# SIAST Student Satisfaction Survey Report of 2013-14

## Trends from 2009-10 to 2013-14

**SIAST**
SASKATCHEWAN INSTITUTE OF
APPLIED SCIENCE AND TECHNOLOGY

**ACKNOWLEDGEMENTS**

Availability

The report is available in electronic format and can be found on
Saskatchewan Polytechnic's Web site at the following URL:
http://saskpolytech.ca/about/about-us/reports-and-statistics/institutional-reports.aspx
The on-line version of the report is in Adobe Acrobat PDF format and will
require the Adobe Acrobat Reader software
(available free for download from the Adobe Web page).
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**SIAST**

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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 2013-14 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.

➢ In 2013-14, there were approximately 4,540 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. Beginning in 2013-14 the enrolment total now excludes the total enrolment for the Collaborative Bachelor of Nursing degree program (SCBScN). The SCBScN program now completes its own customised student satisfaction survey.

➢ Two thousand two hundred and thirty-two (2,232) students participated in the 2013-14 survey resulting in a 49% response rate.

➢ Respondents included students in various programs from all four campuses (numbers by campus: SIAST Kelsey, 922; SIAST Palliser, 428; SIAST Wascana, 593; SIAST Woodland, 289).

➢ Ninety per cent of all 2013-14 respondents indicated that they were satisfied with their programs, which is 2% down compared to the results obtained in 2012-13.

➢ Eighty-eight per cent of those surveyed indicated they would recommend SIAST programs to others, 3% down from last year.  However, this rate mirrors survey finding in 2009-10 to 2011-12.

➢ Eighty-six per cent of respondents indicated they would choose to attend SIAST if they were starting their training over again. This is a 2% decrease since 2012-13 (88%) as well as the second highest rating for this question since 2009-10 (84%).

➢ Seventy-six per cent of respondents indicated that the SIAST-wide welcoming event/orientation event assisted them in accessing and utilizing SIAST services effectively. This figure slightly increased by 1% since 2012-13.

➢ When asked about their perspective of the environment at SIAST, 94% indicated it to be welcoming and friendly. This figure is 1% higher than what has been reported, in fact the highest since 2009-10.

➢ From the 2013-14 survey findings, 76% of respondents agreed that there were sufficient and relevant library resource materials, a finding that is 2% lower than 2012-13 results, yet consistent with results of previous two years (76% each for 2010-11 and 2011-12).

➢ The vast majority of respondents indicated that classroom facilities (91%) and shop and lab facilities (88%) were appropriate. Both findings are however 2% and 1% respectively lower than what was reported in 2012-13. However some improvements were reported when it came to study spaces, where most students reported that there was adequate available study space (85%) and computer lab space (84%). These results are both the highest since 2009-10.

➢ Consistent with the results from previous years, 96% of 2013-14 respondents felt safe and secure at SIAST (95% for 2009-10; 94% for 2010-11, 95% for 2011-12 and 2012-13).

➢ Ninety-three per cent of those surveyed agreed that the campus facilities met their educational needs, a 1% increase from 2012-13 (92%). This rate also marks the highest rating recorded for this question since 2010-11 (90%).

➢ When compared with previous years' results, respondents indicated a relatively low level of awareness of most SIAST services. However, since 2012-13, modest increases in awareness were found in web-based and Aboriginal activity centres.

➢ In 2013-14, respondents were most aware of the cafeteria (94%), library services (94%) and bookstore services (90%). They were least aware of the student employment centres (55%) and disability services (45%), however, these results showed modest increments at 3% and 1% up respectively each from 2012-13.

➢ The cafeteria and other food services (93%), bookstore (92%) and registration services (87%) had been accessed by the largest proportion of students who indicated they used these services. While students indicated least use of services such as Aboriginal activity centres (18%), student employment services (17%) and disability services (17%).

➢ The proportion of respondents who indicated they were satisfied with SIAST services slightly decreases relative to 2012-13 results, though there was improvement in some areas. For instance, students indicated that they were satisfied with the student employment centre (93%, 6% up from 2012-13), Aboriginal activity centres (97%, up 3% from 2012-13) and library services (96%, 3% up from 2012-13).

- Consistent with the previous year's results, in 2013-14, students were most satisfied with services from the Aboriginal student centre (97%), library (96%) and health services (96%). Conversely, students were least satisfied with services from the cafeteria and other food services (72%), web-based services (87%) and learning services (88%).

- From a campus perspective:

    o Consistent with 2012-13, a higher proportion of respondents at SIAST Woodland Campus, relative to the other campuses, indicated they were satisfied with their program (93%) in 2013-14.

    o About 91% of students at SIAST Kelsey Campus were satisfied with their program, consistent with results from the past year (90% in 2012-13).

    o Compared to their peers, students at SIAST Palliser Campus reported the highest decline in satisfaction with their program (95% in 2012-13 versus 90% in 2013-14).

    o SIAST Wascana Campus had the lowest rating in 2013-14 of students who were satisfied with their program (89%).

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# 1.0    Background

The Student Satisfaction Survey annually invites students to provide feedback regarding their satisfaction and experiences with admission, orientation, program management, learning resources, campus facilities and campus services at SIAST. This report presents select findings from the surveys and highlights trends over five survey years, from 2009-10, 2010-11, 2011-12, 2012-13 and 2013-14 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.

Although the programs have varying end dates, and the survey has been conducted between October and June, new survey end dates were amicably set to April to enable timely delivery of survey program page result to programs. 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 2013-14, there were approximately 4,540 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, as well the total enrolment for the Collaborative Bachelor of Nursing degree program (about 989 students) was removed from the sample as the program now completes its own student satisfaction customized survey beginning in 2013-14). Two thousand two hundred and thirty-two (2,232) students participated in the 2013-14 survey, a 49% response rate. Respondents included students in various

programs from all four campuses (numbers by campus: SIAST Kelsey, 922; SIAST Palliser, 428; SIAST Wascana, 593; SIAST Woodland, 289).

The narrative summary of results focuses on a comparison of the 2013-14 and the previous year (2012-13) results and where necessary reference to the other three past survey years will be given.

This report presents the findings to select questions in the survey where responses could be generalized to SIAST overall (as such, a summary of all 56 questions has not been included in this document). Responses to program specific questions were reported in one-page summaries for each participating program. These program summaries were internally distributed to the appropriate academic divisions.

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

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

## 2.0   Demographics and Campus Participation

### 2.1   Demographics

#### 2.1.1   Gender

SIAST-wide, there were again more female respondents than male respondents (60% versus 40%), which somewhat reflects the 55%/45% gender ratio of female to male students enrolled in SIAST base on-campus certificate and diploma programs during the 2013-14 academic year (Figure 1).

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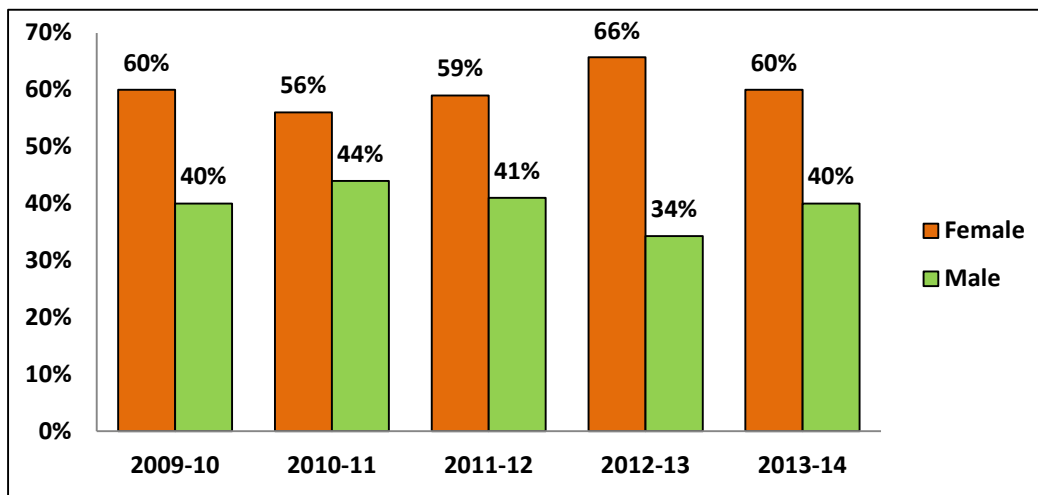
### 2.1.2 Age

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 was a remarkable increase in the students in the 30 to 39 age group, up 4% from 2012-13, and the highest of the past four survey years.

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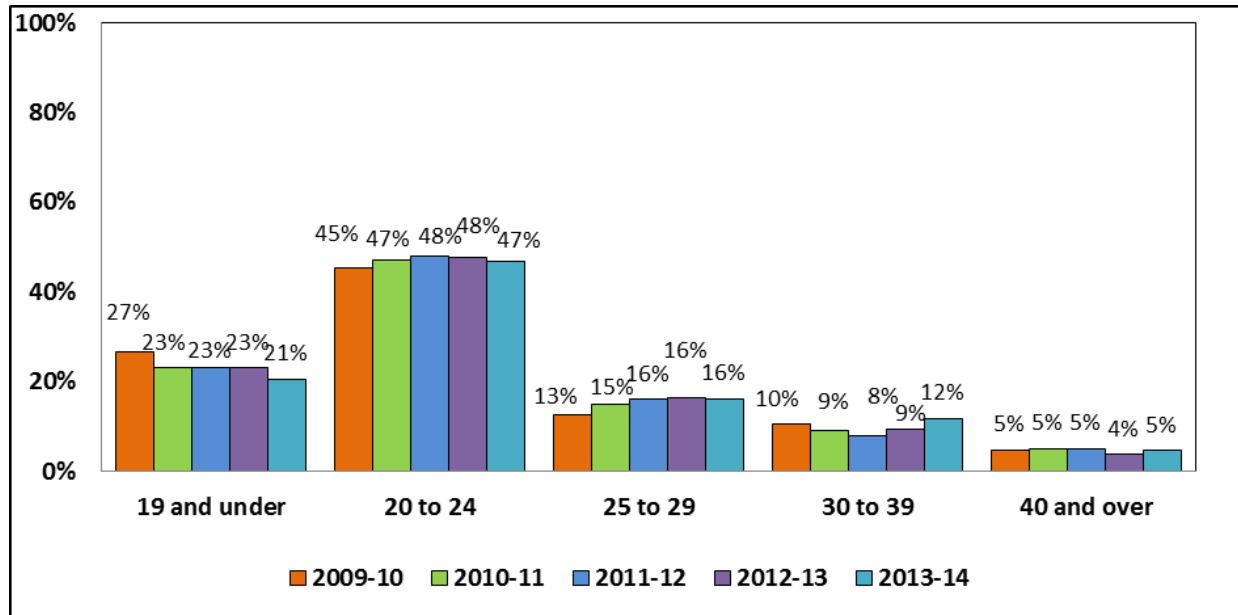


### 2.1.3 Equity Status

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 2,232 respondents, 2,146 answered the question regarding equity status. Roughly 68 per cent of these respondents indicated that this question was not applicable to them.

The percentage of respondents reporting that they were Aboriginal (13%) is slightly lower than the number of students who self-declared Aboriginal equity status at the time of registration for on-campus certificate and diploma base programs in 2013-14 (17%).

The percentage of respondents who declared they were disabled at the time of the survey (7%) was also lower than the proportion of students who self-declared

they were disabled at time of registration (8%). On the other hand, 11% 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 (6%).

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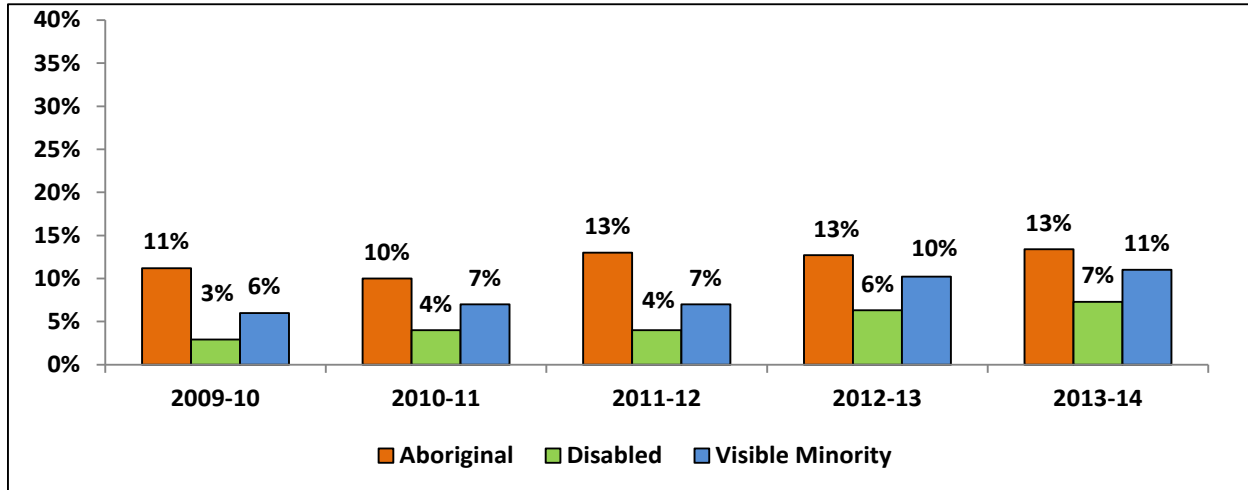


## 2.2    Campus Participation

As shown in table 1 and figure 4, 41% of 2013-14 survey respondents attended SIAST Kelsey Campus, which is equivalent to the actual proportion (41%) of the student body attending SIAST Kelsey Campus' on-campus certificate/diploma base programs.

SIAST Palliser Campus participation accounted for 19% of all 2013-14 respondents, which is only 1% less than the actual proportion of the student body attending SIAST Palliser Campus base programs (20%).

SIAST Wascana Campus participants comprised approximately a third of 2013-14 survey respondents (28%), which is consistent with the proportion of the actual student body enrolled in base programs at SIAST Wascana (27%).

SIAST Woodland Campus' participation continues to increase from last year to 13% of respondents in 2013-14, slightly higher than the actual proportion of the student body enrolled in base certificate/diploma programs at SIAST Woodland Campus (12%).
***Note**: The 2013-14 campus totals exclude students from the Bachelor of Nursing program, who beginning with the 2013-14 survey completed their own customised Student Satisfaction Survey.*

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

| Location | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| **SIAST Kelsey** | 1,032 | 43.2 | 979 | 42.0 | 889 | 35.9 | 1,040 | 44.0 | 922 | 41.3 |
| **SIAST Palliser** | 568 | 23.8 | 396 | 17.0 | 465 | 18.8 | 387 | 16.4 | 428 | 19.2 |
| **SIAST Wascana** | 561 | 23.5 | 624 | 26.8 | 776 | 31.4 | 664 | 28.1 | 593 | 26.6 |
| **SIAST Woodland** | 226 | 9.5 | 333 | 14.3 | 344 | 13.9 | 272 | 11.5 | 289 | 12.9 |
| **SIAST Total** | **2,387** | **100** | **2,332** | **100** | **2,474** | **100** | **2,363** | **100** | **2,232** | **100** |

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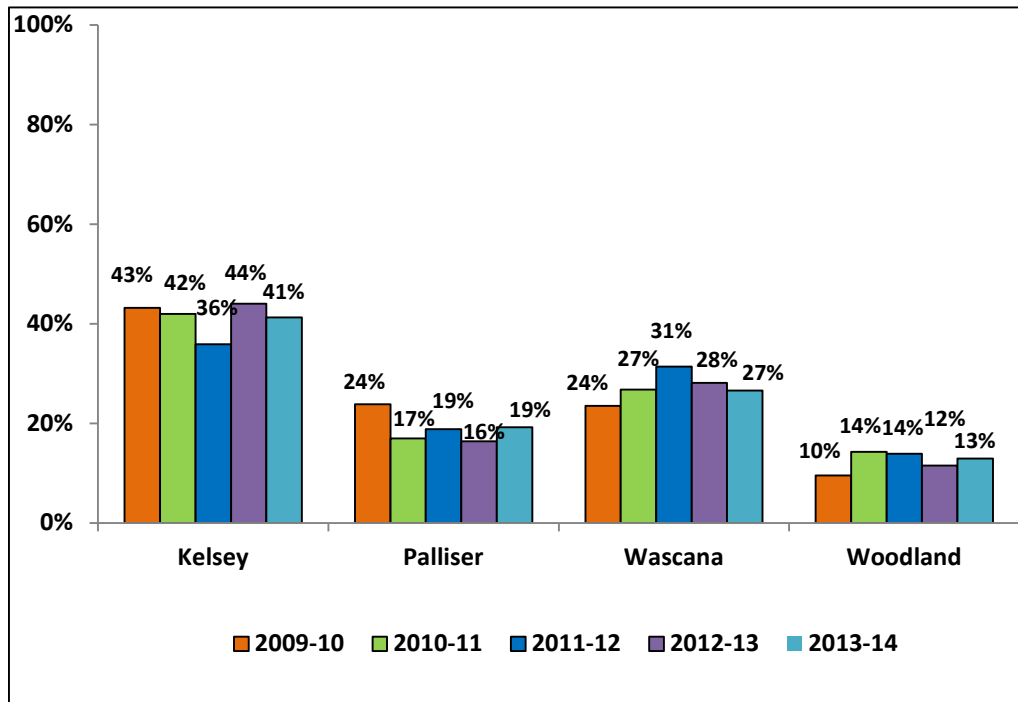
# 3.0   Satisfaction with Programs

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

## 3.1   SIAST Overall

As with previous years, most 2013-14 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 2013-14 respondents (2,014 of 2,232) indicated they were satisfied with their programs, 2% down from 2012-13 ratings. Of the five survey years indicated in figure 5, the lowest in satisfaction was however reported for the 2009-10 survey (89%).

Further, 88% of respondents said they would recommend SIAST's programs to others. This figure has gone back to the levels reported from 2009-10 to 2011-12. 2012-13 respondents had the highest level of students who agreed they would recommend the program to others.

Over four-fifths of respondents (86%) indicated they would attend SIAST if they were starting their training over again. This is the second highest rating since 2009-10. In the past five survey years 2012-13 had the highest satisfaction rating at 88%.

**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 | |
|---|---|---|---|---|---|---|---|
| | | # | % | # | % | # | % |
| **2009-10** | Strongly Agree | 573 | 24.0 | 724 | 30.3 | 860 | 36.0 |
| | Agree | 1,555 | 65.2 | 1,378 | 57.7 | 1,150 | 48.2 |
| | Disagree | 192 | 8.0 | 199 | 8.3 | 209 | 8.8 |
| | Strongly Disagree | 52 | 2.2 | 57 | 2.4 | 87 | 3.6 |
| | Don't Know / Not Applicable | 14 | 0.6 | 29 | 1.2 | 79 | 3.3 |
| **2010-11** | Strongly Agree | 575 | 24.7 | 752 | 32.3 | 896 | 38.5 |
| | Agree | 1,532 | 65.7 | 1,330 | 57.1 | 1,090 | 46.8 |
| | Disagree | 173 | 7.4 | 158 | 6.8 | 201 | 8.6 |
| | Strongly Disagree | 40 | 1.7 | 52 | 2.2 | 58 | 2.5 |
| | Don't Know / Not Applicable | 12 | 0.5 | 38 | 1.6 | 84 | 3.6 |
| **2011-12** | Strongly Agree | 591 | 23.9 | 744 | 30.1 | 885 | 35.8 |
| | Agree | 1,641 | 66.3 | 1,436 | 58.0 | 1,211 | 49.0 |
| | Disagree | 193 | 7.8 | 198 | 8.0 | 224 | 9.1 |
| | Strongly Disagree | 38 | 1.5 | 53 | 2.1 | 68 | 2.8 |
| | Don't Know / Not Applicable | 11 | 0.4 | 43 | 1.7 | 84 | 3.4 |
| **2012-13** | Strongly Agree | 625 | 26.5 | 819 | 34.7 | 957 | 40.6 |
| | Agree | 1,545 | 65.5 | 1,325 | 56.2 | 1,107 | 47 |
| | Disagree | 125 | 5.3 | 120 | 5.1 | 155 | 6.6 |
| | Strongly Disagree | 53 | 2.2 | 60 | 2.5 | 58 | 2.5 |
| | Don't Know/Not Applicable | 11 | 0.5 | 35 | 1.5 | 79 | 3.4 |
| **2013-14** | Strongly Agree | 610 | 27.3 | 764 | 34.2 | 896 | 40.2 |
| | Agree | 1,404 | 62.9 | 1,201 | 53.8 | 1,026 | 46.0 |
| | Disagree | 157 | 7.0 | 177 | 7.9 | 167 | 7.5 |
| | Strongly Disagree | 45 | 2.0 | 54 | 2.4 | 54 | 2.4 |
| | Don't Know/Not Applicable | 16 | 0.7 | 36 | 1.6 | 88 | 3.9 |

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

### I am Satisfied with the Program

| Year | Agree/Strongly Agree | Disagree/Strongly Disagree | Don't know/Not Applicable |
|------|------|------|------|
| 2009-10 | 89% | 10% | 1% |
| 2010-11 | 90% | 9% | 1% |
| 2011-12 | 90% | 9% | 0.4% |
| 2012-13 | 92% | 8% | 0.5% |
| 2013-14 | 90% | 9% | 0.7% |

Legend: Agree/Strongly Agree, Disagree/Strongly Disagree, Don't know/Not Applicable

### I Would Recommend this Program to Others

| Year | Agree/Strongly Agree | Disagree/Strongly Disagree | Don't know/Not Applicable |
|------|------|------|------|
| 2009-10 | 88% | 11% | 1% |
| 2010-11 | 89% | 9% | 2% |
| 2011-12 | 88% | 10% | 2% |
| 2012-13 | 91% | 8% | 2% |
| 2013-14 | 88% | 10% | 2% |

Legend: Agree/Strongly Agree, Disagree/Strongly Disagree, Don't know/Not Applicable

### I Would Choose SIAST Again

| Year | Agree/Strongly Agree | Disagree/Strongly Disagree | Don't know/Not Applicable |
|------|------|------|------|
| 2009-10 | 84% | 12% | 3% |
| 2010-11 | 85% | 11% | 4% |
| 2011-12 | 85% | 12% | 3% |
| 2012-13 | 88% | 9% | 3% |
| 2013-14 | 86% | 10% | 4% |

Legend: 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 89% to 93% (table 3, figure 6). SIAST Wascana Campus had the lowest proportion of students (89%) who agreed that they were satisfied with their program.  Overall, all the ratings across the campuses are at least 1-5% lower than the ratings in 2012-13. SIAST Palliser Campus experienced the largest decline in student satisfaction with their program in 2013-14 (90%) compared to 95% from the previous year. However, SIAST Woodland Campus, once again recorded the highest overall satisfaction rate in 2013-14 (93%) – (97% in 2012-13).

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

| Year | Campus | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|---|---|---|---|---|---|---|---|
| 2009-10 | SIAST Kelsey | 1,031 | 21.1 | 66.4 | 8.6 | 3.0 | 0.8 |
| | SIAST Palliser | 568 | 20.1 | 69.5 | 8.1 | 1.9 | 0.4 |
| | SIAST Wascana | 561 | 25.3 | 66.1 | 6.6 | 1.2 | 0.7 |
| | SIAST Woodland | 226 | 43.8 | 46.0 | 8.8 | 1.3 | 0.0 |
| 2010-11 | SIAST Kelsey | 979 | 23.8 | 66.0 | 8.2 | 1.5 | 0.5 |
| | SIAST Palliser | 396 | 23.5 | 69.9 | 5.3 | 1.0 | 0.3 |
| | SIAST Wascana | 624 | 22.8 | 64.6 | 8.8 | 3.2 | 0.6 |
| | SIAST Woodland | 333 | 32.1 | 61.9 | 5.1 | 0.3 | 0.6 |
| 2011-12 | SIAST Kelsey | 889 | 22.8 | 68.1 | 7.0 | 1.8 | 0.3 |
| | SIAST Palliser | 465 | 22.2 | 68.2 | 7.3 | 1.5 | 0.9 |
| | SIAST Wascana | 776 | 19.6 | 67.8 | 10.2 | 1.9 | 0.5 |
| | SIAST Woodland | 344 | 38.7 | 56.1 | 5.2 | 0.0 | 0.0 |
| 2012-13 | SIAST Kelsey | 1,038 | 24.8 | 65.5 | 6.4 | 2.7 | 0.7 |
| | SIAST Palliser | 387 | 22.2 | 72.9 | 3.1 | 1.3 | 0.5 |
| | SIAST Wascana | 663 | 25.5 | 65.5 | 6.6 | 2.1 | 0.3 |
| | SIAST Woodland | 271 | 41.7 | 55.0 | 1.1 | 2.2 | 0.0 |
| 2013-14 | SIAST Kelsey | 922 | 26.9 | 63.7 | 6.9 | 1.7 | 0.8 |
| | SIAST Palliser | 428 | 21.0 | 68.5 | 7.9 | 1.6 | 0.9 |
| | SIAST Wascana | 593 | 26.8 | 61.9 | 7.9 | 2.9 | 0.5 |
| | SIAST Woodland | 289 | 39.1 | 54.3 | 4.2 | 1.7 | 0.7 |

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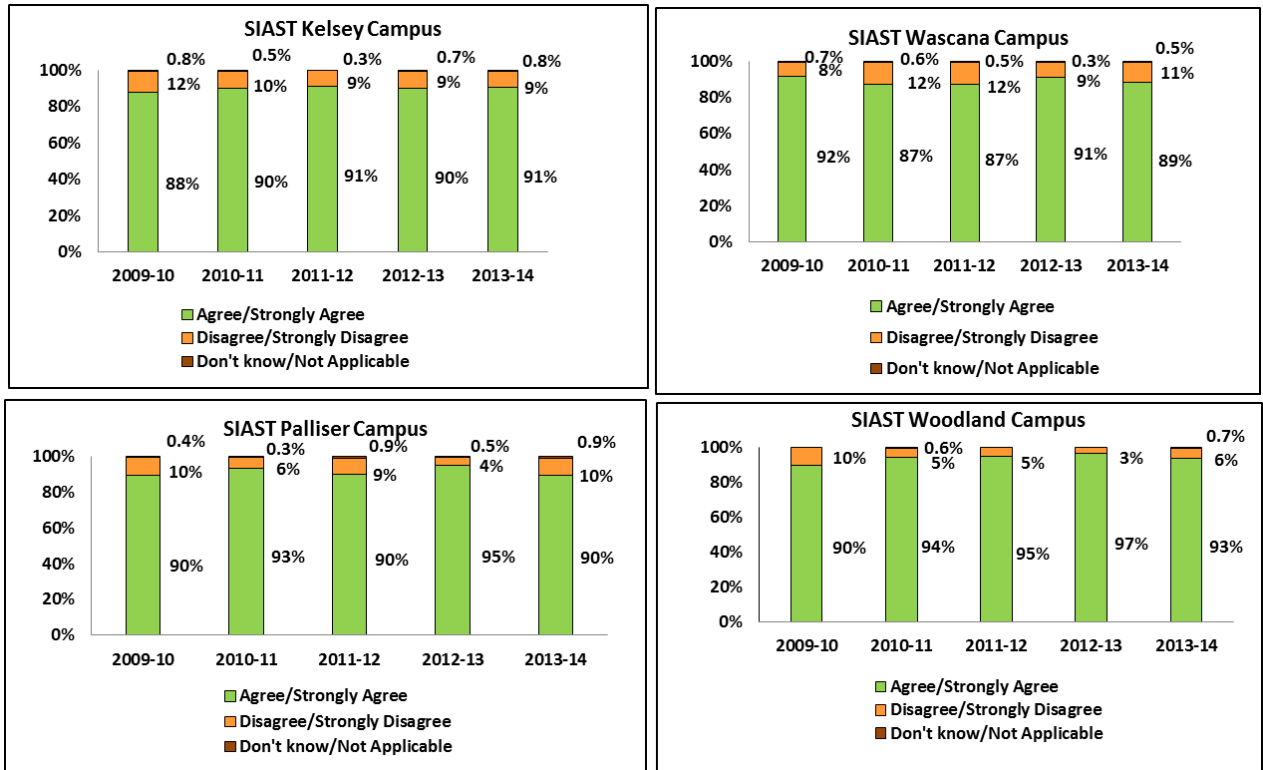


### 3.2.2 Would Recommend SIAST Programs to Others

As illustrated in table 4 and figure 7, SIAST Woodland Campus had the largest proportion of 2013-14 students (94%) who agreed they would recommend SIAST programs to others. Surprisingly, the respondents from the remaining three SIAST campuses had the same rating pertaining to student's agreements to recommend SIAST to other (87%). Compared to the previous year, SIAST Palliser Campus had the lowest rating, down 7% (94% in 2012-13).

**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 % |
|---|---|---|---|---|---|---|---|
| 2009-10 | SIAST Kelsey | 1,032 | 25.7 | 60.3 | 9.2 | 3.4 | 1.5 |
| | SIAST Palliser | 568 | 24.6 | 63.7 | 7.9 | 2.6 | 1.1 |
| | SIAST Wascana | 561 | 36.0 | 55.1 | 6.6 | 1.1 | 1.2 |
| | SIAST Woodland | 226 | 51.8 | 37.6 | 9.7 | 0.4 | 0.4 |
| 2010-11 | SIAST Kelsey | 978 | 31.6 | 57.7 | 6.6 | 2.7 | 1.4 |
| | SIAST Palliser | 395 | 29.4 | 62.8 | 4.6 | 1.8 | 1.5 |
| | SIAST Wascana | 624 | 29.8 | 56.4 | 8.7 | 3.0 | 2.1 |
| | SIAST Woodland | 333 | 42.3 | 49.8 | 6.3 | 0.0 | 1.5 |
| 2011-12 | SIAST Kelsey | 889 | 29.5 | 56.6 | 9.2 | 2.4 | 2.4 |
| | SIAST Palliser | 465 | 27.3 | 61.7 | 8.4 | 1.7 | 0.9 |
| | SIAST Wascana | 776 | 24.9 | 62.5 | 8.2 | 2.4 | 1.9 |
| | SIAST Woodland | 344 | 47.1 | 46.8 | 3.8 | 1.5 | 0.9 |
| 2012-13 | SIAST Kelsey | 1,038 | 34.7 | 54.0 | 6.6 | 2.7 | 2.0 |
| | SIAST Palliser | 387 | 26.6 | 67.2 | 3.1 | 2.1 | 1.0 |
| | SIAST Wascana | 662 | 33.5 | 57.6 | 5.7 | 2.7 | 0.5 |
| | SIAST Woodland | 272 | 49.3 | 45.2 | 0.7 | 2.2 | 2.6 |
| 2013-14 | SIAST Kelsey | 922 | 30.8 | 56.3 | 8.5 | 3.0 | 1.4 |
| | SIAST Palliser | 428 | 31.5 | 55.6 | 8.6 | 1.6 | 2.6 |
| | SIAST Wascana | 593 | 32.9 | 54.5 | 8.1 | 2.9 | 1.7 |
| | SIAST Woodland | 289 | 51.9 | 41.9 | 4.8 | 0.7 | 0.7 |

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

## SIAST Kelsey Campus

| Year | Agree/Strongly Agree | Disagree/Strongly Disagree | Don't know/Not Applicable |
|------|------|------|------|
| 2009-10 | 86% | 13% | 2% |
| 2010-11 | 89% | 10% | 1% |
| 2011-12 | 86% | 12% | 2% |
| 2012-13 | 89% | 9% | 2% |
| 2013-14 | 87% | 12% | 1% |

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

## SIAST Wascana Campus

| Year | Agree/Strongly Agree | Disagree/Strongly Disagree | Don't know/Not Applicable |
|------|------|------|------|
| 2009-10 | 91% | 8% | 1% |
| 2010-11 | 86% | 12% | 2% |
| 2011-12 | 87% | 11% | 2% |
| 2012-13 | 91% | 8% | 1% |
| 2013-14 | 87% | 11% | 2% |

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

## SIAST Palliser Campus

| Year | Agree/Strongly Agree | Disagree/Strongly Disagree | Don't know/Not Applicable |
|------|------|------|------|
| 2009-10 | 88% | 11% | 1% |
| 2010-11 | 92% | 7% | 2% |
| 2011-12 | 89% | 10% | 1% |
| 2012-13 | 94% | 5% | 1% |
| 2013-14 | 87% | 10% | 3% |

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

## SIAST Woodland Campus

| Year | Agree/Strongly Agree | Disagree/Strongly Disagree | Don't know/Not Applicable |
|------|------|------|------|
| 2009-10 | 89% | 10% | 1% |
| 2010-11 | 92% | 6% | 2% |
| 2011-12 | 94% | 5% | 1% |
| 2012-13 | 95% | 3% | 3% |
| 2013-14 | 94% | 6% | 1% |

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

### 3.2.3 Would Choose to Attend SIAST Again

More than four-fifths of respondents at each campus indicated that they would attend SIAST again. The SIAST Woodland Campus had the largest percentage of students who agreed they would choose SIAST again if they were starting their training over (91%). SIAST Kelsey Campus and SIAST Wascana Campus had the lowest percentage at 86%, respectively (table 5, figure 8).

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

| Year | Campus | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know Not Applicable % |
|---|---|---|---|---|---|---|---|
| 2009-10 | SIAST Kelsey | 1,030 | 30.2 | 49.4 | 10.9 | 5.7 | 3.8 |
| | SIAST Palliser | 568 | 33.8 | 50.7 | 9.0 | 3.5 | 3.0 |
| | SIAST Wascana | 561 | 44.6 | 45.5 | 5.5 | 1.1 | 3.4 |
| | SIAST Woodland | 226 | 47.3 | 43.4 | 6.6 | 0.9 | 1.8 |
| 2010-11 | SIAST Kelsey | 976 | 35.6 | 48.2 | 10.6 | 2.8 | 3.0 |
| | SIAST Palliser | 396 | 36.6 | 46.7 | 9.1 | 2.3 | 5.3 |
| | SIAST Wascana | 624 | 40.1 | 46.0 | 6.6 | 2.9 | 4.5 |
| | SIAST Woodland | 333 | 46.2 | 44.4 | 6.3 | 1.2 | 1.8 |
| 2011-12 | SIAST Kelsey | 889 | 34.6 | 47.5 | 10.2 | 3.6 | 4.0 |
| | SIAST Palliser | 465 | 35.5 | 47.3 | 11.2 | 2.4 | 3.7 |
| | SIAST Wascana | 776 | 31.8 | 53.7 | 8.5 | 2.6 | 3.4 |
| | SIAST Woodland | 344 | 48.3 | 44.5 | 4.4 | 1.5 | 1.5 |
| 2012-13 | SIAST Kelsey | 1,035 | 39.3 | 45.8 | 7.8 | 2.7 | 4.3 |
| | SIAST Palliser | 387 | 39.5 | 50.6 | 5.4 | 1.8 | 2.6 |
| | SIAST Wascana | 663 | 38.2 | 48.9 | 6.8 | 2.7 | 3.5 |
| | SIAST Woodland | 271 | 53.1 | 41.7 | 3.0 | 1.8 | 0.4 |
| 2013-14 | SIAST Kelsey | 922 | 38.0 | 47.9 | 7.6 | 2.3 | 4.2 |
| | SIAST Palliser | 427 | 37.2 | 47.1 | 8.7 | 2.1 | 4.9 |
| | SIAST Wascana | 593 | 39.1 | 46.4 | 8.3 | 3.2 | 3.0 |
| | SIAST Woodland | 289 | 53.6 | 37.4 | 3.8 | 1.7 | 3.5 |

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



SIAST Kelsey Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 4% | 3% | 4% | 4% | 4% |
| Disagree/Strongly Disagree | 17% | 13% | 14% | 11% | 10% |
| Agree/Strongly Agree | 80% | 84% | 82% | 85% | 86% |

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

SIAST Wascana Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 3% | 4% | 3% | 4% | 3% |
| Disagree/Strongly Disagree | 7% | 10% | 11% | 10% | 12% |
| Agree/Strongly Agree | 90% | 86% | 86% | 87% | 86% |

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

SIAST Palliser Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 3% | 5% | 4% | 3% | 5% |
| Disagree/Strongly Disagree | 13% | 11% | 14% | 7% | 11% |
| Agree/Strongly Agree | 85% | 83% | 83% | 90% | 84% |

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

SIAST Woodland Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 2% | 2% | 2% | 0.4% | 4% |
| Disagree/Strongly Disagree | 8% | 7% | 6% | 5% | 6% |
| Agree/Strongly Agree | 91% | 91% | 93% | 95% | 91% |

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

# 4.0 Admission/Orientation

## 4.1 Effectiveness of SIAST-wide Welcoming Event/Orientation

### 4.1.1 SIAST Overall

Respondents were asked to indicate whether they agreed that the SIAST-wide welcoming event/orientation was effective in introducing them to the services and supports available on campus. Approximately 76% of respondents in 2013-14 agreed that the orientation was effective (table 6, figure 9) - up 1% from 2012-13 results.

**Table 6: Effectiveness of SIAST-Wide Welcoming Event/Orientation: SIAST Overall**

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| **Strongly Agree** | 462 | 19.4 | 454 | 19.5 | 421 | 17.1 | 513 | 21.7 | 453 | 20.3 |
| **Agree** | 1,391 | 58.4 | 1,284 | 55.1 | 1,294 | 52.4 | 1,262 | 53.5 | 1,232 | 55.3 |
| **Disagree** | 251 | 10.5 | 287 | 12.3 | 359 | 14.5 | 289 | 12.3 | 245 | 11.0 |
| **Strongly Disagree** | 56 | 2.3 | 65 | 2.8 | 114 | 4.6 | 62 | 2.6 | 74 | 3.3 |
| **Don't Know / Not Applicable** | 223 | 9.4 | 242 | 10.4 | 281 | 11.4 | 233 | 9.9 | 224 | 10.1 |

**Figure 9: Effectiveness of SIAST-Wide Welcoming Event/Orientation: SIAST Overall**
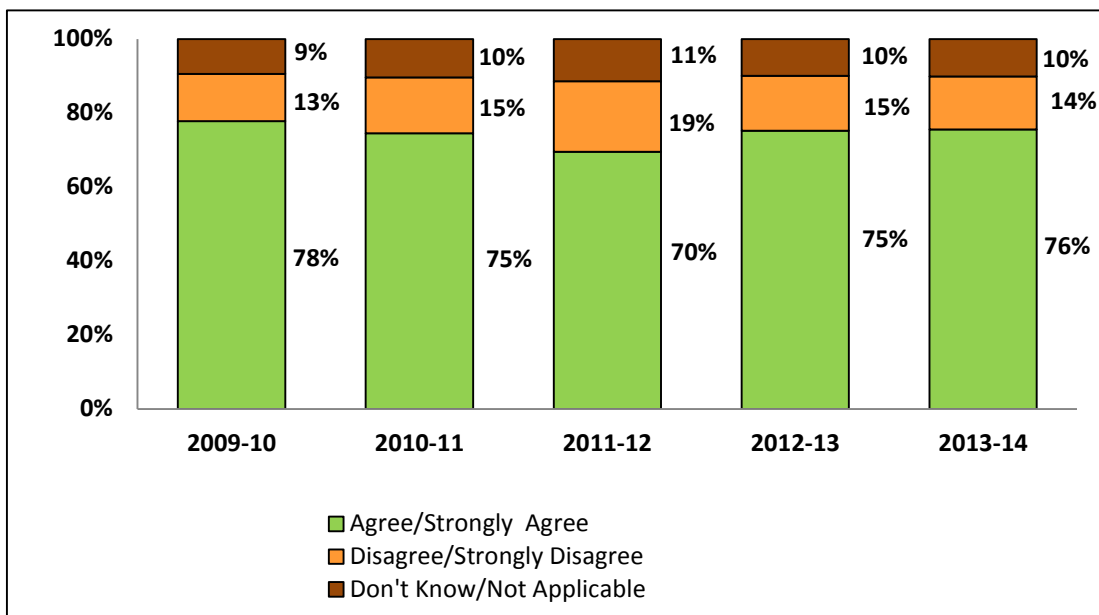
### 4.1.2 By Campus

As shown in table 7 and figure 10, SIAST Woodland Campus had the highest proportion of respondents (79%) that agreed the SIAST-wide welcoming event/orientation was effective in introducing them to the services and supports available on campus; however this is a decline of 9% in satisfaction from the 2012-13 survey results. SIAST Palliser Campus had the lowest satisfaction from respondents (72%), down 1% from 2012-13.

In general, the proportion of students agreeing to the effectiveness of the SIAST-Wide orientation to support services fluctuated across all campuses, significantly so among SIAST Woodland Campus and SIAST Kelsey Campus students (down 9% and 5% respectively from 2012-13 numbers).

**Table 7:  Effectiveness of SIAST-Wide Welcoming Event/Orientation: By Campus**

| Year | Campus | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|---|---|---|---|---|---|---|---|
| 2009-10 | SIAST Kelsey | 1,030 | 14.8 | 58.9 | 12.8 | 2.6 | 10.9 |
| | SIAST Palliser | 568 | 17.1 | 59.3 | 12.9 | 3.5 | 7.2 |
| | SIAST Wascana | 560 | 24.6 | 58.2 | 5.9 | 1.4 | 9.8 |
| | SIAST Woodland | 225 | 33.3 | 53.8 | 5.8 | 0.4 | 6.7 |
| 2010-11 | SIAST Kelsey | 979 | 15.2 | 57.4 | 11.8 | 3.9 | 11.6 |
| | SIAST Palliser | 396 | 17.7 | 51.5 | 16.9 | 2.5 | 11.4 |
| | SIAST Wascana | 624 | 23.6 | 54.5 | 10.4 | 1.8 | 9.8 |
| | SIAST Woodland | 333 | 26.4 | 53.5 | 11.7 | 1.8 | 6.6 |
| 2011-12 | SIAST Kelsey | 888 | 14.6 | 51.9 | 16.9 | 4.7 | 11.8 |
| | SIAST Palliser | 455 | 14.4 | 55.5 | 16.6 | 3.7 | 9.9 |
| | SIAST Wascana | 772 | 17.1 | 52.2 | 13.2 | 5.8 | 11.7 |
| | SIAST Woodland | 344 | 26.7 | 50.0 | 8.7 | 2.9 | 11.6 |
| 2012-13 | SIAST Kelsey | 1,038 | 19.3 | 51.8 | 14.3 | 3.6 | 11.1 |
| | SIAST Palliser | 387 | 18.1 | 55.3 | 14.7 | 3.6 | 8.3 |
| | SIAST Wascana | 663 | 22.2 | 55.5 | 10.6 | 1.4 | 10.4 |
| | SIAST Woodland | 271 | 35.4 | 52.4 | 5.2 | 0.7 | 6.3 |
| 2013-14 | SIAST Kelsey | 921 | 17.9 | 58.2 | 11.0 | 4.0 | 8.9 |
| | SIAST Palliser | 426 | 14.8 | 56.8 | 14.3 | 4.0 | 10.1 |
| | SIAST Wascana | 592 | 23.3 | 52.7 | 10.1 | 2.2 | 11.7 |
| | SIAST Woodland | 289 | 30.1 | 49.1 | 8.0 | 2.4 | 10.4 |

**Figure 10: Effectiveness of SIAST-Wide Welcoming Event/Orientation: By Campus**



SIAST Kelsey Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 11% | 12% | 12% | 11% | 9% |
| Disagree/Strongly Disagree | 15% | 16% | 22% | 18% | 15% |
| Agree/Strongly Agree | 74% | 73% | 67% | 71% | 76% |

SIAST Wascana Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 10% | 10% | 12% | 10% | 12% |
| Disagree/Strongly Disagree | 7% | 12% | 18% | 12% | 12% |
| Agree/Strongly Agree | 83% | 78% | 69% | 78% | 76% |

SIAST Palliser Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 7% | 11% | 10% | 8% | 10% |
| Disagree/Strongly Disagree | 16% | 19% | 20% | 18% | 18% |
| Agree/Strongly Agree | 76% | 69% | 70% | 73% | 72% |

SIAST Woodland Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 7% | 7% | 12% | 6% | 10% |
| Disagree/Strongly Disagree | 6% | 14% | 12% | 6% | 10% |
| Agree/Strongly Agree | 87% | 80% | 77% | 88% | 79% |

### 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 2013-14 respondents (94%) agreed that SIAST has a welcoming and friendly environment (table 8). The 2013-14 response is the highest of the five previous administrations of the surveys as illustrated by figure 11.

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Strongly Agree | 757 | 31.8 | 772 | 33.1 | 757 | 30.7 | 808 | 34.3 | 778 | 34.9 |
| Agree | 1,462 | 61.4 | 1,401 | 60.2 | 1,533 | 62.1 | 1,380 | 58.6 | 1,316 | 59.0 |
| Disagree | 113 | 4.7 | 112 | 4.8 | 126 | 5.1 | 119 | 5.1 | 103 | 4.6 |
| Strongly Disagree | 30 | 1.3 | 26 | 1.1 | 31 | 1.3 | 29 | 1.2 | 18 | 0.8 |
| Don't Know / Not Applicable | 21 | 0.9 | 18 | 0.8 | 22 | 0.9 | 19 | 0.8 | 16 | 0.7 |

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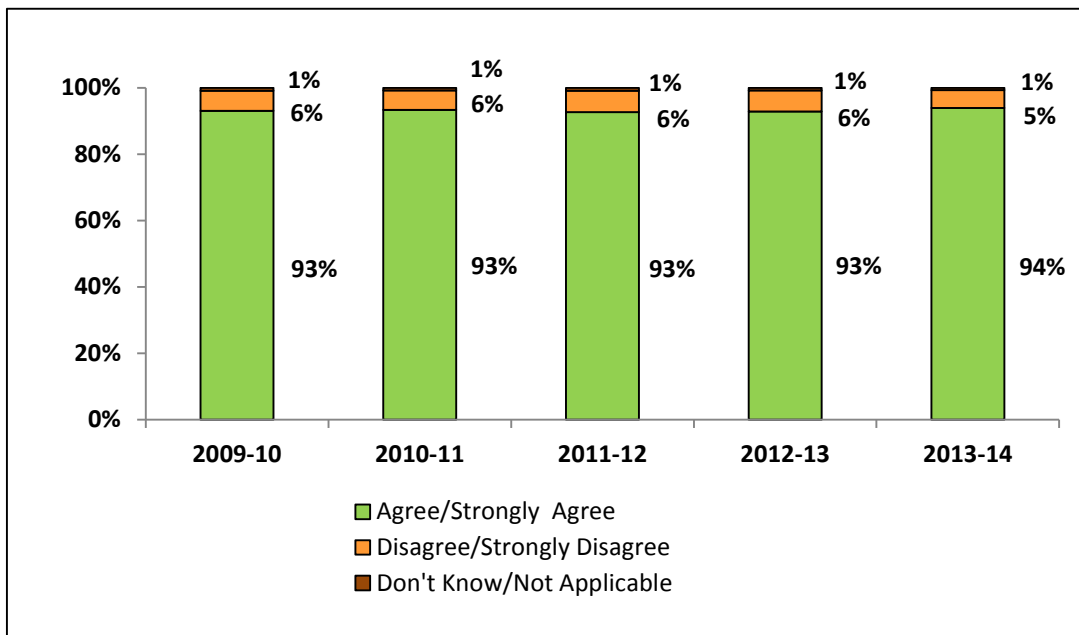
### 4.2.2 By Campus

As illustrated in table 9 and figure 12, the overwhelming majority of 2013-14 students' at all four campuses agreed that their campus environment was welcoming and friendly. SIAST Palliser and Woodland campuses had the highest proportions of students who agreed (95% each), followed closely by SIAST Kelsey (94%) and Wascana (93%) campuses. There were good improvements in the rating results to what was seen in 2012-13, with the exception of SIAST Wascana Campus that remained constant at 93%.

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

| Year | Campus | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|---|---|---|---|---|---|---|---|
| 2009-10 | SIAST Kelsey | 1,031 | 23.3 | 67.9 | 6.0 | 1.9 | 0.9 |
| | SIAST Palliser | 568 | 32.2 | 62.1 | 4.0 | 0.9 | 0.7 |
| | SIAST Wascana | 559 | 39.9 | 54.6 | 3.4 | 0.9 | 1.3 |
| | SIAST Woodland | 225 | 49.3 | 46.2 | 4.0 | 0.0 | 0.4 |
| 2010-11 | SIAST Kelsey | 977 | 27.3 | 64.4 | 5.8 | 1.3 | 1.1 |
| | SIAST Palliser | 395 | 37.2 | 58.5 | 2.8 | 0.8 | 0.8 |
| | SIAST Wascana | 624 | 34.3 | 59.3 | 4.6 | 1.1 | 0.6 |
| | SIAST Woodland | 333 | 43.2 | 51.4 | 4.5 | 0.9 | 0.0 |
| 2011-12 | SIAST Kelsey | 889 | 26.4 | 64.2 | 6.7 | 1.8 | 0.8 |
| | SIAST Palliser | 465 | 30.5 | 64.1 | 4.3 | 0.4 | 0.6 |
| | SIAST Wascana | 773 | 28.8 | 63.8 | 4.4 | 1.4 | 1.6 |
| | SIAST Woodland | 342 | 45.9 | 50.0 | 3.5 | 0.6 | 0.0 |
| 2012-13 | SIAST Kelsey | 1,039 | 31.4 | 61.0 | 5.8 | 1.3 | 0.5 |
| | SIAST Palliser | 387 | 34.4 | 59.2 | 4.4 | 1.0 | 1.0 |
| | SIAST Wascana | 660 | 34.5 | 58.8 | 4.2 | 1.4 | 1.1 |
| | SIAST Woodland | 269 | 45.0 | 48.0 | 5.2 | 0.7 | 1.1 |
| 2013-14 | SIAST Kelsey | 922 | 32.9 | 61.1 | 4.4 | 1.3 | 0.3 |
| | SIAST Palliser | 428 | 35.3 | 59.3 | 4.0 | 0.7 | 0.7 |
| | SIAST Wascana | 592 | 30.9 | 61.8 | 5.4 | 0.5 | 1.4 |
| | SIAST Woodland | 289 | 48.8 | 46.0 | 4.5 | 0.0 | 0.7 |

**Figure 12: Overall Environment at SIAST: By Campus**



SIAST Kelsey Campus

| Year | Agree/Strongly Agree | Disagree/Strongly Disagree | Don't know/Not Applicable |
|------|------|------|------|
| 2009-10 | 89% | 10% | 0.9% |
| 2010-11 | 86% | 13% | 0.8% |
| 2011-12 | 88% | 11% | 0.6% |
| 2012-13 | 89% | 11% | 0.5% |
| 2013-14 | 91% | 9% | 0.8% |

SIAST Wascana Campus

| Year | Agree/Strongly Agree | Disagree/Strongly Disagree | Don't know/Not Applicable |
|------|------|------|------|
| 2009-10 | 95% | 4% | 1% |
| 2010-11 | 91% | 8% | 1% |
| 2011-12 | 90% | 8% | 2% |
| 2012-13 | 95% | 4% | 1% |
| 2013-14 | 93% | 5% | 2% |

SIAST Palliser Campus

| Year | Agree/Strongly Agree | Disagree/Strongly Disagree | Don't know/Not Applicable |
|------|------|------|------|
| 2009-10 | 94% | 5% | 0.7% |
| 2010-11 | 96% | 4% | 0.3% |
| 2011-12 | 94% | 5% | |
| 2012-13 | 94% | 6% | 0.3% |
| 2013-14 | 94% | 5% | 0.9% |

SIAST Woodland Campus

| Year | Agree/Strongly Agree | Disagree/Strongly Disagree | Don't know/Not Applicable |
|------|------|------|------|
| 2009-10 | 93% | 5% | 2% |
| 2010-11 | 90% | 9% | 1% |
| 2011-12 | 96% | 4% | 0.3% |
| 2012-13 | 96% | 4% | |
| 2013-14 | 97% | 2% | 0.7% |

# 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/e-books, DVDs, streaming videos, online databases, etc.) available for use in their programs. As shown in table 10 and figure 13, in the 2013-14 survey, 76% respondents indicated there were sufficient and relevant library resource materials, 2% down from 2012-13 (78%) survey.

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Strongly Agree | 476 | 20.0 | 451 | 19.3 | 461 | 18.6 | 510 | 21.6 | 430 | 19.3 |
| Agree | 1,391 | 58.4 | 1,321 | 56.7 | 1,414 | 57.2 | 1,321 | 56.0 | 1,259 | 56.4 |
| Disagree | 213 | 8.9 | 213 | 9.1 | 221 | 8.9 | 250 | 10.6 | 197 | 8.8 |
| Strongly Disagree | 38 | 1.6 | 54 | 2.3 | 58 | 2.3 | 48 | 2.0 | 52 | 2.3 |
| Don't Know / Not Applicable | 265 | 11.1 | 292 | 12.5 | 318 | 12.9 | 213 | 9.8 | 294 | 13.2 |

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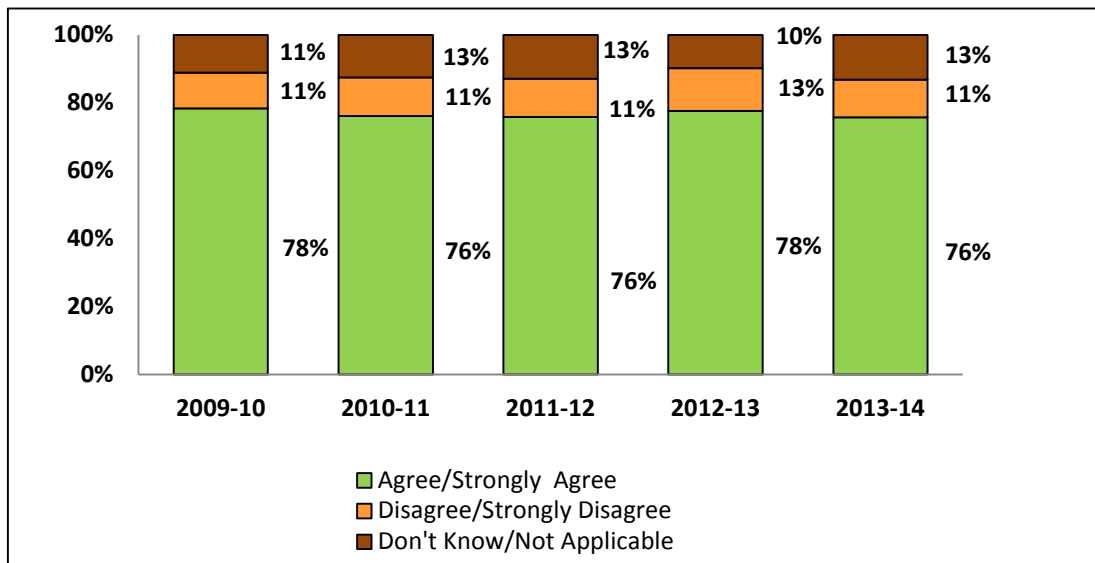
### 5.1.2 By Campus

Consistent with 2012-13 results, SIAST Woodland Campus had the highest proportion of students (85%) that felt the library resource materials for use in their program were sufficient and relevant. However this is 2% decrease in satisfaction compared to results in 2012-13.

SIAST Wascana Campus followed with 78% of students responding similarly, a figure that is 7% down from 2012-13. As with 2012-13 results, close to three-quarters of students at SIAST Kelsey Campus (74%) were satisfied with the library resources available (table 11, figure 14). SIAST Palliser Campus had the lowest percent of respondents who agreed to the sufficiency of Library resource materials (69%), which is 3% down from 2012-13.

**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 % |
|------|--------|------|------|------|------|------|------|
| 2009-10 | SIAST Kelsey | 1,031 | 13.8 | 59.2 | 13 | 2.9 | 11.2 |
| | SIAST Palliser | 567 | 15.7 | 59.4 | 6.3 | 1.1 | 17.5 |
| | SIAST Wascana | 560 | 28.2 | 58.2 | 5.9 | 0.4 | 7.3 |
| | SIAST Woodland | 225 | 38.7 | 52.4 | 4.4 | 0.0 | 4.4 |
| 2010-11 | SIAST Kelsey | 979 | 15.1 | 56.1 | 11.0 | 3.5 | 14.3 |
| | SIAST Palliser | 396 | 19.2 | 53.5 | 5.8 | 1.0 | 20.5 |
| | SIAST Wascana | 623 | 22.5 | 58.9 | 9.0 | 1.0 | 8.7 |
| | SIAST Woodland | 333 | 26.1 | 58.0 | 7.8 | 3.0 | 5.1 |
| 2011-12 | SIAST Kelsey | 889 | 15.2 | 58.6 | 11.4 | 3.4 | 11.5 |
| | SIAST Palliser | 465 | 14.8 | 53.3 | 7.1 | 1.9 | 22.8 |
| | SIAST Wascana | 775 | 19.7 | 59.6 | 8.0 | 2.1 | 10.6 |
| | SIAST Woodland | 343 | 30.3 | 53.4 | 7.3 | 0.9 | 8.2 |
| 2012-13 | SIAST Kelsey | 1,039 | 18.5 | 54.0 | 14.2 | 3.3 | 10.0 |
| | SIAST Palliser | 386 | 18.9 | 52.8 | 9.8 | 1.3 | 17.1 |
| | SIAST Wascana | 664 | 23.9 | 61.0 | 6.6 | 0.6 | 7.8 |
| | SIAST Woodland | 271 | 31.7 | 55.7 | 7.4 | 1.8 | 3.3 |
| 2013-14 | SIAST Kelsey | 922 | 18.0 | 56.4 | 10.0 | 3.0 | 12.6 |
| | SIAST Palliser | 428 | 15.4 | 53.7 | 9.6 | 2.8 | 18.5 |
| | SIAST Wascana | 593 | 19.4 | 58.5 | 7.1 | 1.5 | 13.5 |
| | SIAST Woodland | 289 | 28.7 | 56.1 | 7.6 | 1.0 | 6.6 |

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

### SIAST Kelsey Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 11% | 14% | 12% | 10% | 13% |
| Disagree/Strongly Disagree | 16% | 15% | 15% | 18% | 13% |
| Agree/Strongly Agree | 73% | 71% | 74% | 73% | 74% |

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

### SIAST Wascana Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 7% | 9% | 11% | 8% | 14% |
| Disagree/Strongly Disagree | 6% | 10% | 10% | 7% | 9% |
| Agree/Strongly Agree | 86% | 81% | 79% | 85% | 78% |

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

### SIAST Palliser Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 18% | 20% | 23% | 17% | 19% |
| Disagree/Strongly Disagree | 7% | 7% | 9% | 11% | 12% |
| Agree/Strongly Agree | 75% | 73% | 68% | 72% | 69% |

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

### SIAST Woodland Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 4% | 5% | 8% | 3% | 7% |
| Disagree/Strongly Disagree | 4% | 11% | 8% | 9% | 9% |
| Agree/Strongly Agree | 91% | 84% | 84% | 87% | 85% |

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

# 6.0 Campus Facilities

## 6.1 Classroom Facilities

### 6.1.1 SIAST Overall

As part of the survey, respondents were asked to provide their level of agreement that classroom facilities are appropriate at SIAST. In 2013-14, the majority of respondents (91%) indicated that classroom facilities were appropriate, a 2% decrease from the 2012-13 survey results (table 12, figure 15).

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| **Strongly Agree** | 600 | 25.2 | 614 | 26.4 | 684 | 27.7 | 693 | 29.4 | 655 | 29.4 |
| **Agree** | 1,515 | 63.5 | 1,469 | 63.0 | 1,567 | 63.5 | 1,497 | 63.6 | 1,371 | 61.5 |
| **Disagree** | 198 | 8.3 | 157 | 6.7 | 167 | 6.8 | 138 | 5.9 | 149 | 6.7 |
| **Strongly Disagree** | 54 | 2.3 | 69 | 3.0 | 38 | 1.5 | 20 | 0.8 | 38 | 1.7 |
| **Don't Know / Not Applicable** | 18 | 0.8 | 21 | 0.9 | 13 | 0.5 | 7 | 0.3 | 18 | 0.8 |

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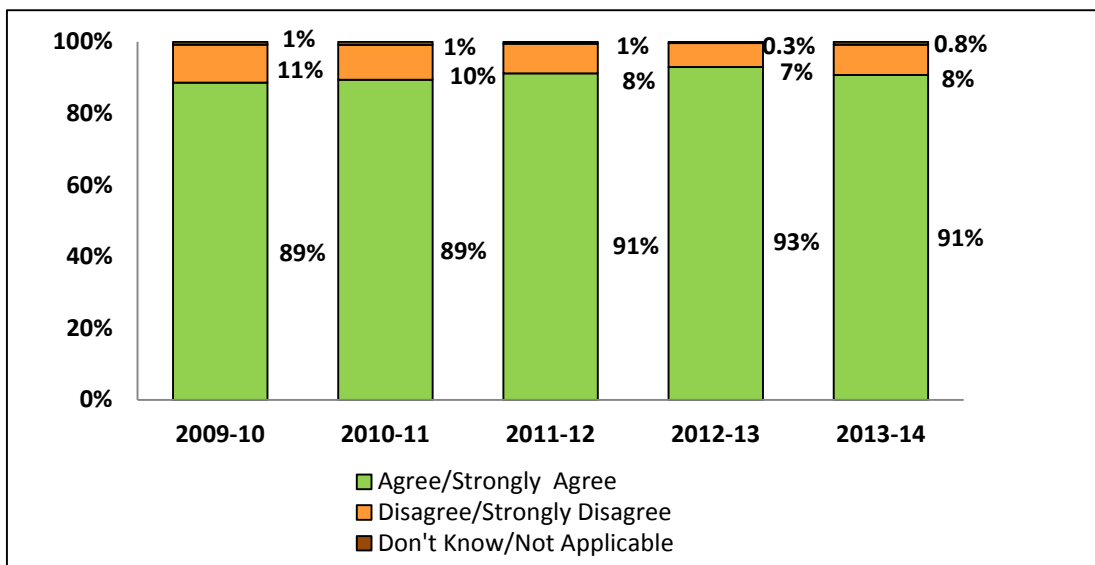
### 6.1.2 By Campus

In 2013-14, at least 9 out of 10 of respondents from all four campuses expressed satisfaction with the classroom facilities. SIAST Wascana Campus had the highest percentages (92%), while SIAST Woodland Campus had the lowest (90%). With the exception of SIAST Palliser Campus (up 2% to 90% in 2013-14), all campuses experienced decreses in student satisfaction from the 2012-13 results.

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

| Year | Campus | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|---|---|---|---|---|---|---|---|
| 2009-10 | SIAST Kelsey | 1,032 | 19.3 | 64.3 | 12.4 | 3.9 | 0.1 |
| | SIAST Palliser | 567 | 19.9 | 72.0 | 6.3 | 1.2 | 0.5 |
| | SIAST Wascana | 561 | 33.5 | 60.2 | 3.6 | 0.9 | 1.8 |
| | SIAST Woodland | 225 | 44.4 | 46.7 | 6.2 | 0.9 | 1.8 |
| 2010-11 | SIAST Kelsey | 979 | 21.3 | 64.5 | 9.0 | 4.5 | 0.7 |
| | SIAST Palliser | 396 | 26.3 | 69.2 | 3.5 | 1.0 | 0.0 |
| | SIAST Wascana | 623 | 30.8 | 63.1 | 3.7 | 1.0 | 1.4 |
| | SIAST Woodland | 332 | 32.8 | 51.5 | 9.6 | 4.5 | 1.5 |
| 2011-12 | SIAST Kelsey | 888 | 25.0 | 64.5 | 8.3 | 1.9 | 0.2 |
| | SIAST Palliser | 465 | 25.8 | 66.2 | 6.9 | 0.9 | 0.2 |
| | SIAST Wascana | 774 | 27.4 | 66.3 | 4.1 | 1.2 | 1.0 |
| | SIAST Woodland | 342 | 38.0 | 50.6 | 8.5 | 2.3 | 0.6 |
| 2012-13 | SIAST Kelsey | 1,037 | 29.0 | 64.9 | 5.0 | 0.9 | 0.2 |
| | SIAST Palliser | 383 | 20.9 | 67.4 | 10.2 | 1.6 | 0.0 |
| | SIAST Wascana | 664 | 31.9 | 62.8 | 4.2 | 0.3 | 0.8 |
| | SIAST Woodland | 271 | 36.9 | 55.0 | 7.0 | 1.1 | 0.0 |
| 2013-14 | SIAST Kelsey | 921 | 28.6 | 62.1 | 7.6 | 1.6 | 0.1 |
| | SIAST Palliser | 428 | 22.9 | 67.3 | 7.7 | 1.9 | 0.2 |
| | SIAST Wascana | 593 | 31.2 | 60.9 | 4.7 | 0.8 | 2.4 |
| | SIAST Woodland | 289 | 37.7 | 51.9 | 6.2 | 3.5 | 0.7 |

## Figure 16: Appropriateness of Classroom Facilities: By Campus



**SIAST Kelsey Campus**

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 0.1% | 1% | 0.2% | 0.2% | 0.1% |
| Disagree/Strongly Disagree | 16% | 13% | 10% | 6% | 9% |
| Agree/Strongly Agree | 84% | 86% | 90% | 94% | 91% |

**SIAST Wascana Campus**

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 2% | 1% | 1% | 1% | 2% |
| Disagree/Strongly Disagree | 5% | 5% | 5% | 5% | 6% |
| Agree/Strongly Agree | 94% | 94% | 94% | 95% | 92% |

**SIAST Palliser Campus**

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 0.5% | | 0.2% | | 0.2% |
| Disagree/Strongly Disagree | 8% | 5% | 8% | 12% | 10% |
| Agree/Strongly Agree | 92% | 95% | 92% | 88% | 90% |

**SIAST Woodland Campus**

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 2% | 2% | 1% | 8% | 1% |
| Disagree/Strongly Disagree | 7% | 14% | 11% | | 10% |
| Agree/Strongly Agree | 91% | 84% | 89% | 92% | 90% |

- ■ Agree/Strongly Agree
- ■ Disagree/Strongly Disagree
- ■ Don't know/Not Applicable
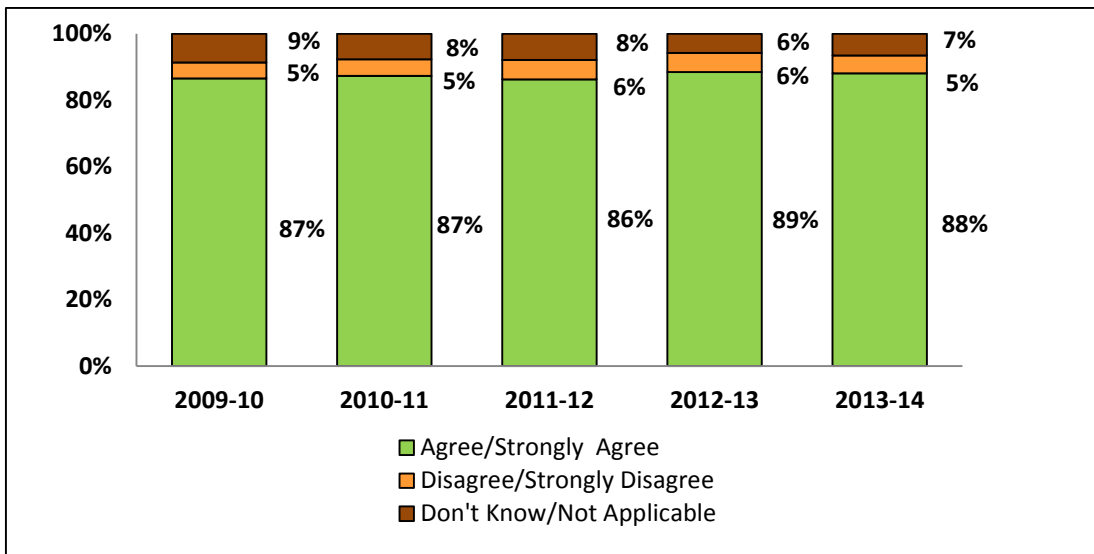
## 6.2    Shop and Lab Facilities

### 6.2.1    SIAST Overall

Respondents were also asked if they believed that the shop and lab facilities at SIAST were appropriate. In 2013-14, over four-fifths of respondents (88%) agreed that SIAST's shop and lab facilities were appropriate, a 1% decrease from 2012-13 (table 14, figure 17).

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | # | # | % | # | # | # | % |
| Strongly Agree | 698 | 29.2 | 711 | 30.5 | 731 | 29.6 | 747 | 31.4 | 701 | 31.4 |
| Agree | 1,366 | 57.2 | 1,313 | 56.4 | 1,398 | 56.7 | 1,338 | 56.8 | 1,264 | 56.7 |
| Disagree | 92 | 3.9 | 101 | 4.3 | 112 | 4.5 | 108 | 4.6 | 100 | 4.5 |
| Strongly Disagree | 21 | 0.9 | 27 | 1.2 | 31 | 1.3 | 27 | 1.1 | 20 | 0.9 |
| Don't Know / Not Applicable | 207 | 8.7 | 176 | 7.6 | 195 | 7.9 | 136 | 5.8 | 146 | 6.5 |

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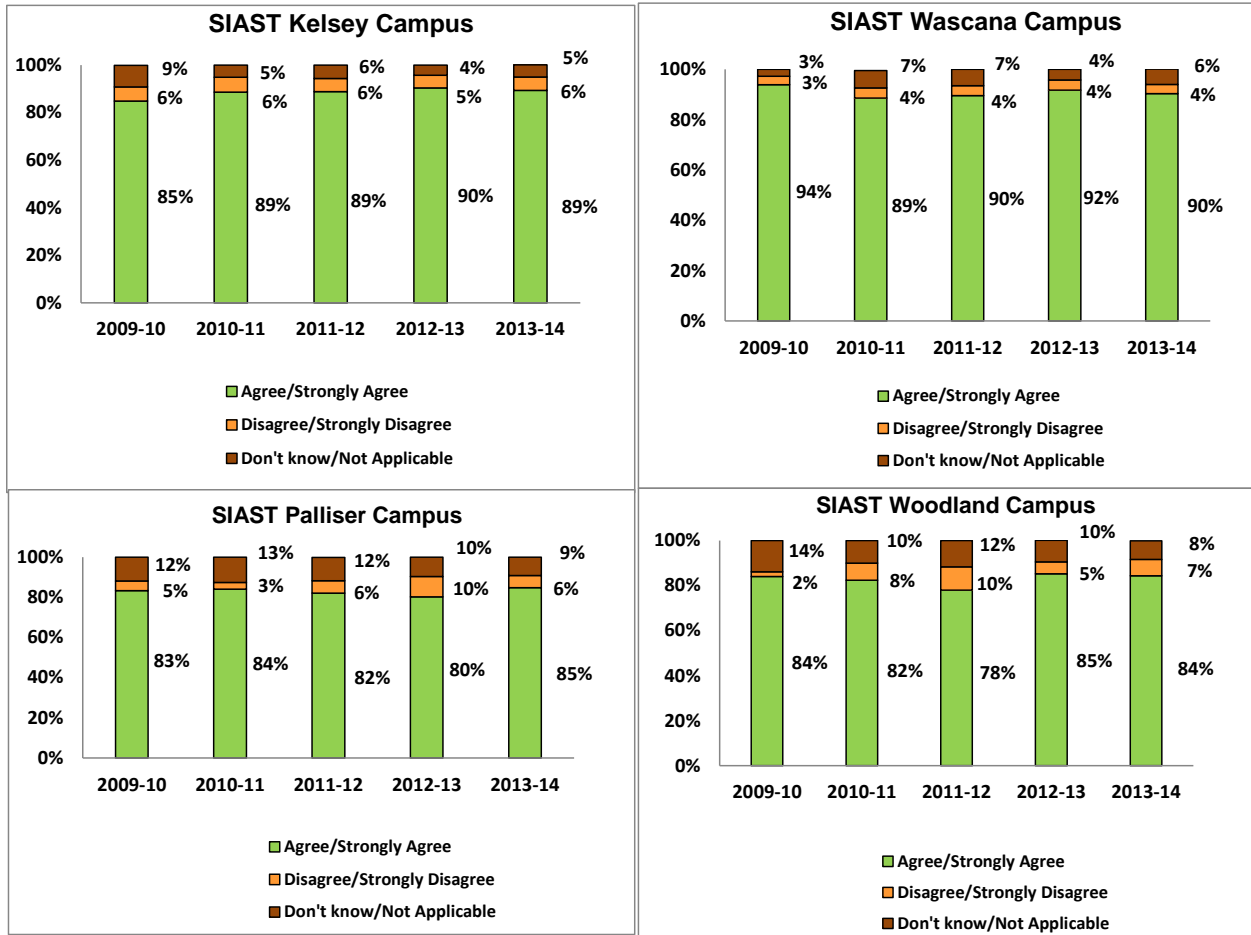
### 6.2.2 By Campus

SIAST Wascana Campus had the highest proportion of students that agreed the campus shop and lab facilities were appropriate (90%). SIAST Kelsey Campus followed with a slight decline in rate of 1%, since the previous survey (89% for 2013-14 and 90% for 2012-13). Notably, SIAST Palliser campus was the only campus with an increase in satisfaction compared to last year (85% – up 5%).

SIAST Woodland Campus had the lowest proportion of students who agreed to the appropriateness of campus shop and lab facilities (84%), 1% decline in satisfaction over 2012-13.

**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 % |
|---|---|---|---|---|---|---|---|
| 2009-10 | SIAST Kelsey | 1,031 | 24.9 | 60.0 | 4.8 | 1.1 | 9.1 |
| | SIAST Palliser | 568 | 23.3 | 60.0 | 3.7 | 1.2 | 11.8 |
| | SIAST Wascana | 561 | 37.4 | 56.5 | 2.9 | 0.5 | 2.7 |
| | SIAST Woodland | 226 | 44.0 | 40.0 | 2.2 | 0.0 | 13.8 |
| 2010-11 | SIAST Kelsey | 979 | 28.6 | 60.0 | 5.0 | 1.3 | 5.1 |
| | SIAST Palliser | 396 | 28.0 | 56.1 | 2.8 | 0.5 | 12.6 |
| | SIAST Wascana | 623 | 33.2 | 55.4 | 3.7 | 0.8 | 6.9 |
| | SIAST Woodland | 330 | 34.2 | 48.2 | 5.5 | 2.1 | 10.0 |
| 2011-12 | SIAST Kelsey | 888 | 30.9 | 57.9 | 4.7 | 0.8 | 5.7 |
| | SIAST Palliser | 464 | 25.4 | 56.7 | 6.0 | 0.2 | 11.6 |
| | SIAST Wascana | 774 | 29.3 | 60.3 | 2.7 | 1.2 | 6.5 |
| | SIAST Woodland | 341 | 32.8 | 45.2 | 6.2 | 4.1 | 11.7 |
| 2012-13 | SIAST Kelsey | 1,037 | 33.5 | 56.9 | 4.2 | 1.1 | 4.3 |
| | SIAST Palliser | 384 | 19.8 | 60.4 | 7.3 | 2.9 | 9.6 |
| | SIAST Wascana | 664 | 34.0 | 57.7 | 3.8 | 0.3 | 4.2 |
| | SIAST Woodland | 271 | 36.2 | 49.1 | 4.1 | 1.1 | 9.6 |
| 2013-14 | SIAST Kelsey | 921 | 31.5 | 57.8 | 5.0 | 0.7 | 5.1 |
| | SIAST Palliser | 428 | 22.7 | 62.1 | 4.9 | 1.2 | 9.1 |
| | SIAST Wascana | 593 | 32.4 | 58.0 | 2.9 | 0.7 | 6.1 |
| | SIAST Woodland | 289 | 42.2 | 42.2 | 5.5 | 1.7 | 8.3 |

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



### SIAST Kelsey Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 9% | 5% | 6% | 4% | 5% |
| Disagree/Strongly Disagree | 6% | 6% | 6% | 5% | 6% |
| Agree/Strongly Agree | 85% | 89% | 89% | 90% | 89% |

### SIAST Wascana Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 3% | 7% | 7% | 4% | 6% |
| Disagree/Strongly Disagree | 3% | 4% | 4% | 4% | 4% |
| Agree/Strongly Agree | 94% | 89% | 90% | 92% | 90% |

### SIAST Palliser Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 12% | 13% | 12% | 10% | 9% |
| Disagree/Strongly Disagree | 5% | 3% | 6% | 10% | 6% |
| Agree/Strongly Agree | 83% | 84% | 82% | 80% | 85% |

### SIAST Woodland Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 14% | 10% | 12% | 10% | 8% |
| Disagree/Strongly Disagree | 2% | 8% | 10% | 5% | 7% |
| Agree/Strongly Agree | 84% | 82% | 78% | 85% | 84% |

### 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 2013-14 respondents (85%) agreed that adequate study space was available. Of the five survey years as represented by table 16 and figure 19, this is the highest level of satisfaction recorded for this question.

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | # | # | % | # | # | # | % |
| Strongly Agree | 584 | 25.0 | 615 | 26.4 | 638 | 25.8 | 665 | 28.2 | 613 | 27.5 |
| Agree | 1,401 | 59.0 | 1,266 | 54.4 | 1,384 | 56.1 | 1,279 | 54.3 | 1,282 | 57.5 |
| Disagree | 277 | 12.0 | 292 | 12.5 | 306 | 12.4 | 293 | 12.4 | 228 | 10.2 |
| Strongly Disagree | 72 | 3.0 | 109 | 4.7 | 103 | 4.2 | 95 | 4.0 | 64 | 2.9 |
| Don't Know / Not Applicable | 50 | 2.0 | 46 | 2.0 | 38 | 1.5 | 24 | 1.0 | 43 | 1.9 |

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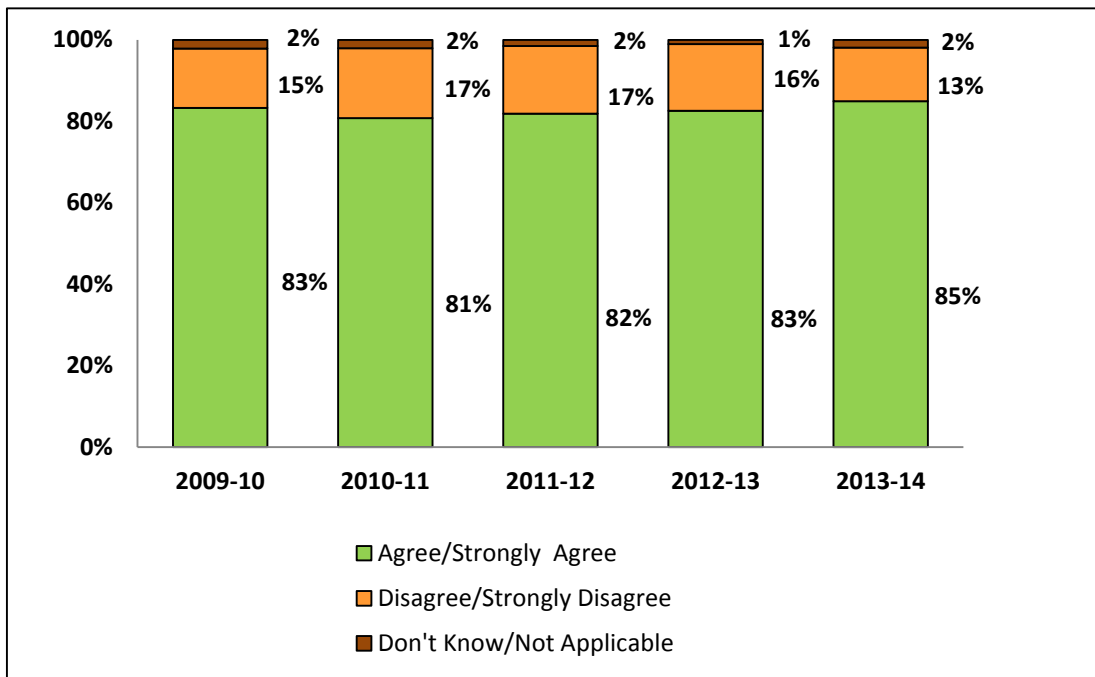
### 6.3.2 By Campus

SIAST Woodland Campus had the highest percent of students who were sastified with their study space (92%). The rest of the campuses had less than 90% satisfaction rates, with SIAST Wascana Campus being the second highest (86%) and SIAST Kelsey Campus closely following at 85%. Although SIAST Kelsey Campus had a lower overall satisfaction rate compared to SIAST Woodland and Wascana Campuses, compared to last year, it had the highest percent increase in proportion of students (7%) who agreed adequate study space was available in 2013-14

Respondents from SIAST Palliser Campus had the lowest proportion of students who felt there was adequate study space (80%).

**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 % |
|---|---|---|---|---|---|---|---|
| 2009-10 | SIAST Kelsey | 1,030 | 18.7 | 61.7 | 12.9 | 4.2 | 2.5 |
| | SIAST Palliser | 567 | 23.1 | 62.8 | 9.9 | 2.3 | 1.9 |
| | SIAST Wascana | 561 | 28.3 | 54.5 | 13.0 | 2.7 | 1.4 |
| | SIAST Woodland | 226 | 44.7 | 46.0 | 6.6 | 0.4 | 2.2 |
| 2010-11 | SIAST Kelsey | 979 | 23.2 | 56.4 | 14.5 | 4.0 | 1.9 |
| | SIAST Palliser | 396 | 28.5 | 58.3 | 9.8 | 2.0 | 1.3 |
| | SIAST Wascana | 622 | 27.0 | 51.4 | 11.9 | 7.4 | 2.3 |
| | SIAST Woodland | 331 | 32.3 | 49.2 | 11.2 | 4.8 | 2.4 |
| 2011-12 | SIAST Kelsey | 887 | 24.2 | 56.0 | 13.8 | 4.8 | 1.1 |
| | SIAST Palliser | 465 | 26.0 | 58.1 | 11.2 | 2.6 | 2.2 |
| | SIAST Wascana | 774 | 22.4 | 56.6 | 14.3 | 4.9 | 1.8 |
| | SIAST Woodland | 343 | 37.6 | 52.2 | 6.1 | 2.9 | 1.2 |
| 2012-13 | SIAST Kelsey | 1,038 | 25.1 | 52.8 | 15.6 | 5.8 | 0.7 |
| | SIAST Palliser | 384 | 22.4 | 56.8 | 14.3 | 4.7 | 1.8 |
| | SIAST Wascana | 663 | 31.4 | 55.2 | 9.8 | 2.1 | 1.5 |
| | SIAST Woodland | 271 | 40.6 | 54.2 | 4.1 | 1.1 | 0.0 |
| 2013-14 | SIAST Kelsey | 922 | 26.4 | 58.7 | 11.0 | 2.8 | 1.2 |
| | SIAST Palliser | 428 | 22.7 | 56.8 | 13.8 | 5.6 | 1.2 |
| | SIAST Wascana | 592 | 27.9 | 57.8 | 8.6 | 1.5 | 4.2 |
| | SIAST Woodland | 288 | 37.5 | 54.2 | 5.9 | 1.7 | 0.7 |

**Figure 20: Adequacy of Available Study Space: By Campus**



SIAST Kelsey Campus

SIAST Wascana Campus

SIAST Palliser Campus

SIAST Woodland Campus
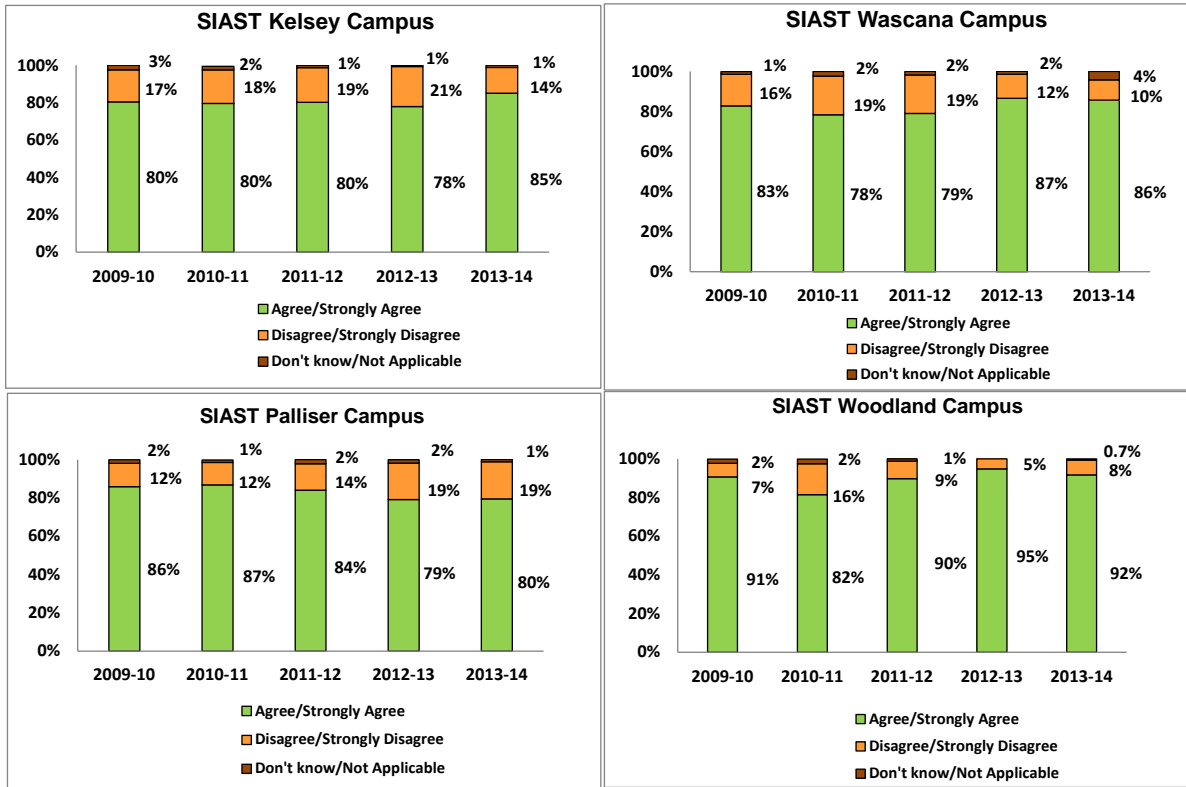
### 6.4 Computer Lab Facilities

#### 6.4.1 SIAST Overall

As part of the survey, students were asked whether there was adequate computer lab space at SIAST. Four-fifths of respondents (84%) agreed there was adequate space in 2013-14, which was the highest to what was observed since 2009-10 (table 18, figure 21).

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | # | # | % | # | # | # | % |
| **Strongly Agree** | 575 | 24.1 | 633 | 27.2 | 675 | 27.3 | 670 | 28.5 | 628 | 28.1 |
| **Agree** | 1,356 | 56.8 | 1,263 | 54.2 | 1,326 | 53.7 | 1,243 | 52.8 | 1,254 | 56.2 |
| **Disagree** | 274 | 11.5 | 252 | 10.8 | 271 | 11.0 | 290 | 12.3 | 216 | 9.7 |
| **Strongly Disagree** | 78 | 3.3 | 93 | 4.0 | 84 | 3.4 | 66 | 2.8 | 49 | 2.2 |
| **Don't Know / Not Applicable** | 103 | 4.3 | 88 | 3.8 | 113 | 4.6 | 86 | 3.7 | 84 | 3.8 |

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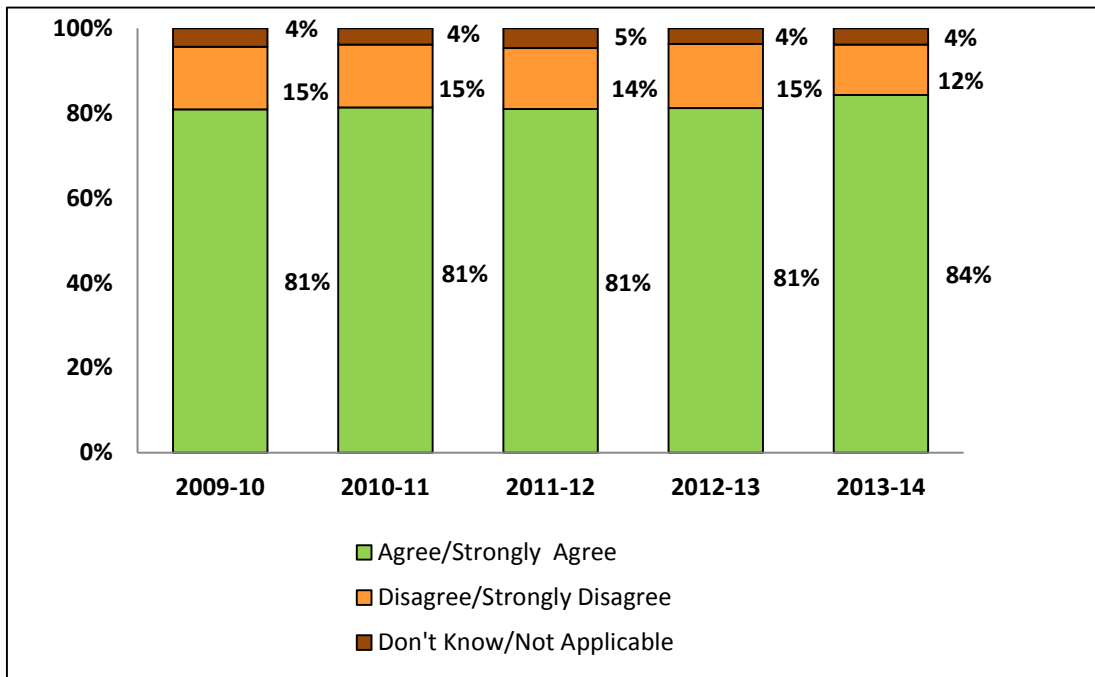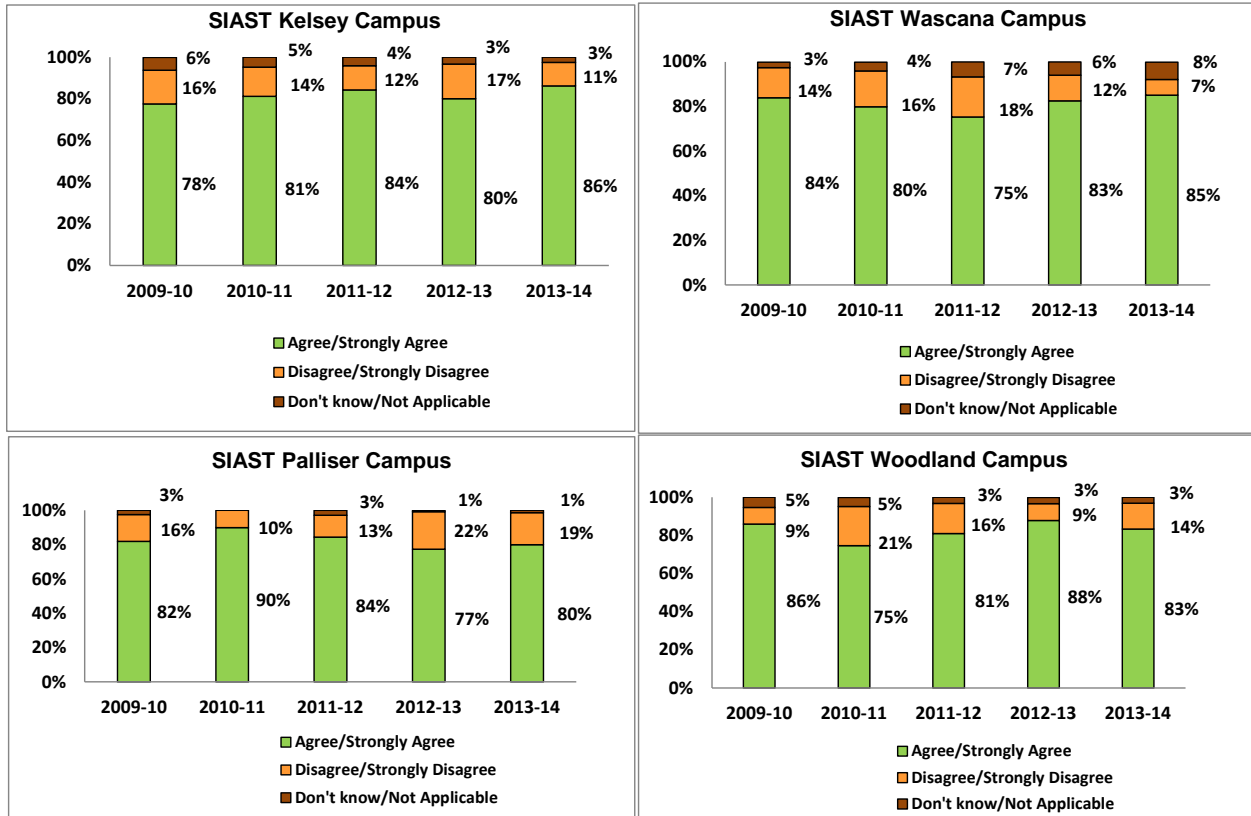
### 6.4.2 By Campus

SIAST Kelsey Campus had the highest proportion (86%) as well the most notable increase in students (up 6% from 2012-13) that agreed to the adequacy of computer lab space at their campus in 2013-14. SIAST Wascana Campus had the second highest respondents at 85% (a 2% increase from the previous year), which was the highest since 2009-10 (table 19, figure 22).

SIAST Palliser Campus had the lowest percentage of students who indicated satisfaction with adequate computer lab space. However, this was a significant increase of 3% from 2012-13. Of the four campuses, SIAST Woodland Campus was the only to experience a decline in respondents that were satisfied with the availability of computer lab space (83%).

**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 % |
|---|---|---|---|---|---|---|---|
| 2009-10 | SIAST Kelsey | 1,032 | 18.1 | 59.6 | 12.2 | 4.0 | 6.1 |
| | SIAST Palliser | 567 | 23.1 | 58.7 | 12.0 | 3.7 | 2.5 |
| | SIAST Wascana | 561 | 28.3 | 55.6 | 11.2 | 2.3 | 2.5 |
| | SIAST Woodland | 226 | 43.4 | 42.5 | 7.5 | 1.3 | 5.3 |
| 2010-11 | SIAST Kelsey | 979 | 25.1 | 56.1 | 10.6 | 3.4 | 4.8 |
| | SIAST Palliser | 396 | 31.1 | 58.8 | 8.3 | 1.8 | 0.0 |
| | SIAST Wascana | 623 | 26.8 | 53.1 | 10.9 | 5.1 | 4.0 |
| | SIAST Woodland | 331 | 29.3 | 45.3 | 14.2 | 6.3 | 4.8 |
| 2011-12 | SIAST Kelsey | 888 | 26.1 | 58.2 | 8.3 | 3.3 | 4.1 |
| | SIAST Palliser | 465 | 29.2 | 55.1 | 9.9 | 2.8 | 3.0 |
| | SIAST Wascana | 774 | 23.6 | 51.7 | 14.1 | 3.9 | 6.7 |
| | SIAST Woodland | 342 | 36.3 | 44.7 | 12.3 | 3.5 | 3.2 |
| 2012-13 | SIAST Kelsey | 1,038 | 25.9 | 54.2 | 13.6 | 3.0 | 3.3 |
| | SIAST Palliser | 384 | 23.4 | 53.9 | 16.1 | 5.7 | 0.8 |
| | SIAST Wascana | 662 | 29.6 | 52.9 | 9.8 | 1.7 | 6.0 |
| | SIAST Woodland | 271 | 42.4 | 45.4 | 8.1 | 0.7 | 3.3 |
| 2013-14 | SIAST Kelsey | 921 | 26.9 | 59.3 | 9.2 | 2.1 | 2.5 |
| | SIAST Palliser | 428 | 26.4 | 53.5 | 14.3 | 4.4 | 1.4 |
| | SIAST Wascana | 593 | 29.5 | 55.6 | 6.2 | 0.8 | 7.8 |
| | SIAST Woodland | 289 | 31.8 | 51.6 | 11.4 | 2.1 | 3.1 |

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

## SIAST Kelsey Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 6% | 5% | 4% | 3% | 3% |
| Disagree/Strongly Disagree | 16% | 14% | 12% | 17% | 11% |
| Agree/Strongly Agree | 78% | 81% | 84% | 80% | 86% |

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

## SIAST Wascana Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 3% | 4% | 7% | 6% | 8% |
| Disagree/Strongly Disagree | 14% | 16% | 18% | 12% | 7% |
| Agree/Strongly Agree | 84% | 80% | 75% | 83% | 85% |

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

## SIAST Palliser Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 3% | | 3% | 1% | 1% |
| Disagree/Strongly Disagree | 16% | 10% | 13% | 22% | 19% |
| Agree/Strongly Agree | 82% | 90% | 84% | 77% | 80% |

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

## SIAST Woodland Campus

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Don't know/Not Applicable | 5% | 5% | 3% | 3% | 3% |
| Disagree/Strongly Disagree | 9% | 21% | 16% | 9% | 14% |
| Agree/Strongly Agree | 86% | 75% | 81% | 88% | 83% |

- ■ 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 2013-14 indicated that they felt safe and secure on campus (96%). With the exception of 2010-11 survey results (up 2%), the 2013-14 findings are 1% up from what was observed in previous years.

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Strongly Agree | 878 | 36.8 | 889 | 38.2 | 978 | 39.6 | 1,007 | 42.8 | 956 | 42.9 |
| Agree | 1,378 | 57.8 | 1,295 | 55.7 | 1,379 | 55.8 | 1,227 | 52.1 | 1,183 | 53.0 |
| Disagree | 66 | 2.8 | 86 | 3.7 | 58 | 2.3 | 72 | 3.1 | 53 | 2.4 |
| Strongly Disagree | 32 | 1.3 | 23 | 1.0 | 32 | 1.3 | 24 | 1.0 | 15 | 0.7 |
| Don't Know / Not Applicable | 32 | 1.3 | 34 | 1.5 | 23 | 0.9 | 25 | 1.1 | 24 | 1.1 |

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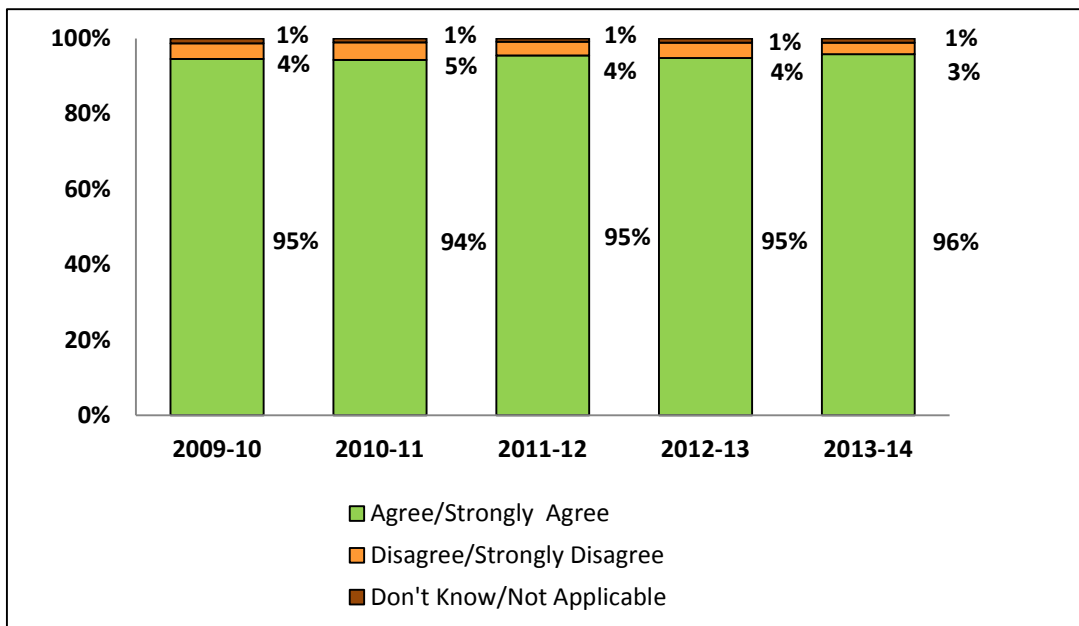
### 6.5.2 By Campus

Similar to the previous two survey years, an overwhelming majority of student's at all four campuses agreed that they felt safe and secure on campus: All campuses except SIAST Kelsey (95%) Campus had a rating of 96%.

Interestingly, SIAST Kelsey Campus had the highest increase in percentage of students who indicated that they felt safe and secure on campus (up 2%) from 2012-13. SIAST Palliser Campus shows a slight decline of 1% from 2012-13.

**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 % |
|---|---|---|---|---|---|---|---|
| 2009-10 | SIAST Kelsey | 1,032 | 27.4 | 64.3 | 4.7 | 1.8 | 1.6 |
| | SIAST Palliser | 567 | 40.9 | 56.1 | 1.4 | 1.1 | 0.5 |
| | SIAST Wascana | 561 | 42.2 | 54.7 | 0.7 | 0.9 | 1.4 |
| | SIAST Woodland | 226 | 55.8 | 39.4 | 2.2 | 0.9 | 1.8 |
| 2010-11 | SIAST Kelsey | 977 | 30.8 | 58.9 | 7.2 | 1.5 | 1.6 |
| | SIAST Palliser | 396 | 46.2 | 51.3 | 0.8 | 1.0 | 0.8 |
| | SIAST Wascana | 623 | 40.3 | 56.5 | 1.0 | 0.5 | 1.8 |
| | SIAST Woodland | 331 | 46.5 | 49.8 | 2.1 | 0.3 | 1.2 |
| 2011-12 | SIAST Kelsey | 888 | 33.3 | 60.6 | 3.4 | 2.1 | 0.6 |
| | SIAST Palliser | 465 | 44.5 | 53.1 | 1.1 | 0.2 | 1.1 |
| | SIAST Wascana | 774 | 39.3 | 55.9 | 2.2 | 1.2 | 1.4 |
| | SIAST Woodland | 343 | 49.9 | 46.9 | 1.7 | 0.9 | 0.6 |
| 2012-13 | SIAST Kelsey | 1,039 | 38.5 | 54.6 | 4.8 | 1.4 | 0.7 |
| | SIAST Palliser | 384 | 43.5 | 53.9 | 2.1 | 0.5 | 0.0 |
| | SIAST Wascana | 663 | 44.3 | 51.7 | 1.1 | 0.8 | 2.1 |
| | SIAST Woodland | 269 | 54.3 | 40.9 | 2.6 | 0.7 | 1.5 |
| 2013-14 | SIAST Kelsey | 922 | 38.7 | 56.6 | 2.8 | 0.9 | 1.0 |
| | SIAST Palliser | 427 | 46.8 | 49.6 | 2.3 | 0.9 | 0.2 |
| | SIAST Wascana | 593 | 42.5 | 53.8 | 1.7 | 0.3 | 1.7 |
| | SIAST Woodland | 289 | 50.9 | 45.0 | 2.4 | 0.3 | 1.4 |

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



SIAST Kelsey Campus

SIAST Wascana Campus

SIAST Palliser Campus

SIAST Woodland 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 2013-14, a strong majority of all SIAST respondents were in agreement that campus facilities met their needs (93%), slightly improving from 2012-13 (92%).

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Strongly Agree | 694 | 29.1 | 681 | 29.3 | 772 | 31.3 | 791 | 33.6 | 720 | 32.3 |
| Agree | 1,503 | 63.0 | 1,399 | 60.2 | 1,470 | 59.6 | 1,380 | 58.6 | 1,349 | 60.5 |
| Disagree | 126 | 5.3 | 184 | 7.9 | 152 | 6.2 | 139 | 5.9 | 114 | 5.1 |
| Strongly Disagree | 40 | 1.7 | 39 | 1.7 | 48 | 1.9 | 33 | 1.4 | 23 | 1.0 |
| Don't Know / Not Applicable | 23 | 1.0 | 21 | 0.9 | 23 | 0.9 | 13 | 0.6 | 23 | 1.0 |

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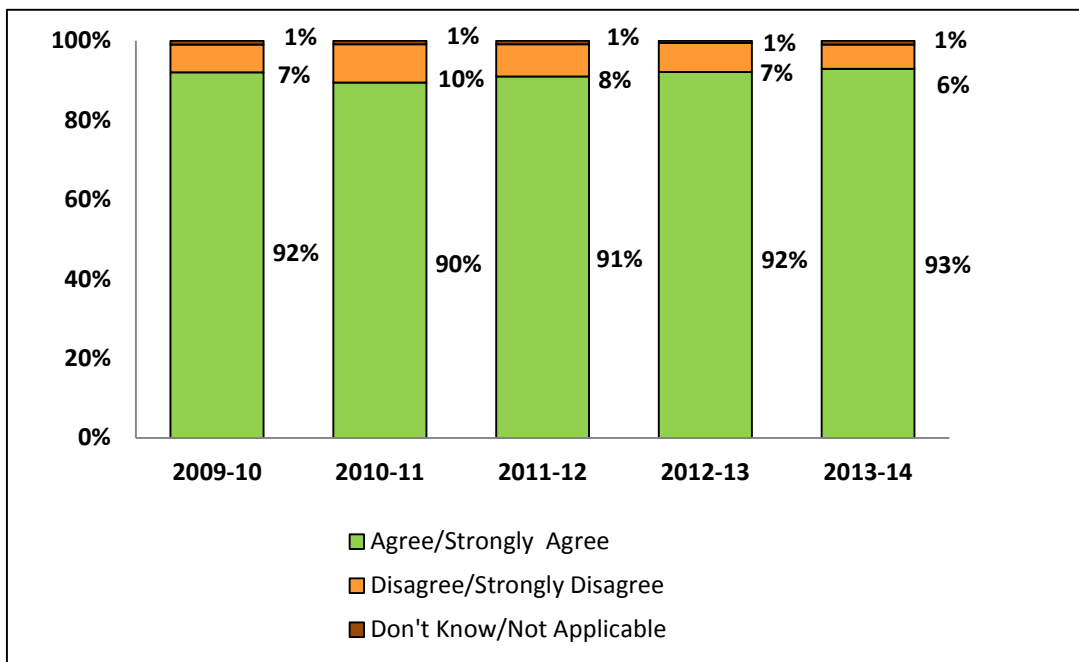
### 6.6.2 By Campus

As depicted in table 23 and figure 26, a vast majority of students from SIAST Woodland Campus (97%), SIAST Palliser Campus (94%) and SIAST Wascana Campus (93%) agreed that the campus facilities met their needs as students. SIAST Kelsey Campus, with the lowest as in 2013-14, had 91% of students responding similarly.

SIAST Wascana Campus was the only campus to experience a decrease from 2012-13 (2%). SIAST Palliser Campus remained constant over this period.

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

| Year | Campus | Total # of Respondents | Strongly Agree % | Agree % | Disagree % | Strongly Disagree % | Don't Know / Not Applicable % |
|------|--------|------------------------|------------------|---------|------------|---------------------|-------------------------------|
| 2009-10 | SIAST Kelsey | 1,032 | 21.8 | 67.1 | 7.9 | 2.3 | 0.9 |
| | SIAST Palliser | 567 | 28.6 | 65.6 | 3.7 | 1.4 | 0.7 |
| | SIAST Wascana | 561 | 34.4 | 61.0 | 2.3 | 1.2 | 1.1 |
| | SIAST Woodland | 226 | 50.4 | 42.9 | 4.4 | 0.4 | 1.8 |
| 2010-11 | SIAST Kelsey | 977 | 24.9 | 61.1 | 10.7 | 2.5 | 0.8 |
| | SIAST Palliser | 396 | 31.3 | 64.4 | 3.5 | 0.5 | 0.3 |
| | SIAST Wascana | 622 | 29.6 | 61.1 | 7.1 | 1.0 | 1.3 |
| | SIAST Woodland | 329 | 39.5 | 50.8 | 6.4 | 2.1 | 1.2 |
| 2011-12 | SIAST Kelsey | 887 | 27.8 | 60.2 | 7.8 | 3.6 | 0.6 |
| | SIAST Palliser | 465 | 30.1 | 64.1 | 4.7 | 0.2 | 0.9 |
| | SIAST Wascana | 771 | 30.2 | 59.8 | 6.7 | 1.6 | 1.7 |
| | SIAST Woodland | 342 | 44.4 | 51.8 | 2.6 | 0.9 | 0.3 |
| 2012-13 | SIAST Kelsey | 1,038 | 30.1 | 59.0 | 8.2 | 2.3 | 0.5 |
| | SIAST Palliser | 384 | 26.3 | 67.2 | 5.5 | 0.8 | 0.3 |
| | SIAST Wascana | 664 | 36.7 | 58.1 | 3.6 | 0.5 | 1.1 |
| | SIAST Woodland | 270 | 49.6 | 45.9 | 3.3 | 1.1 | 0.0 |
| 2013-14 | SIAST Kelsey | 921 | 30.8 | 59.8 | 6.6 | 2.0 | 0.8 |
| | SIAST Palliser | 426 | 25.1 | 69.2 | 4.2 | 0.5 | 0.9 |
| | SIAST Wascana | 593 | 32.2 | 60.9 | 5.1 | 0.2 | 1.7 |
| | SIAST Woodland | 289 | 47.8 | 49.1 | 1.7 | 0.7 | 0.7 |

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



**SIAST Kelsey Campus**

| Year | Agree/Strongly Agree | Disagree/Strongly Disagree | Don't know/Not Applicable |
|------|------|------|------|
| 2009-10 | 89% | 10% | 1% |
| 2010-11 | 86% | 13% | 1% |
| 2011-12 | 88% | 11% | 1% |
| 2012-13 | 89% | 11% | 1% |
| 2013-14 | 91% | 9% | 1% |

**SIAST Wascana Campus**

| Year | Agree/Strongly Agree | Disagree/Strongly Disagree | Don't know/Not Applicable |
|------|------|------|------|
| 2009-10 | 95% | 4% | 1% |
| 2010-11 | 91% | 8% | 1% |
| 2011-12 | 90% | 8% | 2% |
| 2012-13 | 95% | 4% | 1% |
| 2013-14 | 93% | 5% | 2% |

**SIAST Palliser Campus**

| Year | Agree/Strongly Agree | Disagree/Strongly Disagree | Don't know/Not Applicable |
|------|------|------|------|
| 2009-10 | 94% | 5% | 1% |
| 2010-11 | 96% | 4% | 0.3% |
| 2011-12 | 94% | 5% | |
| 2012-13 | 94% | 6% | 0.3% |
| 2013-14 | 94% | 5% | 0.9% |

**SIAST Woodland Campus**

| Year | Agree/Strongly Agree | Disagree/Strongly Disagree | Don't know/Not Applicable |
|------|------|------|------|
| 2009-10 | 93% | 5% | 2% |
| 2010-11 | 90% | 9% | 1% |
| 2011-12 | 96% | 4% | 0.3% |
| 2012-13 | 96% | 4% | |
| 2013-14 | 97% | 2% | 1% |

# 7.0   Campus Services

SIAST provides a variety of services at all four campuses. These include learning services, counselling services, student employment services, libraries, bookstores, registration services, cafeteria and other food services, recreation services, health services, Aboriginal activity centres, web-based services and disability services. Respondents to this survey were given the opportunity to indicate (i) their awareness of these services, (ii) their use of these services and (iii) their levels of satisfaction with the services used. The following section summarizes the students' responses regarding those services both SIAST-wide as well as by campus. The services as listed in the tables and figures are in order of those that had the highest levels of awareness in 2013-14 to the lowest levels.

## 7.1   Awareness of SIAST Services

### 7.1.1   SIAST Overall

As illustrated in table 24 and figure 27, 2013-14 respondents indicated a relatively low level of awareness for the majority of student services offered at SIAST compared to previous survey years. The highest increase in awareness was reported for web-based services (89% up by approximately 3%) followed by Aboriginal activity centre (58%, up 1%) since 2012-13.

More specifically, in 2013-14:
➢ The cafeteria and other food services (94%), library (94%) and the bookstore (90%) had the highest levels of student awareness in 2013-14.
➢ Roughly above four fifths of the respondents were aware of SIAST web-based services (89%), learning services (84%) and registration services (84%).
➢ Over 70% of respondents reported that they were aware of health services (78%, down 4% from 2012-13), counselling (77%) and recreation services (74%), which remained consistent with 2012-13 survey results.
➢ Less than 60% of the respondents were aware of services provided by Aboriginal Activity Centre (58%, up 1% from 2012-13 numbers), while 55% were aware of the student employment services (down 4% from 2012-13).
➢ Disability services (45%) had the lowest rating in awareness in 2013-14.

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

| Type of Service | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Cafeteria and Other Services | 2,285 | 95.7 | 2,215 | 95.0 | 2,342 | 95.4 | 2,229 | 95.2 | 2,096 | 94.3 |
| Library | 2,285 | 96.0 | 2,151 | 92.8 | 2,287 | 93.3 | 2,227 | 95.2 | 2,082 | 93.8 |
| Bookstore | 2,196 | 92.2 | 2,020 | 87.0 | 2,206 | 90.0 | 2,128 | 91.0 | 1,995 | 89.7 |
| Web-based Services | 2,198 | 92.3 | 2,076 | 89.6 | 2,149 | 87.9 | 2,016 | 86.5 | 1,981 | 89.1 |
| Learning Services | 1,961 | 82.4 | 1,877 | 80.9 | 1,991 | 81.2 | 1,983 | 84.7 | 1,876 | 84.4 |
| Registration Services | 2,099 | 98.2 | 1,881 | 81.0 | 2,065 | 84.4 | 1,996 | 85.3 | 1,869 | 84.1 |
| Health Services | 1,981 | 83.2 | 1,685 | 72.9 | 1,882 | 76.9 | 1,918 | 82.1 | 1,730 | 77.8 |
| Counselling | 1,856 | 78.0 | 1,685 | 72.9 | 1,761 | 71.9 | 1,798 | 77.0 | 1,719 | 77.3 |
| Recreation Services | 2,099 | 98.2 | 1,669 | 73.0 | 1,791 | 72.9 | 1,719 | 73.7 | 1,641 | 73.9 |
| Aboriginal Activity Centre | 1,336 | 56.1 | 1,185 | 51.4 | 1,248 | 50.9 | 1,318 | 56.6 | 1,289 | 58.0 |
| Student Employment Services | 1,276 | 53.6 | 1,251 | 53.6 | 1,496 | 61.3 | 1,368 | 58.7 | 1,222 | 55.1 |
| Disability Services | 710 | 29.9 | 865 | 38.3 | 958 | 39.4 | 1,050 | 45.1 | 1,004 | 45.2 |

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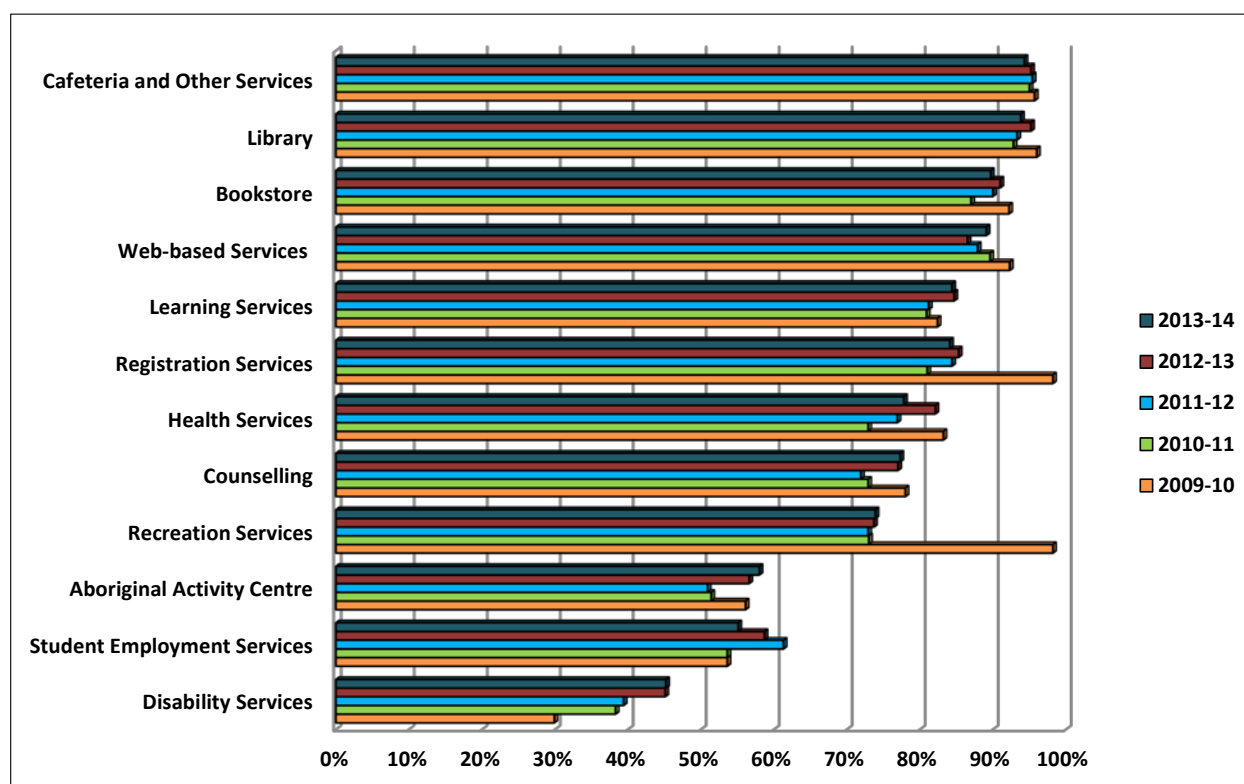
### 7.1.2  By Campus

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

#### 7.1.2.1  SIAST Kelsey Campus

Overall, SIAST Kelsey Campus students' awareness of these services relatively declined in all the areas except disability services compared to 2012-13 survey results (table 25, figure 28).

In particular, the 2013-14 responses indicated that:

➢ The cafeteria and other food services and library each at 93% reported the highest level of awareness of services at Kelsey campus.

➢ Over four-fifths of respondents were aware of the web-based services (84%), bookstore (83%) and learning services (82%).

➢ Just over seventy percent of the respondents indicated awareness of registration services (76%), followed closely by awareness of counseling services (75%) and recreation services (73%).

➢ Seventy percent of students were aware of health services, a ten percent decline from  awareness levels reported in 2012-13

➢ Over fifty-nine percent of respondents were aware of the Aboriginal Activity Centre (59%), while 55% were aware of student employment services.

➢ Consistent with previous surveys awareness of disability services (48%) was the lowest in 2013-14.

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

| Type of Service | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Cafeteria and Other Food Services | 994 | 96.6 | 972 | 95.4 | 836 | 94.5 | 983 | 94.9 | 854 | 92.9 |
| Library | 993 | 96.2 | 885 | 90.9 | 798 | 90.2 | 978 | 94.4 | 850 | 92.5 |
| Web-based Services | 948 | 92.2 | 854 | 87.8 | 770 | 87.1 | 885 | 85.5 | 772 | 84.0 |
| Bookstore | 949 | 92.3 | 799 | 81.9 | 766 | 86.6 | 918 | 88.6 | 768 | 83.4 |
| Learning services | 817 | 79.5 | 774 | 79.3 | 718 | 81.1 | 898 | 86.7 | 758 | 82.4 |
| Registration Services | 910 | 88.5 | 747 | 76.5 | 716 | 80.9 | 863 | 83.3 | 701 | 76.2 |
| Counselling | 773 | 75.2 | 677 | 69.9 | 667 | 75.5 | 805 | 77.9 | 685 | 74.5 |
| Recreation Services | 827 | 80.4 | 726 | 75.0 | 669 | 75.5 | 787 | 76.1 | 666 | 72.5 |
| Health Services | 844 | 82.0 | 691 | 71.1 | 657 | 74.2 | 824 | 79.6 | 642 | 69.9 |
| Aboriginal Activity Centre | 624 | 60.7 | 517 | 53.7 | 484 | 54.7 | 640 | 61.8 | 538 | 58.5 |
| Student Employment Services | 549 | 53.4 | 557 | 57.6 | 591 | 67.0 | 627 | 60.6 | 507 | 55.2 |
| Disability services | 409 | 39.9 | 377 | 38.9 | 377 | 42.8 | 488 | 47.2 | 441 | 48.0 |

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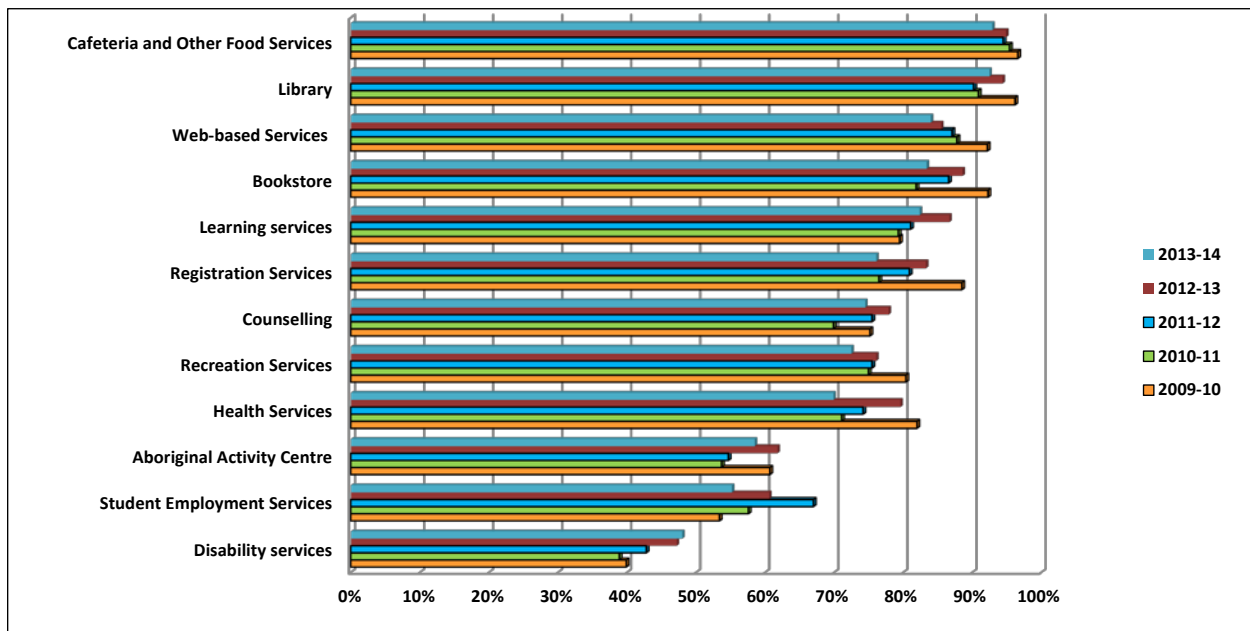
### 7.1.2.2 SIAST Palliser Campus

Overall, compared to the 2012-13 survey results, awareness of most SIAST services at SIAST Palliser Campus declined in 2013-14. However, a few notable increases occurred in some service such as web-based services (91% - up 3% since 2012-13), bookstore (95% - up 3%) and health services (82% - up 2%) (Table 26 and figure 29).

More specifically, in 2013-14:

➢ Similar to the past survey, very high levels of awareness were reported for the cafeteria and other food services (97%), the bookstore (95%), library (93%) and web-based services (91%).

➢ Over four fifths of respondents indicated awareness of registration services (88%), learning services (86%), and health services (82%).

➢ Sixty-two percent of respondents reported awareness of student employment services (3% down from 2012-13).

➢ The Aboriginal Activity Centre (45%) and disability services (39%) had the lowest student respondents to awareness of services at Palliser campus, down by about 7% and 3% respectively since 2012-13.

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

| Type of Service | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Cafeteria and Other Food Services | 549 | 97.2 | 380 | 96.0 | 442 | 95.5 | 366 | 95.1 | 413 | 96.9 |
| Bookstore | 532 | 94.0 | 354 | 89.6 | 417 | 90.5 | 353 | 91.9 | 404 | 94.6 |
| Library | 533 | 94.2 | 364 | 92.2 | 428 | 92.8 | 364 | 94.8 | 398 | 93.2 |
| Web-based Services | 517 | 91.3 | 351 | 88.6 | 416 | 90.2 | 340 | 88.5 | 389 | 91.3 |
| Registration Services | 491 | 86.7 | 324 | 81.8 | 387 | 83.9 | 336 | 87.5 | 375 | 87.8 |
| Learning services | 474 | 83.7 | 332 | 84.1 | 391 | 84.4 | 334 | 86.5 | 370 | 86.4 |
| Health Services | 439 | 77.6 | 283 | 71.5 | 356 | 76.9 | 305 | 79.5 | 347 | 81.5 |
| Counselling | 460 | 81.3 | 300 | 75.9 | 338 | 73.0 | 313 | 81.5 | 332 | 77.6 |
| Recreation Services | 440 | 77.7 | 290 | 74.2 | 315 | 68.2 | 278 | 72.6 | 319 | 75.2 |
| Student Employment Services | 348 | 61.5 | 246 | 62.1 | 303 | 65.6 | 248 | 64.6 | 265 | 62.1 |
| Aboriginal Activity Centre | 197 | 34.8 | 114 | 28.8 | 147 | 31.8 | 196 | 51.3 | 190 | 44.6 |
| Disability services | 169 | 29.9 | 125 | 31.7 | 147 | 31.8 | 159 | 41.4 | 163 | 38.5 |

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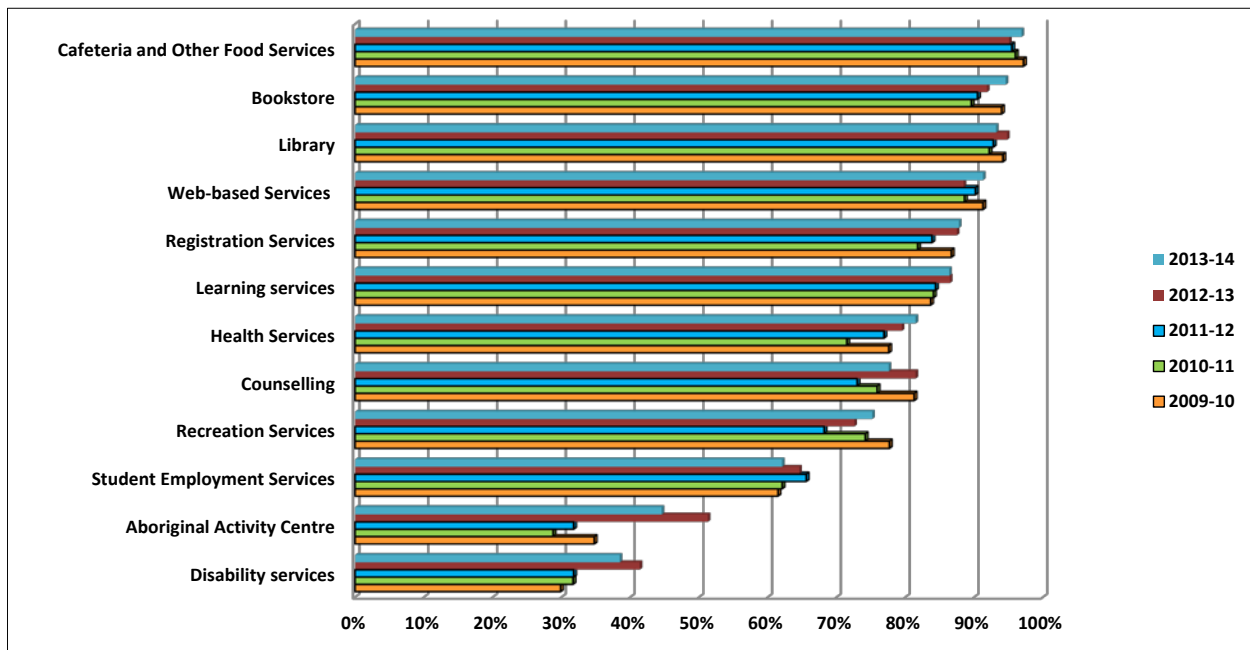
### 7.1.2.3 SIAST Wascana Campus

Overall, consistent with previous year results, respondents at SIAST Wascana Campus reported strong awareness of most campus services (table 27, figure 30).  Student awareness greatly increased for the majority of the services over 2009-10 responses, notably so for disability services (up 8%), bookstore (up 4%) and student employment services (up 3%). Awareness of recreation services (70%) declined the most since the 2009-10 survey.

More specifically, in 2013-14:

➢ A large percentage of respondents reported awareness of library services (94%), cafeteria and other food services (93%), web-based services (93%) and bookstore services (93%).

➢ Over four-fifths of respondents were aware of registration services (89%), health services (87%) and learning services (83%).

➢ Seventy-nine percent of respondents were aware of counselling services an eight percent increase from 2012-13.

➢ Close to three-quarters of respondents were aware of recreation services a 5% increase from 2012-13.

➢ Less than 60% of respondents were aware of Aboriginal Activity Centre (56%), student employment services (46%) and disability services (45%). Awareness of the Student employment services declined by about 5% since 2012-13.

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

| Type of Service | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Library | 538 | 95.9 | 595 | 95.8 | 728 | 94.9 | 621 | 95.7 | 555 | 94.4 |
| Cafeteria and Other Food Services | 524 | 93.4 | 594 | 95.5 | 732 | 95.4 | 614 | 94.5 | 550 | 93.2 |
| Web-based Services | 521 | 92.9 | 582 | 93.9 | 657 | 85.8 | 549 | 85.1 | 548 | 92.9 |
| Bookstore | 497 | 88.6 | 567 | 91.3 | 697 | 90.9 | 599 | 92.3 | 545 | 92.5 |
| Registration Services | 487 | 86.8 | 521 | 84.0 | 645 | 84.3 | 543 | 83.5 | 521 | 88.5 |
| Health Services | 496 | 88.4 | 512 | 82.3 | 624 | 81.7 | 569 | 87.8 | 512 | 86.8 |
| Learning Services | 479 | 85.4 | 507 | 81.6 | 596 | 77.8 | 508 | 78.4 | 490 | 83.3 |
| Counselling | 441 | 78.6 | 470 | 75.7 | 509 | 66.4 | 460 | 71.0 | 467 | 79.3 |
| Recreation Services | 430 | 76.6 | 396 | 65.9 | 505 | 65.8 | 421 | 65.0 | 410 | 69.5 |
| Aboriginal Activity Centre | 332 | 59.2 | 352 | 56.7 | 369 | 48.2 | 302 | 46.7 | 327 | 55.5 |
| Student Employment Services | 240 | 42.8 | 241 | 38.9 | 394 | 51.7 | 331 | 51.2 | 269 | 45.8 |
| Disability Services | 209 | 37.3 | 230 | 40.3 | 295 | 38.8 | 279 | 43.3 | 266 | 45.1 |

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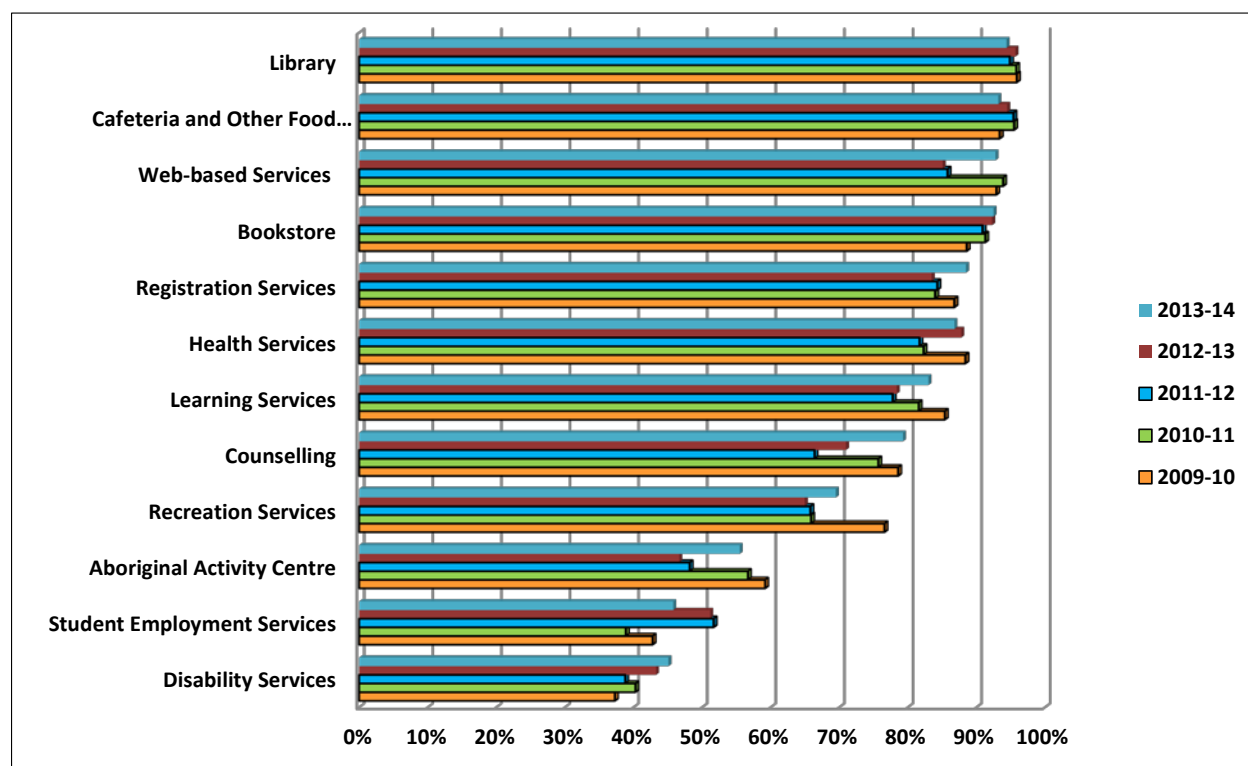
**7.1.2.4  SIAST Woodland Campus**

SIAST Woodland Campus respondents reported an increase in student awareness for most services since 2009-10. The largest increases came from awareness of learning services (90% - up 5%) and disability services (47% - up 3% from 2009-10). See table 28 and figure 31.

We also found that in 2013-14:

➤ Respondents were most aware of the library (98%), bookstore (97%), cafeteria and other food services (97%), registration services (95%) and web-based services (94%). Cafeteria and food service awareness at Woodland campus has declined by 2% since 2012-13

➤ Consistent with 2012-13, about ninety-percent of respondents were aware of learning services.

➤ Over four fifths of respondents were aware of recreation services (85%), counselling (82%) and Aboriginal Activity Centres (81%). Awareness of Aboriginal Activity Centres was remarkably high at 13% since 2012-13.

➤ About eighty percent of respondents were aware of health services, a 2% decline since 2012-13.

➤ Roughly over sixty-percent of respondents were aware of the student employment services (63%), up 2% from 2012-13.

➤ Consistent with 2012-13 survey results, 47% of respondents at SIAST Woodland indicated they were aware of SIAST's disability services.

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

| Type of Service | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Library | 221 | 97.8 | 307 | 93.6 | 333 | 98.8 | 264 | 97.8 | 279 | 97.6 |
| Bookstore | 218 | 96.5 | 300 | 91.2 | 326 | 96.4 | 258 | 95.9 | 278 | 96.9 |
| Cafeteria and Other Food Services | 218 | 96.5 | 314 | 95.4 | 332 | 97.4 | 266 | 98.5 | 279 | 96.9 |
| Registration Services | 211 | 93.4 | 289 | 87.8 | 317 | 94.1 | 254 | 94.4 | 272 | 94.8 |
| Web-based Services | 212 | 93.8 | 289 | 88.1 | 306 | 91.3 | 242 | 90.6 | 272 | 94.4 |
| Learning services | 191 | 84.9 | 264 | 80.5 | 286 | 84.6 | 243 | 90.0 | 258 | 89.9 |
| Recreation Services | 198 | 87.6 | 257 | 78.8 | 302 | 88.6 | 233 | 86.9 | 246 | 85.4 |
| Counselling | 182 | 80.5 | 238 | 72.8 | 247 | 73.7 | 220 | 81.8 | 235 | 81.9 |
| Aboriginal Activity Centre | 183 | 81.0 | 202 | 61.8 | 248 | 73.2 | 180 | 67.9 | 234 | 81.3 |
| Health Services | 202 | 89.4 | 199 | 61.8 | 245 | 73.1 | 220 | 81.5 | 229 | 79.5 |
| Student Employment Services | 139 | 61.5 | 207 | 63.9 | 208 | 61.9 | 162 | 60.9 | 181 | 63.3 |
| Disability services | 98 | 43.6 | 133 | 41.0 | 139 | 42.1 | 124 | 46.4 | 134 | 46.5 |

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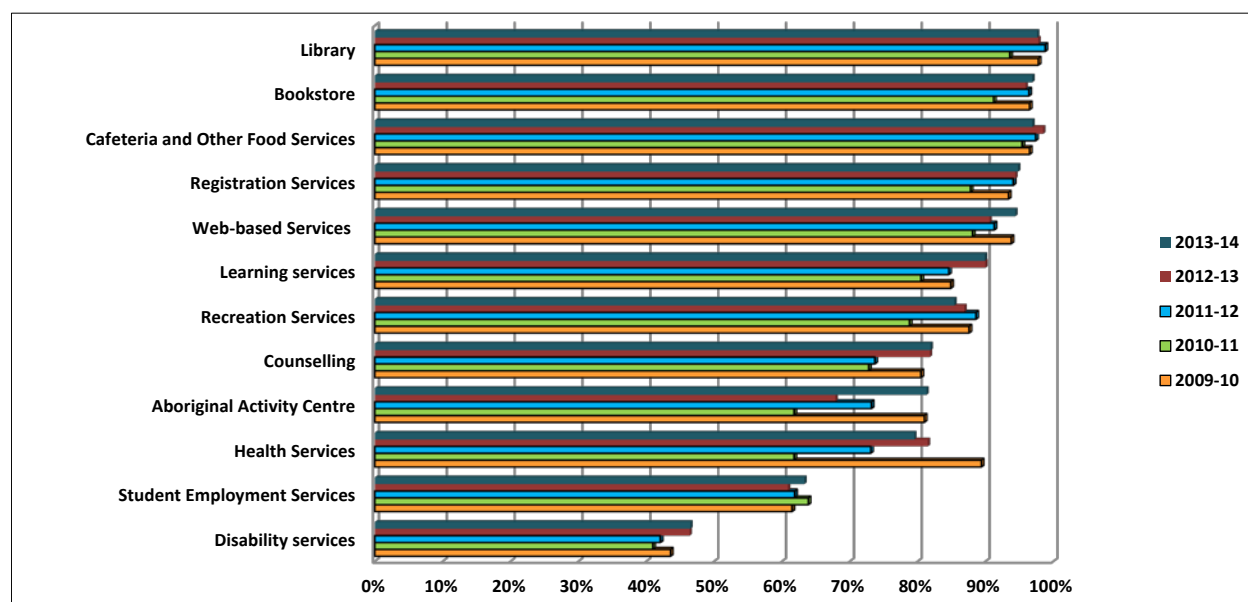
## 7.2    Use of SIAST Services

Only those respondents who indicated they were aware of SIAST service(s) were asked to indicate whether they had utilized those services at their respective SIAST campuses. The results are summarized below by SIAST overall and by individual campuses. Tables and figures are ordered by services that had the highest usage levels in 2013-14 to those that had the lowest levels.

### 7.2.1   SIAST Overall

Overall, 2013-14 survey results revealed use of most service, with slight decline in use of some services compared to the 2012-13 survey results. In fact only three services – library, health services and learning services (down approximately 1% each) declined slightly over the past survey. The highest increase in number of student's use of service is evident in recreation services in 2013-14 (up 36%). Table 29 and figure 32 below present the results.

More specifically, in 2013-14:
➢  Most of the respondents used cafeteria and other services (93%) and consistent with 2012-13 results 92% used the bookstore.
➢  Over eighty percent of respondents' utilized registration services (87% up approximately 2% from 2012-13), web-based services (86% - up 4% from 2012-13).
➢  Consistent with last survey results, three quarters of respondents used library services (78%).
➢  Just over 50% of respondents used health services. While 46% indicated use of recreation services – a 6% increase since 2012-13.
➢  A third or less of all students who were aware of learning services (31% - down 1% from 2012-13) counseling (21% - consistent with past two survey results), Aboriginal Activity Centre (18% - up 2% from 2012-13), student employment services (17% - up 1% from 2012-13) and disability services (17% - up 4% from 2012-13) used these services in 2013-14.

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

| Type of Service | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Cafeteria and Other Services | 2,107 | 82.2 | 2,024 | 91.2 | 2,134 | 91.1 | 2,035 | 91.3 | 1,939 | 92.5 |
| Bookstore | 2,069 | 94.2 | 1,898 | 91.5 | 2,065 | 93.6 | 1,970 | 92.6 | 1,840 | 92.2 |
| Registration Services | 1,889 | 90.0 | 1,634 | 83.7 | 1,816 | 87.9 | 1,711 | 85.7 | 1,631 | 87.2 |
| Web-based Services | 1,935 | 88.0 | 1,820 | 86.9 | 1,837 | 85.5 | 1,652 | 81.9 | 1,700 | 85.8 |
| Library | 1,846 | 80.8 | 1,662 | 76.8 | 1,726 | 75.5 | 1,742 | 78.2 | 1,618 | 77.7 |
| Health Services | 1,029 | 51.8 | 808 | 46.5 | 903 | 48.0 | 992 | 51.7 | 885 | 51.2 |
| Recreation Services | 896 | 47.3 | 794 | 44.5 | 791 | 44.2 | 680 | 39.6 | 755 | 46.0 |
| Learning Services | 514 | 26.2 | 614 | 32.6 | 643 | 32.3 | 640 | 32.3 | 580 | 30.9 |
| Counselling | 337 | 18.2 | 345 | 19.8 | 379 | 21.5 | 373 | 20.7 | 359 | 20.9 |
| Aboriginal Activity Centre | 207 | 15.5 | 176 | 14.2 | 242 | 19.4 | 205 | 15.6 | 229 | 17.8 |
| Student Employment Services | 217 | 17.0 | 267 | 20.4 | 285 | 19.1 | 217 | 15.9 | 211 | 17.3 |
| Disability Services | 106 | 12.0 | 121 | 13.0 | 112 | 11.7 | 141 | 13.4 | 172 | 17.1 |

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

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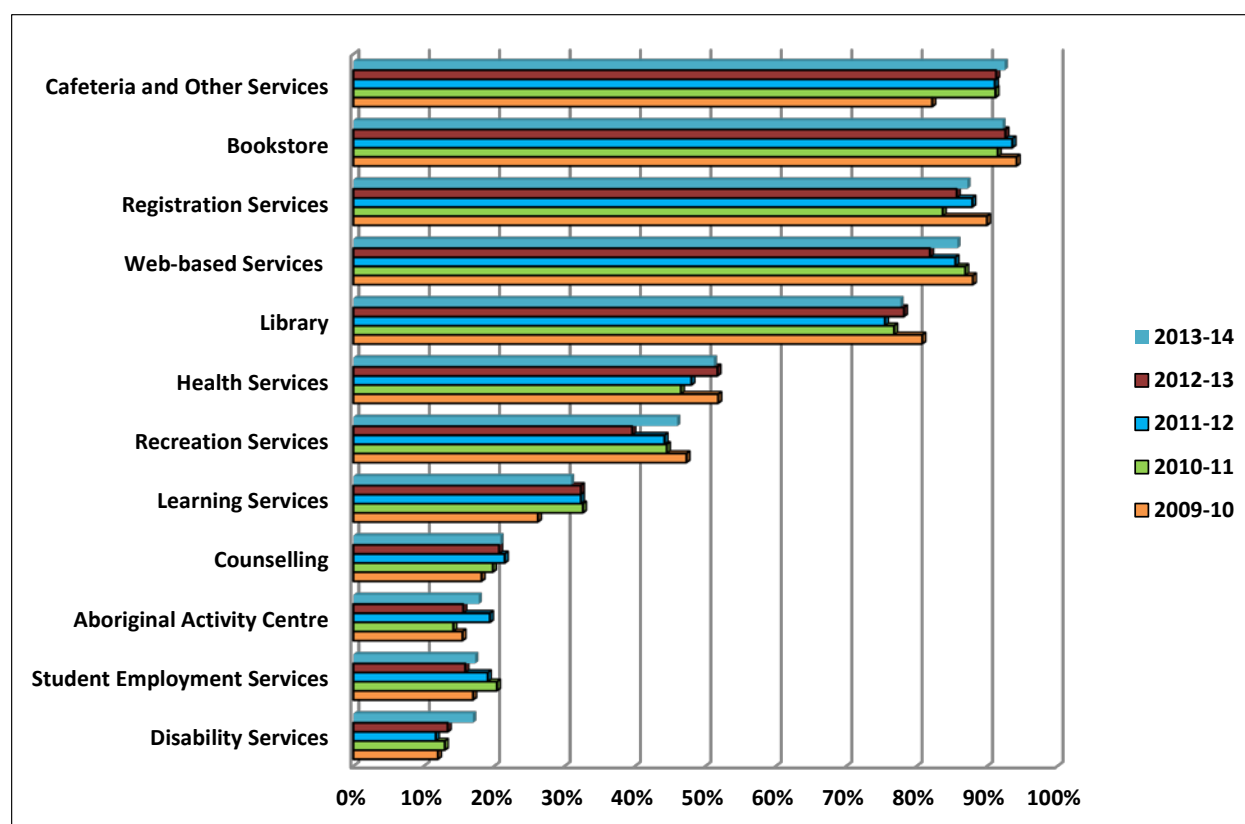
### 7.2.2  By Campus

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

### 7.2.2.1  SIAST Kelsey Campus

There was a slight improvement in use of services at SIAST Kelsey Campus for the majority of the services since 2012-13. The most notable increase came in web-based services and disability services usage, up 3% each from 2011-12.  While the most significant decrease in service usage were experienced in use of health services and library services which was down 10% and 6% respectively since 2012-13.

More specifically, in 2013-14:

➢ The majority of respondents used cafeteria and other food services (91%), and bookstore services (90%- down 2% from 2012-13).

➢ Over four fifths of respondents used registration services (85%) and web-based services (81% - an increase of 3 % since 2012-13.) Use of web-based services has declined by 6% at Kelsey campus since 2009-10.

➢ About 73% of respondents indicated they used library services down 6% from 2012-13.

➢ About 42% of the respondents used the health services (42% - down 10% from 2012-13). Use of health services seem to diminish over the previous four survey years with the exception of 2010-11 (up 1%).

➢ Close to one third of respondents reported use of recreation services (38% - an increase of 2% since the last survey) and learning services (28%- down 2% from 2012-13).

➢ Consistent with the previous year's results, less than a quarter of respondents used counselling services (20%).

➢ Just above one-tenth of all respondents used the services offered by disability services (14% - up 3% from 2012-13), student employment services (13% - consistent with 2012-13 results) and Aboriginal Activity Centre (11% - down 1% from 2012-13).

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

| Type of Service | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Cafeteria and Other Food Services | 904 | 90.9 | 855 | 91.9 | 738 | 88.3 | 889 | 90.4 | 779 | 91.2 |
| Bookstore | 890 | 93.8 | 739 | 88.0 | 704 | 91.9 | 840 | 91.5 | 689 | 89.7 |
| Registration Services | 813 | 89.3 | 640 | 80.5 | 608 | 84.9 | 724 | 83.9 | 593 | 84.6 |
| Web-based Services | 826 | 87.0 | 737 | 84.5 | 648 | 84.2 | 693 | 78.3 | 628 | 81.3 |
| Library | 786 | 79.2 | 648 | 72.7 | 585 | 73.3 | 765 | 78.2 | 616 | 72.5 |
| Health Services | 429 | 50.8 | 285 | 40.4 | 276 | 42.0 | 429 | 52.1 | 268 | 41.7 |
| Recreation Services | 360 | 43.5 | 314 | 42.3 | 258 | 38.6 | 279 | 35.5 | 251 | 37.7 |
| Learning Services | 157 | 19.2 | 190 | 24.4 | 188 | 26.2 | 266 | 29.6 | 210 | 27.7 |
| Counselling | 121 | 15.7 | 128 | 18.0 | 133 | 19.9 | 158 | 19.6 | 139 | 20.3 |
| Disability Services | 37 | 9.0 | 44 | 10.9 | 34 | 9.0 | 52 | 10.7 | 60 | 13.6 |
| Student Employment Services | 42 | 7.7 | 93 | 16.0 | 88 | 14.9 | 75 | 12.0 | 64 | 12.6 |
| Aboriginal Activity Centre | 45 | 7.2 | 52 | 9.5 | 41 | 8.5 | 77 | 12.0 | 57 | 10.6 |

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

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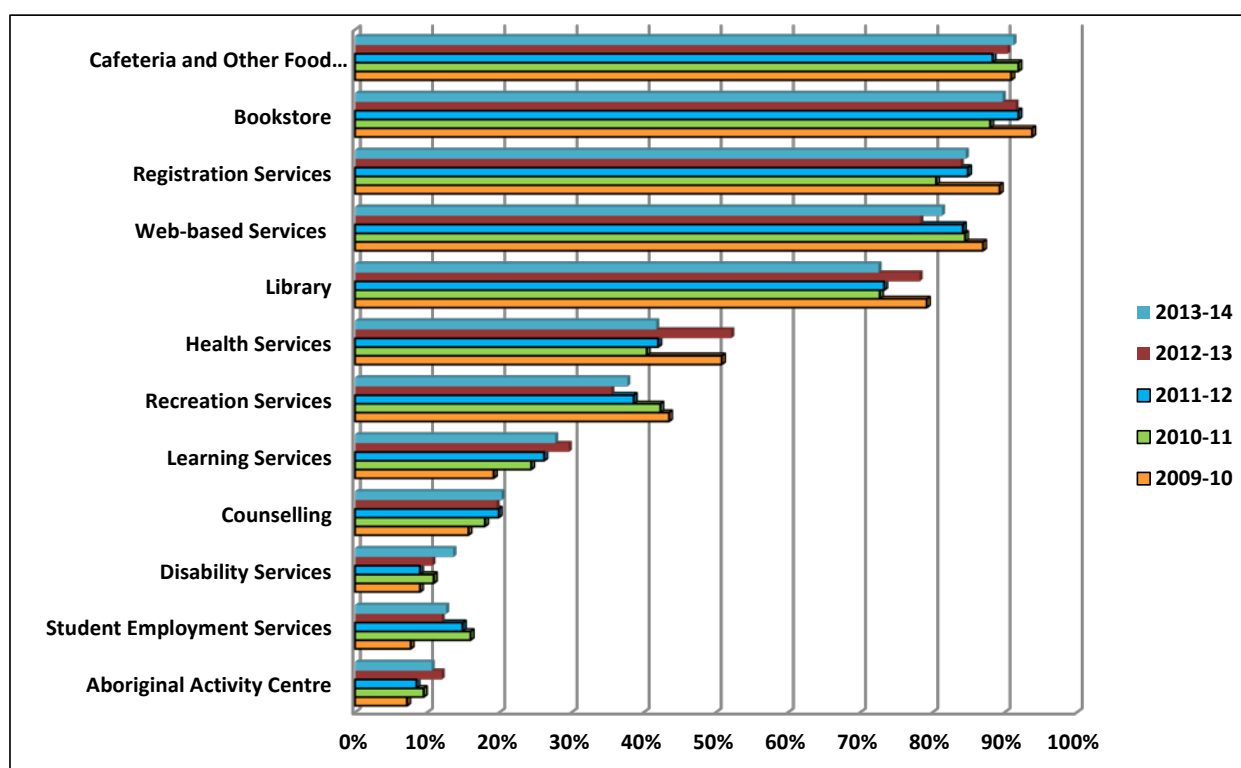
### 7.2.2.2 SIAST Palliser Campus

While there were increases in use of services at SIAST Palliser Campus for slightly over half of the services the other remaining services experienced slight decrease in use since 2012-13. The most notable increase came in recreation services and health service usage, up 8% and 9% respectively from 2012-13. Use of web-based services and cafeteria and other services, on the other hand, each decreased by six and three percentage points respectively (table 31, figure34).

In addition for 2013-14:

➤ The majority of respondents used bookstore (93%) and cafeteria services (91% - down 2% from 2012-13).

➤ Over four-fifths of respondents used the services offered by registration services (88%) and web-based services (85%). Web-based services experienced a decline in usage compared to the previous four survey years (2% in 2010-11 vs 3% in 2013-14).

➤ Consistent with previous survey results, seventy-two percent of respondents used library services

➤ The highest increase in service usage at SIAST Palliser Campus since 2012-13 was reported for recreation services (54%) and health service (36%), an increase of eight and nine percentage points respectively.

➤ Learning services were utilized by 36% of the respondents at SIAST Palliser Campus, a 1% increase from 2012-13). Also consistent with previous survey year, student employment services were used by 32% of the students.

➤ Less than one- quarter of respondents utilized counselling services (22%) and disability services (14%).

➤ Consistent with 2012-13 survey results, the Aboriginal activity centre (10%) experienced the lowest level of service usage by all SIAST Palliser respondents - up 3% from 2012-13).

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

| Type of Service | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Bookstore | 499 | 93.8 | 336 | 93.6 | 377 | 90.4 | 326 | 92.4 | 376 | 93.1 |
| Cafeteria and Other Food Services | 510 | 92.7 | 346 | 91.3 | 403 | 91.2 | 339 | 92.6 | 375 | 90.8 |
| Registration Services | 437 | 89.0 | 296 | 91.4 | 334 | 86.3 | 296 | 88.1 | 330 | 88.0 |
| Web-based Services | 435 | 84.1 | 304 | 86.6 | 352 | 84.6 | 301 | 88.5 | 331 | 85.1 |
| Library | 374 | 70.2 | 245 | 66.9 | 286 | 66.8 | 263 | 72.3 | 286 | 71.9 |
| Recreation Services | 259 | 59.0 | 166 | 55.1 | 158 | 50.2 | 127 | 45.7 | 172 | 53.9 |
| Learning Services | 157 | 33.1 | 163 | 48.8 | 143 | 36.6 | 118 | 35.3 | 134 | 36.2 |
| Health Services | 136 | 31.0 | 84 | 30.2 | 90 | 25.3 | 83 | 27.2 | 125 | 36.0 |
| Student Employment Services | 138 | 39.7 | 95 | 38.2 | 99 | 32.7 | 79 | 31.9 | 84 | 31.7 |
| Counselling | 80 | 17.4 | 67 | 22.1 | 64 | 18.9 | 59 | 18.8 | 72 | 21.7 |
| Disability Services | 38 | 20.9 | 20 | 15.2 | 13 | 8.8 | 20 | 12.6 | 23 | 14.1 |
| Aboriginal Activity Centre | 15 | 7.6 | 7 | 5.7 | 16 | 10.9 | 14 | 7.1 | 19 | 10.0 |

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

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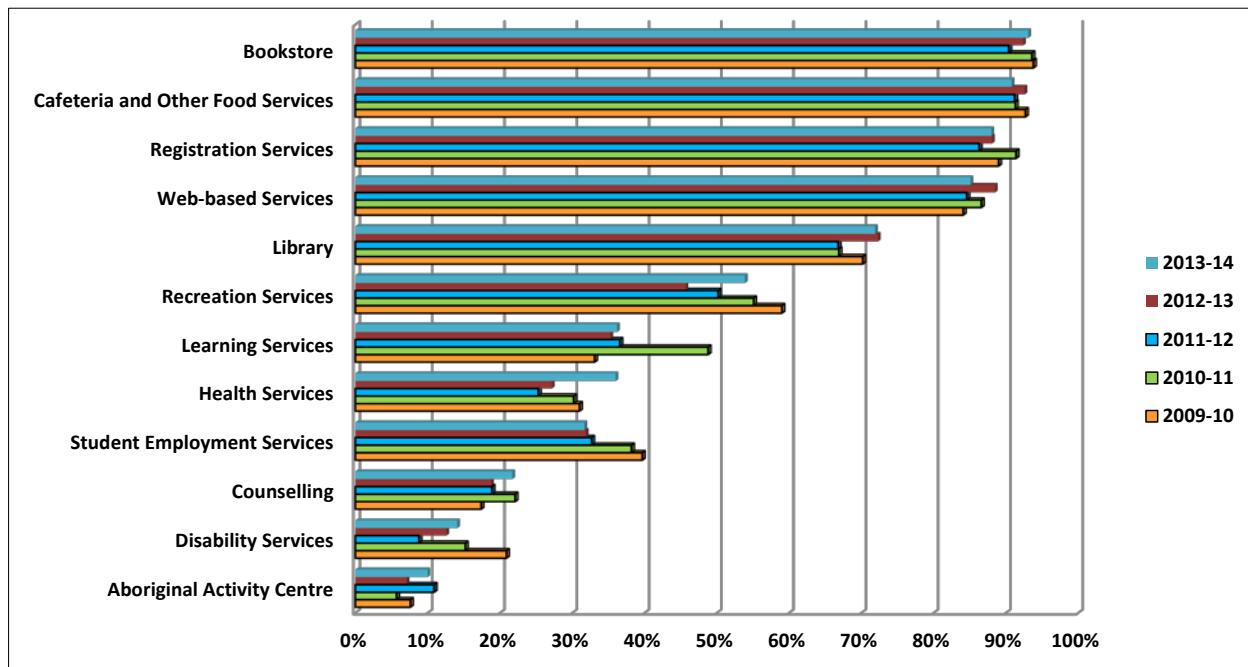
### 7.2.2.3 SIAST Wascana Campus

Use of student services at SIAST Wascana Campus (table 32, figure 35) has been fluctuating over the past three surveys with a good turn of results in 2013-14. All services experienced an increase in service usage with the most significat increase reported for recreation services (up 16% from 2012-13) and use of web-based services at 10% up. More specifically, in 2013-14:

➤ The highest use was reported for the services provided by the cafeteria and other food services (96%), bookstore (94%) and web-based services (92%).

➤ Roughly four fifths of respondents used the services provided by the Library (84% - a 6% increase since 2012-13) and registration services (88% - up 5% from 2012-13).

➤ Seventy-five percent of respondents used health services- up 8% from 2012-13 . This recorded the highest increase in usage of health service since 2009-10.

➤ Close to one half of the respondents used recreation services (47% - with a significant increase of 16% from 2012-13).

➤ Roughly one-third of respondents took advantage of learning services (31%).

➤ About a quarter of all respondents used disability services (25% - a 7% increase from 2012-13) and counseling services (22% - 2% up from 2012-13).

➤ The Aboriginal activity centre and the student employment services had the lowest proportion of all respondents (18% and 13% respectively) who reported use of such services at SIAST Wascana Campus.

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

| Type of Service | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Cafeteria and Other Food Services | 483 | 92.2 | 529 | 88.8 | 678 | 92.6 | 554 | 90.2 | 525 | 95.5 |
| Bookstore | 468 | 94.2 | 534 | 94.3 | 671 | 96.3 | 558 | 93.2 | 511 | 93.8 |
| Web-based Services | 483 | 92.7 | 532 | 91.6 | 569 | 86.6 | 447 | 81.4 | 503 | 91.8 |
| Registration Services | 444 | 91.2 | 427 | 80.1 | 573 | 88.8 | 455 | 83.8 | 461 | 88.3 |
| Library | 482 | 89.6 | 502 | 84.2 | 570 | 78.3 | 482 | 77.6 | 465 | 83.8 |
| Health Services | 341 | 68.8 | 373 | 69.7 | 429 | 68.8 | 383 | 67.3 | 386 | 75.4 |
| Recreation Services | 163 | 37.9 | 158 | 34.3 | 203 | 40.2 | 132 | 31.4 | 193 | 47.1 |
| Learning Services | 136 | 28.4 | 160 | 31.6 | 182 | 30.5 | 146 | 28.8 | 150 | 30.6 |
| Disability Services | 26 | 12.4 | 33 | 13.8 | 38 | 12.9 | 50 | 17.9 | 66 | 24.8 |
| Counselling | 85 | 19.3 | 84 | 17.7 | 105 | 20.6 | 89 | 19.3 | 101 | 21.6 |
| Aboriginal Activity Centre | 59 | 17.8 | 54 | 15.2 | 69 | 18.7 | 45 | 14.9 | 59 | 18.0 |
| Student Employment Services | 15 | 6.3 | 18 | 7.0 | 37 | 9.4 | 32 | 9.7 | 34 | 12.6 |

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

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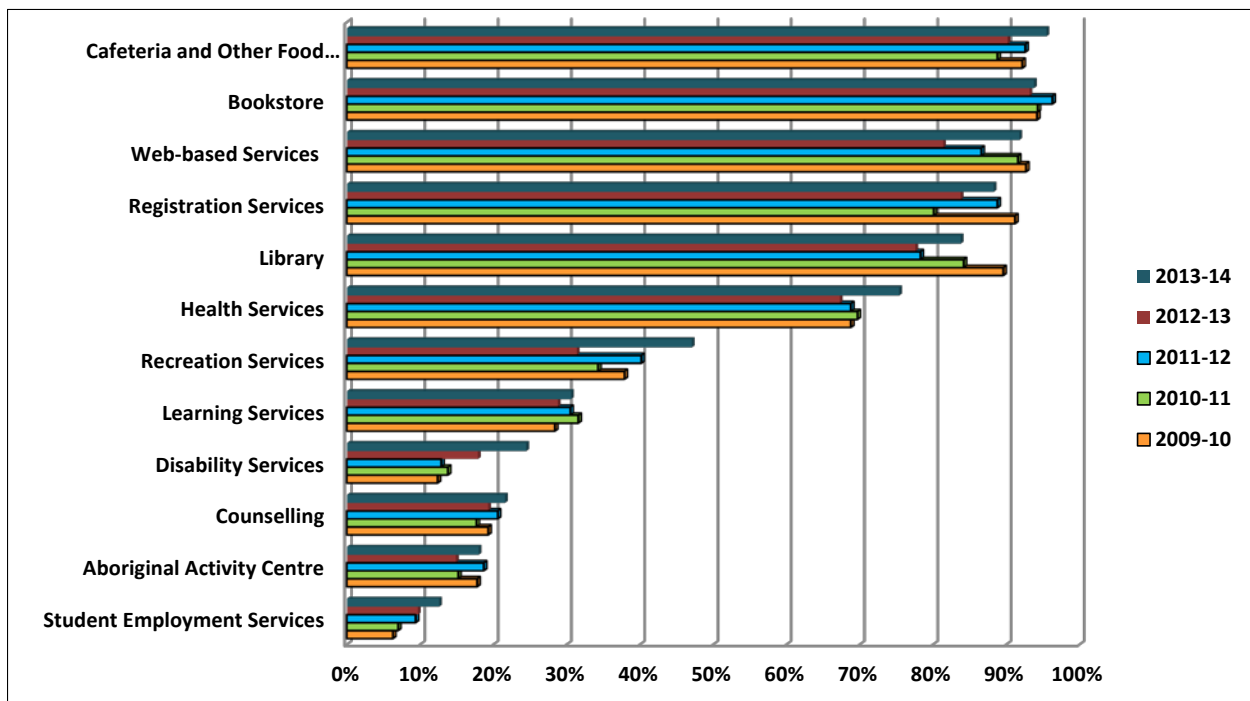
### 7.2.2.4 SIAST Woodland Campus

Service usage rates at SIAST Woodland Campus improved modestly since 2009-10. However, high decline in service usage continue to be reported for learning services (33% - a decrease of 12% since 2012-13 and 12% in 2012-13) and counselling services (20% - down 11% 2012-13 (table 33, figure 36).

In particular, in 2013-14:

➢ The vast majority of SIAST Woodland Campus respondents used the services of the bookstore (95%), cafeteria and other food services (93%), registration services (91%) and library (90%).

➢ Over four fifths of respondents used web-based (88%).

➢ Slightly over one half of respondents at SIAST Woodland Campus used recreation services (57% - down 4% from 2012-13).

➢ Less than 50% of respondents used health services (46%) and Aboriginal activity centre (40%).

➢ Just about a third of respondents of all SIAST Woodland Campus respondents used learning services (33% - 12% down from 2012-13)

➢ Less than a quarter of all SIAST Woodland Campus respondents used counselling services (20% - an 11% decline in service usage from 2012-13).

➢ Disability services and student employment services were the least used by students at SIAST Woodland Campus in the 2013-14 survey (17% and 16% respectively).

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

| Type of Service | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Bookstore | 212 | 97.2 | 289 | 93.5 | 313 | 96.0 | 246 | 95.3 | 264 | 95.0 |
| Cafeteria and Other Food Services | 210 | 96.3 | 294 | 93.6 | 315 | 94.9 | 253 | 95.1 | 260 | 93.2 |
| Registration Services | 195 | 92.4 | 271 | 90.3 | 301 | 95.0 | 236 | 92.9 | 247 | 90.8 |
| Library | 204 | 92.3 | 267 | 86.1 | 285 | 85.6 | 232 | 87.9 | 251 | 90.0 |
| Web-based Services | 191 | 90.1 | 247 | 74.2 | 268 | 87.6 | 211 | 87.2 | 238 | 87.5 |
| Recreation Services | 114 | 57.6 | 156 | 55.7 | 172 | 57.0 | 142 | 60.9 | 139 | 56.5 |
| Health Services | 123 | 60.9 | 66 | 30.3 | 108 | 44.1 | 97 | 44.1 | 106 | 46.3 |
| Aboriginal Activity Centre | 88 | 48.1 | 63 | 29.7 | 116 | 46.8 | 69 | 38.3 | 94 | 40.2 |
| Learning Services | 64 | 33.5 | 101 | 38.4 | 130 | 45.5 | 110 | 45.3 | 86 | 33.3 |
| Counselling | 51 | 28.0 | 66 | 26.1 | 77 | 31.2 | 67 | 30.5 | 47 | 20.0 |
| Disability Services | 15 | 17.6 | 24 | 15.2 | 27 | 19.4 | 19 | 15.3 | 23 | 17.2 |
| Student Employment Services | 22 | 15.8 | 61 | 27.1 | 61 | 29.3 | 31 | 19.1 | 29 | 16.0 |

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

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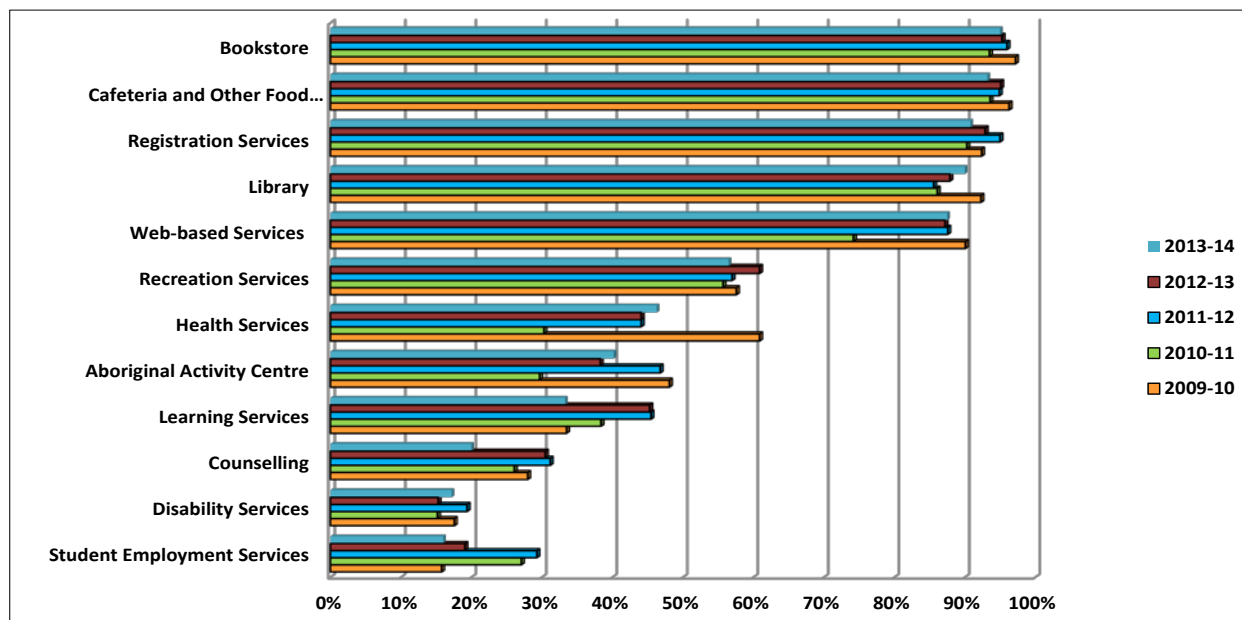
## 7.3    Satisfaction with SIAST Services

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

### 7.3.1    Learning Services

#### 7.3.1.1  SIAST Overall

Consistent with what was observed in 2012-13, of those respondents who used the learning assistance services in 2013-14, 88% indicated they had been satisfied with the services received (table 34, figure 37).

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Strongly Agree | 156 | 30.0 | 207 | 34.0 | 210 | 32.7 | 203 | 31.8 | 189 | 32.6 |
| Agree | 295 | 57.0 | 351 | 57.0 | 371 | 57.7 | 358 | 56.1 | 318 | 54.8 |
| Disagree | 47 | 9.0 | 45 | 7.0 | 53 | 8.2 | 60 | 9.4 | 48 | 8.3 |
| Strongly Disagree | 16 | 3.0 | 8 | 1.0 | 9 | 1.4 | 17 | 2.7 | 25 | 4.3 |

**Figure 37:  Satisfaction with Learning Services: SIAST Overall**
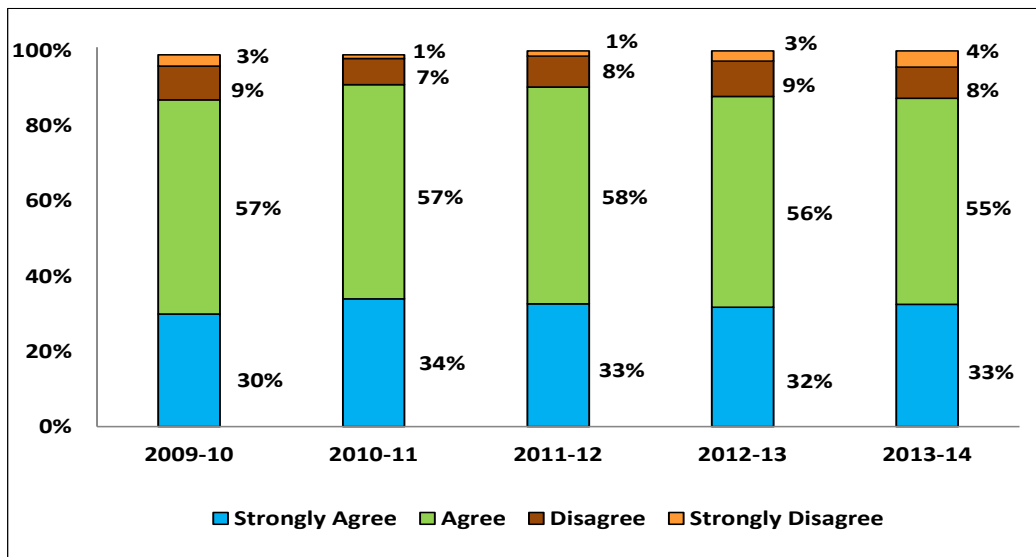
## 7.3.1.2 By Campus

Figure 38 illustrates the levels of agreement for students' satisfaction from utilizing the services of the learning services by campus. Over 80% of respondent's at all four campuses indicated they were satisfied to very satisfied with use of the learning services. Consistent with 2012-13 results, SIAST Woodland Campus received the highest ratings from students at 92%. SIAST Kelsey Campus had the second highest rating at 89% with the remaining two campuses at 87% for SIAST Wascana Campus and 82% for SIAST Palliser Campus.

Only SIAST Kelsey Campus experienced increases in use of the learning services by 6% from 2012-13. SIAST Wascana, Woodland and Palliser campuses by contrast, reported satisfaction decreases by six, five and two percentage points respectively.

**Figure 38:  Satisfaction with Learning services: By Campus**
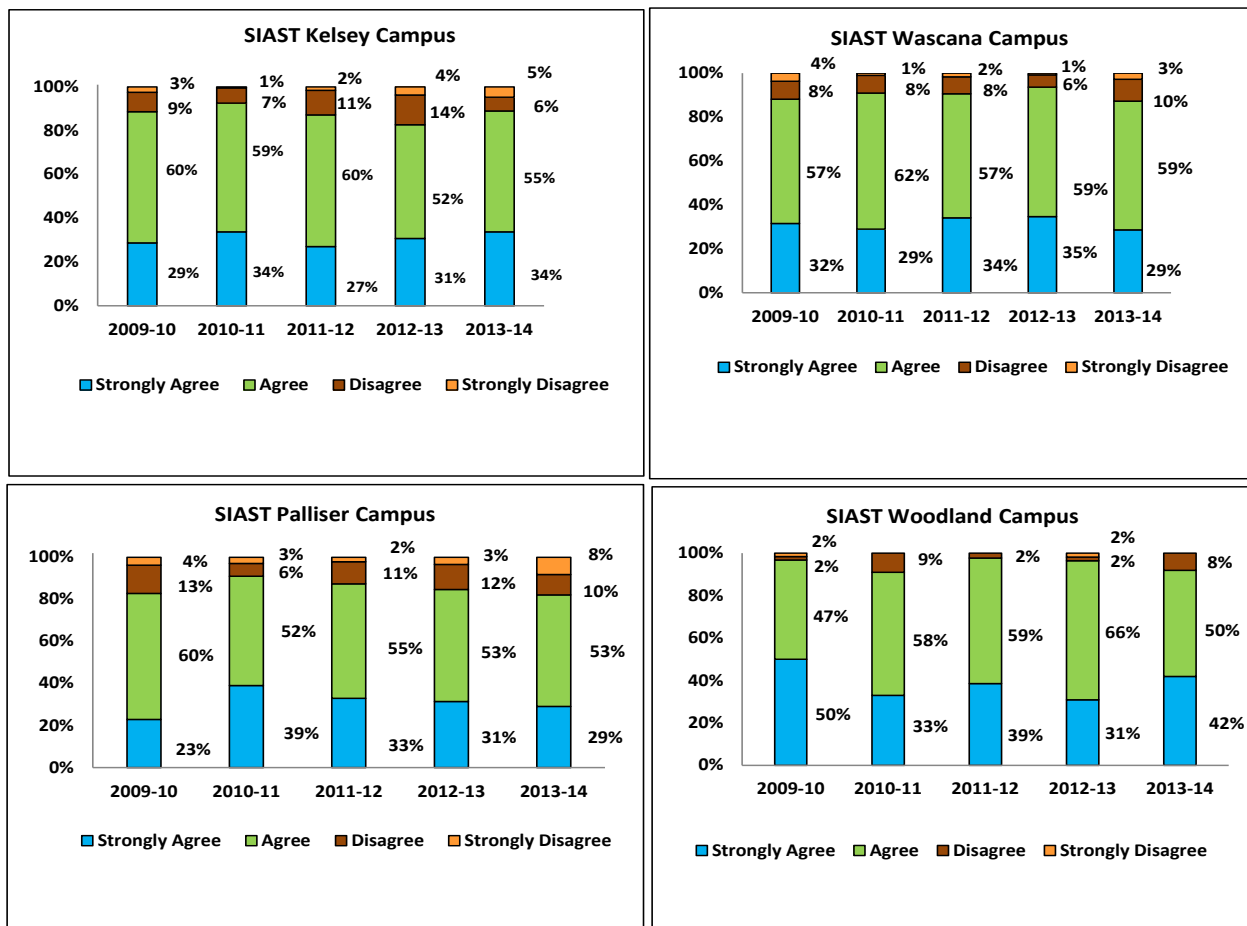
### 7.3.2 Counselling Services

#### 7.3.2.1 SIAST Overall

Among those respondents that utilized the counselling services, 90% were satisfied with the services they received, approximately one per cent increase from 2012-13 (table 35, figure 39).

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Strongly Agree | 138 | 40.9 | 165 | 49.0 | 172 | 45.4 | 154 | 41.3 | 153 | 42.7 |
| Agree | 166 | 49.3 | 142 | 43.0 | 160 | 42.2 | 179 | 48.0 | 168 | 46.9 |
| Disagree | 24 | 7.1 | 19 | 6.0 | 32 | 8.4 | 32 | 8.6 | 26 | 7.3 |
| Strongly Disagree | 9 | 2.7 | 8 | 2.0 | 15 | 4.0 | 8 | 2.1 | 11 | 3.1 |

**Figure 39: Satisfaction with Counselling Services: SIAST Overall**
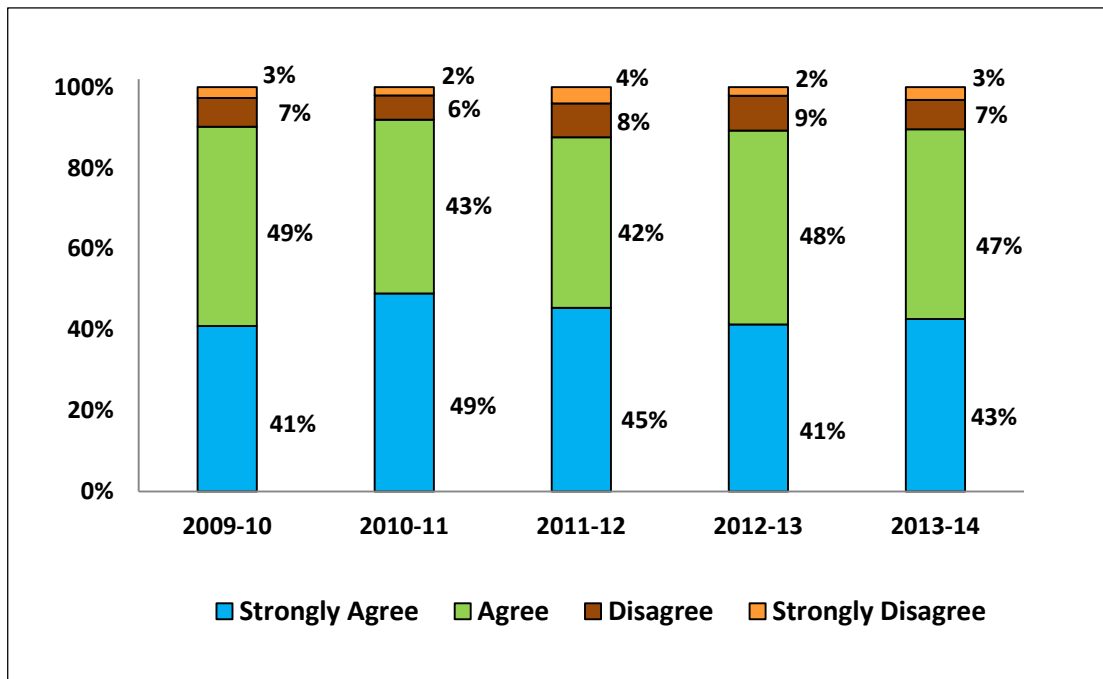
### 7.3.2.2 By Campus

Figure 40 illustrates the levels of student satisfaction from utilizing counselling services at each campus. Students at SIAST Kelsey Campus reported the highest level of satisfaction with the campus counselling centre (93% - a 5% increase from 2012-13).

With the exception of SIAST Woodland and SIAST Palliser Campuses, the other two campuses reported increases in satisfaction with counseling services compared to 2012-13. About 93% and 90% of respondents from SIAST Kelsey and SIAST Wascana Campuses were satisfied with counseling services, an increase of 5% and 7% each from 2012-13. SIAST Woodland Campus, at 83% had the lowest rate of satisfaction as well as highest decrease in satisfaction with counselling services since 2012-13 (down 14%).

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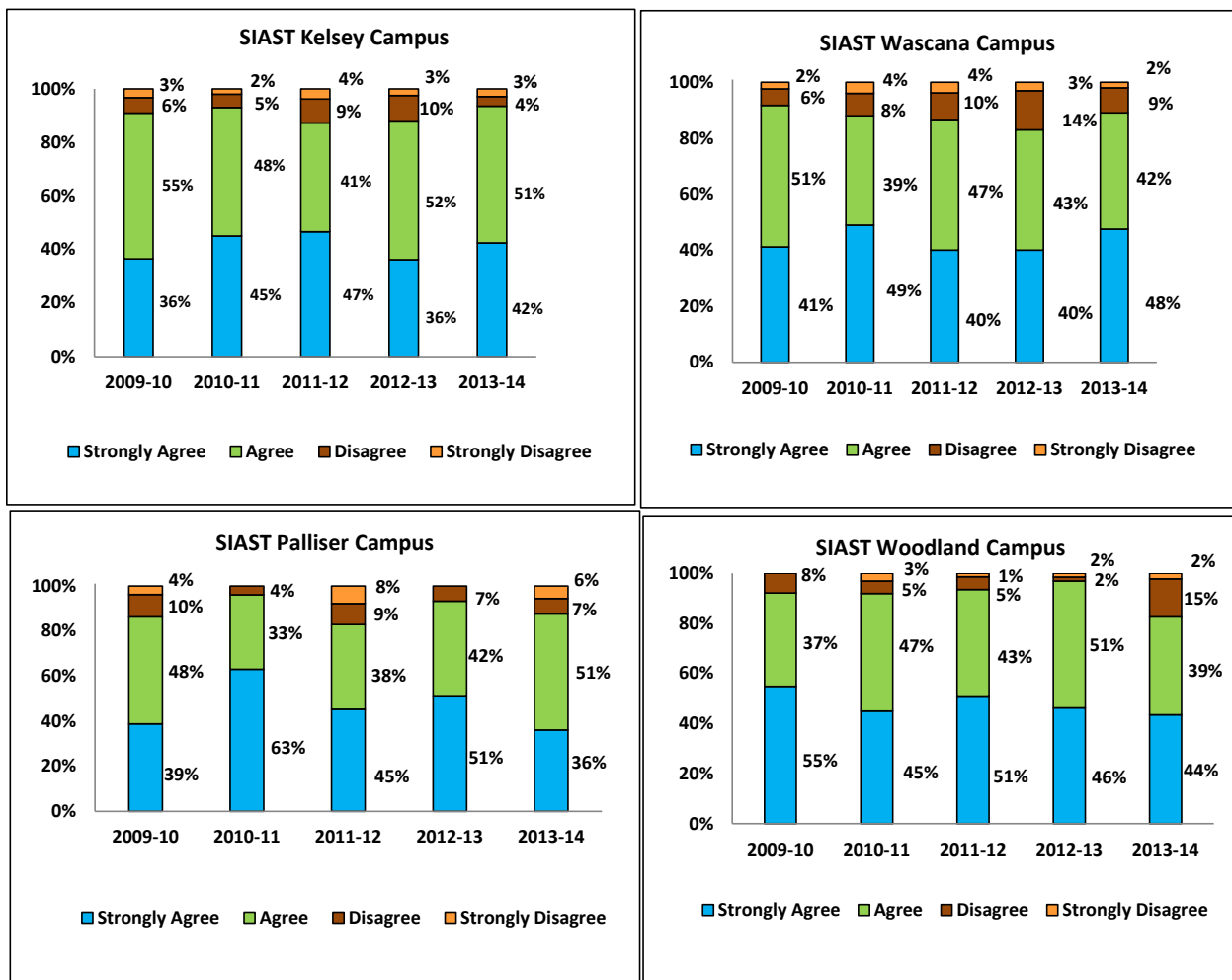
### 7.3.3   Student Employment Services

#### 7.3.3.1  SIAST Overall

Of those respondents that reported they had used SIAST's student employment services, as shown in table 36 and figure 41, 93% indicated they were satisfied with the services they had received (a 6% increase over 2012-13).

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Strongly Agree | 65 | 30.0 | 80 | 33.0 | 89 | 31.2 | 57 | 26.4 | 74 | 35.1 |
| Agree | 126 | 58.1 | 144 | 60.0 | 167 | 58.6 | 132 | 61.1 | 122 | 57.8 |
| Disagree | 20 | 9.2 | 12 | 5.0 | 19 | 6.7 | 21 | 9.7 | 9 | 4.3 |
| Strongly Disagree | 6 | 2.8 | 4 | 2.0 | 10 | 3.5 | 6 | 2.8 | 6 | 2.8 |

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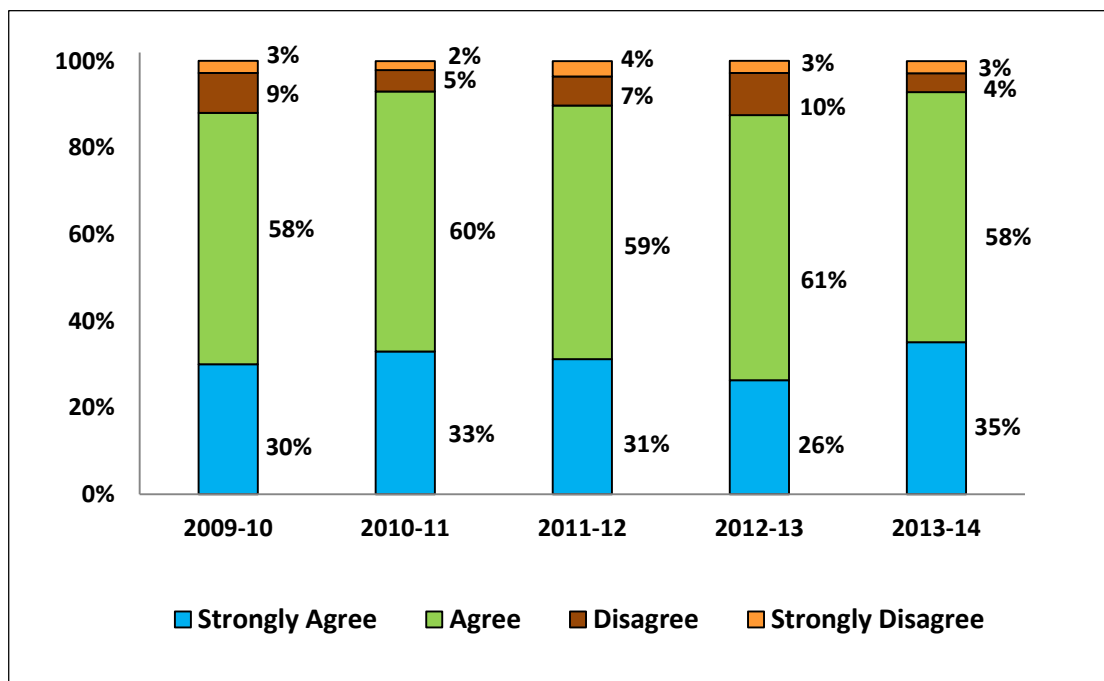
### 7.3.3.2 By Campus

Figure 42 illustrates, by campus, the levels of student satisfaction with the student employment services received since 2009-10. Over 90% of respondents at each campus indicated that they were satisfied with this service.

Consistent with previous year's results, SIAST Woodland Campus had the highest satisfaction rate of students indicating satisfaction with the student employment centre (97% - this is however 3% down from 2012-13), followed by SIAST Kelsey Campus, with 94%, while SIAST Wascana and Palliser Campuses had 91% each. With the exception of SIAST Woodland and SIAST Wascana Campuses, the other two campuses experienced an increase in satisfaction level compared to the 2012-13 survey.

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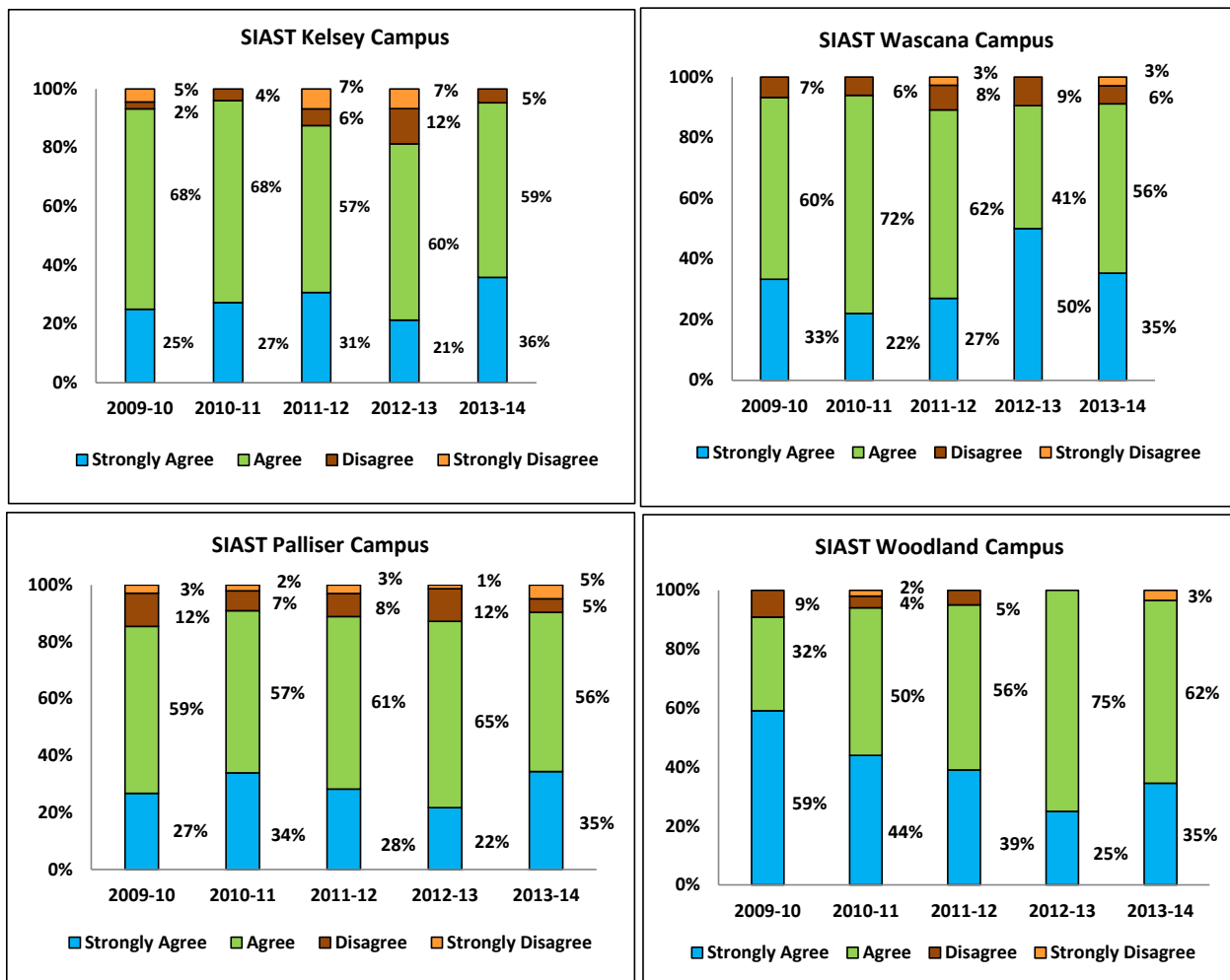
### 7.3.4  Bookstores

#### 7.3.4.1  SIAST Overall

As illustrated in table 37 and figure 43, approximately 91% of respondents who used the services offered by the campus bookstores were satisfied with those services, a 2% decrease from 2012-13.

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| **Strongly Agree** | 722 | 34.9 | 626 | 33.0 | 734 | 35.5 | 728 | 37.0 | 631 | 34.3 |
| **Agree** | 1,204 | 58.2 | 1,129 | 60.0 | 1,152 | 55.8 | 1105 | 56.1 | 1045 | 56.8 |
| **Disagree** | 119 | 5.7 | 114 | 6.0 | 150 | 7.3 | 105 | 5.3 | 132 | 7.2 |
| **Strongly Disagree** | 24 | 1.2 | 21 | 1.0 | 29 | 1.4 | 30 | 1.5 | 32 | 1.7 |

**Figure 43:  Satisfaction with Bookstore Services**
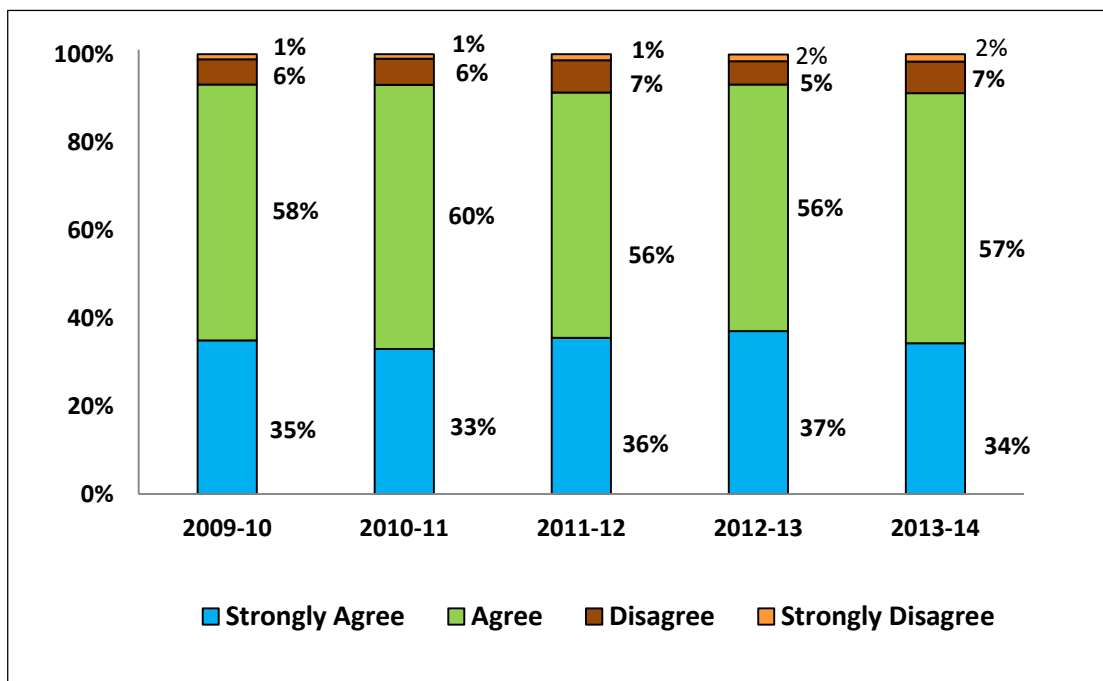


#### 7.3.4.2  By Campus

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 the highest level of satisfaction with the use of book service, with SIAST Woodland

and SIAST Kelsey Campuses having the highest proportion of satisfied students (95% and 94% respectively), followed by SIAST Palliser Campus (92%- down 2% from 2012-13). SIAST Wascana Campus had the lowest level of student satisfaction with bookstore services (86% - down 6% from 2012-13).

Overall, the satisfaction levels for all campuses has been fluctuating since 2009-10, SIAST Kelsey (up three percentage points) was only campus to experience an increase in student satisfaction, while SIAST Wascana , SIAST Palliser and SIAST Woodland Campuses declined by 9%, 3% and 1% respectively since 2009-10.

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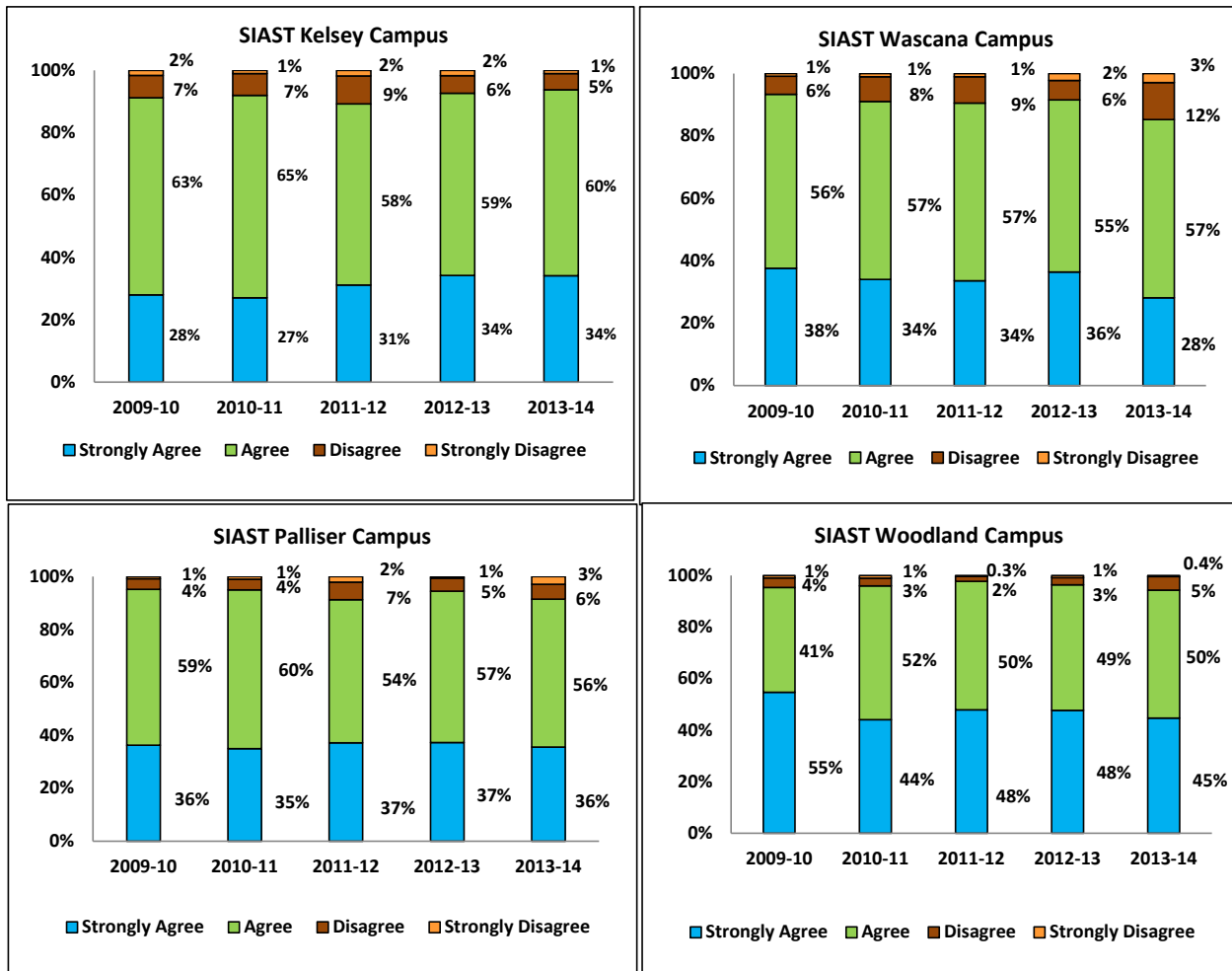
### 7.3.5  Registration Services

#### 7.3.5.1  SIAST Overall

The majority of respondents who used registration services in 2013-14 agreed that they were satisfied with the services provided (93% - 1% up from 2012-13) (table 38, figure 45).

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Strongly Agree | 621 | 32.9 | 533 | 33.0 | 621 | 34.2 | 571 | 33.5 | 542 | 33.2 |
| Agree | 1,112 | 58.8 | 966 | 59.0 | 1,055 | 58.2 | 984 | 57.6 | 972 | 59.6 |
| Disagree | 127 | 6.7 | 95 | 6.0 | 105 | 5.8 | 119 | 7.0 | 96 | 5.9 |
| Strongly Disagree | 29 | 1.5 | 31 | 2.0 | 33 | 1.8 | 33 | 1.9 | 21 | 1.3 |

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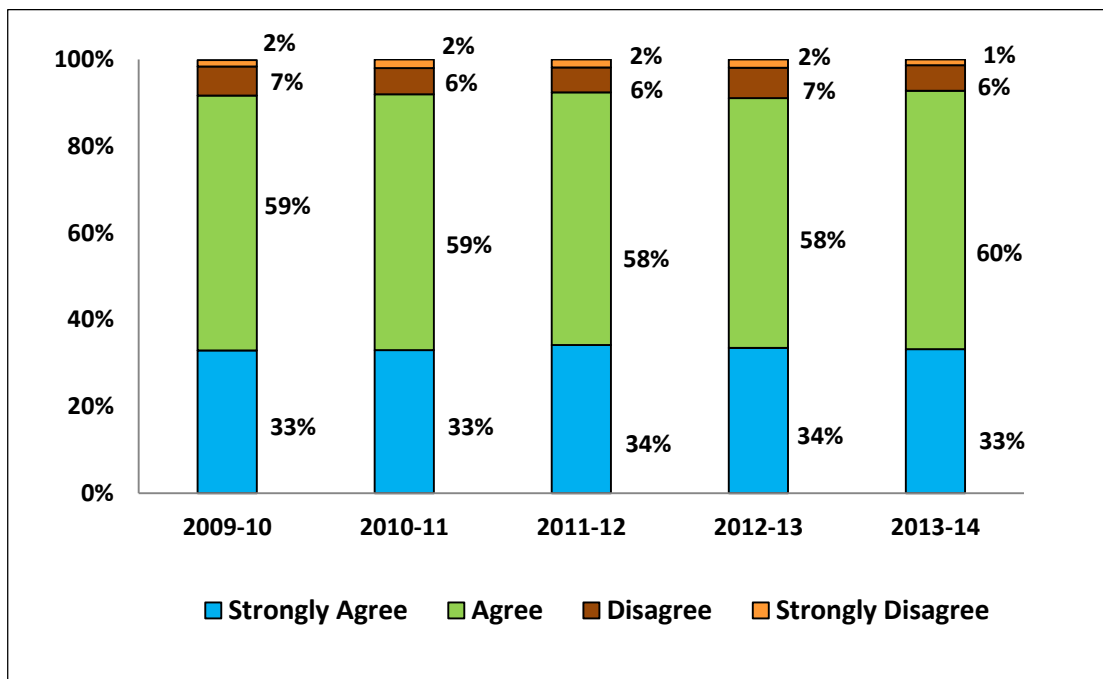
### 7.3.5.2 By Campus

Figure 46 illustrates the satisfaction with registration services at each campus. Consistent with results from the 2012-13 survey, more than 90% of respondents from all campuses agreed they were satisfied with registration services.

The majority of respondents at SIAST Kelsey (93%) and SIAST Palliser Campuses (94%) indicated they were satisfied with these services, followed by SIAST Woodland and SIAST Wascana Campuses at 92% each. Only SIAST Palliser Campus showed a slight a decline in satisfaction compared to results of 2012-13 (1% decline since 2012-13).

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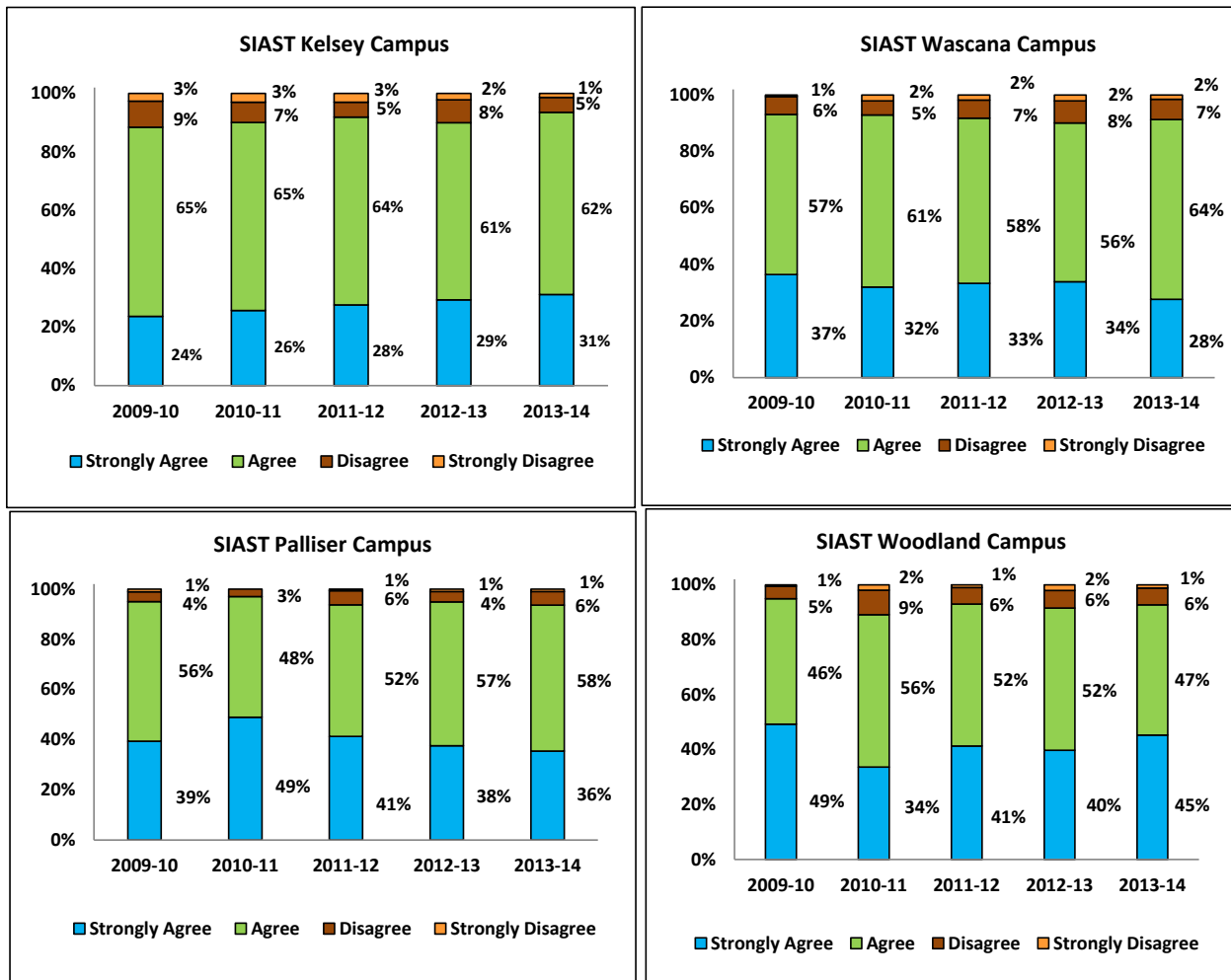
### 7.3.6 Cafeteria and Other Food Services

#### 7.3.6.1 SIAST Overall

Of the students who utilized SIAST's cafeteria and other food services in 2013-14, 72% indicated they were satisfied with the services, 3% lower than 2012-13 (table 39, figure 47).

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Strongly Agree | 563 | 26.7 | 526 | 26.0 | 598 | 28.0 | 595 | 29.2 | 531 | 27.4 |
| Agree | 1,038 | 49.3 | 956 | 47.0 | 938 | 44.0 | 939 | 46.1 | 869 | 44.8 |
| Disagree | 333 | 15.8 | 349 | 17.0 | 385 | 18.0 | 328 | 16.1 | 352 | 18.2 |
| Strongly Disagree | 172 | 8.2 | 188 | 9.0 | 213 | 10.0 | 173 | 8.5 | 187 | 9.6 |

**Figure 47: Satisfaction with Cafeteria and Other Food Services: SIAST Overall**
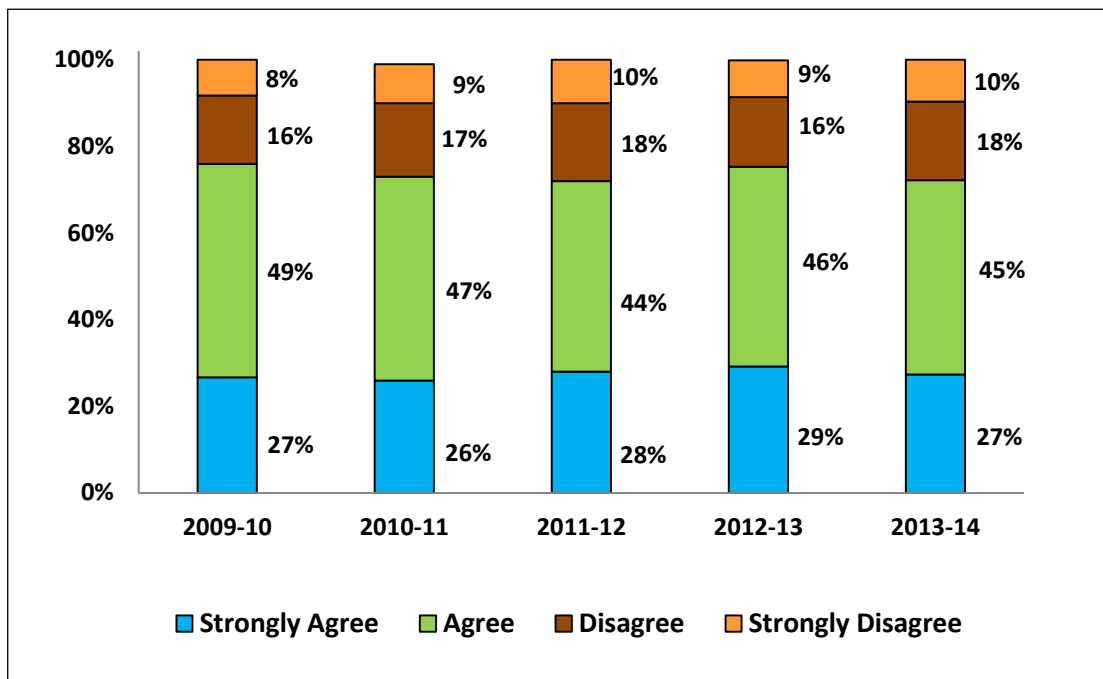
### 7.3.6.2 By Campus

Consistent with results in 2012-13, there are significant differences of student's satisfaction with cafeteria and other food services among campuses. While SIAST Kelsey and SIAST Woodland Campuses showed satisfaction levels of over four- fifths (88% and 89% respectively), only 68% and 43% of respondents from SIAST Palliser and SIAST Wascana Campuses were satisfied with the services provided by the cafeteria and other food services. Respondents from SIAST Wascana Campus showed the largest decline of 13% from 2012-13 survey results.

**Figure 48: Satisfaction with Cafeteria and Other Food Services: By Campus**
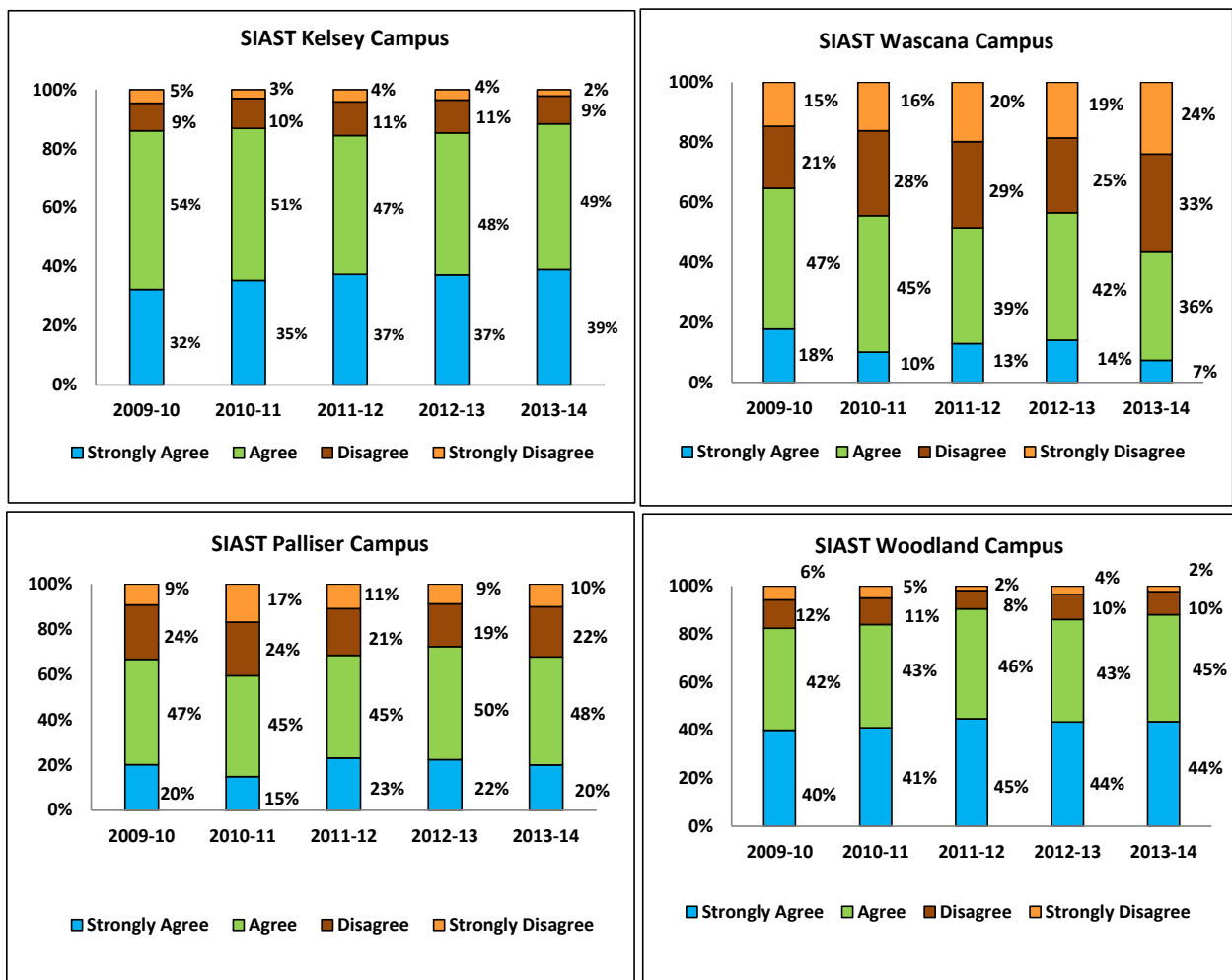
### 7.3.7 Recreation services

#### 7.3.7.1 SIAST Overall

As shown in table 40 and figure 49, 94% of respondents who used SIAST's recreation services indicated they were satisfied with these services (1% up from 2012-13).

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Strongly Agree | 363 | 40.5 | 327 | 42.0 | 340 | 43.0 | 302 | 44.4 | 321 | 42.6 |
| Agree | 482 | 53.8 | 415 | 53.0 | 397 | 50.3 | 340 | 50.0 | 388 | 51.5 |
| Disagree | 41 | 4.6 | 29 | 4.0 | 36 | 4.6 | 31 | 4.6 | 37 | 4.9 |
| Strongly Disagree | 10 | 1.1 | 13 | 2.0 | 17 | 2.2 | 7 | 1.0 | 8 | 1.1 |

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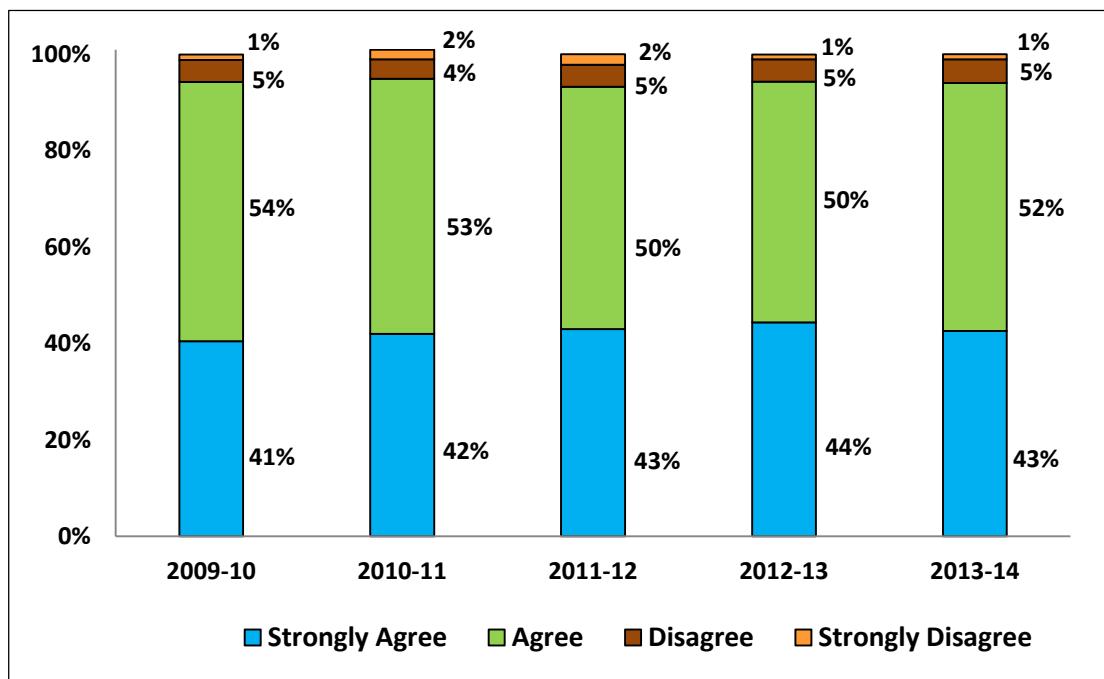
## 7.3.7.2 By Campus

Figure 50 displays student satisfaction with recreation services at each campus. Closely consistent with the past four survey results, the vast majority of student's at all four campuses in 2013-14 agreed that they were satisfied with recreation services.

SIAST Woodland Campus (97%) had the highest number of students who reported satisfaction with recreation services followed by SIAST Kelsey Campus (94%). While still a favorable majority, SIAST Wascana and SIAST Palliser Campuses had relatively lower proportion of respondents who were satisfied with these services (93% each).  SIAST Palliser campus had a modest decline at 2% since 2012-13.

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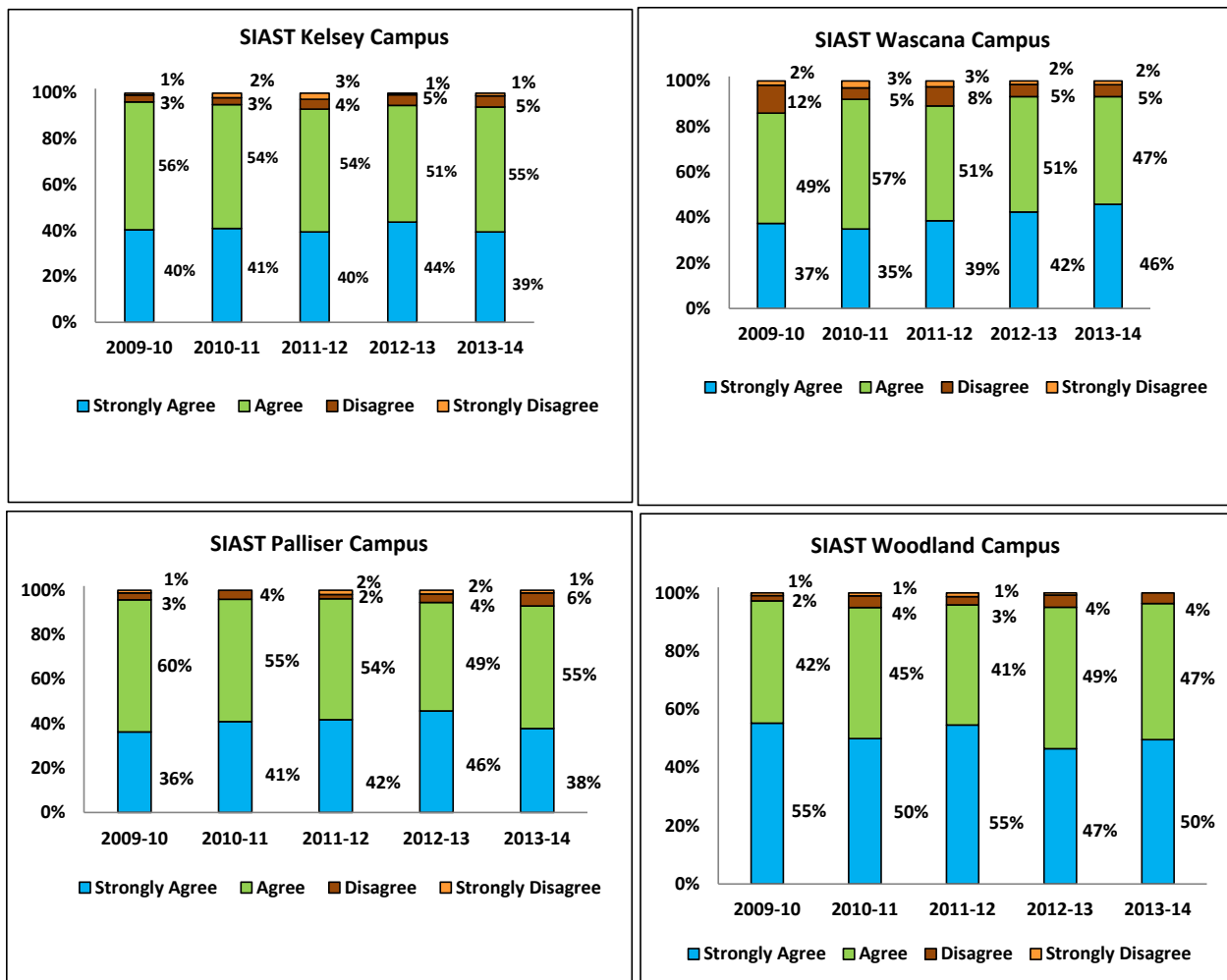
### 7.3.8   Health Services

#### 7.3.8.1  SIAST Overall

Of the respondents who accessed SIAST's health centres in 2013-14, nearly every respondent (96%) indicated they were satisfied with the services provided (table 41, figure 51). Interestingly this is the same level of satisfaction reported in the past four survey years since.

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Strongly Agree | 475 | 46.2 | 341 | 43.0 | 421 | 46.6 | 512 | 51.6 | 433 | 48.9 |
| Agree | 518 | 50.4 | 423 | 53.0 | 450 | 49.8 | 440 | 44.4 | 419 | 47.3 |
| Disagree | 29 | 2.8 | 23 | 3.0 | 24 | 2.7 | 29 | 2.9 | 25 | 2.8 |
| Strongly Disagree | 7 | 0.7 | 11 | 1.0 | 8 | 0.9 | 11 | 1.1 | 8 | 0.9 |

**Figure 51:  Satisfaction with Health Centre Services: SIAST Overall**
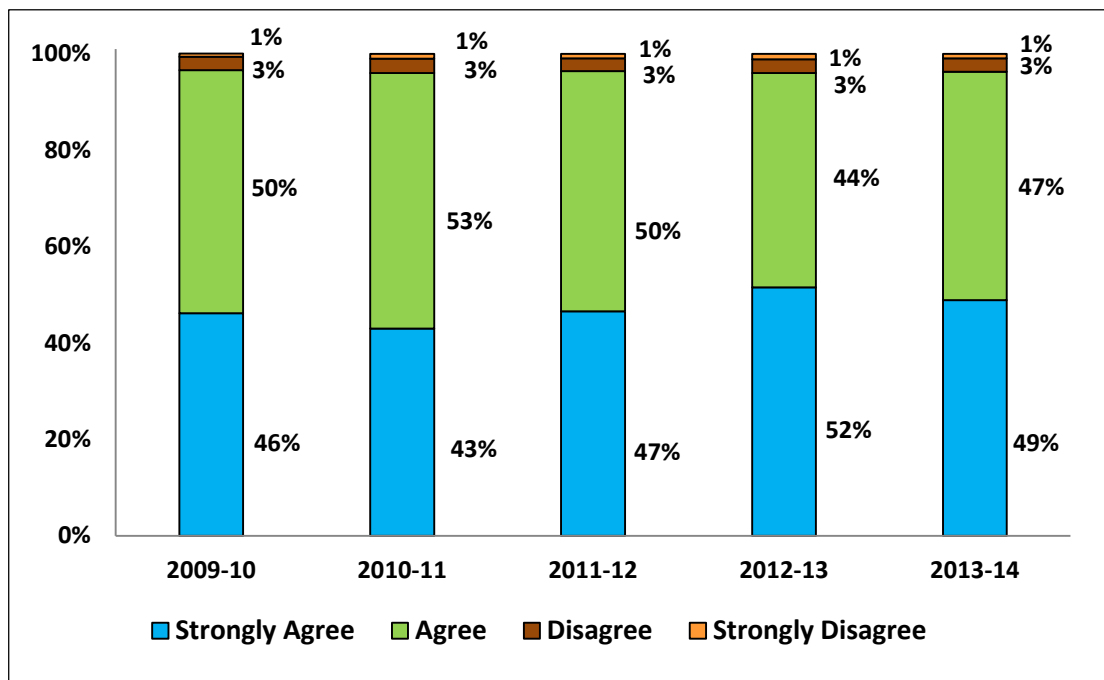
### 7.3.8.2 By Campus

Figure 52 illustrates student satisfaction with health services by campus and indicates that all campuses showed high satisfaction rates (above 90%). However SIAST Wascana Campus had some slight decline in satisfaction (down 2%) since 2012-13.

SIAST Kelsey Campus had the highest satisfaction rate (97%), and it is worth noting that the respondents from the remaining campuses were all at 96%, still remarkably high. SIAST Woodland Campus had the highest increase in satisfaction of health services since 2012-13 (up 10%).

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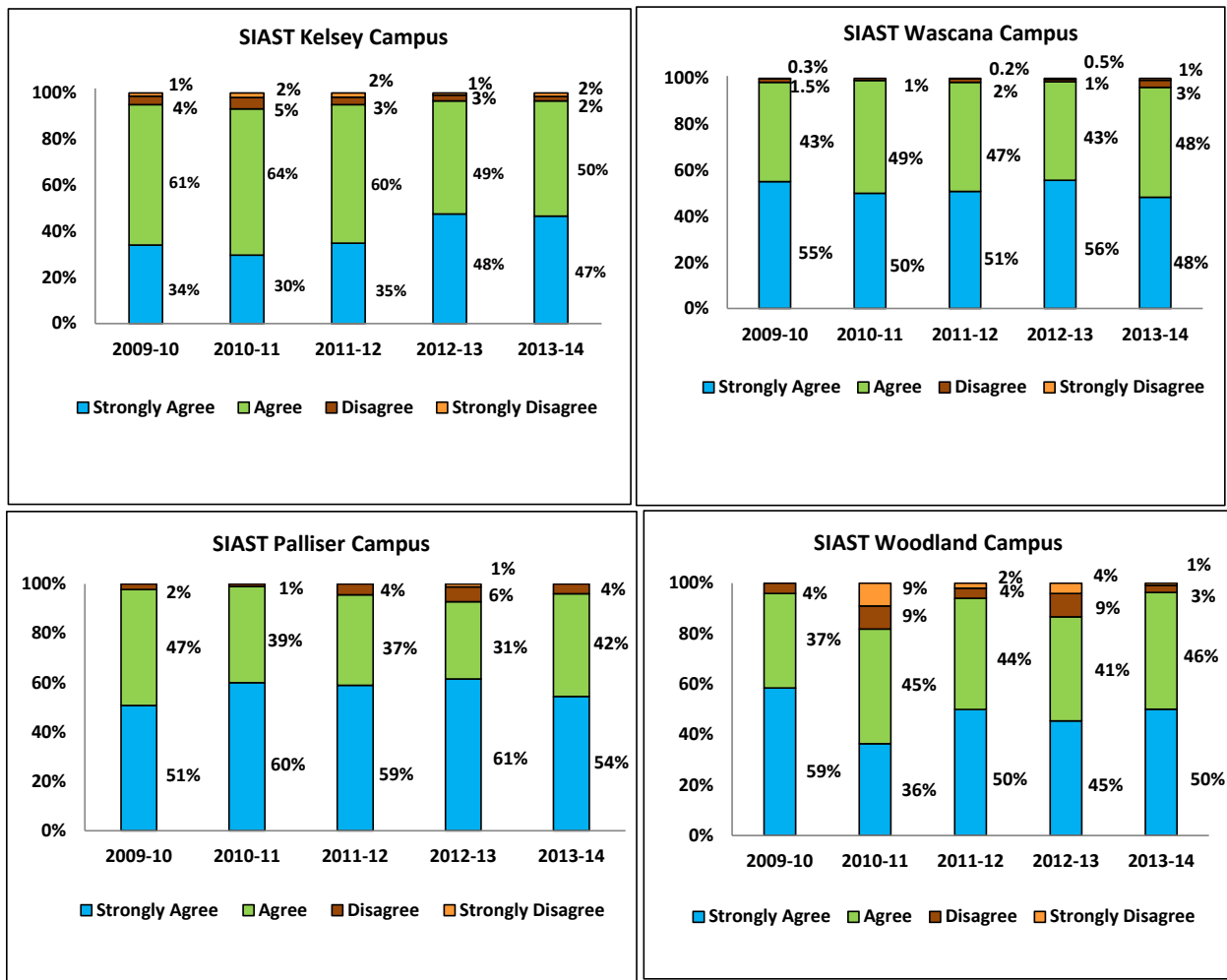
### 7.3.9 Aboriginal Activity Centres

#### 7.3.9.1 SIAST Overall

Of those respondents who used the Aboriginal activity centre services, almost all students indicated that they were satisfied with the services (97%), a 3% increase since 2012-13. Worth mentioning is that this is the highest rate reported since 2009-10 (Table 42, figure 53).

**Table 42: Satisfaction with Aboriginal Activity Centre Services: SIAST Overall**

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Strongly Agree | 114 | 55.3 | 70 | 45.0 | 134 | 55.4 | 101 | 49.3 | 136 | 59.4 |
| Agree | 85 | 41.3 | 79 | 51.0 | 99 | 40.9 | 92 | 44.9 | 86 | 37.6 |
| Disagree | 6 | 2.9 | 5 | 3.0 | 2 | 0.8 | 2 | 1.0 | 5 | 2.2 |
| Strongly Disagree | 1 | 0.5 | 2 | 1.0 | 7 | 2.9 | 10 | 4.9 | 2 | 0.9 |

**Figure 53: Satisfaction with Aboriginal Activity Centre Services: SIAST Overall**
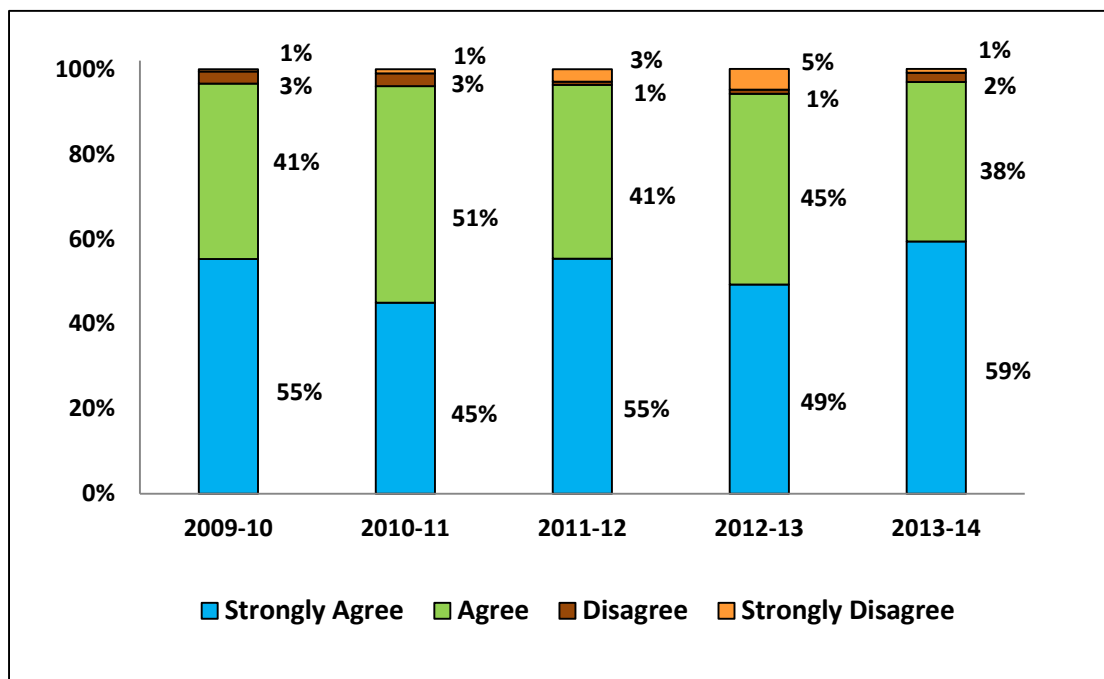
### 7.3.9.2 By Campus

Figure 54 depicts, by campus, the levels of student satisfaction with Aboriginal activity centre services in 2013-14. These results should be interpreted with caution due to small sample size: SIAST Kelsey Campus (97), SIAST Palliser Campus (20), SIAST Wascana Campus (57), and SIAST Woodland Campus (113).

Respondents at SIAST Wascana and SIAST Woodland Campuses had the highest number of students (98% each) reporting satisfaction with Aboriginal activity centre services – a 5% and 4% increase from 2012-13 respectively.

Worth noting is SIAST Kelsey Campus' satisfaction level of 94% is the lowest satisfaction rate compared to the rate reported on other campuses.

Respondents at SIAST Palliser Campus (95%) reported the highest decline of 5% in satisfaction with Aboriginal activity centre services. Since 2012-13, satisfaction with the Aboriginal activity centres increased modestly with the exception of SIAST Palliser Campus compared to the previous year's results.

# Figure 54: Satisfaction with Aboriginal Activity Centres Services: By Campus



**SIAST Kelsey Campus**

Strongly Agree — Agree — Disagree — Strongly Disagree

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Disagree/Strongly Disagree | 4% | 6% | 5% | 7% | 4% / 2% |
| Agree | 48% | 44% | 42% | 47% | 26% |
| Strongly Agree | 48% | 50% | 54% | 47% | 68% |

**SIAST Wascana Campus**

Strongly Agree — Agree — Disagree — Strongly Disagree

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Strongly Disagree | 2% | 2% | 3% | 7% | 2% |
| Disagree | 3% | 2% | | | |
| Agree | 32% | 56% | 39% | 40% | 42% |
| Strongly Agree | 63% | 40% | 58% | 53% | 56% |

**SIAST Palliser Campus**

Strongly Agree — Agree — Disagree — Strongly Disagree

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Strongly Disagree | | 17% | 6% | | 5% |
| Disagree | | 17% | | | |
| Agree | 40% | 33% | 38% | 36% | 53% |
| Strongly Agree | 60% | 33% | 56% | 64% | 42% |

**SIAST Woodland Campus**

Strongly Agree — Agree — Disagree — Strongly Disagree

| | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|
| Strongly Disagree/Disagree | 2% | 2% | 2% / 2% | 3% / 3% | 2% |
| Agree | 44% | 52% | 42% | 48% | 38% |
| Strongly Agree | 53% | 47% | 54% | 46% | 60% |

### 7.3.10 Web-based Services

#### 7.3.10.1 SIAST Overall

Of those respondents who used web-based services in 2013-14, 87% reported that they were satisfied with the services. This result is 1% down from what was observed in 2012-13, this is the lowest satisfaction rating reported of the five survey years as indicated by table 43 and figure 55.

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Strongly Agree | 607 | 31.4 | 512 | 28.0 | 575 | 31.3 | 470 | 28.5 | 468 | 27.5 |
| Agree | 1,117 | 57.8 | 1118 | 62.0 | 1,055 | 57.4 | 977 | 59.2 | 1006 | 59.2 |
| Disagree | 170 | 8.8 | 133 | 7.0 | 146 | 7.9 | 164 | 9.9 | 178 | 10.5 |
| Strongly Disagree | 40 | 2.1 | 47 | 3.0 | 61 | 3.3 | 40 | 2.4 | 48 | 2.8 |

**Figure 55: Satisfaction with Web-based Services: SIAST Overall**
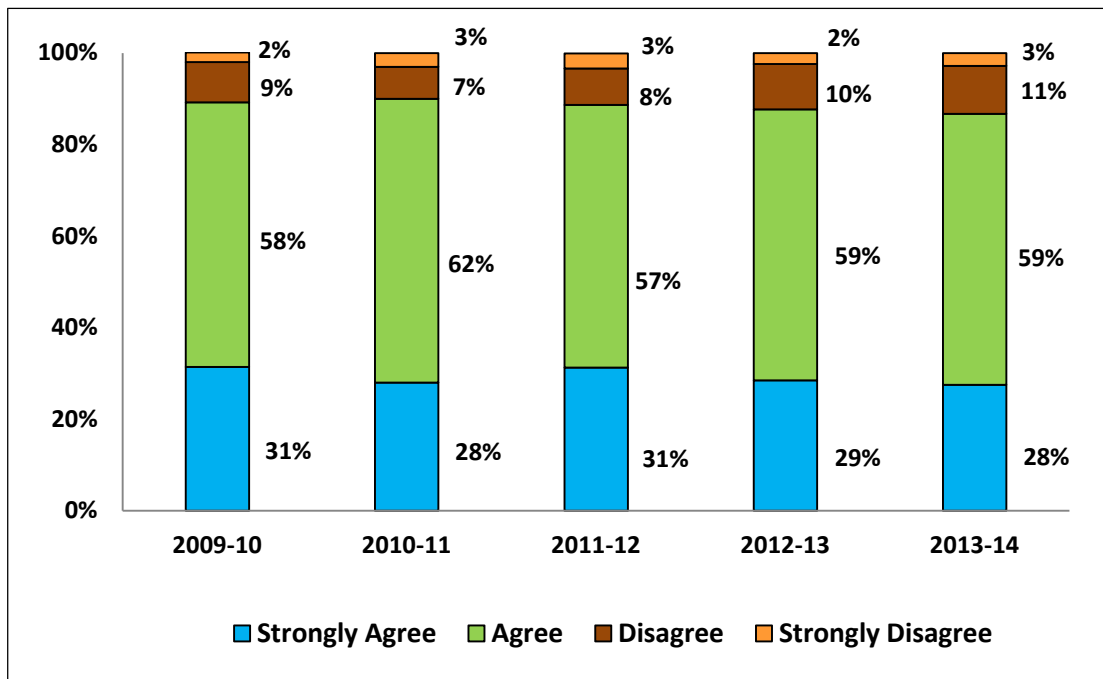
### 7.3.10.2 By Campus

Figure 56 displays student satisfaction with web-based services accessed at each campus. Consistent with 2012-13 results, the majority of students at SIAST Woodland Campus (90% - two per cent down from 2012-13) reported satisfaction with web-based services.

Over four-fifths of respondents at SIAST Kelsey (89%), Wascana (88%) Campuses were also satisfied with web-based services. SIAST Palliser Campus had the lowest level of satisfaction at 78% an eight decrease in satisfaction from 2012-13.

**Figure 56: Satisfaction with Web-based Services: By Campus**
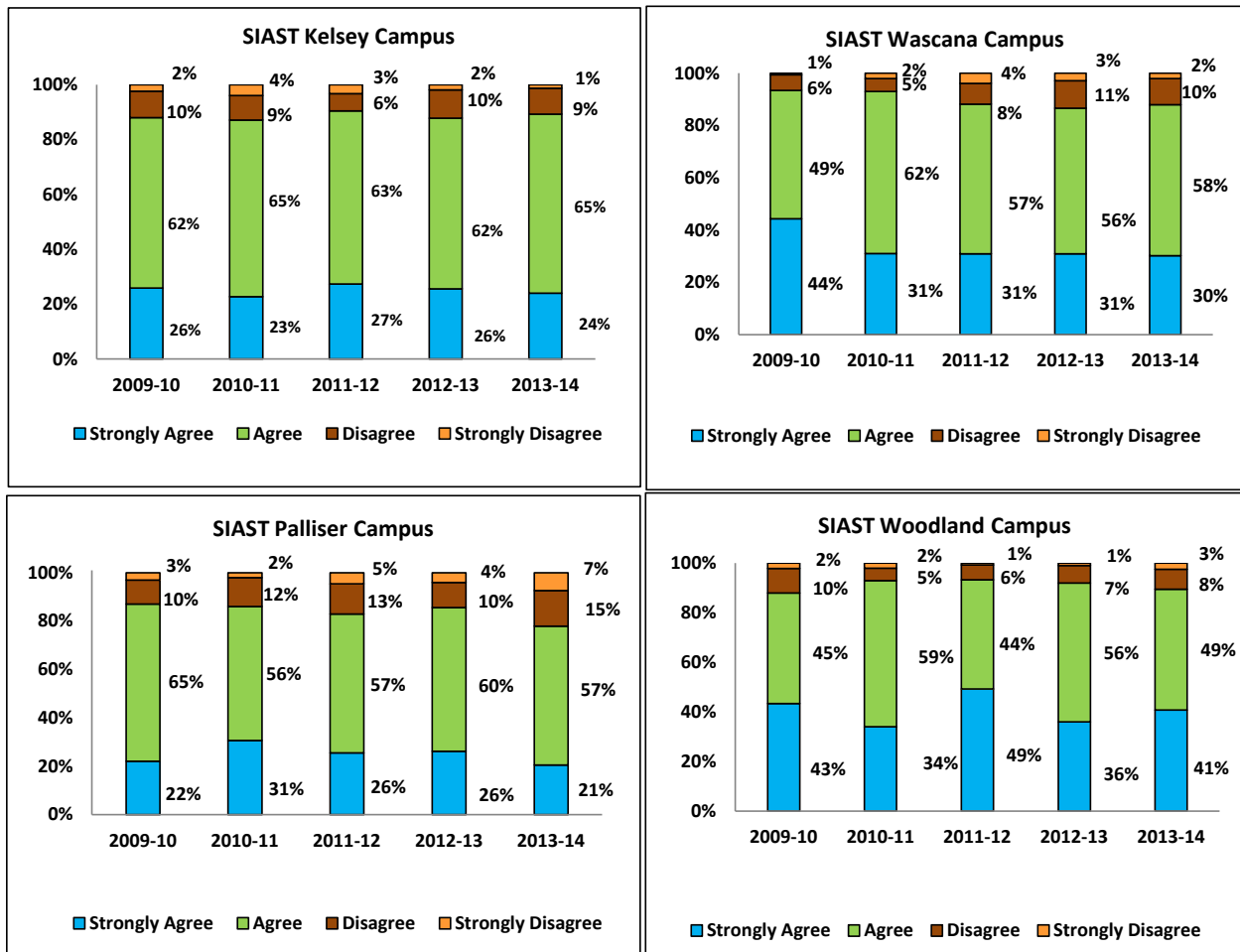
### 7.3.11  Library Service

#### 7.3.11.1  SIAST Overall

In 2013-14, the majority of respondents who used SIAST libraries (96%) were satisfied with the services they received. This result is 3% up from what was reported in 2012-13 (table 44, figure 57).

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Strongly Agree | 718 | 38.9 | 651 | 40.0 | 697 | 40.0 | 683 | 39.2 | 650 | 40.2 |
| Agree | 1,056 | 57.2 | 924 | 56.0 | 915 | 53.0 | 947 | 54.4 | 906 | 56.0 |
| Disagree | 61 | 3.3 | 63 | 4.0 | 84 | 4.9 | 94 | 5.4 | 55 | 3.4 |
| Strongly Disagree | 11 | 0.6 | 9 | 1.0 | 30 | 1.7 | 17 | 1.0 | 7 | 0.4 |

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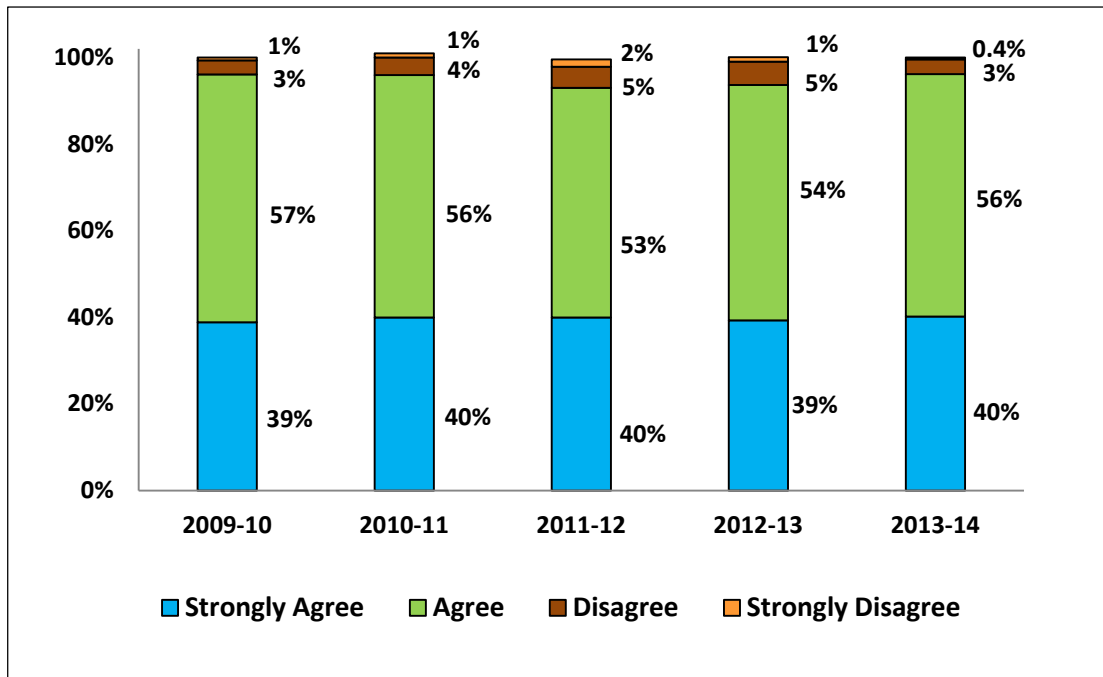
### 7.3.11.2 By Campus

As illustrated in figure 58, respondents across all the four campuses showed very high levels of satisfaction with library services. Consistent with the 2012-13 survey results, nearly every respondent at SIAST Woodland Campus (99%) reported satisfaction with library services.

SIAST Kelsey Campus respondents followed closely at 98% and SIAST Wascana Campus and SIAST Palliser Campus had the lowest satisfaction rates at 94% each (both campuses are down by 3% since 2012-13)

SIAST Kelsey Campus had the highest increase in satisfaction since 2012-13 (up 9%). SIAST Woodland Campus remained at 99% since 2012-13.

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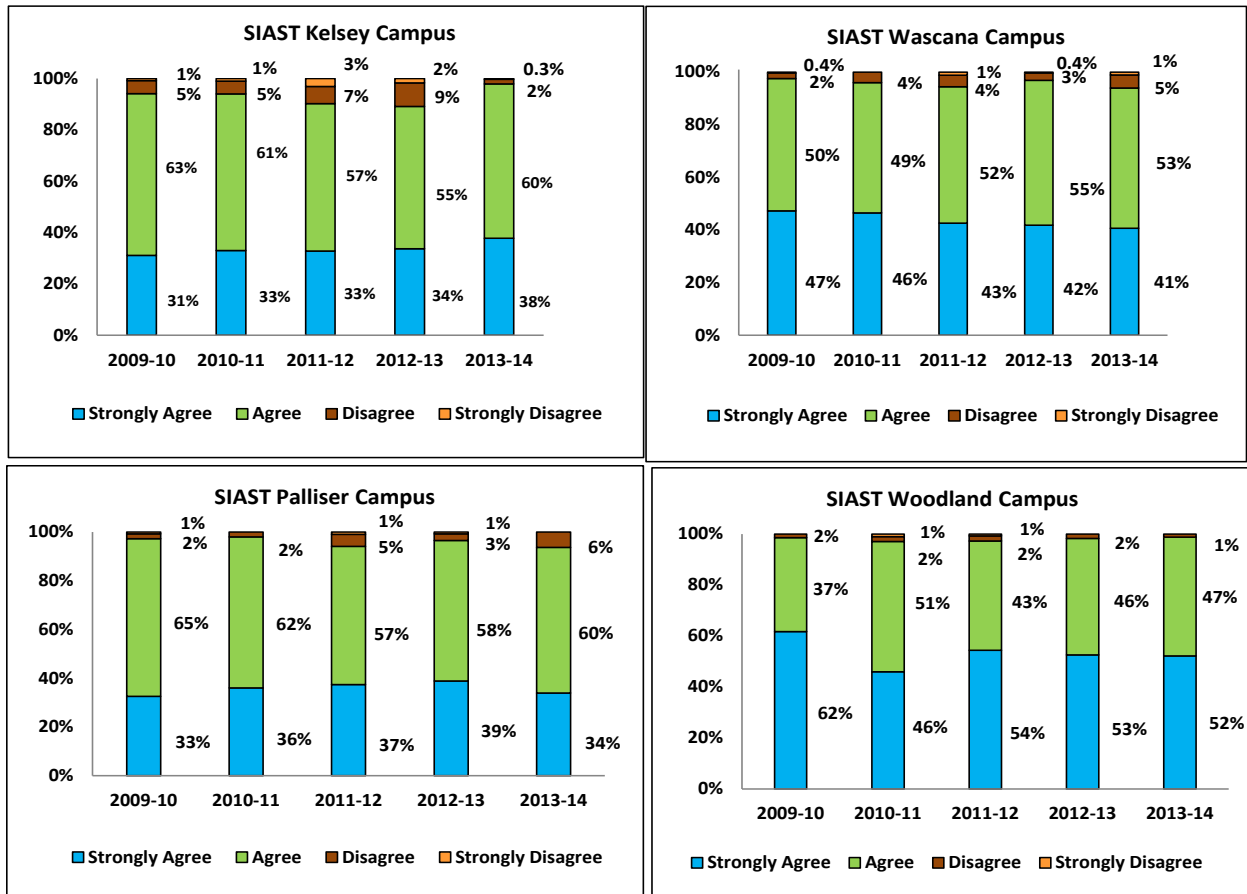
### 7.3.12 Disability Services

#### 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 2013-14, 90% of the students were satisfied with use of disability services, a 2% decline over 2012-13 (table 45, figure 59).

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

| Response | 2009-10 | | 2010-11 | | 2011-12 | | 2012-13 | | 2013-14 | |
|---|---|---|---|---|---|---|---|---|---|---|
| | # | % | # | % | # | % | # | % | # | % |
| Strongly Agree | 46 | 43.8 | 56 | 47.0 | 42 | 37.5 | 56 | 39.7 | 82 | 47.7 |
| Agree | 50 | 48.6 | 52 | 44.0 | 62 | 55.4 | 73 | 51.8 | 72 | 41.9 |
| Disagree | 4 | 3.8 | 9 | 8.0 | 3 | 2.7 | 9 | 6.4 | 11 | 6.4 |
| Strongly Disagree | 4 | 3.8 | 2 | 2.0 | 5 | 4.5 | 3 | 2.1 | 7 | 4.1 |

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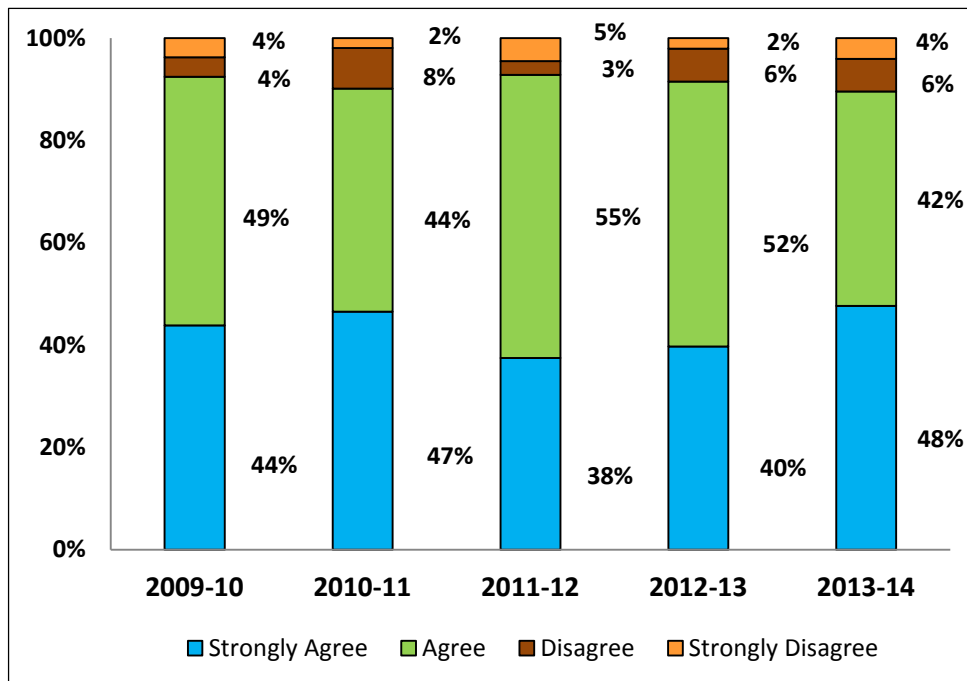
### 7.3.11.2  By Campus

Figure 60 illustrates, by campus, the levels of student satisfaction with disability services since 2009-10. Note: Similar to the section on Aboriginal activity centres; these results are based on fairly small samples, and should be interpreted with caution (SIAST Kelsey Campus - 60, SIAST Palliser Campus - 24, SIAST Wascana Campus – 59 and SIAST Woodland Campus -13).

Respondents at SIAST Palliser Campus indicated the highest level of satisfaction with disability services (95% - 5% decline since 2012-13). Ninety-one per cent of respondents from SIAST Kelsey and SIAST Woodland Campuses also expressed satisfaction with disability services. Unlike the past year survey results, 95% of respondents at SIAST Palliser Campus were satisfied with disability services, a 4% decline in satisfaction since 2012-13.

**Figure 60: Satisfaction with Disability Services: By Campus**
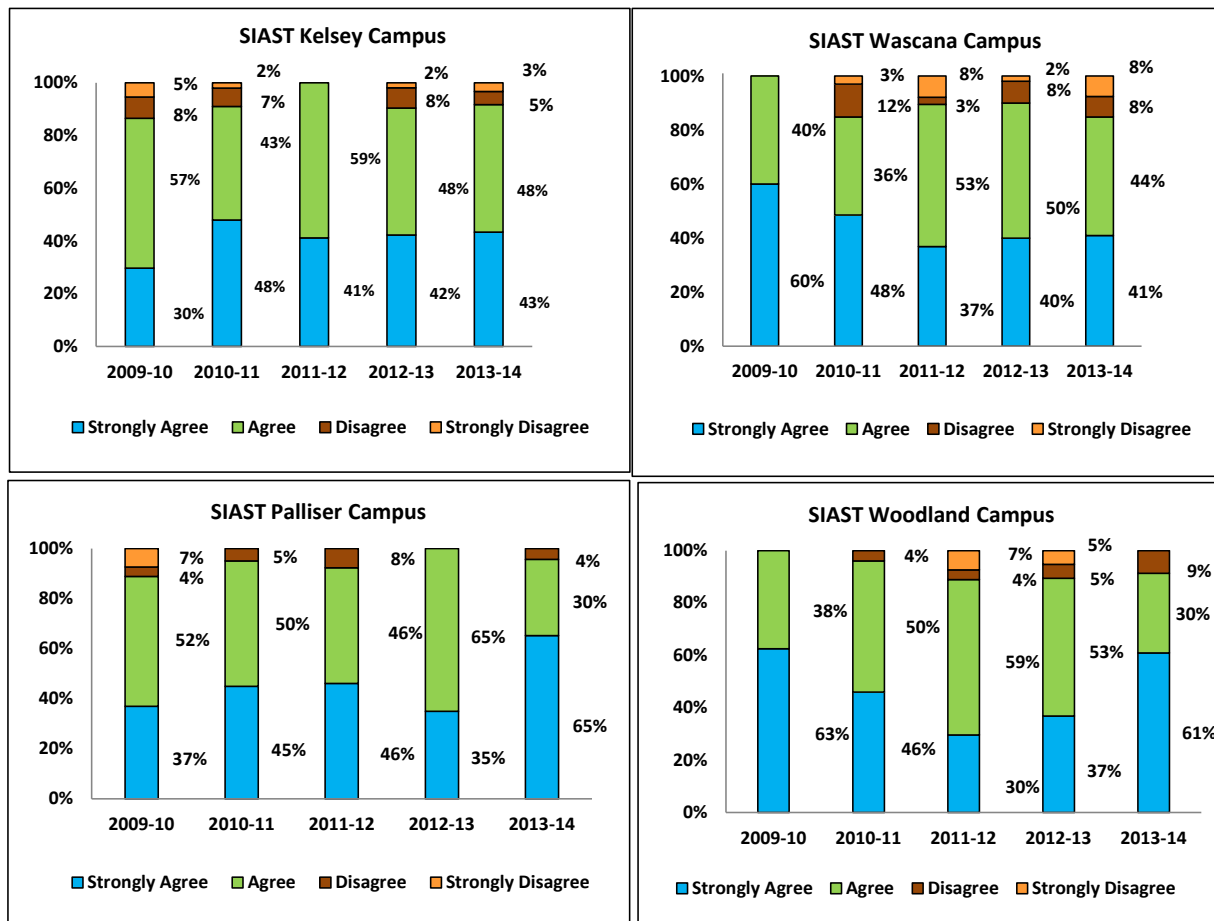
# APPENDIX A: 2013-14 STUDENT SATISFACTION SURVEY

# SIAST Student Satisfaction Survey 2013-14

**SIAST**
SASKATCHEWAN INSTITUTE OF
APPLIED SCIENCE AND TECHNOLOGY

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.

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**Directions**: This is a Remark Scannable Survey Instrument. 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. **The scanner is unable to read responses that are check marked or where an X is used**. In order for your responses to be reported as part of the survey results, questions 1 to 4 must be complete and accurate. If you have any questions, please ask the survey administrator for clarification.

---

1. **Primary Location of Training**:

| Kelsey Campus | Kelsey Ave W Centre | Kelsey 4th Avenue Centre | Kelsey Ontario Avenue Centre | Kelsey English Crescent Centre | Kelsey Fred Davis Building | Kelsey 33rd Street Centre |
|---|---|---|---|---|---|---|
| O | O | O | O | O | O | O |

| Wascana Campus | Wascana Parkway Centre | Palliser Campus | Woodland Academic Centre | Woodland Technical Centre | Online | Other, Location, Specify |
|---|---|---|---|---|---|---|
| O | O | O | O | O | O | ———— |

2. **Program Name**:
   _____

3. **Type of Credential**

| Applied Certificate | Advanced Certificate | Certificate | Diploma | Co-op Diploma | Degree |
|---|---|---|---|---|---|
| O | O | O | O | O | O |

4. **Year of Program**\*:

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

| One | Two | Three |
|---|---|---|
| O | O | O |

---

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

| Overall Satisfaction: | Strongly Agree (SA) | Agree (A) | Disagree (D) | Strongly Disagree (SD) | Don't Know/Not applicable (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:** | **SA** | **A** | **D** | **SD** | **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 program's orientation 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 SIAST-wide welcoming event/orientation was effective in introducing me to the services and supports available on campus ................................................................ | O | O | O | O | O |
| 13. The overall environment at SIAST was welcoming and friendly................................................................................... | O | O | O | O | O |
| **Program Management:** | **SA** | **A** | **D** | **SD** | **DK/NA** |
| 14. Student learning activities are effectively scheduled......... | O | O | O | O | O |
| 15. The student workload is manageable................................. | O | O | O | O | O |
| 16. The amount of practical or hands-on experience in this program is adequate............................................................ | O | O | O | O | O |
| 17. This program has an effective system of communicating with students .......................................... | O | O | O | O | O |
| 18. Instructors are available for individual assistance to students ...................................................................... | O | O | O | O | O |

| Program Management Cont'd: | Strongly Agree (SA) | Agree (A) | Disagree (D) | Strongly Disagree (SD) | Don't Know/Not applicable (DK/NA) |
|---|---|---|---|---|---|
| 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 (reading, lectures, video, 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:** | **SA** | **A** | **D** | **SD** | **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, online activities, etc) are relevant .................... | O | O | O | O | O |
| 32. The program equipment is appropriate for learning the required skills................................................................... | O | O | O | O | O |
| 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/e-books, DVDs, streaming videos, online databases, etc.) ........................ | O | O | O | O | O |

| Campus Facilities: | Strongly Agree (SA) | Agree (A) | Disagree (D) | Strongly Disagree (SD) | Don't Know/Not applicable (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 service? | | | I am satisfied with the service. | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Strongly Agree | Agree | Disagree | Strongly Disagree |
| 41. Learning Services | 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 | | | | | |
| 42. Counselling Services | 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 | | | | | |
| 43. Student Employment Services | 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 | | | | | |
| 44. Library | 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 | | | | | |
| 45. Bookstore | 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 | | | | | |
| 46. Registration 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 | | | | | |

| Campus Services Cont'd: | Were you aware of the service? | | | Have you used the service? | | | I am satisfied with the service | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Strongly Agree | Agree | Disagree | Strongly Disagree |
| 47. Cafeteria or other food 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 | | | | |
| 48. Recreation Services | 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 | | | | |
| 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 # 50 | No | O | If no, go to # 50 | | | | |
| 50. Aboriginal Activity Centre | 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 | | | | |
| 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 # 52 | No | O | If no, go to # 52 | | | | |
| 52. Disability Services | Yes | O | If yes, → | Yes | O | If yes, → | O | O | O | O |
| | No | O | If no, go to # 53 | No | O | If no, go to # 53 | | | | |

53. **Gender:**

Female O

Male O

54. **Age (as of December 31, 2012)**

19 and under O

20 to 24 O

25 to 29 O

30 to 39 O

40 and over O

55. **Equity Status (Please select all that apply):**

Aboriginal O

Student with a Disability O

Visible Minority O

Not applicable O

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

*Thank you for completing this survey.*