST Overall .....	22

5.1.2	By Campus.....	23
<b>6.0</b>	<b>Campus Facilities.....</b>	<b>25</b>
6.1	Classroom Facilities.....	25
6.1.1	SIAST Overall .....	25
6.1.2	By Campus.....	26
6.2	Shop and Lab Facilities.....	28
6.2.1	SIAST Overall .....	28
6.2.2	By Campus.....	29
6.3	Study Space.....	31
6.3.1	SIAST Overall .....	31
6.3.2	By Campus.....	32
6.4	Computer Lab Facilities .....	34
6.4.1	SIAST Overall .....	34
6.4.2	By Campus.....	35
6.5	Feel Safe and Secure on Campus.....	37
6.5.1	SIAST Overall .....	37
6.5.2	By Campus.....	38
6.6	Overall Campus Facilities .....	40
6.6.1	SIAST Overall .....	40
6.6.2	By Campus.....	41
<b>7.0</b>	<b>Campus Services.....</b>	<b>43</b>
7.1	Awareness of SIAST Services .....	43
7.1.1	SIAST Overall .....	43
7.1.2	By Campus.....	45
7.2	Use of SIAST Services .....	52
7.2.1	SIAST Overall .....	52
7.2.2	By Campus.....	53
7.3	Satisfaction with SIAST Services.....	61
7.3.1	Learning services .....	61
7.3.2	Counselling Services .....	63
7.3.3	Student Employment Services.....	65
7.3.4	Bookstores .....	67
7.3.5	Registration Services .....	69
7.3.6	Cafeteria and Other Food Services .....	71
7.3.7	Recreation services .....	73
7.3.8	Health Services .....	75

7.3.9	Aboriginal activity centres .....	77
7.3.10	Web-based Services .....	79
7.3.11	Library Service .....	81
7.3.12	Disability services.....	83

<b>APPENDIX A: 2012-13 STUDENT SATISFACTION SURVEY .....</b>	<b>86</b>
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## LIST OF TABLES

Table 1: Distribution of Respondents by Campus Location.....	6
Table 2: Satisfaction with Programs: SIAST Overall .....	8
Table 3: Satisfaction with Programs: By Campus .....	10
Table 4: Would Recommend SIAST Programs to Others: By Campus.....	12
Table 5: Would Choose to Attend SIAST Again: By Campus .....	14
Table 6: Usefulness of Orientation to SIAST Support Services: SIAST Overall.....	16
Table 7: Usefulness of Orientation to SIAST Support Services: By Campus.....	17
Table 8: General Environment at SIAST: SIAST Overall .....	19
Table 9: General Environment at SIAST: By Campus.....	20
Table 10: Sufficiency and Relevancy of Library Resource Materials: SIAST Overall.....	22
Table 11: Sufficiency of Library Resource Materials: By Campus.....	23
Table 12: Appropriateness of Classroom Facilities: SIAST Overall.....	25
Table 13: Appropriateness of Classroom Facilities: By Campus.....	26
Table 14: Appropriateness of Shop and Lab Facilities: SIAST Overall .....	28
Table 15: Appropriateness of Shop and Lab Facilities: By Campus.....	29
Table 16: Adequacy of Available Study Space: SIAST Overall.....	31
Table 17: Adequacy of Available Study Space: By Campus.....	32
Table 18: Adequacy of Available Computer Lab Space: SIAST Overall .....	34
Table 19: Adequacy of Available Computer Lab Space: By Campus.....	35
Table 20: Feel Safe and Secure on Campus: SIAST Overall.....	37
Table 21: Feel Safe and Secure on Campus: By Campus.....	38
Table 22: Campus Facilities Met Students' Needs: SIAST Overall .....	40
Table 23: Campus Facilities Met Students' Needs: By Campus .....	41
Table 24: Awareness of SIAST Services: SIAST Overall.....	44
Table 25: Awareness of SIAST Services: SIAST Kelsey Campus .....	46
Table 26: Awareness of SIAST Services: SIAST Palliser Campus .....	48
Table 27: Awareness of SIAST Services: SIAST Wascana Campus.....	49
Table 28: Awareness of SIAST Services: SIAST Woodland Campus.....	51
Table 29: Use of SIAST Services: SIAST Overall .....	53
Table 30: Use of SIAST Services: SIAST Kelsey Campus .....	55
Table 31: Use of SIAST Services: SIAST Palliser Campus .....	57
Table 32: Use of SIAST Services: SIAST Wascana Campus .....	58
Table 33: Use of SIAST Services: SIAST Woodland Campus .....	60
Table 34: Satisfaction with learning services: SIAST Overall.....	61
Table 35: Satisfaction with Counselling Services: SIAST Overall .....	63
Table 36: Satisfaction with Student Employment Services: SIAST Overall.....	65
Table 37: Satisfaction with Bookstore Services: SIAST Overall.....	67
Table 38: Satisfaction with Registration Services: SIAST Overall.....	69
Table 39: Satisfaction with Cafeteria and Other Food Services: SIAST Overall .....	71

Table 40: Satisfaction with Recreation Services: SIAST Overall.....	73
Table 41: Satisfaction with Health Services: SIAST Overall.....	75
Table 42: Satisfaction with Aboriginal activity centre Services: SIAST Overall .....	77
Table 43: Satisfaction with Web-based Services: SIAST Overall.....	79
Table 44: Satisfaction with Library Services: SIAST Overall .....	81
Table 45: Satisfaction with Disability services: SIAST Overall .....	83

## LIST OF FIGURES

Figure 1: Distribution of Respondents by Gender: SIAST Overall.....	3
Figure 2: Distribution of Respondents by Age: SIAST Overall .....	4
Figure 3: Equity Status of Respondents: SIAST Overall .....	5
Figure 4: Distribution of Respondents by Campus Location .....	6
Figure 5: Satisfaction with Programs: SIAST Overall.....	9
Figure 6: Satisfaction with Programs: By Campus .....	11
Figure 7: Would Recommend SIAST Programs to Others: By Campus.....	13
Figure 8: Would Choose to Attend SIAST Again: By Campus .....	15
Figure 9: Usefulness of Orientation to SIAST Support Services: SIAST Overall.....	16
Figure 10: Usefulness of Orientation to SIAST Support Services: By Campus .....	18
Figure 11: General Environment at SIAST: SIAST Overall .....	19
Figure 12: General Environment at SIAST: By Campus .....	21
Figure 13: Sufficiency and Relevancy of Library Resource Materials: SIAST Overall.....	22
Figure 14: Sufficiency and Relevancy of Library Resource Materials: By Campus .....	24
Figure 15: Appropriateness of Classroom Facilities: SIAST Overall .....	25
Figure 16: Appropriateness of Classroom Facilities: By Campus.....	27
Figure 17: Appropriateness of Shop and Lab Facilities: SIAST Overall .....	28
Figure 18: Appropriateness of Shop and Lab Facilities: By Campus .....	30
Figure 19: Adequacy of Available Study Space: SIAST Overall.....	31
Figure 20: Adequacy of Available Study Space: By Campus.....	33
Figure 21: Adequacy of Available Computer Lab Space: SIAST Overall .....	34
Figure 22: Adequacy of Available Computer Lab Space: By Campus .....	36
Figure 23: Feel Safe and Secure on Campus: SIAST Overall .....	37
Figure 24: Feel Safe and Secure on Campus: By Campus.....	39
Figure 25: Campus Facilities Met Students' Needs: SIAST Overall.....	40
Figure 26: Campus Facilities Met Students' Needs: By Campus .....	42
Figure 27: Awareness of SIAST Services: SIAST Overall.....	44
Figure 28: Awareness of SIAST Services: SIAST Kelsey Campus.....	46
Figure 29: Awareness of SIAST Services: SIAST Palliser Campus .....	48
Figure 30: Awareness of SIAST Services: SIAST Wascana Campus.....	50
Figure 31: Awareness of SIAST Services: SIAST Woodland Campus.....	51
Figure 32: Use of SIAST Services: SIAST Overall .....	53
Figure 33: Use of SIAST Services: SIAST Kelsey Campus .....	55
Figure 34: Use of SIAST Services: SIAST Palliser Campus .....	57
Figure 35: Use of SIAST Services: SIAST Wascana Campus .....	59
Figure 36: Use of SIAST Services: SIAST Woodland Campus.....	60
Figure 37: Satisfaction with Learning services: SIAST Overall .....	61
Figure 38: Satisfaction with Learning services: By Campus.....	62
Figure 39: Satisfaction with Counselling Services: SIAST Overall .....	63

Figure 40: Satisfaction with Counselling Services: By Campus .....	64
Figure 41: Satisfaction with Student Employment Services: SIAST Overall.....	65
Figure 42: Satisfaction with the Services of the Student Employment Services: By Campus .....	66
Figure 43: Satisfaction with Bookstore Services .....	67
Figure 44: Satisfaction with Bookstore Services, by Campus .....	68
Figure 45: Satisfaction with Registration Services: SIAST Overall.....	69
Figure 46: Satisfaction with Registration Services by Campus .....	70
Figure 47: Satisfaction with Cafeteria and Other Food Services: SIAST Overall .....	71
Figure 48: Satisfaction with Cafeteria and Other Food Services: By Campus .....	72
Figure 49: Satisfaction with Recreation Services: SIAST Overall.....	73
Figure 50: Satisfaction with Recreation Services: By Campus.....	74
Figure 51: Satisfaction with Health Centre Services: SIAST Overall.....	75
Figure 52: Satisfaction with Health Services: By Campus.....	76
Figure 53: Satisfaction with Aboriginal activity centre Services: SIAST Overall .....	77
Figure 54: Satisfaction with Aboriginal activity centres Services: By Campus .....	78
Figure 55: Satisfaction with Web-based Services: SIAST Overall.....	79
Figure 56: Satisfaction with Web-based Services: By Campus.....	80
Figure 57: Satisfaction with Library Services: SIAST Overall.....	81
Figure 58: Satisfaction with Library Services: By Campus .....	82
Figure 59: Satisfaction with Disability services: SIAST Overall .....	83
Figure 60: Satisfaction with Disability services: By Campus .....	84

## 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 2008-09, 2009-10, 2010-11, 2011-12 and 2012-13 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 2012-13, there were approximately 5,482 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 three hundred and sixty three (2,363) students participated in the 2012-13 survey, a 43% response rate. Respondents included students in various programs from all four campuses (numbers by campus: SIAST Kelsey, 1,040; SIAST Palliser, 387; SIAST Wascana, 664; SIAST Woodland, 272).

The 2012-13 response rate though lower, was close to the rate obtained in the past three administrations of the survey (45% each). 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 2012-13 and the previous year (2011-12) 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.

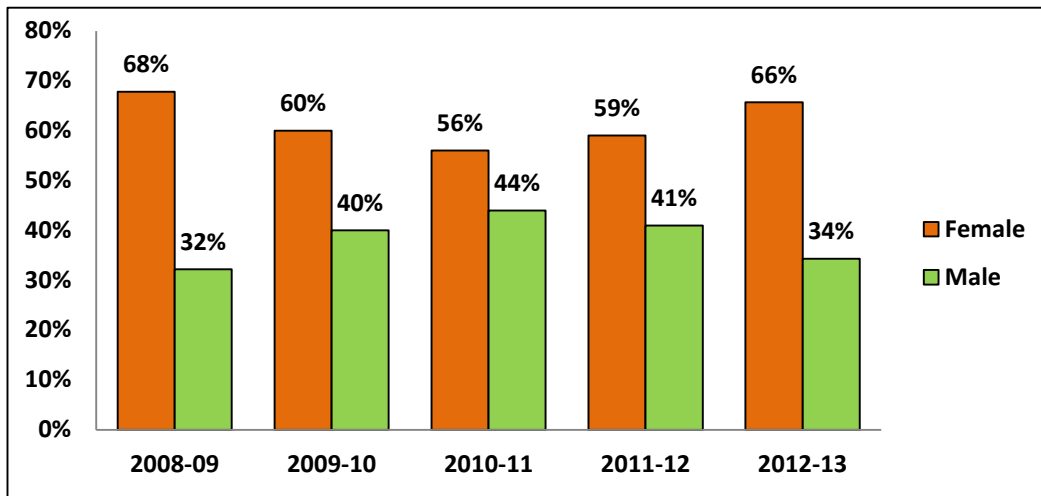
## 2.0 Demographics and Campus Participation

### 2.1 Demographics

#### 2.1.1 Gender

SIAST-wide, there were again more female respondents than male respondents (66% versus 34%), which somewhat reflects the 59%/41% gender ratio of female to male students enrolled in SIAST base on-campus certificate and diploma programs during the 2012-13 academic year (Figure 1).

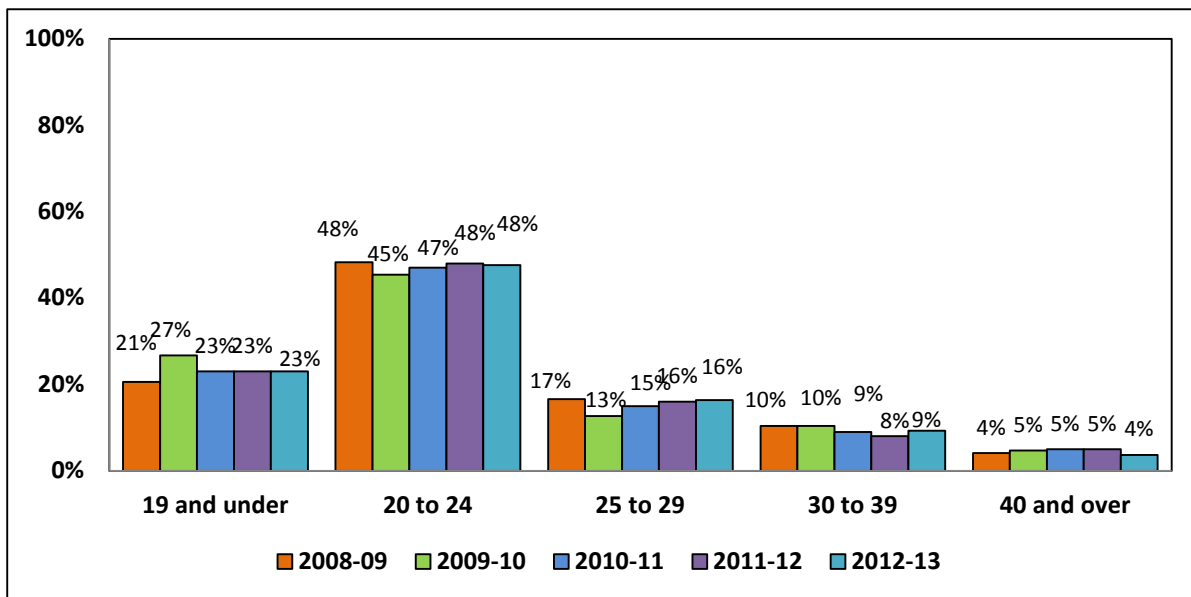
Figure 1: Distribution of Respondents by Gender: SIAST Overall



## 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 past two survey years (23%).

Figure 2: Distribution of Respondents by Age: SIAST Overall



## 2.1.3 Equity Status

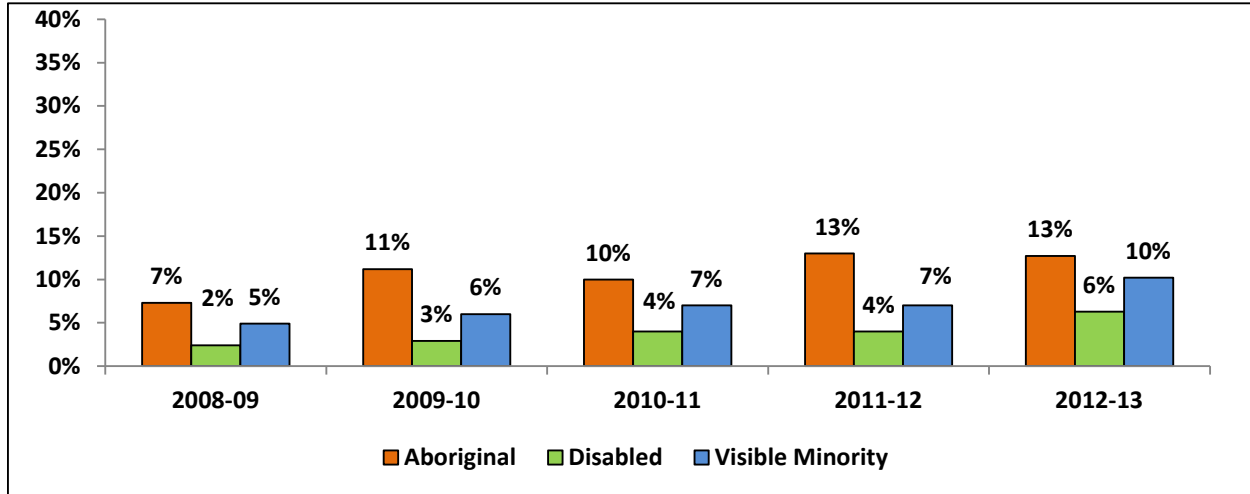
As in previous years, respondents were given the opportunity to identify if they belonged to any one of the following equity groups: Aboriginal, disabled or visible minority (figure 3). Of the 2,363 respondents, 2,216 answered the question regarding equity status. Roughly 71 per cent of these respondents 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 2012-13 (15%).



The percentage of respondents who declared they were disabled at the time of the survey (6%) was also lower than the proportion of students who self-declared they were disabled at time of registration (7%). On the other hand, 10% 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 (5%).

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



## 2.2 Campus Participation

As shown in table 1 and figure 4, 44% of 2012-13 survey respondents attended SIAST Kelsey campus, which is 10% higher than the actual proportion (34%) of the student body attending SIAST Kelsey's on-campus certificate/diploma base programs.

SIAST Palliser campus participation accounted for 16% of all 2012-13 respondents, 8% below the actual proportion of the student body attending SIAST Palliser base programs (24%).

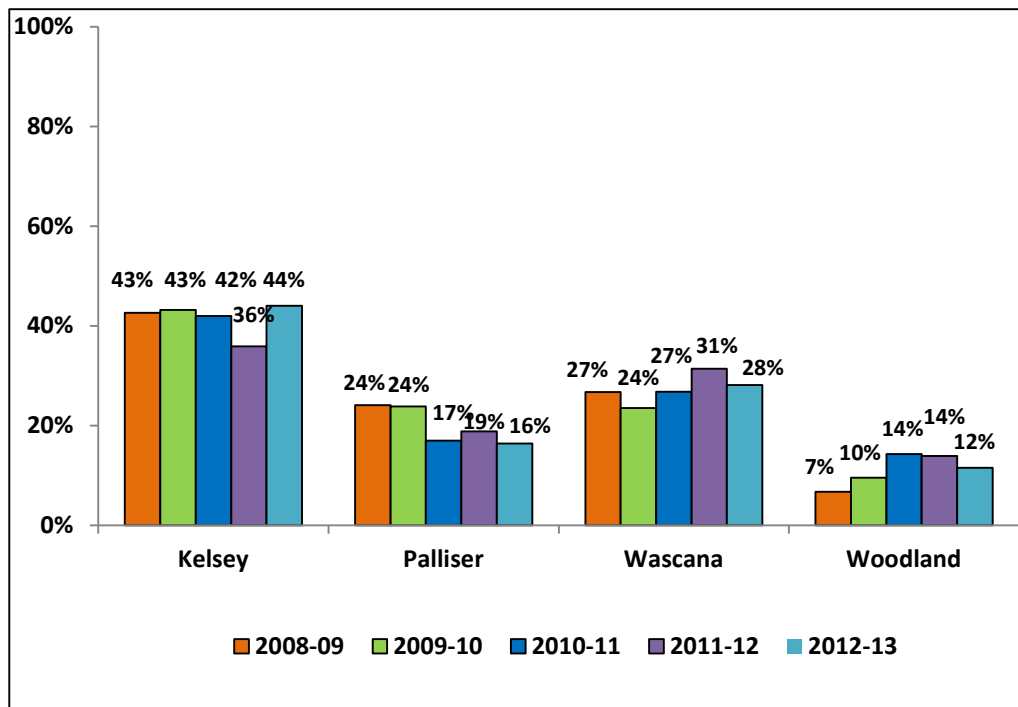
SIAST Wascana campus participants comprised approximately a third of 2012-13 survey respondents (28%), slightly higher than the proportion of the actual student body enrolled in base programs at SIAST Wascana (26%).

SIAST Woodland participation increased to 12% of respondents in 2012-13, slightly lower than the actual proportion of the student body enrolled in base certificate/diploma programs at SIAST Woodland (16%).

Table 1: Distribution of Respondents by Campus Location

Location	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
SIAS T Kelsey	409	42.6	1,032	43.2	979	42.0	889	35.9	1,040	44.0
SIAS T Palliser	231	24.1	568	23.8	396	17.0	465	18.8	387	16.4
SIAS T Wascana	256	26.7	561	23.5	624	26.8	776	31.4	664	28.1
SIAS T Woodland	64	6.7	226	9.5	333	14.3	344	13.9	272	11.5
SIAS T Total	960	100	2,387	100	2,332	100	2,474	100	2,363	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 2012-13 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, 92% of all 2012-13 respondents (2,170 of 2,359) indicated they were satisfied with their programs, a figure that was consistent with what was seen over the past two years (90% for both 2010-11 and 2011-12).

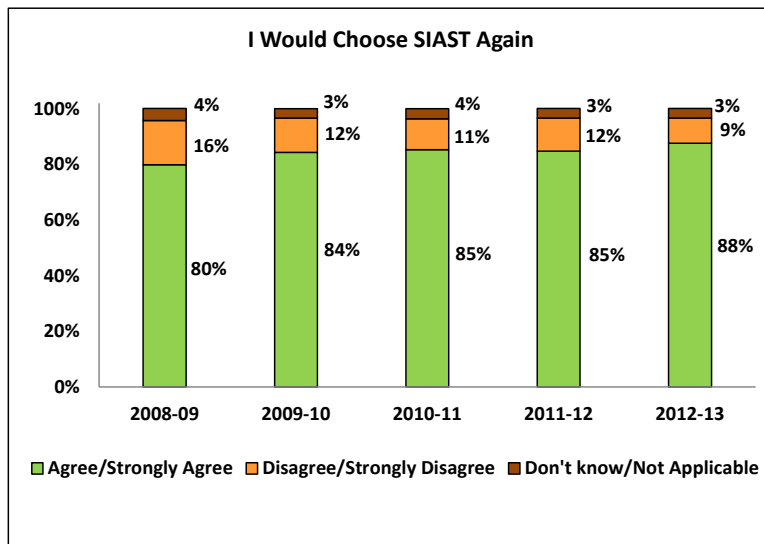
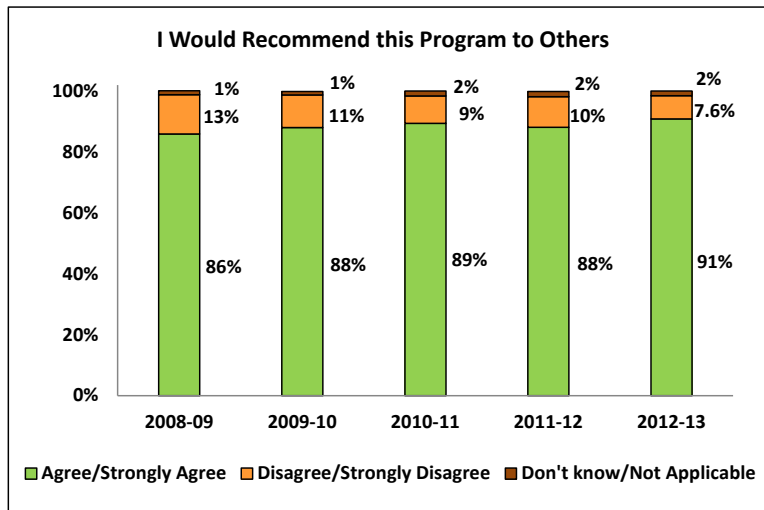
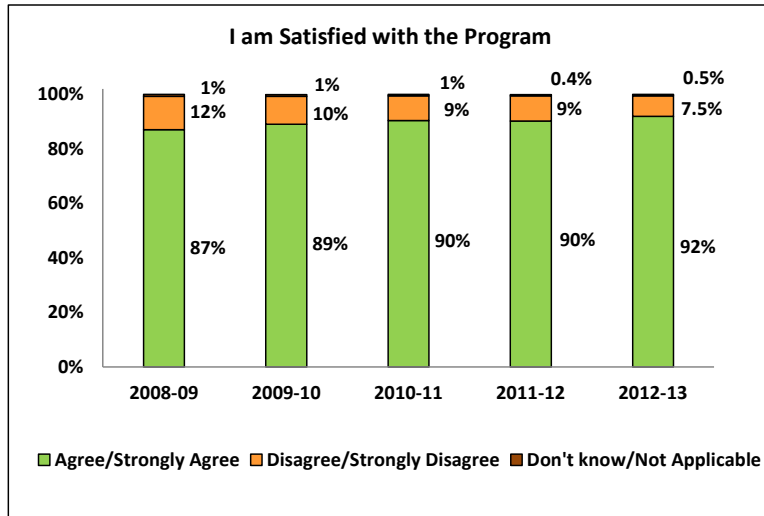
Further, 91% of respondents said they would recommend SIAST's programs to others. This figure is the highest of the past five surveys years, with the lowest being 86% found in the 2008-09 survey.

Over four-fifths of respondents (88%) indicated they would attend SIAST if they were starting their training over again. This, again, was the highest rating received for this question in the past five survey years (a low of 80% in 2008-09).

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	
		#	%	#	%	#	%
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
2012-13	Strongly Agree	625	26.5	819	34.7	957	40.6
	Agree	1,545	65.5	1,325	56.2	1,107	47
	Disagree	125	5.3	120	5.1	155	6.6
	Strongly Disagree	53	2.2	60	2.5	58	2.5
	Don't Know/Not Applicable	11	0.5	35	1.5	79	3.4

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



## 3.2 By Campus

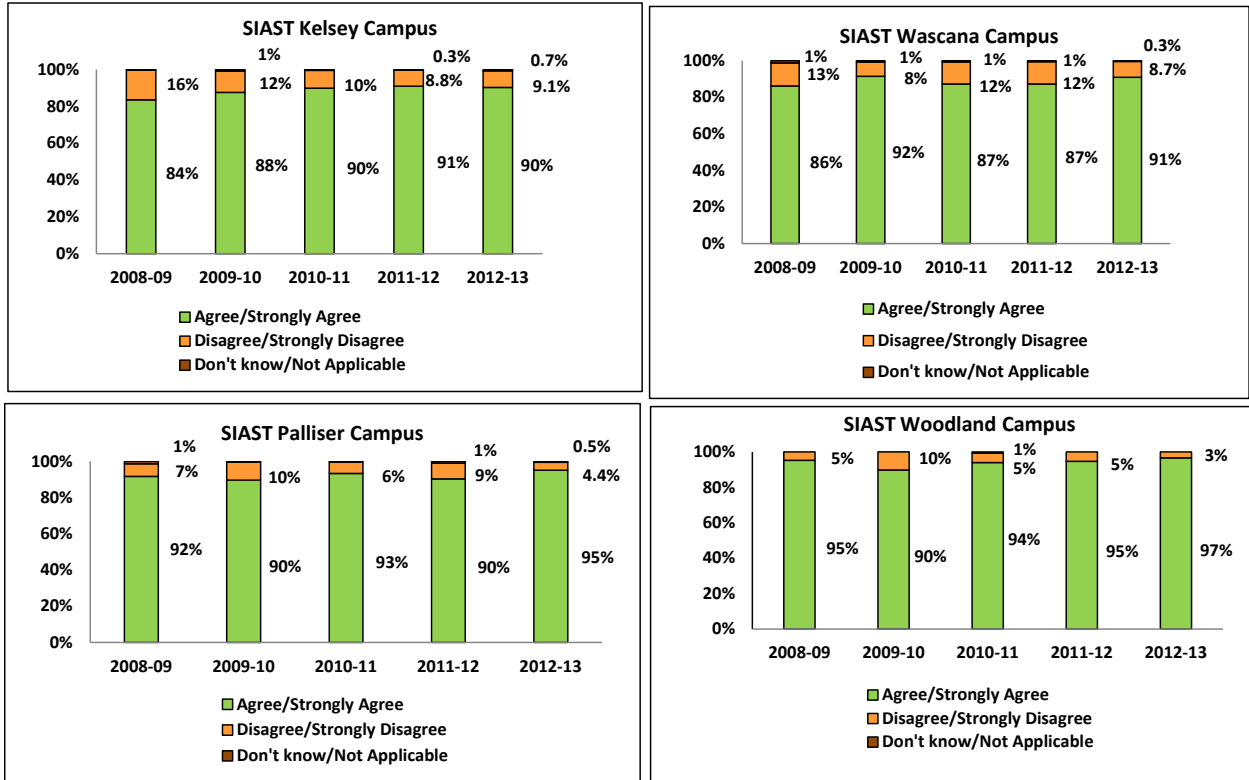
### 3.2.1 Satisfaction with Programs

When disaggregating the results by campus, the percentage of students agreeing that they were satisfied with their program ranged from 90% to 97% (table 3, figure 6). SIAST Kelsey and Wascana campuses had the lowest proportion of students (90% and 91% respectively) who agreed that they were satisfied with their program. SIAST Kelsey campus' current rating is consistent with the proportion in 2010-11 (90%) and 2011-12 (91% each). Similar to the previous year, SIAST Woodland campus, once again recorded the highest overall satisfaction rate in 2012-13 (97%) – (95% in 2011-12).

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

Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know / Not Applicable %
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
2012-13	SIAST Kelsey	1,038	24.8	65.5	6.4	2.7	0.7
	SIAST Palliser	387	22.2	72.9	3.1	1.3	0.5
	SIAST Wascana	663	25.5	65.5	6.6	2.1	0.3
	SIAST Woodland	271	41.7	55.0	1.1	2.2	0.0

Figure 6: Satisfaction with Programs: By Campus



### 3.2.2 Would Recommend SIAST Programs to Others

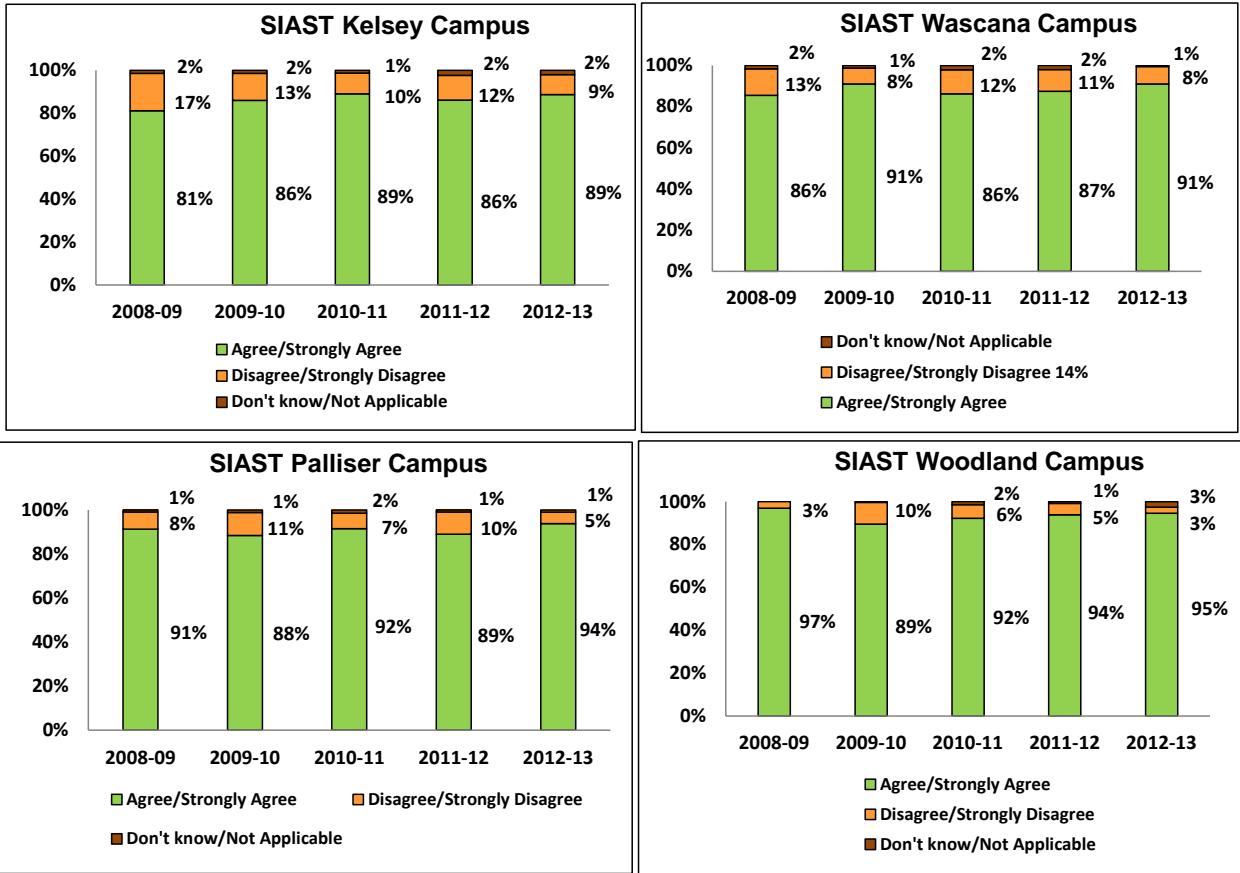
As illustrated in table 4 and figure 7, SIAST Woodland campus had the largest proportion of 2012-13 students (95%) who agreed they would recommend SIAST programs to others, followed by SIAST Palliser campus (94%). SIAST Kelsey campus had the lowest recommendation rate of all four campuses at 89%, a three per cent increase from 2011-12.

**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 %
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
2012-13	SIAST Kelsey	1,038	34.7	54.0	6.6	2.7	2.0
	SIAST Palliser	387	26.6	67.2	3.1	2.1	1.0
	SIAST Wascana	662	33.5	57.6	5.7	2.7	0.5
	SIAST Woodland	272	49.3	45.2	0.7	2.2	2.6



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



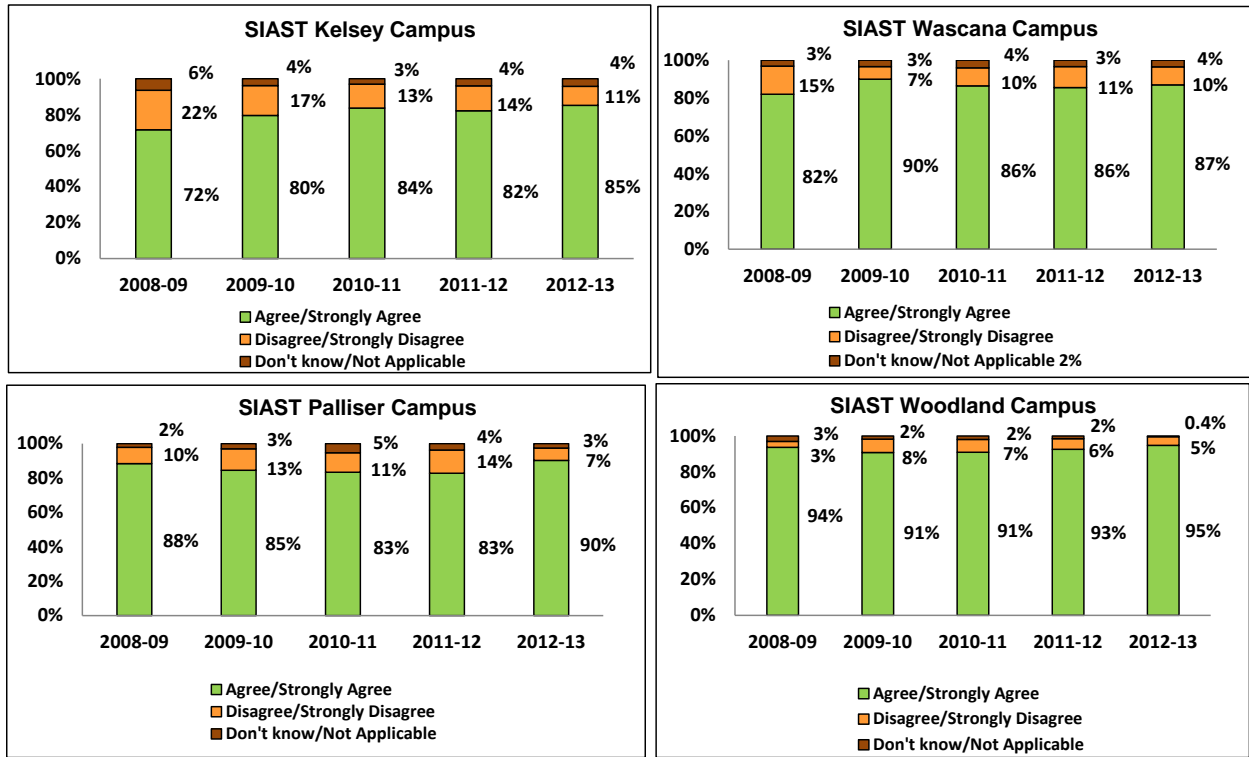
### 3.2.3 Would Choose to Attend SIAST Again

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 (95%). SIAST Kelsey and SIAST Wascana campuses had the lowest percentage at 85% and 87%, 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 %
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
2012-13	SIAST Kelsey	1,035	39.3	45.8	7.8	2.7	4.3
	SIAST Palliser	387	39.5	50.6	5.4	1.8	2.6
	SIAST Wascana	663	38.2	48.9	6.8	2.7	3.5
	SIAST Woodland	271	53.1	41.7	3.0	1.8	0.4

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

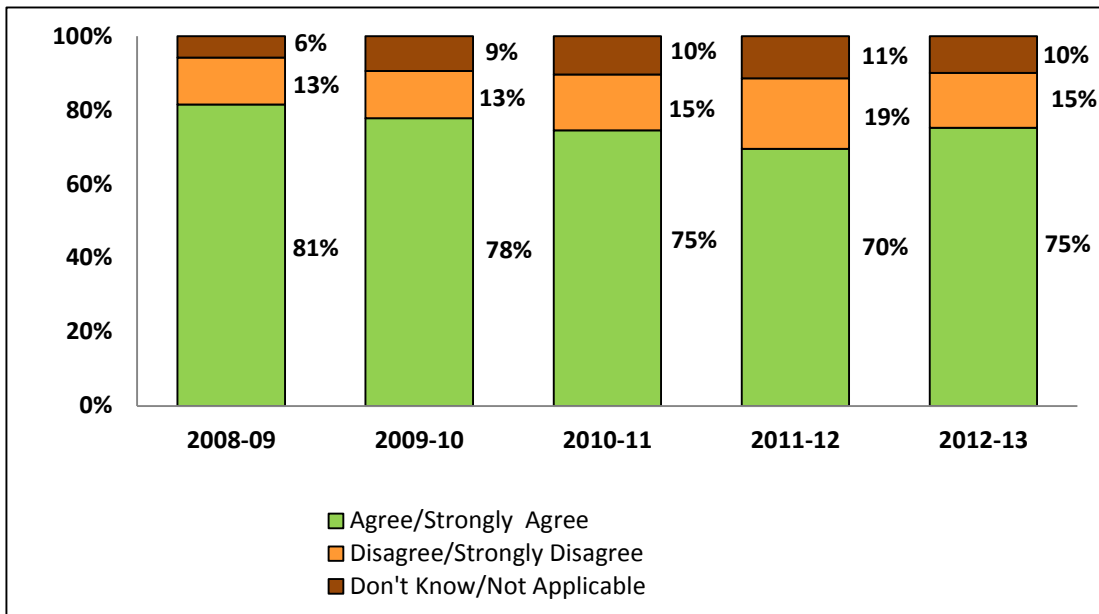
#### 4.1.1 SIAST Overall

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 75% of respondents in 2012-13 agreed that the orientation was effective (table 6, figure 9) - up 5% from 2011-12 results.

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

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	254	26.5	462	19.4	454	19.5	421	17.1	513	21.7
<b>Agree</b>	527	55.0	1,391	58.4	1,284	55.1	1,294	52.4	1,262	53.5
<b>Disagree</b>	95	9.9	251	10.5	287	12.3	359	14.5	289	12.3
<b>Strongly Disagree</b>	26	2.7	56	2.3	65	2.8	114	4.6	62	2.6
<b>Don't Know / Not Applicable</b>	56	5.8	223	9.4	242	10.4	281	11.4	233	9.9

**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 (88%) that agreed the orientation to support services allowed them to access and use services effectively, up 11% from 2011-12.

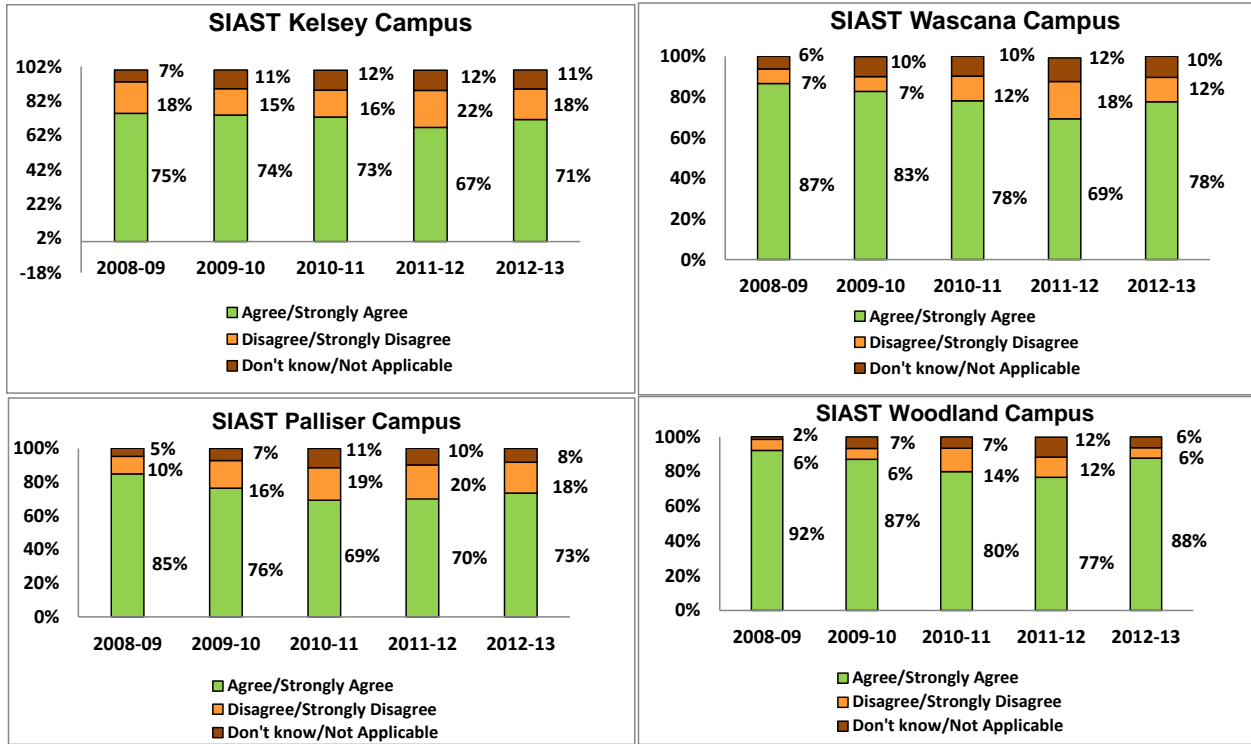
Although, SIAST Kelsey campus had the lowest satisfaction from respondents (71% in 2012-13) this was a marked improvement from 67% in 2011-12.

In general, the proportion of students agreeing to the usefulness of orientation to SIAST support services improved across all campuses, significantly so among SIAST Woodland and SIAST Wascana campus students (up 11% and 9% respectively from 2011-12 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 %
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
2012-13	SIAST Kelsey	1,038	19.3	51.8	14.3	3.6	11.1
	SIAST Palliser	387	18.1	55.3	14.7	3.6	8.3
	SIAST Wascana	663	22.2	55.5	10.6	1.4	10.4
	SIAST Woodland	271	35.4	52.4	5.2	0.7	6.3

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



## 4.2 General Environment at SIAST

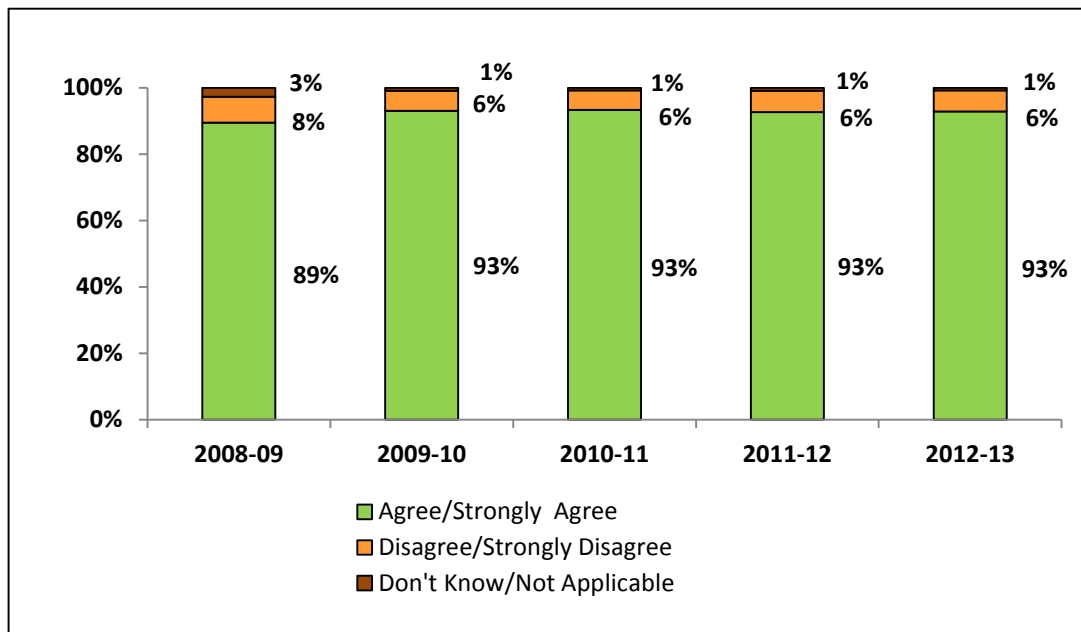
### 4.2.1 SIAST Overall

Respondents were asked whether SIAST's environment was welcoming and friendly. Overall, the vast majority of 2012-13 respondents (93%) agreed that SIAST has a welcoming and friendly environment (table 8). With the exception of the 2008-09 survey results, the 2012-13 response distribution mirrored that of the previous administrations of the surveys as illustrated by figure 11.

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

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	349	36.4	757	31.8	772	33.1	757	30.7	808	34.3
<b>Agree</b>	508	52.9	1,462	61.4	1,401	60.2	1,533	62.1	1,380	58.6
<b>Disagree</b>	64	6.7	113	4.7	112	4.8	126	5.1	119	5.1
<b>Strongly Disagree</b>	11	1.1	30	1.3	26	1.1	31	1.3	29	1.2
<b>Don't Know / Not Applicable</b>	26	2.7	21	0.9	18	0.8	22	0.9	19	0.8

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



## 4.2.2 By Campus

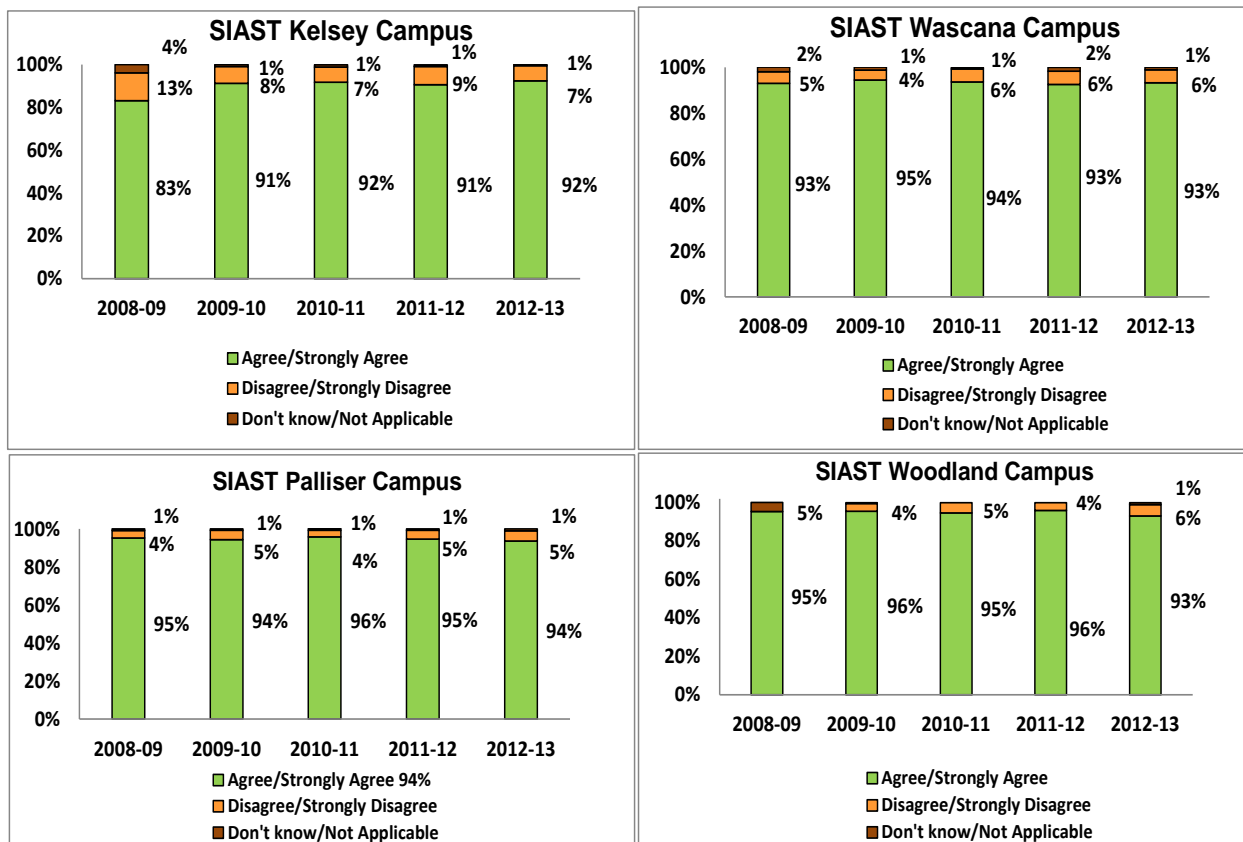
As illustrated in table 9 and figure 12, the overwhelming majority of 2012-13 students' at all four campuses agreed that their campus environment was welcoming and friendly. SIAST Palliser campus (94%) had the highest proportions of students who agreed, followed closely by SIAST Wascana and Woodland campuses at 93% each, and then SIAST Kelsey campus (92%). All of these results, except SIAST Woodland campus (down 3% from 2011-12) are fairly close to what was seen in 2011-12.

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

Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know / Not Applicable %
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
2012-13	SIAST Kelsey	1,039	31.4	61	5.8	1.3	0.5
	SIAST Palliser	387	34.4	59.2	4.4	1.0	1.0
	SIAST Wascana	660	34.5	58.8	4.2	1.4	1.1
	SIAST Woodland	269	45.0	48.0	5.2	0.7	1.1



Figure 12: General Environment at SIAST: By Campus



## 5.0 Learning Resources

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

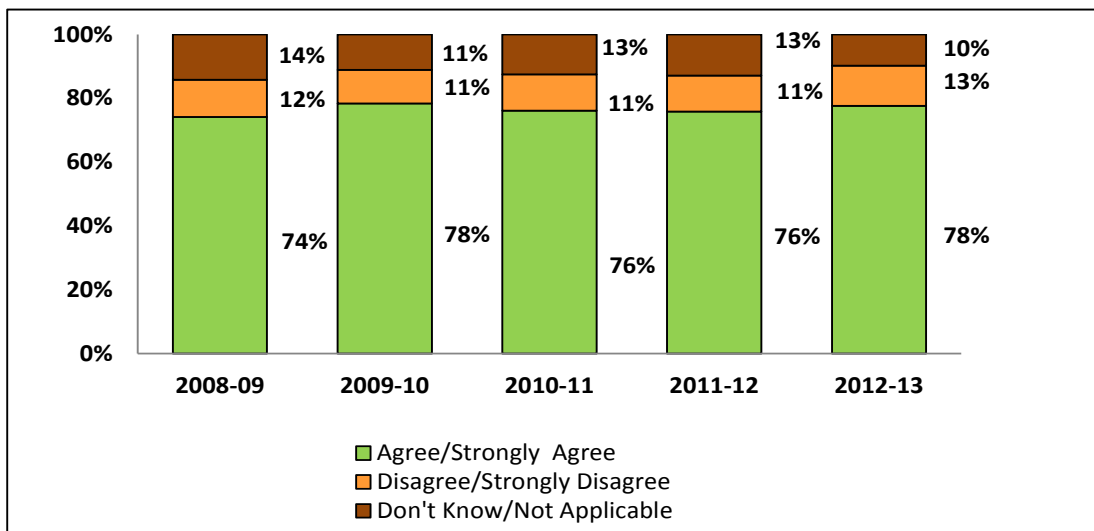
#### 5.1.1 SIAST Overall

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 2012-13 survey, 78% respondents indicated there were sufficient and relevant library resource materials, 2% up from 2011-12 (76%) survey.

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

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	170	17.7	476	20.0	451	19.3	461	18.6	510	21.6
<b>Agree</b>	540	56.4	1,391	58.4	1,321	56.7	1,414	57.2	1,321	56.0
<b>Disagree</b>	92	9.6	213	8.9	213	9.1	221	8.9	250	10.6
<b>Strongly Disagree</b>	20	2.1	38	1.6	54	2.3	58	2.3	48	2.0
<b>Don't Know / Not Applicable</b>	136	14.2	265	11.1	292	12.5	318	12.9	213	9.8

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



### 5.1.2 By Campus

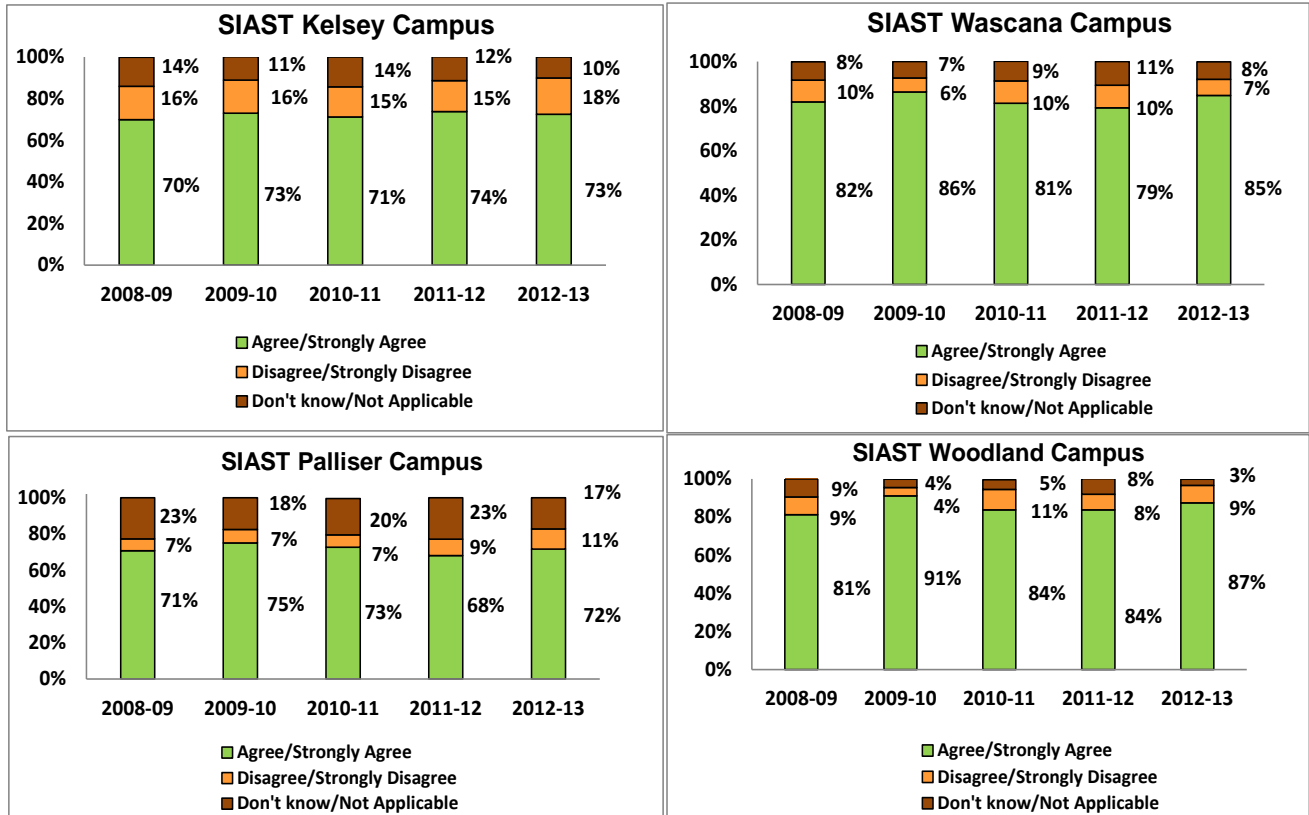
In 2012-13, SIAST Woodland campus had the highest proportion of students (87%) that felt the library resource materials for use in their program were sufficient and relevant, up 3% from results in 2011-12.

SIAST Wascana campus followed with 85% of students responding similarly, a figure that is 6% up from 2011-12. As with 2011-12 results, close to three-quarters of students at SIAST Kelsey campus (73%) 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 (72%).

**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 %
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	8.0	2.1	10.6
	SIAST Woodland	343	30.3	53.4	7.3	0.9	8.2
2012-13	SIAST Kelsey	1,039	18.5	54.0	14.2	3.3	10.0
	SIAST Palliser	386	18.9	52.8	9.8	1.3	17.1
	SIAST Wascana	664	23.9	61.0	6.6	0.6	7.8
	SIAST Woodland	271	31.7	55.7	7.4	1.8	3.3

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



## 6.0 Campus Facilities

### 6.1 Classroom Facilities

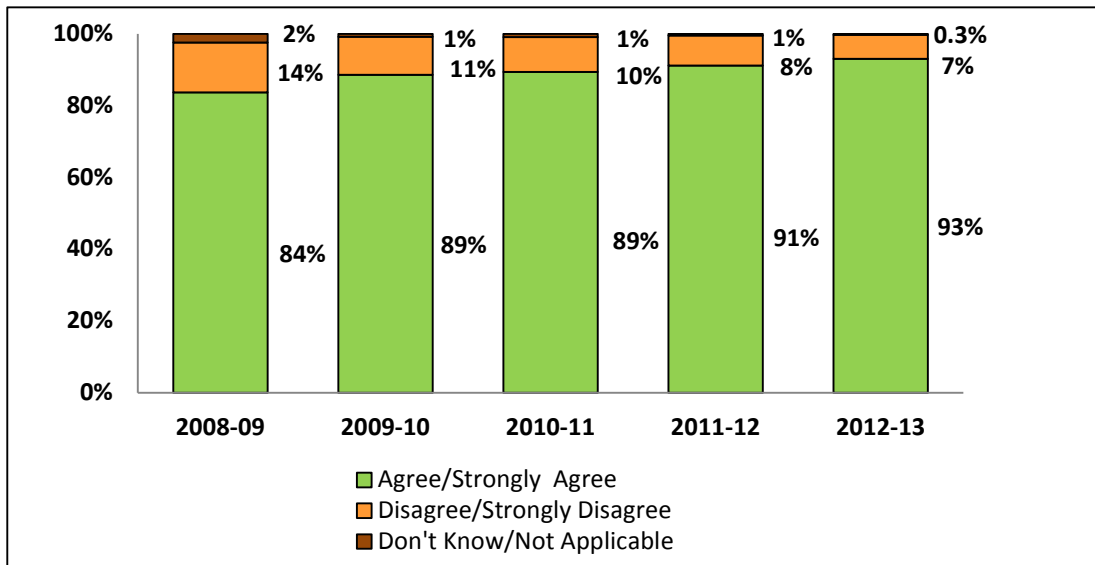
#### 6.1.1 SIAST Overall

As part of the survey, respondents were asked to provide their level of agreement that classroom facilities are appropriate at SIAST. In 2012-13, the majority of respondents (93%) indicated that classroom facilities were appropriate, an increase of 2% from the 2011-12 survey results (table 12, figure 15).

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

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	214	22.3	600	25.2	614	26.4	684	27.7	693	29.4
<b>Agree</b>	588	61.3	1,515	63.5	1,469	63.0	1,567	63.5	1,497	63.6
<b>Disagree</b>	97	10.1	198	8.3	157	6.7	167	6.8	138	5.9
<b>Strongly Disagree</b>	36	3.8	54	2.3	69	3.0	38	1.5	20	0.8
<b>Don't Know / Not Applicable</b>	23	2.4	18	0.8	21	0.9	13	0.5	7	0.3

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



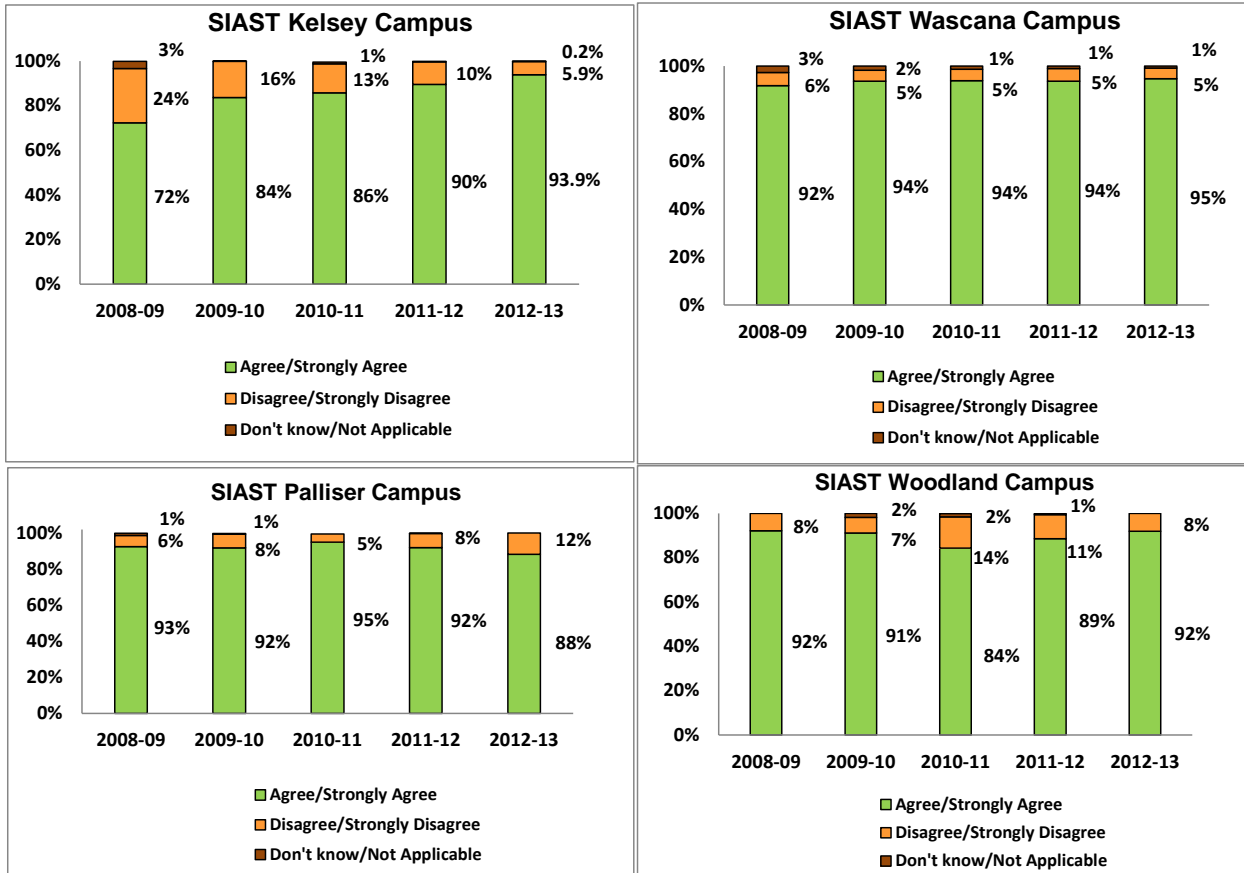
## 6.1.2 By Campus

In 2012-13, an overwhelming majority of students from all four campuses expressed satisfaction with the classroom facilities. SIAST Wascana and SIAST Kelsey campuses had the highest percentages (95% and 94%, respectively), while SIAST Palliser campus had the lowest (88%). With the exception of SIAST Palliser campus, all campuses experienced increases in student satisfaction from the 2011-12 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 %
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
2012-13	SIAST Kelsey	1,037	29.0	64.9	5.0	0.9	0.2
	SIAST Palliser	383	20.9	67.4	10.2	1.6	0.0
	SIAST Wascana	664	31.9	62.8	4.2	0.3	0.8
	SIAST Woodland	271	36.9	55.0	7.0	1.1	0.0

Figure 16: Appropriateness of Classroom Facilities: By Campus



## 6.2 Shop and Lab Facilities

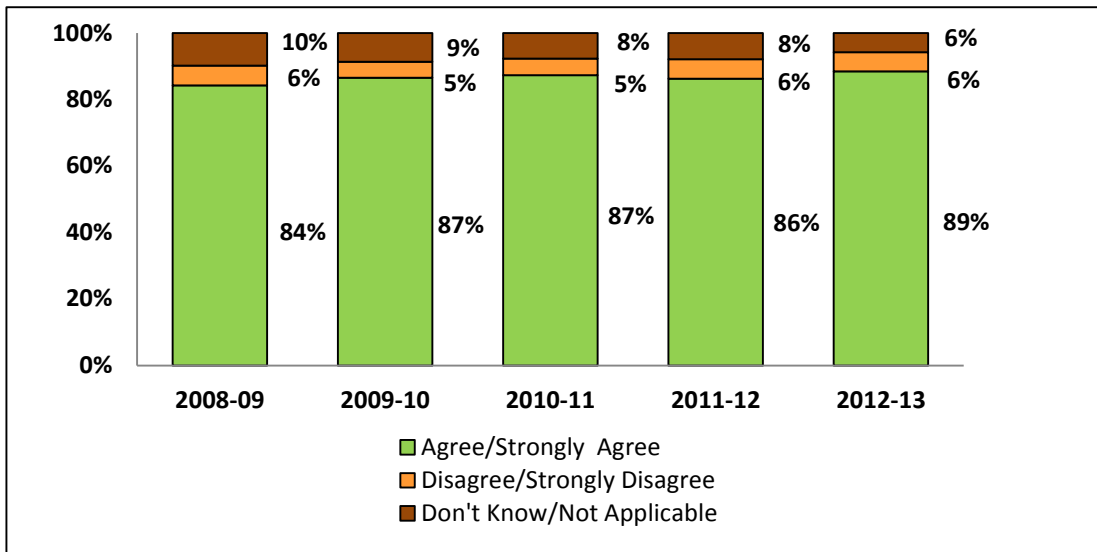
### 6.2.1 SIAST Overall

Respondents were also asked if they believed that the shop and lab facilities at SIAST were appropriate. In 2012-13, over four-fifths of respondents (89%) agreed that SIAST's shop and lab facilities were appropriate, a 3 % increase since from 2011-12 (table 14, figure 17).

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

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	241	25.2	698	29.3	711	30.5	731	29.6	747	31.7
<b>Agree</b>	566	59.1	1,366	57.3	1,313	56.4	1,398	56.7	1,338	56.8
<b>Disagree</b>	46	4.8	92	3.9	101	4.3	112	4.5	108	4.6
<b>Strongly Disagree</b>	11	1.1	21	0.9	27	1.2	31	1.3	27	1.1
<b>Don't Know / Not Applicable</b>	94	9.8	207	8.7	176	7.6	195	7.9	136	5.8

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





## 6.2.2 By Campus

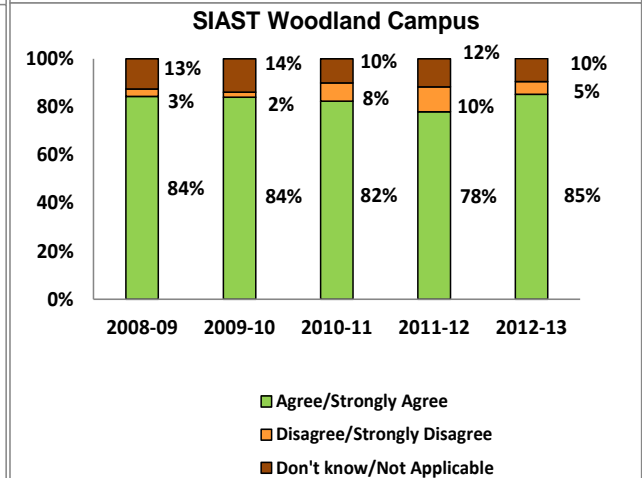
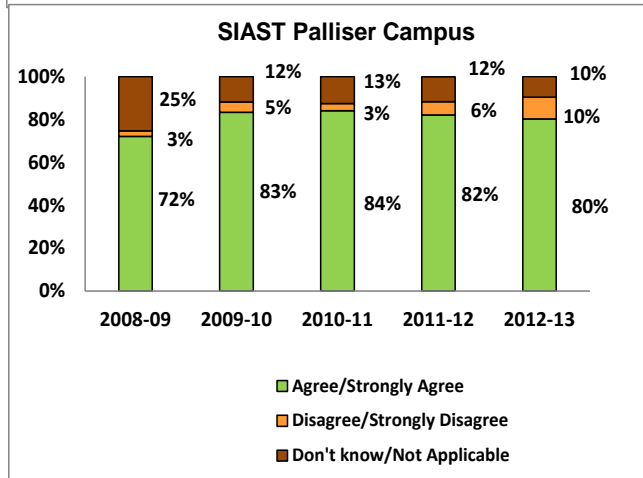
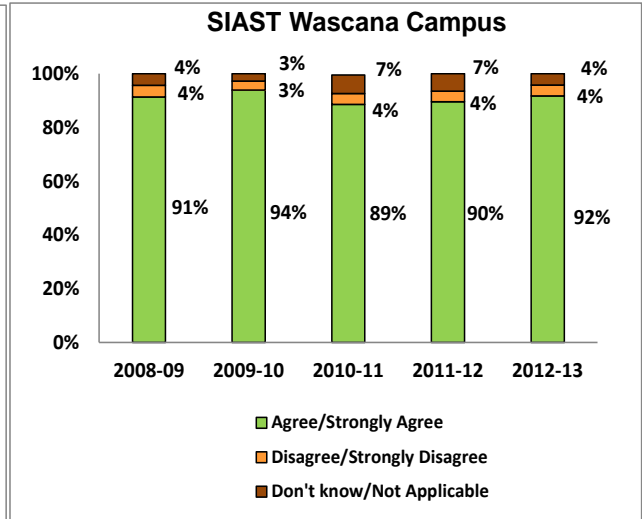
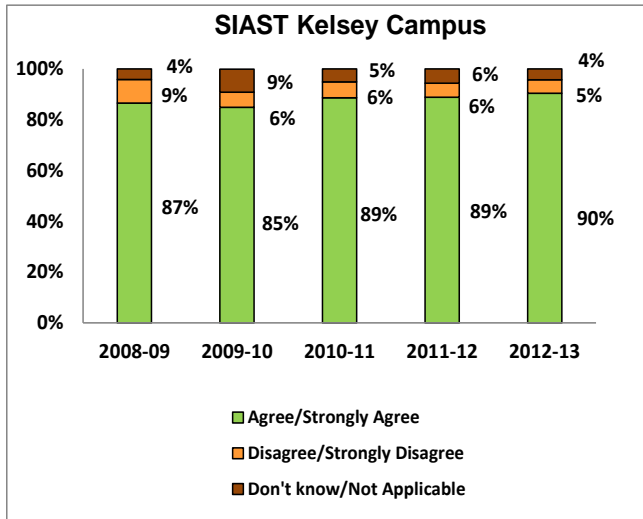
SIAST Wascana and SIAST Kelsey campuses had the highest proportion of students that agreed the campus shop and lab facilities were appropriate (92% and 90% respectively). SIAST Woodland campus followed with an increase in rate of 7%, marking this the highest since 2008-09. Notably, SIAST Wascana campus (92%) also experienced an increased rate of agreement compared to last year (90%).

On the other hand, SIAST Palliser campus (80%), with the lowest proportion of students who agreed to the appropriateness of campus shop and lab facilities, experienced a 2% decline in satisfaction over 2011-12.

**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 %
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
2012-13	SIAST Kelsey	1,037	33.5	56.9	4.2	1.1	4.3
	SIAST Palliser	384	19.8	60.4	7.3	2.9	9.6
	SIAST Wascana	664	34	57.7	3.8	0.3	4.2
	SIAST Woodland	271	36.2	49.1	4.1	1.1	9.6

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



## 6.3 Study Space

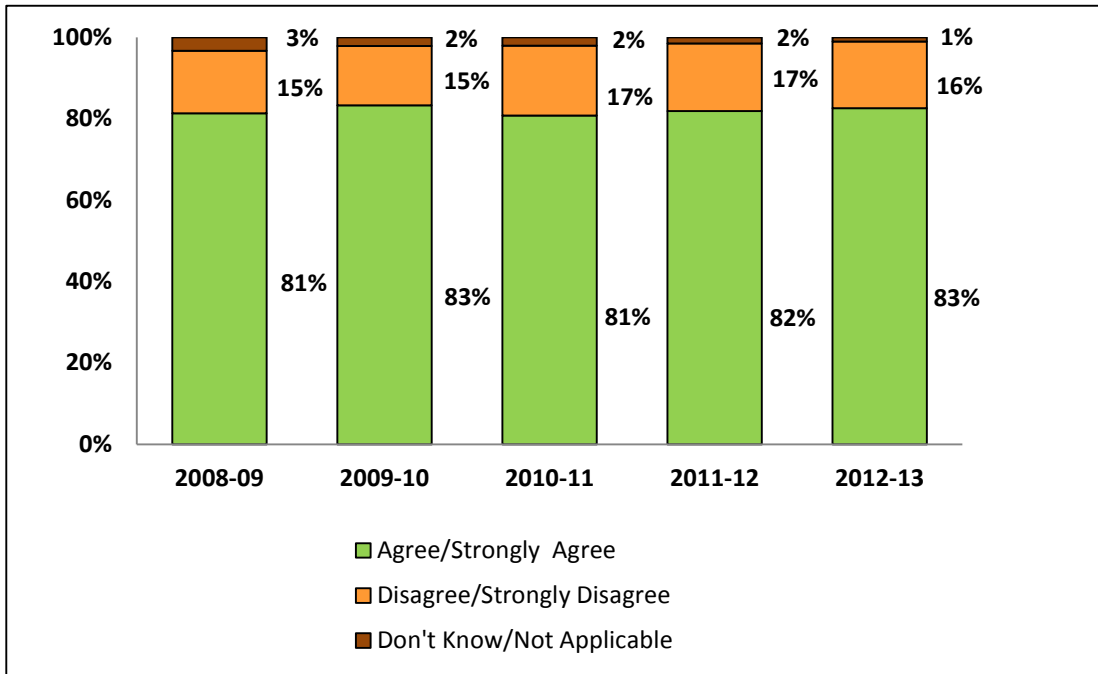
### 6.3.1 SIAST Overall

Respondents were also asked to indicate their opinions regarding the adequacy of study space at their campus. Roughly four-fifths of 2012-13 respondents (83%) agreed that adequate study space was available. This is consistent with the results of the previous year, when 82% agreed with this statement.

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

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	231	24.1	584	24.5	615	26.4	638	25.8	665	28.2
<b>Agree</b>	548	57.1	1,401	58.8	1,266	54.4	1,384	56.1	1,279	54.3
<b>Disagree</b>	101	10.5	277	11.6	292	12.5	306	12.4	293	12.4
<b>Strongly Disagree</b>	46	4.8	72	3.0	109	4.7	103	4.2	95	4.0
<b>Don't Know / Not Applicable</b>	32	3.3	50	2.1	46	2.0	38	1.5	24	1.0

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



### 6.3.2 By Campus

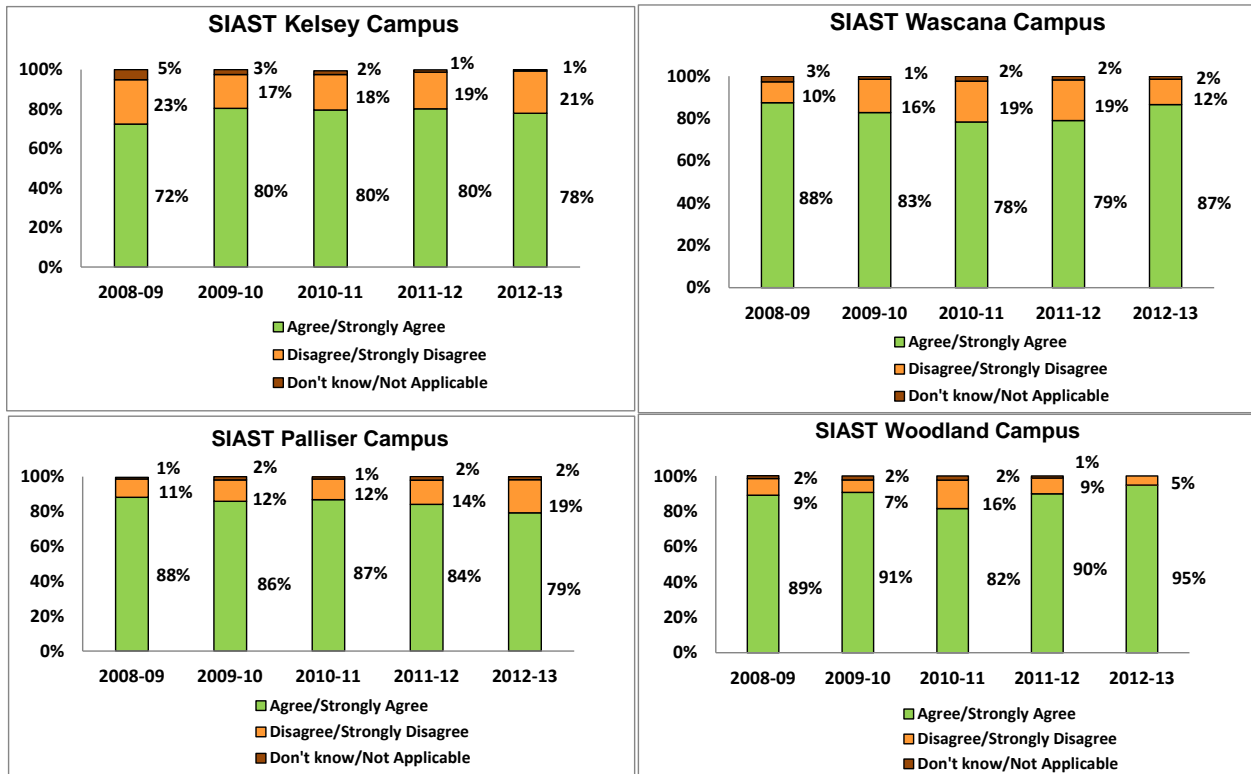
SIAST Woodland campus had the highest proportion of students (95%) who agreed adequate study space was available in 2012-13, an increase of five per cent from 2011-12.

Approximately four-fifths of students at SIAST Wascana campus (87%) felt there was adequate study space in 2011-12. Respondents from SIAST Kelsey and Palliser campuses had the lowest proportion of students who felt there was adequate study space (78% and 79% respectively).

**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 %
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
2012-13	SIAST Kelsey	1,038	25.1	52.8	15.6	5.8	0.7
	SIAST Palliser	384	22.4	56.8	14.3	4.7	1.8
	SIAST Wascana	663	31.4	55.2	9.8	2.1	1.5
	SIAST Woodland	271	40.6	54.2	4.1	1.1	0.0

Figure 20: Adequacy of Available Study Space: By Campus



## 6.4 Computer Lab Facilities

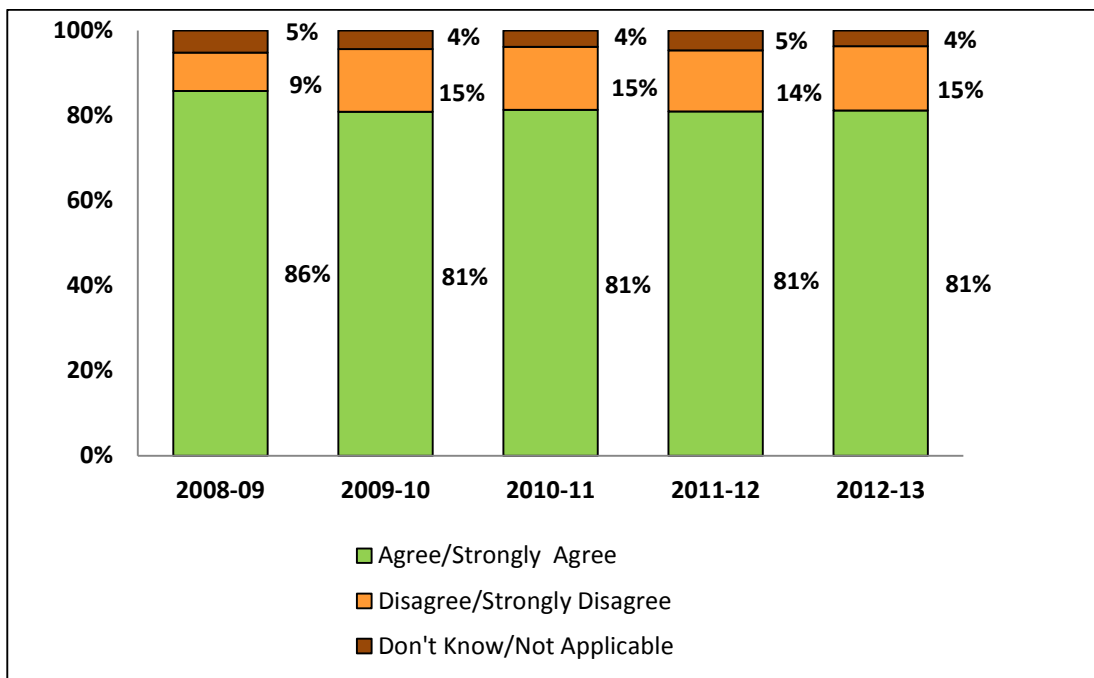
### 6.4.1 SIAST Overall

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 2012-13, 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	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	273	28.5	575	24.1	633	27.2	675	27.3	670	28.5
<b>Agree</b>	549	57.3	1,356	56.8	1,263	54.2	1,326	53.7	1,243	52.8
<b>Disagree</b>	66	6.9	274	11.5	252	10.8	271	11.0	290	12.3
<b>Strongly Disagree</b>	20	2.1	78	3.3	93	4.0	84	3.4	66	2.8
<b>Don't Know / Not Applicable</b>	50	5.2	103	4.3	88	3.8	113	4.6	86	3.7

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



## 6.4.2 By Campus

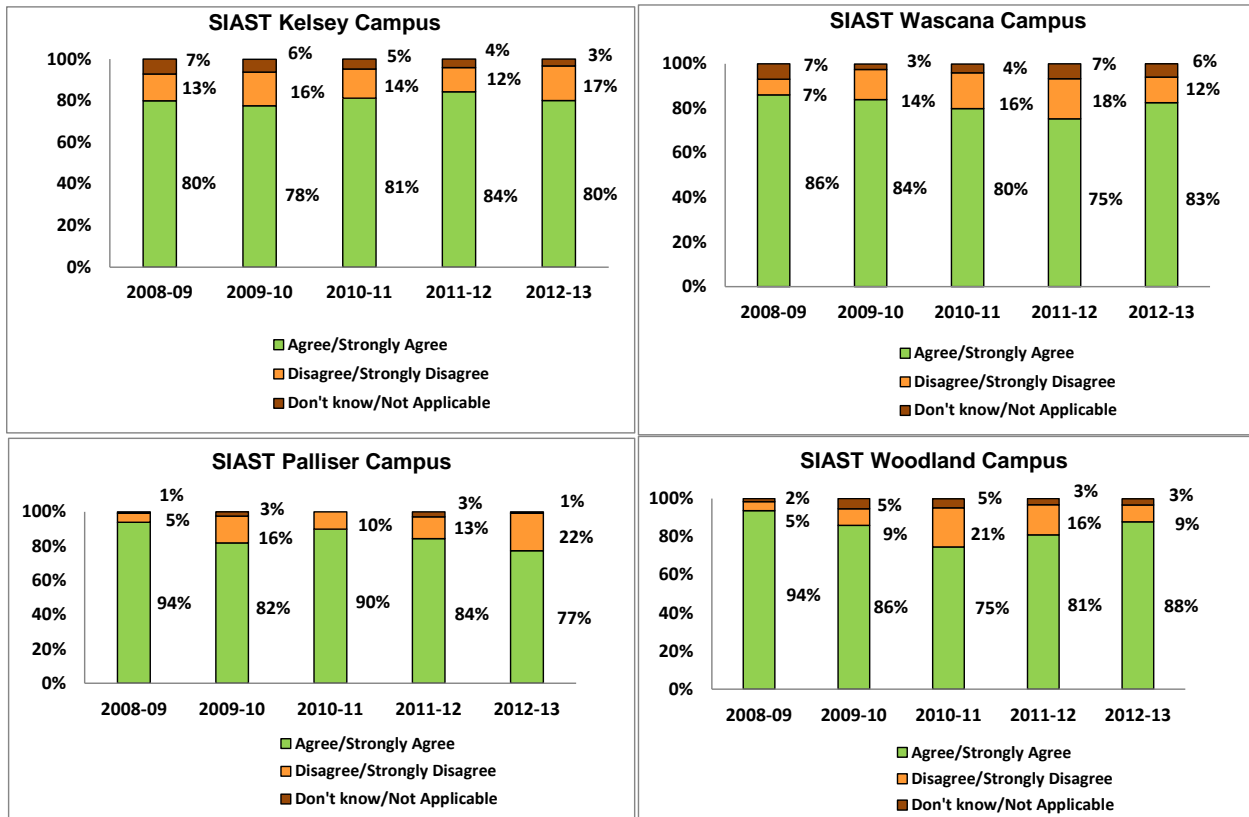
In the 2012-13 survey, over four-fifths of students at SIAST Woodland (88%), SIAST Wascana (83%) and SIAST Kelsey (80%) campuses agreed that their respective campuses had adequate computer lab space available (table 19, figure 22). SIAST Woodland campus (88%) had a significant increase in student satisfaction in 2012-13 compared to the previous year (up 7%).

SIAST Palliser campus had the lowest proportion of students (77%) who agreed computer lab space was adequate in 2012-13. This marks a significant decrease from 2011-12, when 84% 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 %
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
2012-13	SIAST Kelsey	1,038	25.9	54.2	13.6	3.0	3.3
	SIAST Palliser	384	23.4	53.9	16.1	5.7	0.8
	SIAST Wascana	662	29.6	52.9	9.8	1.7	6.0
	SIAST Woodland	271	42.4	45.4	8.1	0.7	3.3

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





## 6.5 Feel Safe and Secure on Campus

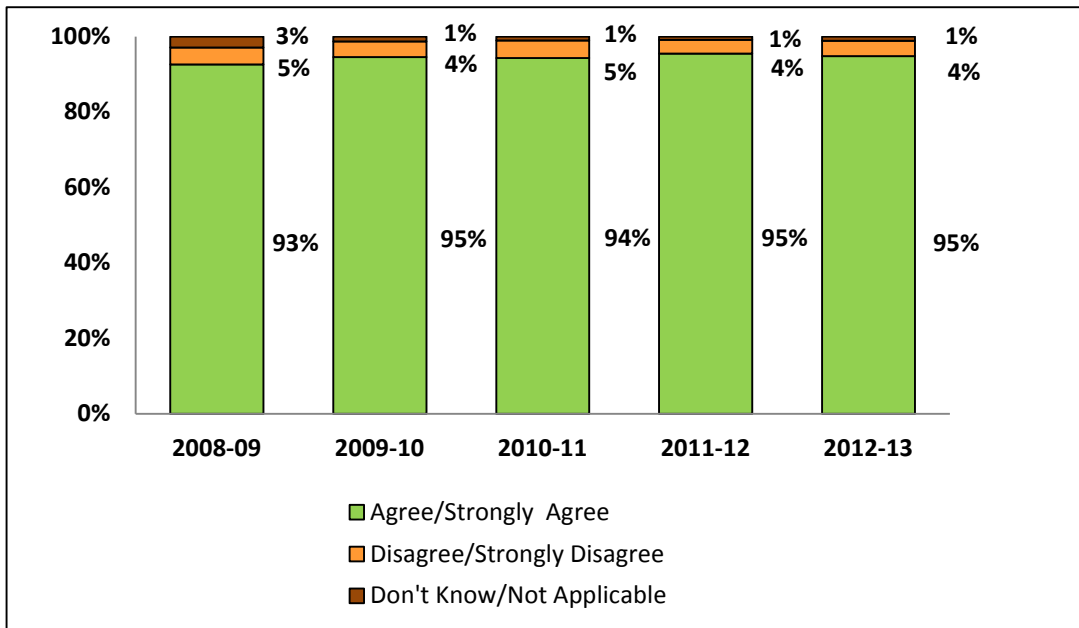
### 6.5.1 SIAST Overall

Students were asked whether they felt safe and secure on campus. As shown in table 20 and figure 23, a vast majority of respondents in 2012-13 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	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	358	37.4	878	36.8	889	38.2	978	39.6	1,007	42.8
<b>Agree</b>	528	55.2	1,378	57.8	1,295	55.7	1,379	55.8	1,227	52.1
<b>Disagree</b>	31	3.2	66	2.8	86	3.7	58	2.3	72	3.1
<b>Strongly Disagree</b>	12	1.3	32	1.3	23	1.0	32	1.3	24	1.0
<b>Don't Know / Not Applicable</b>	28	2.9	32	1.3	34	1.5	23	0.9	25	1.1

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



## 6.5.2 By Campus

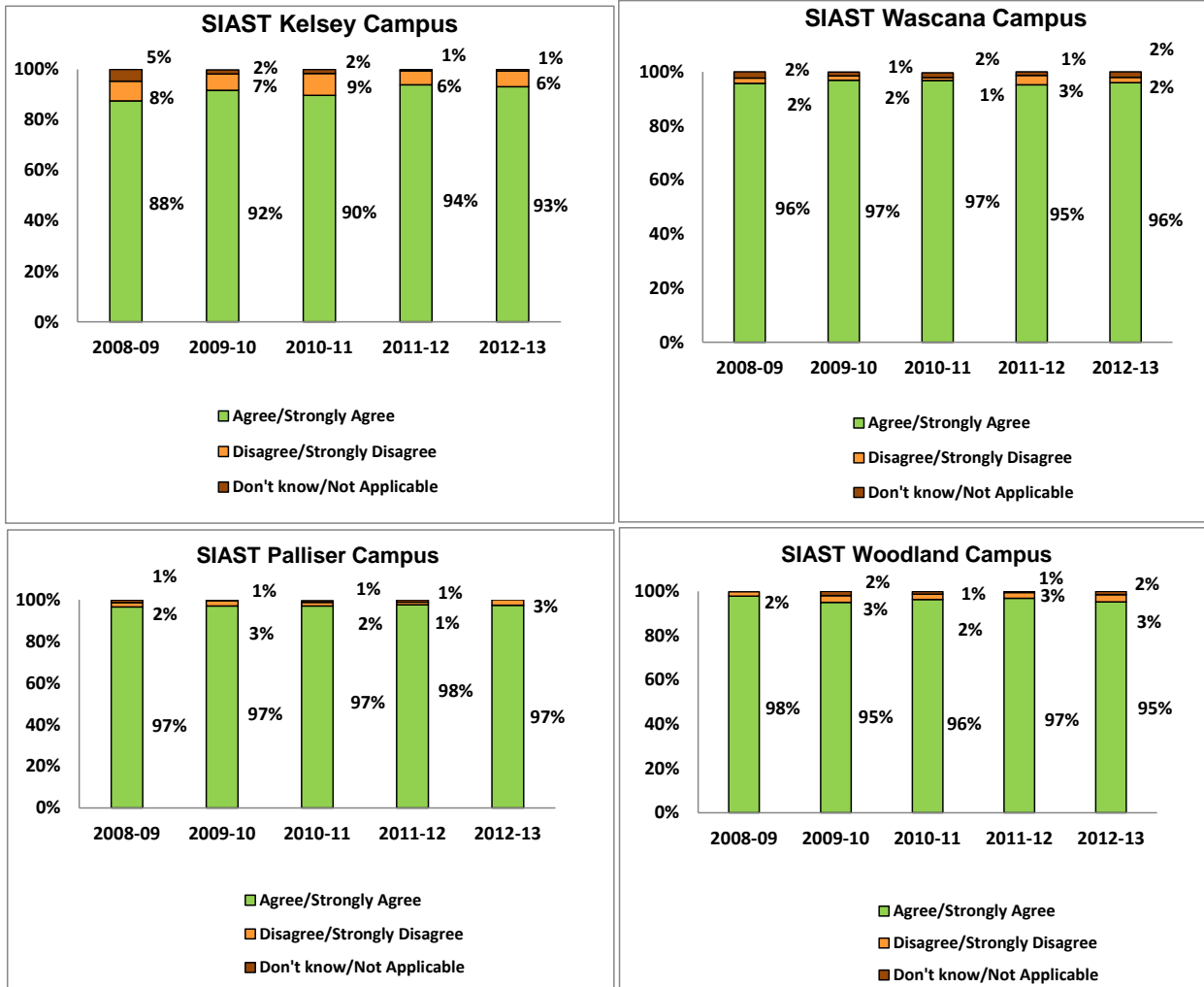
Similar to the previous two survey years, an overwhelming majority of student's at all four campuses agreed that they felt safe and secure on campus: SIAST Palliser campus (97%), SIAST Woodland campus (95%), SIAST Wascana campus (96%) and SIAST Kelsey campus (93%).

Interestingly, SIAST Kelsey campus had the lowest percentage of students who indicated that they felt safe (93%), however this percentage shows a slight decline of 1% from 2011-12 (94%).

**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 %
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
2012-13	SIAST Kelsey	1,039	38.5	54.6	4.8	1.4	0.7
	SIAST Palliser	384	43.5	53.9	2.1	0.5	0.0
	SIAST Wascana	663	44.3	51.7	1.1	0.8	2.1
	SIAST Woodland	269	54.3	40.9	2.6	0.7	1.5

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



## 6.6 Overall Campus Facilities

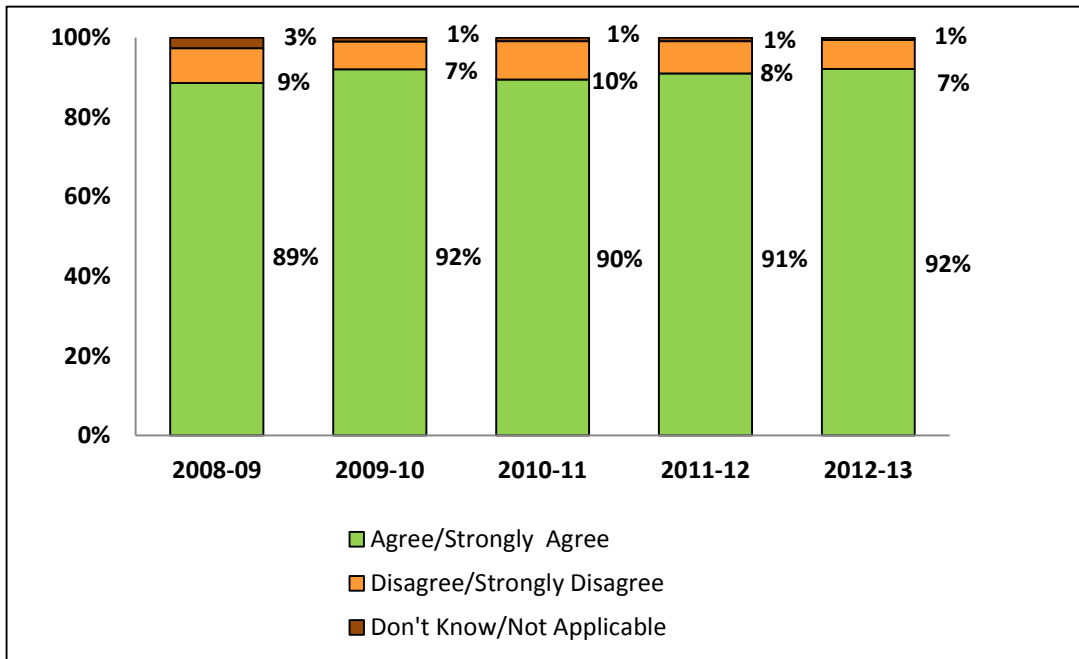
### 6.6.1 SIAST Overall

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 2012-13, a strong majority of all SIAST respondents were in agreement (92%), slightly improving from 2011-12 (91%).

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

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	280	29.2	694	29.1	681	29.3	772	31.3	791	33.6
<b>Agree</b>	569	59.3	1,503	63.0	1,399	60.2	1,470	59.6	1,380	58.6
<b>Disagree</b>	65	6.8	126	5.3	184	7.9	152	6.2	139	5.9
<b>Strongly Disagree</b>	18	1.9	40	1.7	39	1.7	48	1.9	33	1.4
<b>Don't Know / Not Applicable</b>	26	2.7	23	1.0	21	0.9	23	0.9	13	0.6

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



## 6.6.2 By Campus

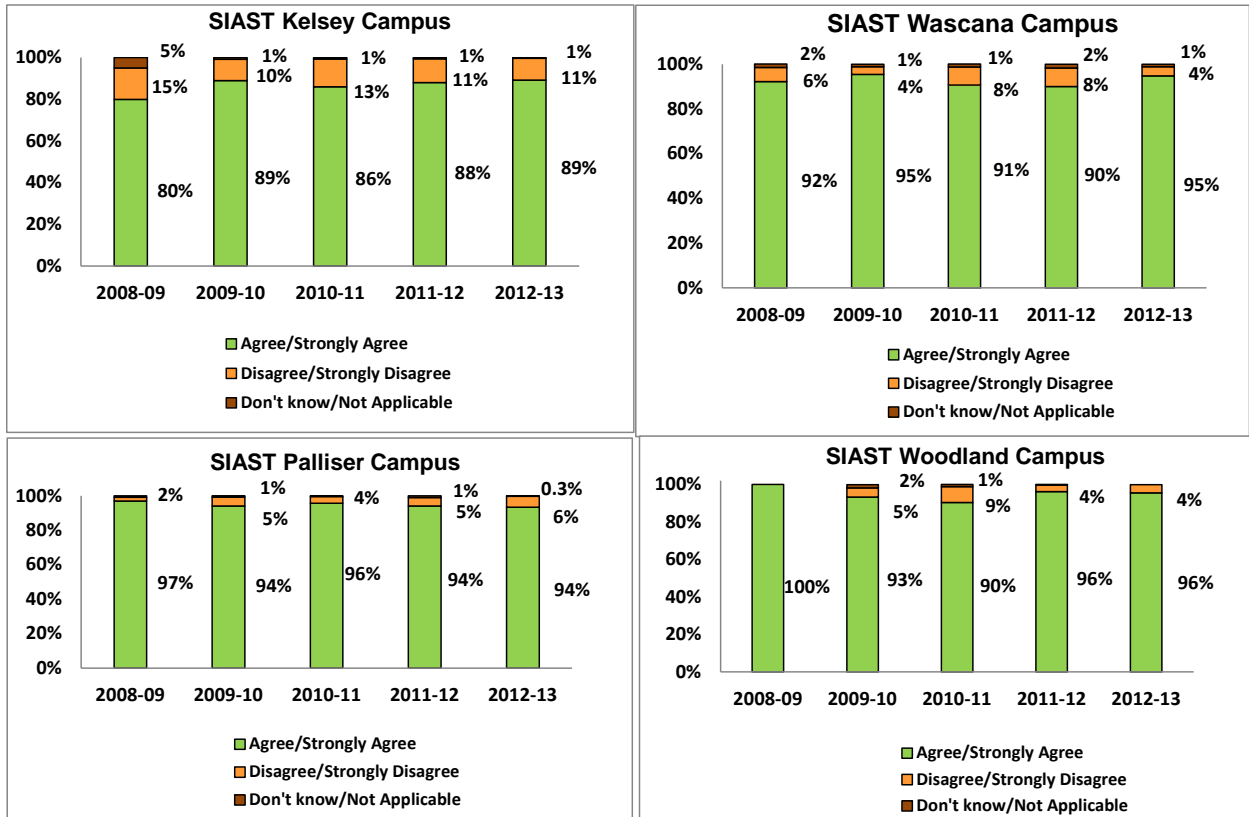
As depicted in table 23 and figure 26, 90% or more of students from SIAST Woodland campus (96%), SIAST Wascana campus (95%) and SIAST Palliser campus (94%) agreed that the campus facilities met their needs as students. SIAST Kelsey campus, with the lowest as in 2011-12, had 89% of students responding similarly.

SIAST Wascana campus and SIAST Kelsey campus were the only campuses to experience increase from 2011-12 (5% and 1% respectively). The other two campuses remained constant 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 %
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
2012-13	SIAST Kelsey	1,038	30.1	59	8.2	2.3	0.5
	SIAST Palliser	384	26.3	67.2	5.5	0.8	0.3
	SIAST Wascana	664	36.7	58.1	3.6	0.5	1.1
	SIAST Woodland	270	49.6	45.9	3.3	1.1	0.0

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



## 7.0 Campus Services

SIAST provides a variety of services at all four campuses. These include learning 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 2012-13 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, 2012-13 respondents once again indicated a relatively high level of awareness for the majority of student services offered at SIAST. Awareness has slightly changed across the services since 2011-12, with the highest increase reported for the Aboriginal activity centre (57%, up 6%) and disability services (45%, up 6% from 2011-12).

More specifically, in 2012-13:

- Services with the highest levels of student awareness were the cafeteria (95%), library (95%), and bookstore (91%). All three services have been highest similar to what was witnessed since 2011-12.
- Roughly above four fifths of the respondents were aware of SIAST web-based services (87%), registration services (85%), learning services (85%) and health services (82%).
- Over 70% of respondents reported that they were aware of counselling services (77%, up from 72% in 2011-12) and recreation services (74%).
- About 60% of the respondents were aware of services provided by student employment services (59% down 3% from 2011-12 numbers), while 57% were aware of the Aboriginal activity centre (up 6%), the highest increase in awareness in the 2012-13 survey

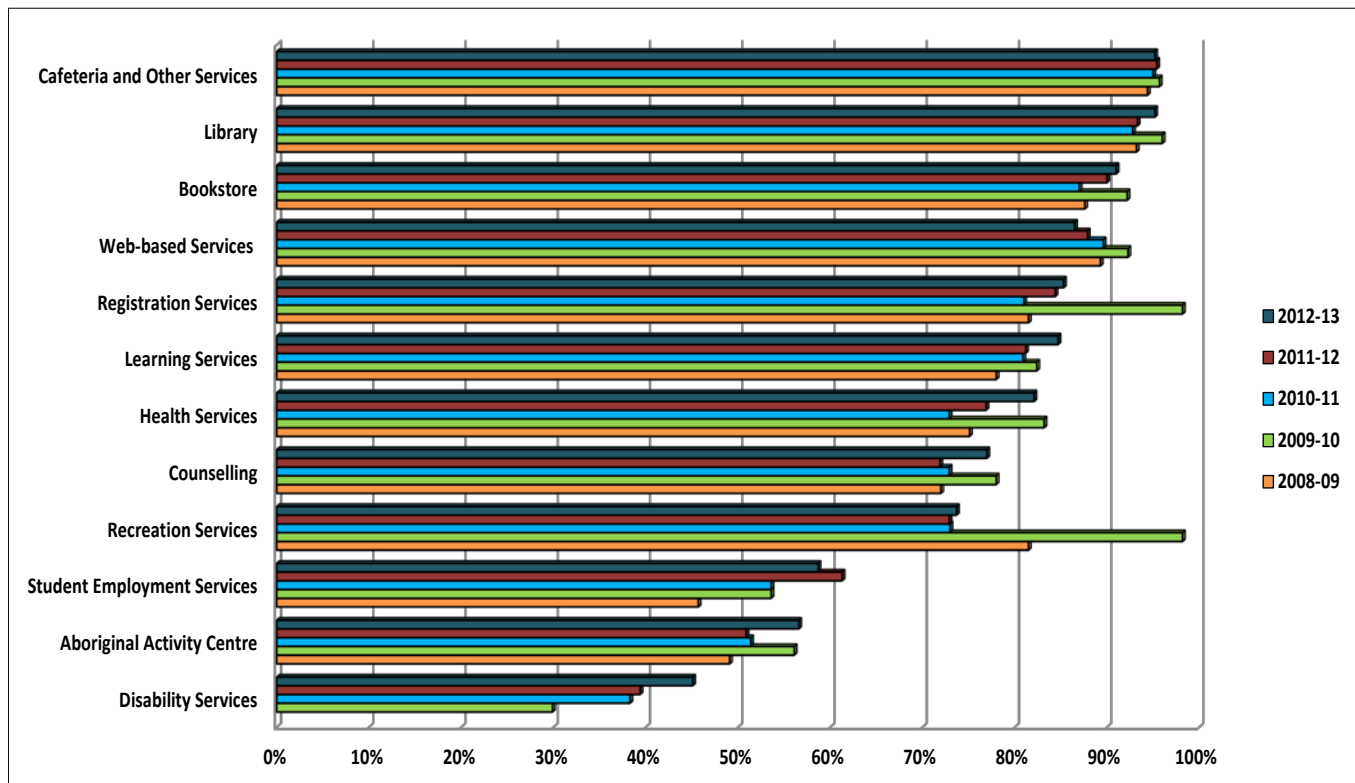
- Only 45% of the respondents were aware of the disability services, up 6% from the numbers reported in the 2011-12 survey.

**Table 24: Awareness of SIAST Services: SIAST Overall**

Type of Service	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
Cafeteria and Other Services	902	94.4%	2,285	95.7%	2,215	95.0%	2,342	95.4%	2,229	95.2%
Library	892	93.2%	2,285	96.0%	2,151	92.8%	2,287	93.3%	2,227	95.2%
Bookstore	838	87.6%	2,196	92.2%	2,020	87.0%	2,206	90.0%	2,128	91.0%
Web-based Services	855	89.3%	2,198	92.3%	2,076	89.6%	2,149	87.9%	2,016	86.5%
Registration Services	780	81.5%	2,099	98.2%	1,881	81.0%	2,065	84.4%	1,996	85.3%
Learning Services	746	78.0%	1,961	82.4%	1,877	80.9%	1,991	81.2%	1,983	84.7%
Health Services	719	75.1%	1,981	83.2%	1,685	72.9%	1,882	76.9%	1,918	82.1%
Counselling	688	72.0%	1,856	78.0%	1,685	72.9%	1,761	71.9%	1,798	77.0%
Recreation Services	780	81.5%	2,099	98.2%	1,669	73.0%	1,791	72.9%	1,719	73.7%
Student Employment Services	437	45.7%	1,276	53.6%	1,251	53.6%	1,496	61.3%	1,368	58.7%
Aboriginal Activity Centre	470	49.1%	1,336	56.1%	1,185	51.4%	1,248	50.9%	1,318	56.6%
Disability Services			710	29.9%	865	38.3%	958	39.4%	1,050	45.1%

\*\*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 campus students' awareness of these services increased in most areas since 2008-09. In 2012-13 awareness continued to be relatively widespread across all the services (table 25, figure 28).

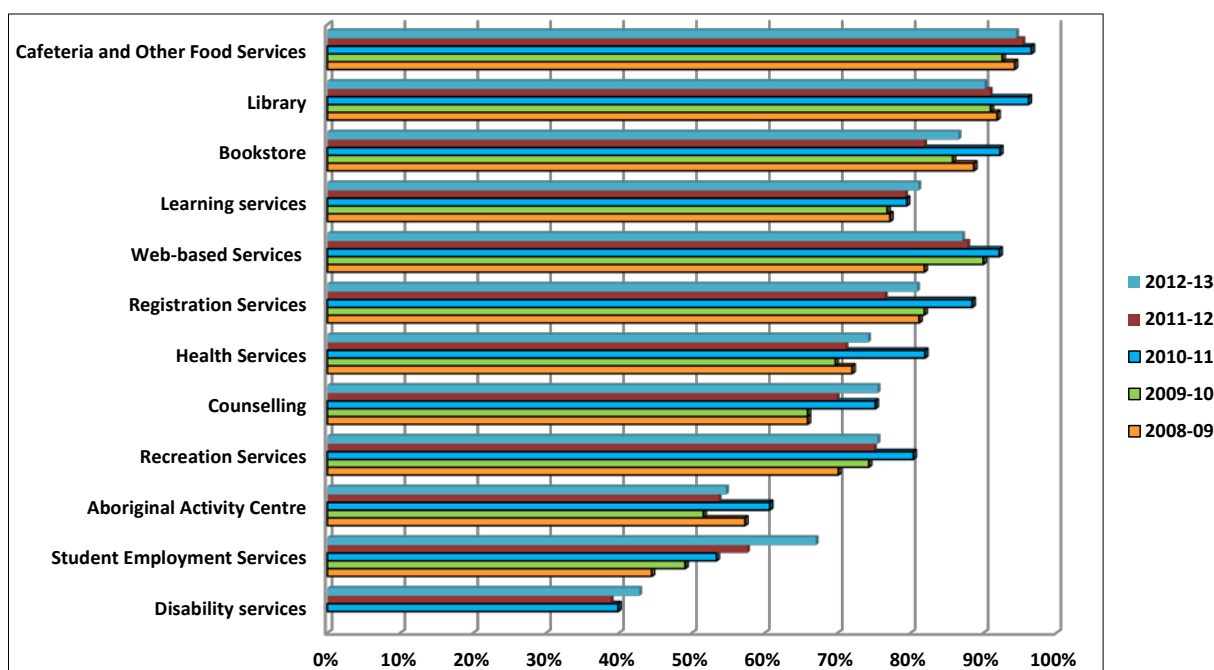
In particular, the 2012-13 responses indicated that:

- Respondents reported the highest level of awareness for the cafeteria and other food services (95%), library (94%) and bookstore (89%).
- Over four-fifths of respondents were aware of the learning services (87%), web-based services (86%), registration services (83%) and health services (80%).
- About 78% of the respondents indicated awareness of counselling services and 76% recreation services.
- Slightly above 60% of respondents were aware of the services provided by the Aboriginal activity centre (62%), while 61% were aware of student employment services. Awareness of the Aboriginal activity centre has been increasing since 2008-09.
- Forty- seven percent of all 2012-13 respondents at SIAST Kelsey campus indicated they were aware of SIAST's disability services, a 4% increase from 2011-12 survey responses.

Table 25: Awareness of SIAST Services: SIAST Kelsey Campus

Type of Service	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
Cafeteria and Other Food Services	378	92.6%	994	96.6%	972	95.4%	836	94.5%	983	94.9%
Library	372	91.0%	993	96.2%	885	90.9%	798	90.2%	978	94.4%
Bookstore	351	85.8%	949	92.3%	799	81.9%	766	86.6%	918	88.6%
Learning services	314	76.8%	817	79.5%	774	79.3%	718	81.1%	898	86.7%
Web-based Services	318	90.0%	948	92.2%	854	87.8%	770	87.1%	885	85.5%
Registration Services	335	81.9%	910	88.5%	747	76.5%	716	80.9%	863	83.3%
Health Services	285	69.7%	844	82.0%	691	71.1%	657	74.2%	824	79.6%
Counselling	269	65.9%	773	75.2%	677	69.9%	667	75.5%	805	77.9%
Recreation Services	304	74.3%	827	80.4%	726	75.0%	669	75.5%	787	76.1%
Aboriginal Activity Centre	211	51.6%	624	60.7%	517	53.7%	484	54.7%	640	61.8%
Student Employment Services	201	49.1%	549	53.4%	557	57.6%	591	67.0%	627	60.6%
Disability services			409	39.9%	377	38.9%	377	42.8%	488	47.2%

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 2008-09. There were also notable increases in awareness in 2012-13 from last year, with a slight decrease reported for web-based services (down by 1%) and student employment services (down by 1% from 2011-12) (Table 26 and figure 29).

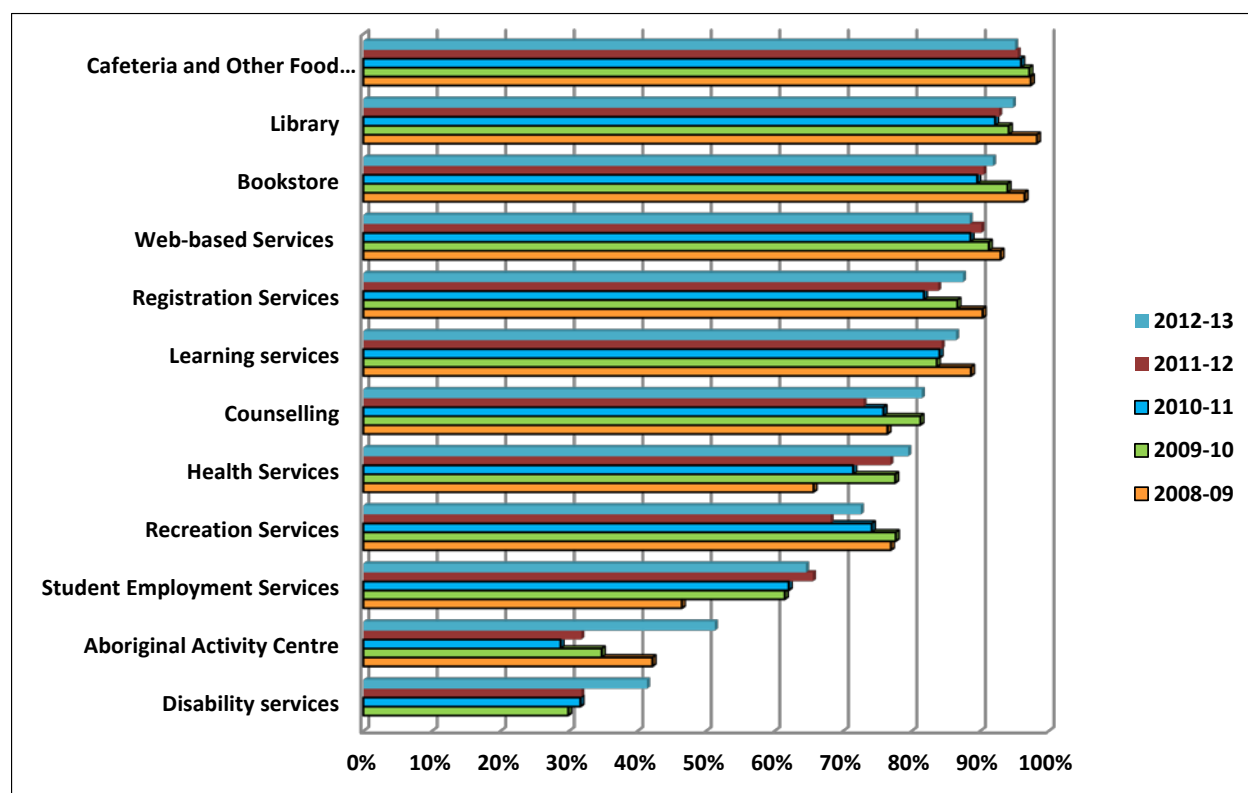
More specifically, in 2012-13:

- Consistent with the past survey, very high levels of awareness were reported for the cafeteria and other food services (95%), the library (95%), and bookstore (92%).
- Over four fifths of respondents indicated awareness of web-based services (89%), registration services (88%), learning services (87%) and counselling services (82%).
- Awareness of health services improved by 2%, from 77% in 2011-12 to 79% in 2012-13. Recreation service (73%) awareness also increased from last year (up 5%).
- About 65% of respondents reported awareness of student employment services (1% down from 2011-12).
- Although student awareness of Aboriginal activity centre at SIAST Palliser campus is the second last in 2012-13, there was a tremendous increase from last survey, in fact marking the highest responses reported over the past survey years (42% in 2008-09 to 51% in 2012-13).
- Slightly above four tenths of all respondents were aware of disability services (41%), close to 10% increase in awareness since 2010-11 (32%).

Table 26: Awareness of SIAST Services: SIAST Palliser Campus

Type of Service	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
Cafeteria and Other Food Services	224	97.4%	549	97.2%	380	96.0%	442	95.5%	366	95.1%
Library	226	98.3%	533	94.2%	364	92.2%	428	92.8%	364	94.8%
Bookstore	222	96.5%	532	94.0%	354	89.6%	417	90.5%	353	91.9%
Web-based Services	214	93.0%	517	91.3%	351	88.6%	416	90.2%	340	88.5%
Registration Services	208	90.4%	491	86.7%	324	81.8%	387	83.9%	336	87.5%
Learning services	204	88.7%	474	83.7%	332	84.1%	391	84.4%	334	86.5%
Counselling	176	76.5%	460	81.3%	300	75.9%	338	73.0%	313	81.5%
Health Services	151	65.7%	439	77.6%	283	71.5%	356	76.9%	305	79.4%
Recreation Services	177	77.0%	440	77.7%	290	74.2%	315	68.2%	278	72.6%
Student Employment Services	107	46.5%	348	61.5%	246	62.1%	303	65.6%	248	64.6%
Aboriginal Activity Centre	97	42.2%	197	34.8%	114	28.8%	147	31.8%	196	51.3%
Disability services			169	29.9%	125	31.7%	147	31.8%	159	41.4%

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 greatly

increased for the majority of the services over 2008-09 responses, notably so for student employment services (15%), registration services (13%) and bookstore services (12%). However, there were some notable decreases, for example, students' awareness of recreation services (65%), declining ten percentage points from 2008-09 survey responses.

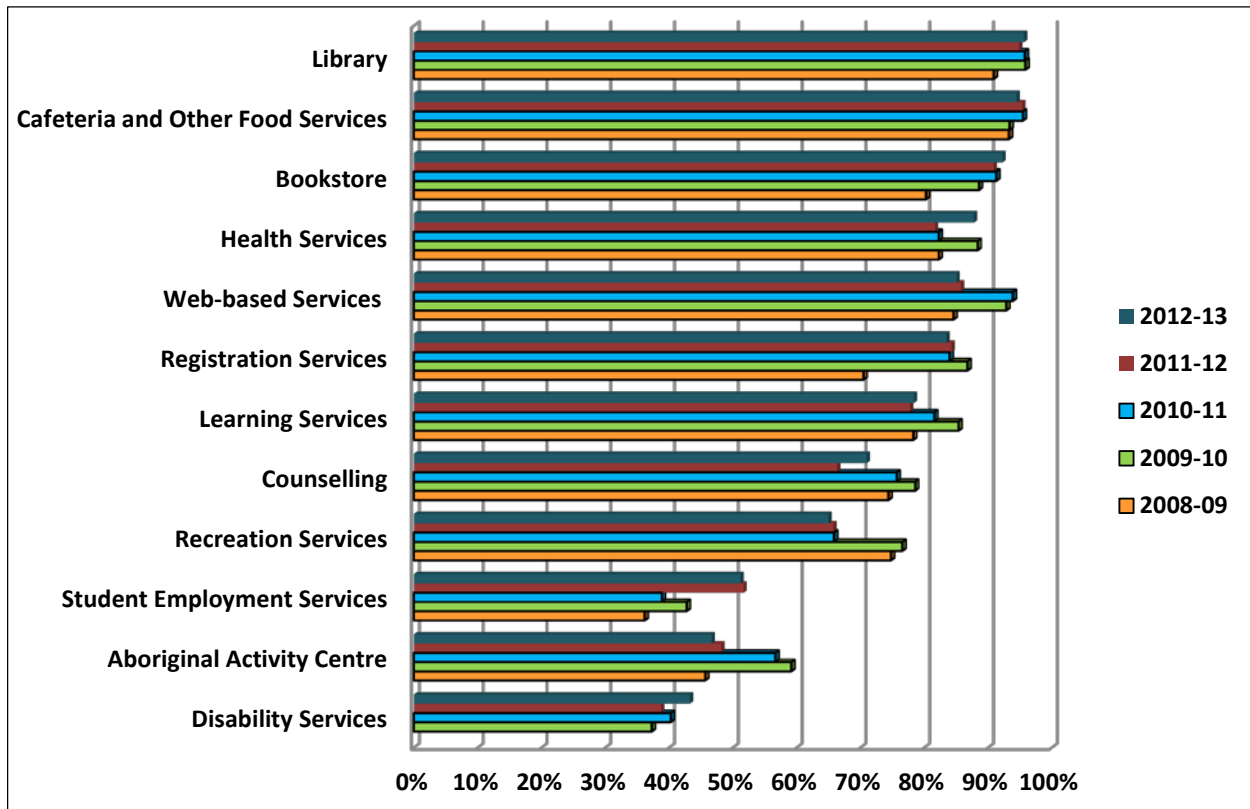
More specifically, in 2012-13:

- A large percentage of respondents reported awareness of library services (96%), cafeteria and other food services (95%) and bookstores services (92%).
- Over four-fifths of respondents were aware of health services (88%), web-based services (85%) and registration services (84%).
- Roughly three-quarters of respondents were aware of learning services (78%) and counseling services (71%), up 5% from 2011-12.
- Close to two-thirds of all respondents were aware of recreation services (65%).
- Slightly above one-half of all respondents (51%) were aware of the student employment services.
- Close to one half of all SIAST Wascana campus respondents (47%) were aware of Aboriginal activity centre services, a 2% decrease from 2011-12.
- The lowest awareness responses were recorded for disability services (43%) – a 4% increase from 2011-12.

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

Type of Service	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
Library	231	90.9%	538	95.9%	595	95.8%	728	94.9%	621	95.7%
Cafeteria and Other Food Services	237	93.3%	524	93.4%	594	95.5%	732	95.4%	614	94.5%
Bookstore	204	80.3%	497	88.6%	567	91.3%	697	90.9%	599	92.3%
Health Services	209	82.3%	496	88.4%	512	82.3%	624	81.7%	569	87.8%
Web-based Services	215	84.6%	521	92.9%	582	93.9%	657	85.8%	549	85.1%
Registration Services	179	70.5%	487	86.8%	521	84.0%	645	84.3%	543	83.5%
Learning Services	199	78.3%	479	85.4%	507	81.6%	596	77.8%	508	78.4%
Counselling	189	74.4%	441	78.6%	470	75.7%	509	66.4%	460	71.0%
Recreation Services	190	74.8%	430	76.6%	396	65.9%	505	65.8%	421	65.0%
Student Employment Services	92	36.2%	240	42.8%	241	38.9%	394	51.7%	331	51.2%
Aboriginal Activity Centre	116	45.7%	332	59.2%	352	56.7%	369	48.2%	302	46.7%
Disability Services			209	37.3%	230	40.3%	295	38.8%	279	43.3%

Figure 30: Awareness of SIAST Services: SIAST Wascana Campus



#### 7.1.2.4 SIAST Woodland Campus

SIAST Woodland campus respondents reported an increase in student awareness for most services since 2011-12. The largest increases came from awareness of health services and counselling services (each 82% - up 8% and 9% from 2011-12 respectively) see table 28 and figure 31.

We also found that in 2012-13:

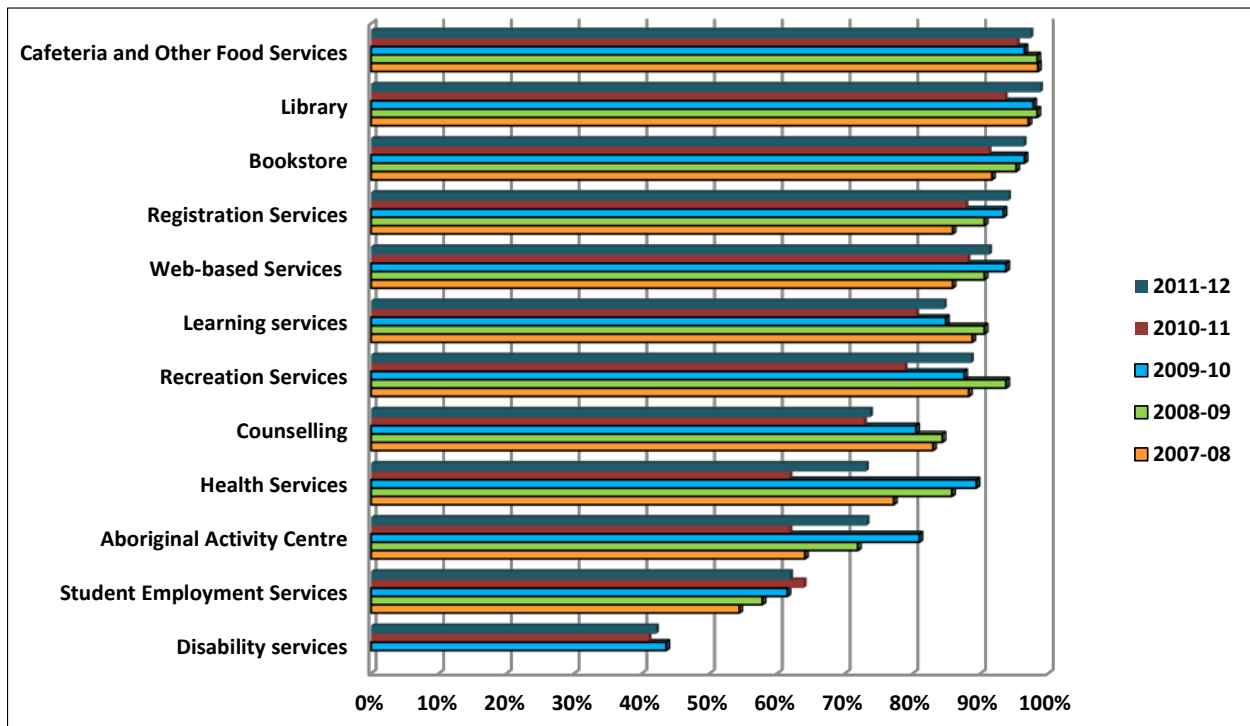
- Respondents were most aware of the cafeteria and other food services (99%), library (98%), bookstore (96%), registration services (94%) and web-based services (91%) and learning services (90%).
- Over four-fifths of respondents were aware of the recreation services (87%), counselling services (82%) and health services (82%).
- Over 60% of respondents were aware of the Aboriginal activity centre (68%), down 5% from 2011-12. Student employment services (61%) also decreased one percent point from 2011-12 results.

- Forty-six per cent of respondents at SIAST Woodland indicated they were aware of SIAST's disability services (46%), an increase of 4% since 2011-12.

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

Type of Service	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
Cafeteria and Other Food Services	63	98.4%	218	96.5%	314	95.4%	332	97.4%	266	98.5%
Library	63	98.4%	221	97.8%	307	93.6%	333	98.8%	264	97.8%
Bookstore	61	95.3%	218	96.5%	300	91.2%	326	96.4%	258	95.9%
Registration Services	58	90.6%	211	93.4%	289	87.8%	317	94.1%	254	94.4%
Web-based Services	58	90.6%	212	93.8%	289	88.1%	306	91.3%	242	90.6%
Learning services	58	90.6%	191	84.9%	264	80.5%	286	84.6%	243	90.0%
Recreation Services	60	93.8%	198	87.6%	257	78.8%	302	88.6%	233	86.9%
Counselling	54	84.4%	182	80.5%	238	72.8%	247	73.7%	220	81.8%
Health Services	55	85.8%	202	89.4%	199	61.8%	245	73.1%	220	81.5%
Aboriginal Activity Centre	46	71.9%	183	81.0%	202	61.8%	248	73.2%	180	67.9%
Student Employment Services	37	57.8%	139	61.5%	207	63.9%	208	61.9%	162	60.9%
Disability services			98	43.6%	133	41.0%	139	42.1%	124	46.4%

**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 2012-13 to those that had the lowest levels.

### 7.2.1 SIAST Overall

Overall, although 2012-13 survey results revealed use of most services, there was slight decline in use of services over 2011-12. In fact only two services – health services (up 4%) and library services (up 2%) increased slightly over the past survey. Table 29 and figure 32 below present the results.

More specifically, in 2012-13:

- The vast majority of respondents used bookstore services (93%). Consistent with 2011-12 results 91% used cafeteria and other food services.
- Roughly four-fifths of respondents' utilized registration services (86%) and web-based services (82%).
- About three quarters of respondents used library services (78% – up 2% from 2011-12).
- Slightly above one half of the respondents used the health services(52% – up 4% from 2011-12).
- Library and recreation services were the only services to report a significant increase in usage from 2011-12.
- Four tenths of the respondents used recreation services (40%). Notably so, is the decline in reported use of this service over the past five survey years (down 4% from 2011-12 and down 11% since 2008-09).
- Consistent with last year's results, 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 student employment services (16% - down 3% from 2011-12), Aboriginal Activity Centre (16%- down 3% from 2011-12) and disability services (13%- up 2% from 2011-12) used these services in 2012-13.

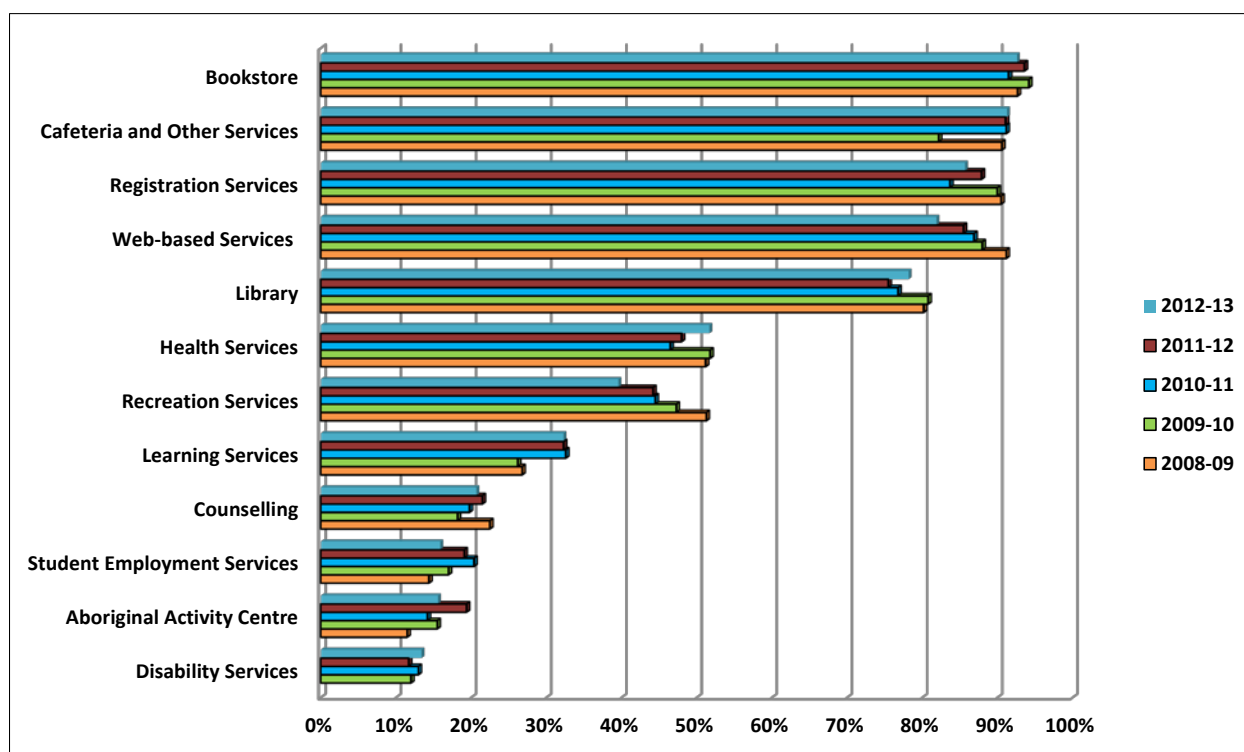


Table 29: Use of SIAST Services: SIAST Overall

Type of Service	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
Bookstore	776	92.7%	2,069	94.2%	1,898	91.5%	2,065	93.6%	1,970	92.6%
Cafeteria and Other Services	818	90.6%	2,107	82.2%	2,024	91.2%	2,134	91.1%	2,035	91.3%
Registration Services	705	90.5%	1,889	90.0%	1,634	83.7%	1,816	87.9%	1,711	85.7%
Web-based Services	780	91.2%	1,935	88.0%	1,820	86.9%	1,837	85.5%	1,652	81.9%
Library	715	80.2%	1,846	80.8%	1,662	76.8%	1,726	75.5%	1,742	78.2%
Health Services	368	51.2%	1,029	51.8%	808	46.5%	903	48.0%	992	51.7%
Recreation Services	380	51.3%	896	47.3%	794	44.5%	791	44.2%	680	39.6%
Learning Services	200	26.8%	514	26.2%	614	32.6%	643	32.3%	640	32.3%
Counselling	155	22.5%	337	18.2%	345	19.8%	379	21.5%	373	20.7%
Student Employment Services	63	14.4%	217	17.0%	267	20.4%	285	19.1%	217	15.9%
Aboriginal Activity Centre	54	11.5%	207	15.5%	176	14.2%	242	19.4%	205	15.6%
Disability Services			106	12.0%	121	13.0%	112	11.7%	141	13.4%

\*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 for half of the services the other half experienced a decrease in use since 2011-12. The most notable increase came in health services and library usage, up 10% and 5% respectively from 2011-12. Use of web-based services and student employment services, on the other hand, each decreased by six and three percentage points respectively (table 30, figure33).

More specifically, in 2012-13:

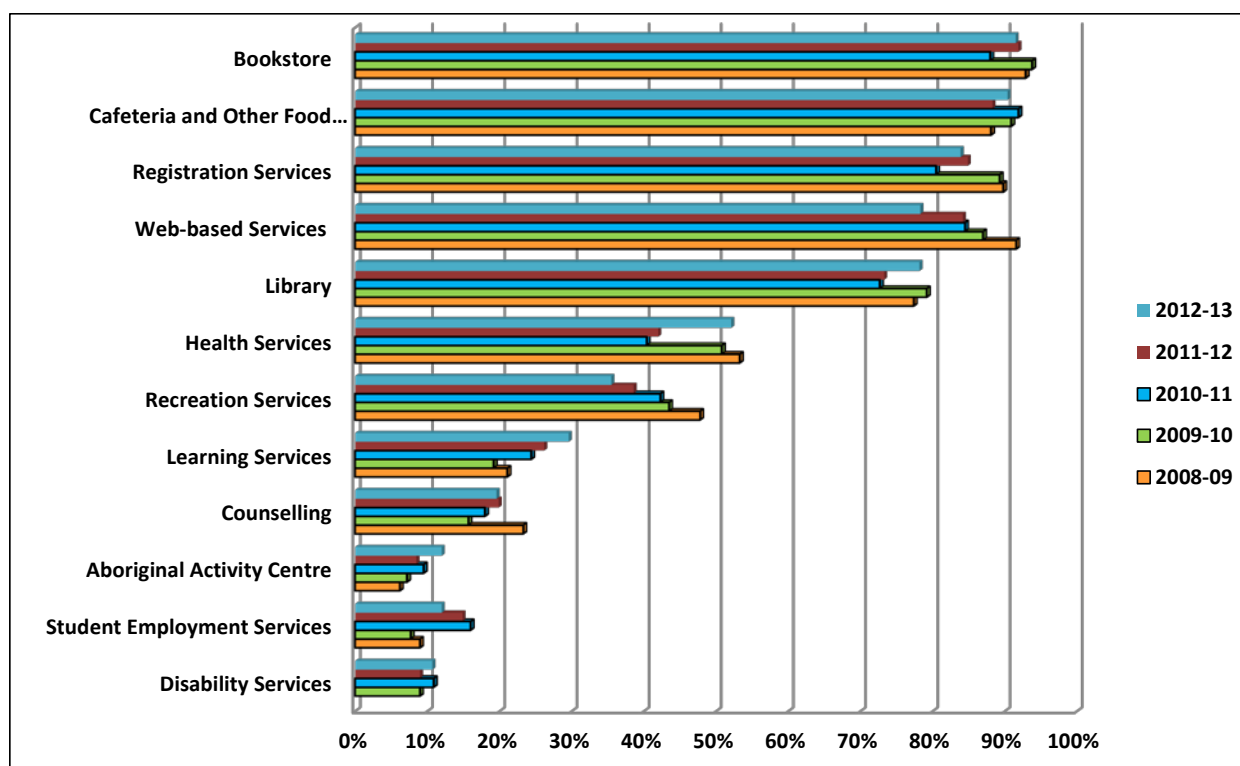
- The largest numbers of respondents used the services offered by the bookstore (92%), cafeteria and other food services (90%) and registration services (84%).
- Close to four fifths of respondents used web-based services (78% - down 6%) and library services (78% - up 5 percent points from 2011-12).
- Roughly one half of respondents utilized health services (52%). Health services reported the highest increase in use from students at SIAST Kelsey campus in 2012-13.
- Approximately four tenths of respondents used the recreation services (36%).
- One third of respondents used learning services (30%), an increase of 4% from 2011-12.
- Consistent with the 2011-12 survey results, less than one fourth of respondents used counselling services (20%).
- Just above one-tenth of all respondents used the services offered by Aboriginal activity centre (12% - up 3% from 2011-12), student employment services (12% - down 3% from 2011-12) and disability services (11% - up 2% from 2011-12).

Table 30: Use of SIAST Services: SIAST Kelsey Campus

Type of Service	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
Bookstore	326	92.9%	890	93.8%	739	88.0%	704	91.9%	840	91.5%
Cafeteria and Other Food Services	334	88.1%	904	90.9%	855	91.9%	738	88.3%	889	90.4%
Registration Services	300	89.8%	813	89.3%	640	80.5%	608	84.9%	724	83.9%
Web-based Services	337	91.6%	826	87.0%	737	84.5%	648	84.2%	693	78.3%
Library	288	77.4%	786	79.2%	648	72.7%	585	73.3%	765	78.2%
Health Services	162	53.3%	429	50.8%	285	40.4%	276	42.0%	429	52.1%
Recreation Services	150	47.8%	360	43.5%	314	42.3%	258	38.6%	279	35.5%
Learning Services	60	21.1%	157	19.2%	190	24.4%	188	26.2%	266	29.6%
Counselling	63	23.3%	121	15.7%	128	18.0%	133	19.9%	158	19.6%
Aboriginal Activity Centre	13	6.2%	45	7.2%	52	9.5%	41	8.5%	77	12.0%
Student Employment Services	18	9.0%	42	7.7%	93	16.0%	88	14.9%	75	12.0%
Disability Services		92.9%	37	9.0%	44	10.9%	34	9.0%	52	10.7%

\*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 2012-13 increased compared to what was witnessed in 2011-12. The only significant exception, however were in students who indicated a decrease in use of recreation services, Aboriginal activity centre (4% down from 2011-12) and learning services (35% - 2% down from 2011-12 respectively).

In addition for 2012-13:

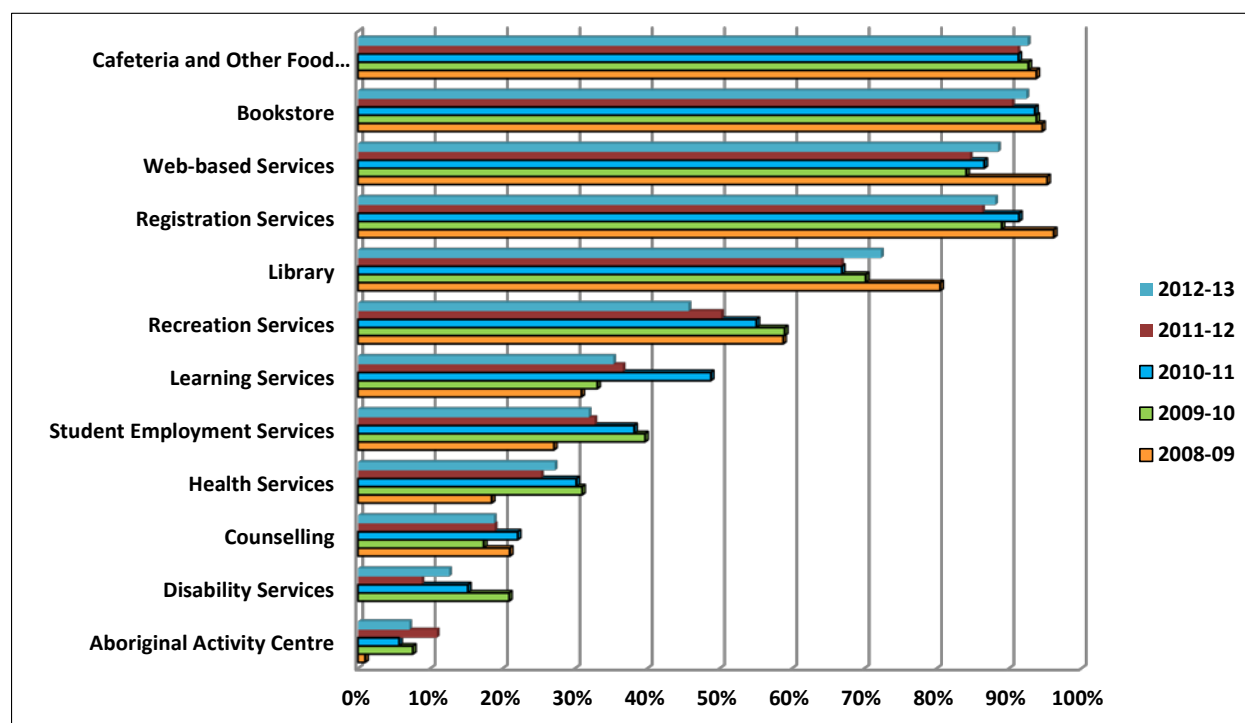
- The majority of respondents used the services offered by the cafeteria and other food services (93%) and bookstore (92%).
- Over four-fifths of respondents used the services offered by web-based services (89%) and registration services (88%). Both services experienced an increase in usage over 2011-12 (4% and 2% respectively).
- The highest increase in service usage at SIAST Palliser campus since 2011-12 was for the library (72%), an increase of five percentage points.
- Recreation services were utilized by 46% of the respondents at SIAST Palliser campus, a 4% decrease from 2011-12. Worth mentioning is the declined use of recreation services over the past five years (down 13% from 2008-09).
- Roughly one-thirds of respondents utilized learning services (35%) and 32% utilized student employment services.
- Less than one third of the respondents used health services (27% - up 2% from 2011-12), while 19% utilized counselling services.
- Slightly above one-tenth of respondents utilized disability services (13%- up 4% from 2011-12).
- The Aboriginal activity centre (7%) experienced the lowest level of service usage by all SIAST Palliser respondents - down 4% from 2011-12).

Table 31: Use of SIAST Services: SIAST Palliser Campus

Type of Service	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
Cafeteria and Other Food Services	210	93.8%	510	92.7%	346	91.3%	403	91.2%	339	92.6%
Bookstore	210	94.6%	499	93.8%	336	93.6%	377	90.4%	326	92.4%
Web-based Services	204	95.3%	435	84.1%	304	86.6%	352	84.6%	301	88.5%
Registration Services	200	96.2%	437	89.0%	296	91.4%	334	86.3%	296	88.1%
Library	182	80.5%	374	70.2%	245	66.9%	286	66.8%	263	72.3%
Recreation Services	104	58.8%	259	59.0%	166	55.1%	158	50.2%	127	45.7%
Learning Services	63	30.9%	157	33.1%	163	48.8%	143	36.6%	118	35.3%
Student Employment Services	29	27.1%	138	39.7%	95	38.2%	99	32.7%	79	31.9%
Health Services	28	18.5%	136	31.0%	84	30.2%	90	25.3%	83	27.2%
Counselling	37	21.0%	80	17.4%	67	22.1%	64	18.9%	59	18.8%
Disability Services			27	16.0%	20	15.2%	13	8.8%	20	12.6%
Aboriginal Activity Centre	1	1.0%	15	7.6%	7	5.7%	16	10.9%	14	7.1%

\*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, since 2011-12, only the disability services experienced significant increase over this period (up 5%).

More specifically, in 2012-13:

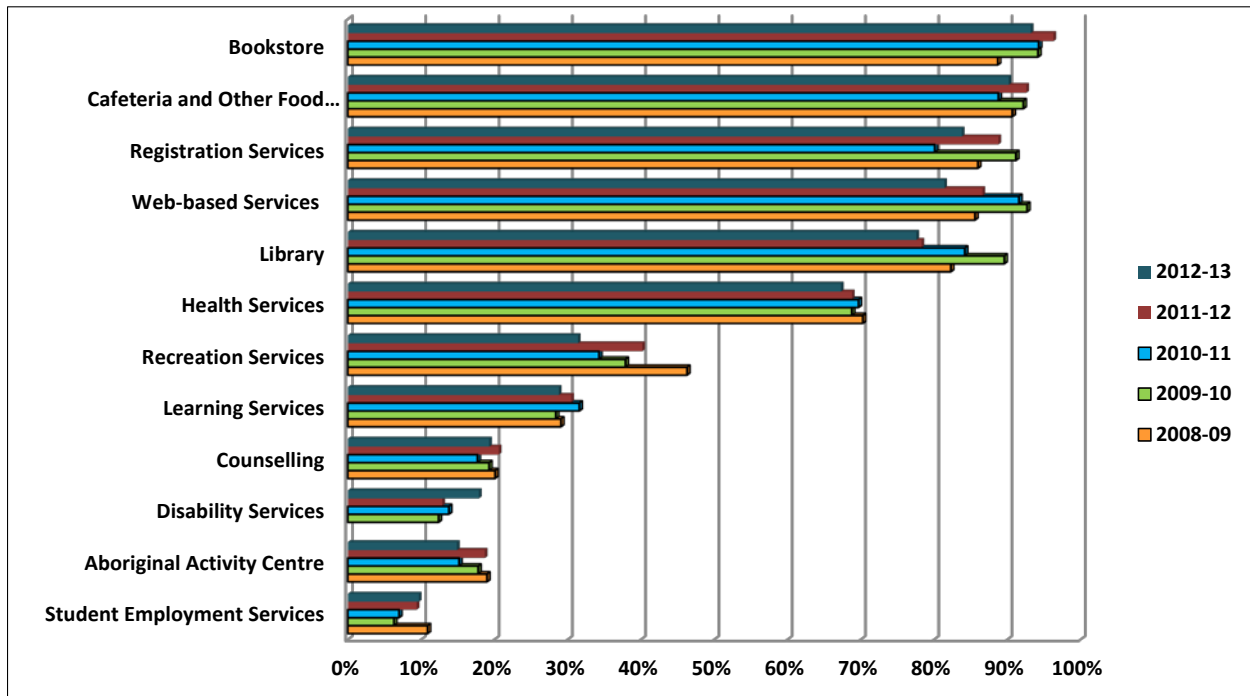
- Similar to 2011-12, highest use was reported for the services provided by the bookstore (93%), cafeteria and other food services (90%), registration services (84%) and web-based services (81%).
- Roughly three-quarters of respondents (78%) used the services provided by the Library.
- Close to 70% of the respondents use health services (67%).
- Roughly one-third of respondents took advantage of recreation services (31%) and learning services (29%).
- Less than one-fifth of all respondents used counselling services (19%), disability services (18%) and Aboriginal activity centre (15%).
- The Student employment services had the lowest proportion of all students (10%) who reported use of such services at SIAST Wascana campus.

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

Type of Service	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
Bookstore	180	88.7%	468	94.2%	534	94.3%	671	96.3%	558	93.2%
Cafeteria and Other Food Services	215	90.7%	483	92.2%	529	88.8%	678	92.6%	554	90.2%
Registration Services	154	86.0%	444	91.2%	427	80.1%	573	88.8%	455	83.8%
Web-based Services	184	85.6%	483	92.7%	532	91.6%	569	86.6%	447	81.4%
Library	190	82.3%	482	89.6%	502	84.2%	570	78.3%	482	77.6%
Health Services	147	70.3%	341	68.8%	373	69.7%	429	68.8%	383	67.3%
Recreation Services	88	46.3%	163	37.9%	158	34.3%	203	40.2%	132	31.4%
Learning Services	58	29.1%	136	28.4%	160	31.6%	182	30.5%	146	28.8%
Counselling	38	20.1%	85	19.3%	84	17.7%	105	20.6%	89	19.3%
Disability Services			26	12.4%	33	13.8%	38	12.9%	50	17.9%
Aboriginal Activity Centre	22	19.0%	59	17.8%	54	15.2%	69	18.7%	45	14.9%
Student Employment Services	10	10.9%	15	6.3%	18	7.0%	37	9.4%	32	9.7%

\*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 remained somewhat consistent from 2011-12 to 2012-13. However, the use of the library increased from 86% in 2011-12 to 88% in 2012-13, recreation services increased by 4% since 2011-12 (table 33, figure 36).

In particular, in 2012-13:

- The vast majority of SIAST Woodland respondents used the services of the bookstore (95%), cafeteria and other food services (95%) and registration services (93%)
- Over four fifths of respondents used library services (88%) and web-based services (87%).
- Close to 61% of respondents at Woodland campus used recreation services (up 4% from 2011-12).
- Less than 50% of respondents used learning services (45%) and health services (44%).
- Less than a quarter of all SIAST Woodland respondents used Aboriginal activity centre (38%) and counselling services (31%).

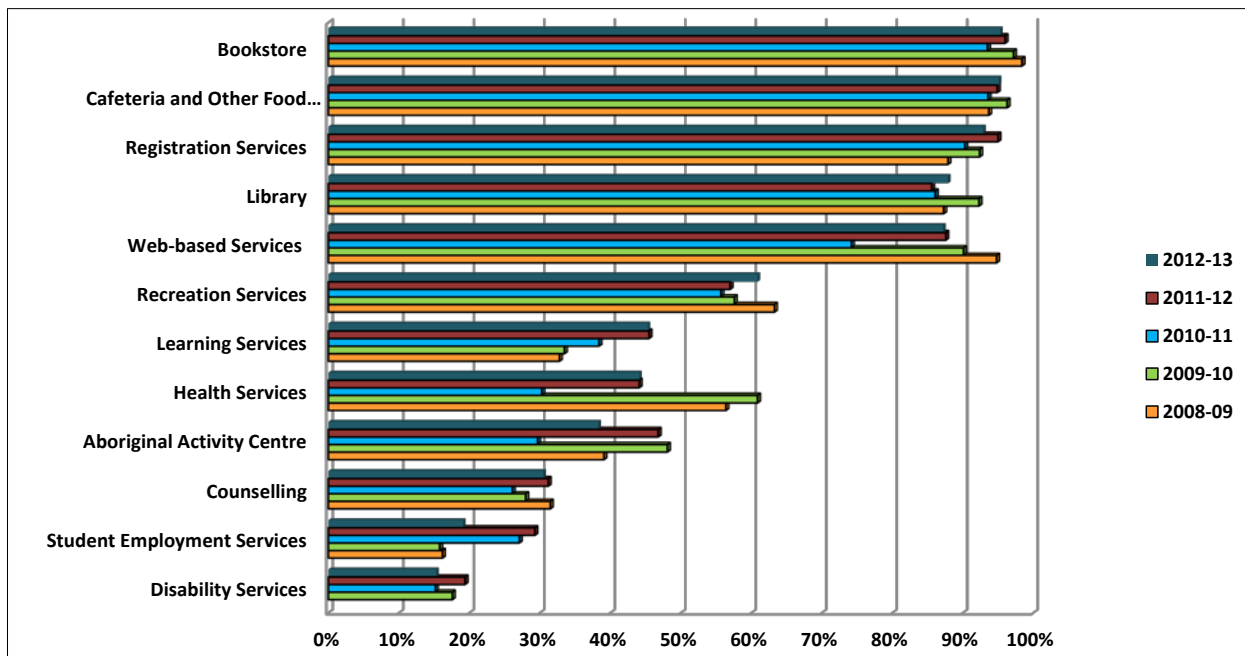
- Approximately one-fifth of SIAST Woodland respondents used Student Employment Services (19% - a 10% decline in service usage from 2011-12)
- The disability services were the least used by student at Woodland campus in the 2012-13 survey – (15% - down 4% from 2011-12)

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

Type of Service	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
Bookstore	60	98.4%	212	97.2%	289	93.5%	313	96.0%	246	95.3%
Cafeteria and Other Food Services	59	93.7%	210	96.3%	294	93.6%	315	94.9%	253	95.1%
Registration Services	51	87.9%	195	92.4%	271	90.3%	301	95.0%	236	92.9%
Library	55	87.3%	204	92.3%	267	86.1%	285	85.6%	232	87.9%
Web-based Services	55	94.8%	191	90.1%	247	74.2%	268	87.6%	211	87.2%
Recreation Services	38	63.3%	114	57.6%	156	55.7%	172	57.0%	142	60.9%
Learning Services	19	32.8%	64	33.5%	101	38.4%	130	45.5%	110	45.3%
Health Services	31	56.4%	123	60.9%	66	30.3%	108	44.1%	97	44.1%
Aboriginal Activity Centre	18	39.1%	88	48.1%	63	29.7%	116	46.8%	69	38.3%
Counselling	17	31.5%	51	28.0%	66	26.1%	77	31.2%	67	30.5%
Student Employment Services	6	16.2%	22	15.8%	61	27.1%	61	29.3%	31	19.1%
Disability Services		98.4%	15	17.6%	24	15.2%	27	19.4%	19	15.3%

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

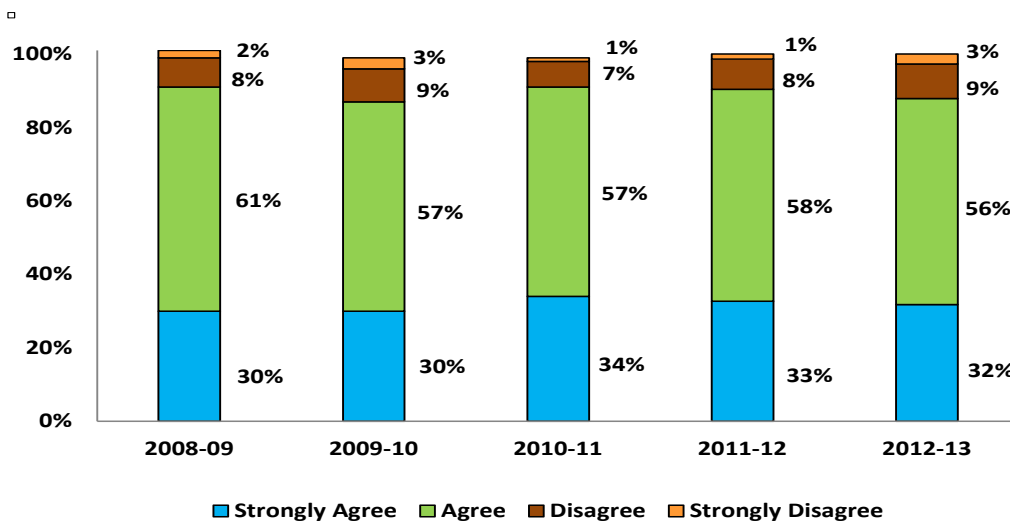
#### 7.3.1.1 SIAST Overall

Of the respondents who used the learning assistance services in 2012-13, 88% indicated they had been satisfied with the services received - 3% down from 2011-12 (table 34, figure 37).

**Table 34: Satisfaction with learning services: SIAST Overall**

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	59	30.0	156	30.0	207	34.0	210	32.7	203	31.8
<b>Agree</b>	121	61.0	295	57.0	351	57.0	371	57.7	358	56.1
<b>Disagree</b>	16	8.0	47	9.0	45	7.0	53	8.2	60	9.4
<b>Strongly Disagree</b>	4	2.0	16	3.0	8	1.0	9	1.4	17	2.7

**Figure 37: Satisfaction with Learning services: SIAST Overall**

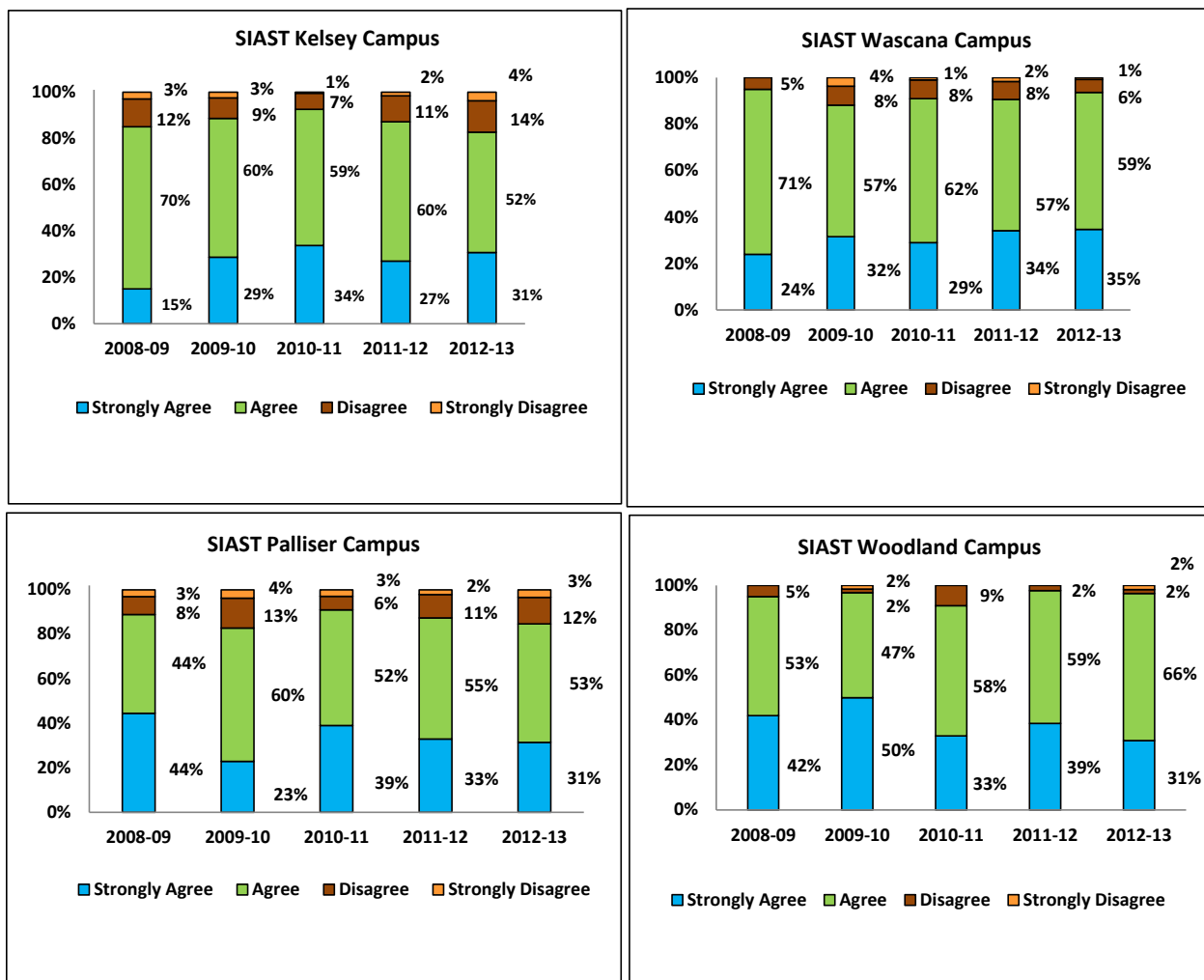


### 7.3.1.2 By Campus

Figure 38 illustrates the levels of agreement for students' satisfaction from utilizing the services of the learning services by campus. More than four fifths of respondent's at all four campuses received similar results; though SIAST Woodland received the highest ratings from students (97% of students indicated that they were satisfied). The three other campuses analyzed had satisfaction rates ranging from 83% to 94%.

Only SIAST Wascana campus experienced increases in use of the learning services from 2011-12. SIAST Kelsey, Palliser and Woodland campuses, by contrast, reported satisfaction decreases by four, four and one percentage points respectively.

Figure 38: Satisfaction with Learning services: By Campus



## 7.3.2 Counselling Services

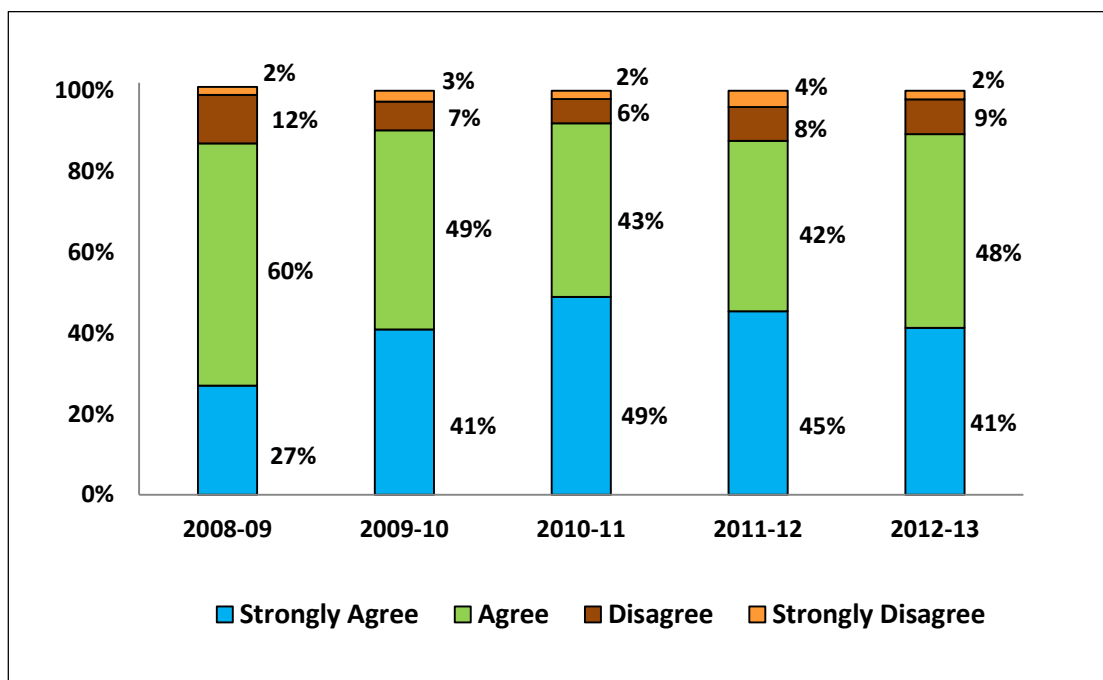
### 7.3.2.1 SIAST Overall

Among those respondents that utilized the counselling services, 89% were satisfied with the services they received, approximately two per cent increase from 2011-12 (table 35, figure 39).

Table 35: Satisfaction with Counselling Services: SIAST Overall

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	41	27.0	138	40.9	165	49.0	172	45.4	154	41.3
Agree	93	60.0	166	49.3	142	43.0	160	42.2	179	48.0
Disagree	18	12.0	24	7.1	19	6.0	32	8.4	32	8.6
Strongly Disagree	3	2.0	9	2.7	8	2.0	15	4.0	8	2.1

Figure 39: Satisfaction with Counselling Services: SIAST Overall

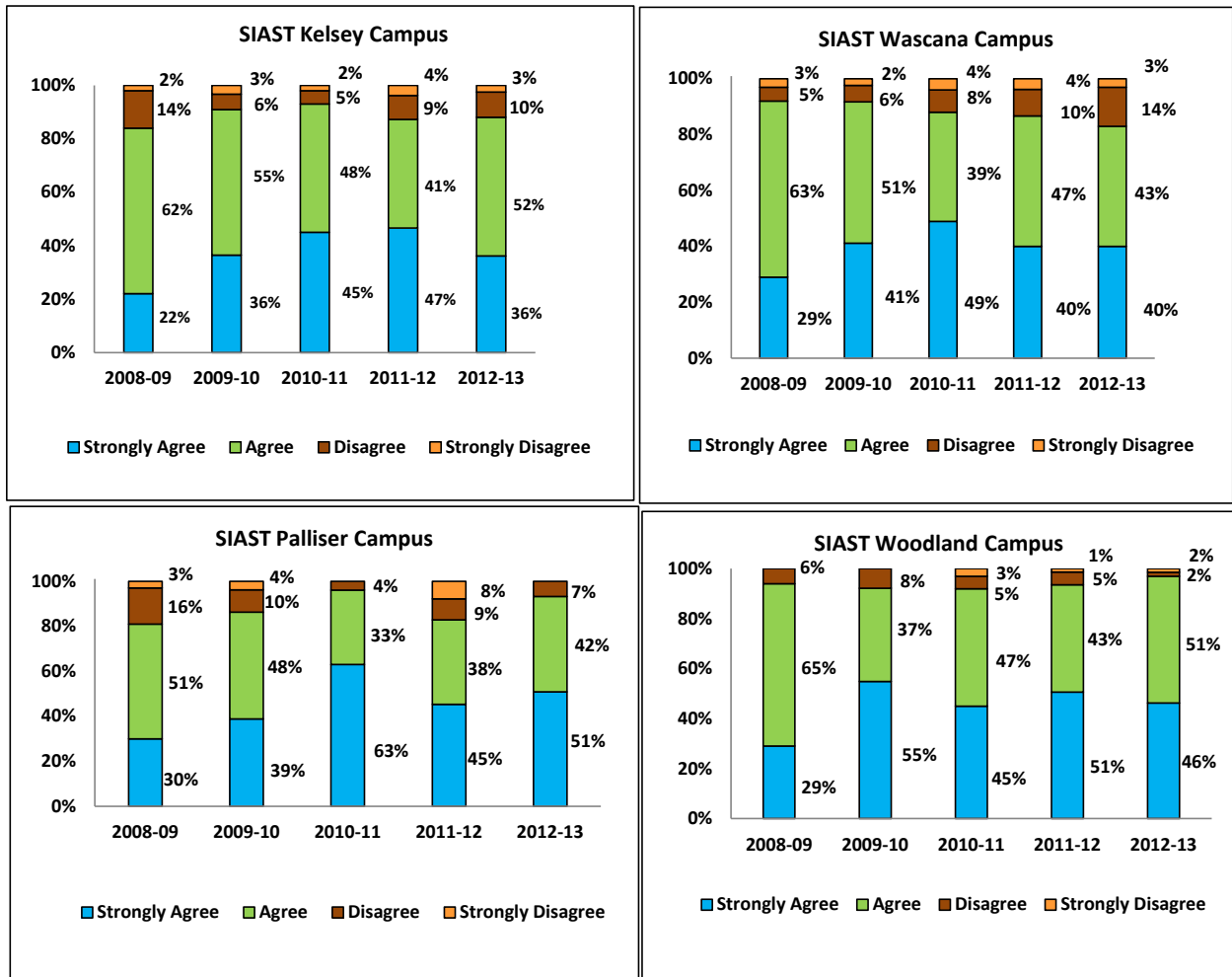


### 7.3.2.2 By Campus

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 (97% - a 3% increase from 2011-12).

With the exception of SIAST Wascana and SIAST Kelsey campuses, all the other campuses reported increases in satisfaction with counseling services compared to 2011-12. About 93% and 97% of respondents from SIAST Palliser and SIAST Woodland campuses were satisfied with counseling services, an increase of 10% and 3% respectively from 2011-12. SIAST Wascana campus, at 83% had the lowest rate of satisfaction with counselling services since 2011-12 (down 4%).

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



### 7.3.3 Student Employment Services

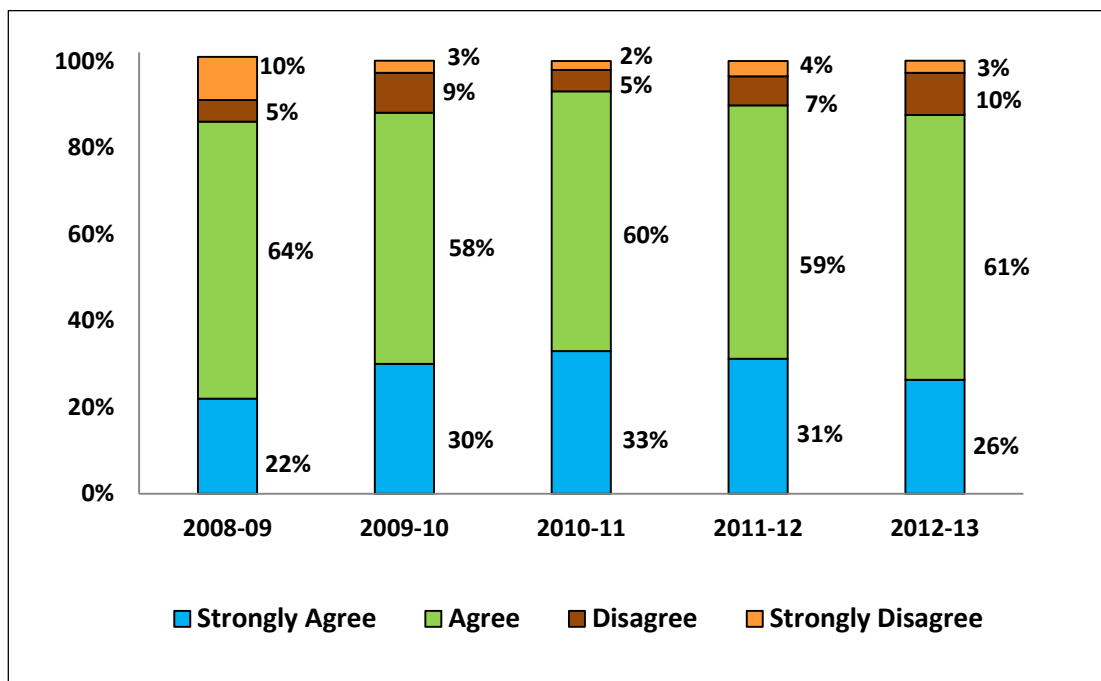
#### 7.3.3.1 SIAST Overall

As shown in table 36 and figure 41, of those respondents that reported they had used SIAST's student employment services, consistent with 2011-12 results, a vast majority indicated that were satisfied with the services they had received (87% - a 3% decline over 2011-12).

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

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	14	22.0	65	30.0	80	33.0	89	31.2	57	26.4
<b>Agree</b>	40	64.0	126	58.1	144	60.0	167	58.6	132	61.1
<b>Disagree</b>	3	5.0	20	9.2	12	5.0	19	6.7	21	9.7
<b>Strongly Disagree</b>	6	10.0	6	2.8	4	2.0	10	3.5	6	2.8

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

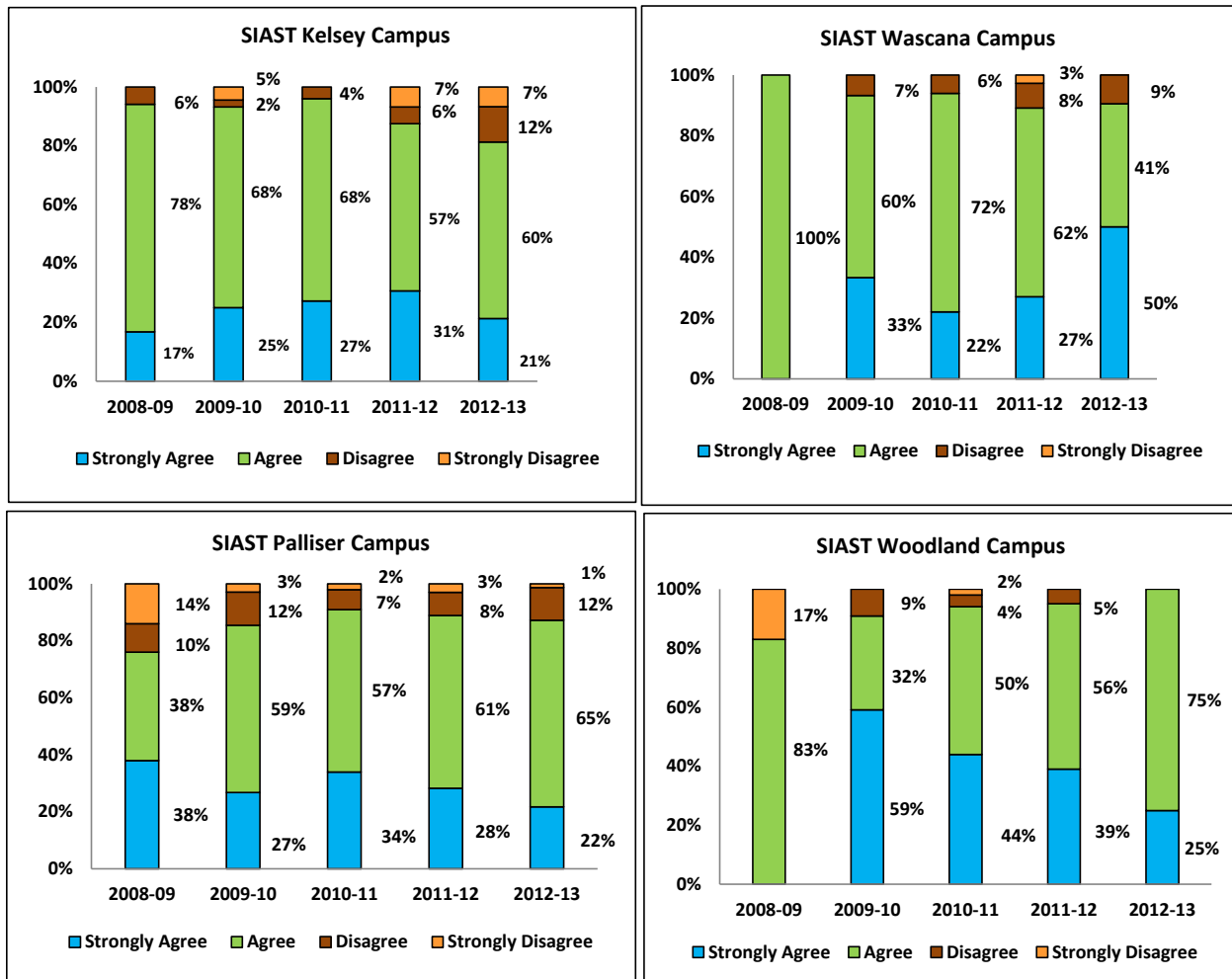


### 7.3.3.2 By Campus

Figure 42 illustrates, by campus, the levels of student satisfaction with the student employment services received since 2008-09. Consistent with the previous year, over 80% of respondents at each campus indicated that they were satisfied with this service.

SIAS Woodland campus had the highest satisfaction rate with all students indicating satisfaction with the student employment centre (100%), followed by SIAS Wascana, with 91%, while SIAS Palliser had 87%. Kelsey campus had the lowest at 81%. However, SIAS Palliser and SIAS Kelsey campuses satisfaction levels showed decline from 2011-12. For instance, SIAS Kelsey campus had the highest level of decline from 2011-12 down 7%.

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



### 7.3.4 Bookstores

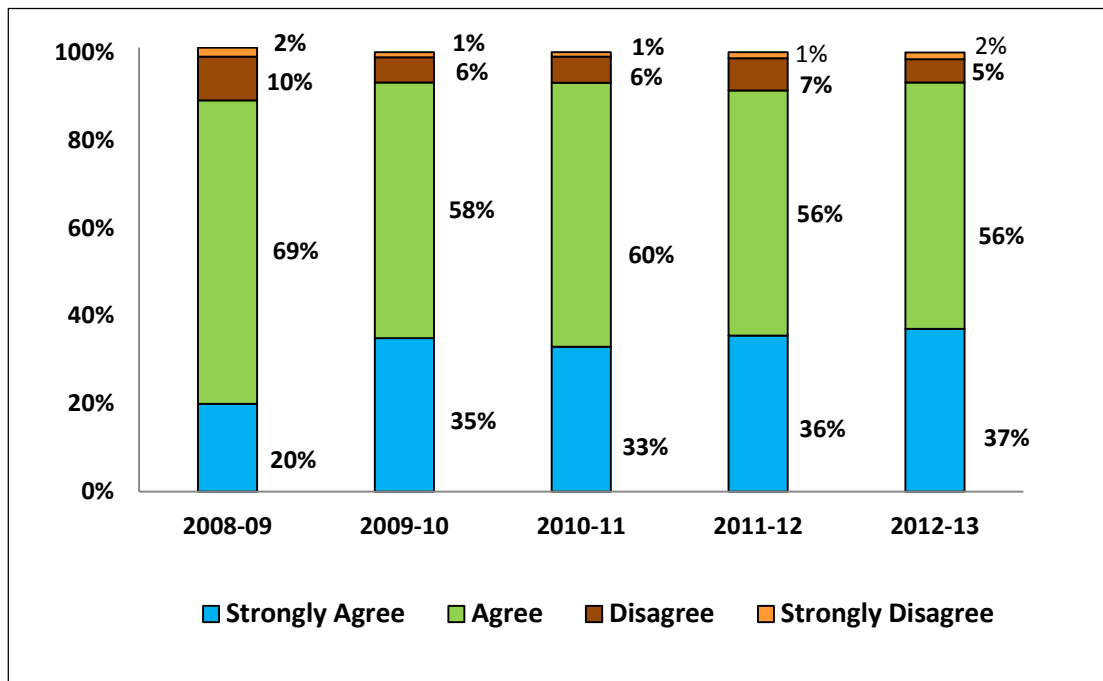
#### 7.3.4.1 SIAST Overall

As illustrated in table 37 and figure 43, approximately 93% of respondents who used the services offered by the campus bookstores were satisfied with those services, a 1% increase from 2011-12.

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

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	154	20.0	722	34.9	626	33.0	734	35.5	728	37.0
<b>Agree</b>	536	69.0	1,204	58.2	1,129	60.0	1,152	55.8	1105	56.1
<b>Disagree</b>	75	10.0	119	5.7	114	6.0	150	7.3	105	5.3
<b>Strongly Disagree</b>	12	2.0	24	1.2	21	1.0	29	1.4	30	1.5

**Figure 43: Satisfaction with Bookstore Services**



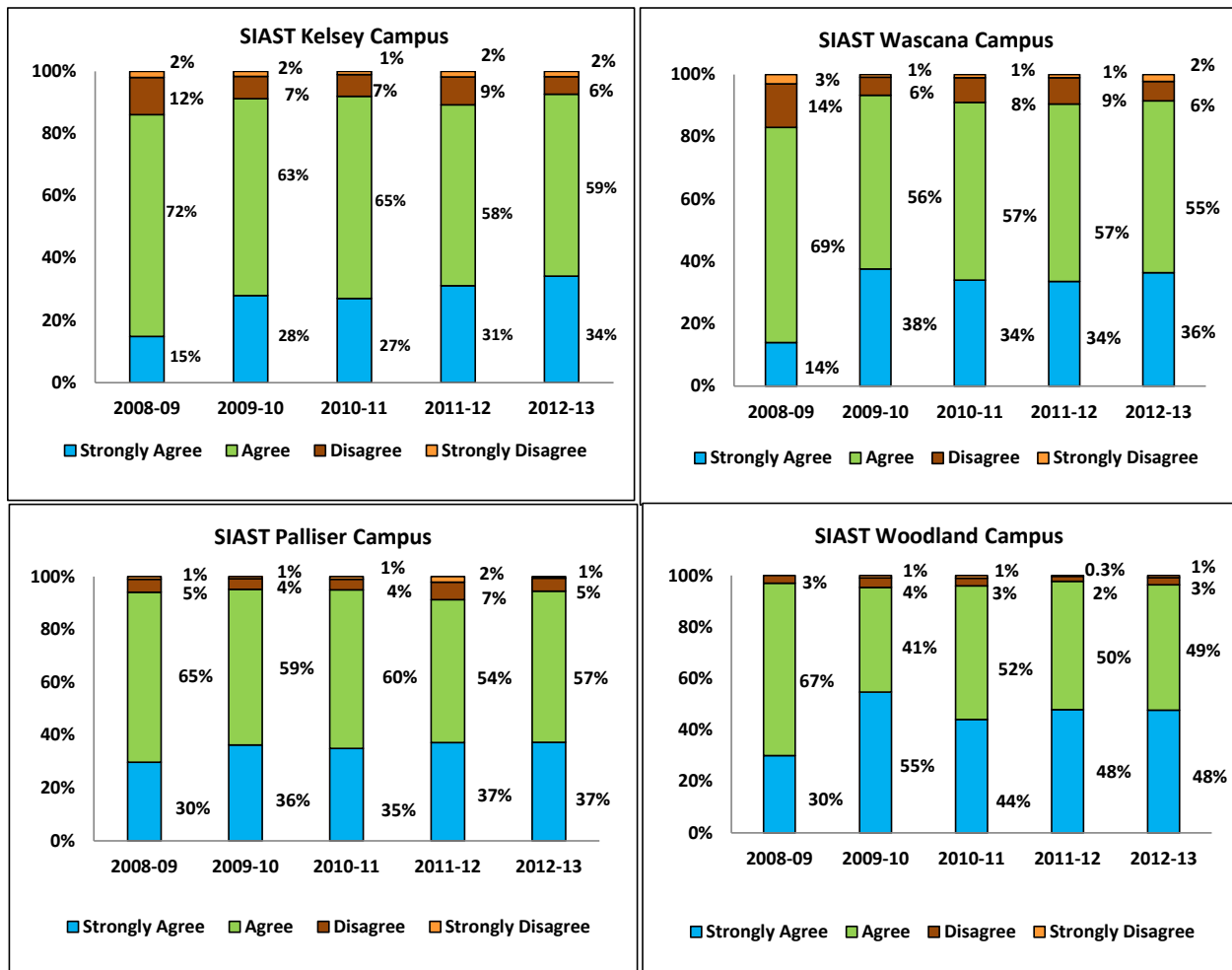
#### 7.3.4.2 By Campus

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 (97% - down by 1% from 2011-12), followed by SIAST Palliser (93%- up 3% from 2011-12) and SIAST Kelsey campus (94%, up 3% from 2011-12). SIAST Wascana campus had the lowest the lowest level of satisfaction among the four campuses at 91%.

Overall, the satisfaction levels for all campuses has been fluctuating since 2008-09, SIAST Wascana (up eight percentage points) and SIAST Kelsey campuses (up six percentage points) experienced the largest increases in student satisfaction, while SIAST Palliser campus declined by 1% since 2008-09.

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





### 7.3.5 Registration Services

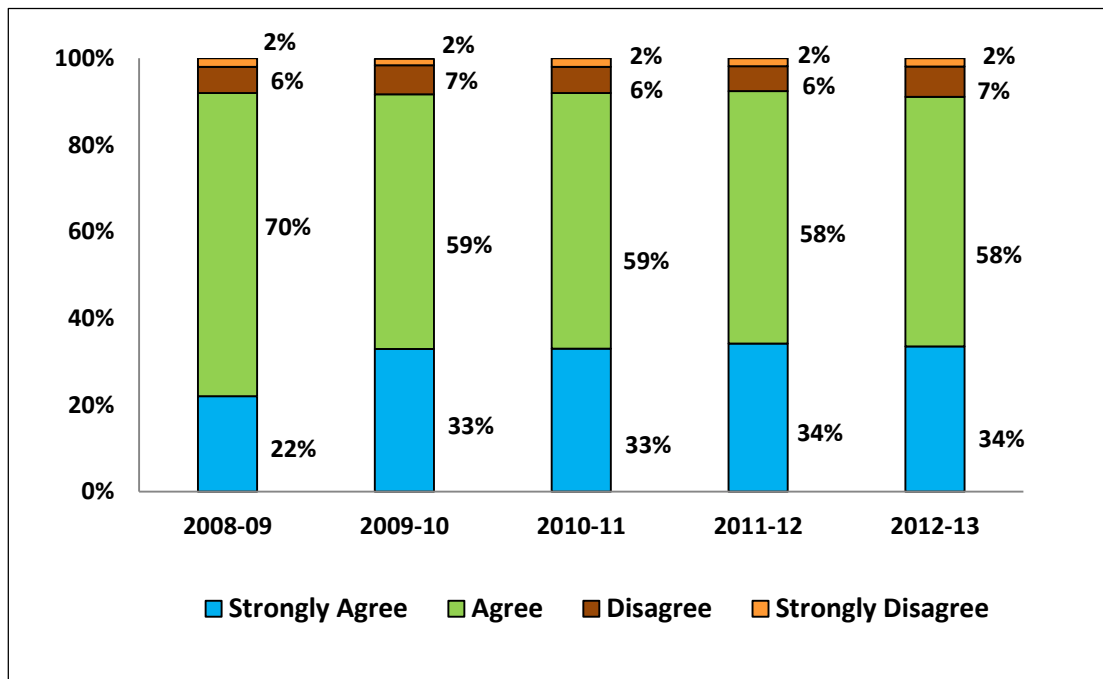
#### 7.3.5.1 SIAST Overall

Approximately 92% of respondents who used registration services in 2012-13 agreed that they were satisfied with the services provided. Interestingly, this figure is identical to what was witnessed in all the previous survey results (table 38, figure 45).

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

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	156	22.0	621	32.9	533	33.0	621	34.2	571	33.5
<b>Agree</b>	490	70.0	1,112	58.8	966	59.0	1,055	58.2	984	57.6
<b>Disagree</b>	44	6.0	127	6.7	95	6.0	105	5.8	119	7.0
<b>Strongly Disagree</b>	15	2.0	29	1.5	31	2.0	33	1.8	33	1.9

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

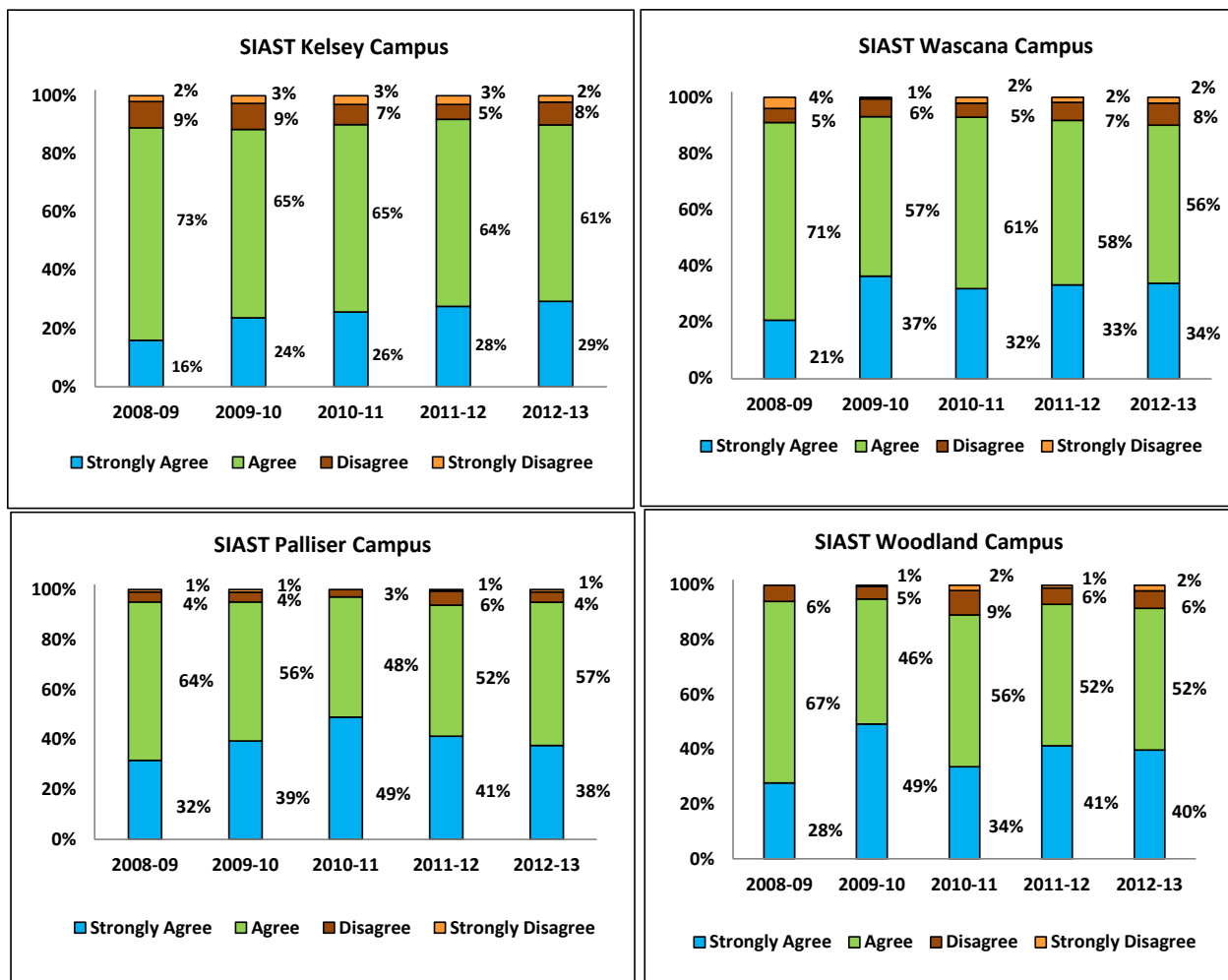


### 7.3.5.2 By Campus

Figure 46 illustrates the satisfaction with registration services at each campus. Consistent with results from the 2010-11 survey, 90% or more of the respondents from all campuses agreed they were satisfied with registration services.

The majority of respondents at SIAST Palliser campus (95%) indicated they were satisfied with these services, followed by SIAST Woodland campus where 92% of respondents were satisfied. The results of SIAST Kelsey (90%) and Wascana (90%) campuses showed a slight decline compared to results of 2011-12 (2% and 1% down respectively).

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



## 7.3.6 Cafeteria and Other Food Services

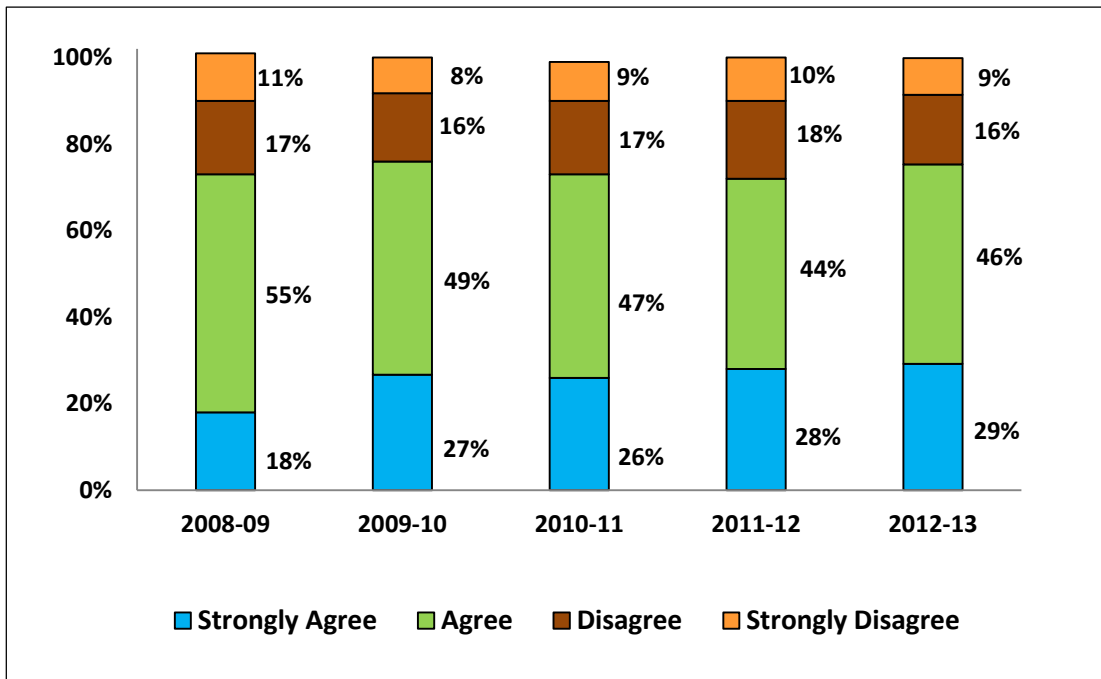
### 7.3.6.1 SIAST Overall

Of the students who used SIAST's cafeteria and other food services in 2012-13, three-quarters (75%) indicated they were satisfied with the services; an increase of three per cent from 2011-12 (table 39, figure 47).

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

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	144	18.0	563	26.7	526	26.0	598	28.0	595	29.2
Agree	447	55.0	1,038	49.3	956	47.0	938	44.0	939	46.1
Disagree	136	17.0	333	15.8	349	17.0	385	18.0	328	16.1
Strongly Disagree	91	11.0	172	8.2	188	9.0	213	10.0	173	8.5

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

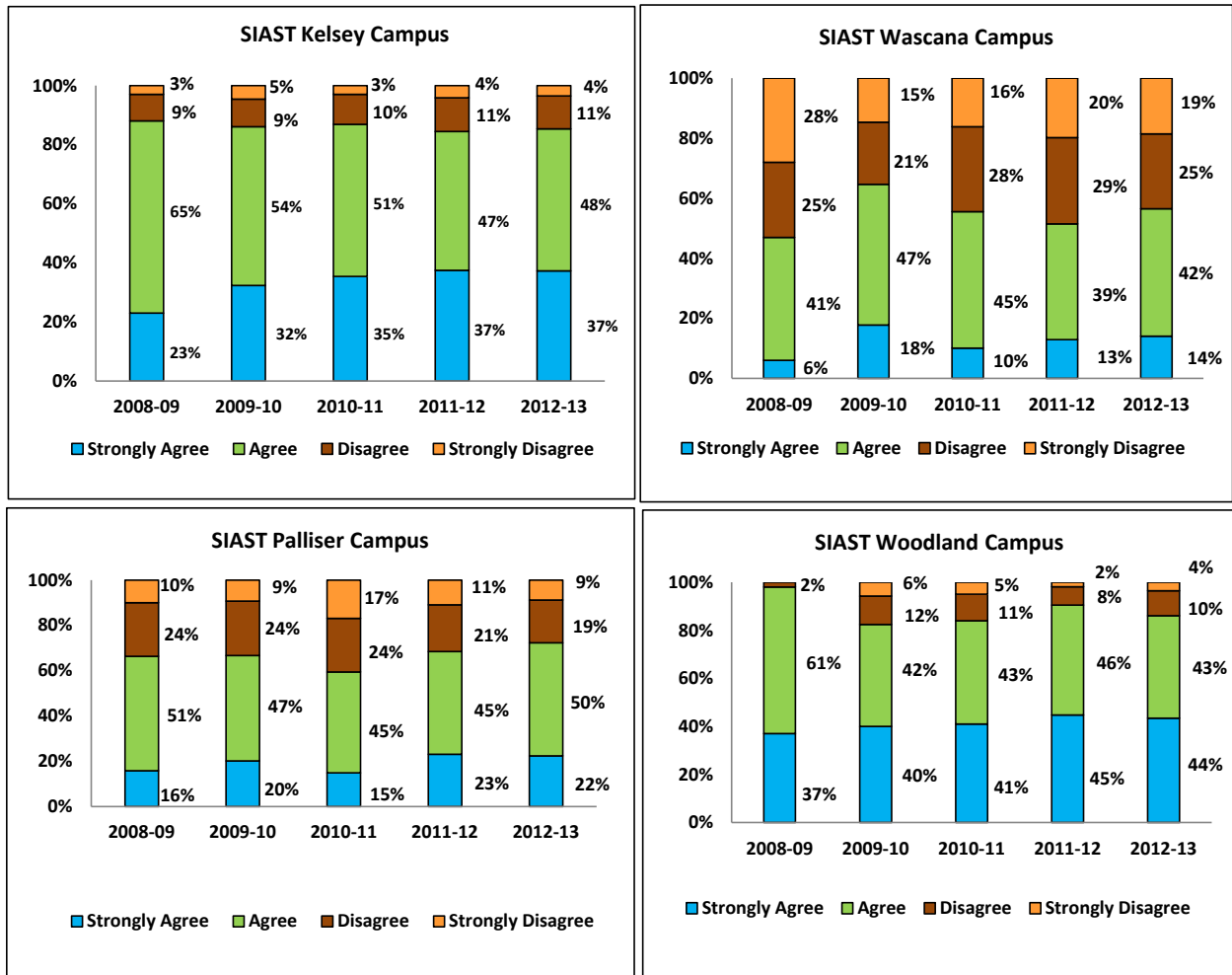


### 7.3.6.2 By Campus

Figure 48 shows student satisfaction with cafeteria and other food services by campus and indicates that results were significantly different for two of the campuses. For instance, while 85% and 87% of

respondents from SIAST Kelsey and SIAST Woodland campuses were satisfied with the services provided by the cafeteria and other food services respectively, 72% from SIAST Palliser campus and 56% of respondents from SIAST Wascana campus reported being satisfied with the same campus services. Respondents from SIAST Woodland showed a 4% decline from 2011-12.

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



## 7.3.7 Recreation services

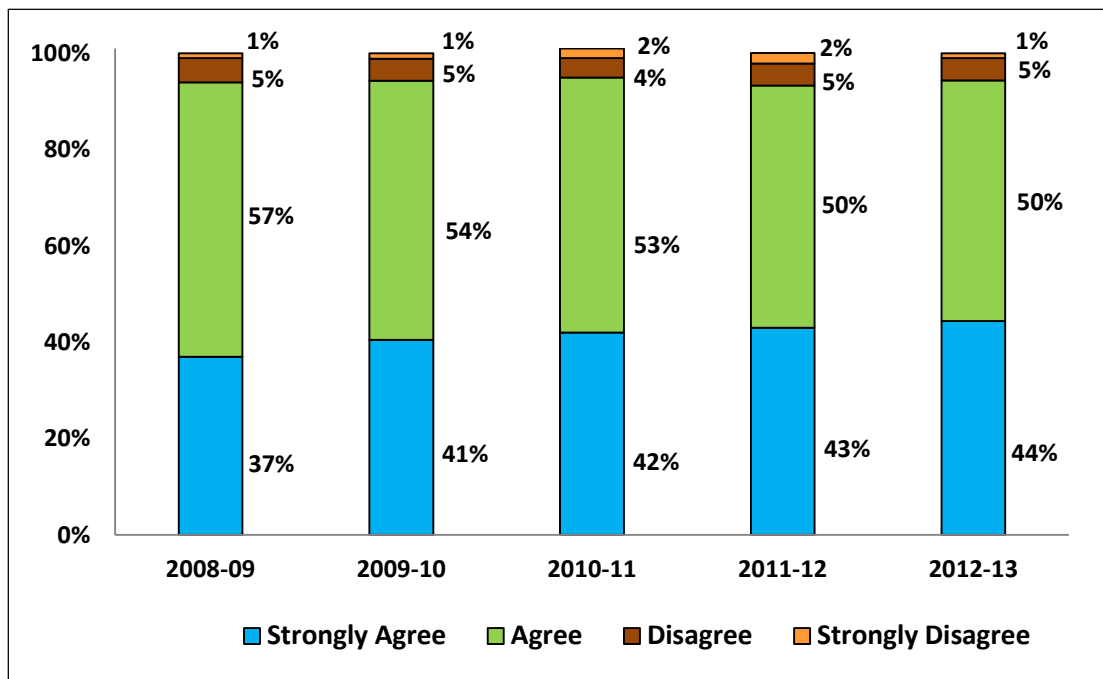
### 7.3.7.1 SIAST Overall

As shown in table 40 and figure 49, 94% of respondents who used SIAST's recreation services indicated they were satisfied with these services, a finding that is 1% up from the 2011-12 survey.

Table 40: Satisfaction with Recreation Services: SIAST Overall

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	141	37.0	363	40.5	327	42.0	340	43.0	302	44.4
<b>Agree</b>	215	57.0	482	53.8	415	53.0	397	50.3	340	50.0
<b>Disagree</b>	19	5.0	41	4.6	29	4.0	36	4.6	31	4.6
<b>Strongly Disagree</b>	5	1.0	10	1.1	13	2.0	17	2.2	7	1.0

Figure 49: Satisfaction with Recreation Services: SIAST Overall

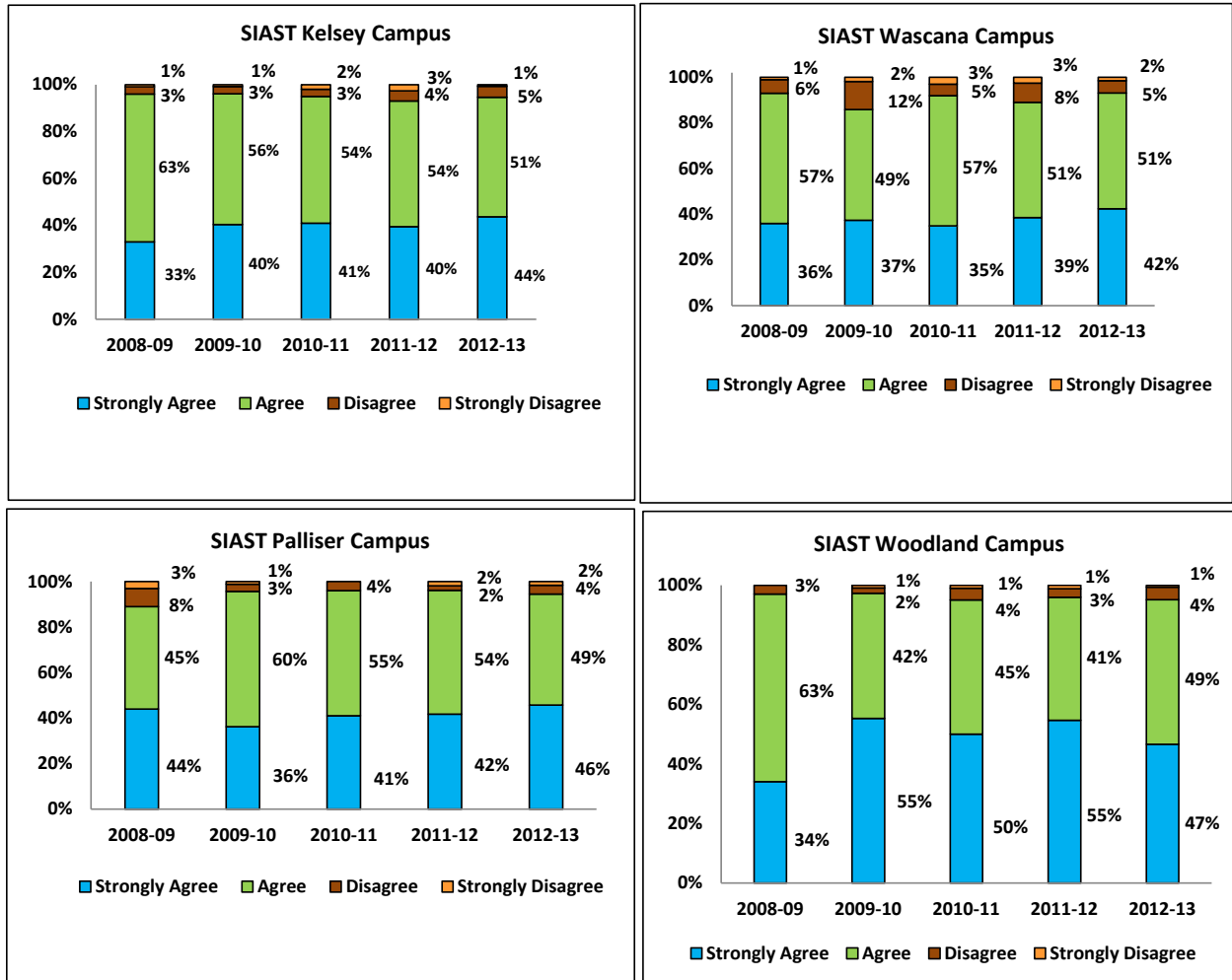


### 7.3.7.2 By Campus

Figure 50 displays student satisfaction with recreation services at each campus. Consistent with the past four survey results, the vast majority of student's at all four campuses in 2012-13 agreed that they were satisfied with recreation services.

While still a favorable majority, SIASW Wascona campus had the lowest proportion of respondents who were satisfied with these services (93% - a 3% increase from 2011-12). The rest of the campuses SIASW Woodland (96%), SIASW Kelsey (95%) and SIASW Palliser (95%) had the highest number of students who reported satisfaction with recreation services.

Figure 50: Satisfaction with Recreation Services: By Campus



## 7.3.8 Health Services

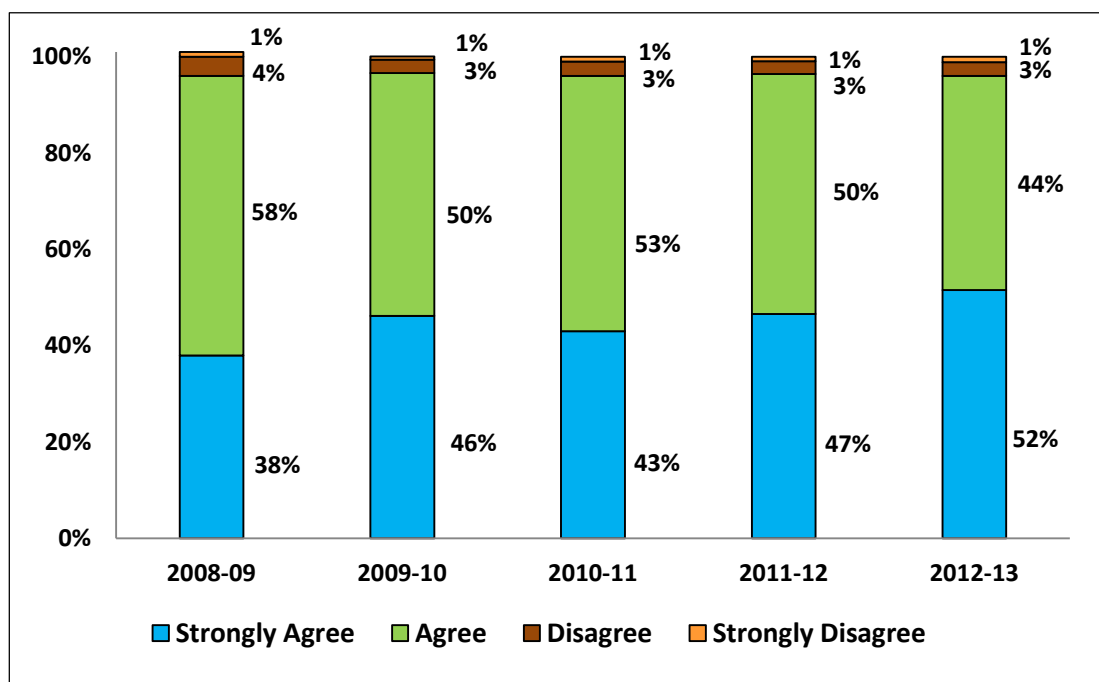
### 7.3.8.1 SIAST Overall

Of the respondents who accessed SIAST's health centres in 2012-13, nearly every respondent (96%) 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	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	141	38.0	475	46.2	341	43.0	421	46.6	512	51.6
<b>Agree</b>	212	58.0	518	50.4	423	53.0	450	49.8	440	44.4
<b>Disagree</b>	13	4.0	29	2.8	23	3.0	24	2.7	29	2.9
<b>Strongly Disagree</b>	2	1.0	7	0.7	11	1.0	8	0.9	11	1.1

Figure 51: Satisfaction with Health Centre Services: SIAST Overall

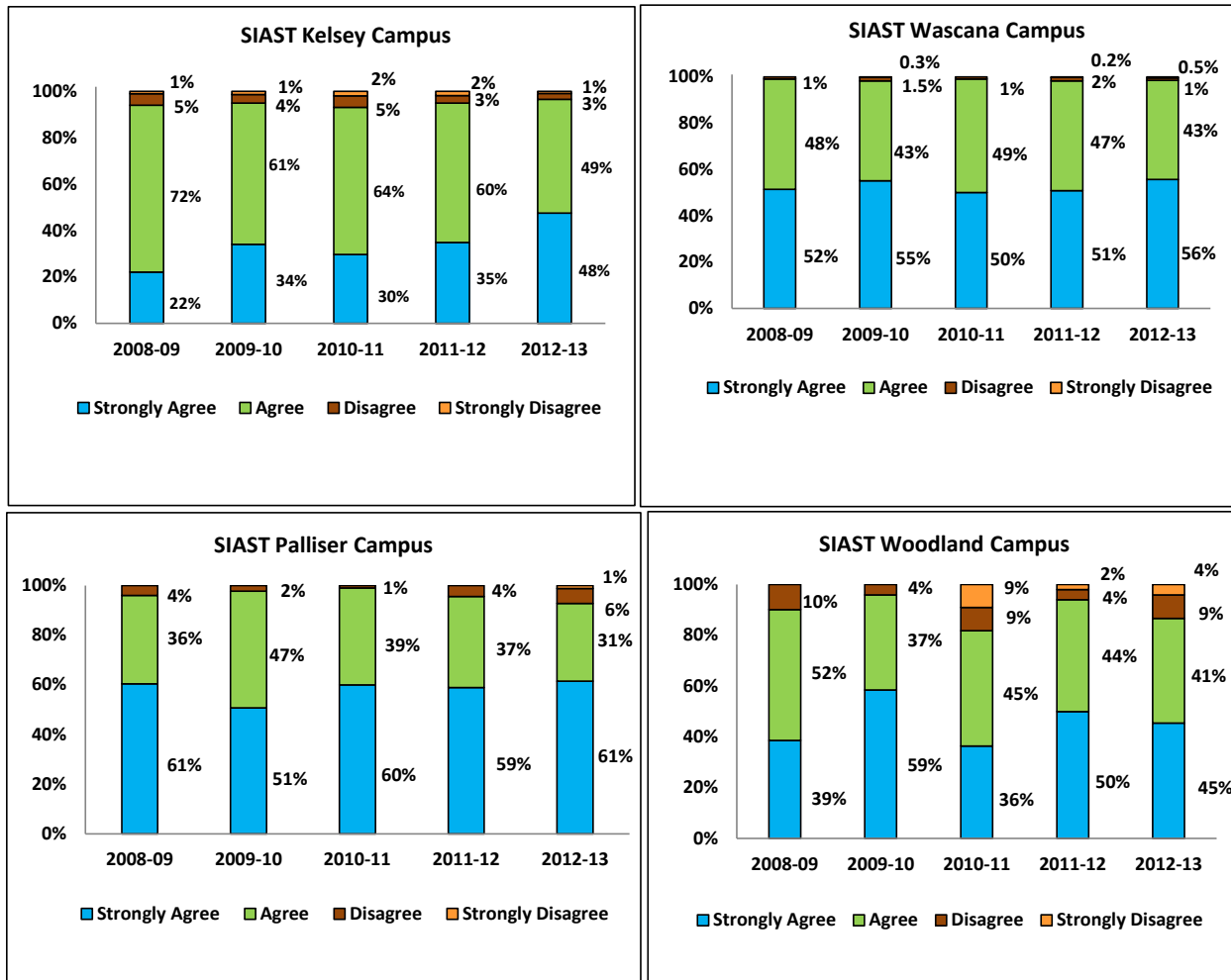


### 7.3.8.2 By Campus

Figure 52 illustrates student satisfaction with health services by campus and indicates that all campuses showed high satisfaction rates (above 90%), except SIAST Woodland campus. However compared to 2011-12 there were some slight declines, particularly SIAST Woodland and SIAST Palliser campus (8% and 4% down respectively).

SIAST Woodland campus had the lowest satisfaction rate (86%), though it is worth noting that the majority of students at this campus before the 2012-13 survey, indicated that they were highly satisfied with this service (for instance, 96% in 2009-10).

Figure 52: Satisfaction with Health Services: By Campus





### 7.3.9 Aboriginal activity centres

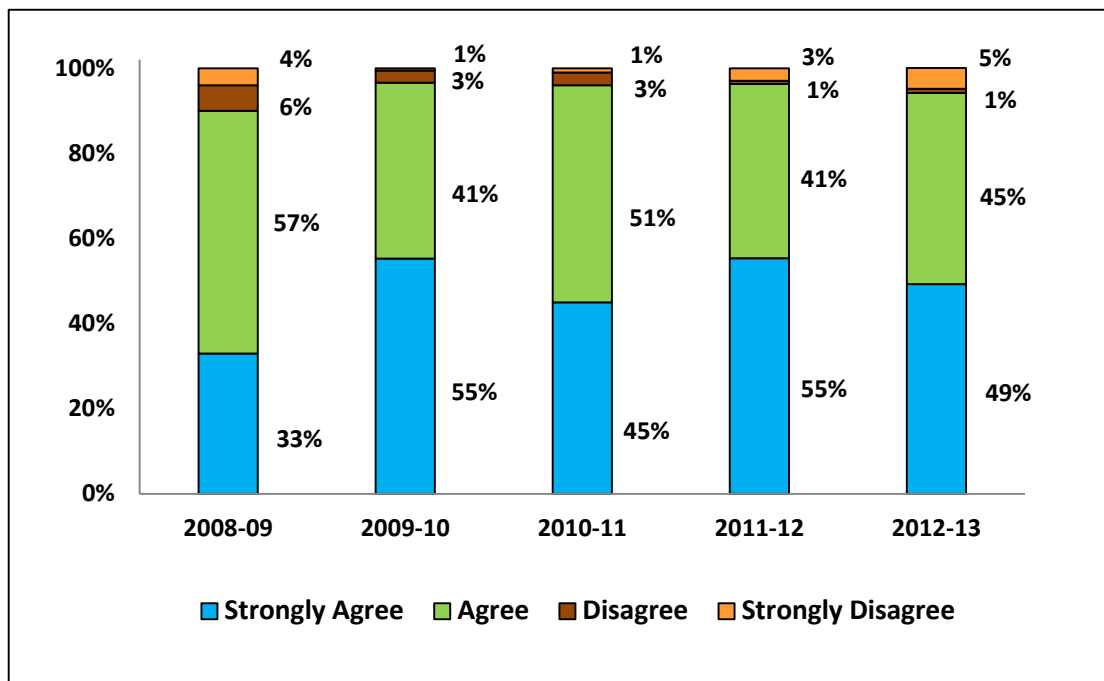
#### 7.3.9.1 SIAST Overall

Of those respondents who used the Aboriginal activity centre services, a vast majority indicated that they were satisfied with the services (94%), a two per cent decline from what was in the previous two survey years (table 42, figure 53).

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

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	18	33.0	114	55.3	70	45.0	134	55.4	101	49.3
<b>Agree</b>	31	57.0	85	41.3	79	51.0	99	40.9	92	44.9
<b>Disagree</b>	3	6.0	6	2.9	5	3.0	2	0.8	2	1.0
<b>Strongly Disagree</b>	2	4.0	1	0.5	2	1.0	7	2.9	10	4.9

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

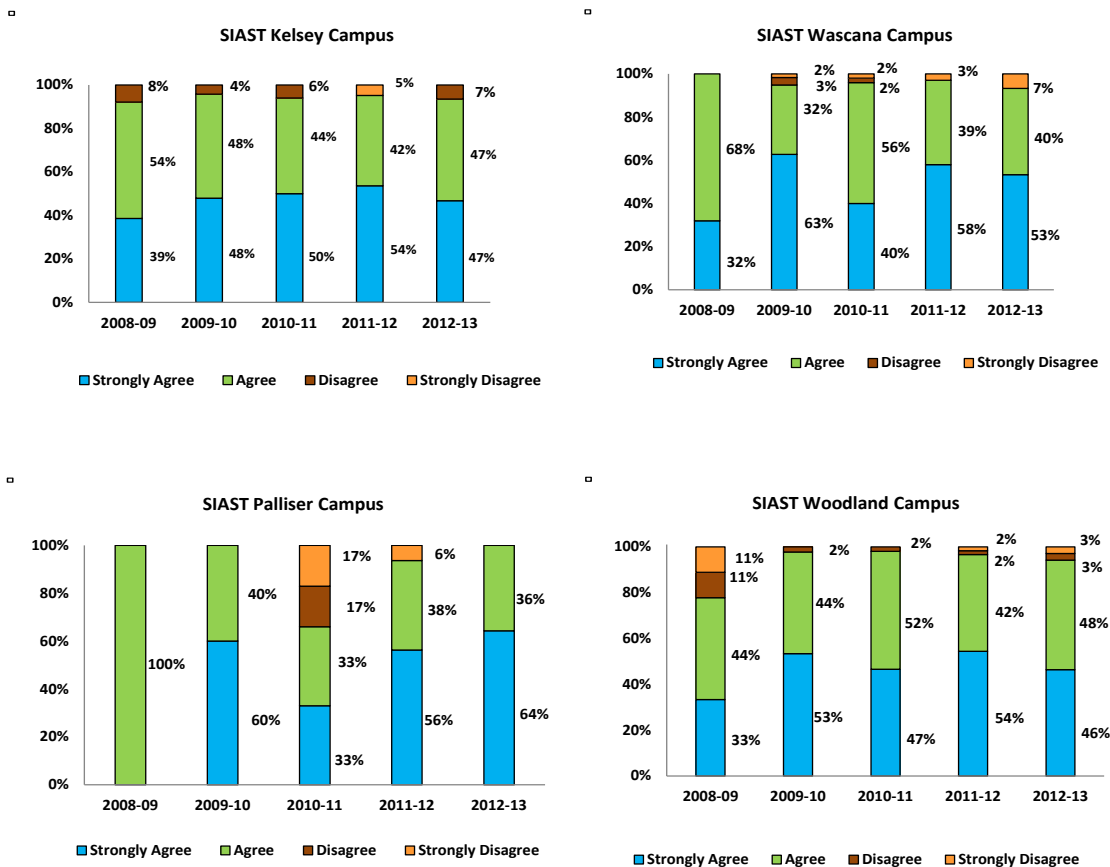


### 7.3.9.2 By Campus

Figure 54 depicts, by campus, the levels of student satisfaction with Aboriginal activity centre services in 2012-13. These results should be interpreted with caution due to small sample size: SIAST Kelsey campus (77), SIAST Palliser campus (14), SIAST Wascana campus (45), and SIAST Woodland campus (69).

Overwhelmingly, all respondents at SIAST Palliser campus (100%) reported satisfaction with Aboriginal activity centre services – a six per cent increase from 2011-12. Worth noting is the return to an all-time high satisfaction rate as reported in 2008-09 and 2009-10 survey years. Over 90% of respondents at SIAST Kelsey (94%), Woodland (94%) and Wascana (93%) campuses reported satisfaction with Aboriginal activity centre services. These findings are fairly consistent with what was witnessed in previous years.

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



### 7.3.10 Web-based Services

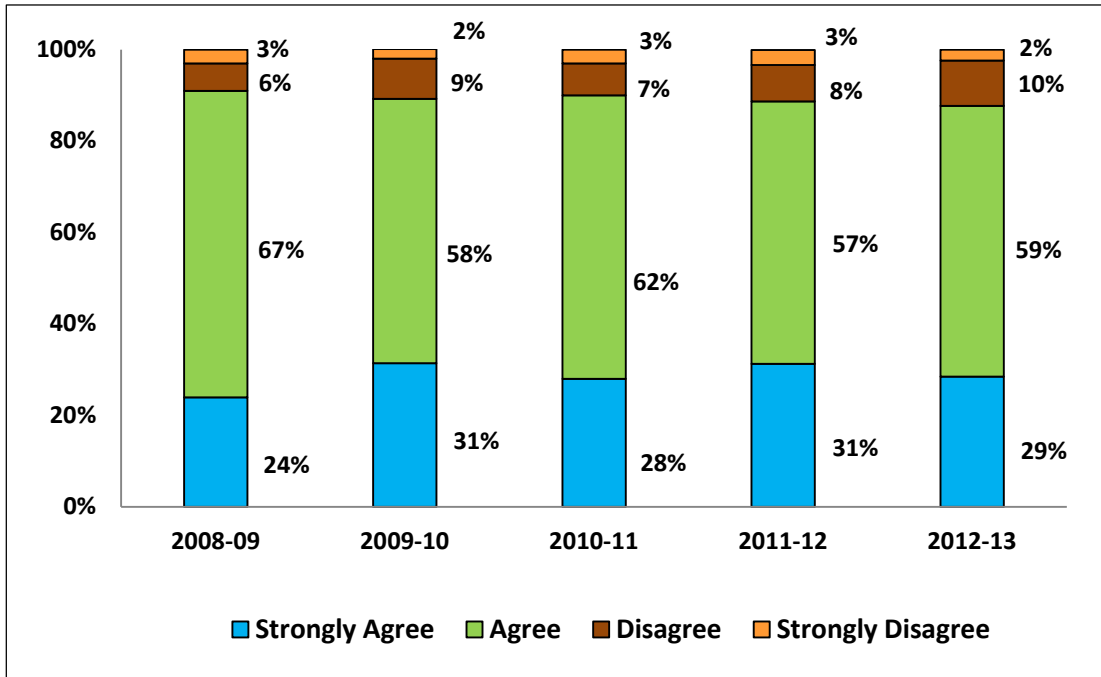
#### 7.3.10.1 SIAST Overall

Of those respondents who used web-based services in 2012-13, 88% reported that they were satisfied with the services (table 43 and figure 55). This result is consistent with what was observed in the last few years.

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

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	186	24.0	607	31.4	512	28.0	575	31.3	470	28.5
<b>Agree</b>	521	67.0	1,117	57.8	1118	62.0	1,055	57.4	977	59.2
<b>Disagree</b>	50	6.0	170	8.8	133	7.0	146	7.9	164	9.9
<b>Strongly Disagree</b>	23	3.0	40	2.1	47	3.0	61	3.3	40	2.4

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

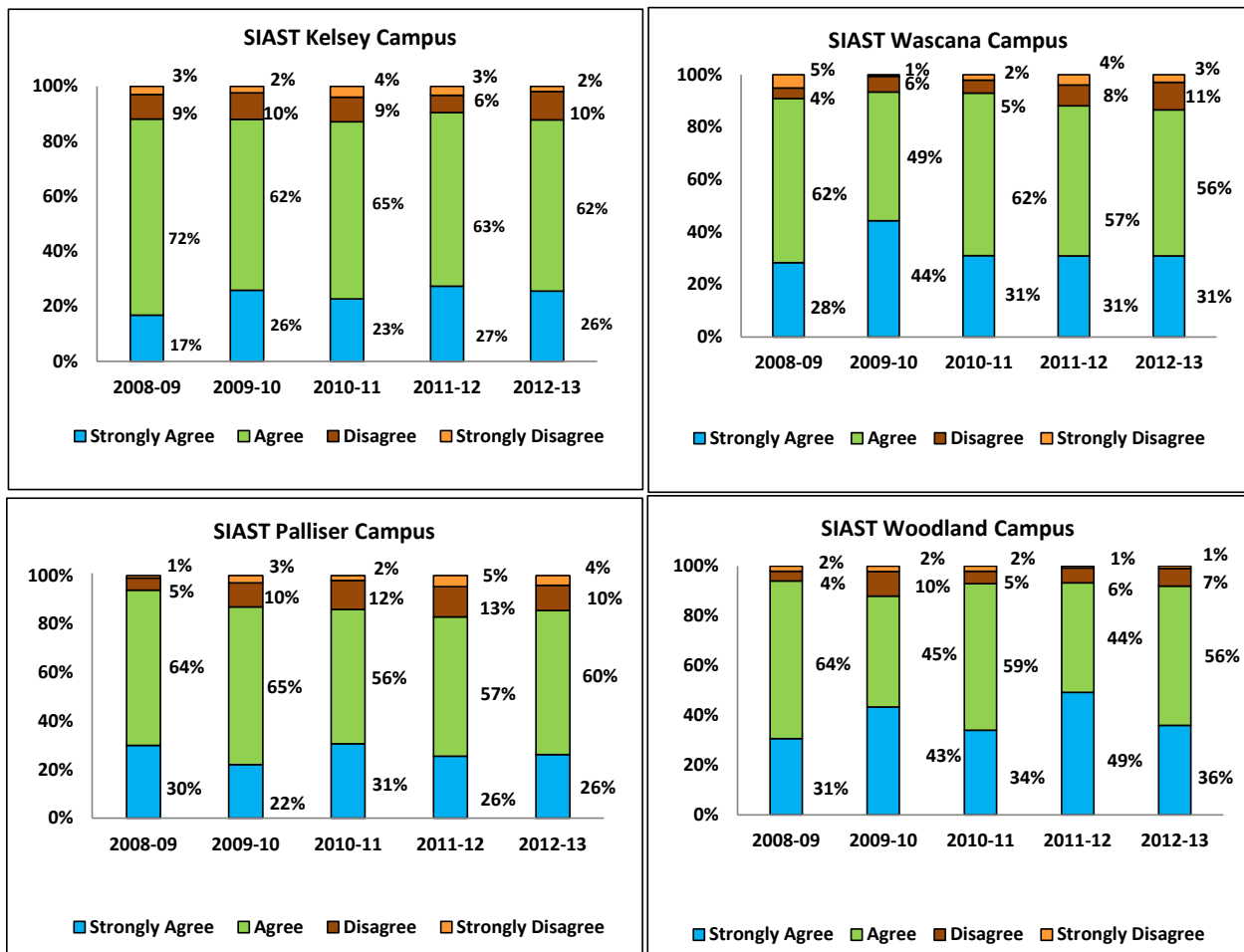


### 7.3.10.2 By Campus

Figure 56 displays student satisfaction with Web-based services accessed at each campus. Consistent with 2011-12, the majority of students at SIAST Woodland campus (92% - one per cent down from 2011-12) reported satisfaction with web-based services.

Over four-fifths of respondents at SIAST Kelsey (88%), Wascana (87%) and Palliser (86%) campuses were also satisfied with web-based services. However, only SIAST Palliser campus experienced an increase (3%) in satisfaction from 2011-12. The highest decline in satisfaction came from SIAST Kelsey campus (2% from 2011-12).

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



### 7.3.11 Library Service

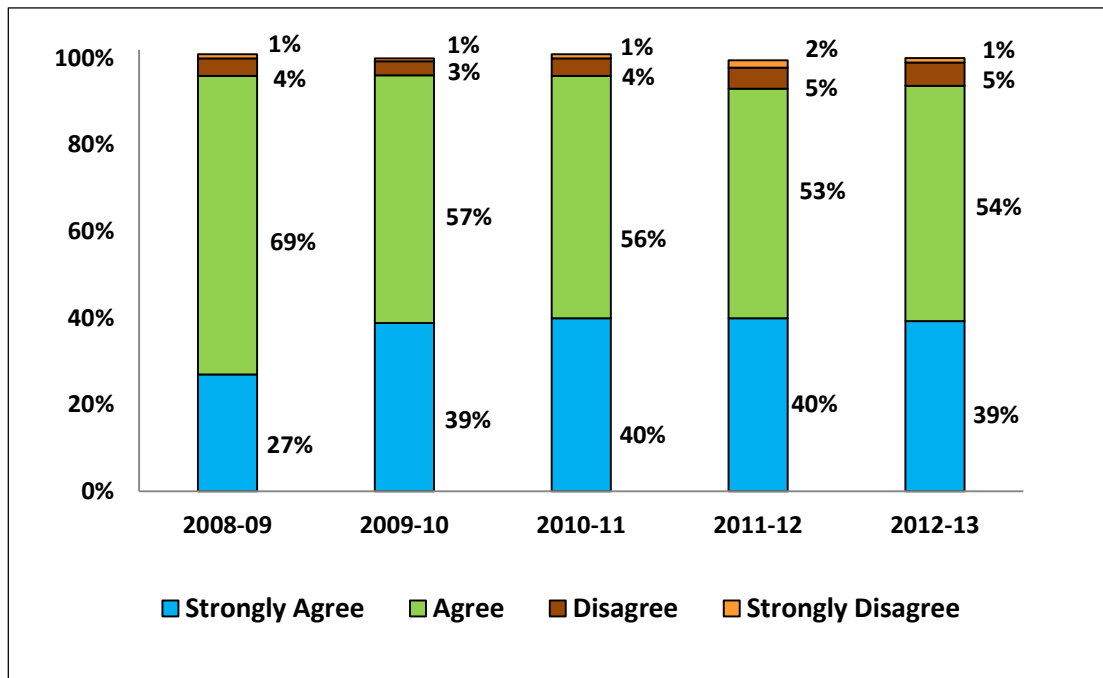
#### 7.3.11.1 SIAST Overall

In 2012-13, the majority of respondents who used SIAST libraries (93%) were satisfied with the services they received. This result is consistent with what was reported in 2011-12 (table 44, figure 57).

Table 44: Satisfaction with Library Services: SIAST Overall

Response	2008-09		2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%	#	%
Strongly Agree	190	27.0	718	38.9	651	40.0	697	40.0	683	39.2
Agree	492	69.0	1,056	57.2	924	56.0	915	53.0	947	54.4
Disagree	29	4.0	61	3.3	63	4.0	84	4.9	94	5.4
Strongly Disagree	4	1.0	11	0.6	9	1.0	30	1.7	17	1.0

Figure 57: Satisfaction with Library Services: SIAST Overall



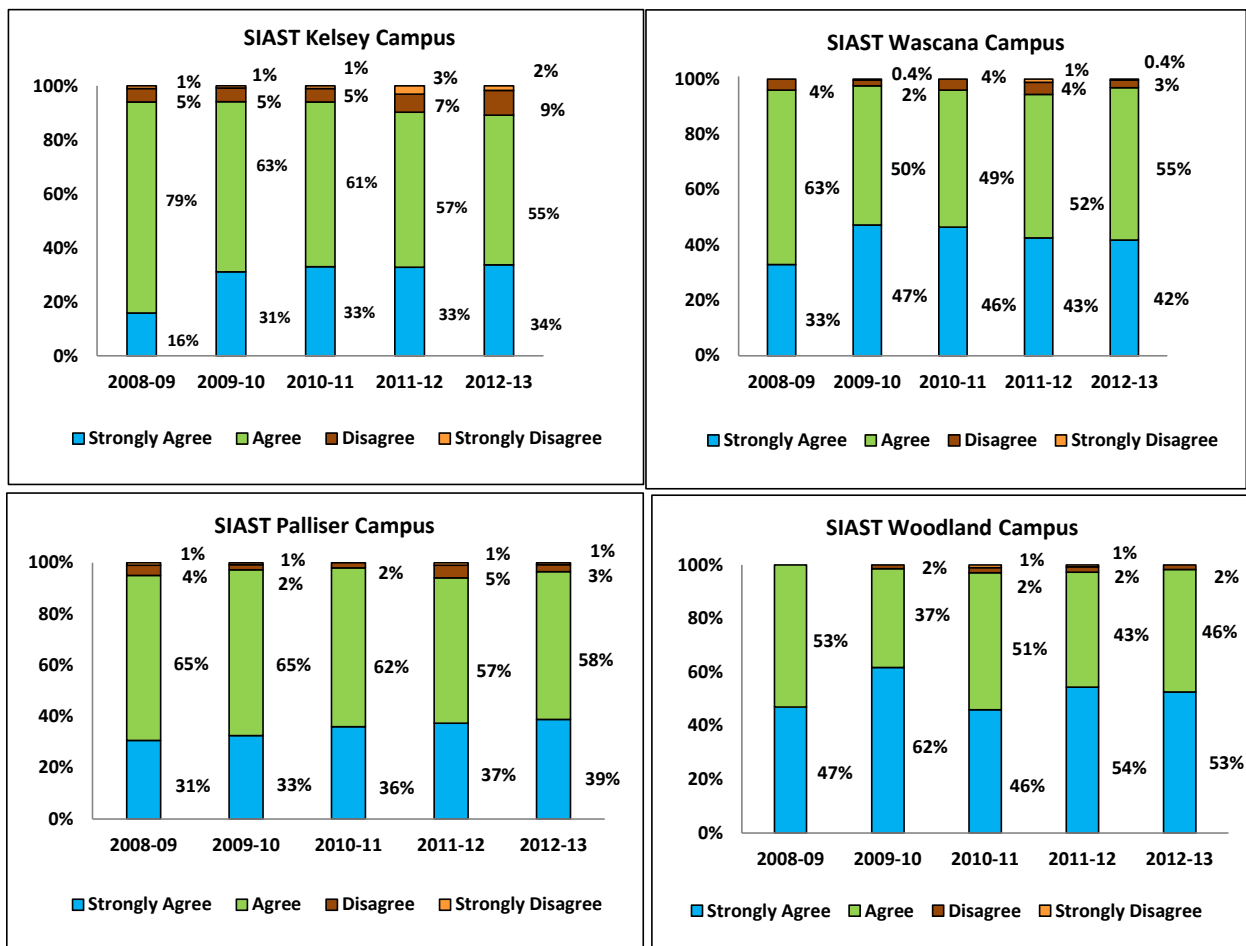
#### 7.3.11.2 By Campus

Figure 58 illustrates, by campus, the levels of student satisfaction with library services. Nearly every respondent at SIAST Woodland (99%), SIAST Wascana (97%) and SIAST Palliser (97%) campuses reported

satisfaction with library services. SIAST Kelsey campus student's had the least level of satisfaction with library services in 2012-13 (89% - one percent down from 2011-12).

With the exception of SIAST Kelsey campus, all other campuses reported an increase in satisfaction with library services over 2011-12 (SIAST Palliser up 3%, and both SIAST Wascana and SIAST Woodland – up 2%).

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



### 7.3.12 Disability services

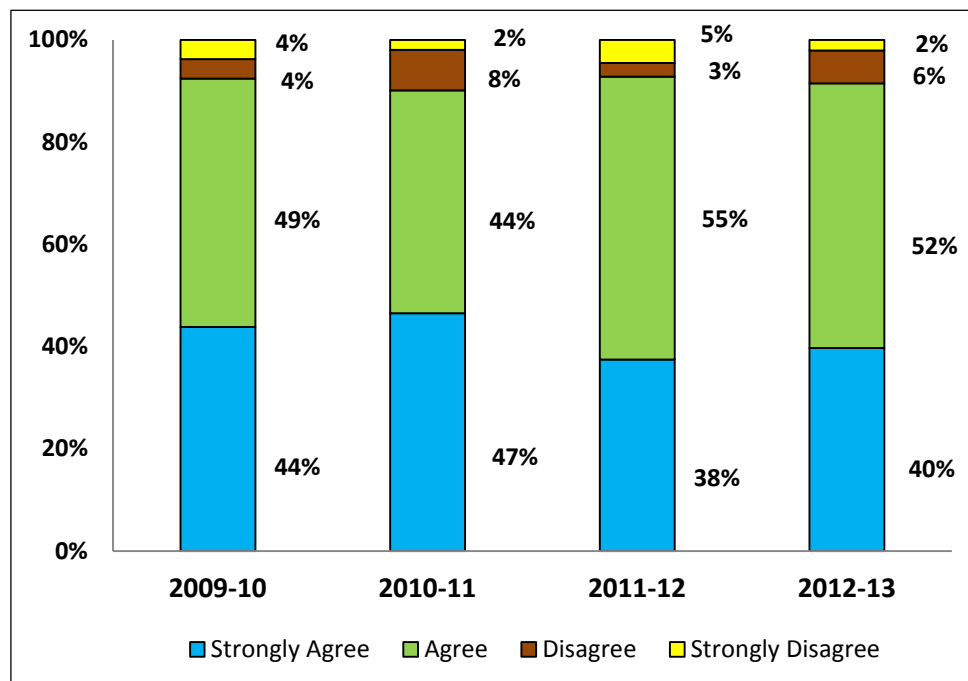
#### 7.3.12.1 SIAST Overall

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 2012-13, 92% of the students were satisfied with use of disability services, a 1% decline over 2011-12 (table 45, figure 59).

**Table 45: Satisfaction with Disability services: SIAST Overall**

Response	2009-10		2010-11		2011-12		2012-13	
	#	%	#	%	#	%	#	%
<b>Strongly Agree</b>	46	43.8	56	47.0	42	37.5	56	39.7
<b>Agree</b>	50	48.6	52	44.0	62	55.4	73	51.8
<b>Disagree</b>	4	3.8	9	8.0	3	2.7	9	6.4
<b>Strongly Disagree</b>	4	3.8	2	2.0	5	4.5	3	2.1

**Figure 59: Satisfaction with Disability services: SIAST Overall**

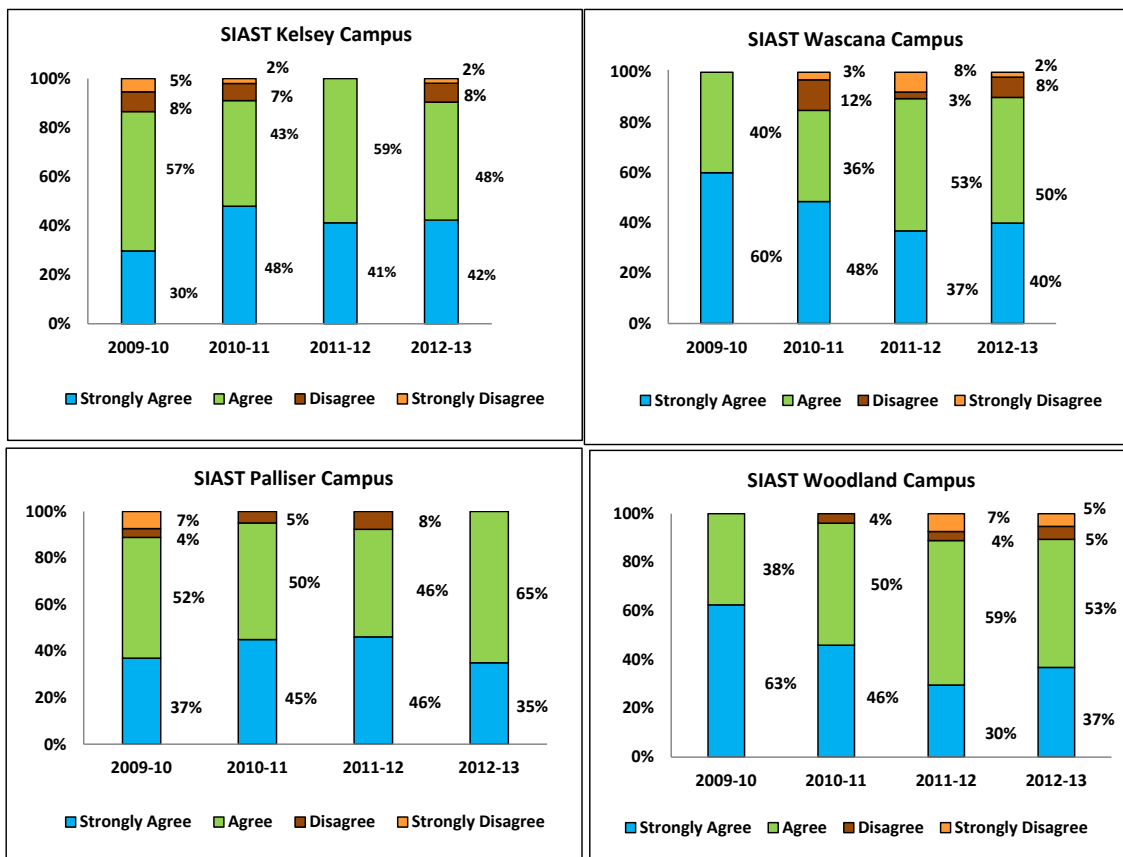


### 7.3.11.2 By Campus

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 (SIAST Kelsey campus - 52, SIAST Palliser campus - 20, SIAST Wascana campus – 20 and SIAST Woodland campus -19).

Interestingly, all respondents at SIAST Palliser campus indicated that they were satisfied with this service (100% - 8% increase since 2011-12). Ninety per cent of respondents each from SIAST Palliser, SIAST Kelsey, and SIAST Woodland campuses also expressed satisfaction with disability services. Unlike the results of past two survey years, satisfaction with disability services at SIAST Kelsey campus (90%) declined significantly (91% in 2010-11 and 100% in 2011-12).

**Figure 60: Satisfaction with Disability services: By Campus**





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# APPENDIX A: 2012-13 STUDENT SATISFACTION SURVEY



## SIASST Student Satisfaction Survey 2012-13

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)
<b>Overall Satisfaction:</b>					
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"/>
<b>Admission/Orientation:</b>	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"/>
<b>Program Management:</b>	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"/>
<b>Learning Resources:</b>	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"/>
<b>Campus Facilities:</b>	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 # 42	No <input type="radio"/>	If no, go to # 42				
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 # 43	No <input type="radio"/>	If no, go to # 43				
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 # 44	No <input type="radio"/>	If no, go to # 44				
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 # 45	No	<input type="radio"/>	If no, go to # 45				
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 # 46	No	<input type="radio"/>	If no, go to # 46				
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 # 47	No	<input type="radio"/>	If no, go to # 47				
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 # 48	No	<input type="radio"/>	If no, go to # 48				
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 # 49	No	<input type="radio"/>	If no, go to # 49				
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 # 50	No	<input type="radio"/>	If no, go to # 50				
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 # 51	No	<input type="radio"/>	If no, go to # 51				
51. Web-based Services (mySIAST, Grade Book)	Yes	<input type="radio"/>	If yes, →	Yes	<input type="radio"/>	If yes, →	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	No	<input type="radio"/>	If no, go to # 52	No	<input type="radio"/>	If no, go to # 52				
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 # 53	No	<input type="radio"/>	If no, go to # 53				

**53. Gender:**

Female   
 Male

**54. Age**

(as of December 31, 2012)

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

**55. Equity Status:**

Aboriginal   
 Disabled   
 Visible Minority   
 Not applicable

**56. Additional Comments or Suggestions for Program Improvement**

**Thank you for completing this survey.**