SIAST Student Satisfaction Survey Report of 2010/11

Trends from 2007/08 to 2010/11

SIAST

SASKATCHEWAN INSTITUTE OF
APPLIED SCIENCE AND TECHNOLOGY

ACKNOWLEDGEMENTS

Availability

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

The on-line version of the report is in Adobe Acrobat PDF format and will require the Adobe Acrobat Reader software
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Saskatchewan Institute of Applied Science and Technology

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EXECUTIVE SUMMARY

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

This report presents select findings of the 2010/11 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 2010/11 survey was administered by program areas to all years of students prior to the end of the program. The fieldwork extended from approximately October 2010 to June 2011, given the varying times SIAST's programs end throughout the academic year.

➤ In 2010/11, there were approximately 5,239 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 thirty-two (2,332) students participated in the 2010/11 survey, a 45% response rate (equal to the 2009-10 survey response rate).

➤ Respondents included students in various programs from all four campuses (numbers by campus: Kelsey, 979; Wascana, 624; Palliser, 396; Woodland, 333).

➤ Ninety percent of all 2010/11 respondents (2,107 of 2,332) indicated that they were satisfied with their programs, a finding that was consistent with the 2009/10 results (89%).

➤ Eighty-nine percent of those surveyed (2,082 of 2,330) indicated they would recommend SIAST programs to others, consistent with results from previous years (87% in 2007/08, 86% in 2008/09, and 88% in 2009/10).

➤ Eighty-five percent of respondents (1,986 of 2,332) indicated they would choose to attend SIAST if they were starting their training over again. This is nearly identical to the corresponding figure from the previous year (84%).

➤ Seventy-five percent of respondents indicated that the orientation programs assisted them in accessing and utilizing SIAST services effectively. This figure is the lowest since 2007/08 (85%).

> As in 2009/10, 93% of 2010/11 respondents indicated that the environment at SIAST was welcoming and friendly.

> Roughly three-fourths of respondents (76%) agreed that there were sufficient and relevant library resource materials, a finding that was consistent with the results of previous years.

> The vast majority of respondents indicated that classroom facilities (89%) and shop and lab facilities (87%) were appropriate. These figures, incidentally, were identical to what was witnessed in 2009/10. Most students also reported that there was adequate available study space (81%) and computer lab space (81%). These results were fairly consistent with previous years.

> Consistent with the results from previous years, 94% of 2010/11 respondents felt safe and secure at SIAST (94% for 2007/08, 93% for 2008/09, and 95% for 2009/10).

> Ninety percent of those surveyed agreed that the campus facilities met their educational needs. This marked a slight decline from 2009/10 (92%).

> When compared with the 2009/10 results, respondents reported slight decreases in awareness of most SIAST services. It is worth noting that despite these declines, awareness has still generally improved since 2007/08.

> In 2010/11, respondents were most aware of the cafeteria (96%), library services (93%) and web based services (90%). They were least aware of the student employment centres (54%), Aboriginal activity centres (51%), and disability services (38%). These results were generally in line with what was seen in previous years.

> Awareness of health services has declined considerably in the last year (73%, versus 83% in 2009/10).

> The bookstore (92%), cafeteria (91%) and web-based services (87%) had been accessed by the largest proportion of students who indicated they were aware of these services. Services such as counseling (20%), Aboriginal activity centres (14%) and disability services (13%) were used by a smaller proportion of respondents.

> The proportion of respondents who indicated they were satisfied with SIAST services was relatively consistent with the 2009/10 results, though there was improvement in some areas. For instance, a greater percentage of students indicated that they were satisfied with learning assistance centers (91%, versus 87% in 2009/10).

➢ In 2010/11, the health services (96%); library (96%), and recreation services (95%) had the highest proportion of students who reported satisfaction with the services used. The cafeteria, on the other hand, was the only service where less than 90% of students indicated they were satisfied (73%).

➢ From a campus perspective, the percentage of students at Kelsey campus who were satisfied with their program increased in the last year (90%, versus 88% in 2009/10). A greater percentage of respondents at this campus also indicated that they would recommend their program to others (89%, compared to 86% in 2009/10).

➢ A larger percentage of students at Palliser campus also expressed satisfaction with their program (93%, versus 90% in 2009/10).

➢ Compared to their peers, respondents at SIAST Wascana Campus were slightly less satisfied with their program (87%). This marked a decline from 2009/10 (92%), though it is worth emphasizing that the vast majority of students still indicated that they were satisfied.

➢ A higher proportion of respondents at SIAST Woodland Campus, relative to the other campuses, indicated they were satisfied with their program (94%). This marked an improvement from 2009/10 (90%)

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1.0   Background

The Student Satisfaction Survey annually invites students to provide feedback regarding their satisfaction and experiences with admission, orientation, program management, learning resources, campus facilities and campus services at SIAST. This report presents select findings from the surveys and highlights trends over four survey years, from 2007/08, 2008/09, 2009/10 and 2010/11, 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 2010/11, there were approximately 5,239 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 thirty-two (2,332) students participated in the 2010/11 survey, a 45% response rate. Respondents included students in various programs from all four campuses (numbers by campus: Kelsey, 979; Wascana, 624; Palliser, 396; Woodland, 333).

The 2010/11 response rate reflects the rate obtained in the 2009/10 (45%) and 2007/08 administrations of the survey (40%). 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 between the 2010/11 and the previous year (2009/10) 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 57 questions has not been included in this document). Responses to program specific questions were reported in one-page summaries for each participating program. These program summaries were internally distributed to the appropriate academic divisions.

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

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

2.0   Demographics and Campus Participation

2.1   Demographics

2.1.1   Gender

SIAST-wide, there were again more female respondents than male respondents (56% versus 44%), which closely reflects the 58%/42% gender ratio of female to male students enrolled in SIAST base on-campus certificate and diploma programs during the 2010/11 academic year (Figure 1).

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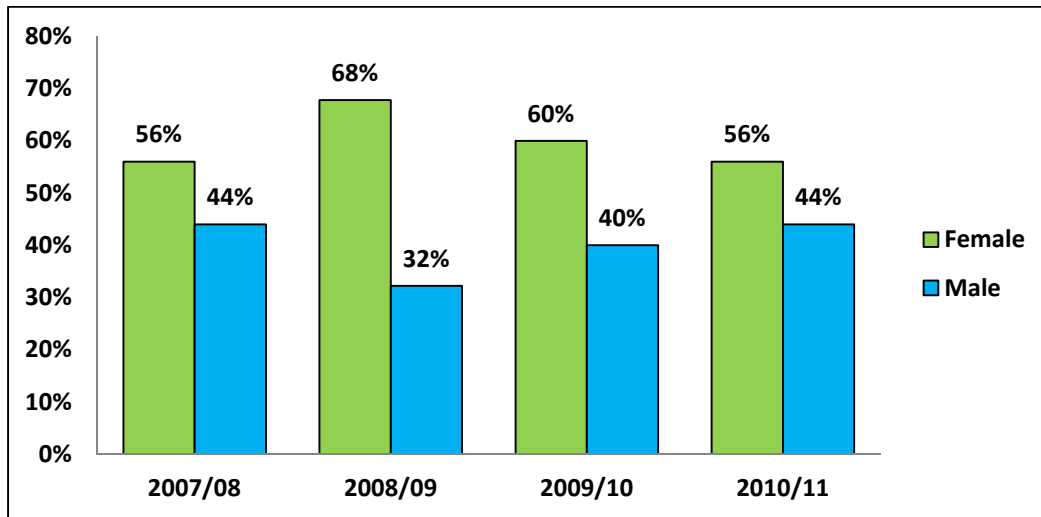
2.1.2   Age

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.   There were fewer students in the 19 and under age group, when compared with the 2009-2010 survey (23% compared to 27%).

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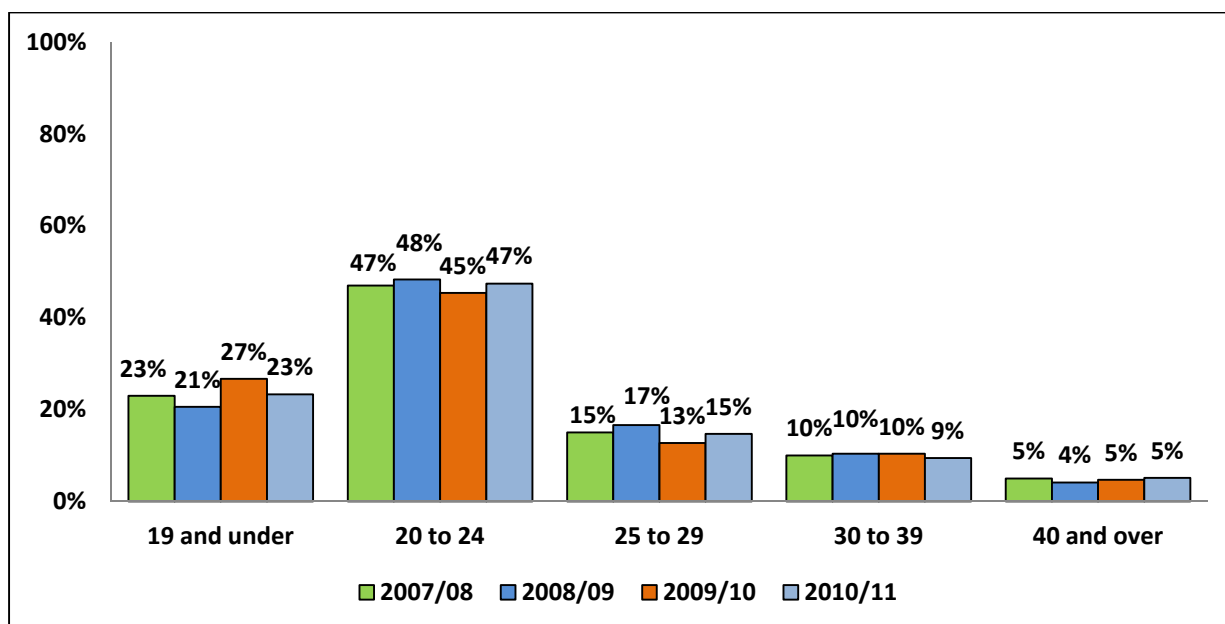
2.1.3   Equity Status

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 2,332 respondents, 97% answered the question regarding equity status. Roughly 79 percent of these respondents indicated that this question was not applicable to them.

The percentage of respondents reporting that they were Aboriginal(10%) 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 2010/11 (14%).

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

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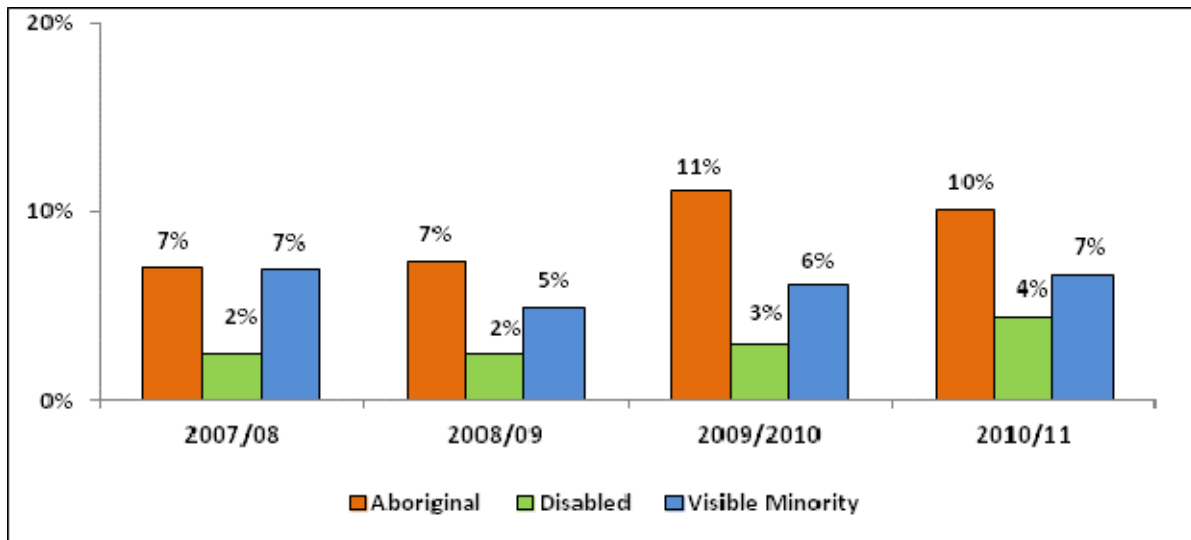
2.2 Campus Participation

As shown in table 1 and figure 4, 42% of 2010/11 survey respondents attended Kelsey campus, which is slightly higher than the actual proportion (39%) of the student body attending Kelsey's on-campus certificate/diploma base programs.

Wascana campus participants comprised over one quarter of 2010/11 survey respondents (27%), matching the proportion of the actual student body enrolled in base programs at Wascana.

Palliser campus participation accounted for 17% of all 2010/11 respondents, 5% below the actual proportion of the student body attending Palliser base programs (21%).

Woodland participation increased to 14% of respondents in 2010/11, slightly higher than the actual proportion of the student body enrolled in base certificate/diploma programs at Woodland (12%).

Table 1: Distribution of Respondents by Campus Location

Location	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Kelsey	801	40.6	409	42.6	1,032	43.2	979	42.0
Palliser	533	27.0	231	24.1	568	23.8	396	17.0
Wascana	441	22.4	256	26.7	561	23.5	624	26.8
Woodland	195	9.9	64	6.7	226	9.5	333	14.3
SIAST Total	1,970	100.0	960	100.0	2,387	100.0	2,332	100.0

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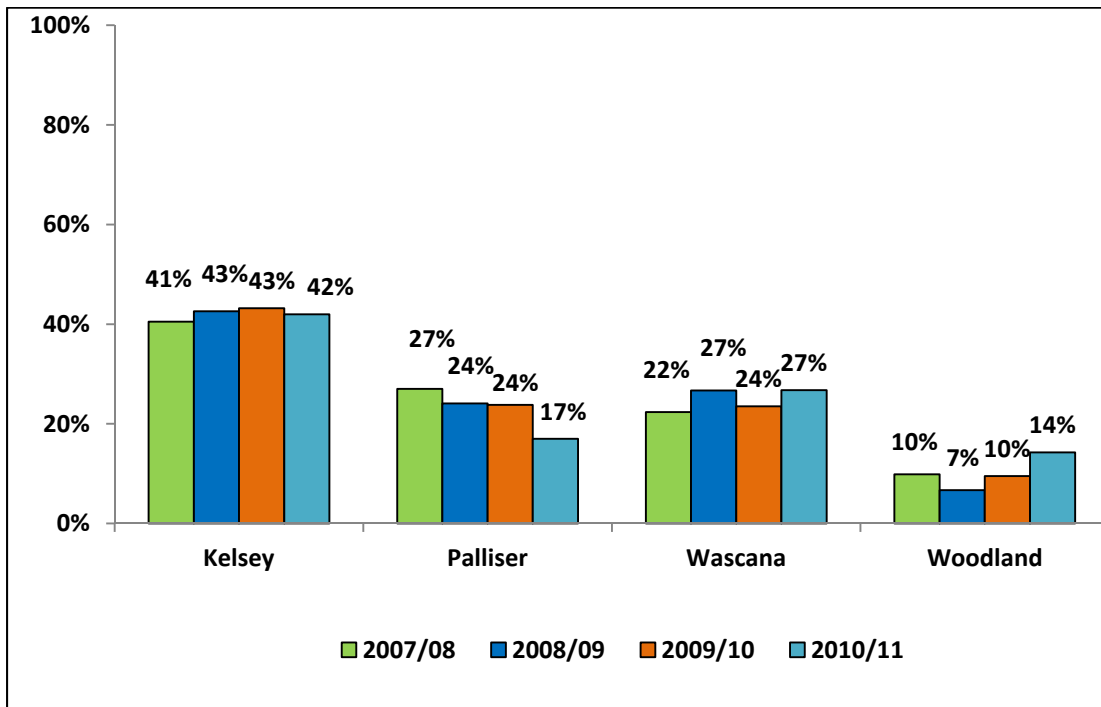
3.0   Satisfaction with Programs

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 2010/11 respondents reported that they were satisfied with the training they received at SIAST (table 2, figure 5). On average, over four-fifths of respondents indicated a high level of agreement (either Strongly Agree or Agree) with statements regarding (1) satisfaction with their education and experience at SIAST, (2) willingness to recommend SIAST programs to others and (3) willingness to attend SIAST if starting training over again.

Specifically, 90% of all 2010/11 respondents (2,107 of 2,332) indicated they were satisfied with their programs, a figure that was consistent with what was seen in 2009/10 (89%).

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

Over four-fifths of respondents (85%) indicated they would attend SIAST if they were starting their training over again. This, again, was very similar to what was seen in 2009/10 (84%).

Table 2: Satisfaction with Programs: SIAST Overall

	Response	I am satisfied with the program		I would recommend this program to others		I would choose SIAST again	
		#	%	#	%	#	%
2007/08	Strongly Agree	463	21.9	610	28.8	785	37.1
	Agree	1,410	66.6	1,236	58.4	1,031	48.7
	Disagree	189	8.9	193	9.1	167	7.9
	Strongly Disagree	46	2.2	47	2.2	65	3.1
	Don't Know / Not Applicable	9	0.4	31	1.5	69	3.3
2008/09	Strongly Agree	313	32.6	350	36.5	377	39.3
	Agree	523	54.5	474	49.4	390	40.6
	Disagree	93	9.7	93	9.7	112	11.7
	Strongly Disagree	24	2.5	31	3.2	40	4.2
	Don't Know / Not Applicable	7	0.7	12	1.3	41	4.3
2009/10	Strongly Agree	573	24.0	724	30.3	860	36.0
	Agree	1,555	65.2	1,378	57.7	1,150	48.2
	Disagree	192	8.0	199	8.3	209	8.8
	Strongly Disagree	52	2.2	57	2.4	87	3.6
	Don't Know / Not Applicable	14	0.6	29	1.2	79	3.3
2010/11	Strongly Agree	575	24.7	752	32.3	896	38.5
	Agree	1,532	65.7	1,330	57.1	1,090	46.8
	Disagree	173	7.4	158	6.8	201	8.6
	Strongly Disagree	40	1.7	52	2.2	58	2.5
	Don't Know/Not Applicable	12	0.5	38	1.6	84	3.6

Figure 5: Satisfaction with Programs: SIAST Overall

I am Satisfied with the Program

	2007/08	2008/09	2009/10	2010/11
Disagree/Strongly Disagree	11%	1% 12%	1% 10%	1% 9%
Agree/Strongly Agree	89%	87%	89%	90%

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

I Would Recommend This Program to Others

	2007/08	2008/09	2009/10	2010/11
	2% 11%	1% 13%	1% 11%	2% 9%
Agree/Strongly Agree	87%	86%	88%	89%

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

I Would Choose SIAST Again

	2007/08	2008/09	2009/10	2010/11
	3% 11%	4% 16%	3% 12%	4% 11%
Agree/Strongly Agree	86%	80%	84%	85%

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

3.2   By Campus

3.2.1   Satisfaction with Programs

When disaggregating the results by campus, the percentage of students agreeing that they were satisfied with their program ranged from 87% to 94% (table 3, figure 6). Interestingly, Wascana campus had the lowest proportion of students (87%) who agreed that they were satisfied with their program despite having the highest proportion in 2009/10 (92%). Woodland campus, which also posted a high overall satisfaction rate in 2009/10 (90%), had the highest rate in 2010/11 (94%).

Table 3: Satisfaction with Programs: By Campus

Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know / Not Applicable %
2007/08	Kelsey	829	22.4	64.4	9.9	2.8	0.5
	Palliser	547	17.6	73.3	7.9	1.1	0.2
	Wascana	534	20.8	67.0	9.0	2.4	0.7
	Woodland	207	33.8	56.5	7.7	1.9	0.0
2008/09	Kelsey	409	24.0	59.7	12.0	4.2	0.2
	Palliser	231	36.4	55.4	6.1	0.9	1.3
	Wascana	256	36.7	49.6	10.5	2.0	1.2
	Woodland	64	57.8	37.5	4.7	0.0	0.0
2009/10	Kelsey	1,031	21.1	66.4	8.6	3.0	0.8
	Palliser	568	20.1	69.5	8.1	1.9	0.4
	Wascana	561	25.3	66.1	6.6	1.2	0.7
	Woodland	226	43.8	46.0	8.8	1.3	0.0
2010/11	Kelsey	979	23.8	66.0	8.2	1.5	0.5
	Palliser	396	23.5	69.9	5.3	1.0	0.3
	Wascana	624	22.8	64.6	8.8	3.2	0.6
	Woodland	333	32.1	61.9	5.1	0.3	0.6

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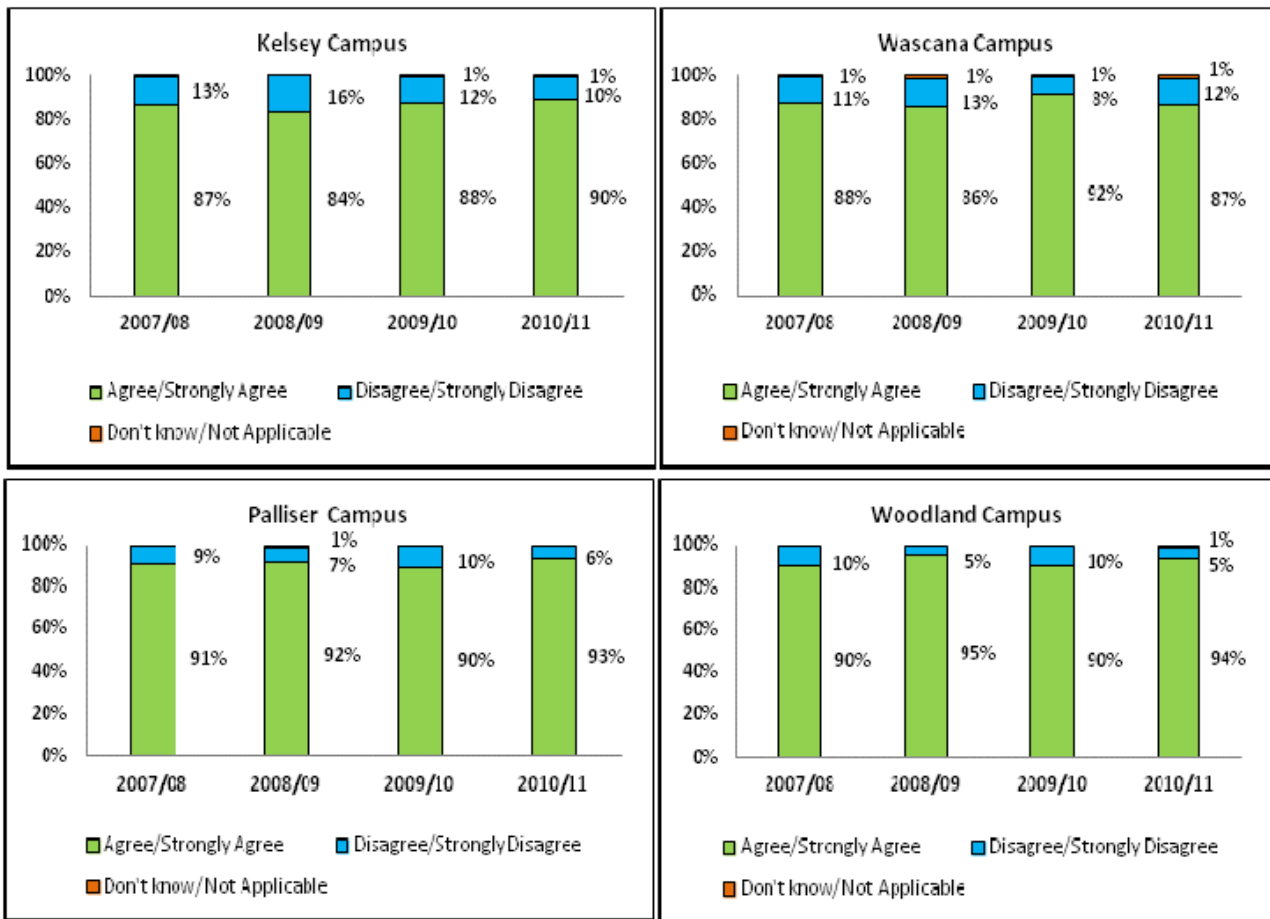
3.2.2   Would Recommend SIAST Programs to Others

As illustrated in table 4 and figure 7, the Woodland and Palliser campuses had the largest proportion of 2010/11 students (92%) who agreed they would recommend SIAST programs to others. It is worth noting, however, that Woodland campus had a much larger percentage of students who indicated that they would *strongly* recommend their SIAST program.   Wascana campus had the lowest recommendation rate of all four campuses at 86%, having experienced a five percentage point decrease since 2009/10. Kelsey campus, on the other hand, saw its recommendation rate improve by three percentage points (from 86% in 2009/10 to 89% in 2010/11).

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

Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know / Not Applicable %
2007/08	Kelsey	829	27.9	57.3	11.6	2.3	1.0
	Palliser	547	26.1	62.3	6.9	2.0	2.6
	Wascana	534	29.0	59.0	8.4	2.4	1.1
	Woodland	207	39.1	50.7	6.8	1.9	1.4
2008/09	Kelsey	409	27.4	53.8	12.5	4.9	1.5
	Palliser	231	40.7	50.6	6.9	0.9	0.9
	Wascana	256	43.8	41.8	9.4	3.5	1.6
	Woodland	64	50.0	46.9	3.1	0.0	0.0
2009/10	Kelsey	1,032	25.7	60.3	9.2	3.4	1.5
	Palliser	568	24.6	63.7	7.9	2.6	1.1
	Wascana	561	36.0	55.1	6.6	1.1	1.2
	Woodland	226	51.8	37.6	9.7	0.4	0.4
2010/11	Kelsey	978	31.6	57.7	6.6	2.7	1.4
	Palliser	395	29.4	62.8	4.6	1.8	1.5
	Wascana	624	29.8	56.4	8.7	3.0	2.1
	Woodland	333	42.3	49.8	6.3	0.0	1.5

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

Kelsey Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	1%	2%	2%	1%
Disagree/Strongly Disagree	14%	17%	13%	10%
Agree/Strongly Agree	85%	81%	86%	89%

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

Wascana Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	1%	2%	1%	2%
Disagree/Strongly Disagree	11%	13%	8%	12%
Agree/Strongly Agree	88%	86%	91%	86%

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

Palliser Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	3%	1%	1%	2%
Disagree/Strongly Disagree	9%	8%	11%	7%
Agree/Strongly Agree	88%	91%	88%	92%

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

Woodland Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	1%	3%	1%	2%
Disagree/Strongly Disagree	9%		10%	6%
Agree/Strongly Agree	90%	97%	89%	92%

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

3.2.3 Would Choose to Attend SIAST Again

Over four-fifths of respondents at each campus indicated that they would attend SIAST again if given the opportunity to make their decision over again. The Woodland campus had the largest percentage of students who agreed they would choose SIAST again if they were starting their training over (91%). Palliser campus, conversely, had the lowest percentage at 83%, a figure that is still healthy despite being the lowest among all four campuses (table 5, figure 8).

Kelsey campus (84%) experienced a marked improvement from 2009/10 (80%), while Wascana's rate declined (90% to 86%).

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

Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know Not Applicable %
2007/08	Kelsey	829	35.7	47.4	9.7	3.9	3.4
	Palliser	547	35.1	49.2	9.1	3.3	3.3
	Wascana	534	36.1	52.8	5.2	2.2	3.6
	Woodland	207	50.2	42.0	4.3	1.4	1.9
2008/09	Kelsey	409	28.1	43.5	15.6	6.4	6.4
	Palliser	231	48.1	40.3	7.8	1.7	2.2
	Wascana	256	44.1	37.9	11.3	3.5	3.1
	Woodland	64	59.4	34.4	1.6	1.6	3.1
2009/10	Kelsey	1,030	30.2	49.4	10.9	5.7	3.8
	Palliser	568	33.8	50.7	9.0	3.5	3.0
	Wascana	561	44.6	45.5	5.5	1.1	3.4
	Woodland	226	47.3	43.4	6.6	0.9	1.8
2010/11	Kelsey	976	35.6	48.2	10.6	2.8	3.0
	Palliser	396	36.6	46.7	9.1	2.3	5.3
	Wascana	624	40.1	46.0	6.6	2.9	4.5
	Woodland	333	46.2	44.4	6.3	1.2	1.8

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

Kelsey Campus

	2007/08	2008/09	2009/10	2010/11
Agree/Strongly Agree	83%	72%	80%	84%
Disagree/Strongly Disagree	14%	22%	17%	14%
Don't know/Not Applicable	2%	6%	4%	3%

Wascana Campus

	2007/08	2008/09	2009/10	2010/11
Agree/Strongly Agree	89%	82%	90%	86%
Disagree/Strongly Disagree	7%	15%	7%	10%
Don't know/Not Applicable	4%	3%	3%	4%

Palliser Campus

	2007/08	2008/09	2009/10	2010/11
Agree/Strongly Agree	84%	88%	85%	83%
Disagree/Strongly Disagree	12%	10%	13%	11%
Don't know/Not Applicable	3%	2%	3%	5%

Woodland Campus

	2007/08	2008/09	2009/10	2010/11
Agree/Strongly Agree	92%	94%	91%	91%
Disagree/Strongly Disagree	6%	3%	8%	7%
Don't know/Not Applicable	2%	3%	2%	2%

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, counseling services, etc.) enabled them to access and use those services and resources effectively. Approximately 75% of respondents in 2010/11 agreed that the orientation was effective (table 6, figure 9). This is down slightly from 2009/10 (78%).

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

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

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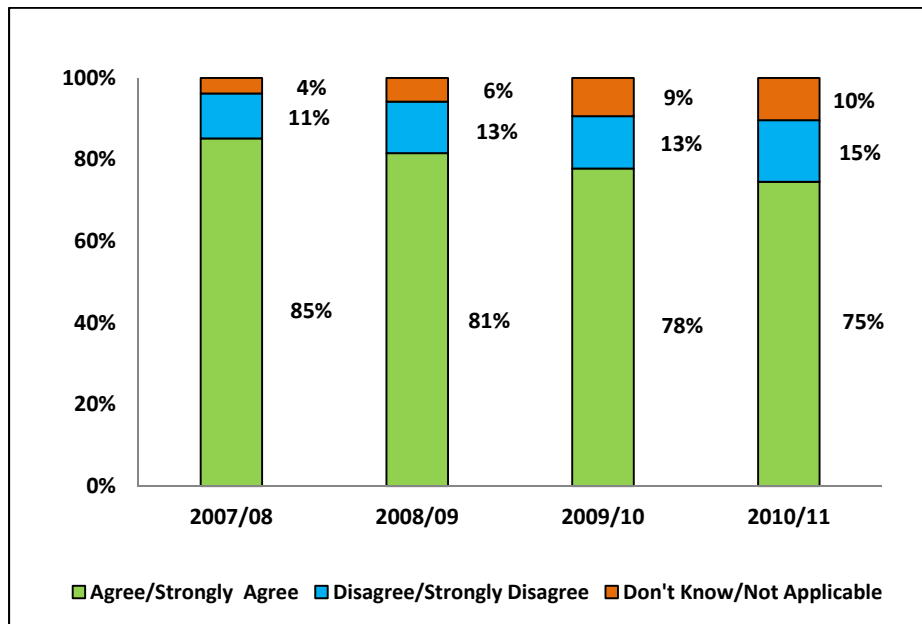
4.1.2   By Campus

As shown in table 7 and figure 10, Woodland campus again had the highest proportion of respondents (80%) that agreed the orientation to support services allowed them to access and use services effectively, though this was down from 2010/11 (87%). Wascana campus again received relatively high marks from respondents (78% in 2010/11, down from 83% in 2009/10).

While the percentage remained stable among students who attended Kelsey campus (73%, down slightly from 74% in 2009/10), the proportion declined significantly among Palliser students (69%, down from 76% in 2009/10).

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

Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know / Not Applicable %
2007/08	Kelsey	829	21.4	61.3	10.5	2.9	4.0
	Palliser	547	20.3	62.9	10.4	1.3	5.1
	Wascana	534	25.7	62.2	7.5	1.3	3.4
	Woodland	207	39.6	54.1	4.3	1.0	1.0
2008/09	Kelsey	408	17.6	57.1	14.5	3.9	6.9
	Palliser	231	32.5	52.4	8.7	1.7	4.8
	Wascana	256	29.8	56.9	5.1	2.0	6.3
	Woodland	64	48.4	43.8	4.7	1.6	1.6
2009/10	Kelsey	1,030	14.8	58.9	12.8	2.6	10.9
	Palliser	568	17.1	59.3	12.9	3.5	7.2
	Wascana	560	24.6	58.2	5.9	1.4	9.8
	Woodland	225	33.3	53.8	5.8	0.4	6.7
2010/11	Kelsey	979	15.2	57.4	11.8	3.9	11.6
	Palliser	396	17.7	51.5	16.9	2.5	11.4
	Wascana	624	23.6	54.5	10.4	1.8	9.8
	Woodland	333	26.4	53.5	11.7	1.8	6.6

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

Kelsey Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	4%	7%	11%	12%
Disagree/Strongly Disagree	13%	18%	15%	16%
Agree/Strongly Agree	83%	75%	74%	73%

Wascana Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	3%	6%	10%	10%
Disagree/Strongly Disagree	9%	7%	7%	12%
Agree/Strongly Agree	88%	87%	83%	78%

Palliser Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	5%	5%	7%	11%
Disagree/Strongly Disagree	12%	10%	16%	19%
Agree/Strongly Agree	83%	85%	76%	69%

Woodland Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	1%	2%	7%	7%
Disagree/Strongly Disagree	5%	6%	6%	14%
Agree/Strongly Agree	94%	92%	87%	80%

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 2010/11 respondents (93%) agreed that SIAST has a welcoming and friendly environment (table 8, figure 11). The 2010/11 response distribution mirrored that of the previous administration of the survey in 2009/10.

Table 8: General Environment at SIAST: SIAST Overall

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

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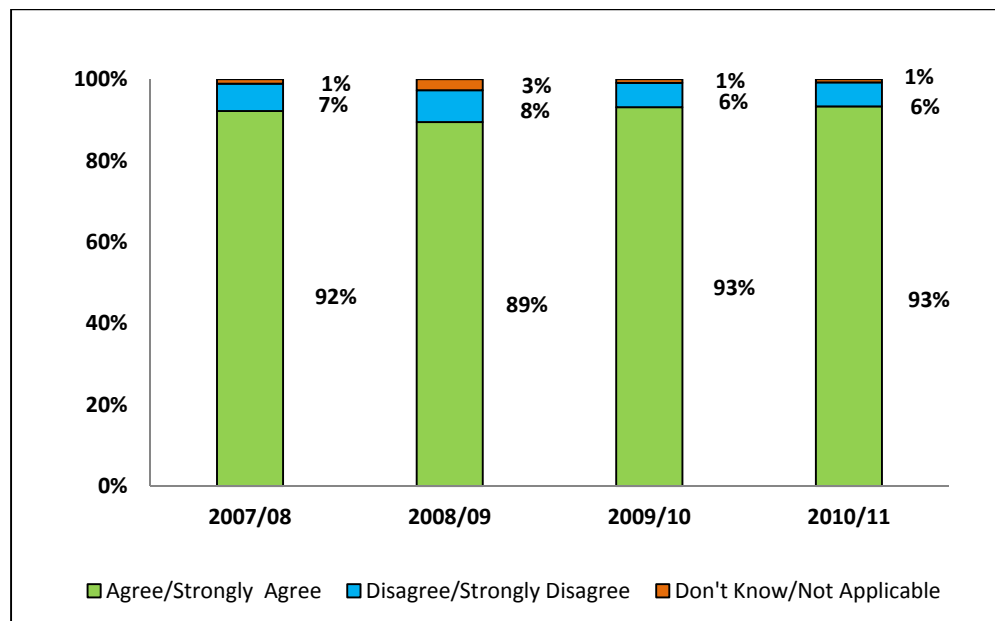
4.2.2 By Campus

As illustrated in table 9 and figure 12, the overwhelming majority of 2010/11 students at all four campuses agreed that their campus environment was welcoming and friendly. The campuses of Palliser (96%) and Woodland (95%) had the highest proportions of students who agreed, followed closely by Wascana (94%) and then Kelsey (92%). All of these results are fairly consistent with what was seen in 2009/10.

Table 9: General Environment at SIAST: By Campus

Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know / Not Applicable %
2007/08	Kelsey	829	31.4	59.8	5.5	2.7	0.6
	Palliser	547	38.2	54.8	4.9	1.5	0.5
	Wascana	534	35.0	56.7	3.9	1.3	3.0
	Woodland	207	42.5	52.2	3.4	1.9	0.0
2008/09	Kelsey	408	26.7	56.4	11.3	1.7	3.9
	Palliser	231	49.1	46.1	3.5	0.4	0.9
	Wascana	256	36.7	56.3	3.9	1.2	2.0
	Woodland	64	51.6	43.8	0.0	0.0	4.7
2009/10	Kelsey	1,031	23.3	67.9	6.0	1.9	0.9
	Palliser	568	32.2	62.1	4.0	0.9	0.7
	Wascana	559	39.9	54.6	3.4	0.9	1.3
	Woodland	225	49.3	46.2	4.0	0.0	0.4
2010/11	Kelsey	977	27.3	64.4	5.8	1.3	1.1
	Palliser	395	37.2	58.5	2.8	0.8	0.8
	Wascana	624	34.3	59.3	4.6	1.1	0.6
	Woodland	333	43.2	51.4	4.5	0.9	0.0

Figure 12: General Environment at SIAST: By Campus
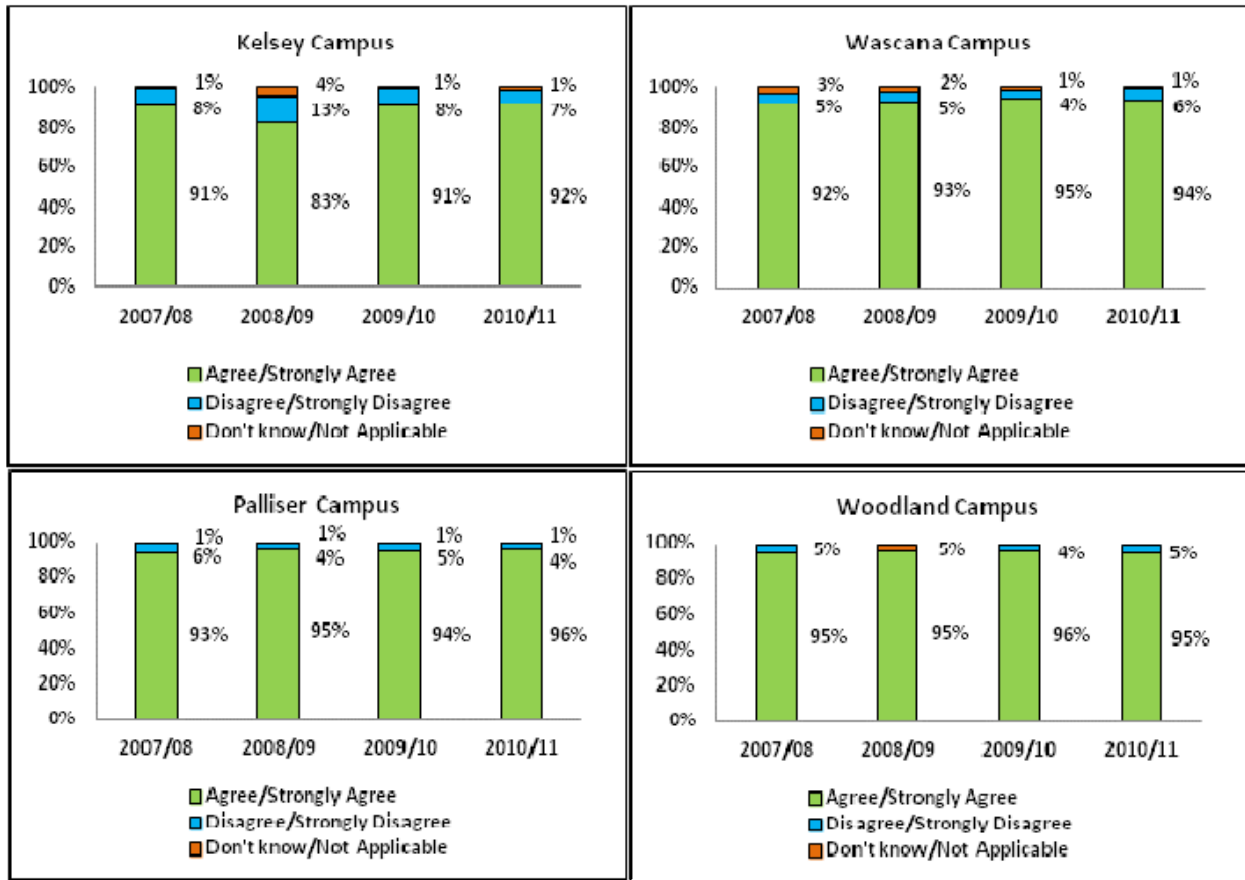
5.0 Learning Resources

5.1 Sufficiency and Relevancy of Resource Materials at the Libraries

5.1.1 SIAST Overall

Respondents were asked their opinion regarding the sufficiency and relevancy of library resource materials (books, video tapes, audio tapes, periodicals, pamphlets, etc.) available for use in their programs. As shown in table 10 and figure 13, in the 2010/11 survey, 76% respondents indicated there were sufficient and relevant library resource materials, down slightly from 2009/10 (78%).

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

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

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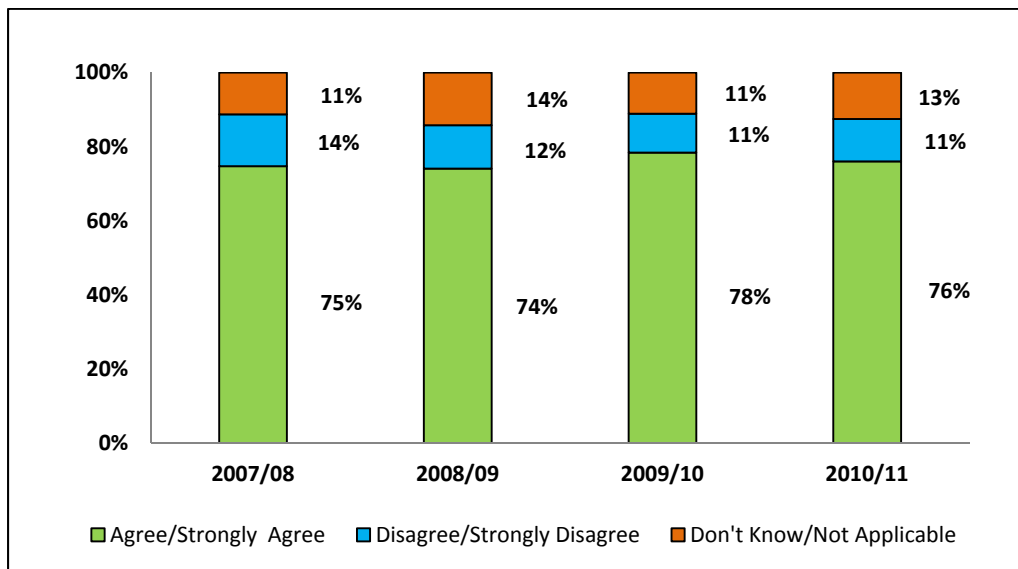
5.1.2 By Campus

In 2010/11, Woodland campus again had the highest proportion of students (84%) that felt the library resource materials for use in their program were sufficient and relevant, though this percentage did decrease from 2009/10 (91%).

Wascana campus followed with 81% of students responding similarly, a figure that is down since 2008/09 (86%). As with 2009/10, Approximately three-quarters of students at the campuses of Palliser (73%) and Kelsey (71%) were satisfied with the library resources available (table 11, figure 14).

Table 11: Sufficiency of Library Resource Materials: By Campus

Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know / Not Applicable %
2007/08	Kelsey	829	14.6	56.3	15.0	2.5	11.6
	Palliser	547	14.4	56.7	10.4	3.3	15.2
	Wascana	534	21.2	58.6	10.7	0.9	8.6
	Woodland	207	28.5	58.0	5.3	1.0	7.2
2008/09	Kelsey	409	11.7	58.2	13.2	2.9	13.9
	Palliser	229	20.5	50.2	5.7	0.9	22.7
	Wascana	256	21.1	60.9	7.4	2.3	8.2
	Woodland	64	32.8	48.4	9.4	0.0	9.4
2009/10	Kelsey	1,031	13.8	59.2	13	2.9	11.2
	Palliser	567	15.7	59.4	6.3	1.1	17.5
	Wascana	560	28.2	58.2	5.9	0.4	7.3
	Woodland	225	38.7	52.4	4.4	0.0	4.4
2010/11	Kelsey	979	15.1	56.1	11.0	3.5	14.3
	Palliser	396	19.2	53.5	5.8	1.0	20.5
	Wascana	623	22.5	58.9	9.0	1.0	8.7
	Woodland	333	26.1	58.0	7.8	3.0	5.1

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

Kelsey Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	12%	14%	11%	14%
Disagree/Strongly Disagree	18%	16%	16%	15%
Agree/Strongly Agree	71%	70%	73%	71%

Wascana Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	9%	8%	7%	9%
Disagree/Strongly Disagree	12%	10%	6%	10%
Agree/Strongly Agree	80%	82%	86%	81%

Palliser Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	15%	23%	18%	20%
Disagree/Strongly Disagree	14%	7%	7%	7%
Agree/Strongly Agree	71%	71%	75%	73%

Woodland Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	7%	9%	4%	5%
Disagree/Strongly Disagree	6%	9%	4%	11%
Agree/Strongly Agree	87%	81%	91%	84%

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. As with 2009/10, over four-fifths of respondents (89%) indicated that classroom facilities were appropriate (table 12, figure 15).

Table 12: Appropriateness of Classroom Facilities: SIAST Overall

Response	2007/08		2008/09		2009/10		20010/11	
	#	%	#	%	#	%	#	%
Strongly Agree	493	23.3	214	22.3	600	25.2	614	26.4
Agree	1,337	63.2	588	61.3	1,515	63.5	1,469	63.0
Disagree	191	9.0	97	10.1	198	8.3	157	6.7
Strongly Disagree	65	3.1	36	3.8	54	2.3	69	3.0
Don't Know / Not Applicable	31	1.5	23	2.4	18	0.8	21	0.9

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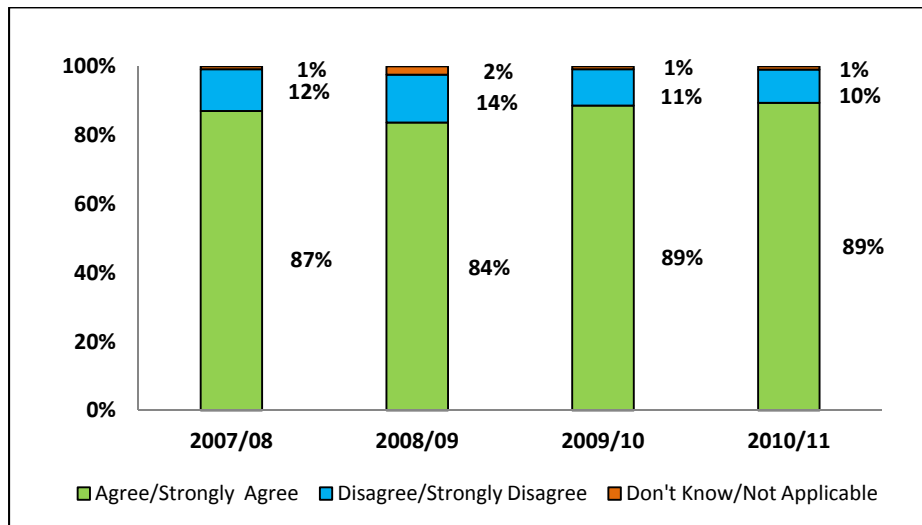
6.1.2 By Campus

As in 2009/10, an overwhelming majority of students from all four campuses expressed satisfaction with the classroom facilities. Palliser and Wascana campuses had the highest percentages (95% and 94%, respectively), while Woodland had the lowest (84%).

Table 13: Appropriateness of Classroom Facilities: By Campus

Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know / Not Applicable %
2007/08	Kelsey	829	20.0	64.2	10.7	4.5	0.6
	Palliser	547	21.2	68.0	7.5	3.1	0.2
	Wascana	534	26.2	57.9	9.2	2.1	4.7
	Woodland	207	34.3	59.9	5.8	0.0	0.0
2008/09	Kelsey	409	14.4	57.9	16.6	7.8	3.2
	Palliser	229	27.5	65.1	5.7	0.4	1.3
	Wascana	256	26.6	65.2	4.3	1.2	2.7
	Woodland	64	37.5	54.7	7.8	0.0	0.0
2009/10	Kelsey	1,032	19.3	64.3	12.4	3.9	0.1
	Palliser	567	19.9	72.0	6.3	1.2	0.5
	Wascana	561	33.5	60.2	3.6	0.9	1.8
	Woodland	225	44.4	46.7	6.2	0.9	1.8
2010/11	Kelsey	979	21.3	64.5	9.0	4.5	0.7
	Palliser	396	26.3	69.2	3.5	1.0	0.0
	Wascana	623	30.8	63.1	3.7	1.0	1.4
	Woodland	332	32.8	51.5	9.6	4.5	1.5

Figure 16: Appropriateness of Classroom Facilities: By Campus

Kelsey Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	1%	3%	0%	1%
Disagree/Strongly Disagree	15%	24%	16%	13%
Agree/Strongly Agree	84%	72%	84%	86%

Wascana Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	5%	3%	2%	1%
Disagree/Strongly Disagree	11%	6%	5%	5%
Agree/Strongly Agree	84%	92%	94%	94%

Palliser Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable		1%	1%	
Disagree/Strongly Disagree	11%	6%	8%	5%
Agree/Strongly Agree	89%	93%	92%	95%

Woodland Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable			2%	2%
Disagree/Strongly Disagree	6%	8%	7%	14%
Agree/Strongly Agree	94%	92%	91%	84%

6.2   Shop and Lab Facilities

6.2.1   SIAST Overall

Respondents were also asked if they believed that the shop and lab facilities at SIAST were appropriate. As in 2009/10, over four-fifths of respondents (87%) agreed that SIAST's shop and lab facilities were appropriate, a 5 % increase since 2007/08 (table 14, figure 17).

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

Response	2007/08		2008/09		2009/10		2010/11	
	#	%	#	#	#	%	#	%
Strongly Agree	575	27.2	241	25.2	698	29.3	711	30.5
Agree	1,163	54.9	566	59.1	1,366	57.3	1,313	56.4
Disagree	131	6.2	46	4.8	92	3.9	101	4.3
Strongly Disagree	21	0.9	11	1.1	21	0.9	27	1.2
Don't Know / Not Applicable	227	10.7	94	9.8	207	8.7	176	7.6

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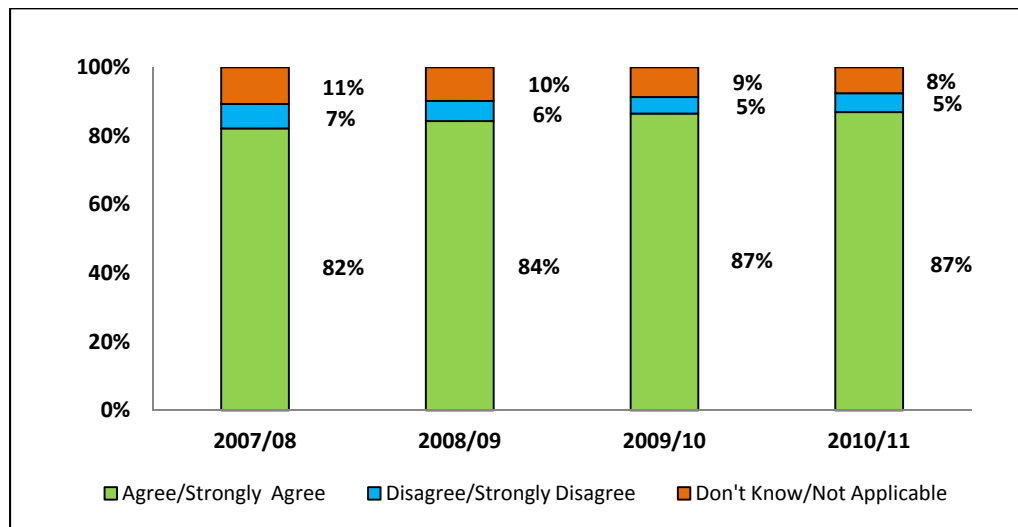
6.2.2 By Campus

The Kelsey and Wascana campuses had the highest proportion of students that agreed the campus shop and lab facilities were appropriate (89% in both cases). The Kelsey campus experienced a signficant improvement from 2009/10 (when this figure was 85%), while Wascana experienced a decline (this figure was 94% in 2009/10).

It is also worth noting that over four-fifths of the respondents from all four campuses agreed that shop and lab facilities were appropriate, a finding that was also true in 2009/10.

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

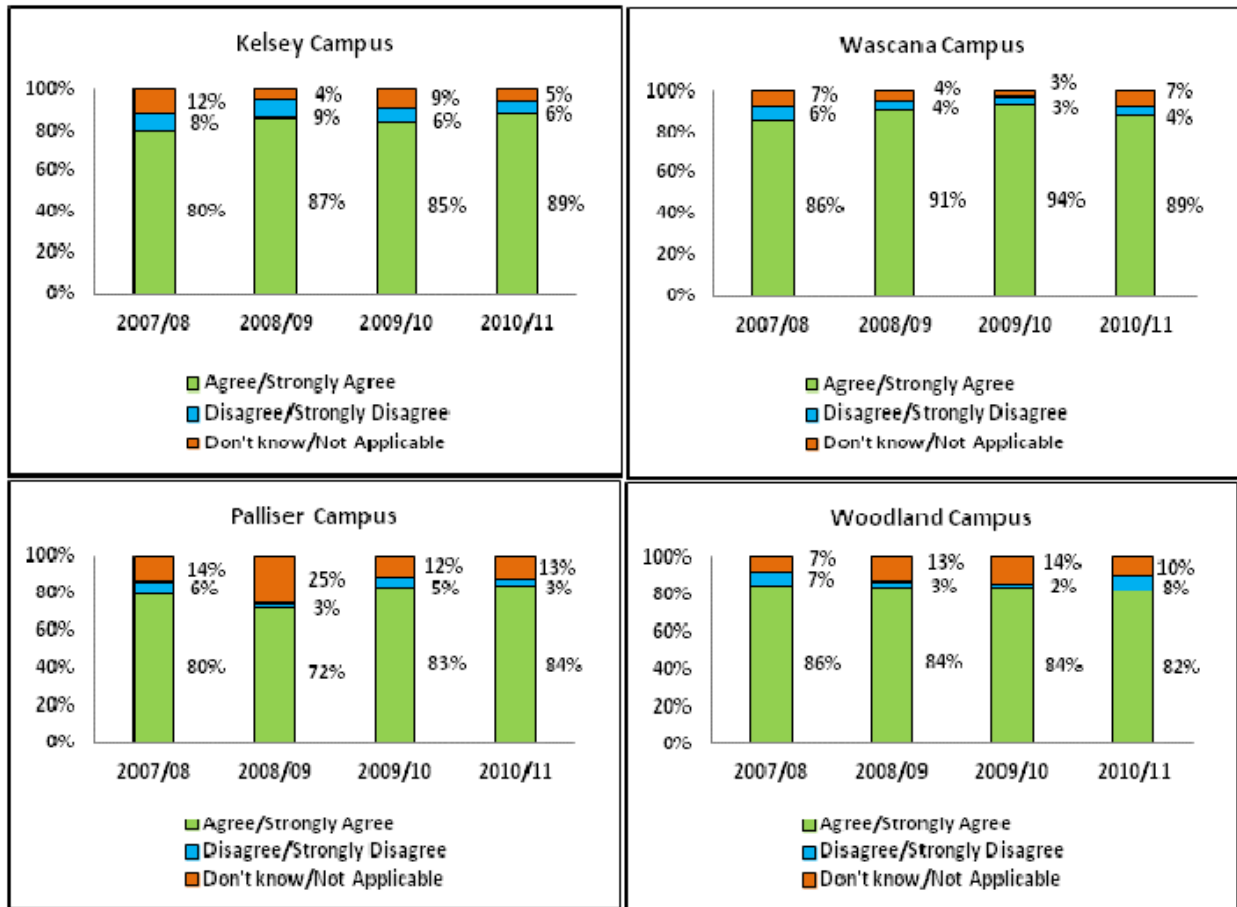| Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know / Not Applicable %
2007/08	Kelsey	829	26.3	53.7	7.0	1.3	11.7
	Palliser	547	23.2	56.7	5.5	0.7	13.9
	Wascana	534	29.8	56.6	5.8	0.6	7.3
	Woodland	207	34.3	51.2	5.8	1.4	7.2
2008/09	Kelsey	409	21.5	65.0	7.6	1.7	4.2
	Palliser	229	21.4	50.7	1.7	0.9	25.3
	Wascana	256	32.4	59.0	3.5	0.8	4.3
	Woodland	64	32.8	51.6	3.1	0.0	12.5
2009/10	Kelsey	1,031	24.9	60.0	4.8	1.1	9.1
	Palliser	568	23.3	60.0	3.7	1.2	11.8
	Wascana	561	37.4	56.5	2.9	0.5	2.7
	Woodland	226	44.0	40.0	2.2	0.0	13.8
2010/11	Kelsey	979	28.6	60.0	5.0	1.3	5.1
	Palliser	396	28.0	56.1	2.8	0.5	12.6
	Wascana	623	33.2	55.4	3.7	0.8	6.9
	Woodland	330	34.2	48.2	5.5	2.1	10.0

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

Kelsey Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	12%	4%	9%	5%
Disagree/Strongly Disagree	8%	9%	6%	6%
Agree/Strongly Agree	80%	87%	85%	89%

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

Wascana Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	7%	4%	3%	7%
Disagree/Strongly Disagree	6%	4%	3%	4%
Agree/Strongly Agree	86%	91%	94%	89%

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

Palliser Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	14%	25%	12%	13%
Disagree/Strongly Disagree	6%	3%	5%	3%
Agree/Strongly Agree	80%	72%	83%	84%

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

Woodland Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	7%	13%	14%	10%
Disagree/Strongly Disagree	7%	3%	2%	8%
Agree/Strongly Agree	86%	84%	84%	82%

- Agree/Strongly Agree
- Disagree/Strongly Disagree
- Don't know/Not Applicable
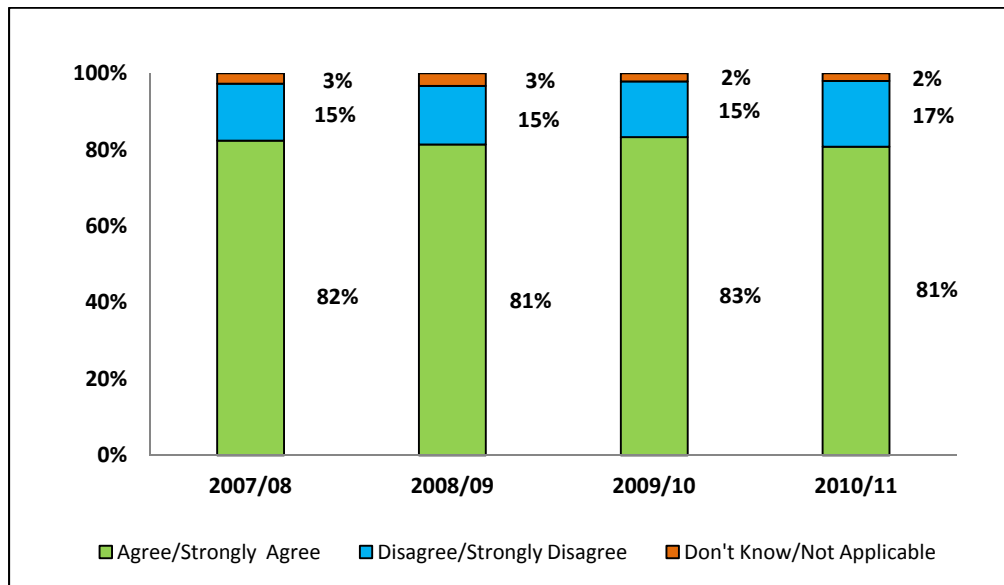
6.3   Study Space

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 2010/11 respondents (81%) agreed that adequate study space was available. This is consistent with the results of the previous year, when 83 percent agreed with this statement.

Table 16: Adequacy of Available Study Space: SIAST Overall

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

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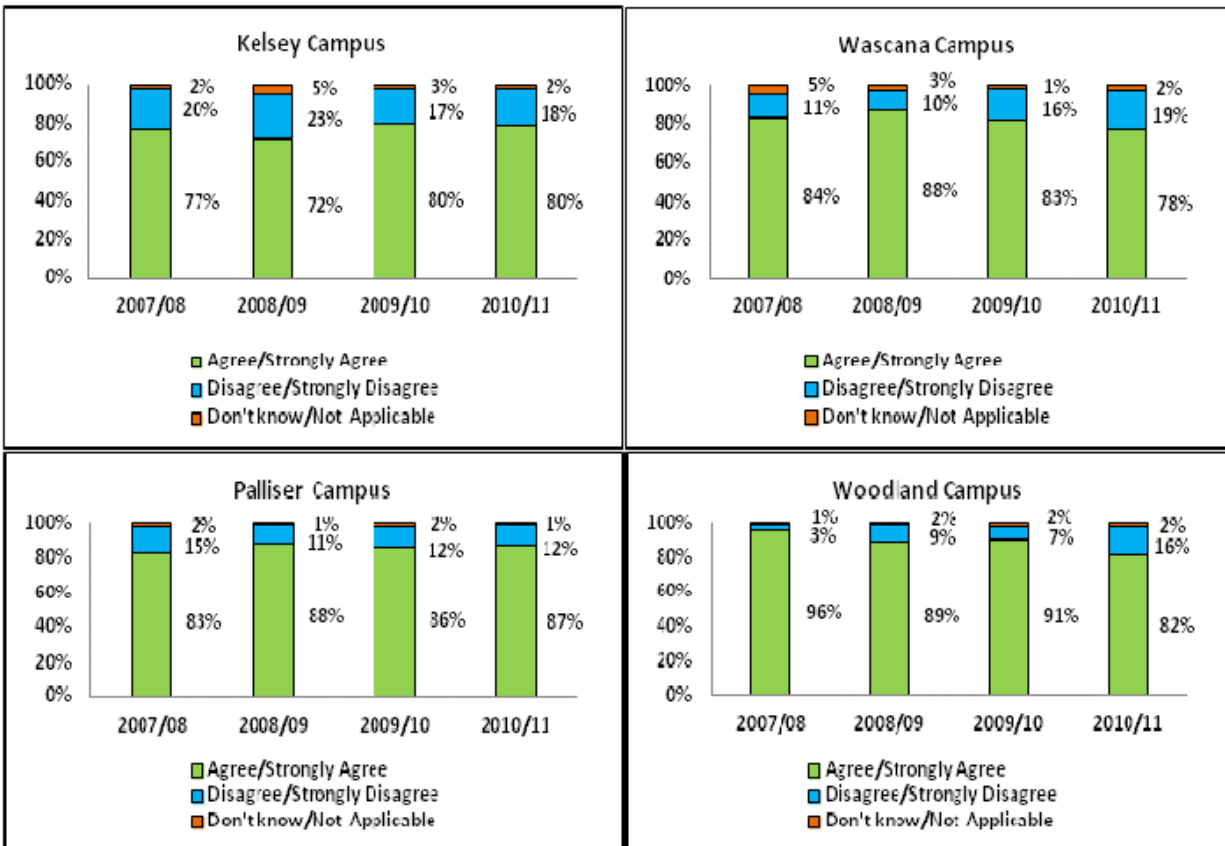
6.3.2 By Campus

Palliser had the highest proportion of students (87%) who agreed adequate study space was available in 2010/11. This is roughly equivalent to what was witnessed in 2009/10.

Approximately four-fifths of students at the campuses of Woodland (82%), Kelsey (80%) and Wascana (78%) felt there was adequate study space in 2010/11. However, the students aggrements for study space at Woodland has declined considerably since 2009/10 (91%).

Table 17: Adequacy of Available Study Space: By Campus

Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know / Not Applicable %
2007/08	Kelsey	829	19.4	58.0	16.0	4.2	2.3
	Palliser	547	25.0	58.3	12.4	2.4	1.8
	Wascana	534	27.0	56.7	9.9	1.5	4.9
	Woodland	207	39.1	56.5	2.4	1.0	1.0
2008/09	Kelsey	409	16.4	56.0	13.9	8.6	5.1
	Palliser	229	27.9	60.3	9.6	0.9	0.9
	Wascana	256	30.5	57.0	6.3	3.5	2.7
	Woodland	64	34.4	54.7	9.4	0.0	1.6
2009/10	Kelsey	1,030	18.7	61.7	12.9	4.2	2.5
	Palliser	567	23.1	62.8	9.9	2.3	1.9
	Wascana	561	28.3	54.5	13.0	2.7	1.4
	Woodland	226	44.7	46.0	6.6	0.4	2.2
2010/11	Kelsey	979	23.2	56.4	14.5	4.0	1.9
	Palliser	396	28.5	58.3	9.8	2.0	1.3
	Wascana	622	27.0	51.4	11.9	7.4	2.3
	Woodland	331	32.3	49.2	11.2	4.8	2.4

Figure 20: Adequacy of Available Study Space: By Campus

Kelsey Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	2%	5%	3%	2%
Disagree/Strongly Disagree	20%	23%	17%	18%
Agree/Strongly Agree	77%	72%	80%	80%

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

Wascana Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	5%	3%	1%	2%
Disagree/Strongly Disagree	11%	10%	16%	19%
Agree/Strongly Agree	84%	88%	83%	78%

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

Palliser Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	2%	1%	2%	1%
Disagree/Strongly Disagree	15%	11%	12%	12%
Agree/Strongly Agree	83%	88%	86%	87%

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

Woodland Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	1%	2%	2%	2%
Disagree/Strongly Disagree	3%	9%	7%	16%
Agree/Strongly Agree	96%	89%	91%	82%

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

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 2010/11, a figure that was identical to what was observed in 2009/10 (table 18, figure 21).

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

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

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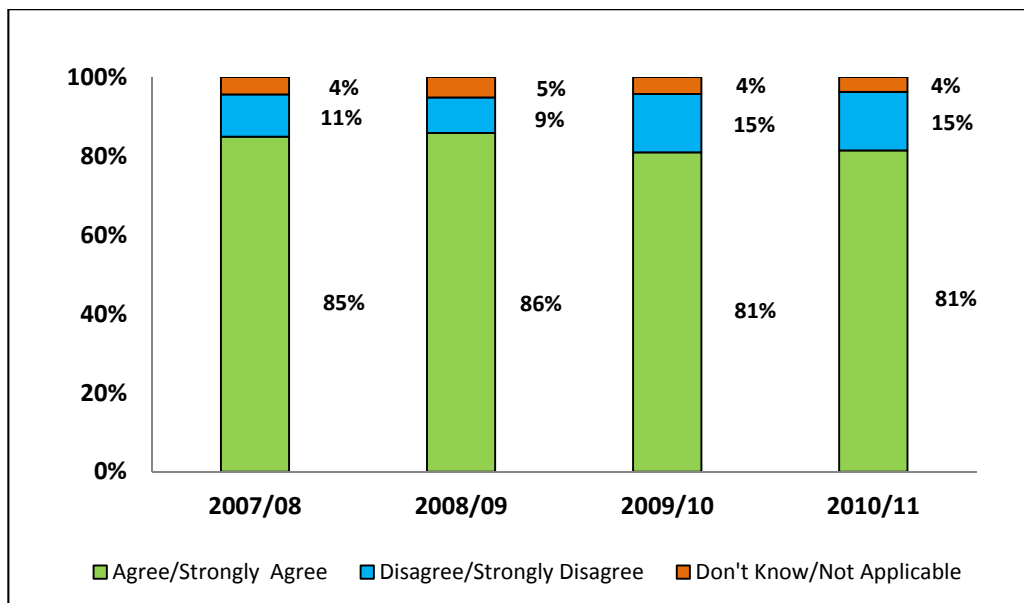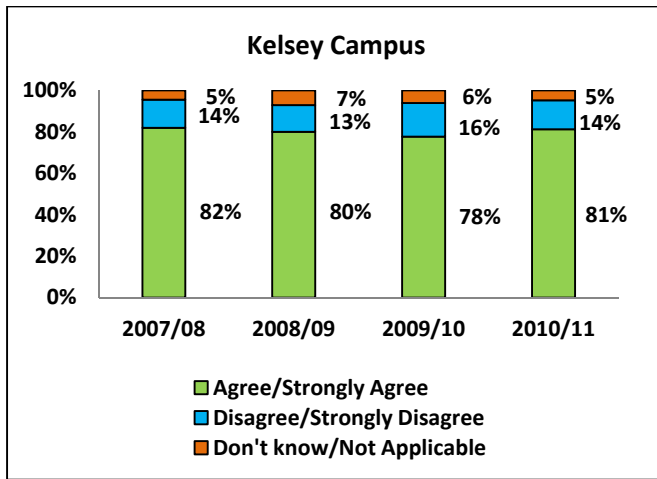
6.4.2 By Campus

In the 2010/11 survey, over four-fifths of students at Palliser (90%), Kelsey (81%) and Wascana (80%) agreed that their respective campuses had adequate computer lab space available (table 19, figure 22).

Woodland had the lowest proportion of students (75%) who agreed computer lab space was adequate in 2010/11. This marks a significant change from 2009/10, when 86% of respondents from this campus indicated that the amount of space was adequate.

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

Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know / Not Applicable %
2007/08	Kelsey	829	24.1	57.9	10.9	2.7	4.5
	Palliser	547	29.4	58.5	8.6	1.6	1.8
	Wascana	534	27.3	57.1	6.7	0.6	8.2
	Woodland	207	35.7	53.1	5.8	3.9	1.4
2008/09	Kelsey	409	22.5	57.5	9.5	3.4	7.1
	Palliser	229	35.4	58.5	5.2	0.0	0.9
	Wascana	256	30.1	55.9	4.7	2.3	7.0
	Woodland	64	35.9	57.8	4.7	0.0	1.6
2009/10	Kelsey	1,032	18.1	59.6	12.2	4.0	6.1
	Palliser	567	23.1	58.7	12	3.7	2.5
	Wascana	561	28.3	55.6	11.2	2.3	2.5
	Woodland	226	43.4	42.5	7.5	1.3	5.3
2010/11	Kelsey	979	25.1	56.1	10.6	3.4	4.8
	Palliser	396	31.1	58.8	8.3	1.8	0.0
	Wascana	623	26.8	53.1	10.9	5.1	4.0
	Woodland	331	29.3	45.3	14.2	6.3	4.8

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

Kelsey Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable		7%	6%	5%
Disagree/Strongly Disagree	14%	13%	16%	14%
Agree/Strongly Agree	82%	80%	78%	81%

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

Wascana Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	8%	7%	3%	4%
Disagree/Strongly Disagree	7%	7%	14%	16%
Agree/Strongly Agree	84%	86%	84%	80%

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

Palliser Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	2%	1%	3%	
Disagree/Strongly Disagree	10%	5%	16%	10%
Agree/Strongly Agree	88%	94%	82%	90%

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

Woodland Campus

	2007/08	2008/09	2009/10	2010/11
Don't know/Not Applicable	1%	2%	5%	5%
Disagree/Strongly Disagree	10%	5%	9%	21%
Agree/Strongly Agree	89%	94%	86%	75%

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

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 2010/11 indicated that they felt safe and secure on campus (94%). This finding is similar to what was observed in previous years.

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

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

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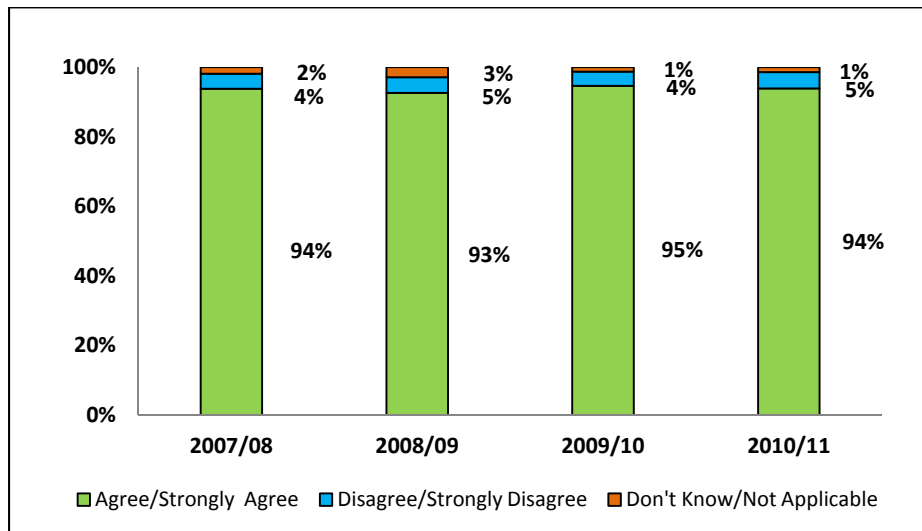
6.5.2 By Campus

An overwhelming majority of students at all four campuses agreed that they felt safe and secure on campus: Wascana (97%), Palliser (97%), Woodland (96%) and Kelsey (90%).

Interestingly, Kelsey had the lowest percentage of students who indicated that they felt safe (90%), with this percentage declining slightly from 2009/10 (92%).

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

Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know / Not Applicable %
2007/08	Kelsey	829	29.9	61.5	4.7	2.7	1.2
	Palliser	547	43.9	52.1	2.6	0.7	0.7
	Wascana	534	37.3	56.6	0.9	0.4	4.9
	Woodland	207	45.4	52.2	1.9	0.5	0.0
2008/09	Kelsey	408	24.0	63.5	5.6	2.2	4.7
	Palliser	229	50.2	46.3	1.7	0.4	1.3
	Wascana	256	45.7	50.0	1.2	0.8	2.3
	Woodland	64	43.8	54.7	1.6	0.0	0.0
2009/10	Kelsey	1,032	27.4	64.3	4.7	1.8	1.6
	Palliser	567	40.9	56.1	1.4	1.1	0.5
	Wascana	561	42.2	54.7	0.7	0.9	1.4
	Woodland	226	55.8	39.4	2.2	0.9	1.8
2010/11	Kelsey	977	30.8	58.9	7.2	1.5	1.6
	Palliser	396	46.2	51.3	0.8	1.0	0.8
	Wascana	623	40.3	56.5	1.0	0.5	1.8
	Woodland	331	46.5	49.8	2.1	0.3	1.2

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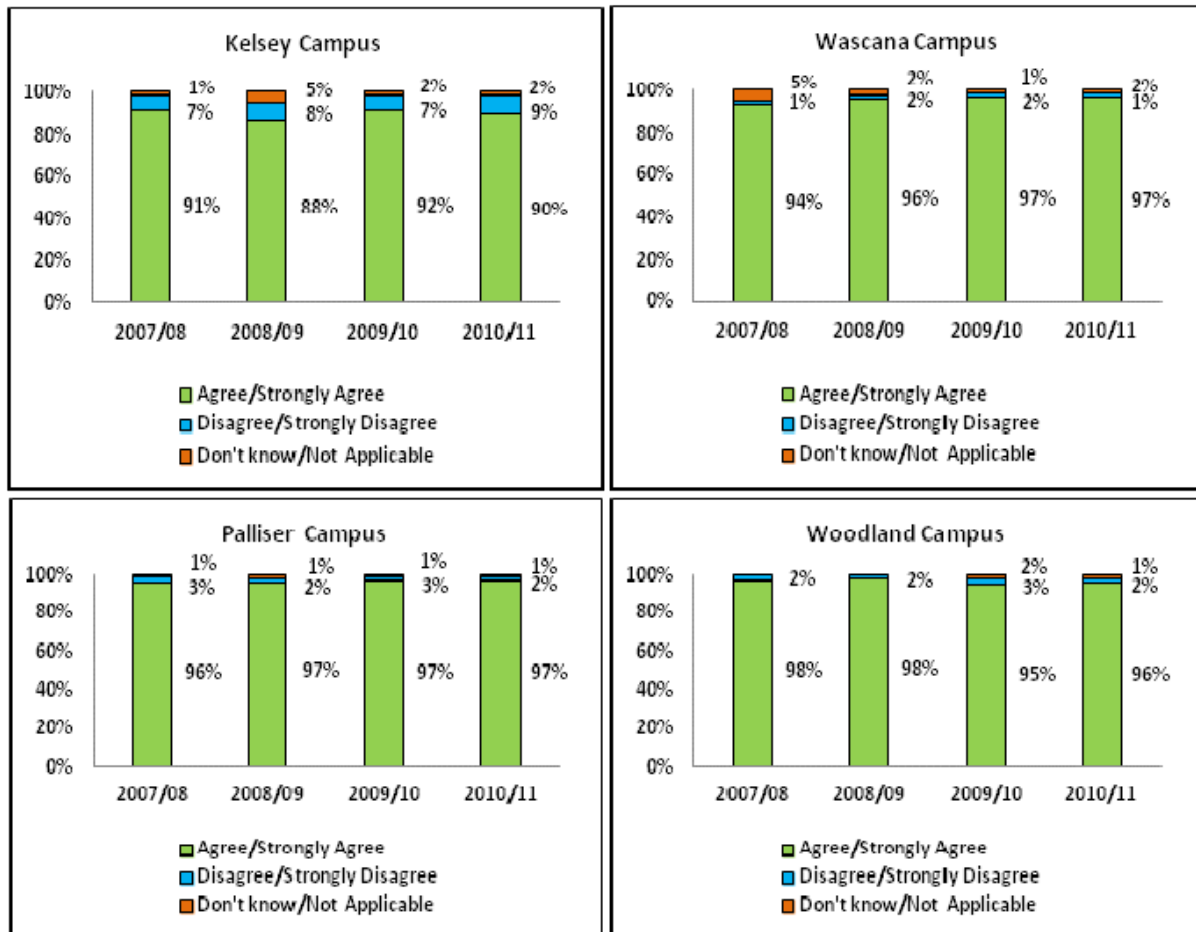
6.6   Overall Campus Facilities

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 2010/11, a strong majority of all SIAST respondents were in agreement (90%), though this figure was down slightly from 2009/10 (92%).

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

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

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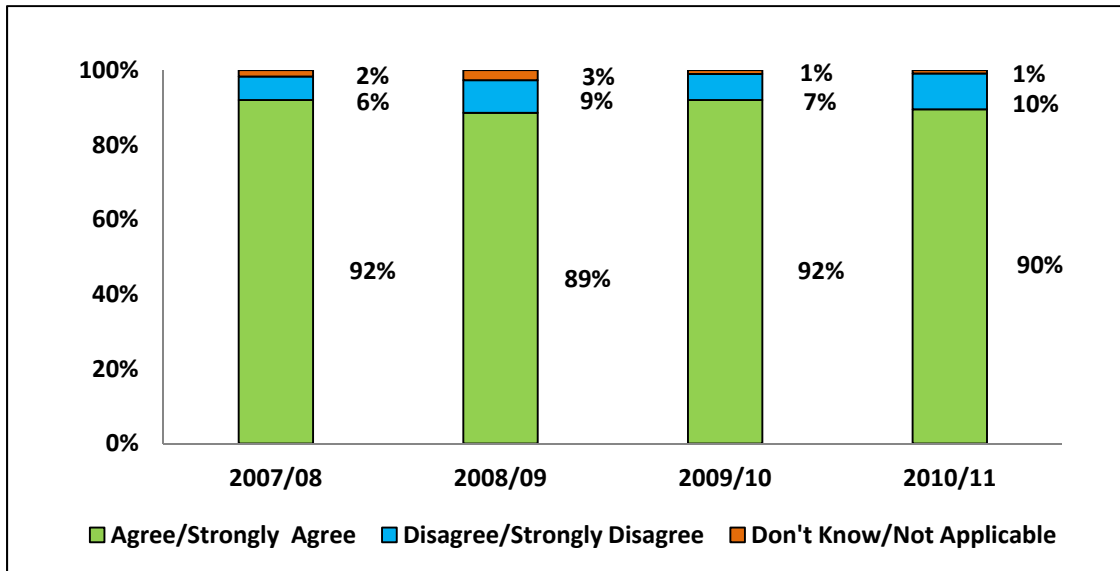
6.6.2 By Campus

As depicted in table 23 and figure 26, 90% or more students from Palliser (96%), Wascana (91%), and Woodland (90%) agreed that the campus facilities met their needs as students. Kelsey, as in 2009/10, followed with 86% of students responding similarly.

Palliser was the only campus to experience an increase from 2009/10. The other three campuses experienced slight decreases over this period.

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

Year	Campus	Total # of Respondents	Strongly Agree %	Agree %	Disagree %	Strongly Disagree %	Don't Know / Not Applicable %
2007/08	Kelsey	829	25.3	63.7	6.6	2.7	1.7
	Palliser	547	30.3	63.1	5.5	1.1	0.0
	Wascana	534	32.6	60.3	2.2	0.6	4.3
	Woodland	207	44.0	53.6	1.9	0.5	0.0
2008/09	Kelsey	409	17.8	62.1	11.2	3.9	4.9
	Palliser	229	40.2	56.8	2.2	0.0	0.9
	Wascana	256	33.6	58.6	5.5	0.8	1.6
	Woodland	64	45.3	54.7	0.0	0.0	0.0
2009/10	Kelsey	1,032	21.8	67.1	7.9	2.3	0.9
	Palliser	567	28.6	65.6	3.7	1.4	0.7
	Wascana	561	34.4	61	2.3	1.2	1.1
	Woodland	226	50.4	42.9	4.4	0.4	1.8
2010/11	Kelsey	977	24.9	61.1	10.7	2.5	0.8
	Palliser	396	31.3	64.4	3.5	0.5	0.3
	Wascana	622	29.6	61.1	7.1	1.0	1.3
	Woodland	329	39.5	50.8	6.4	2.1	1.2

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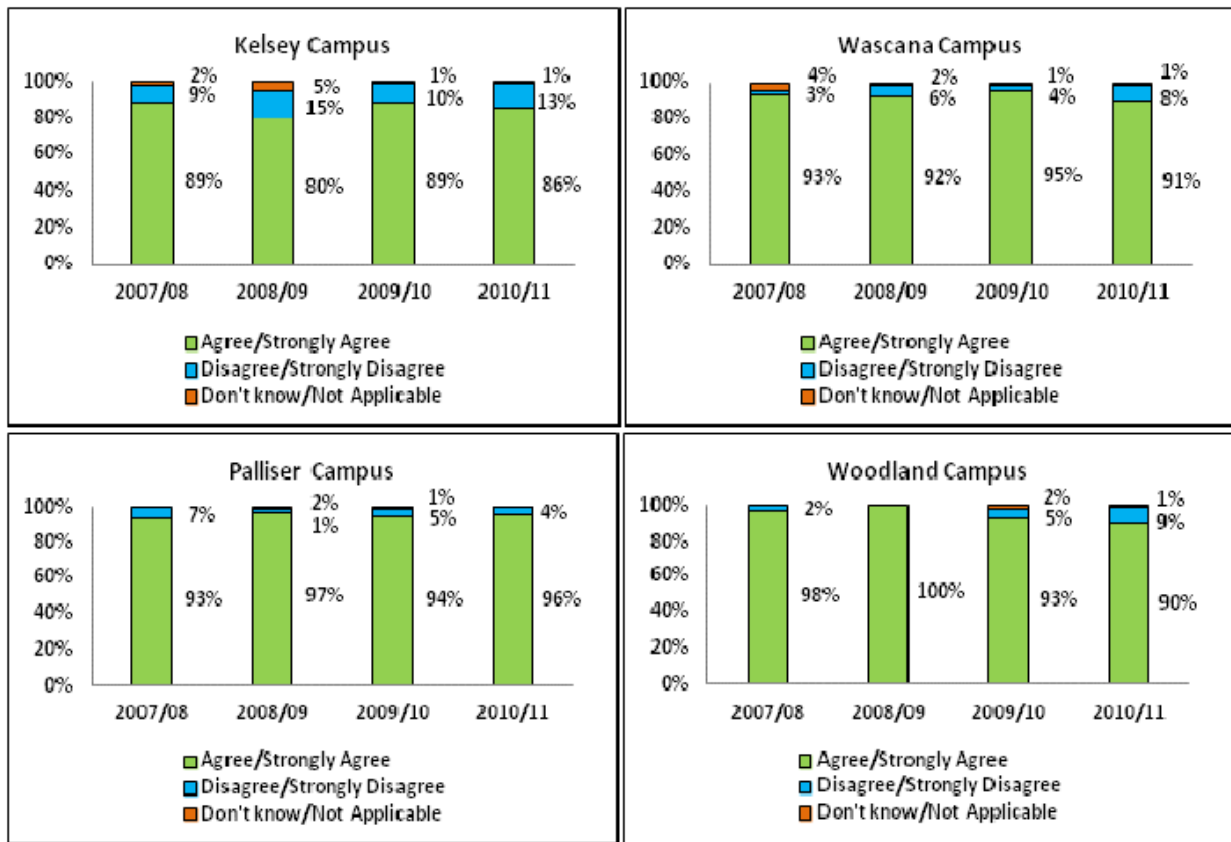
7.0   Campus Services

SIAST provides a variety of services at all four campuses. These include learning assistance centres, counseling services, student employment centres, libraries, bookstores, registration services, cafeterias and other food services, recreation services, health services, Aboriginal activity centres, web-based services and disability services. Respondents to this survey were given the opportunity to indicate (i) their awareness of these services, (ii) their use of these services and (iii) their levels of satisfaction with the services used. The following section summarizes the students' responses regarding those services both SIAST-wide as well as by campus. Tables and figures are ordered by services that had the highest levels of awareness in 2010/11 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, 2010/11 respondents once again indicated a relatively high level of awareness for the majority of student services offered at SIAST.   Awareness has plateaued somewhat since 2009/10, but this is hardly surprising, considering that awareness was at an all-time high that year.

More specifically, in 2010/11:
➢ Services with the highest levels of student awareness were the cafeteria (96%), library (93%), and web-based services (90%). This is similar to what was witnessed in 2009/10.
➢ Roughly three-quarters of the respondents were aware of SIAST counseling services (73%), though this was down from 2009/10 (78%).
➢ A declining number of respondents reported that they were aware of health services (73%, down from 83% in 2009/10).
➢ More than one-half of respondents indicated awareness of services provided by Aboriginal activity centres (51%) and student employment centres (54%).
➢ Just over one-third of all 2010/11 respondents (38%) indicated they were aware of SIAST's disability services.

Table 24: Awareness of SIAST Services: SIAST Overall

Type of Service	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Cafeteria and Other Food Services	2,020	95.5%	902	94.4%	2,285	95.7%	2,215	95.5%
Library	1,970	93.1%	892	93.2%	2,285	96.0%	2,151	92.8%
Web Based Services	1,742	82.4%	855	89.3%	2,198	92.3%	2,076	89.6%
Bookstore	1,907	90.2%	838	87.6%	2,196	92.2%	2,020	87.0%
Registration Services	1,768	83.6%	780	81.5%	2,099	88.2%	1,881	81.0%
Learning Assistance Centre	1,621	76.6%	746	78.0%	1,961	82.4%	1,877	80.9%
Recreation Services	1,630	77.1%	741	77.4%	1,895	79.6%	1,669	73.0%
Health Services	1,565	74.0%	719	75.1%	1,981	83.2%	1,685	72.9%
Counseling	1,533	72.5%	688	72.0%	1,856	78.0%	1,685	72.9%
Student Employment Centre	1,062	50.2%	437	45.7%	1,276	53.6%	1,251	54.2%
Aboriginal Activity Centre	1,086	51.4%	470	49.1%	1,336	56.1%	1,185	51.4%
Disability Services					885	37.2%	865	38.3%

**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
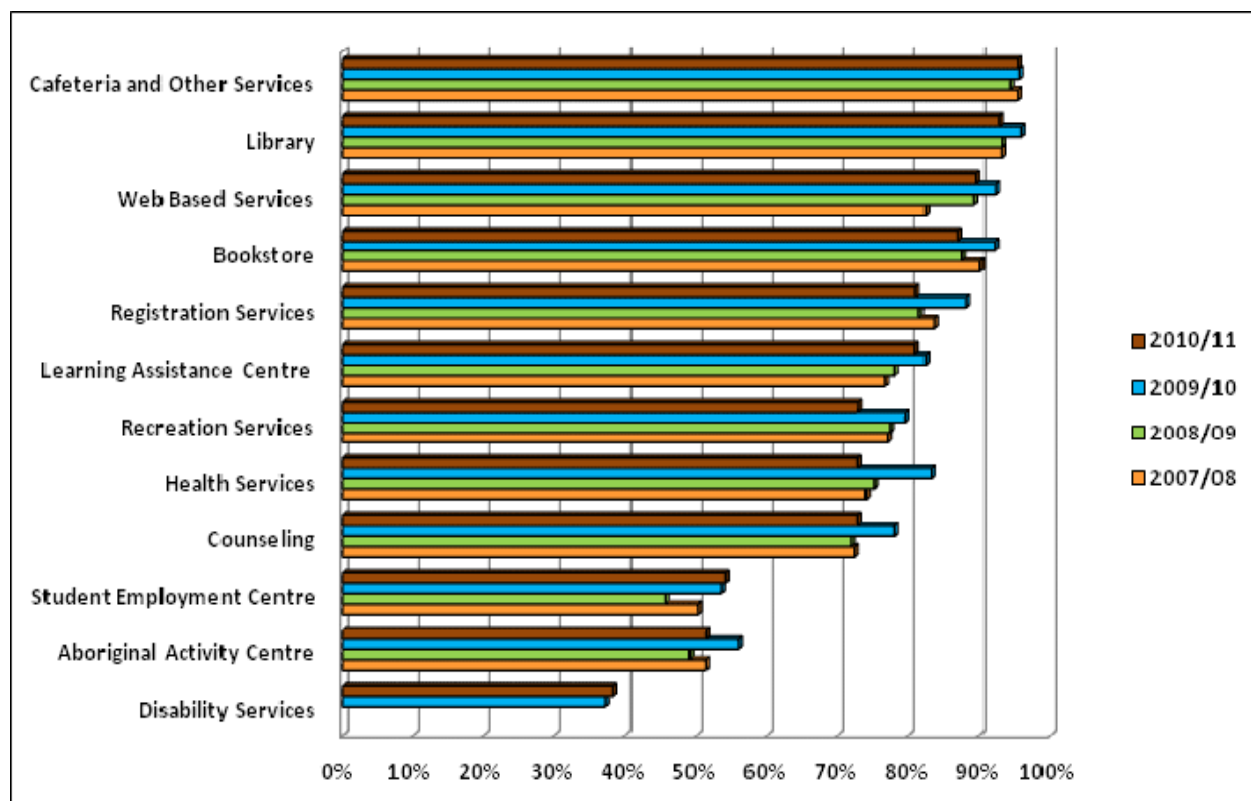
7.1.2   By Campus

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

7.1.2.1 Kelsey Campus

Overall, Kelsey students' awareness of these services increased in most areas since 2007/08. However, awareness has declined somewhat since 2009/10 (table 25, figure 28).

In particular, the 2010/11 responses indicated that:
➢   Respondents reported the highest level of awareness for the cafeteria and other food services (95%), library (91%), web based services (88%) and bookstore (82%).
➢   Over three-fourths of respondents were aware of the learning assistance centre (79%), and registration services (77%).
➢   Over two-thirds of respondents indicated awareness of counseling services (70%), while 54% of the respondents were aware of the Aboriginal activity centre.
➢   Over one-half of respondents were aware of the services provided by the student employment centre (58%). This is up from 2009/10 (53%).
➢   When compared with 2009/10, there were a smaller number of students who indicated that they were aware of health services (71%, versus 82% in 2009/10).
➢   Thirty-nine percent of all 2010/11 respondents at Kelsey indicated they were aware of SIAST's disability services, a comparable figure to the 2009/10 survey.

Table 25: Awareness of SIAST Services: Kelsey Campus

Type of Service	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Cafeteria and Other Food Services	787	94.3%	378	92.6%	994	96.6%	927	95.4%
Library	762	91.9%	372	91.0%	993	96.7%	885	90.9%
Web Based Services	679	81.9%	318	90.0%	948	92.2%	854	87.8%
Bookstore	735	88.7%	351	85.8%	949	92.3%	799	81.9%
Learning Assistance Centre	640	77.2%	314	76.8%	817	79.5%	774	79.3%
Registration Services	673	81.2%	335	81.9%	910	88.5%	747	76.5%
Recreation Services	581	70.1%	304	74.3%	827	80.4%	726	75.0%
Health Services	597	72.0%	285	69.7%	844	82.0%	691	71.1%
Counseling	546	65.9%	269	65.9%	773	75.2%	677	69.9%
Student Employment Centre	373	44.5%	201	49.1%	549	53.4%	557	57.6%
Aboriginal Activity Centre	475	57.3%	211	51.6%	624	60.7%	517	53.7%
Disability Services					409	39.9%	377	38.9%

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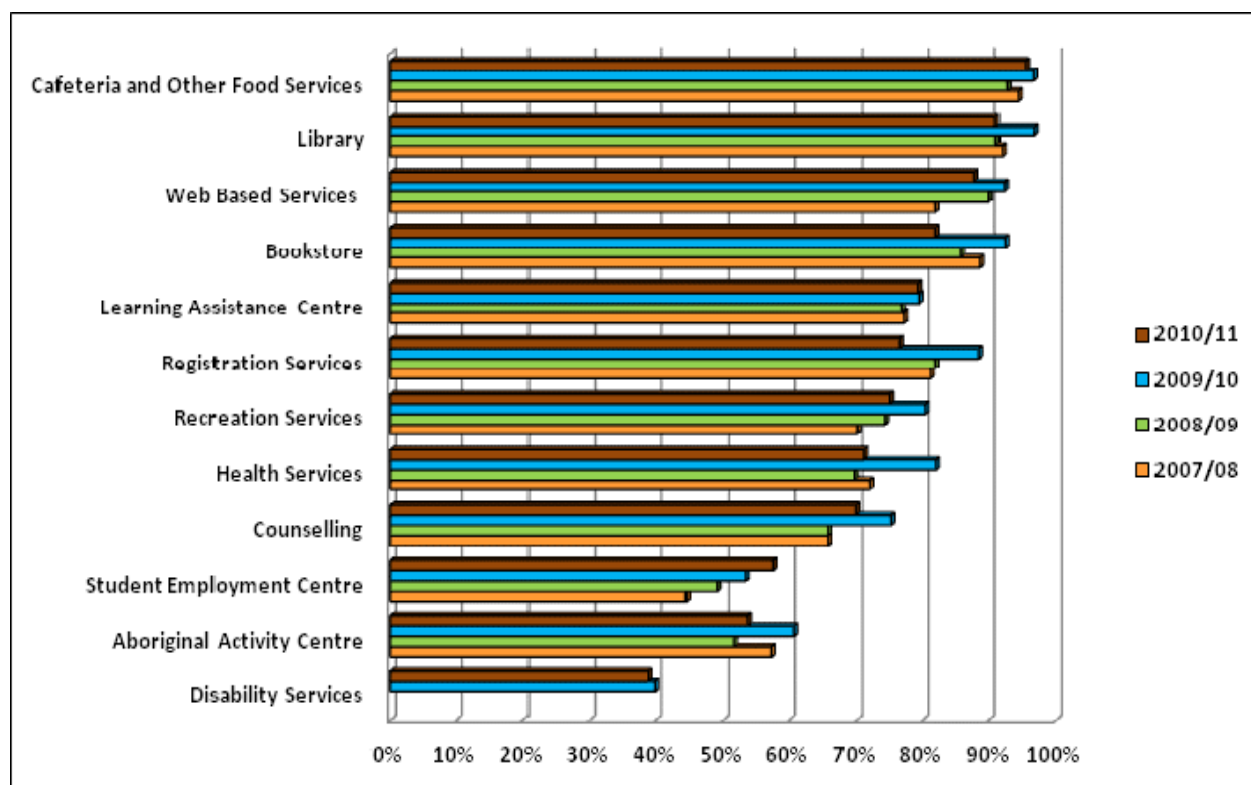
7.1.2.2 Palliser Campus

Awareness of most SIAST services at Palliser campus increased since 2007/08. Notable increases in awareness of services were reported for web based services (up by 9 percentage points) and the learning assistance centre (up by 8 percentage points). An exception was the student employment centre which experienced a decrease in awareness since 2007/08 of approximately 4 points (table 26 and figure 29).

More specifically, in 2010/11:
➤ Very high levels of awareness were reported for the cafeteria and other food services (96%), the library (92%), and bookstore (90%).
➤ Over four-fifths of respondents indicated awareness of web-based services (89%), the learning assistance centre (84%), and registration services (82%).
➤ Awareness of counseling services declined slightly, from 81% in 2009/10 to 76% in 2010/11.
➤ Less than one-third of all respondents were aware of services available at the Aboriginal activity centre (29%) and disability services (32%). The former marks a decrease since 2009/10 (35%).

Table 26: Awareness of SIAST Services: Palliser Campus

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

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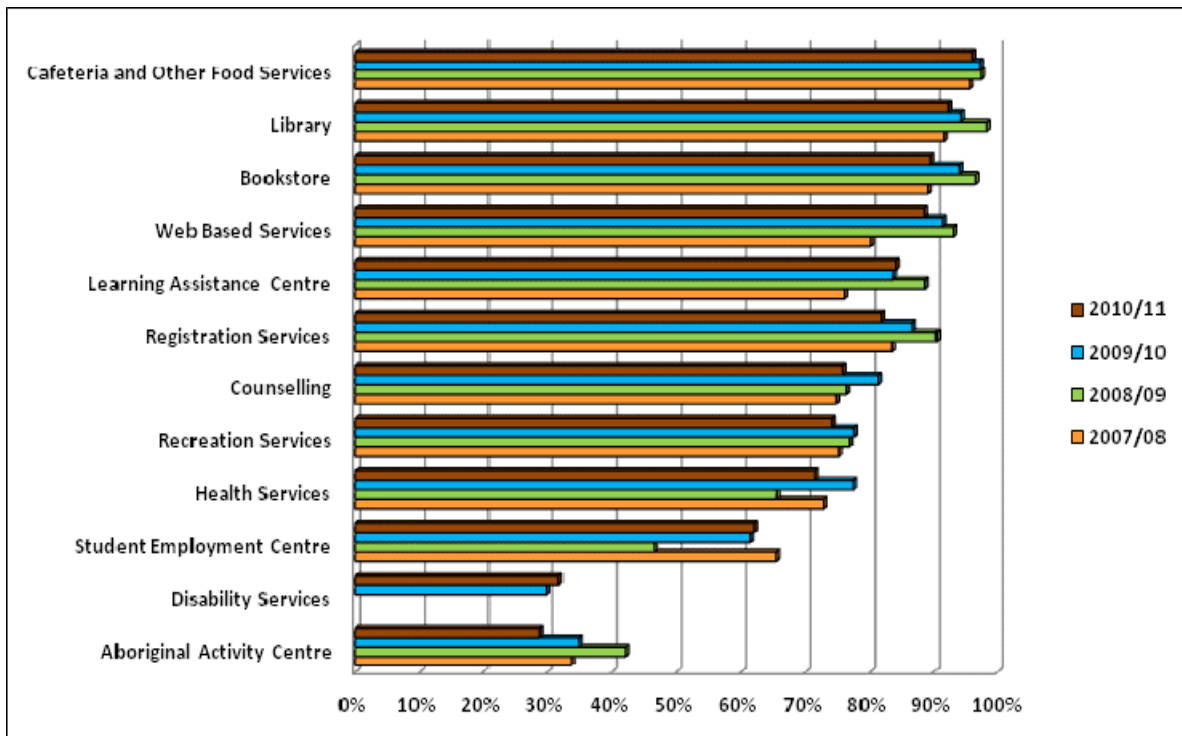
7.1.2.3 Wascana Campus

Overall, respondents at Wascana reported strong awareness of most campus services (table 27, figure 30). Student awareness increased for the majority of services over 2007/08 responses, though there were some notable decreases. For example, students' awareness of recreation services declined by 8 percentage points.

More specifically, in 2010/11:

➢ A large percentage of respondents reported awareness of library services (96%), cafeteria and other food services (96%), web based services (94%), and the bookstore (91%).

➢ Approximately four-fifths of respondents were aware of registration services (84%), health services (82%), and the learning assistance centre (81%).

➢ Roughly three-quarters of respondents were aware of counseling services (76%), a figure that was down slightly from 2009/10 (79%).

- ➤ Over one-half of all respondents were aware of the Aboriginal activity centre (57%).
- ➤ Less than one-half of all respondents (39%) were aware of the student employment centre services.
- ➤ Roughly 40% of all Wascana respondents were aware of student disability services, a slight increase from 2009/10 (37%).

Table 27: Awareness of SIAST Services: Wascana Campus

Type of Service	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Library	507	95.1%	231	90.9%	538	95.9%	595	95.8%
Cafeteria and Other Food Services	507	95.1%	237	93.3%	524	93.4%	594	95.5%
Web Based Services	448	84.1%	215	84.6%	521	92.9%	582	93.9%
Bookstore	495	92.9%	204	80.3%	497	88.6%	567	91.3%
Registration Services	461	86.5%	179	70.5%	487	86.8%	521	84.0%
Health Services	426	79.9%	209	82.3%	496	88.4%	512	82.3%
Learning Assistance Centre	424	79.5%	199	78.3%	479	85.4%	507	81.6%
Counseling	406	76.2%	189	74.4%	441	78.6%	470	75.7%
Recreation Services	396	74.3%	190	74.8%	430	76.6%	396	65.9%
Aboriginal Activity Centre	295	55.3%	116	45.7%	332	59.2%	352	56.7%
Disability Services					209	37.3%	230	40.3%
Student Employment Centre	218	40.9%	92	36.2%	240	42.8%	241	38.9%

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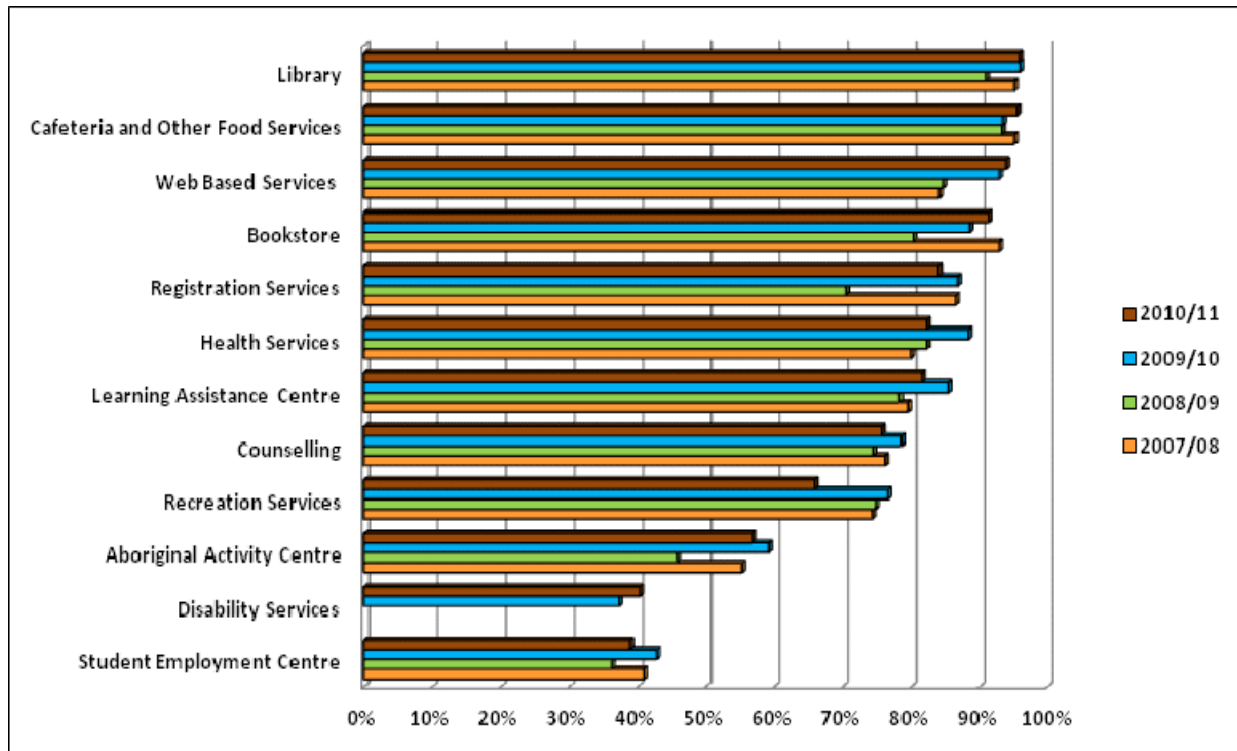
7.1.2.4 Woodland Campus

Woodland campus respondents reported a slight decrease in student awareness for most services since 2009/10. The largest decreases came in health services (down 27 percentage points), and the Aboriginal activity centre (down 19 percentage points, see table 28 and figure 31). The former decrease marks a significant decline from 2007/08 as well.

We also found that:

➢ Respondents were most aware of the cafeteria and other food services (95%), library (94%), bookstore (91%), web based services (88%), and registration services (88%). All of these percentages, however, were down slightly from 2009/10.

➢ Roughly four-fifths of respondents were aware of the learning assistance centre (81%) and recreation services (79%).

➢ Approximately two-thirds of all the respondents at Woodland campus were aware of the student employment centre (64%). This figure was up slightly from what was witnessed in 2009/10 (62%).

➢ Forty-one percent of all 2010/11 respondents at Woodland indicated they were aware of SIAST's disability services.

Table 28: Awareness of SIAST Services: Woodland Campus

Type of Service	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Cafeteria and Other Food Services	203	98.5%	63	98.4%	218	96.5%	314	95.4%
Library	200	97.1%	63	98.4%	221	97.8%	307	93.6%
Bookstore	189	91.7%	61	95.3%	218	96.5%	300	91.2%
Web Based Services	177	85.9%	58	90.6%	212	93.8%	289	88.1%
Registration Services	177	85.9%	58	90.6%	211	93.4%	289	87.8%
Learning Assistance Centre	183	88.8%	58	90.6%	191	84.9%	264	80.5%
Recreation Services	182	88.3%	60	93.8%	198	87.6%	257	78.8%
Counseling	171	83.0%	54	84.4%	182	80.5%	238	72.8%
Student Employment Centre	112	54.4%	37	57.8%	139	61.5%	207	63.9%
Aboriginal Activity Centre	132	64.1%	46	71.9%	183	81.0%	202	61.8%
Health Services	159	77.2%	55	85.8%	202	89.4%	199	61.8%
Disability Services					98	43.6%	133	41.0%

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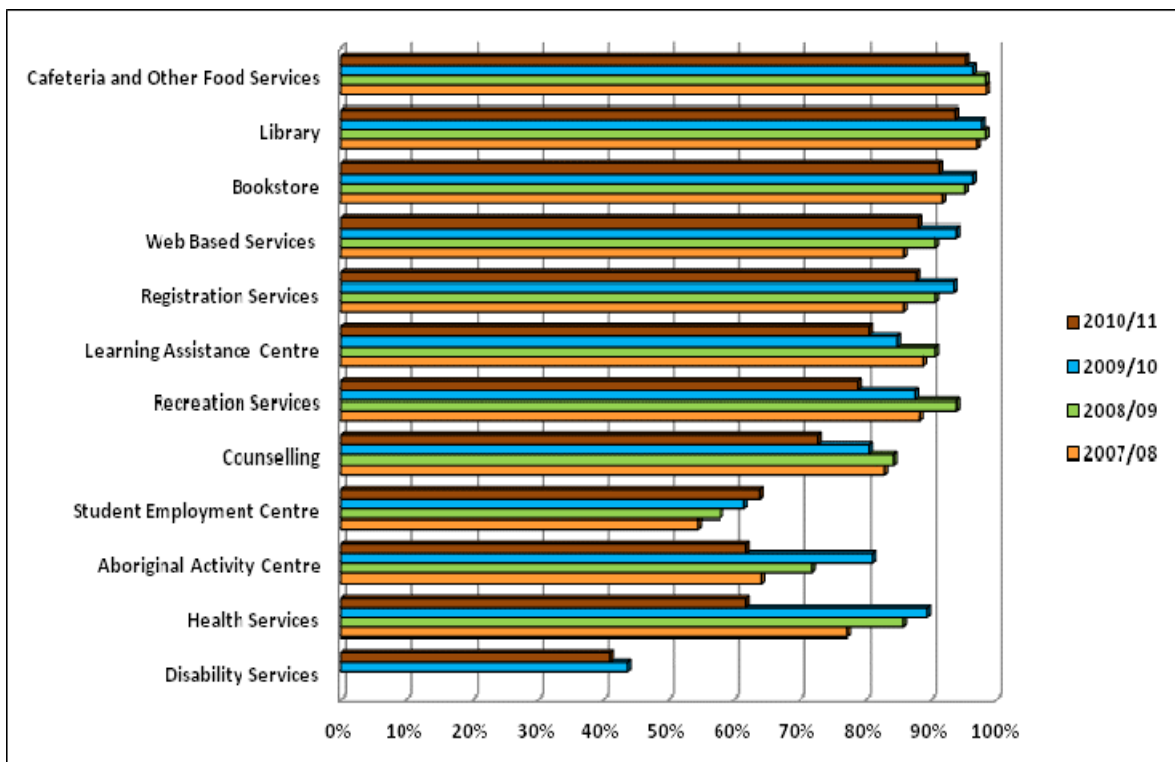
7.2   Use of SIAST Services

Only those respondents who indicated they were aware of SIAST service(s) were asked to indicate whether they had utilized those services at their respective SIAST campuses. The results are summarized below by SIAST overall and by individual campuses. Tables and figures are ordered by services that had the highest usage levels in 2010/11 to those that had the lowest levels.

7.2.1   SIAST Overall

Overall, the 2010/11 survey revealed slight decreases in respondents' use of most SIAST services (table 29, figure 32). In fact, one of the few services to experience an increase in reported use since 2009/10 was the student employment centre (up 3 percentage points). Registration services, conversely, experienced the largest decrease (down 6 percentage points).

More specifically, in 2009/10:
- ➢ The vast majority of respondents used the services of the bookstores (92%), cafeteria and other services (91%) and web-based services (87%).
- ➢ Roughly four-fifths of respondents' utilized registration services (84%) and the services provided by the library (77%).
- ➢ Slightly less than one-half of respondents used by health services (47%) and recreation services (45%).
- ➢ Roughly one-third of respondents utilized the services provided by the learning assistance centres (33%).
- ➢ Less than one-fourth of all students who were aware of student employment centre services (20%), counseling services (20%), and Aboriginal activity centres (14%) and disability services (13%) used these services in 2010/11.

Table 29: Use of SIAST Services: SIAST Overall

Type of Service	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Bookstore	1,814	95.1%	776	92.7%	2,069	94.2%	1,898	91.5%
Cafeteria and Other Services	1,911	94.6%	818	90.6%	2,106	92.2%	2,024	91.2%
Web Based Services	1,507	86.5%	780	91.2%	1,934	88.0%	1,820	86.9%
Registration Services	1,613	91.3%	705	90.5%	1,889	90.0%	1,634	83.7%
Library	1,588	80.6%	715	80.2%	1,846	80.8%	1,662	76.8%
Health Services	707	45.2%	368	51.2%	1,029	51.8%	808	46.5%
Recreation Services	848	52.0%	380	51.3%	896	47.3%	794	44.5%
Learning Assistance Centre	408	25.2%	200	26.8%	514	26.2%	614	32.6%
Student Employment Centre	293	27.6%	63	14.4%	217	17.0%	267	20.4%
Counseling	286	18.6%	155	22.5%	337	18.2%	345	19.8%
Aboriginal Activity Centre	121	11.1%	54	11.5%	207	15.5%	176	14.2%
Disability Services					106	12.0%	121	13.0%

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

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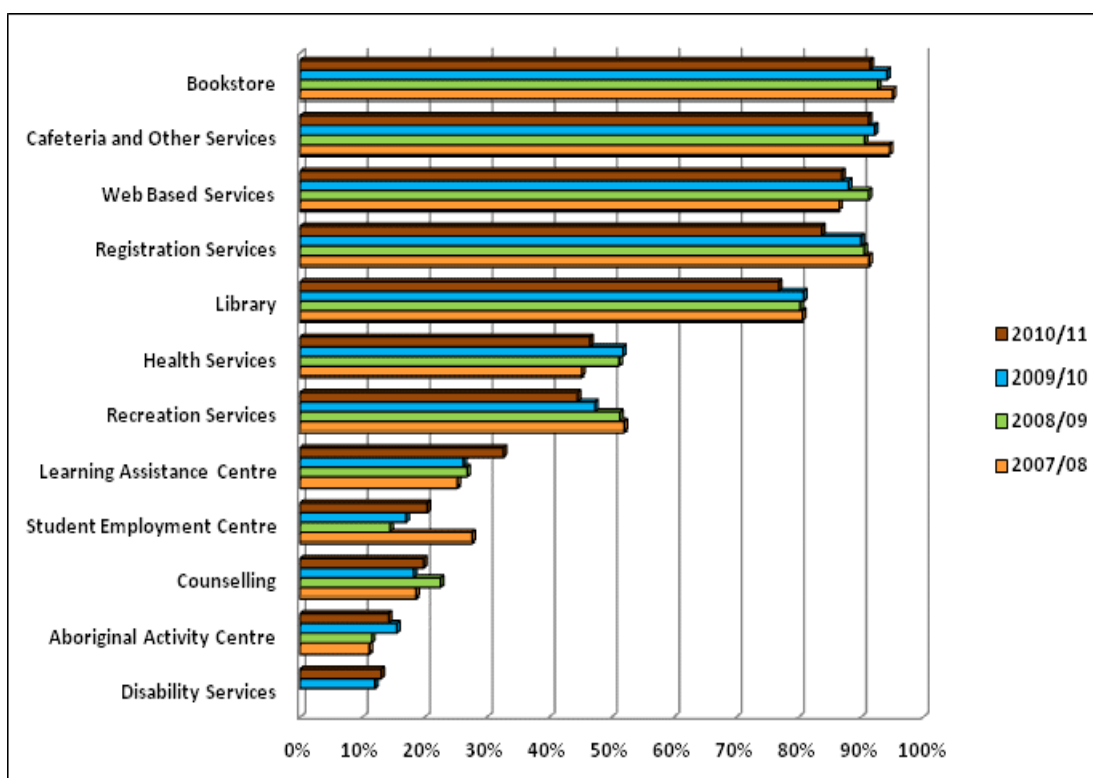
7.2.2 By Campus

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

7.2.2.1 Kelsey Campus

Most of the services offered at Kelsey campus experienced a decrease in use since 2009/10. The most notable decrease came in health services, as this percentage dropped by 10 points in the last year. Use of the student employment centre, on the other hand, increased by 8 percentage points.

More specifically, in 2010/11:
- The largest numbers of respondents used the services offered by cafeteria and other food services (92%) and the bookstore (88%).
- Over four-fifths of respondents used web based services (85%) as well as registration services (81%).
- Roughly three-quarters (73%) of respondents used the services offered by the library.
- Roughly two-fifths of respondents utilized recreation services (42%) and health services (40%).
- Less than one-quarter of respondents used the services offered by the learning assistance centre (24%) and student employment centre (16%).
- Roughly one-tenth of all respondents used the services offered by disability services (11%) and the Aboriginal activity centre (10%).

Table 30: Use of SIAST Services: Kelsey Campus

Type of Service	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Cafeteria and Other Food Services	754	96%	334	88%	904	90.9%	855	91.9%
Bookstore	711	97%	326	93%	890	93.8%	739	88.0%
Web Based Services	587	87%	337	92%	825	87.0%	737	84.5%
Registration Services	630	94%	300	90%	813	89.3%	640	80.5%
Library	601	79%	288	77%	786	79.2%	648	72.7%
Recreation Services	327	51%	150	48%	360	43.5%	314	42.3%
Health Services	264	45%	162	53%	429	50.8%	285	40.4%
Learning Assistance Centre	135	17%	60	21%	157	19.2%	190	24.4%
Counseling	97	18%	63	23%	121	15.7%	128	18.0%
Student Employment Centre	50	13%	18	9%	42	7.7%	93	16.0%
Disability Services					37	9.1%	44	10.9%
Aboriginal Activity Centre	55	12%	13	6%	45	7.2%	52	9.5%

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

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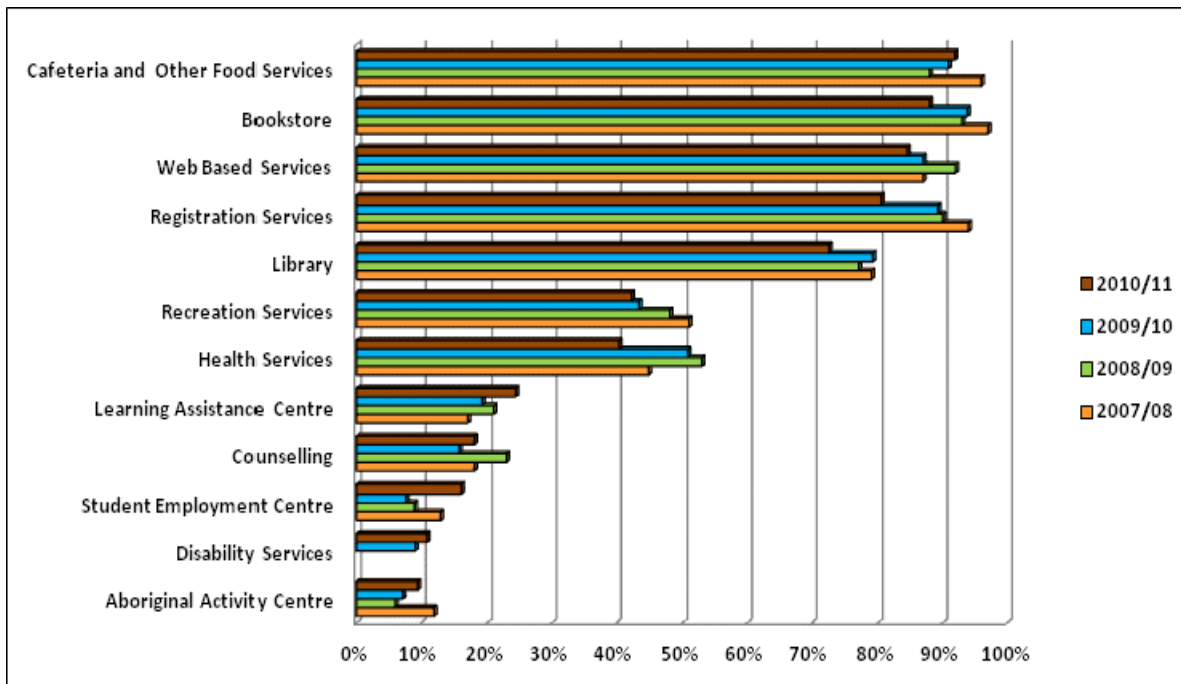
7.2.2.2 Palliser Campus

Usage rates reported by students at Palliser campus in 2010/11 were consistent with what was witnessed in 2009/10. There were several exceptions, however. For instance, students were much more likely to report that they used the learning assistance centre (49%, versus 33% in 2009/10).

In addition:

➢ The majority of respondents used the services offered by the bookstore (94%), registration services (91%) and the cafeteria and other food services (91%).

➢ Approximately four-fifths of respondents used the services offered by web based services (87%).

➢ Roughly two-thirds of respondents utilized library services (67%), while close to sixty percent used recreation services (55%).

➢ Less than one-half of respondents used the services of the learning assistance centre (49%), student employment centre (38%), and health services (30%).

➢ Roughly one-fifth of respondents utilized the counseling services (22%) and disability services (15%).

➢ The Aboriginal activity centre experienced the lowest level of service usage by all Palliser respondents (6%).

Table 31: Use of SIAST Services: Palliser Campus

Type of Service	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Bookstore	462	95%	210	95%	499	93.8%	336	93.6%
Registration Services	417	91%	200	96%	437	89.0%	296	91.4%
Cafeteria and Other Food Services	491	94%	210	94%	509	92.7%	346	91.3%
Web Based Services	376	86%	204	95%	435	84.1%	304	86.6%
Library	375	75%	182	81%	374	70.2%	245	66.9%
Recreation Services	251	61%	104	59%	259	59.0%	166	55.1%
Learning Assistance Centre	117	28%	63	31%	157	33.1%	163	48.8%
Student Employment Centre	220	61%	29	27%	138	39.7%	95	38.2%
Health Services	178	45%	28	19%	136	31.0%	84	30.2%
Counseling	97	24%	37	21%	80	17.4%	67	22.1%
Disability Services					27	16.0%	20	15.2%
Aboriginal Activity Centre	9	5%	1	1%	15	7.6%	7	5.7%

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

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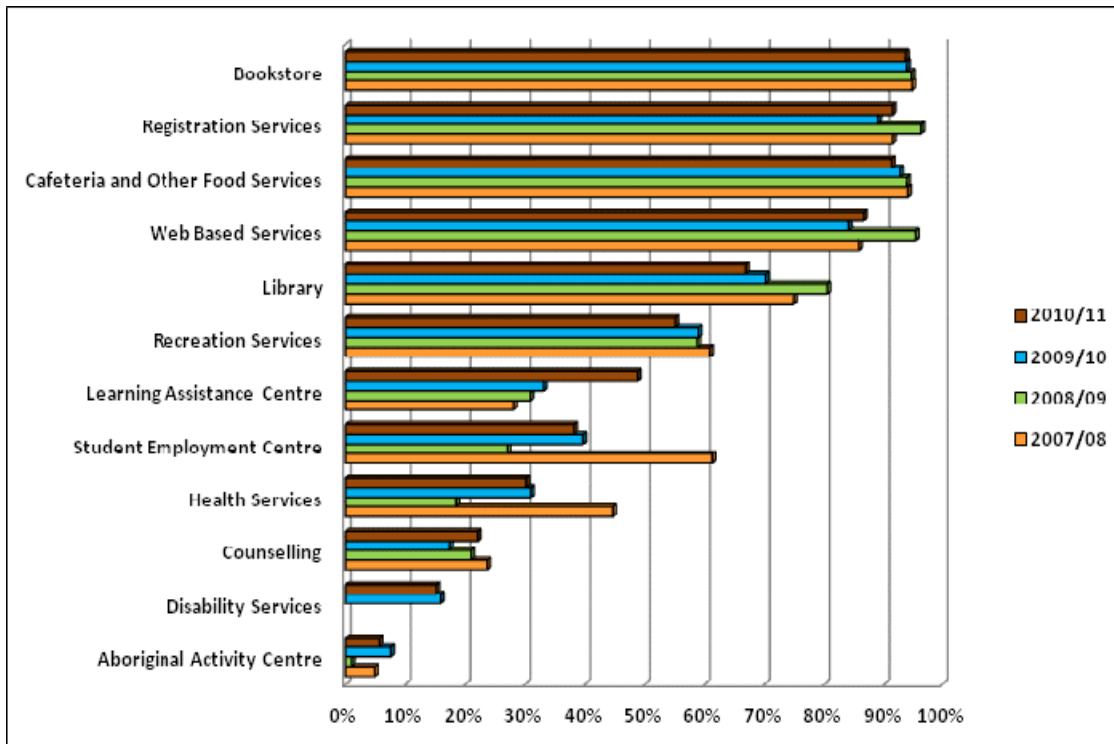
7.2.2.3 Wascana Campus

Respondents' use of student services at Wascana campus (table 32, figure 35) has been inconsisent over the past two surveys. In fact, some services, such as the library and registration services, experienced sginficant decreases over this period.

More specifically, in 2010/11:

➢ Highest use was reported for the services provided by the bookstore (94%), web based services (92%), cafeteria and other food services (89%), and library services (84%).

➢ Roughly two-thirds of respondents (70%) used the services provided by the health services centre.

➢ Roughly one-third of respondents took advantage of recreation services (34%) and the learning assistance centre (32%).

➢ Less than one-fifth of all respondents used counselling services (18%) and the Aboriginal activity centre (15%).

➢ Slightly more than one-tenth of all Wascana respondents used disability services (14%).

> ➢ The student employment centre had the lowest proportion of all
> students (7%) who reported use of such services at Wascana
> campus.

Table 32: Use of SIAST Services: Wascana Campus

Type of Service	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Bookstore	464	94%	180	89%	468	94.2%	534	94.3%
Web Based Services	393	88%	184	86%	483	92.7%	532	91.6%
Cafeteria and Other Food Services	471	93%	215	91%	483	92.2%	529	88.8%
Library	444	88%	190	82%	482	89.6%	502	84.2%
Registration Services	404	88%	154	86%	444	91.2%	427	80.1%
Health Services	195	46%	147	70%	341	68.8%	373	69.7%
Recreation Services	172	43%	88	46%	163	37.9%	158	34.3%
Learning Assistance Centre	102	24%	58	29%	136	28.4%	160	31.6%
Counseling	62	15%	38	20%	85	19.3%	84	17.7%
Aboriginal Activity Centre	25	9%	22	19%	59	17.8%	54	15.2%
Disability Services					26	12.4%	33	13.8%
Student Employment Centre	8	4%	10	11%	15	6.3%	18	7.0%

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

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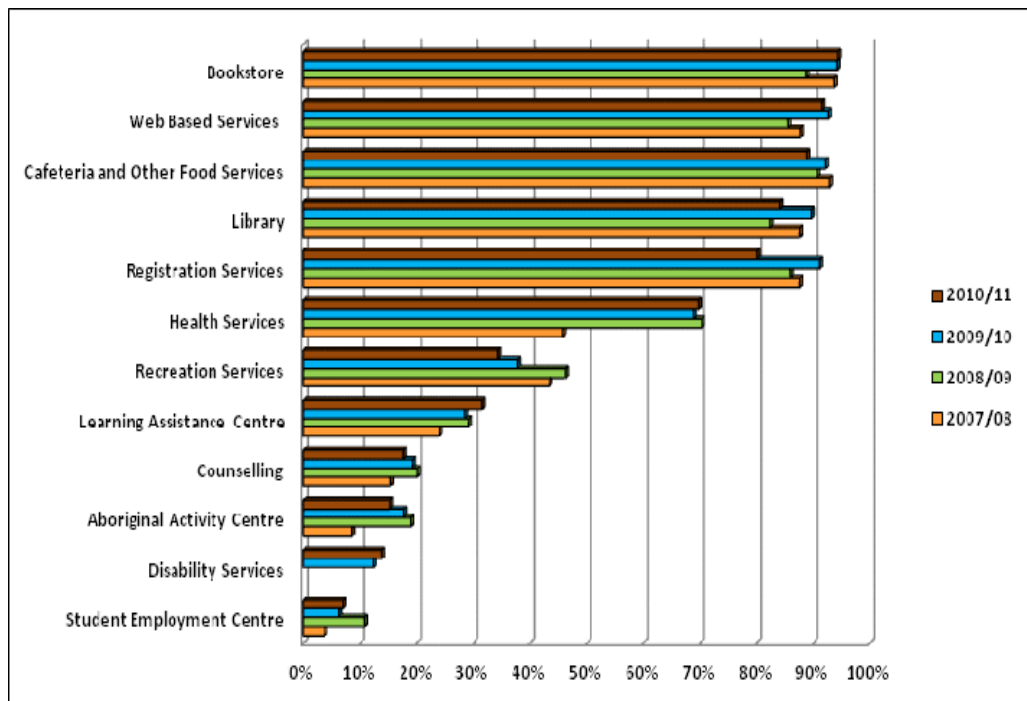
7.2.2.4 Woodland Campus

Service usage rates at Woodland campus changed considerably in 2010/11. For instance, use of health services dropped from 61% in 2009/10 to 30% in 2010/11 (table 33, figure 36). Conversely, use of the student employment centre increased from 16% in 2009/10 to 27% in 2010/11.

In particular, in 2010/11:

➢ The vast majority of Woodland respondents used the services of the cafeteria and other food services (94%), bookstore (94%), and registration services (90%).

➢ Approximately one-third of all Woodland respondents used the services of the learning assistance centre (38%) and health services (30%).

➢ Less than one-fifth of Woodland respondents used disability services (15%).

Table 33: Use of SIAST Services: Woodland Campus

Type of Service	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Cafeteria and Other Food Services	195	96%	59	94%	210	96.3%	294	93.6%
Bookstore	177	94%	60	98%	212	97.2%	289	93.5%
Registration Services	162	92%	51	88%	195	92.4%	271	90.3%
Library	168	84%	55	87%	204	92.3%	267	86.1%
Web Based Services	151	85%	55	95%	191	90.1%	247	84.9%
Recreation Services	98	54%	38	63%	114	57.6%	156	55.7%
Learning Assistance Centre	54	30%	19	33%	64	33.5%	101	38.4%
Health Services	71	45%	31	56%	123	60.9%	66	30.3%
Aboriginal Activity Centre	32	24%	18	39%	88	48.1%	63	29.7%
Student Employment Centre	15	13%	6	16%	22	15.8%	61	27.1%
Counseling	30	18%	17	32%	51	28.0%	66	26.1%
Disability Services					16	16.3%	24	15.2%

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

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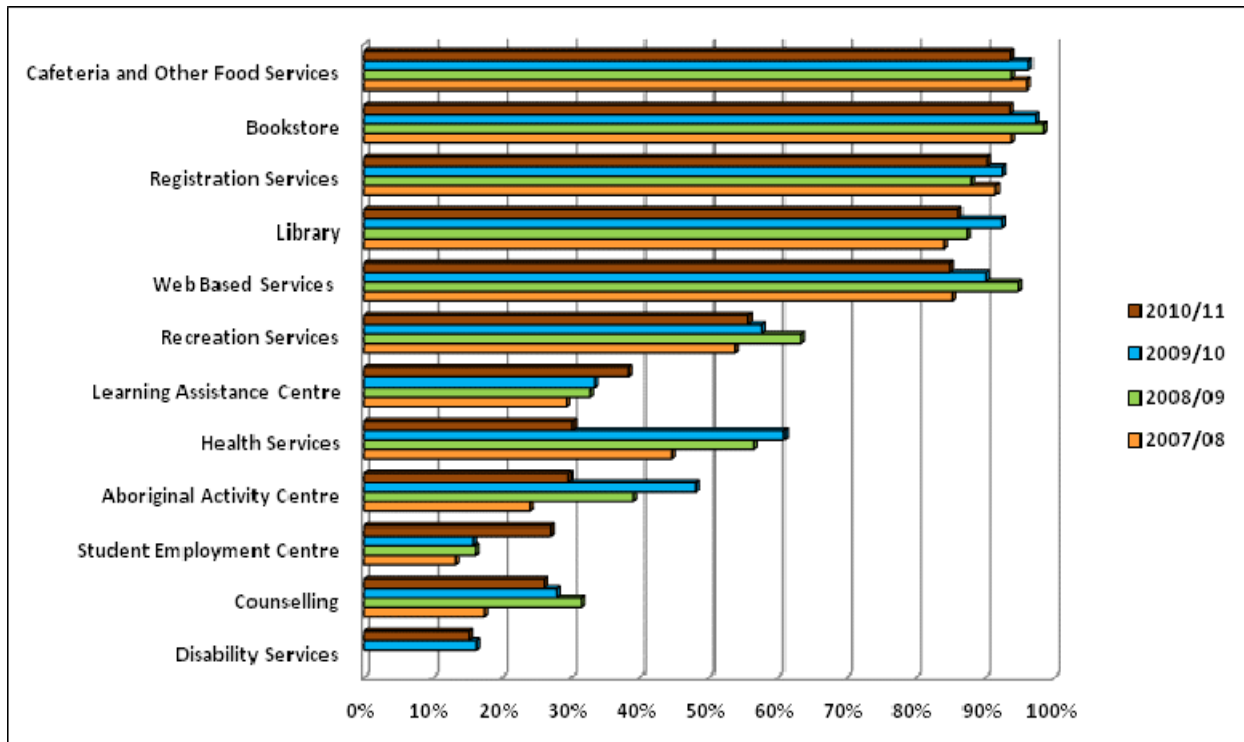
7.3   Satisfaction with SIAST Services

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

7.3.1.1 SIAST Overall

Of the 2010/11 respondents who used the learning assistance services, 91% indicated they had been satisfied with the services received (table 34, figure 37). This represents a 4% increase from the previous year's results (87%).

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

Response	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Strongly Agree	135	33%	59	30%	156	30%	207	34%
Agree	230	56%	121	61%	295	57%	351	57%
Disagree	32	8%	16	8%	47	9%	45	7%
Strongly Disagree	12	3%	4	2%	16	3%	8	1%

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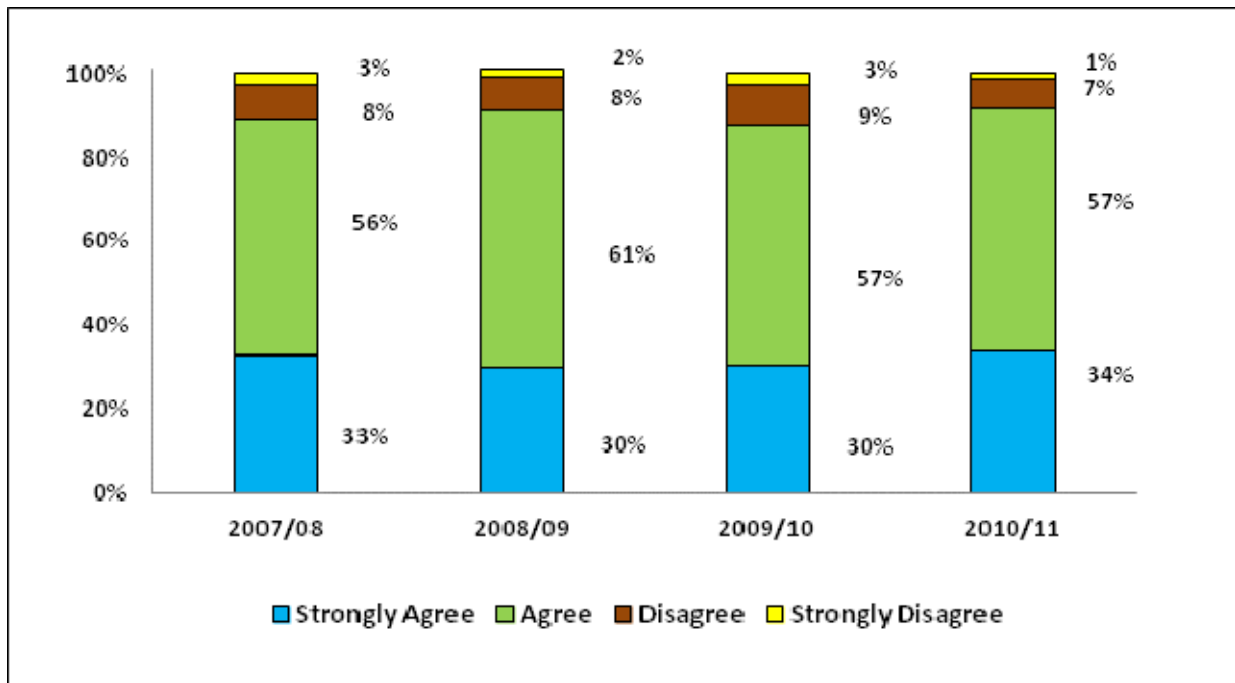
7.3.1.2 By Campus

Figure 38 illustrates the levels of agreement for students' satisfaction from utilizing the services of the learning assistance centres by campus. All four campuses received similar results; though Kelsey received the highest marks from students (92% of students indicated that they were satisfied). The three other campuses analyzed had satisfaction rates of 91%.

Three campuses experienced increases from 2009/10. Palliser's improvement was the most impressive, as its satisfaction rate increase by 8 percentage points. By contrast, reported satisfaction at Woodland campus decreased by 6 percentage points.

Figure 38: Satisfaction with Learning Assistance Centres Services: By Campus

Kelsey Campus

Wascana Campus

Palliser Campus

Woodland Campus
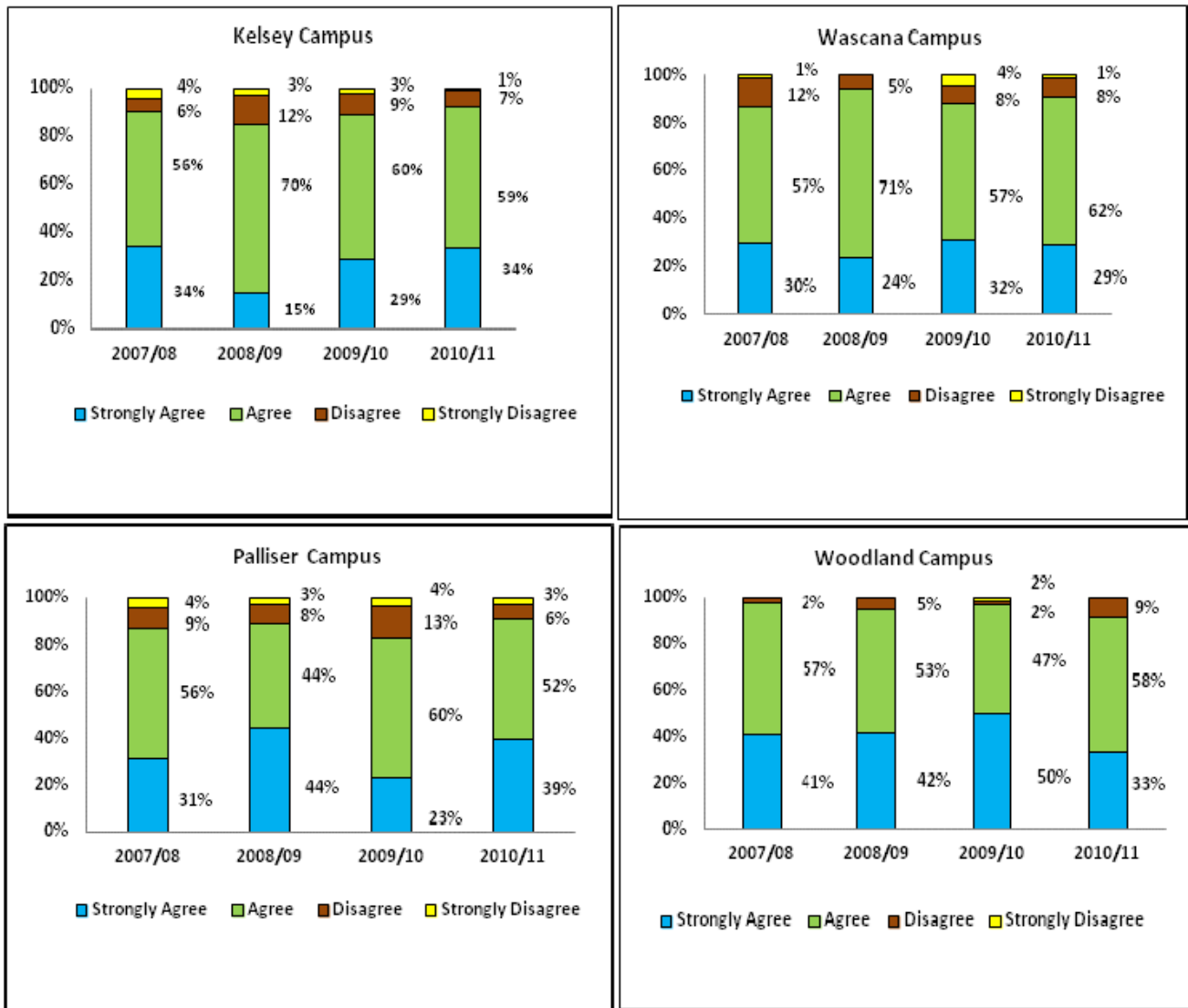
7.3.2 Counseling Services

7.3.2.1 SIAST Overall

Among those respondents that utilized the counseling services, 92% were satisfied with the services they received, an increase of 2 percentage points since 2009/10 (table 35, figure 39).

Table 35: Satisfaction with Counseling Services: SIAST Overall

Response	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Strongly Agree	123	43%	41	27%	138	41%	165	49%
Agree	124	43%	93	60%	166	49%	142	43%
Disagree	30	10%	18	12%	24	7%	19	6%
Strongly Disagree	10	3%	3	2%	9	3%	8	2%

Figure 39: Satisfaction with Counseling Services: SIAST Overall
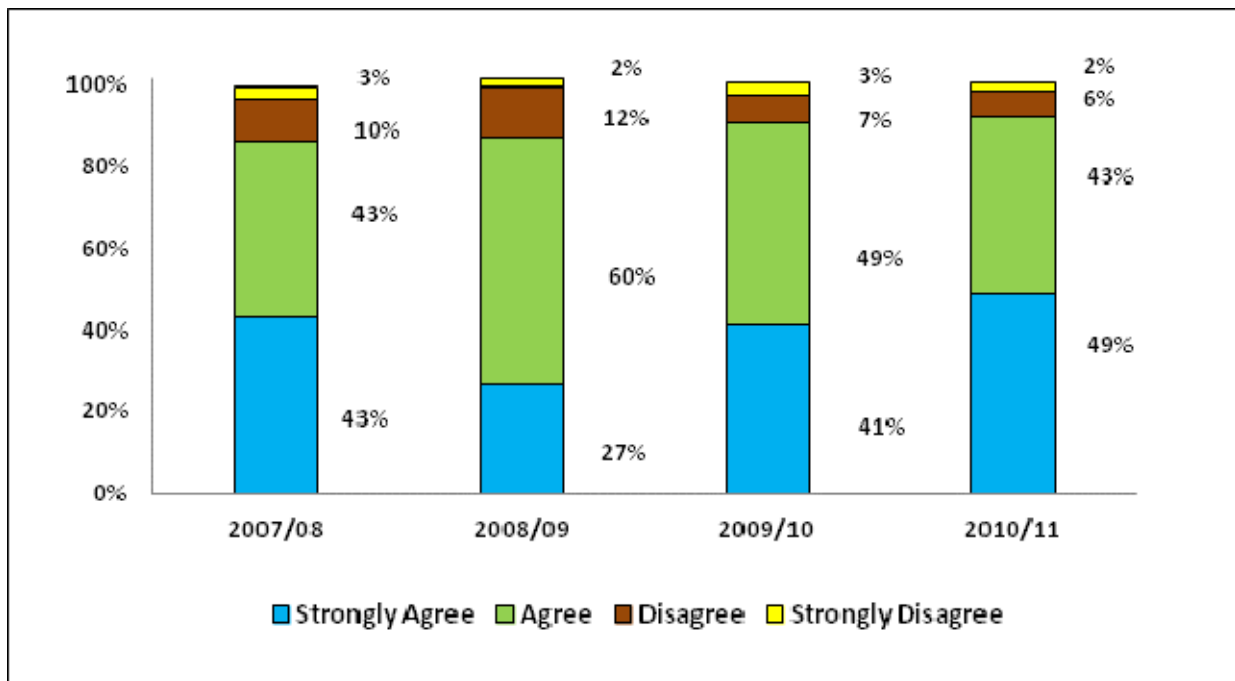
7.3.2.2 By Campus

Figure 40 illustrates the levels of student satisfaction from utilizing counseling services at each campus. Students at Palliser campus reported the highest level of satisfaction with the campus counseling

centre (96%). This marked a roughly 10 percentage point increase from 2009/10.

Kelsey and Woodland campuses closely followed Palliser, with a satisfaction rate of 93% and 92% respectively. Wascana was the only campus to report a decline in counseling services (88%), a decrease of 4% from 2009/10.

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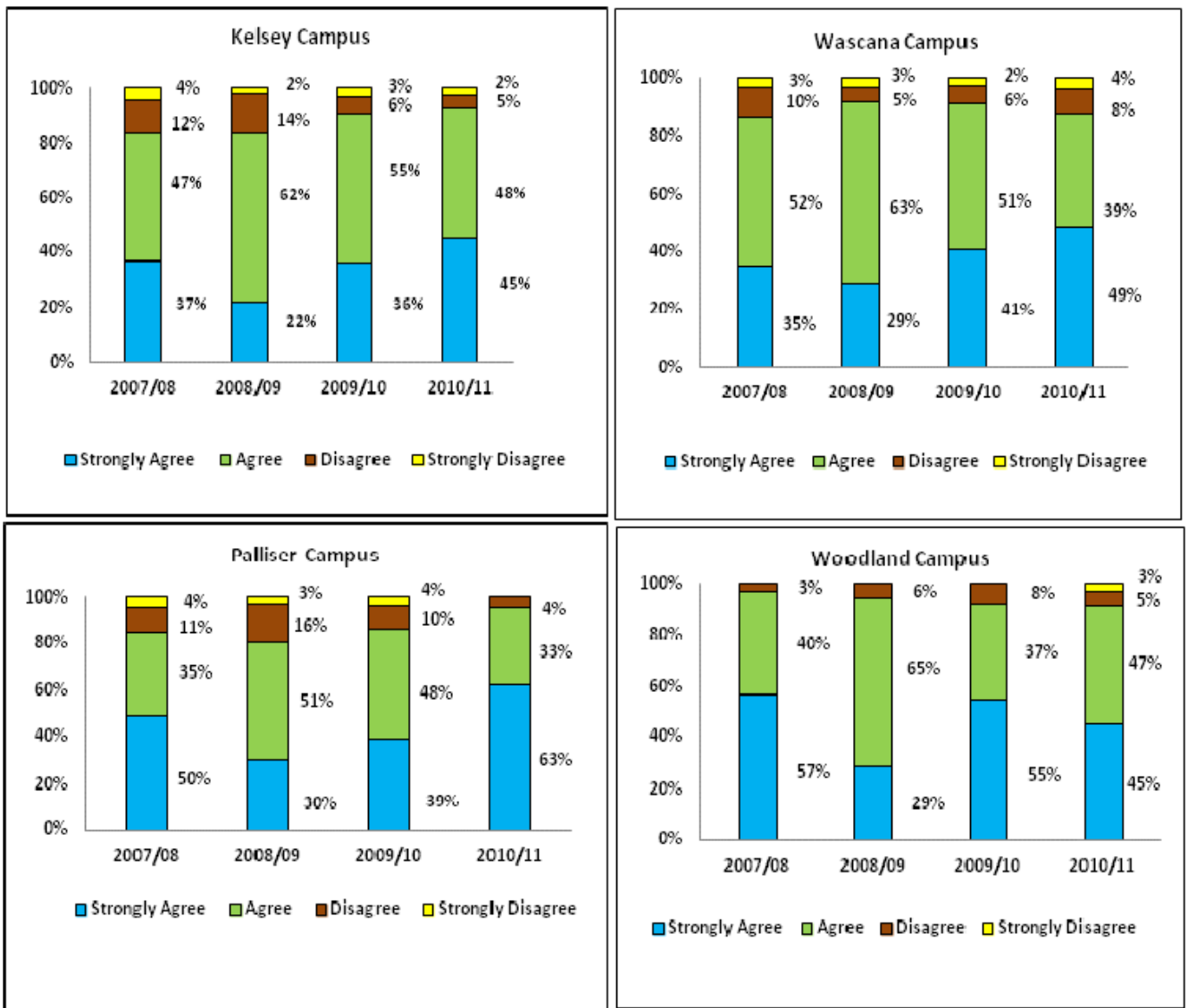
7.3.3 Student Employment Centres

7.3.3.1 SIAST Overall

As shown in table 36 and figure 41, of those respondents that reported they had used SIAST's student employment centre services, a vast majority indicated that were satisfied with the services they had received (93%). This represents a five percentage point increase from 2009/10.

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

Response	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Strongly Agree	83	28%	14	22%	65	30%	80	33%
Agree	178	61%	40	64%	126	58%	144	60%
Disagree	24	8%	3	5%	20	9%	12	5%
Strongly Disagree	9	3%	6	10%	6	3%	4	2%

Figure 41: Satisfaction with Student Employment Centres Services: SIAST Overall
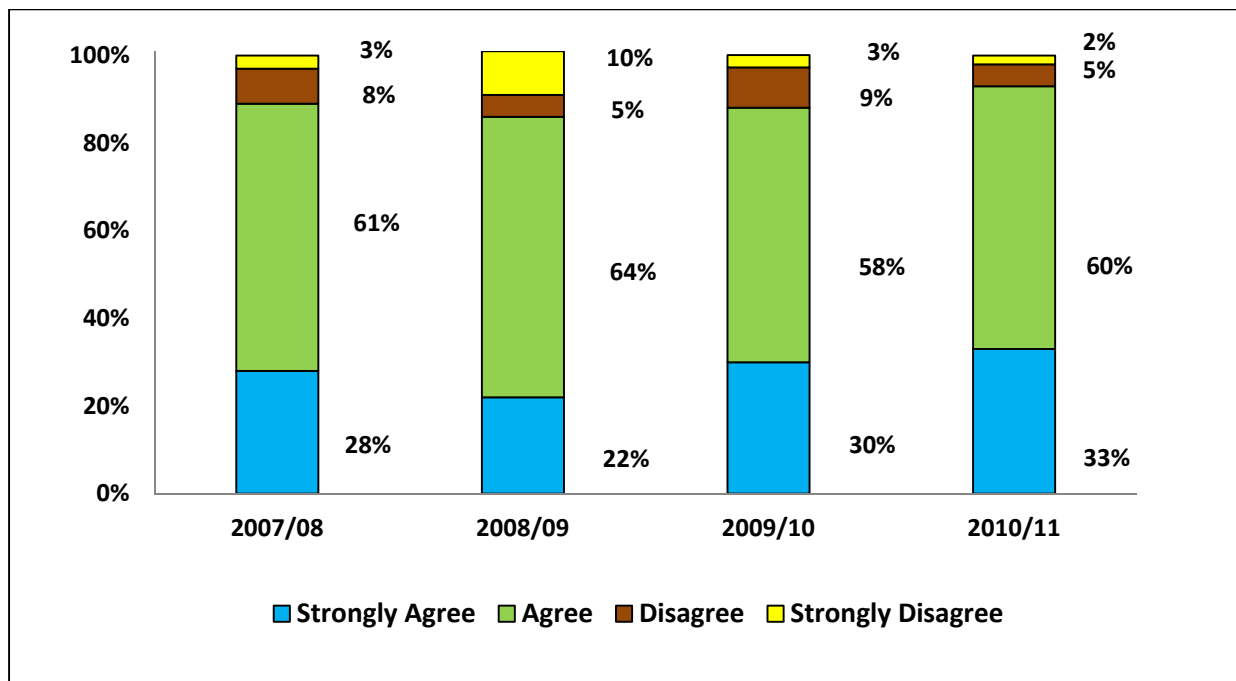
7.3.3.2 By Campus

Figure 42 illustrates, by campus, the levels of student satisfaction with the student employment centre services received in 2009/10. Over 90

percent of respondents at each campus indicated that they were satisfied with this service. In addition, satisfaction rates at all four campuses increased from the previous year.

Kelsey campus had the highest satisfaction rate at 95%, while Palliser had the lowest at 91%. This still marked a healthy increase from 2009/10 (86%).

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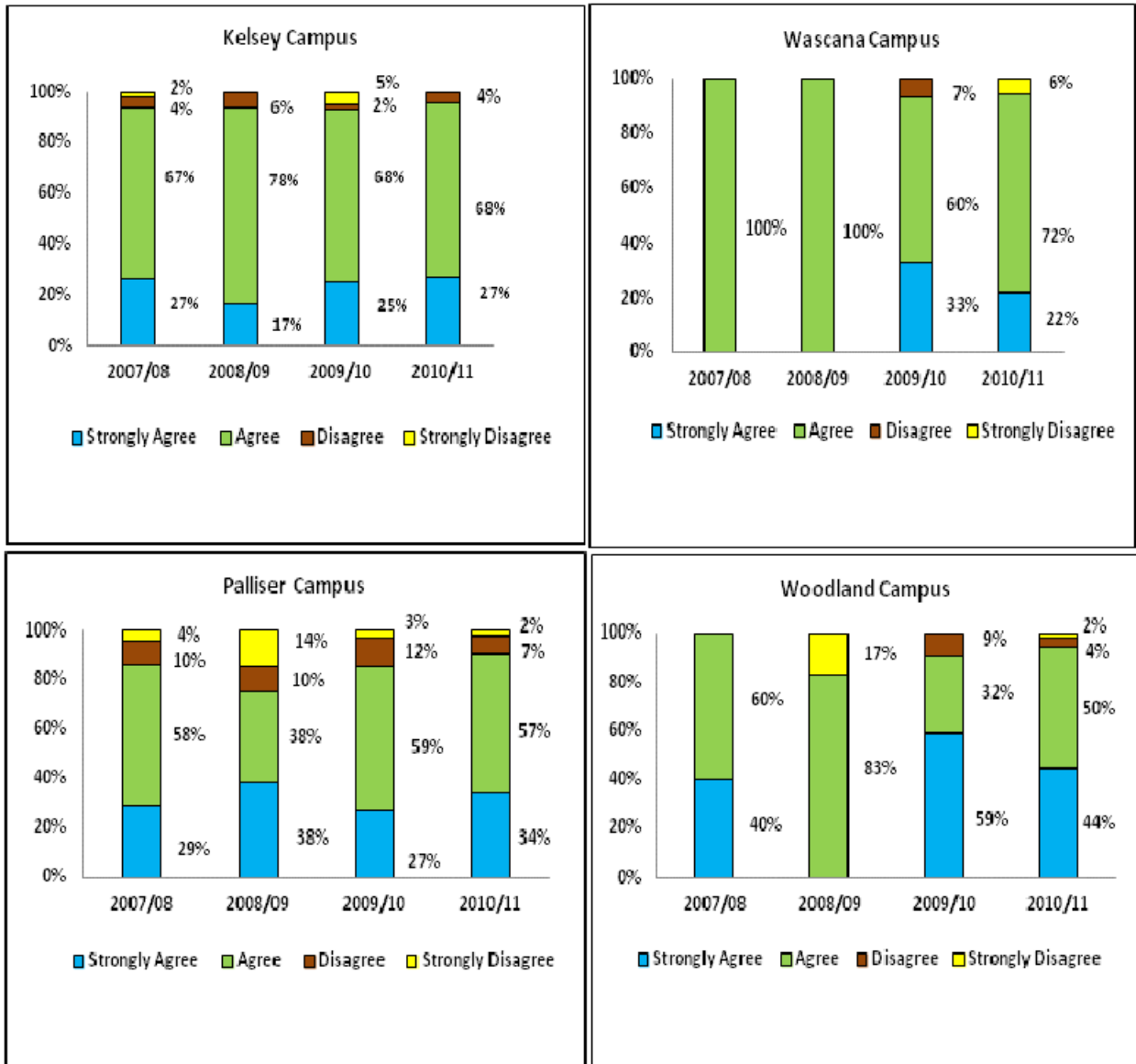
7.3.4　Bookstores

7.3.4.1　SIAST Overall

As illustrated in table 37 and figure 43, 93% of respondents who used the services offered by the campus bookstores were satisfied with those services, a figure that is identical to what was witnessed in 2009/10.

Table 37: Satisfaction with Bookstore Services: SIAST Overall

Response	2007/08		2008/09		2009/10		2010/11	
	#	%	#	#	#	%	#	%
Strongly Agree	485	27%	154	20%	722	35%	626	33%
Agree	1,068	59%	536	69%	1,204	58%	1,129	60%
Disagree	203	11%	75	10%	119	6%	114	6%
Strongly Disagree	58	3%	12	2%	24	1%	21	1%

Figure 43:　Satisfaction with Bookstore Services
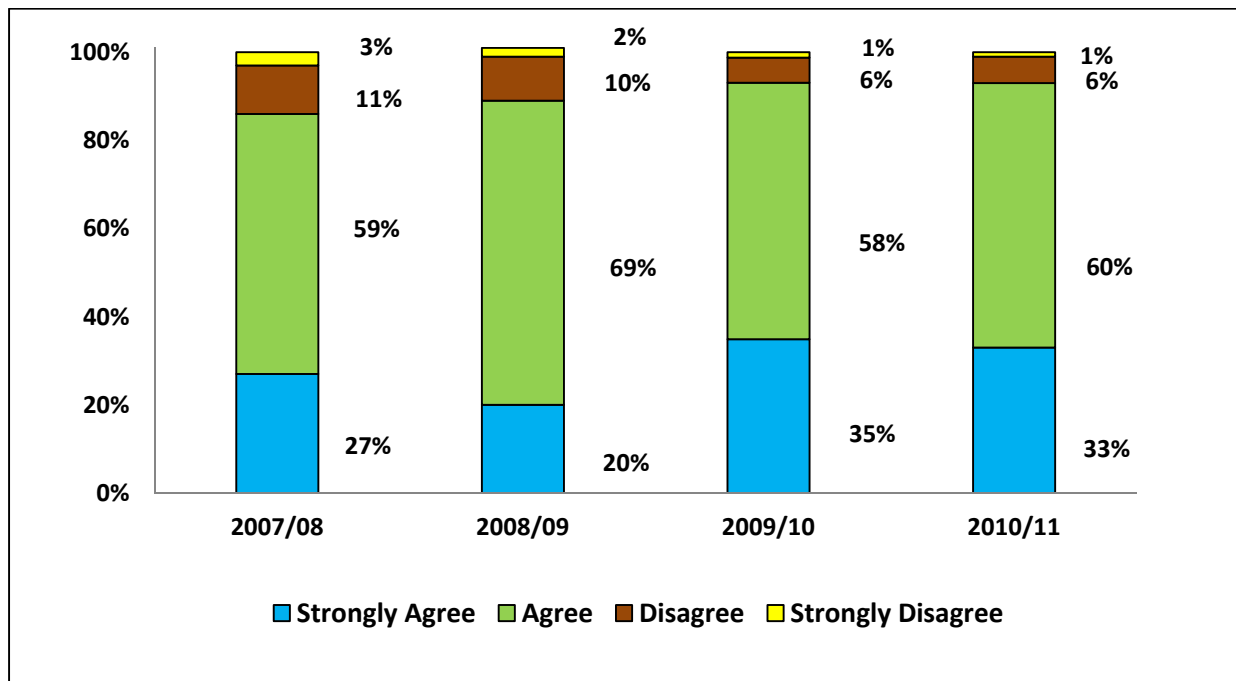
7.3.4.2 By Campus

Figure 44 illustrates a campus breakdown of respondents' satisfaction with the services provided by the bookstore. The majority of students who used the bookstore services at each campus reported satisfaction with the use of book service, with Woodland having the highest proportion of satisfied students (96%), followed closely by Palliser (95%), Kelsey (92%), and Wascana (91%).

Although the satisfaction levels for all campuses increased overall since 2007/08, Kelsey (up 11 percentage points) and Wascana (up 9 percentage points) experienced the largest increases in student satisfaction.

Figure 44: Satisfaction with Bookstore Services, by Campus
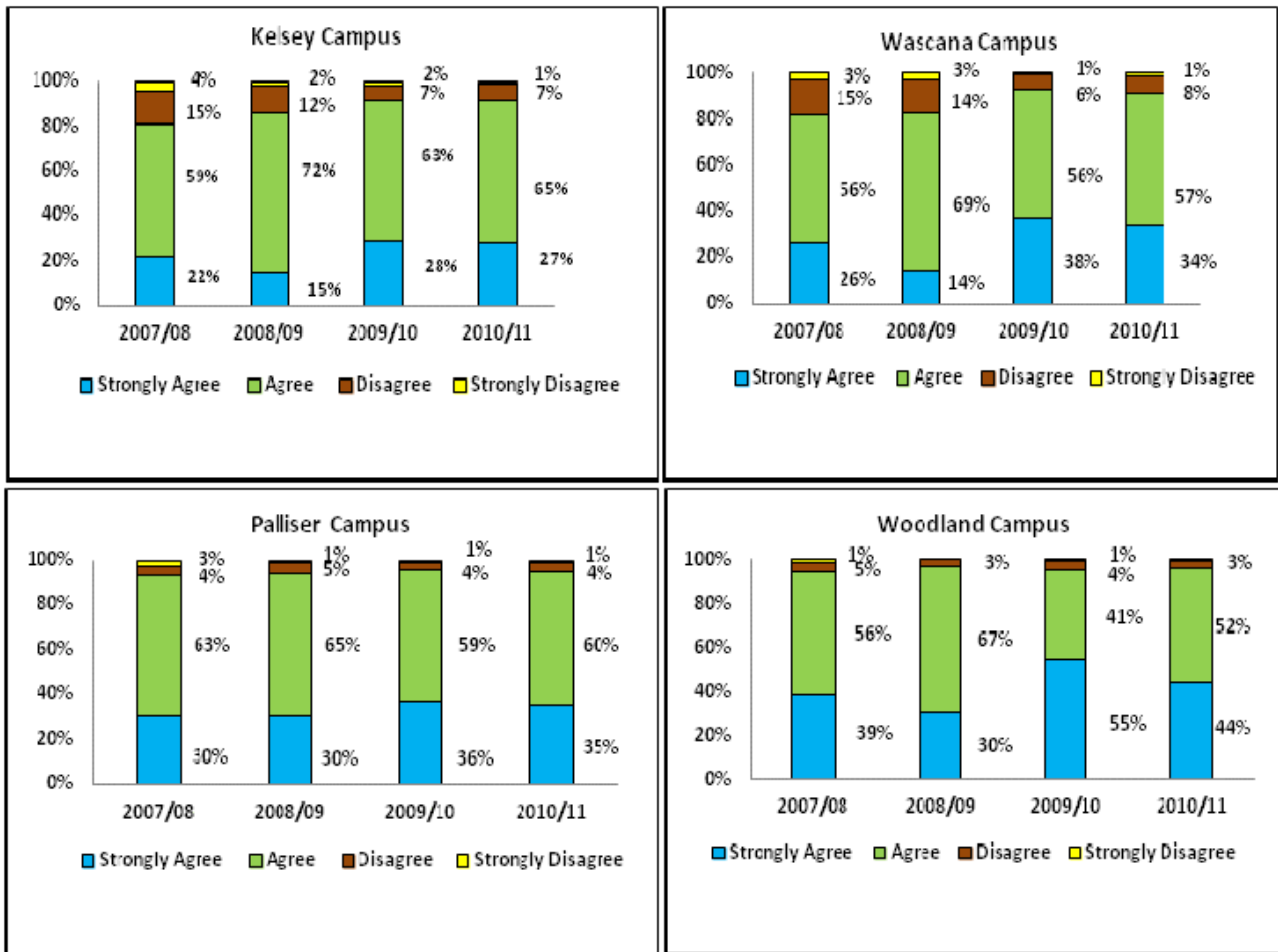
7.3.5   Registration Services

7.3.5.1 SIAST Overall

Once again, 92% of respondents who used registration services in 2010/11 agreed that they were satisfied with the services provided. Interestingly, this figure is basically identical to what was witnessed in the previous three surveys (table 38, figure 45).

Table 38: Satisfaction with Registration Services: SIAST Overall

Response	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Strongly Agree	508	31%	156	22%	621	33%	533	33%
Agree	976	61%	490	70%	1,112	59%	966	59%
Disagree	98	6%	44	6%	127	7%	95	6%
Strongly Disagree	31	2%	15	2%	29	2%	31	2%

Figure 45: Satisfaction with Registration Services: SIAST Overall
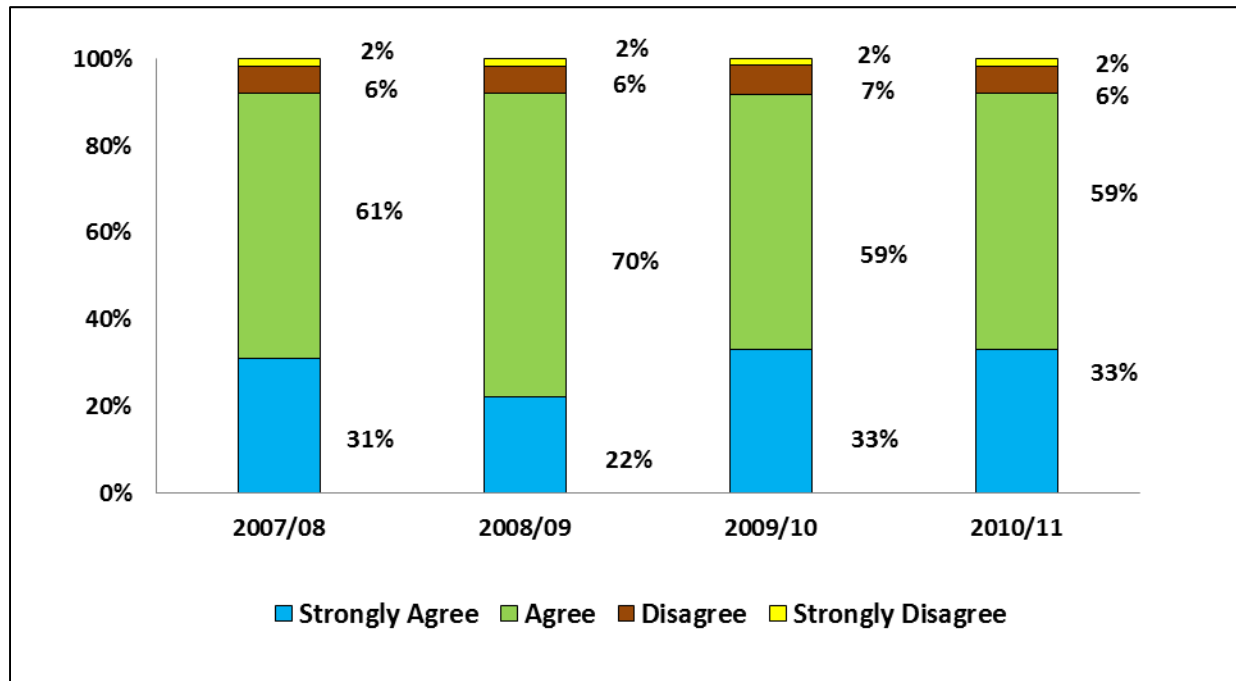
7.3.5.2 By Campus

Figure 46 illustrates the satisfaction with registration services at each campus. Impressively, 97 percent of the respondents from Palliser agreed they were satisfied with registration services.

The majority of respondents at Wascana (93%) and Kelsey (91%) indicated they were satisfied with these services, followed by Woodland campus where 90% of respondents were satisfied. The results at each campus were fairly consistent with the results of previous years.

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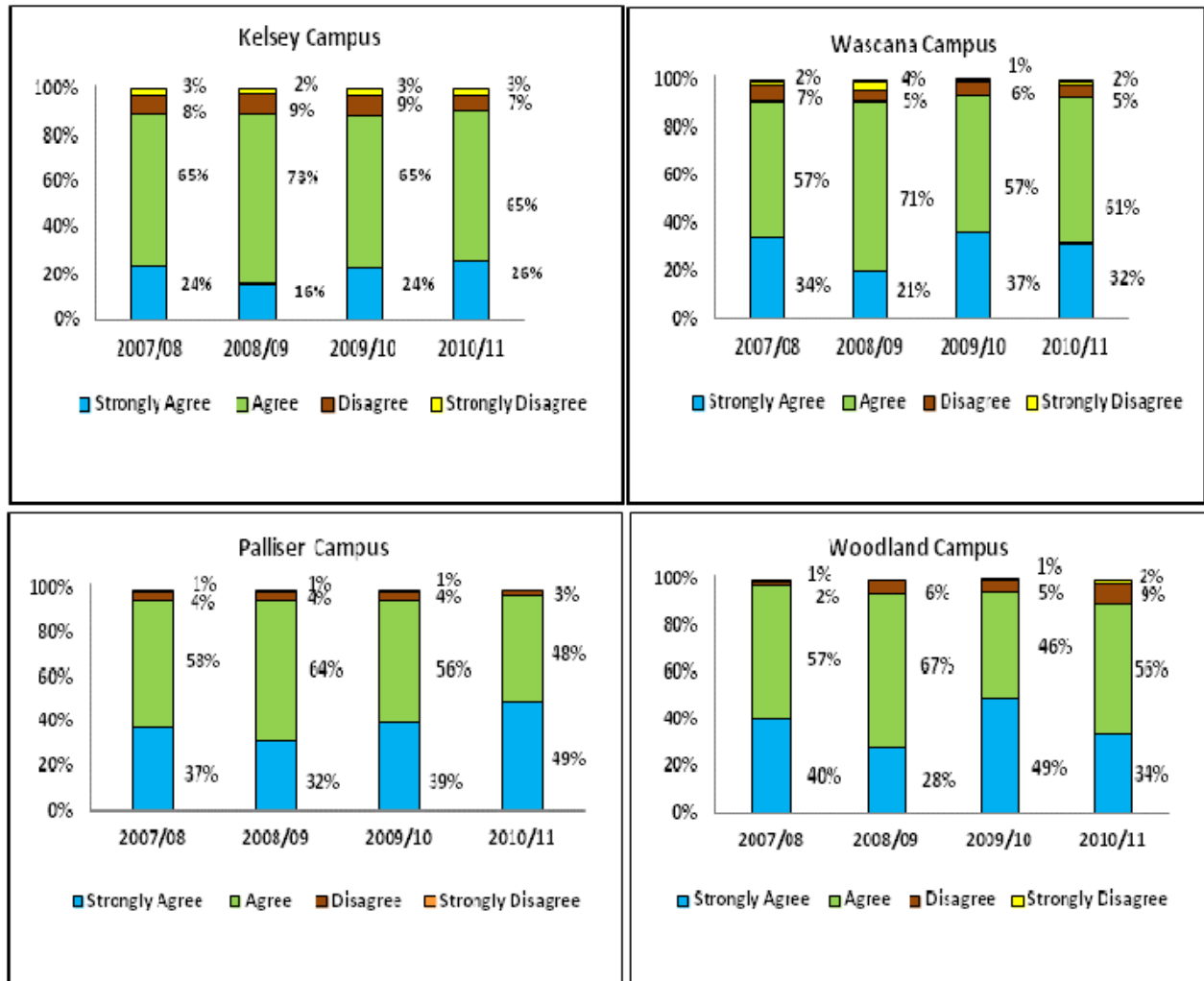
7.3.6 Cafeterias and Other Food Services

7.3.6.1 SIAST Overall

Of the students who used SIAST's cafeteria and other food services in 2010/11, approximately three-quarters (73%) indicated they were satisfied with the services, a 3 point decline since 2009/10 (table 39, figure 47).

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

Response	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Strongly Agree	531	28%	144	18%	563	27%	526	26%
Agree	970	51%	447	55%	1,038	49%	956	47%
Disagree	287	15%	136	17%	333	16%	349	17%
Strongly Disagree	123	6%	91	11%	172	8%	188	9%

Figure 47: Satisfaction with Cafeterias and Other Food Services: SIAST Overall
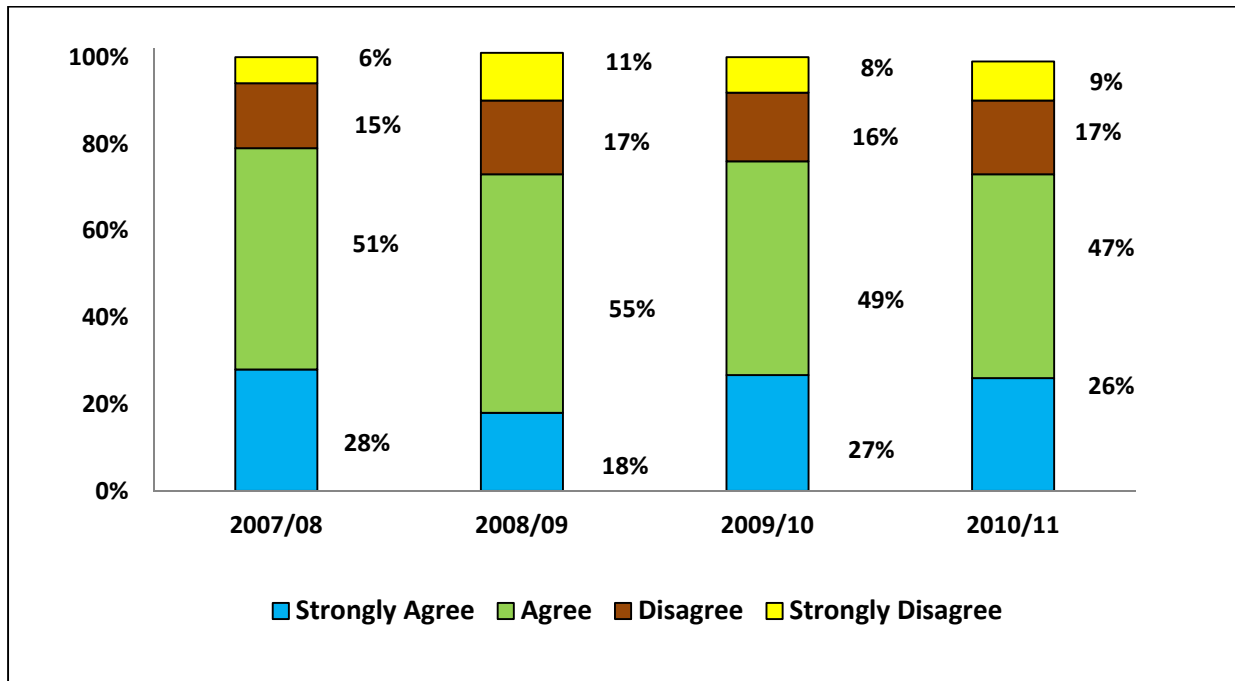
7.3.6.2 By Campus

Figure 48 shows student satisfaction with cafeteria and other food services by campus and indicates that results were drastically different at each campus. For instance, while 86% of respondents from Kelsey

campus were satisfied with the services provided by the cafeteria and other food services, just 55% of respondents from Wascana reported being satisfied.

Like Kelsey, students at Woodland were generally satisfied (84%). The same could not be said, however, of Palliser. Just 60% of these respondents reported that they were satisfied with the services provided by the cafeteria and other food services.

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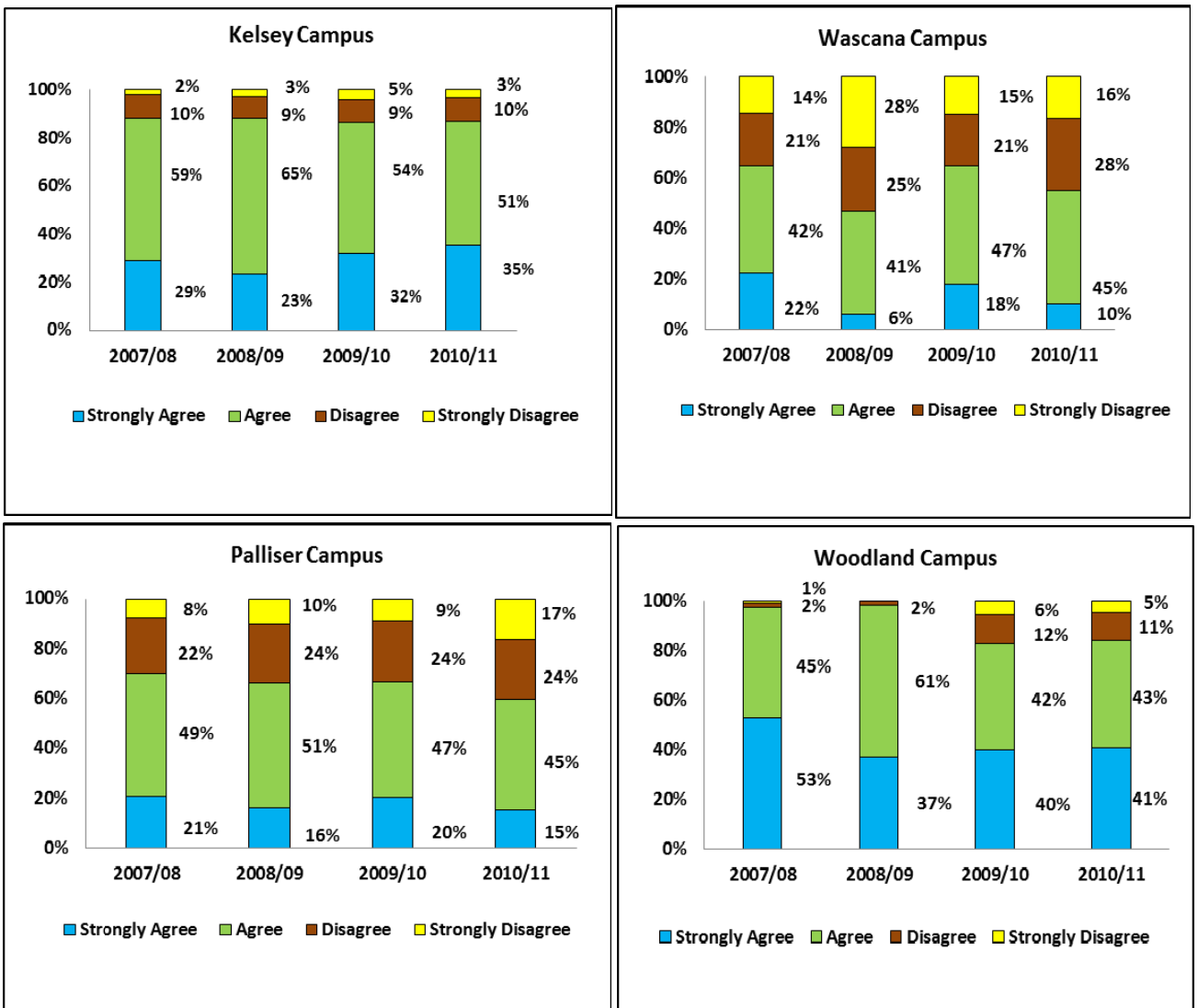
7.3.7 Recreation Services

7.3.7.1 SIAST Overall

As shown in table 40 and figure 49, 95% of respondents who used SIAST's recreation services indicated they were satisfied with these services, a finding that is consistent with the results of previous years.

Table 40: Satisfaction with Recreation Services: SIAST Overall

Response	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Strongly Agree	357	42%	141	37%	363	40%	327	42%
Agree	449	53%	215	57%	482	54%	415	53%
Disagree	33	4%	19	5%	41	5%	29	4%
Strongly Disagree	9	1%	5	1%	10	1%	13	2%

Figure 49: Satisfaction with Recreation Services: SIAST Overall
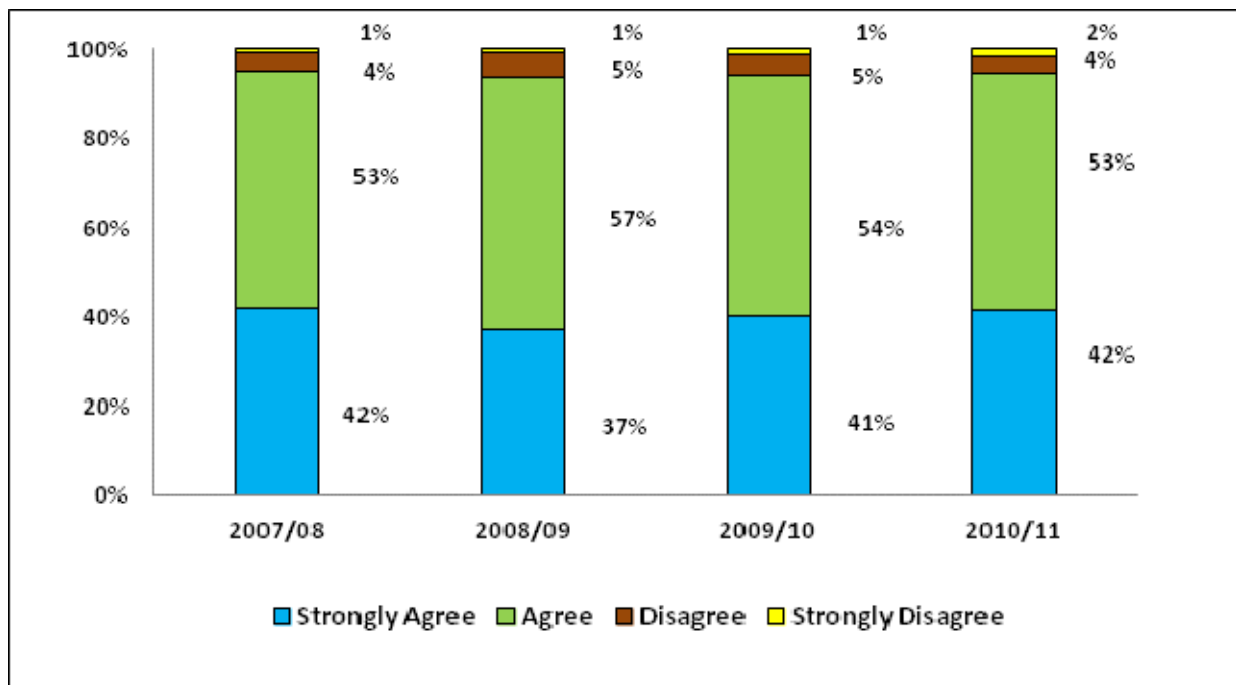
7.3.7.2 By Campus

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

While still a favorable majority, Wascana campus had the lowest proportion of respondents who were satisfied with these services (92%). This was also the case in 2009/10 (86%).

Figure 50: Satisfaction with Recreation Services: By Campus
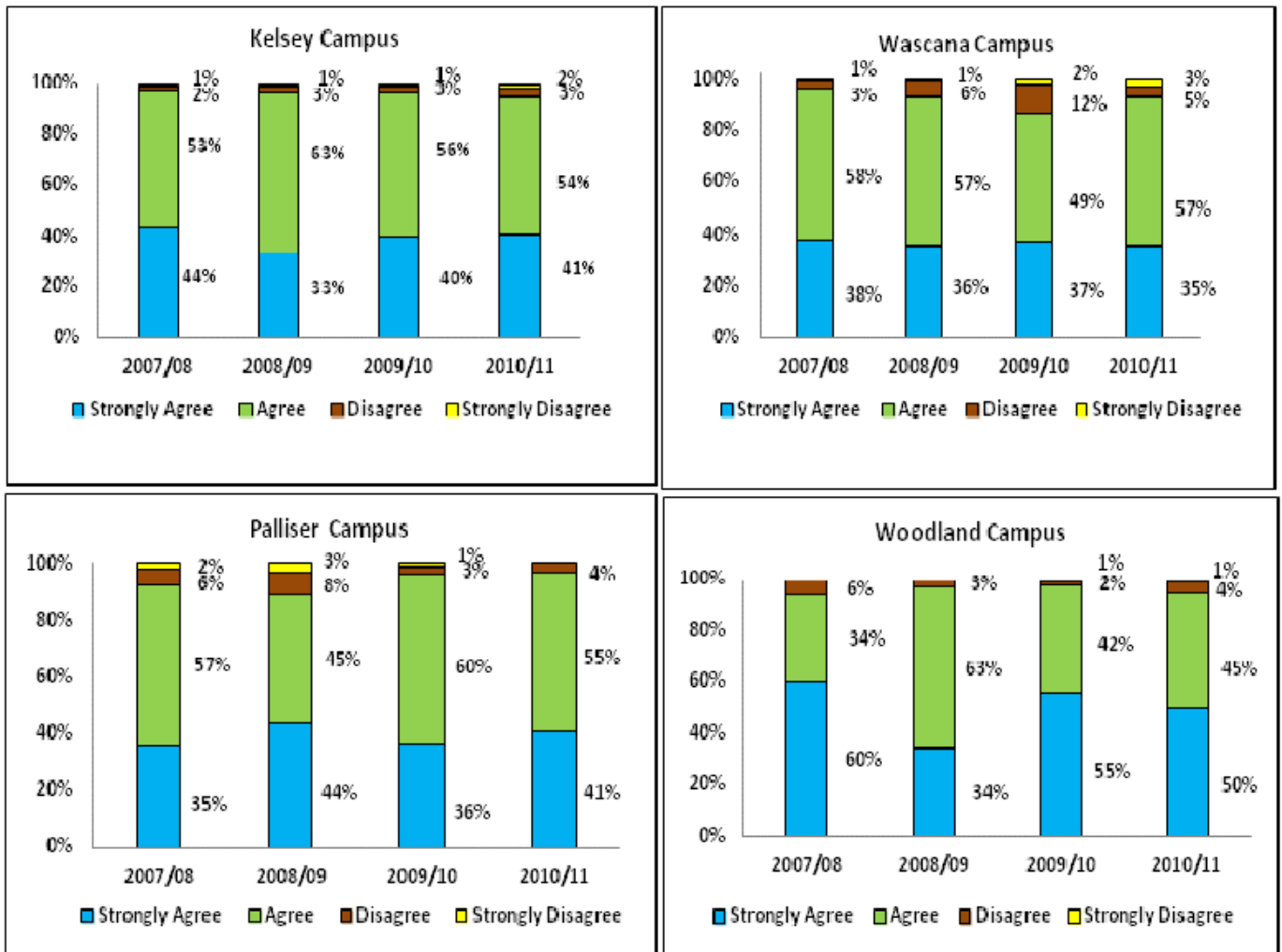
7.3.8 Health Services

7.3.8.1 SIAST Overall

Of the respondents who accessed SIAST's health centres in 2010/11, 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 Centres Services: SIAST Overall

Response	2007/08		2008/09		2009/10		2010/11	
	#	%	#	#	#	%	#	%
Strongly Agree	311	44%	141	38%	475	46%	341	43%
Agree	374	53%	212	58%	518	50%	423	53%
Disagree	17	2%	13	4%	29	3%	23	3%
Strongly Disagree	6	1%	2	1%	7	1%	11	1%

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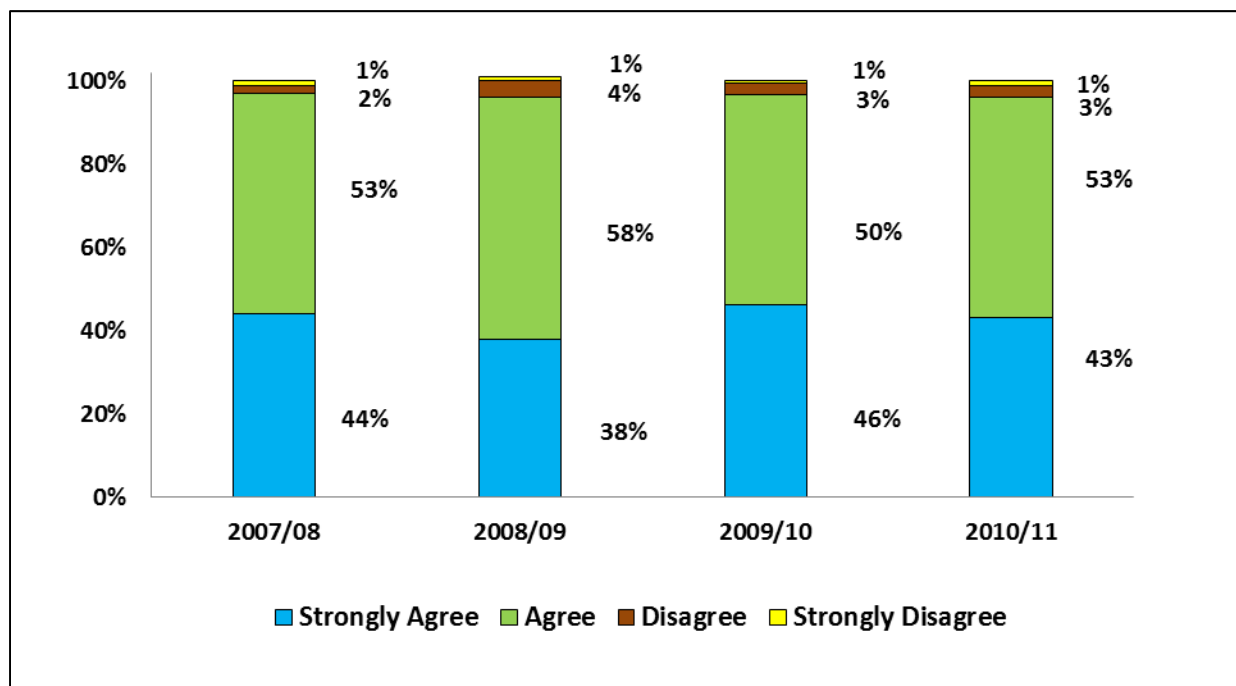
7.3.8.2 By Campus

Figure 52 illustrates student satisfaction with health services by campus and indicates that all four campuses received high marks from students. Wascana and Palliser, in particular, had extremely high satisfaction rates (99% in both cases).

Woodland campus had by far the lowest satisfaction rate (81%, a decline of 14 points from 2009/10), though it is worth noting that the majority of students at this campus in the past three survey years indicated that they were satisfied with this service.

Figure 52: Satisfaction with Health Centres Services: By Campus
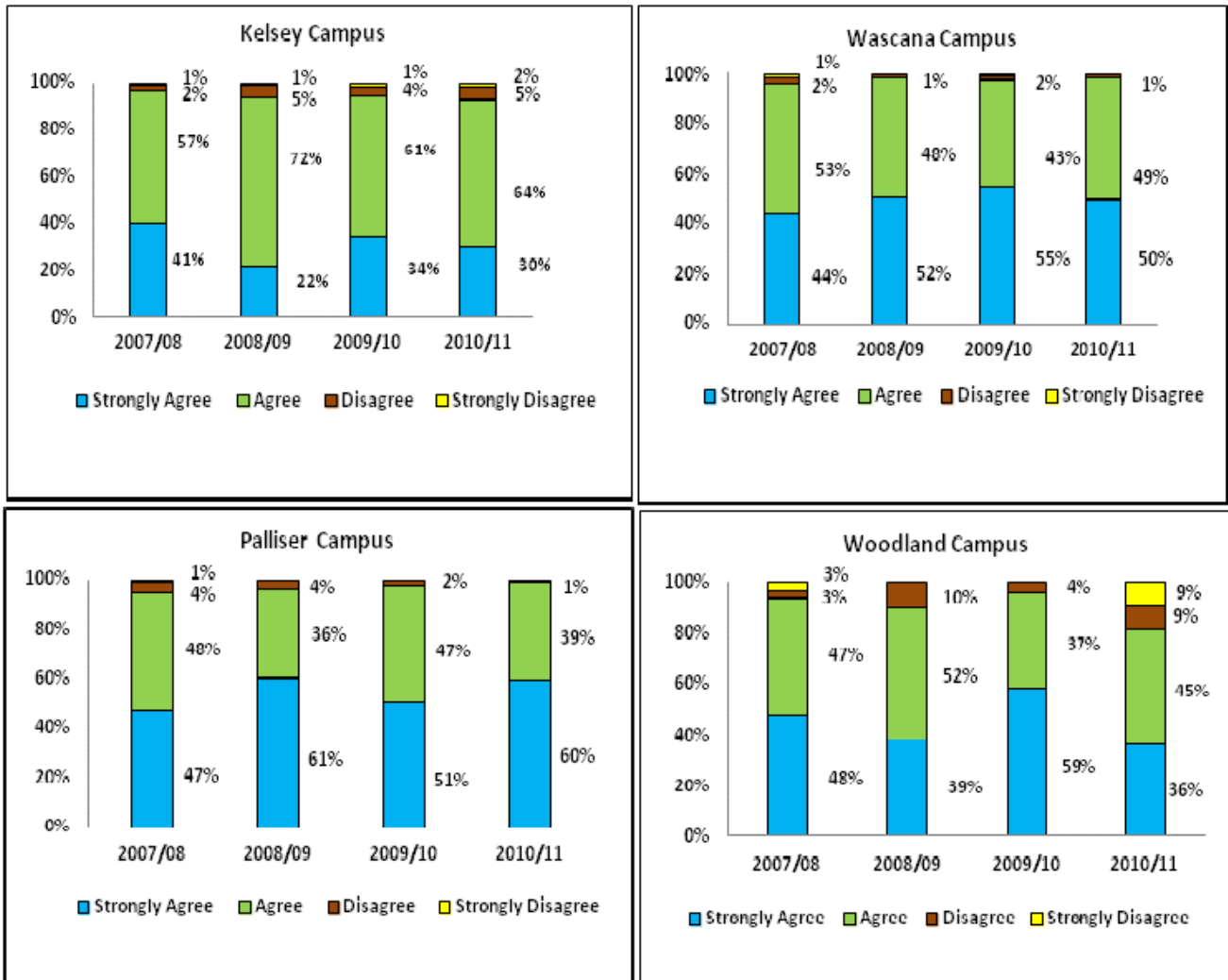
7.3.9   Aboriginal Activity Centres

7.3.9.1 SIAST Overall

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

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

Response	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Strongly Agree	62	51%	18	33%	114	55%	70	45%
Agree	55	45%	31	57%	85	41%	79	51%
Disagree	3	2%	3	6%	6	3%	5	3%
Strongly Disagree	1	1%	2	4%	1	1%	2	1%

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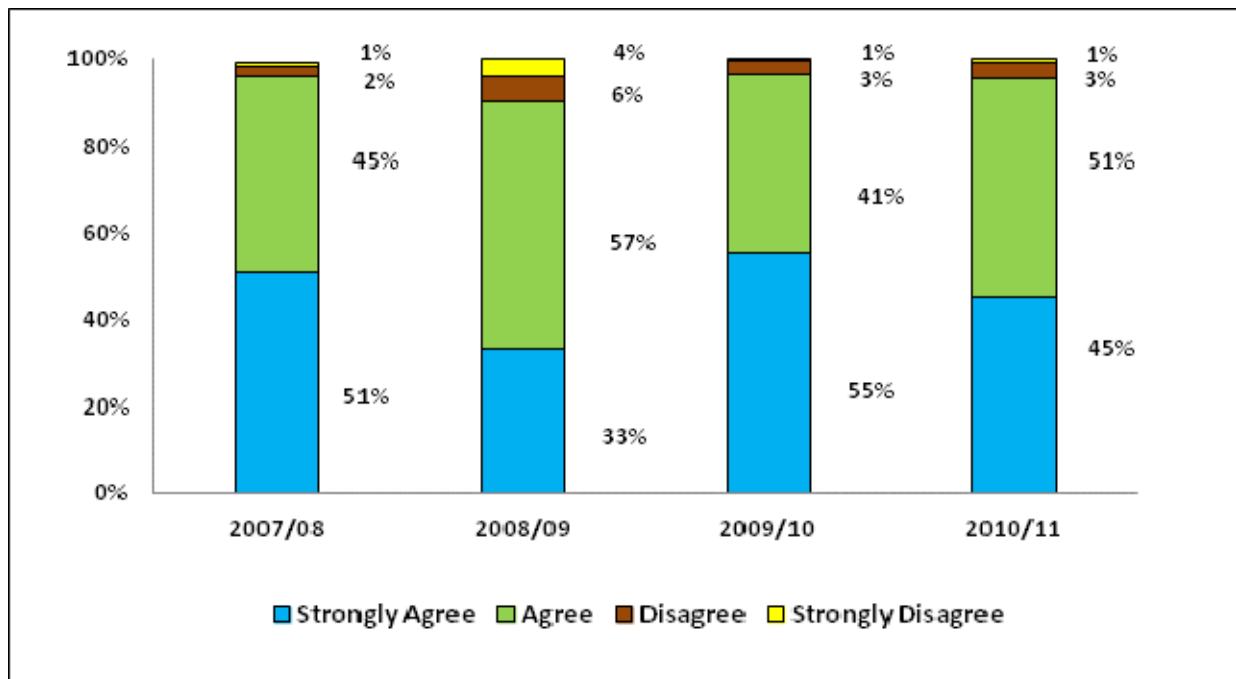
7.3.9.2 By Campus

Figure 54 depicts, by campus, the levels of student satisfaction with Aboriginal activity centre services in 2010/11. These results should be interpreted with caution due to small sample size.

An overwhelming majority of students at the campuses of Woodland (99%), Wascana (96%), and Kelsey (94%) reported satisfaction with Aboriginal activity centre services. These findings are fairly consistent with what was witnessed in previous years.

Students at the Palliser campus were less likely to indicate that they were satisfied (66%), though this may have simply been due to a small sample size (n=6).

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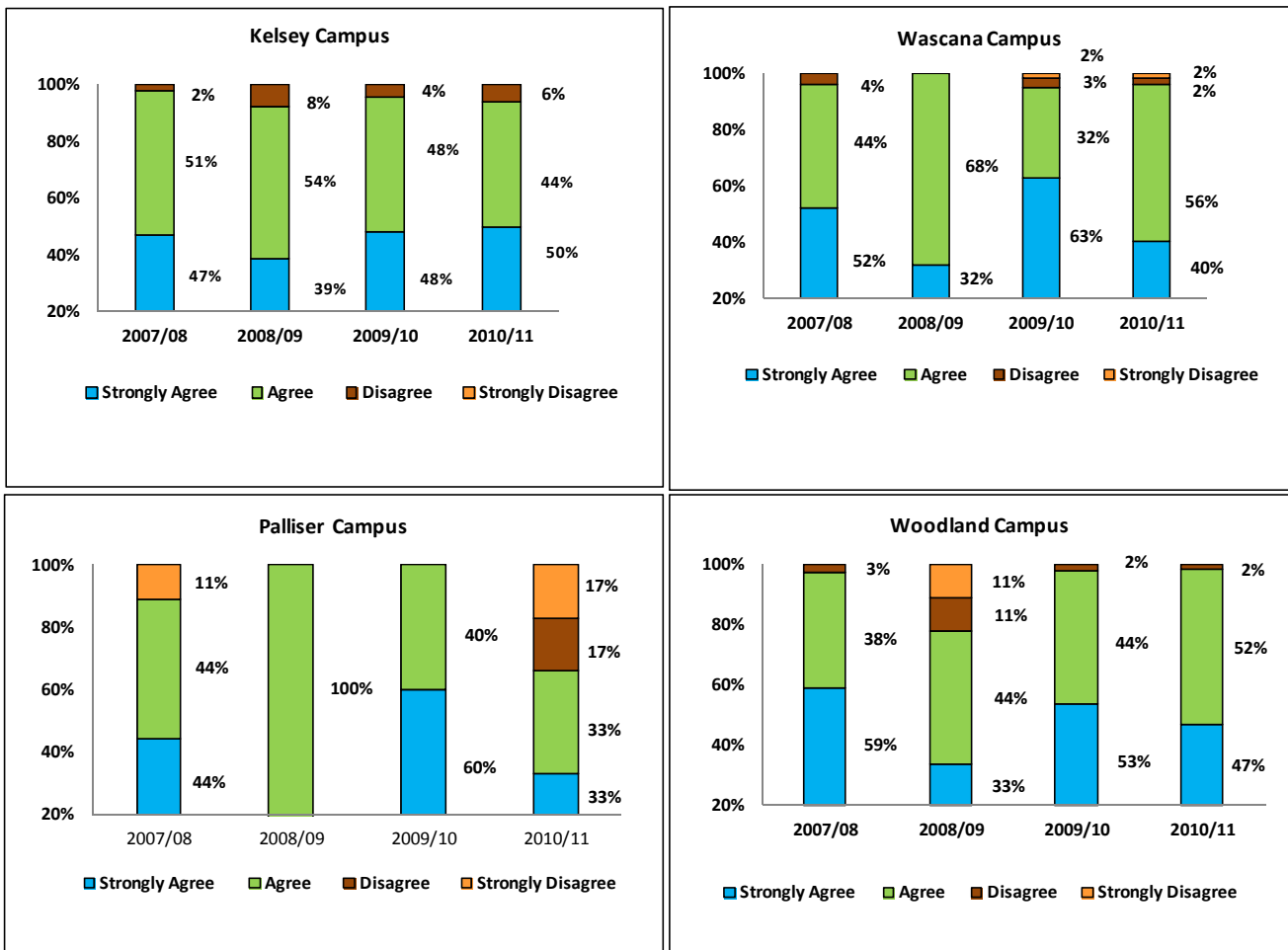
7.3.10 Web-Based Services

7.3.10.1 SIAST Overall

Of those respondents who used Web-based services in 2010/11, 90% reported that they were satisfied with the services (table 43 and figure 55). This is similar to what was seen in previous years.

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

Response	2007/08		2008/09		2009/10		2010/11	
	#	%	#	#	#	%	#	%
Strongly Agree	411	27%	186	24%	607	31%	512	28%
Agree	973	65%	521	67%	1,117	58%	1118	62%
Disagree	101	7%	50	6%	170	9%	133	7%
Strongly Disagree	22	1%	23	3%	40	2%	47	3%

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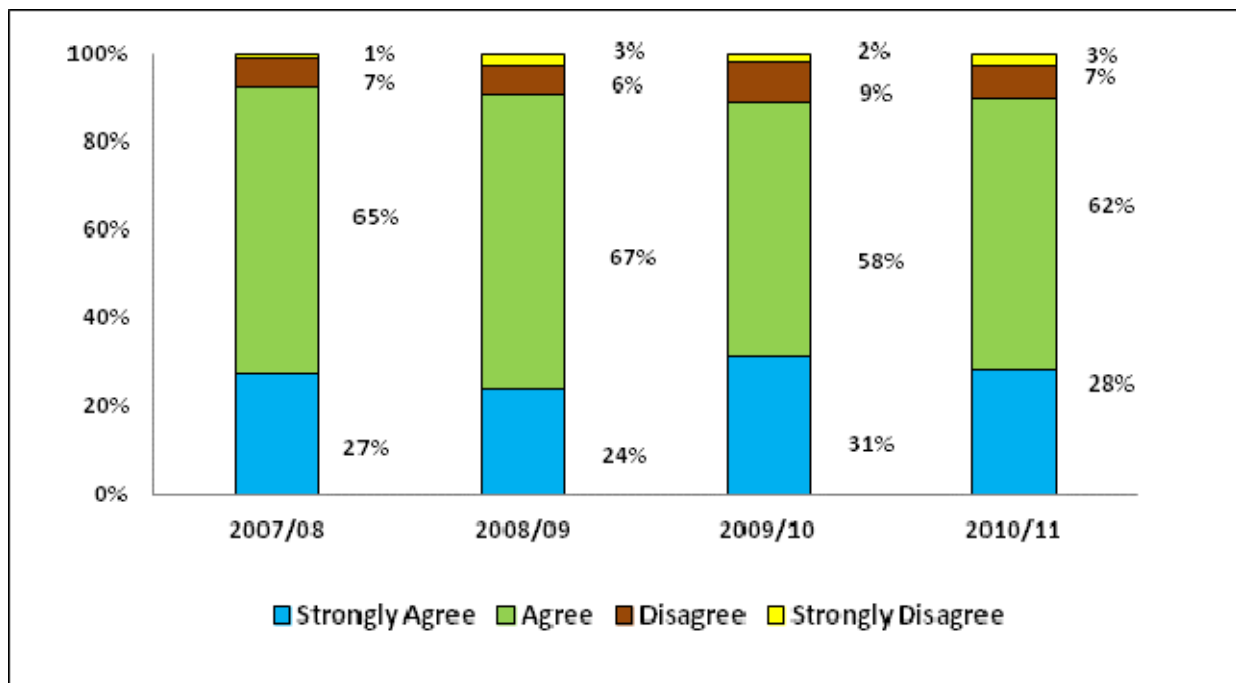
7.3.10.2 By Campus

Figure 56 displays student satisfaction with Web-based services accessed at each campus. The majority of students at the Wascana

and Woodland campuses reported satisfaction with Web-based services, (93% in both cases).

Over four-fifths of respondents at the campuses of Kelsey (88%) and Palliser (87%) were also satisfied with Web-based services. However, both of these campuses have experienced a slight decrease in satisfaction since 2007/08.

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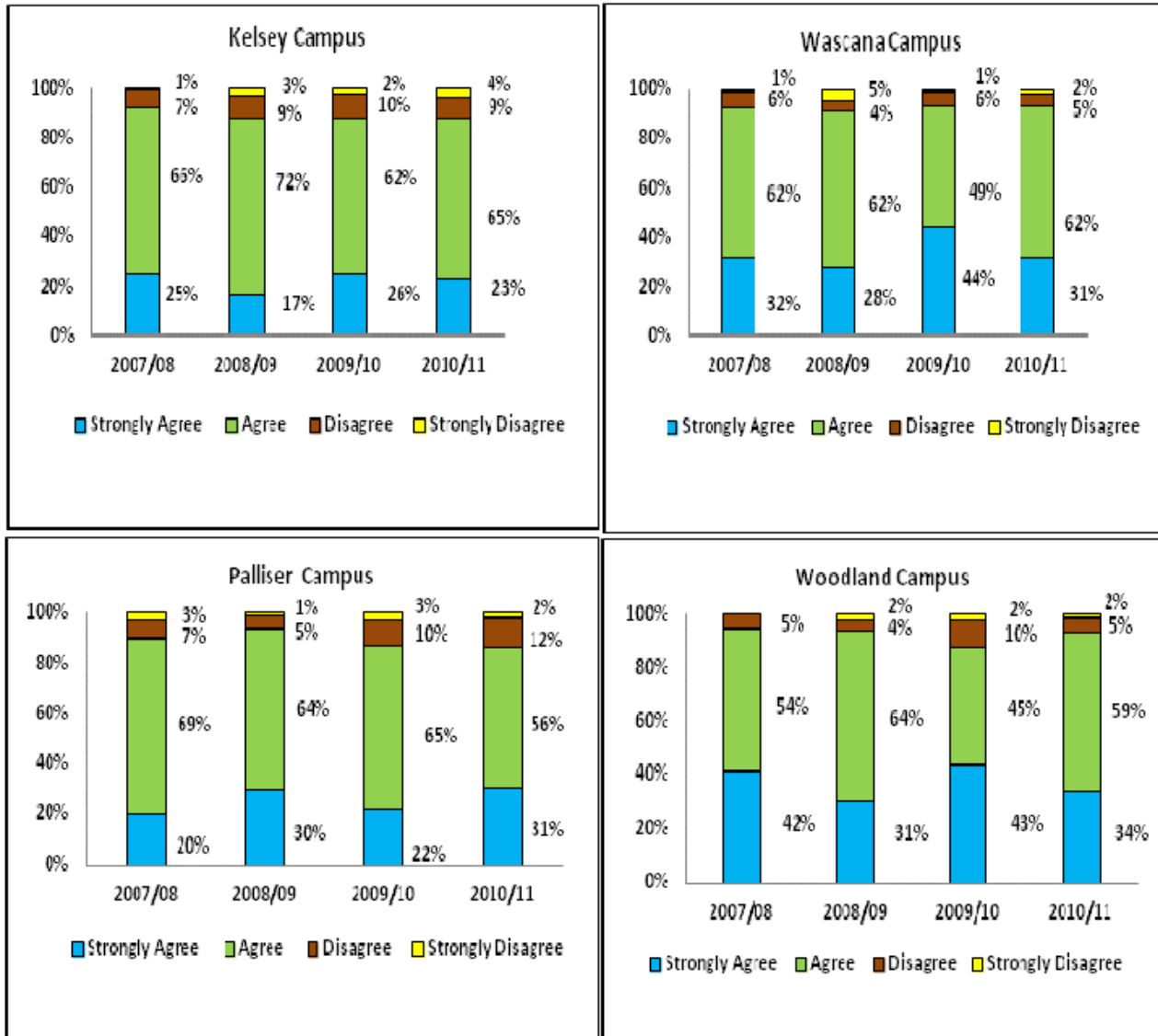
7.3.11 Library Services

7.3.11.1 SIAST Overall

In 2010/11, an overwhelming majority of respondents who used SIAST libraries (96%) were satisfied with the services they received, consistent with previous survey results (table 44, figure 57).

Table 44: Satisfaction with Library Services: SIAST Overall

Response	2007/08		2008/09		2009/10		2010/11	
	#	%	#	%	#	%	#	%
Strongly Agree	622	39%	190	27%	718	39%	651	40%
Agree	895	56%	492	69%	1,056	57%	924	56%
Disagree	52	3%	29	4%	61	3%	63	4%
Strongly Disagree	20	1%	4	1%	11	1%	9	1%

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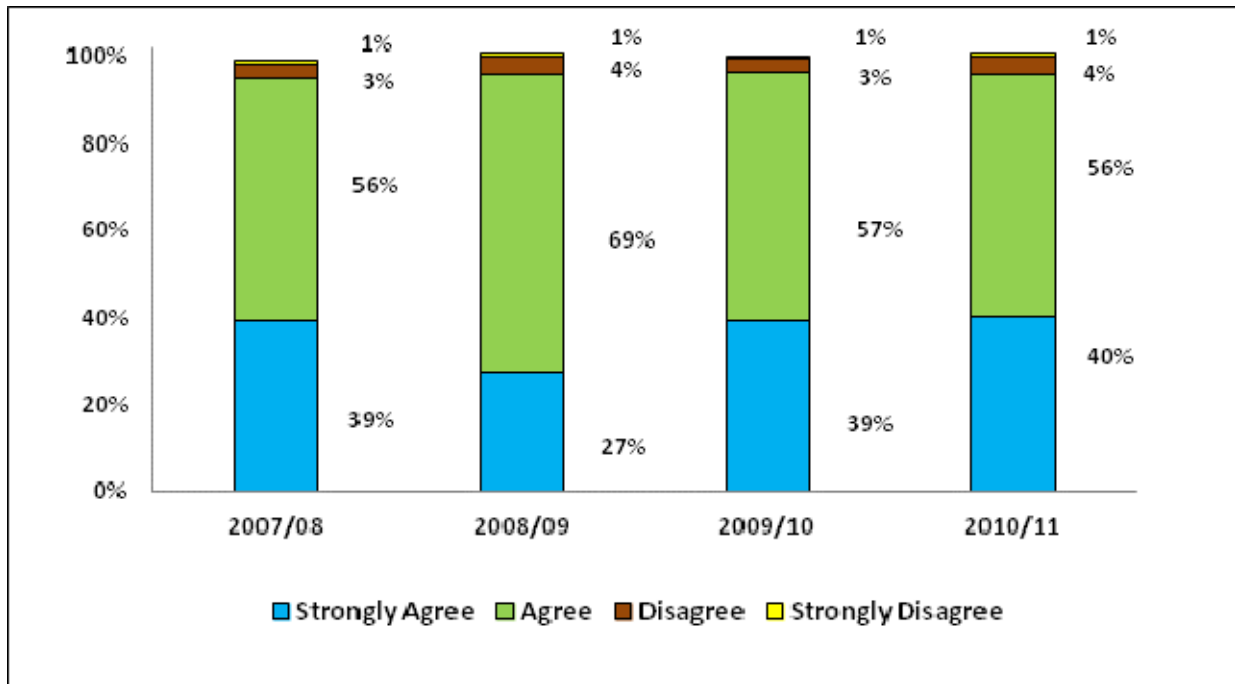
7.3.11.2 By Campus

Figure 58 illustrates, by campus, the levels of student satisfaction with library services. Nearly every respondent at Palliser (98%), Woodland

(97%), and Wascana (96%) campuses reported satisfaction with library services.

The majority of respondents at Kelsey campus (94%) were also satisfied with the library services they accessed in 2010/11, remaining consistent with results from previous surveys.

Figure 58: Satisfaction with Library Services: By Campus
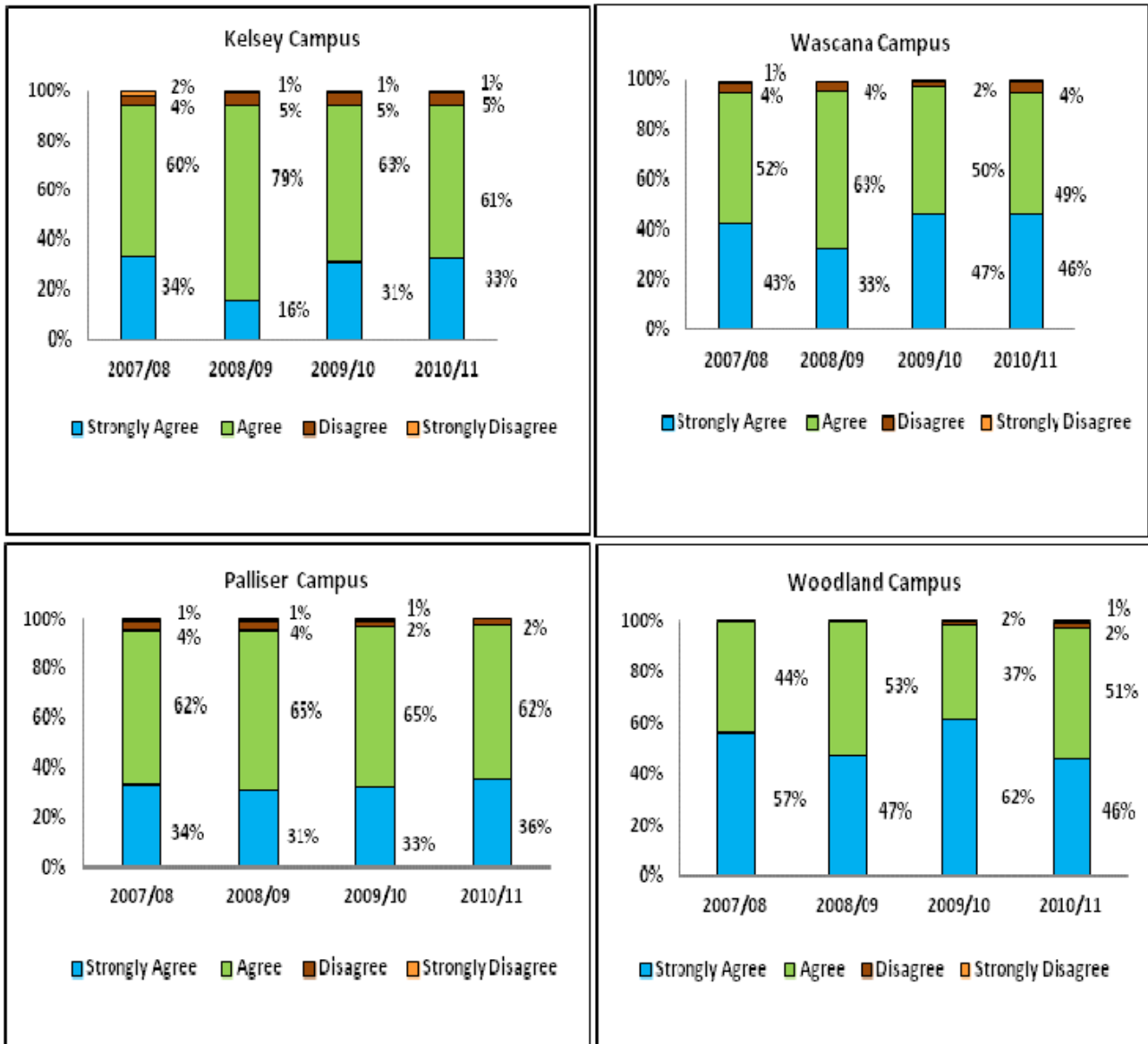
7.3.12 Disability Services

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 2010/11, 91% of the students were satisfied with use of disability services, a 2% decline over 2009/10.

Table 45: Satisfaction with Disability Services: SIAST Overall

Response	2009/10		2010/11	
	#	%	#	%
Strongly Agree	46	44%	56	47%
Agree	50	49%	52	44%
Disagree	4	4%	9	8%
Strongly Disagree	4	4%	2	2%

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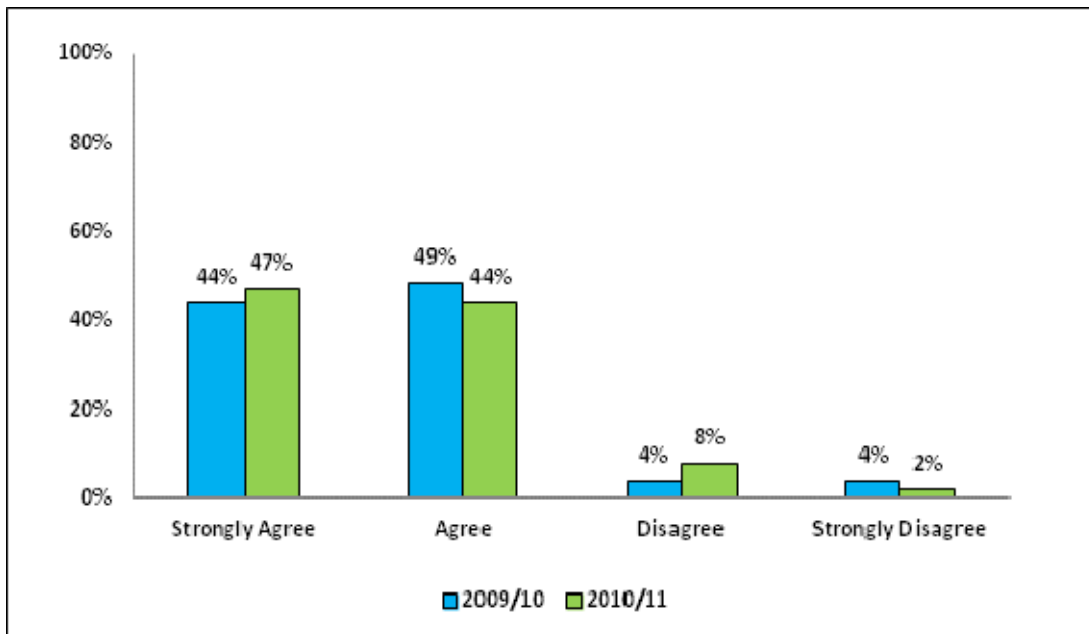
7.3.11.2   By Campus

Figure 60 illustrates, by campus, the levels of student satisfaction with disability services in 2009/10 and 2010/11. Note: Similar to the section on Aboriginal Activity Centres; these results are based on fairly small samples, and should be interpreted with caution.

Respondents at Woodland and Palliser were particularly likely to indicate that they were satisfied with this service (96% and 95%, respectively). Over four-fifths of respondents at Kelsey (91%) and Wascana (84%) also expressed satisfaction with disability services.

Figure 60: Satisfaction with Disability Services: By Campus
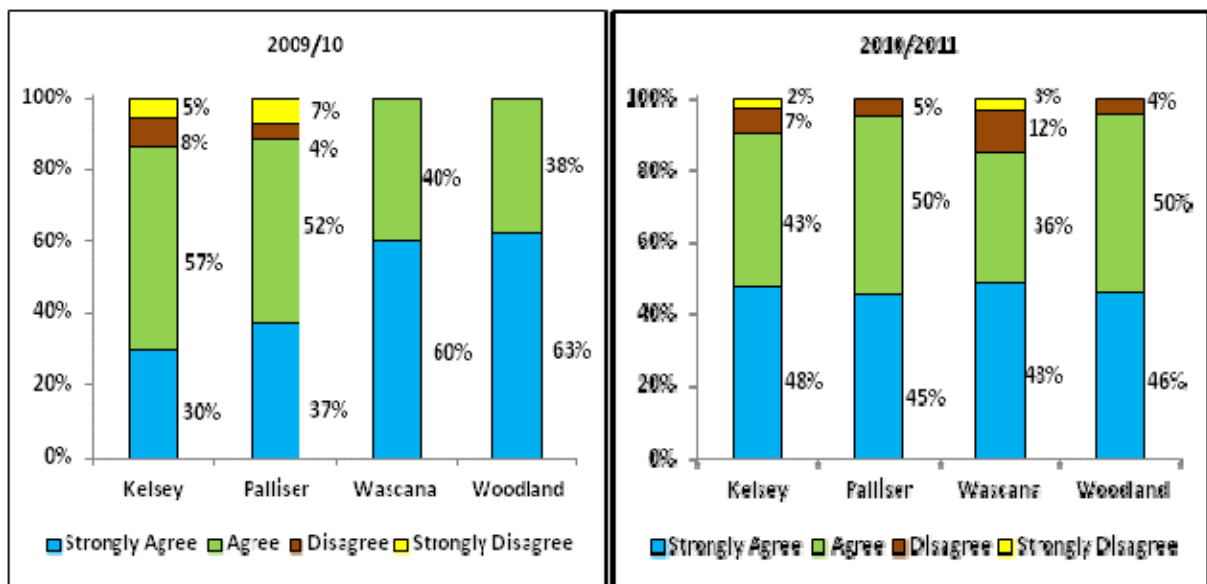
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APPENDIX A: 2010/11 STUDENT SATISFACTION SURVEY

SIAST
SASKATCHEWAN INSTITUTE OF
APPLIED SCIENCE AND TECHNOLOGY

SIAST Student Satisfaction Survey 2010/11

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

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

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

1. **Primary Location of Training:**

Kelsey	Palliser	Wascana	Woodland	Online	Other location, specify:
O	O	O	O	O	_____

2. **Program Name:** _____

3. **Type of Credential:**

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

4. **Year of Program*:**

	One	Two	Three
	O	O	O

*Official year of program, <u>not</u> 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.

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

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

required skills

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

Campus Facilities:

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

Campus Services:

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

	Were you aware of the service?			Have you used the services?			I am satisfied with the service.			
							Strongly Disagree	Disagree	Agree	Strongly Agree
41. Learning Assistance Centre	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 41	No	O	If no, go to # 41				
42. Counseling	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 42	No	O	If no, go to # 42				
43. Student Employment Centre	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 43	No	O	If no, go to # 43				
44. Library	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O

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

53. Gender:

Female O
Male O

54. Age (as of December 31, 2009)

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

55. Equity Status:

Aboriginal O
Disabled O
Visible Minority O
Not applicable O

55. Additional Comments or Suggestions for Program Improvement

Thank you for completing this survey.