



# UNIVERSITY STUDENTS' COUNCIL **2015 STUDENT SURVEY**

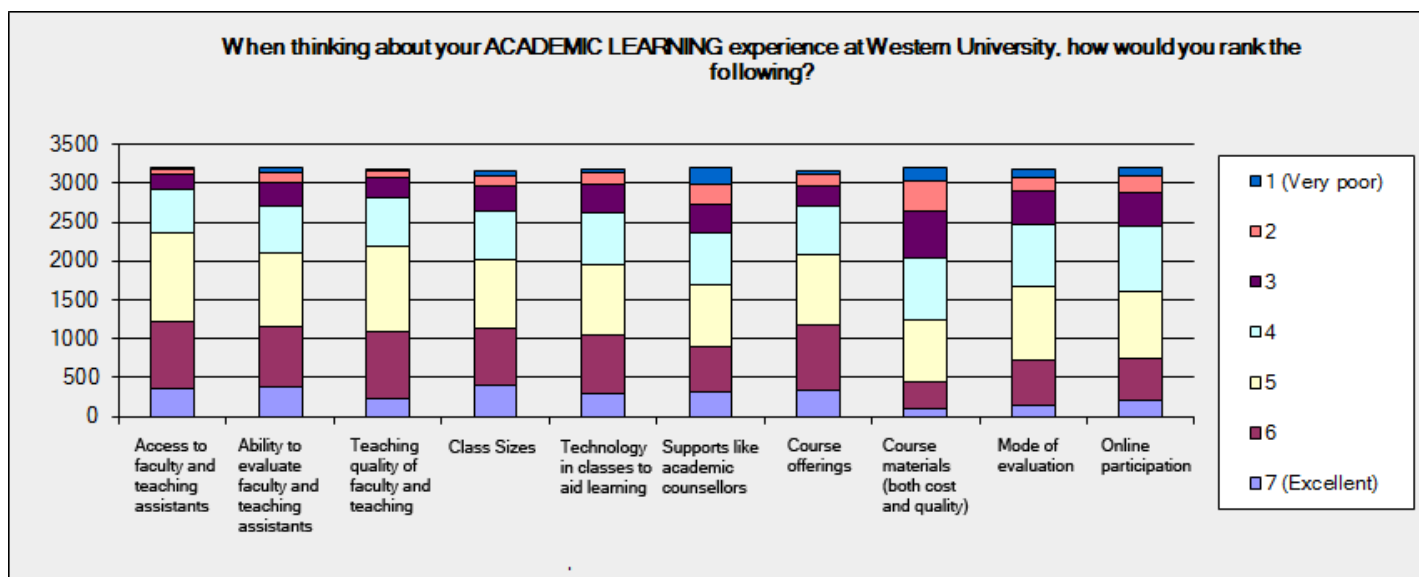
PUBLISHED JAN, 2016

The University Students' Council is committed to improving the educational experience and quality of life for undergraduate students at Western. In order to effectively fulfill this mandate, the USC needs to identify the barriers students face in their time at this institution. This survey is part of larger feedback initiatives that aim to match advocacy priorities with student interests. Prior to the creation of this survey, student unions across Canada were consulted to gauge the most astute questioning and to reflect on best practices. This survey is a key component of the USC's feedback strategy and will hopefully be continued on an annual basis with the goal of tracking trends.

PART ONE:  
**LEARNING**

1. When thinking about your ACADEMIC LEARNING experience at Western University, how would you rank the following?

Answer Options	1 (Very poor)	2	3	4	5	6	7 (Excellent)	Rating Average	Response Count
1. Access to faculty and teaching assistants	28	66	193	554	1141	871	354	5.10	3207
2. Ability to evaluate faculty and teaching assistants	74	129	291	595	955	779	379	4.90	3202
3. Teaching quality of faculty and teaching assistants	35	71	257	628	1106	868	220	4.94	3185
4. Class sizes	75	125	324	621	896	734	393	4.87	3168
5. Technology in classes to aid learning	52	142	367	670	905	755	288	4.78	3179
6. Supports like academic counsellors	216	254	371	651	799	594	309	4.34	3194
7. Course offerings	63	130	274	626	900	842	333	4.90	3168
8. Course materials (both cost and quality)	175	387	594	812	781	344	107	3.97	3200
9. Mode of evaluation	106	183	415	810	951	578	138	4.45	3181
10. Online participation	109	197	433	847	867	540	202	4.44	3195

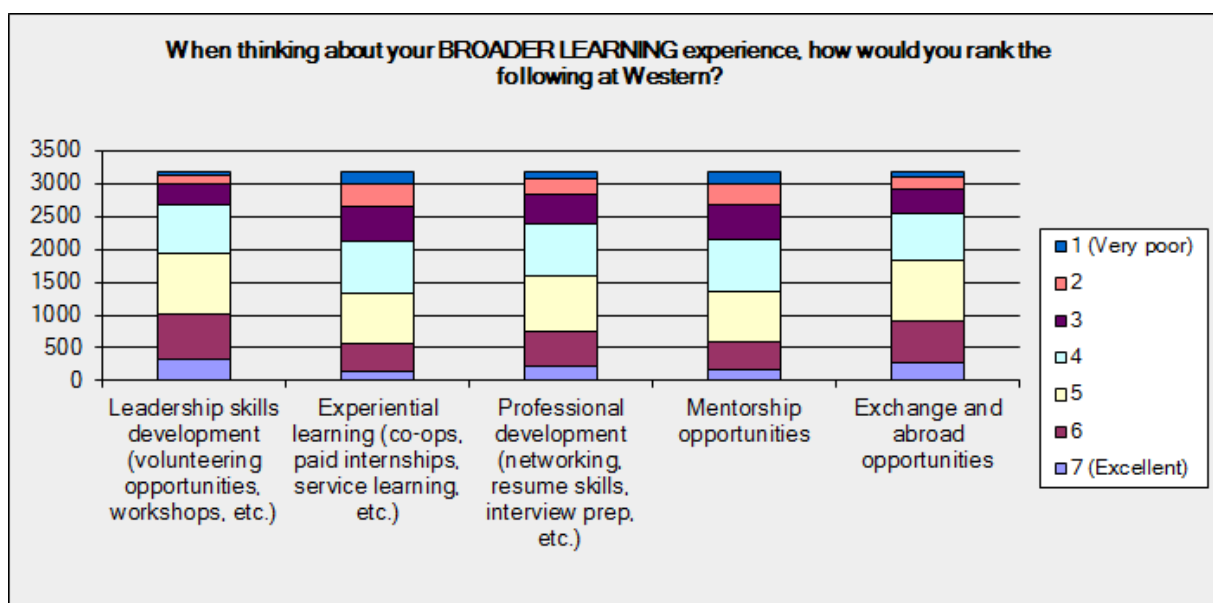


2. When thinking of your overall ACADEMIC LEARNING, considering all factors listed above, how would you rate your experience?

Answer Options	1 (Very poor)	2	3	4	5	6	7 (Excellent)	Rating Average	Response Count
	25	39	120	456	1254	1044	233	5.19	3171
<i>answered question</i>									<b>3171</b>
<i>skipped question</i>									<b>49</b>

3. When thinking about your BROADER LEARNING experience, how would you rank the following at Western?

Answer Options	1 (Very poor)	2	3	4	5	6	7 (Excellent)	Rating Average	Response Count
Leadership skills development (volunteering opportunities, workshops, etc.)	59	142	316	734	932	677	336	4.79	3196
Experiential learning (co-ops, paid internships, service learning, etc.)	205	338	521	805	765	414	148	4.07	3196
Professional development (networking, resume skills, interview prep, etc.)	112	250	451	778	870	522	214	4.40	3197
Mentorship opportunities	172	321	542	794	772	417	160	4.12	3178
Exchange and abroad opportunities	90	179	359	723	919	653	261	4.63	3184
<i>answered question</i>									<b>3205</b>
<i>skipped question</i>									<b>15</b>



4. When thinking of your overall BROADER LEARNING experience, how would you rate your experience?

Answer Options	1 (Very poor)	2	3	4	5	6	7 (Excellent)	Rating Average	Response Count
	40	78	261	711	1096	731	215	4.85	3132
<i>answered question</i>									<b>3132</b>
<i>skipped question</i>									<b>88</b>

5. How would you order your preferred method of learning?

How would order your preferred method of learning? (1 being highest)							
Answer Options	1	2	3	4	5	Rating Average (1 being most preferred)	Response Count
Lecture	1352	744	557	250	170	2.07	3073
Tutorial/Seminar	515	1002	767	484	320	2.71	3088
Online	194	331	537	927	1111	3.78	3100
Independent research/textbook review	232	397	573	918	1000	3.66	3120
Experiential learning	816	632	698	528	484	2.76	3158
<i>answered question</i>							<b>3199</b>
<i>skipped question</i>							<b>21</b>

6. Are you able to find adequate study space during exam and mid-term seasons?

Answer Options	1 (Never)	2	3	4	5	6	7 (Always)	Rating Average	Response Count
	243	537	544	623	607	373	273	3.95	3200
<i>answered question</i>									<b>3200</b>
<i>skipped question</i>									<b>20</b>

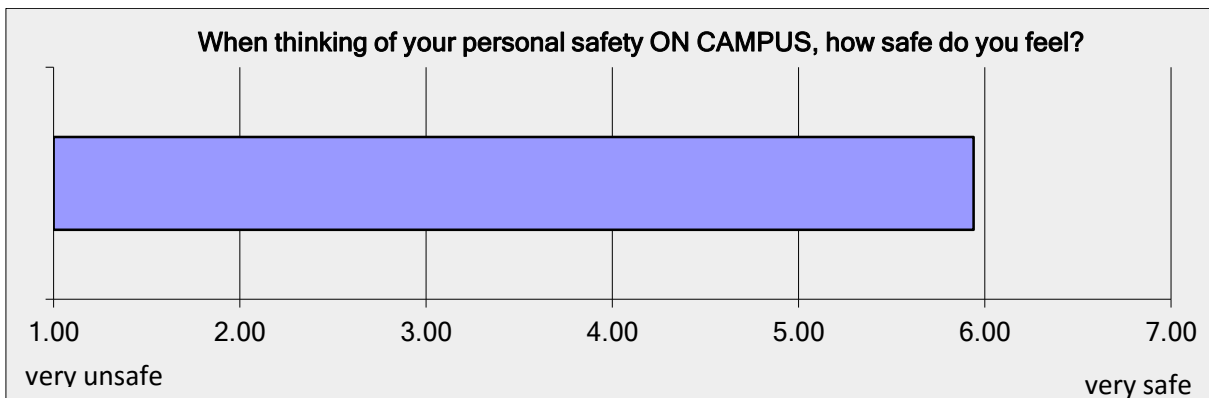
*[Question 7 was excluded from this report since it was in long-answer form]*

## PART TWO:

# CAMPUS & DAILY LIFE

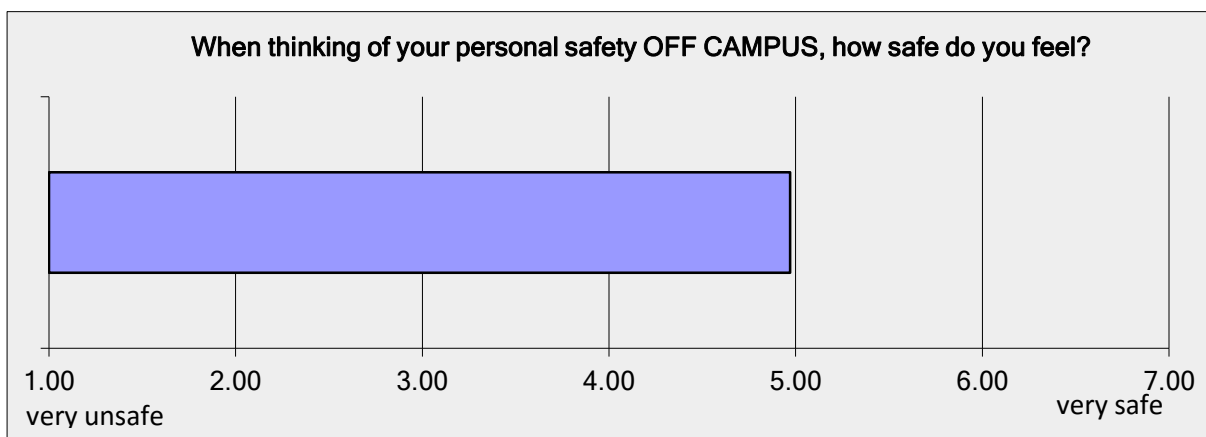
8. When thinking of your personal safety ON CAMPUS, how safe do you feel?

When thinking of your personal safety ON CAMPUS, how safe do you feel?									
Answer Options	1 (Very unsafe)	2	3	4	5	6	7 (Very safe)	Rating Average	Response Count
	7	10	55	201	630	1071	1078	5.94	3052
<i>answered question</i>									<b>3052</b>
<i>skipped question</i>									<b>168</b>



9. When thinking of your personal safety OFF CAMPUS, how safe do you feel?

Answer Options	1 (Very unsafe)	2	3	4	5	6	7 (Very safe)	Rating Average	Response Count
	24	86	244	622	1024	730	322	4.97	3052
<i>answered question</i>									<b>3052</b>
<i>skipped question</i>									<b>168</b>



10. When thinking of your personal experience at Western, how respectful and inclusive is the campus environment?

Answer Options	1 (Not respectful or inclusive)	2	3	4	5	6	7 (Very respectful and inclusive)	Rating Average	Response Count
	25	67	109	374	857	1020	596	5.43	3048
<i>answered question</i>									<b>3048</b>
<i>skipped question</i>									<b>172</b>

11. When thinking of your personal experience in London, how respectful and inclusive is the city environment?

Answer Options	1 (Not respectful or inclusive)	2	3	4	5	6	7 (Very respectful and inclusive)	Rating Average	Response Count
	43	85	231	617	1046	765	259	4.93	3046
<i>answered question</i>									<b>3046</b>
<i>skipped question</i>									<b>174</b>

12. Your USC student fee includes a 12-month TRANSIT pass to ride the LTC. When thinking of your experiences with the service how would you rank the following?

Answer Options	1 (Very poor)	2	3	4	5	6	7 (Excellent)	Response Count	
Scheduling (intervals of service)	173	252	413	646	860	485	213	3042	
Access to bus stops (residential proximity to one)	78	117	218	459	842	802	517	3033	
Speed of service	160	228	414	688	838	504	200	3032	
Reliability	327	416	515	656	602	357	145	3018	
Volume of riders	315	430	561	647	572	325	138	2988	
Cost of pass (the student fee is ~\$217.00, London residents pay ~\$972.00)	114	102	158	336	571	739	1009	3029	
Customer service	138	194	325	684	805	569	224	2939	
<i>answered question</i>									<b>3046</b>
<i>skipped question</i>									<b>174</b>

13. When thinking of your overall TRANSIT experience, how would you rate it?

Answer Options	1 (Very poor)	2	3	4	5	6	7 (Excellent)	Rating Average	Response Count
	83	142	313	683	983	649	182	4.65	3035
<i>answered question</i>									<b>3035</b>
<i>skipped question</i>									<b>185</b>

14. How satisfied are you with the services provided by The Spoke?

Answer Options	1 (Very dissatisfied)	2	3	4	5	6	7 (Very satisfied)	I do not attend the Spoke	Rating Average	Response Count
	24	33	81	208	514	803	827	551	5.76	3041
<i>answered question</i>										<b>3041</b>
<i>skipped question</i>										<b>179</b>

15. How satisfied are you with the services provided by The Wave?

Answer Options	1 (Very dissatisfied)	2	3	4	5	6	7 (Very satisfied)	I do not attend the Wave	Rating Average	Response Count
	23	38	78	236	493	681	560	938	5.57	3047
<i>answered question</i>										<b>3047</b>
<i>skipped question</i>										<b>173</b>

16. When thinking about food options on campus (Wave, Spoke, Centerspot, all eateries) please rank the importance of the following.

Answer Options	1	2	3	4	5	6	Rating Average (1 being most important)	Response Count
Nutritional value	707	563	506	499	409	177	2.95	2861
Options/variety	525	733	755	533	257	85	2.83	2888
Access to dietary and cultural alternatives	179	209	315	372	575	1245	4.62	2895
Price	1190	739	439	296	141	134	2.27	2939
Speed of service	162	499	651	771	673	168	3.61	2924
Seating	135	174	268	466	857	1062	4.66	2962
<i>answered question</i>								<b>3000</b>
<i>skipped question</i>								<b>220</b>

17. How satisfied are you with the services provided by the Purple Store?

Answer Options	1 (Very dissatisfied)	2	3	4	5	6	7 (Very satisfied)	I do not attend the Purple Store	Rating Average	Response Count
	41	43	111	354	633	522	307	1031	5.13	3042
<i>answered question</i>										<b>3042</b>
<i>skipped question</i>										<b>178</b>

18. How satisfied are you with the services provided by Western Film?

Answer Options	1 (Very dissatisfied)	2	3	4	5	6	7 (Very satisfied)	I do not attend Western Film	Rating Average	Response Count
	14	14	67	212	433	495	450	1349	5.56	3034
<i>answered question</i>										<b>3034</b>
<i>skipped question</i>										<b>186</b>

19. How satisfied are you with the services provided by Purple Bikes?

Answer Options	1 (Very dissatisfied)	2	3	4	5	6	7 (Very satisfied)	I do not attend Purple Bikes	Rating Average	Response Count
	19	39	80	232	238	182	100	2154	4.77	3044
<i>answered question</i>										<b>3044</b>
<i>skipped question</i>										<b>176</b>

20. How satisfied are you with the services provided by Mustang Central?

Answer Options	1 (Very dissatisfied)	2	3	4	5	6	7 (Very satisfied)	I do not attend Mustang Central	Rating Average	Response Count
	27	37	69	295	579	525	282	1220	5.24	3034
<i>answered question</i>										<b>3034</b>
<i>skipped question</i>										<b>186</b>

21. How satisfied are you with the services provided by Creative Services?

Answer Options	1 (Very dissatisfied)	2	3	4	5	6	7 (Very satisfied)	I do not attend Creative Services	Rating Average	Response Count
	25	38	72	262	348	320	247	1727	5.17	3039
<i>answered question</i>										<b>3039</b>
<i>skipped question</i>										<b>181</b>

*[Question 22 was excluded from these results because it is in long-answer form]*

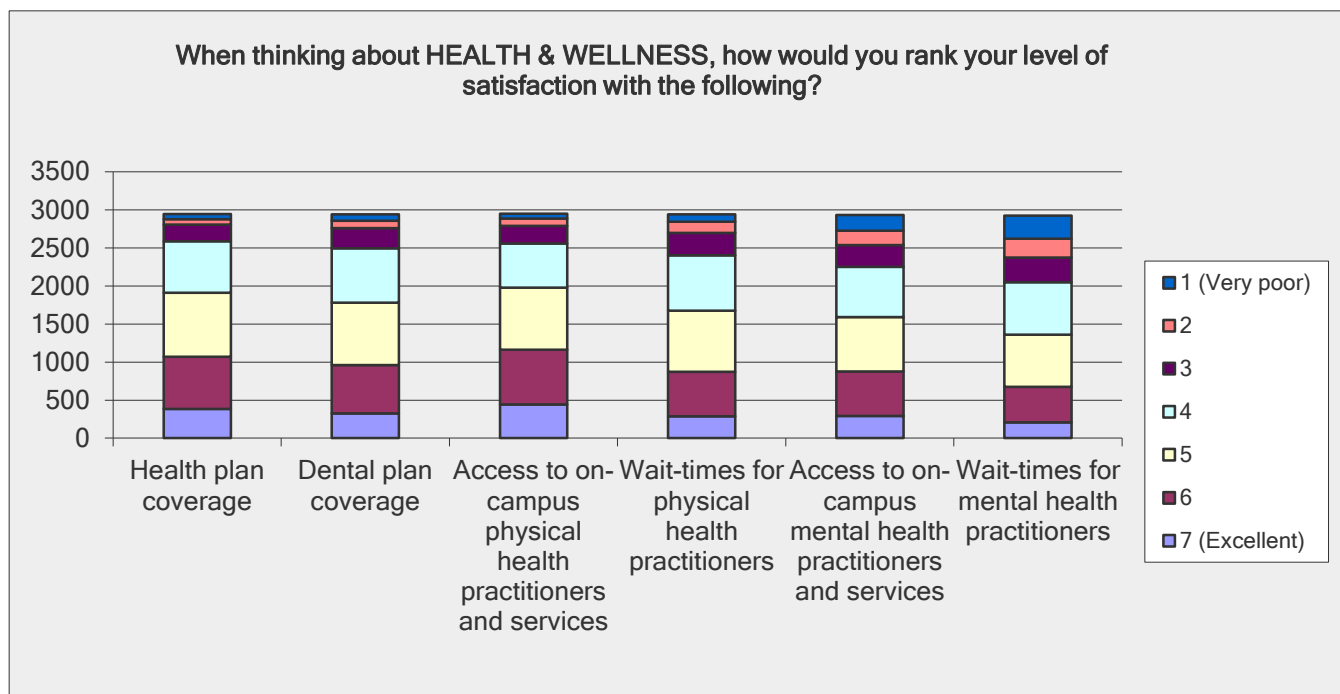


PART THREE:

# WELLNESS

23. When thinking about HEALTH AND WELLNESS, how would you rank your level of satisfaction with the following?

Answer Options	1 (Very poor)	2	3	4	5	6	7 (Excellent)	Response Count
Health plan coverage	65	70	221	675	841	685	385	2942
Dental plan coverage	86	95	266	715	817	634	327	2940
Access to on-campus physical health practitioners and services	63	95	230	580	816	718	444	2946
Wait-times for physical health practitioners	99	147	292	728	800	588	286	2940
Access to on-campus mental health practitioners and services	206	192	286	660	713	584	292	2933
Wait-times for mental health practitioners	302	246	324	690	685	467	208	2922
<i>answered question</i>								<b>2960</b>
<i>skipped question</i>								<b>260</b>

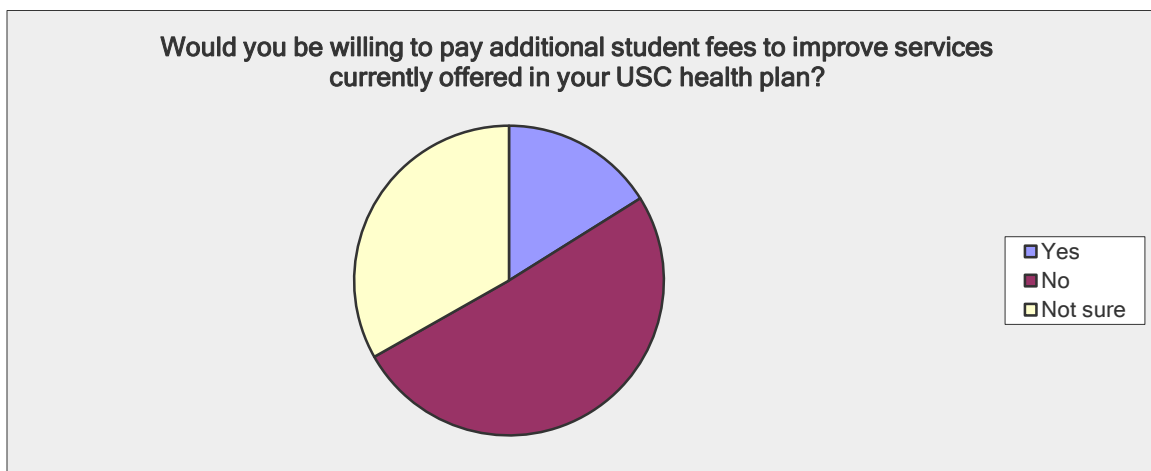


24. When thinking about HEALTH AND WELLNESS, how would you rank your level of satisfaction with the following?

When thinking the HEALTH & WELLNESS services at Western overall, how satisfied are you with these services?									
Answer Options	1 (Very poor)	2	3	4	5	6	7 (Excellent)	Rating Average	Response Count
	43	81	192	665	918	767	270	4.95	2936
<b>answered question</b>									<b>2936</b>
<b>skipped question</b>									<b>284</b>

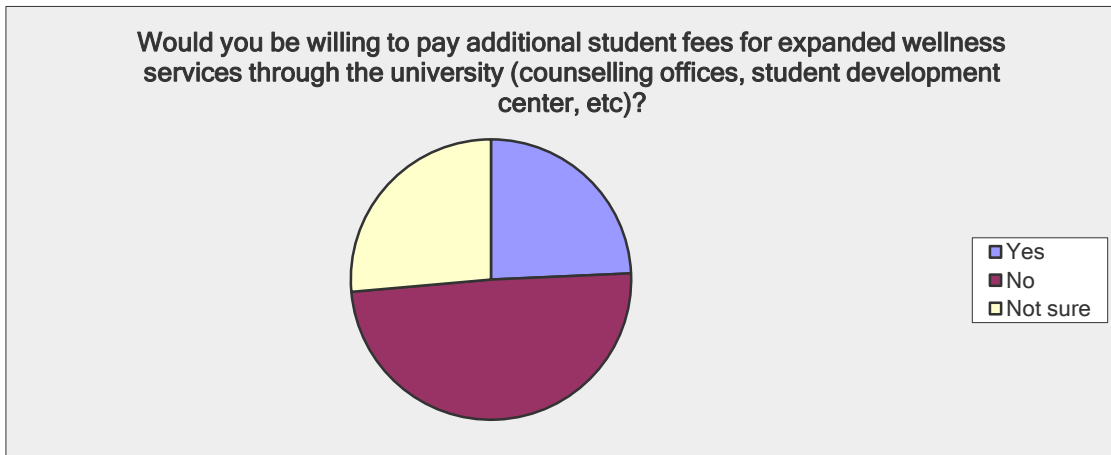
25. Would you be willing to pay additional student fees to improve services currently offered in your USC health plan?

Answer Options	Response Percent	Response Count
Yes	16.1%	477
No	50.7%	1500
Not sure	33.2%	984
<b>answered question</b>		<b>2961</b>
<b>skipped question</b>		<b>259</b>



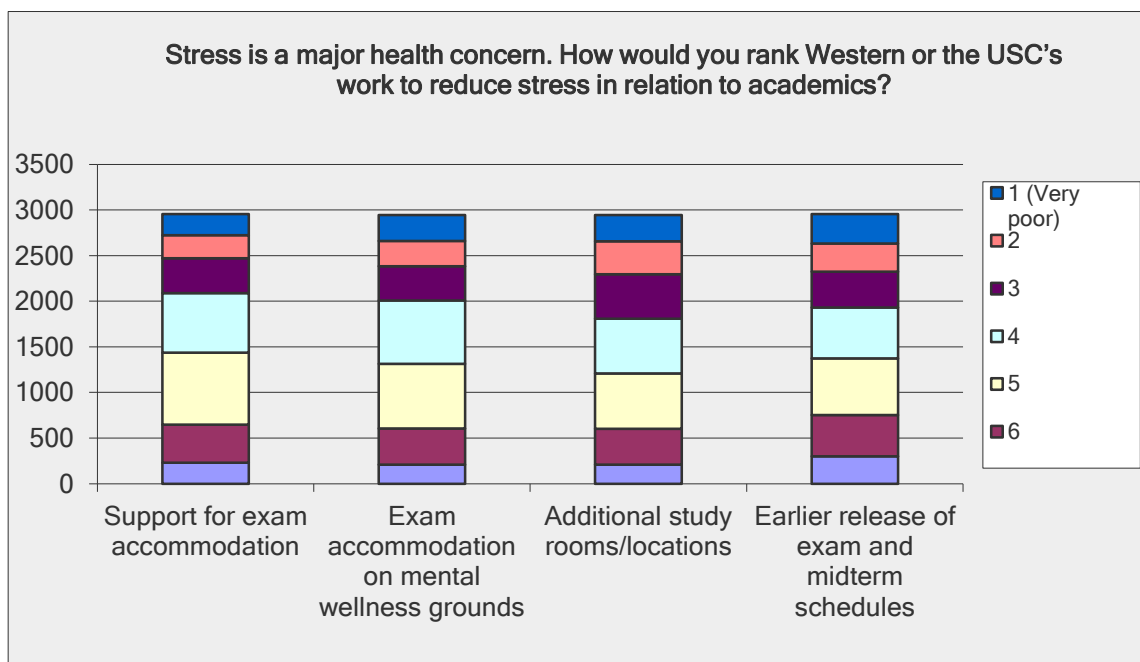
26. Would you be willing to pay additional student fees for expanded wellness services through the university (counselling offices, Student Development Center, etc.)?

Answer Options	Response Percent	Response Count
Yes	24.3%	720
No	49.3%	1461
Not sure	26.4%	782
<b>answered question</b>		<b>2963</b>
<b>skipped question</b>		<b>257</b>



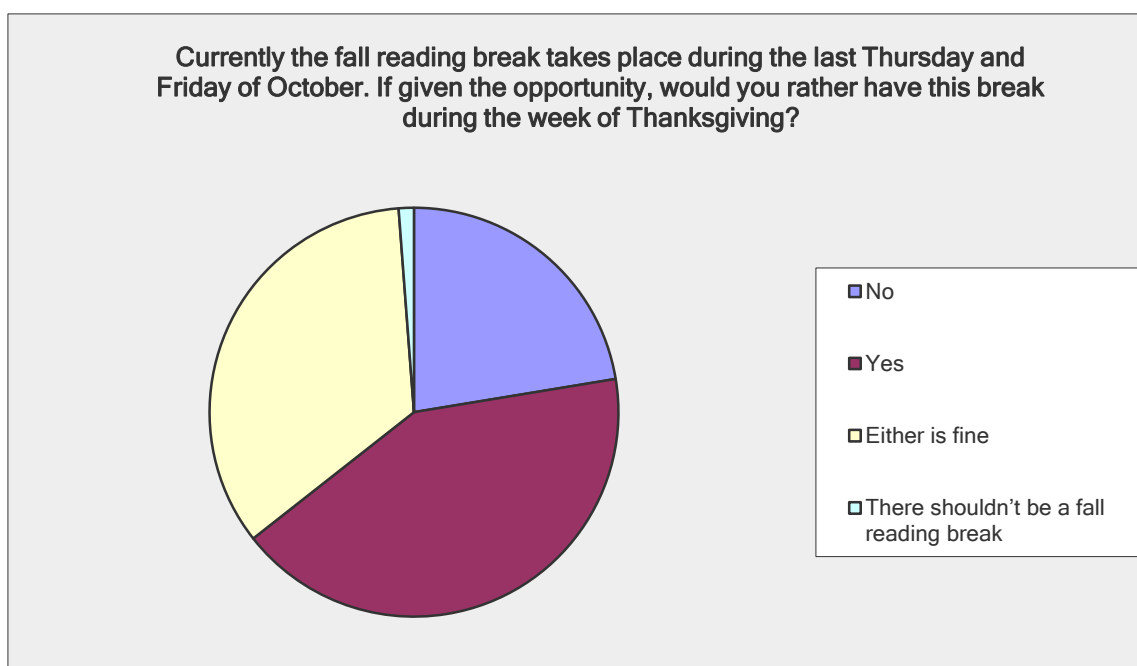
27. Stress is a major health concern. How would you rank Western or the USC's work to reduce stress in relation to academics?

Answer Options	1 (Very poor)	2	3	4	5	6	7 (Excellent)	Response Count
Support for exam accommodation	230	255	381	653	790	417	229	2955
Exam accommodation on mental wellness grounds	282	278	375	697	707	396	209	2944
Additional study rooms/locations	287	360	489	598	606	395	208	2943
Earlier release of exam and midterm schedules	322	309	392	558	622	452	299	2954
<i>answered question</i>								<b>2963</b>
<i>skipped question</i>								<b>257</b>



28. Currently the fall reading break takes place during the last Thursday and Friday of October. If given the opportunity, would you rather have this break during the week of thanksgiving?

Answer Options	Response Percent	Response Count
No	22.4%	649
Yes	42.0%	1215
Either is fine	34.4%	996
There shouldn't be a fall reading break	1.2%	35
Other (please specify)		291
<b><i>answered question</i></b>		<b>2895</b>
<b><i>skipped question</i></b>		<b>325</b>



*[Question 29 has been removed because it is in long-answer form]*

## PART FOUR:

# STUDENT ENGAGEMENT

30. When thinking of arts, culture and entertainment at Western (i.e. concerts, galleries, etc.), how satisfied are you?

Answer Options	1 (Very dissatisfied)	2	3	4	5	6	7 (Very satisfied)	Rating Average	Response Count
	35	63	238	671	1009	594	320	4.92	2930
<i>answered question</i>									<b>2930</b>
<i>skipped question</i>									<b>290</b>

31. When thinking of arts, culture and entertainment in London (i.e. concerts, galleries, etc.), how satisfied are you?

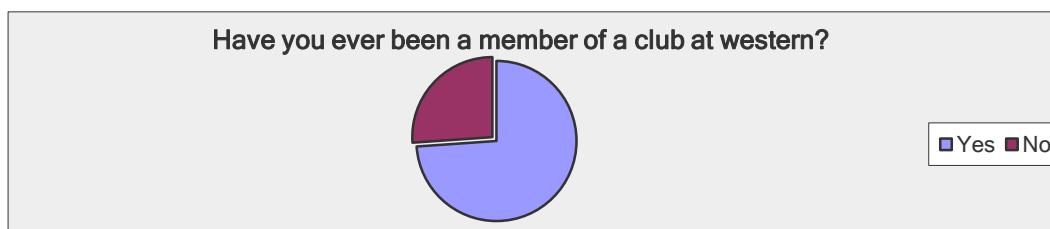
Answer Options	1 (Very dissatisfied)	2	3	4	5	6	7 (Very satisfied)	Rating Average	Response Count
	42	113	262	714	944	599	257	4.78	2931
<i>answered question</i>									<b>2931</b>
<i>skipped question</i>									<b>289</b>

32. When thinking of your access to sports and recreation services at Western (i.e. intramurals and varsity athletics, the recreation centre, the turf fields, etc.), how satisfied are you?

Answer Options	1 (Very dissatisfied)	2	3	4	5	6	7 (Very satisfied)	Rating Average	Response Count
	26	52	119	451	838	830	615	5.38	2931
<i>answered question</i>									<b>2931</b>
<i>skipped question</i>									<b>289</b>

33. Have you ever been a member of a club at Western?

Answer Options	Response Percent	Response Count
Yes	73.9%	2162
No	26.1%	763
<i>answered question</i>		<b>2925</b>
<i>skipped question</i>		<b>295</b>



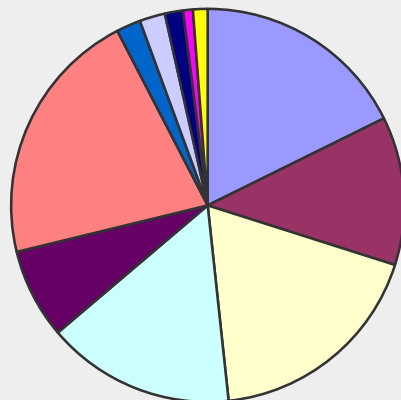
34. In your opinion, how important is it that the clubs system is offered to students?

Answer Options	1 (Not very important)	2	3	4	5	6	7 (Very important)	Rating Average	Response Count
	47	38	105	276	537	688	1240	5.81	2931
<b>answered question</b>									<b>2931</b>
<b>skipped question</b>									<b>289</b>

35. The clubs' system is funded by a mix of sources: general student fees levied on all students and user fees levied on club members. In your opinion, how should these sources be balanced?

Answer Options	Response Percent	Response Count
100% user fees, 0% student fees	17.7%	520
90% user fees, 10% student fees	12.2%	357
80% user fees, 20% student fees	18.4%	540
70% user fees, 30% student fees	15.5%	455
60% user fees, 40% student fees	7.4%	217
50% user fees, 50% student fees	21.2%	621
40% user fees, 60% student fees	2.0%	60
30% user fees, 70% student fees	2.1%	61
20% user fees, 80% student fees	1.5%	43
10% user fees, 90% student fees	0.8%	22
0% user fees, 100% student fees	1.2%	34
<b>answered question</b>		<b>2930</b>
<b>skipped question</b>		<b>290</b>

The clubs' system is funded by a mix of sources: general student fees levied on all students and user fees levied on club members. In your opinion, how should these sources be balanced?



- 100% user fees, 0% student fees
- 90% user fees, 10% student fees
- 80% user fees, 20% student fees
- 70% user fees, 30% student fees
- 60% user fees, 40% student fees
- 50% user fees, 50% student fees
- 40% user fees, 60% student fees
- 30% user fees, 70% student fees
- 20% user fees, 80% student fees
- 10% user fees, 90% student fees
- 0% user fees, 100% student fees

## PART FIVE:

# FINANCES & EMPLOYMENT

36. In the last year, please select the option that best describes your recent paid employment status:

Answer Options	Response Percent	Response Count
Working during the summer only	42.6%	1251
Working during the academic year only	4.7%	139
Working during the summer and academic year	36.8%	1082
Not working during the summer or academic year	15.9%	466
<b><i>answered question</i></b>		<b>2938</b>
<b><i>skipped question</i></b>		<b>282</b>

In the last year, please select the option that best describes your recent paid employment status:

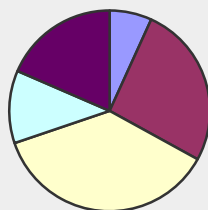


- Working during the summer only
- Working during the academic year only
- Working during the summer and academic year

37. In the last year, please select the option that best describes your recent paid employment status:

Answer Options	Response Percent	Response Count
1-15 hours	6.8%	199
15 - 35 hours	26.2%	767
35-45 hours	36.8%	1076
46 hours +	11.7%	342
Did not work over the summer	18.5%	542
<b><i>answered question</i></b>		<b>2926</b>
<b><i>skipped question</i></b>		<b>294</b>

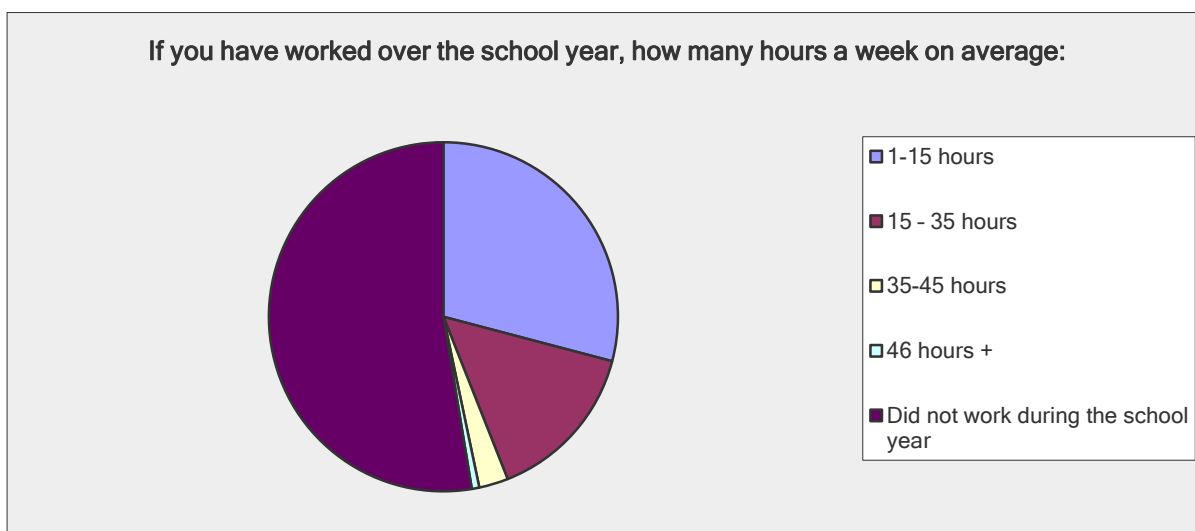
If you have worked over the summer, how many hours a week on average:



- 1-15 hours
- 15 - 35 hours
- 35-45 hours
- 46 hours +
- Did not work over the summer

38. If you have worked over the school year, how many hours a week on average?

Answer Options	Response Percent	Response Count
1-15 hours	29.1%	849
15 - 35 hours	14.9%	434
35-45 hours	2.7%	78
46 hours +	0.7%	21
Did not work during the school year	52.6%	1532
<b>answered question</b>		<b>2914</b>
<b>skipped question</b>		<b>306</b>



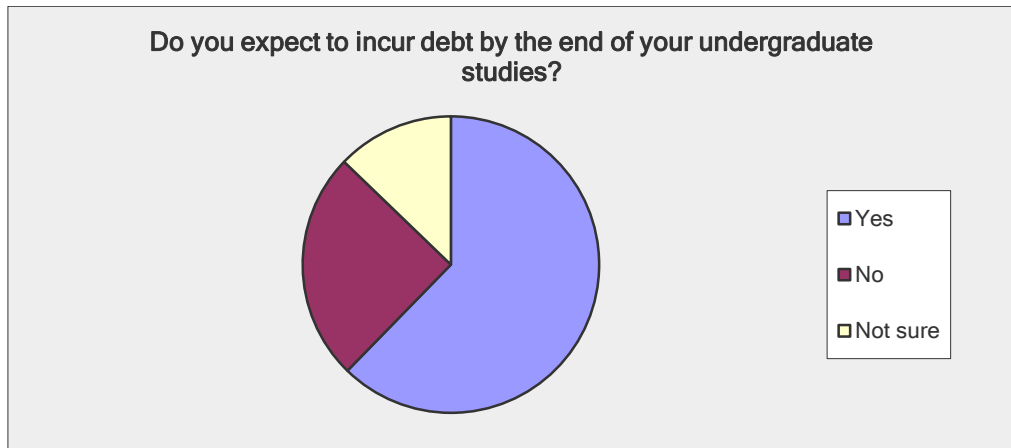
39. How confident are you that you'll be able to find work relevant to your area of study or interest after you complete your studies?

Answer Options	1 (Not confident)	2	3	4	5	6	7 (Very confident)	Rating Average	Response Count
	266	235	355	626	670	405	368	4.33	2925
<b>answered question</b>									<b>2925</b>
<b>skipped question</b>									<b>295</b>

40. Do you expect to incur debt by the end of your undergraduate studies?

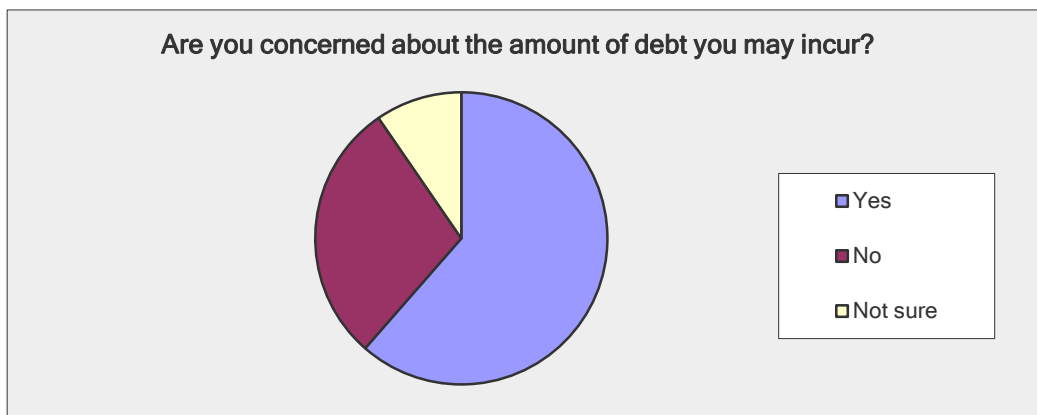
Answer Options	Response Percent	Response Count
Yes	62.3%	1831
No	24.9%	732
Not sure	12.8%	375
<b>answered question</b>		<b>2938</b>
<b>skipped question</b>		<b>282</b>





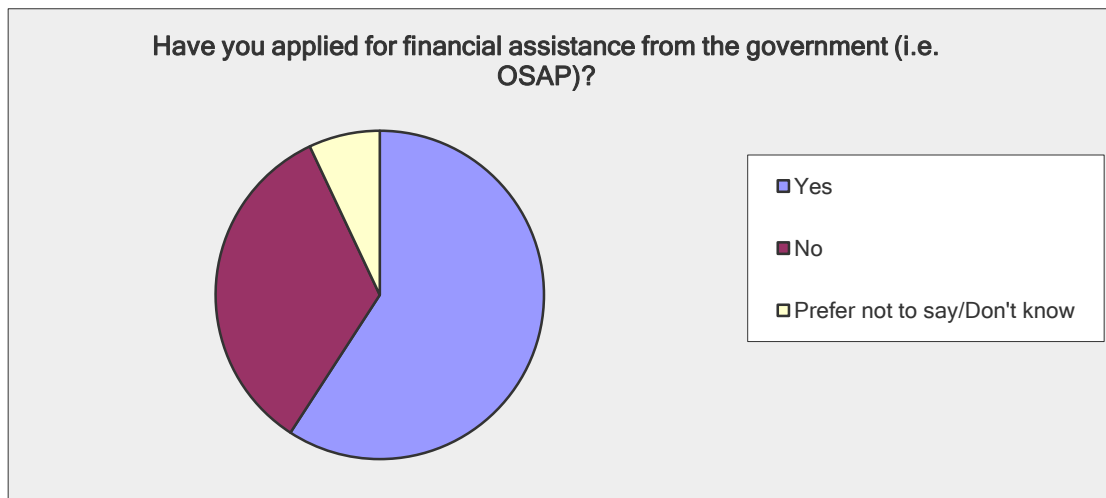
41. Are you concerned about the amount of debt you may incur?

Answer Options	Response Percent	Response Count
Yes	61.5%	1803
No	29.0%	850
Not sure	9.6%	281
<b>answered question</b>		<b>2934</b>
<b>skipped question</b>		<b>286</b>



42. Have you applied for financial assistance from the government (i.e. OSAP)?

Answer Options	Response Percent	Response Count
Yes	59.1%	1736
No	33.8%	993
Prefer not to say/Don't know	7.0%	206
<b>answered question</b>		<b>2935</b>
<b>skipped question</b>		<b>285</b>



43. In your opinion, how would you rank financial assistance programs from the government like OSAP?

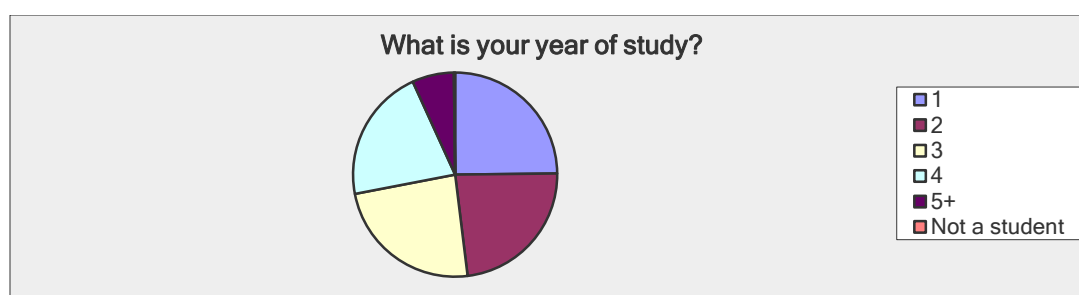
Answer Options	1 (Very poor)	2	3	4	5	6	7 (Excellent)	N/A (I have never applied)	Rating Average	Response Count
	131	86	187	416	610	513	274	692	5.54	2909
<i>answered question</i>										<b>2909</b>
<i>skipped question</i>										<b>311</b>

PART SIX:

# DEMOGRAPHICS

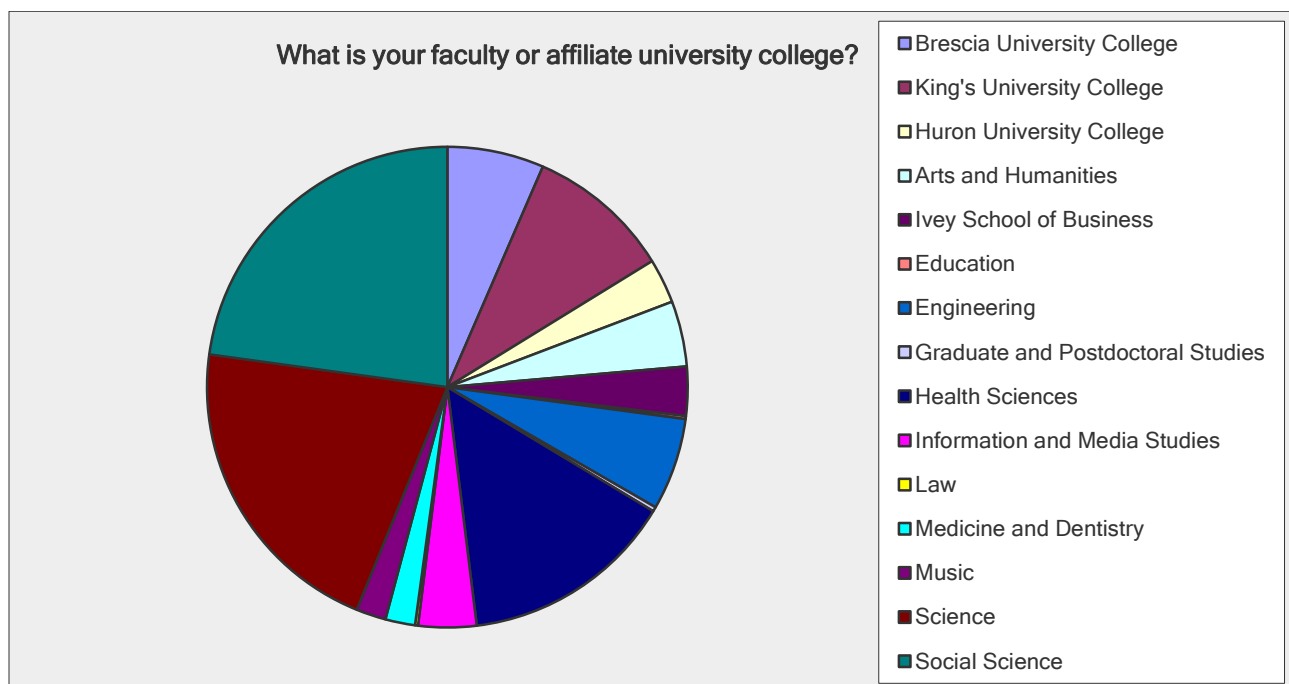
44. What is your year of study?

Answer Options	Response Percent	Response Count
1	24.8%	726
2	23.2%	680
3	23.9%	702
4	21.2%	623
5+	6.6%	195
Not a student	0.2%	7
<b>answered question</b>		<b>2933</b>
<b>skipped question</b>		<b>287</b>



45. What is your faculty or affiliate university college?

Answer Options	Response Percent	Response Count
Brescia University College	6.5%	192
King's University College	9.7%	285
Huron University College	3.0%	89
Arts and Humanities	4.4%	129
Ivey School of Business	3.3%	96
Education	0.2%	7
Engineering	6.2%	182
Graduate and Postdoctoral Studies	0.3%	8
Health Sciences	14.4%	422
Information and Media Studies	3.9%	115
Law	0.2%	7
Medicine and Dentistry	2.0%	58
Music	2.0%	60
Science	21.0%	618
Social Science	22.8%	668
<b>answered question</b>		<b>2936</b>
<b>skipped question</b>		<b>284</b>



#### 46. Do you live off or on campus?

Answer Options	Response Percent	Response Count
On campus	25.1%	736
Off campus	74.9%	2198
<b><i>answered question</i></b>		<b>2934</b>
<b><i>skipped question</i></b>		<b>286</b>

*[Further questions involved collecting contact information for prize-purposes]*

### CONCLUSION

The above survey results provide the USC with further insight into which services need to be reviewed, which initiatives need to be prioritized, and how the USC can better support the student population. Further questions regarding the survey and its results can be directed to:

Kevin Hurren  
 Communications Officer  
 Communications@westernusc.ca