Saskatchewan Polytechnic Student Satisfaction Survey Report for 2015-16

Acknowledgements

The Institutional Research and Analysis unit at Saskatchewan Polytechnic would like to thank all the students who responded to the survey and the program faculty and staff who were instrumental in administering the survey.

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Executive Summary

Saskatchewan Polytechnic's annual Student Satisfaction Survey invites students to provide feedback regarding their satisfaction and experiences with their program, campus services, and campus facilities. The information gathered from the survey supports Saskatchewan Polytechnic program review and performance measurement activities. The survey is administered in collaboration with program areas for base certificate and diploma programs.

This report presents an overview of select results that are applicable to the institution as a whole. Data for program-specific questions are not included here but are compiled in two-page summaries for each participating program and distributed internally to the appropriate schools.

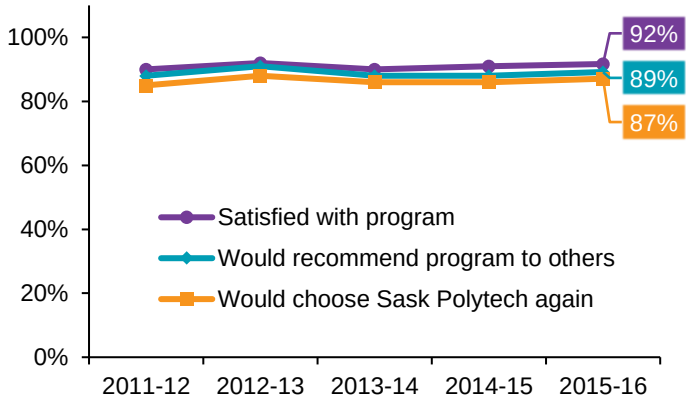
There were 4,369 students enrolled in on-campus base certificate and diploma programs in 2015-16. A total of 2,408 students participated in the survey, for a response rate of 55% (2,267 respondents and response rate of 49% in 2014-15).

Overall Satisfaction:

In 2015-16, 92% of respondents said that they were satisfied with their program, compared to 91% in 2014-15. Overall program satisfaction has remained steady in recent years: ranging from 90% to 92% since 2011-12. However, the percentage of respondents who reported being *very satisfied* has increased from 24% in 2011-12 to 32% in 2015-16.

Eighty-nine per cent of survey respondents said they would recommend Saskatchewan Polytechnic programs to others and 87% indicated they would still choose Saskatchewan Polytechnic if they were starting their training over again. These results were marginally higher than 2014-15 – both increased one percentage point. The proportion of respondents *strongly agreeing* that they would recommend the program to others and choose Saskatchewan Polytechnic again both increased to the highest point for the period 2011-12 to 2015-16.

Figure ES1
% of respondents who agree or strongly agree



Campus Facilities:

Students were asked six questions to gather feedback regarding different aspects of campus facilities. The pecentage of 2015-16 respondents selecting agree or strongly agree increased for three: shop/lab facilities, study space, and computer lab space. 2015-16 results were the same as 2014-15 for two campus facility questions, and lower for only one. Notably, the proportion that responded *strongly agree* increased to a five year high across the board.

Table ES1

Agree or strongly agree with each statement:			
	2014-15	2015-16	+ / -
I feel safe and secure on campus	96%	94%	-2
Overall, campus facilities meet my needs as a student	93%	93%	--
Classroom facilities are appropriate	92%	92%	--
Shop/lab facilities are appropriate	88%	89%	+1
Adequate study space is available	85%	86%	+1
Adequate computer lab space is available	81%	85%	+4

Campus Services:

Students were also asked for their opinion about a range of campus services. The level of satisfaction with campus services increased for eight of 12 services in 2015-16, with three showing a five percentage point increase over 2014-15. The proportion of respondents reporting that they were *very satisfied* increased for nine of the 12 campus services questions and is at a five year high for seven of 12.

Table ES2

Satisfaction with Campus Services			
	2014-15	2015-16	+ / -
Aboriginal Activity Centres	92%	97%	+5
Library	97%	97%	--
Recreation Services	93%	95%	+2
Registration Services	92%	94%	+2
Disability Services	92%	93%	+1
Health Services	91%	93%	+2
Learning Services	87%	92%	+5
Employment Services	84%	89%	+5
Counselling Services	90%	88%	-2
Bookstore	90%	89%	-1
Web-based Services	86%	87%	+1
Cafeteria & Food Services	79%	78%	-1

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1.0 Background, Methodology, and Reporting of Results

The Saskatchewan Polytechnic Student Satisfaction Survey Report is based on data collected from the Student Satisfaction Survey. This annual survey provides students the opportunity to give feedback regarding their program, campus facilities, and campus services. Saskatchewan Polytechnic is driven by its pursuit of excellence in program quality and innovation. Students get personalized attention and hands-on learning opportunities which prepare them to contribute on the job with marketable skills. Feedback from students and data collected from the survey support program review and performance measurement activities, helping Saskatchewan Polytechnic maximize the success of students.

The Student Satisfaction Survey was administered to students (all years) in Saskatchewan Polytechnic's base certificate and diploma programs approximately two to three weeks prior to the end of the academic year for the program.[1] Beginning with the 2007-08 survey, Saskatchewan Polytechnic'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 main campuses.

The survey was voluntary and survey responses are kept confidential and reported in aggregate only. The voluntary nature of the survey and Saskatchewan Polytechnic's commitment to confidentiality was communicated to students. A choice of two survey administration options was provided to programs: a paper survey or online survey. IR&A strongly encourages programs to use the online option. Online survey administration increases the response rate and reduces data entry errors, increasing the validity of the data. It is also a more efficient use of resources compared to paper-based surveys, which require more time and effort for data collection, entry, cleaning, and coding. Survey fieldwork (data collection) began in October 2015 and concluded at the end of April 2016. Online responses were collected using a secure web-based survey tool. Responses collected with the paper version were manually entered by IR&A staff. Survey results were analyzed by IR&A using IBM SPSS Statistics, Microsoft Access, and Microsoft Excel software.

In 2015-16, there were 4,369 students enrolled in Saskatchewan Polytechnic's on-campus, base certificate and diploma programs. A total of 2,408 students in on-campus, base certificate and diploma programs participated in the 2015-16 survey, for a response rate of 55%.[2] The response rate for 2015-16 is six percentage points higher than 2014-15 (49%).

[1] The Saskatchewan Collaborative Bachelor of Science in Nursing program is excluded as the program administers its own survey. Participants in the Faculty Certificate Program are also excluded.
[2] There were a small number of survey responses from students in off-campus programs. These are not included in the results highlighted in this report. However, they were shared internally with the relevant program heads.

The total number of students responding to each question varied therefore the percentage values reported are based on the number of students who responded to that particular question. Trends over five survey years (2011-12 to 2015-16) are highlighted in many parts of the report. Survey results are predominantly presented as whole numbers or percentages. The sum of percentages in figures may not equal exactly 100% due to rounding to zero decimal places.

This report presents an overview of select survey results that are applicable to the institution as a whole. Parts of the survey contain questions that are program-specific in nature – these results are not included in this report. Responses to program specific questions are compiled in two-page summaries for each participating program and distributed internally to the appropriate schools.

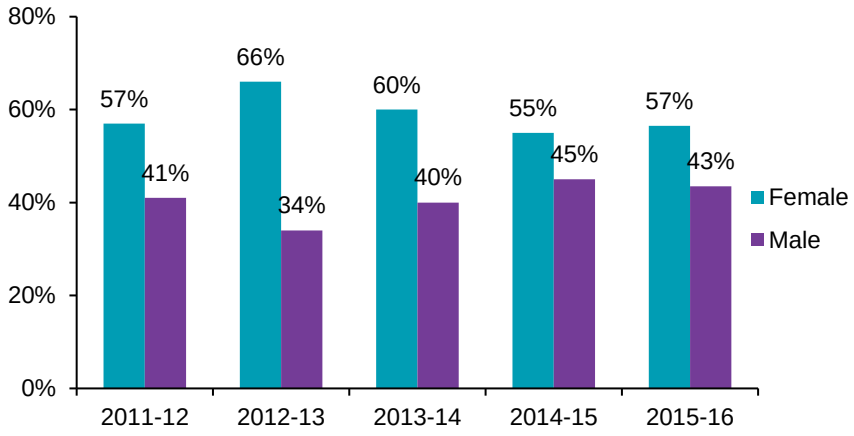
A summary of selected results is presented in sections 2.0 through 7.0. These sections summarize results from survey questions about program satisfaction and a variety of aspects of facilities and services available at Saskatchewan Polytechnic's main campuses. The final section of the report contains three appendices. Appendix A provides a glossary of terms, Appendix B contains a copy of the survey questionnaire, and Appendix C is a list of figures.

2.0 Demographics of Respondents

2.1 Gender

The ratio of female to male survey respondents was 57% to 43% in 2015-16. In comparison, females accounted for 51% of students enrolled in base, on-campus certificate and diploma programs. The ratio of female to male survey respondents in 2015-16 was similar to the previous year.

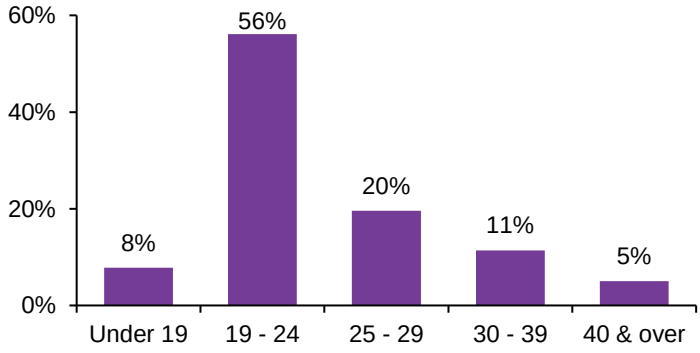
Figure 1: Gender of Respondents, 2011-12 to 2015-16 (% of respondents)



2.2 Age

Figure 2 shows the age distribution of respondents to the 2015-16 survey. The age distribution is broadly consistent with survey results from recent years.[3] It is also similar to the age distribution of students enrolled in base, on-campus certificate and diploma programs.

Figure 2: Age of Respondents, 2015-16 (% of respondents)

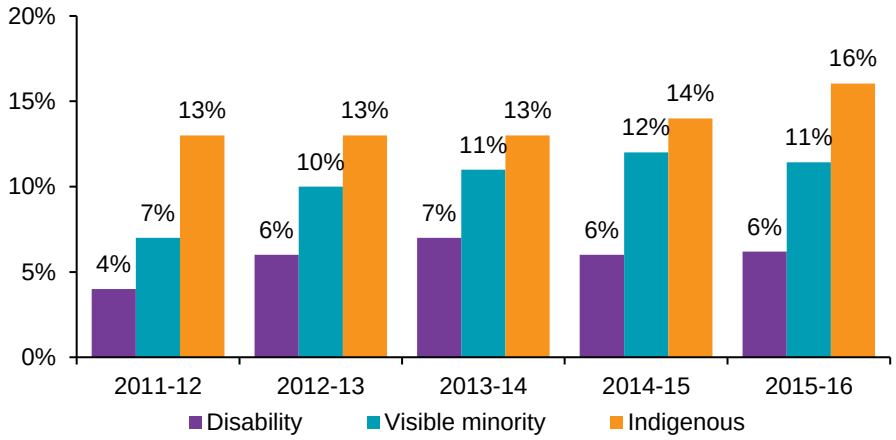


[3] For the 2015-16 survey, age categories used in the questionnaire were modified slightly: 'Under 20' and '20 to 24' were replaced with 'Under 19' and '19-24' respectively. This was done to ensure consistency with the age categories used in Saskatchewan Polytechnic's reporting of student statistics (enrolments, registrations, etc).

2.3 Equity Status

Saskatchewan Polytechnic designates women, persons with disabilities, members of visible minorities, and Indigenous persons as having equity status. Individuals with equity status are required self-declare in order for Saskatchewan Polytechnic to collect, act on and report this information. Similarly, students who respond to the Student Satisfaction Survey are given the option to self-identify as an Indigenous person, a person with a disability, and/or a member of a visible minority (gender was addressed separately – see section 2.1). Out of 2,408 respondents, 94% opted to answer the question. Of those who answered, one-third self-identified as one of these three equity groups and the remaining two-thirds selected 'not applicable.'[4] Figure 3 shows that six per cent identified as a person with a disability, 11% as a member of a visible minority, and 16% as Indigenous. The percentage of respondents identifying as a person with a disability was two percentage points lower than the proportion that self-declared equity status upon enrolment (eight per cent). The percentage of respondents identifying as Indigenous was only slightly below the proportion that self-declared as Indigenous upon enrolment (17%). On the other hand, proportion of total survey respondents that indicated they belong to a visible minority group was three percentage points higher than the share of total enrolments (8%).

Figure 3: Equity Status of Respondents: 2011-12 to 2015-16 (% of respondents)



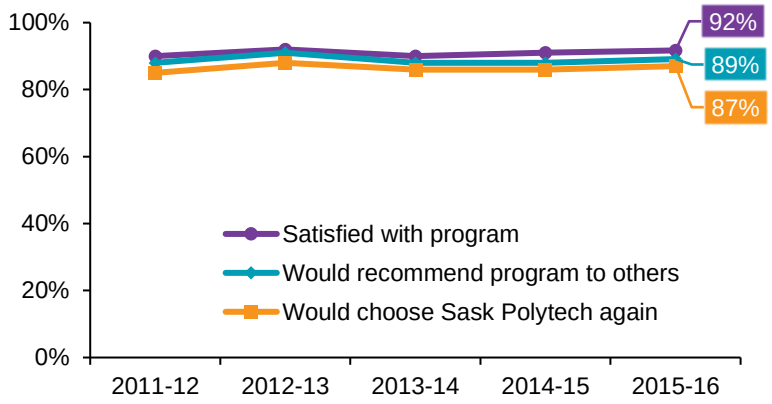
[4] It is possible for survey respondents to self-identify as a person with a disability and as a member of a visible minority or as an Indigenous person. Indigenous persons are not considered to be a visible minority in the context of this survey.

3.0 Satisfaction with Program

To get feedback about student satisfaction with Saskatchewan Polytechnic's programs, 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. The three statements students were asked to evaluate are: (1) Overall, I am satisfied with this program, (2) I would recommend this program to others, and (3) If I was starting my training over again, I would still choose to attend Saskatchewan Polytechnic.

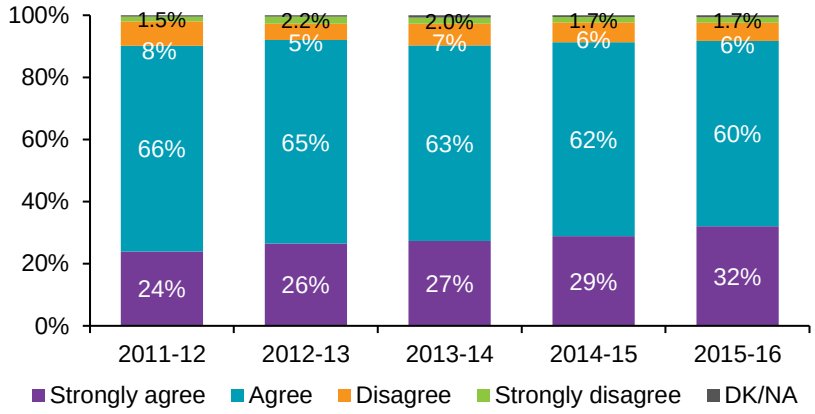
The 2015-16 results show that 92% were satisfied with their program, 89% would recommend their program to others, and 87% would still choose Saskatchewan Polytechnic if they were starting their training over again (see Figure 4). These results are consistent with survey findings from 2011-12 through 2014-15.

Figure 4: Satisfaction with Program, 2011-12 to 2015-16
(% of respondents who agree or strongly agree)



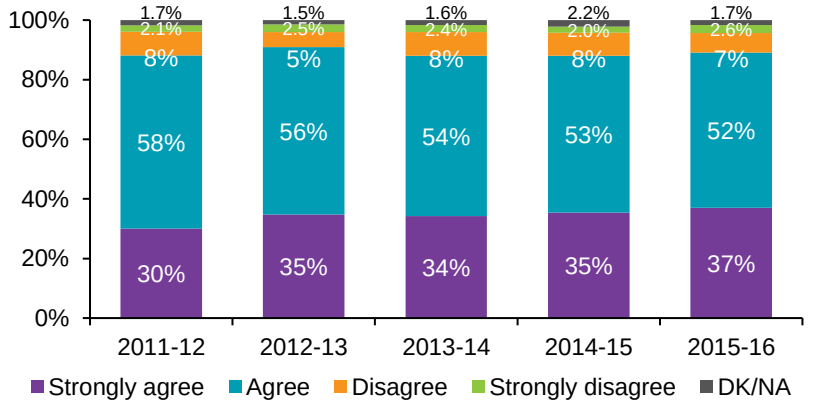
Figures 5, 6, and 7 show these survey results in greater detail. Although overall program satisfaction has remained steady in recent years – ranging from 90% to 92% – the percentage of respondents who were very satisfied has ticked upwards, from 24% in 2011-12 to 32% in 2015-16 (see Figure 5). Similarly, Figures 6 and 7 illustrate that the proportion of respondents strongly agreeing with the statements about recommending the program to others and choosing Saskatchewan Polytechnic again hit a five year high in 2015-16.

Figure 5: Satisfied with Program, 2011-12 to 2015-16
(% of all respondents)



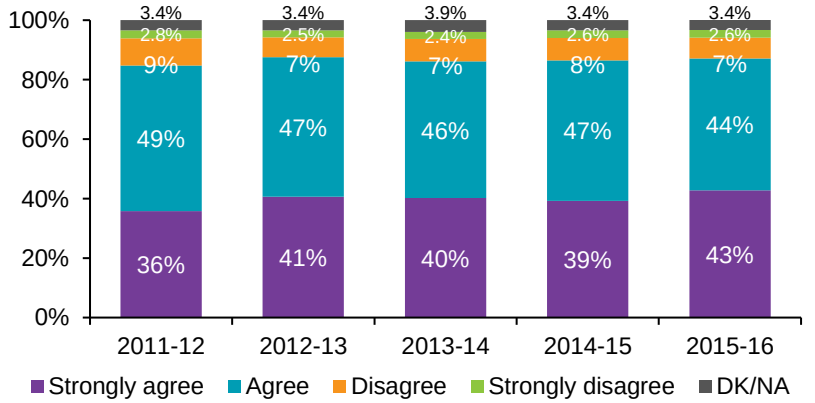
Note: 1) DK/NA = Don't know/not applicable.
2) Percentage values for DK/NA are less than 1% and are not shown

Figure 6: Would Recommend Program to Others, 2011-12 to 2015-16
(% of all respondents)



Note: DK/NA = Don't know/not applicable.

Figure 7: Would Choose Sask Polytech Again, 2011-12 to 2015-16
(% of all respondents)

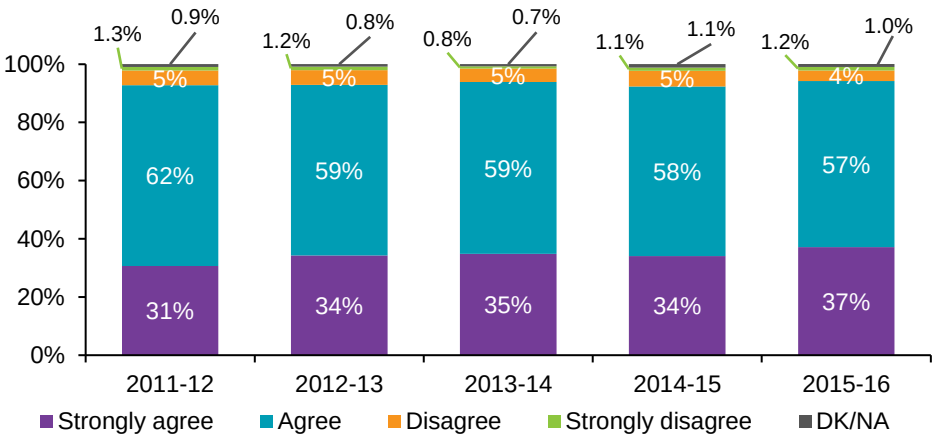


Note: DK/NA = Don't know/not applicable.

4.0 Overall Environment at Saskatchewan Polytechnic

A vast majority of respondents (94%) agreed or strongly agreed that Saskatchewan Polytechnic has a welcoming and friendly environment, a finding that is very similar to recent years. However, the percentage who strongly agreed has trended upward – the 2015-16 value (37%) was up three percentage points over 2014-15 and six percentage points over 2011-12.

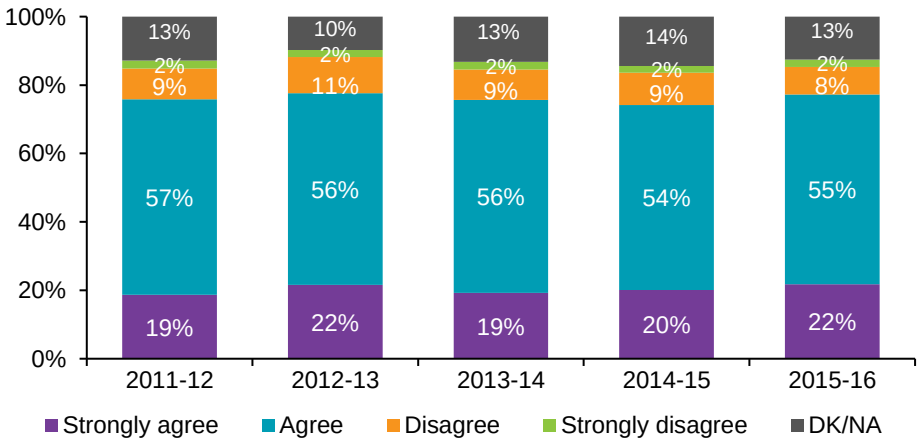
Figure 8: Environment at Sask Polytech is Welcoming and Friendly, 2011-12 to 2015-16 (% of all respondents)



5.0 Learning Resources

As shown in Figure 9, 77% of respondents agreed or strongly agreed that there are sufficient, relevant library resource materials (books/e-books, DVDs, streaming videos, online databases, etc.) available for use in their program. The 2015-16 result is up three percentage points, a rebound from the slight drop witnessed in 2014-15.

Figure 9: Library Resource Materials are Sufficient and Relevant, 2011-12 to 2015-16 (% of all respondents)

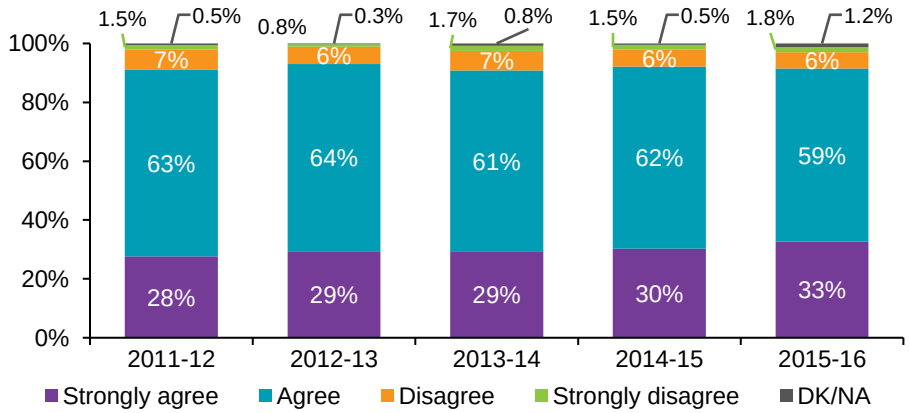


6.0 Campus Facilities

6.1 Classroom Facilities

Ninety-two per cent of students agreed or strongly agreed with the statement “classroom facilities are appropriate,” a finding that is equal to the average for 2011-12 to 2014-15. The proportion who strongly agreed was up three percentage points to 33% for 2015-16, a five year high (see Figure 10).

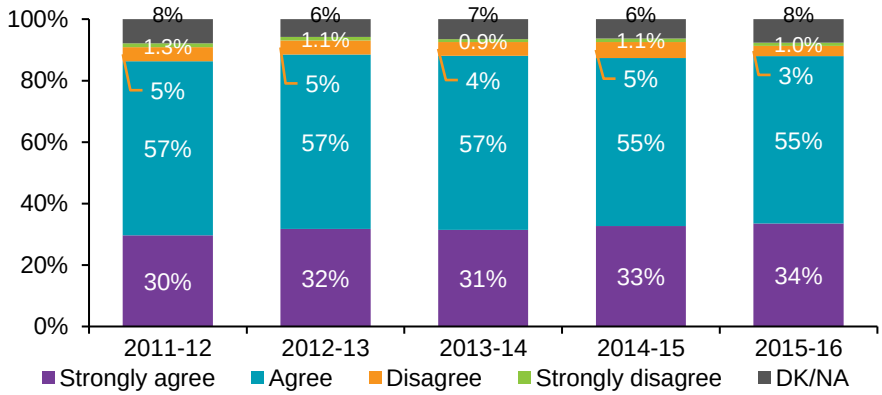
Figure 10: Classroom Facilities are Appropriate, 2011-12 to 2015-16 (% of all respondents)



6.2 Shop and Lab Facilities

Hands-on, applied learning in shop or lab facilities is central to programs offered at Saskatchewan Polytechnic. Eighty-nine per cent of respondents agreed or strongly agreed with the statement “shop/lab facilities are appropriate.” The percentage of respondents selecting strongly agree hit a five year high in 2015-16 (34%).

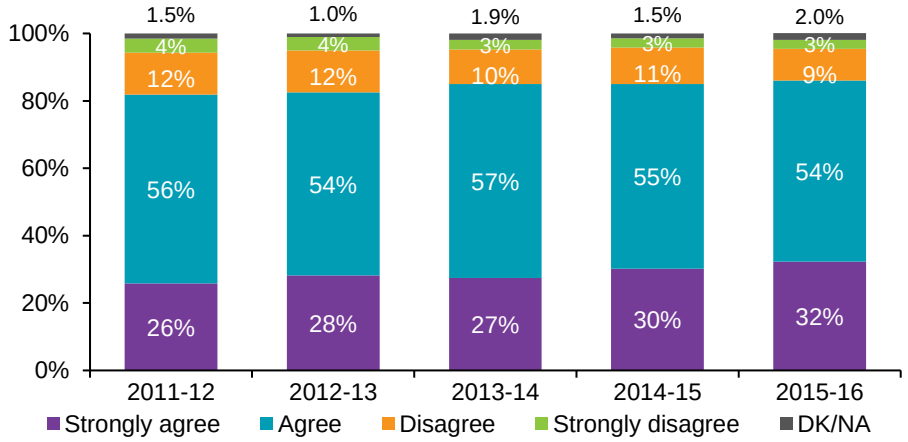
Figure 11: Shop/Lab Facilities are Appropriate, 2011-12 to 2015-16 (% of all respondents)



6.3 Study Space

According to the 2015-16 survey, 86% of respondents felt that adequate study space was available. This is very similar to last year and four percentage points higher than 2011-12 (see Figure 12). The proportion that said they strongly agree has increased, reaching 32%, a highpoint for the 2011-12 to 2015-16 time period.

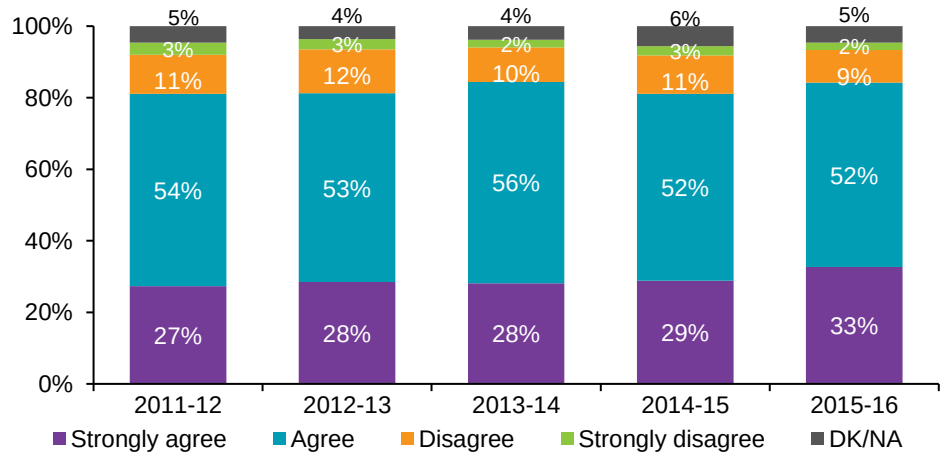
Figure 12: Adequate Study Space is Available, 2011-12 to 2015-16 (% of all respondents)



6.4 Computer Lab Facilities

In 2015-16, 85% of respondents agreed with the statement “adequate computer lab space is available. This is higher than the previous four years, and four percentage points above the 2014-15 value (see Figure 13). Furthermore, the percentage of students who selected strongly agree increased from 29% in 2014-15 to 33%.

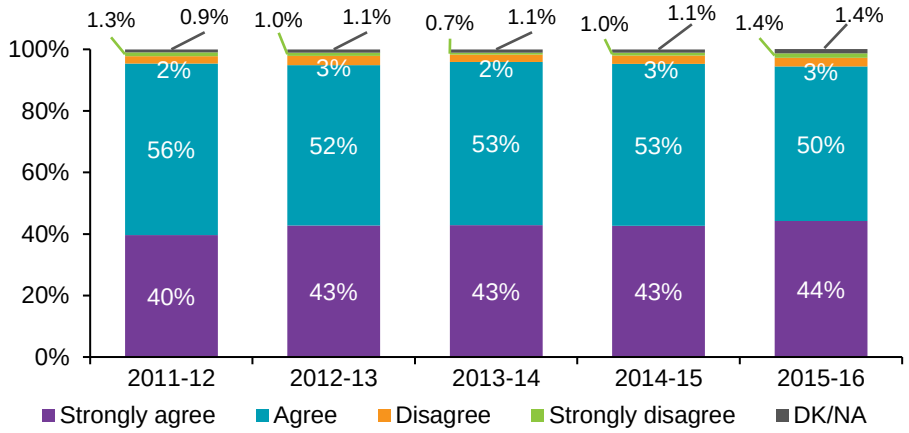
Figure 13: Adequate Computer Lab Space is Available, 2011-12 to 2015-16 (% of all respondents)



6.5 Feel Safe and Secure on Campus

Students were asked whether they felt safe and secure on campus. As shown in Figure 14, a vast majority of 2015-16 respondents indicated that they felt safe and secure on campus – 94% selected agree or strongly agree. Although this is slightly below the previous four years, the share that chose strongly agree hit a five year high of 44%.

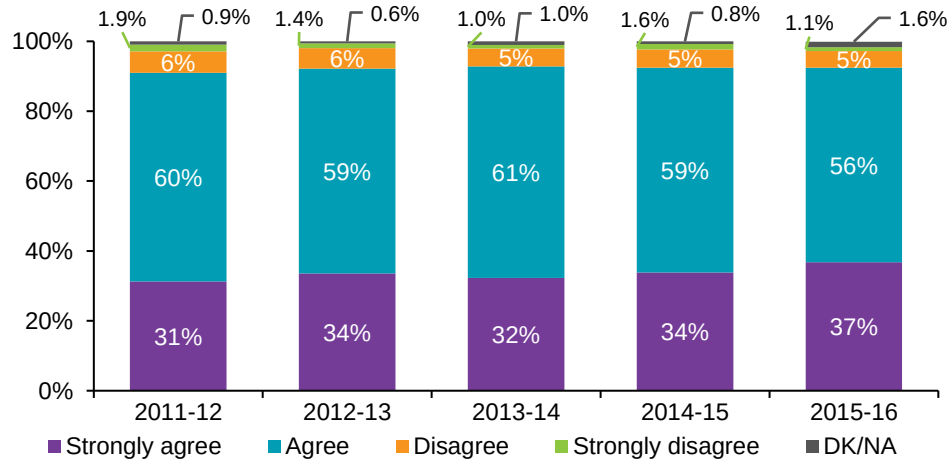
Figure 14: Feel Safe and Secure on Campus, 2011-12 to 2015-16 (% of all respondents)



6.6 Campus Facilities in General

To conclude the series of questions about campus facilities, students were asked to state their level of agreement with the statement "Overall, the campus facilities meet my needs as a student." Ninety-three percent of 2015-16 respondents felt that campus facilities met their needs. Yet again, the proportion that said they strongly agreed was up in 2015-16: three percentage points above 2014-15 and six percentage points higher than 2011-12.

Figure 15: Campus Facilities Meet Student Needs, 2011-12 to 2015-16 (% of all respondents)

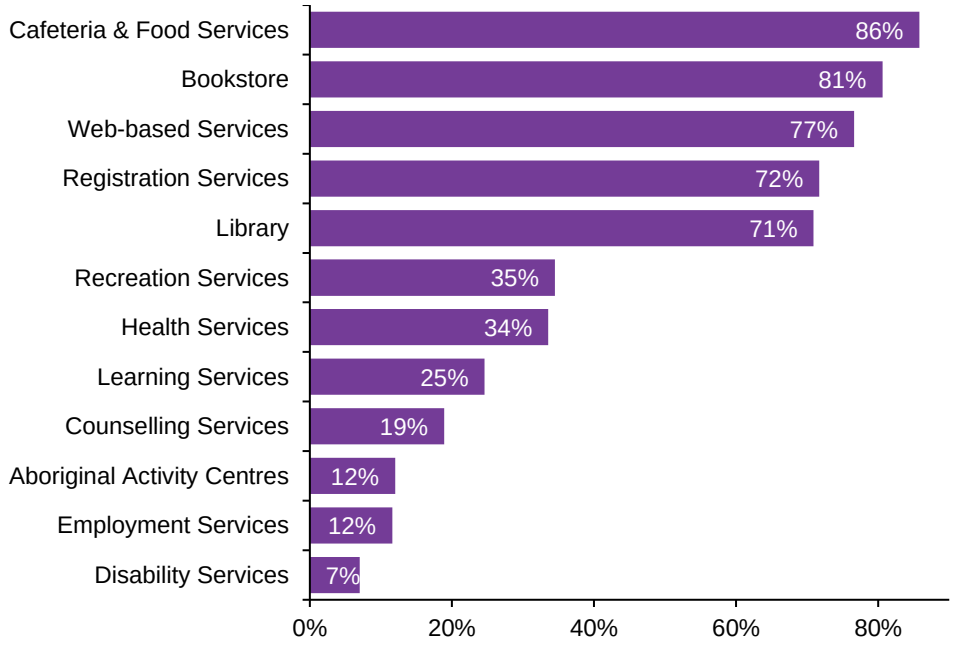


7.0 Campus Services

Saskatchewan Polytechnic provides a variety of academic and support services at its four campuses, including learning services, counselling services, employment services, libraries, bookstores, registration services, cafeteria and other food services, recreation services, health services, services for Indigenous students, and services for students with disabilities. Information about the many services available to students can be accessed from Saskatchewan Polytechnic's website homepage (saskpolytech.ca).

The survey included a series of questions about many of the services available to Saskatchewan Polytechnic students. Feedback about each service was collected from those students who reported using that service. Figure 16 provides a summary of the percentage of respondents who used campus services in 2015-16. These respondents were then asked to state their level of agreement with the statement: I am satisfied with the service. The response categories are strongly agree, agree, disagree, and strongly disagree. In the following discussion, the percentage that are satisfied refers to those who responded agree or strongly agree, while very satisfied refers to those who selected strongly agree. The primary focus of this section is the level of satisfaction with services for 2015-16. Survey results for the previous four years (2011-12 to 2014-15) are included to provide additional context.

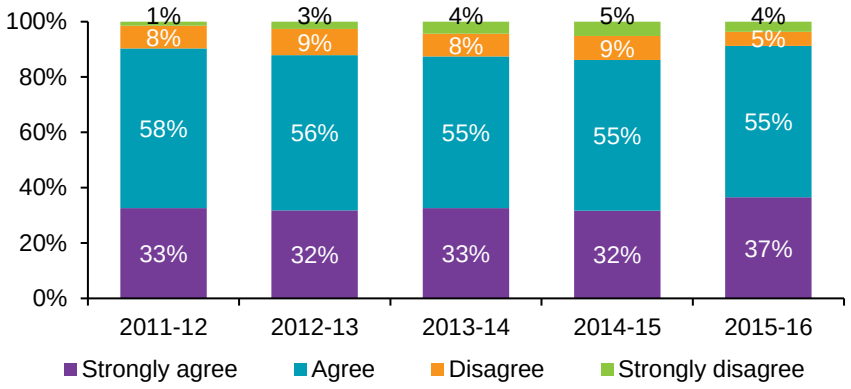
Figure 16: Usage of Campus Services, 2015-16 (% of all respondents)



7.1 Learning Services

One-quarter of students who responded to the survey reported using Saskatchewan Polytechnic's learning services. Of those who utilized these services in the 2015-16 academic year, 92% were satisfied, a five percentage point increase over 2014-15. This increase is due to those who reported being very satisfied.

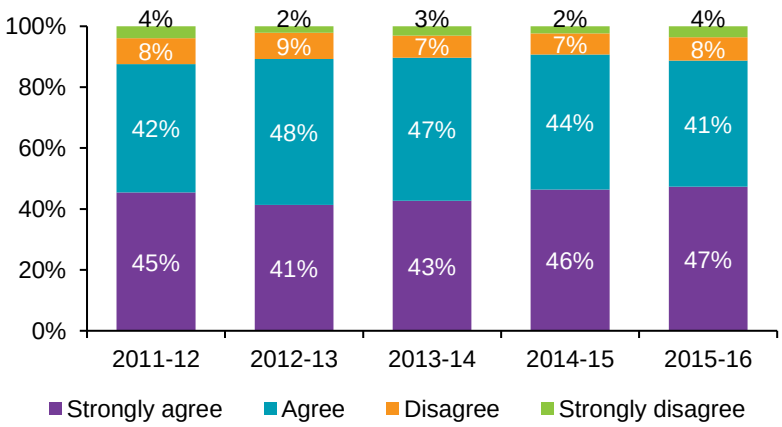
Figure 17: Satisfied with Learning Services, 2011-12 to 2015-16 (% of those who used the service)



7.2 Counselling Services

In 2015-16, 19% of respondents reported using Saskatchewan Polytechnic's counselling services. Eighty-eight per cent of these reported being satisfied, down from 90% in 2014-15. The percentage reported being very satisfied with counselling services was 47% in 2015-16 – the highest in five years (see Figure 18).

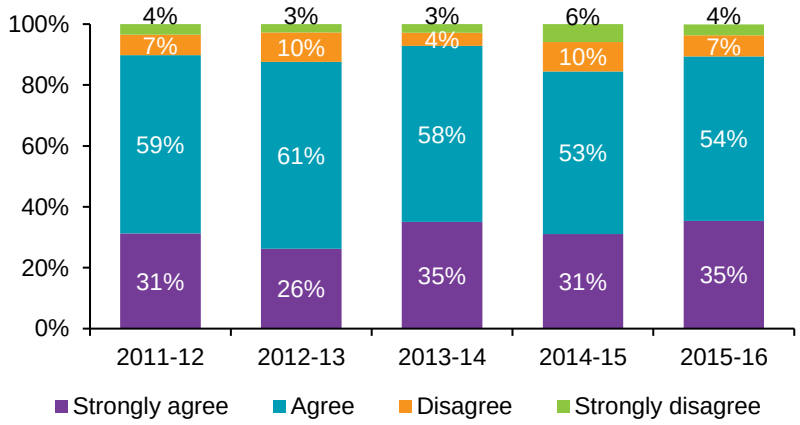
Figure 18: Satisfied with Counselling Services, 2011-12 to 2015-16 (% of those who used the service)



7.3. Employment Services

In 2015-16, 12% of students who participated in the survey used Saskatchewan Polytechnic's employment services. Of these, 89% were satisfied with the services provided. This is up five percentage points and a rebound from the seven percentage point drop in 2014-15.

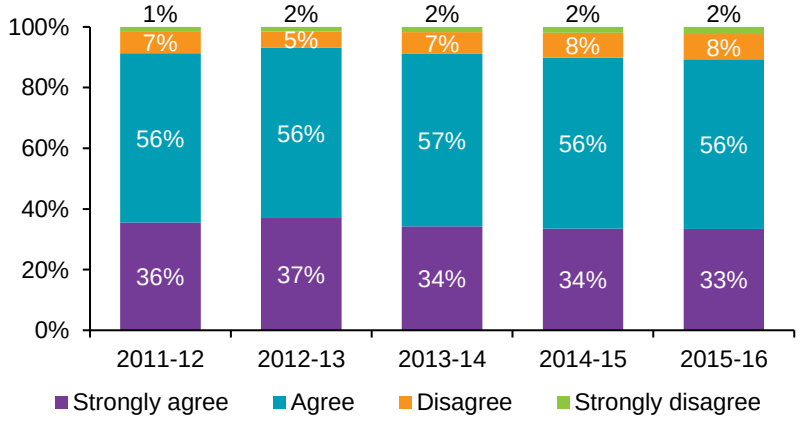
Figure 19: Satisfied with Employment Services, 2011-12 to 2015-16 (% of those who used the service)



7.4 Bookstore

A large majority (81%) of respondents said they use Saskatchewan Polytechnic bookstore services. Compared to 2014-15, satisfaction was down one percentage point to 89%. The level of satisfaction with bookstores has decreased every year since 2011-12, when it was 92%. This slight downward trend is due to the decline in the proportion of respondents who have reported being very satisfied.

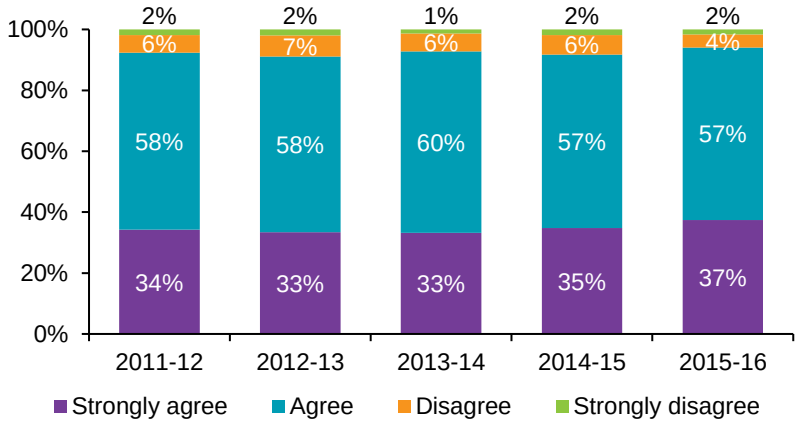
Figure 20: Satisfied with Bookstores, 2011-12 to 2015-16 (% of those who used the service)



7.5 Registration Services

Registration services coordinates and administers institutional functions that involve most students, including admission to programs, registration, tuition payments, and student loans. In 2015-16, 72% of respondents identified themselves as having used registration services in 2015-16. Of those, 94% rated the service positively, a result that is up two percentage points from 2014-15 (see Figure 21).

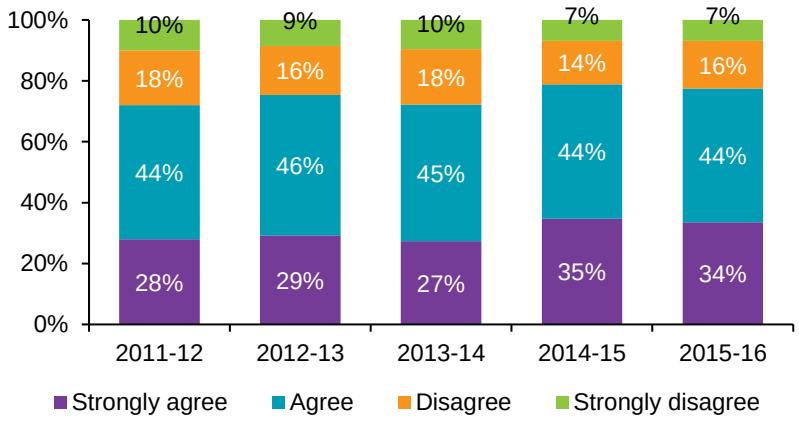
Figure 21: Satisfied with Registration Services, 2011-12 to 2015-16 (% of those who used the service)



7.6 Cafeteria and Other Food Services

Of the 86% of survey respondents who utilized Saskatchewan Polytechnic's cafeteria and other food services in 2015-16, 78% said they were satisfied, a result that changed very little compared to 2014-15 (see Figure 22). Satisfaction with cafeteria and other food services in both 2014-15 and 2015-16 is several percentage points higher than the average of 73% for the three preceding years.

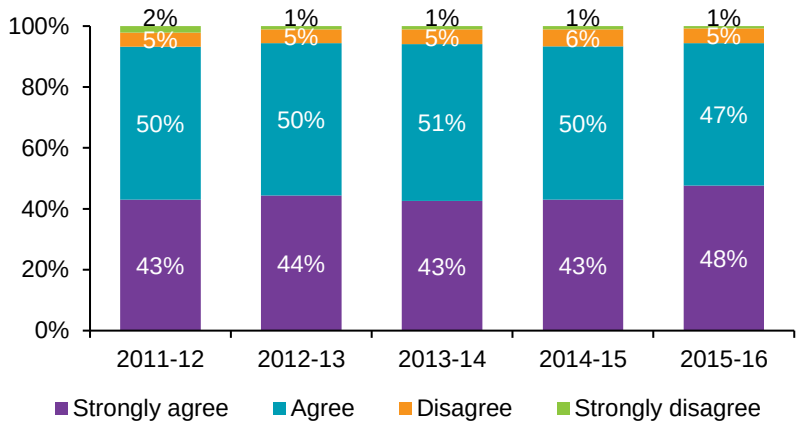
Figure 22: Satisfied with Cafeteria and Food Services, 2011-12 to 2015-16 (% of those who used the service)



7.7 Recreation Services

Recreation services at Saskatchewan Polytechnic's four campuses include competitive and intramural sports, fitness centres, fitness classes, and clubs. According to the 2015-16 survey, slightly more than one-third of respondents indicated they utilized recreation services. Of those, 95% reported that they were satisfied compared to 93% in 2014-15. Nearly half (48%) were very satisfied, a five percentage point increase from 2014-15.

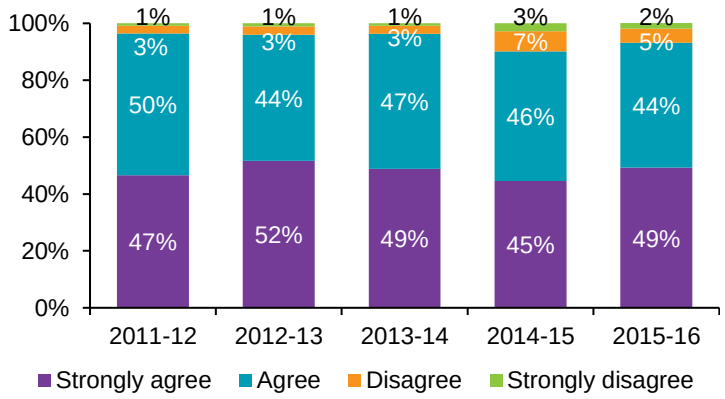
Figure 23: Satisfied with Recreation Services, 2011-12 to 2015-16 (% of those who used the service)



7.8 Health Services

Students can see a registered nurse at each of the four main campuses and have access to health information and counselling, immunizations, minor first aid, and referrals to health professionals. One-third of students said they accessed health services in 2015-16 and, of these, 93% indicated they were satisfied. This is two percentage points higher than 2014-15, but lower than 2011-12 through 2013-14.

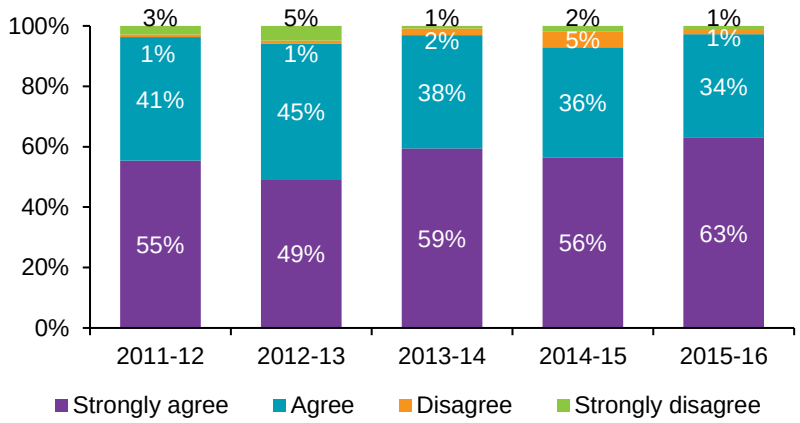
Figure 24: Satisfied with Health Services, 2011-12 to 2015-16 (% of those who used the service)



7.9. Aboriginal Activity Centres

Aboriginal Activity Centres provide support to Indigenous students, host cultural activities, offer a quiet space to study, and provide access to Elders. In 2015-16, they were used by 12% of all respondents. The vast majority (97%) of students who used Aboriginal Activity Centres in 2015-16 reported being satisfied. Nearly two-thirds were very satisfied. The five percentage point increase in 2015-16 returned satisfaction to 2013-14 levels.

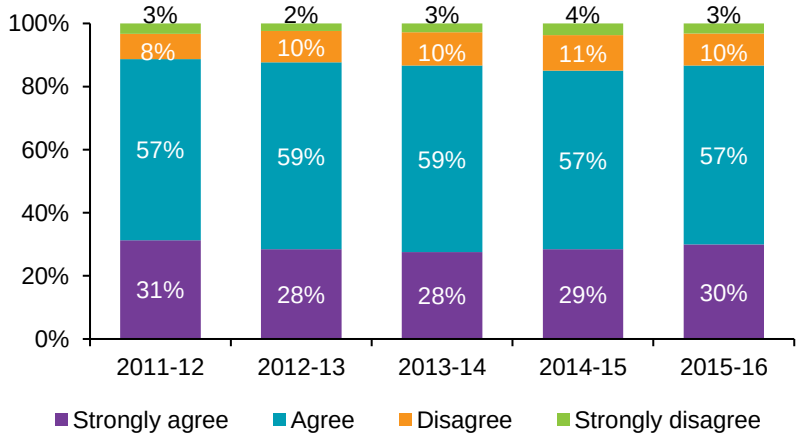
Figure 25: Satisfied with Aboriginal Activity Centres, 2011-12 to 2015-16 (% of those who used the service)



7.10 Web-based Services

Roughly three-quarters (77%) of survey respondents used Saskatchewan Polytechnic's web-based services in 2015-16. Eighty-seven per cent of these said that they were satisfied, compared to 86% in 2014-15. Broadly speaking, these results are consistent with findings from 2011-12 to 2014-15.

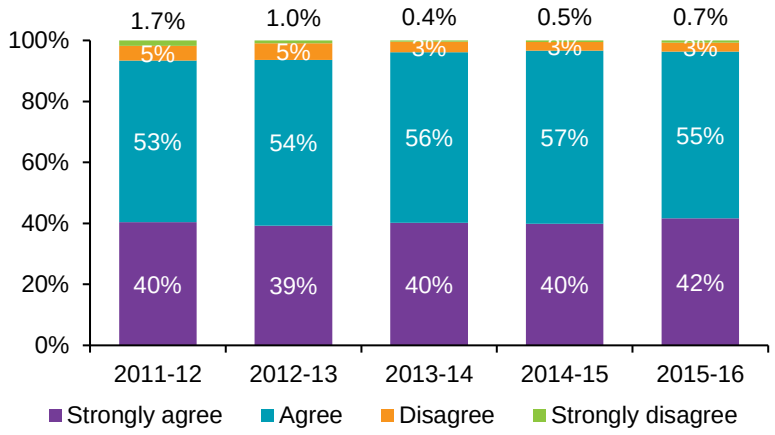
Figure 26: Satisfied with Web-based Services, 2011-12 to 2015-16 (% of those who used the service)



7.11 Library

Seventy-one per cent of all respondents to the 2015-16 survey reported using Saskatchewan Polytechnic libraries. Figure 27 shows that an overwhelming majority (97%) of library users were satisfied with the services they received. The 2015-16 results are quite similar to the previous two years.

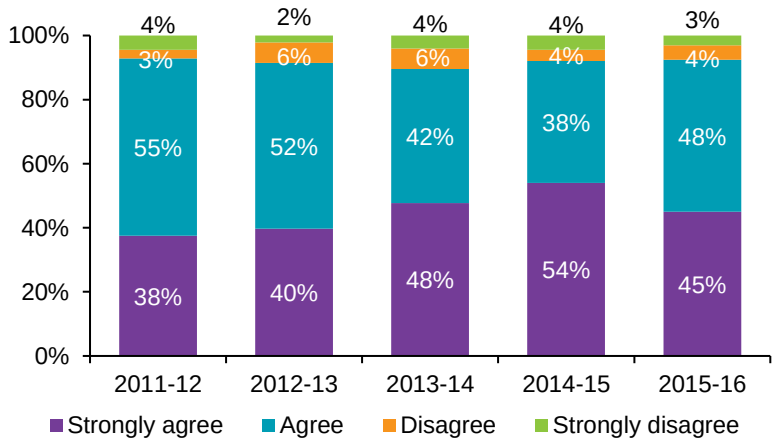
Figure 27: Satisfied with Libraries, 2011-12 to 2015-16 (% of those who used the service)



7.12 Disability Services

Saskatchewan Polytechnic offers a wide range of services to assist students with a verified disability achieve their academic goals. The 2015-16 survey found that seven per cent of students accessed these services. The level of satisfaction with disability services has been 90% or higher in each of the past five years. Of students who reported using these services in 2015-16, 93% were satisfied (see Figure 28).

Figure 28: Satisfied with Disability Services, 2011-12 to 2015-16 (% of those who used the service)



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Appendix B: Glossary of Terms

This glossary includes terms related to the Student Satisfaction Survey and this report. For a more comprehensive glossary of Saskatchewan Polytechnic terminology, visit http://saskpolytech.ca/about/about-us/glossary.aspx.

Base Programs: Base programs are administered by program heads and delivered on a regular basis, usually at a Saskatchewan Polytechnic campus. They may be contracted, core funded, or revenue generating.

Campus: Saskatchewan Polytechnic has locations in four Saskatchewan cities: Moose Jaw, Prince Albert, Regina, and Saskatoon.

Continuing Education Programs: Continuing education programs are credit programs administered by continuing education consultants, and are often delivered off-campus. They are generally revenue generating (including contracted, sponsored, etc.).

Distance Education: Distance education denotes training that is delivered remotely, through home study, televised, or online delivery.

Equity Status: As defined in the Employment Equity Act of Canada and the Federal Contractor's Program on the basis of census data, Saskatchewan Polytechnic designates women, persons with disabilities, members of visible minorities and Aboriginal persons as having equity status. Individuals with equity status must self-declare in order for Saskatchewan Polytechnic to collect, act on and report this information.

On-campus: On-campus students/survey respondents are those who are studying at one Saskatchewan Polytechnic's four campuses, and excludes distance education.

Program: A program is represented by a defined set of credit courses and other requirements leading to a graduation credential in a specific field of study.

Appendix C: Student Satisfaction Survey 2015-16 Questionnaire

This annual survey gives you the opportunity to provide feedback about your experience at Saskatchewan Polytechnic. By participating, you can have a real impact on the institution's ability to assess and improve its performance. Participation is voluntary. It will take 10 to 15 minutes to complete this questionnaire.

Your responses will remain confidential and results of the survey are reported as aggregate totals only.

Directions:
Use a **pen or pencil to completely fill in the circle** that represents your answer. If you wish to change your response, place an **X** over the original choice and fill in the circle for the correct answer. **The scanner is unable to read responses that are check marked or marked with an X**.

If you have any questions, please ask the survey administrator for clarification.

1. Primary Location of Training:

Saskatoon Campus	Regina Campus	Prince Albert Campus	Moose Jaw Campus	Distance	Other location, please specify
O	O	O	O	O	_____

2. Program Name: _____

3. Type of Credential:

Applied Certificate	Advanced Certificate	Certificate
O	O	O

Diploma	Degree	Post-graduate Certificate
O	O	O

4. Year of Program:

- ► *Select your primary year of the program curriculum*
- ► *Do <u>not</u> indicate the total number of years you have attended Sask Polytech to reach this stage*
- ► *If you are taking a mix of courses that span more than one year of the program (e.g., year 1 & 2 courses), select the year that corresponds to the majority of your course load*

One	Two	Three	Four
O	O	O	O

For questions 5 to 41, 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 Saskatchewan Polytechnic	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 Saskatchewan Polytechnic- 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 Saskatchewan Polytechnic is welcoming and friendly	O	O	O	O	O
14. The overall environment at Saskatchewan Polytechnic is welcoming and friendly for Aboriginal students	O	O	O	O	O
Program Management:	**SA**	**A**	**D**	**SD**	**DK/NA**
15. Student learning activities are effectively scheduled	O	O	O	O	O
16. The student workload is manageable	O	O	O	O	O
17. The amount of practical or hands-on experience in this program is adequate	O	O	O	O	O
18. This program has an effective system of communicating with 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. Instructors are available for individual assistance to students	O	O	O	O	O
20. The instructors treat students with respect	O	O	O	O	O
21. Instructional methods are effective	O	O	O	O	O
22. The quality of instruction within the program is satisfactory	O	O	O	O	O
23. The program incorporates a wide range of learning activities (reading, lectures, video, practice, etc.)	O	O	O	O	O
24. The program's use of technology enhances learning	O	O	O	O	O
25. MySaskPolytech is an effective tool for communication	O	O	O	O	O
26. Students have regular opportunities to provide feedback on courses	O	O	O	O	O
27. Students are informed of how they will be evaluated	O	O	O	O	O
28. Student assessments focus on what was learned in the courses	O	O	O	O	O
29. Students receive timely and ongoing feedback on their progress	O	O	O	O	O
Learning Resources:	**SA**	**A**	**D**	**SD**	**DK/NA**
30. Program materials are free of cultural, racial and gender bias	O	O	O	O	O
31. Books, course materials and supplies that students are required to purchase are needed	O	O	O	O	O
32. The program learning materials (texts, workbooks, handouts, online activities, etc.) are relevant	O	O	O	O	O
33. The program equipment is appropriate for learning the required skills	O	O	O	O	O

Learning Resources cont'd:	Strongly Agree **(SA)**	Agree **(A)**	Disagree **(D)**	Strongly Disagree **(SD)**	Don't Know/Not applicable **(DK/NA)**
34. There is sufficient equipment for use in the program.....	O	O	O	O	O
35. 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:	**SA**	**A**	**D**	**SD**	**DK/NA**
36. The classroom facilities are appropriate	O	O	O	O	O
37. The shop/lab facilities are appropriate	O	O	O	O	O
38. Adequate study space is available.....	O	O	O	O	O
39. Adequate computer lab space is available	O	O	O	O	O
40. I feel safe and secure on campus.....	O	O	O	O	O
41. 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 indicate 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
42. Learning Services	Yes No	O O	If yes, → If no, go to # 43	Yes No	O O	If yes, → If no, go to # 43	O	O	O	O
43. Counselling Services	Yes No	O O	If yes, → If no, go to # 44	Yes No	O O	If yes, → If no, go to # 44	O	O	O	O
44. Student Employment Services	Yes No	O O	If yes, → If no, go to # 45	Yes No	O O	If yes, → If no, go to # 45	O	O	O	O

Campus Services Cont'd	Were you aware of the service?			Have you used the services			I am satisfied with the services			
							Strongly Agree	Agree	Disagree	Strongly Disagree
45. Library	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. Bookstore	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				
47. Registration 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. Cafeteria or other food 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. Recreation Services	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. Health Services (i.e., Campus Nurse)	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. Aboriginal Activity Centre	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. Aboriginal Student Achievement Plan (ASAP) Advisor	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. Web-based Services (MySaskPolytech, Grade Book)	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 54	No	O	If no, go to # 54				
54. Disability Services	Yes	O	If yes, →	Yes	O	If yes, →	O	O	O	O
	No	O	If no, go to # 55	No	O	If no, go to # 55				

55. **Gender:**

Female	O
Male	O
Prefer not to say	O

56. **Equity Status (please select all that apply):**

Aboriginal	O	Visible Minority	O
Student with a Disability	O	Not Applicable	O

57. **Citizenship Status:**

Canadian Citizen	O
Permanent Resident	O
Student Visa	O
Refugee	O
Prefer not to say	O

58. **Age**

Under 19	O
19 to 24	O
25 to 29	O
30 to 39	O
40 and over	O
Prefer not to say	O

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

Thank-you for completing the survey!