



8888 University Drive, SHA | 608
Burnaby, BC
Canada V5A 1S6

TEL: 778.782.3600

znaqvi@sfu.ca
www.sfu.ca/irp

MEMORANDUM

ATTENTION:	Senate	DATE:	August 26, 2020
FROM:	Zareen Naqvi, Institutional Research and Planning (IRP)	PAGES:	1 of 1
RE:	IRP Reports for Information		

At a meeting of Senate held on March 7, 2011, Senator Paul Percival requested that relevant IRP reports, such as the annual Grades Report, be brought to Senate for information.

Attached are two reports for information:

- **2019/20 Grades Report:** This report is prepared once a year and it summarizes course grades at the University over a ten year period. The 2019/20 Grades Report covers the period from 2010/11 to 2019/20. Attached is the Summary Report. More detailed information is available on IRP's website: <http://www.sfu.ca/irp/students/grades-report.html>
- **2019 Undergraduate Student Survey (UGSS) Report:** The UGSS survey is conducted every fall term. The attached Highlights Report presents a summary of key findings from the Fall 2019 survey. Topics covered are selected in consultation with faculties, Student Services and other administrative units of the University. This year's topics included: course availability, credential completion time, teaching and curriculum, services, and university culture and environment. The full report is located at: <http://www.sfu.ca/content/dam/sfu/irp/surveys/ugss/ugss2019report.pdf>

If you have trouble accessing files on IRP's website, please contact askIRP@sfu.ca.

Enclosure

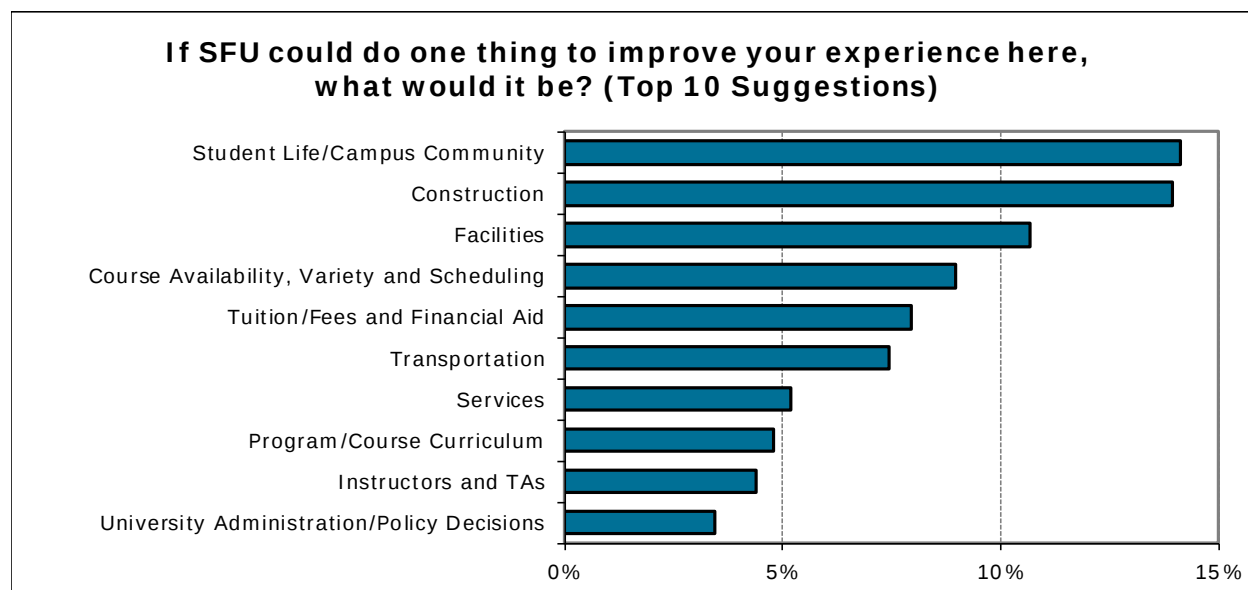
Fall 2019 Undergraduate Student Survey: Highlights

The Undergraduate Student Survey has been conducted at Simon Fraser University every Fall semester since 1992¹ (except in 2002). This annual survey provides essential feedback on the academic experiences and concerns of our undergraduate students. Every year, the survey asks students about their experiences with course availability and credential completion at SFU, as well as a range of other topics that change from year to year. This year's topics included teaching and curriculum, services, and university culture and environment.

A total of 7,646 students participated in this year's survey, yielding an overall response rate of 30.1%. Highlights of the survey results are presented here. Statistics provided in this summary and in the full report are estimates based on survey respondents. Assuming that the sample is representative, proportions calculated on all respondents are accurate within $\pm 1.0\%$ ², 19 times out of 20. The full report is available on the Institutional Research and Planning website: <http://www.sfu.ca/irp>

General Experience

- 82% of respondents are satisfied³ with their general SFU experience.
- 72% of respondents feel proud to attend SFU.
- When students were asked what single thing SFU could do to improve their experience here, the most common responses were:
 - o improve student life,
 - o improve construction, and
 - o improve facilities.



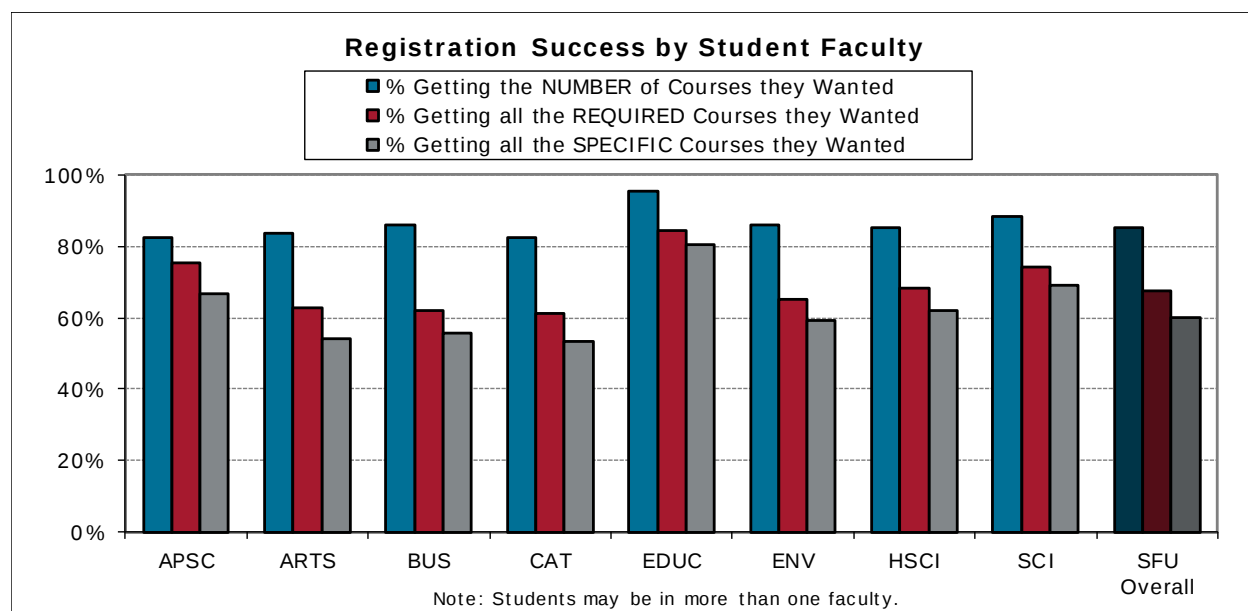
¹ It should be noted that a change in methodology, from in-class paper survey to online survey, was instituted in 2006. The paper surveys, administered to a random sample of classes, resulted in a "captive audience" and high response rates. In contrast, the online surveys, usually administered to the entire SFU undergraduate student population, result in larger samples but lower response rates, which could make the results less generalizable. Measures were taken to reduce potential biases resulting from a lower response rate.

² Note that this margin of error does not control for multiple comparisons. Survey research should be considered exploratory, and definitive conclusions must be drawn with caution.

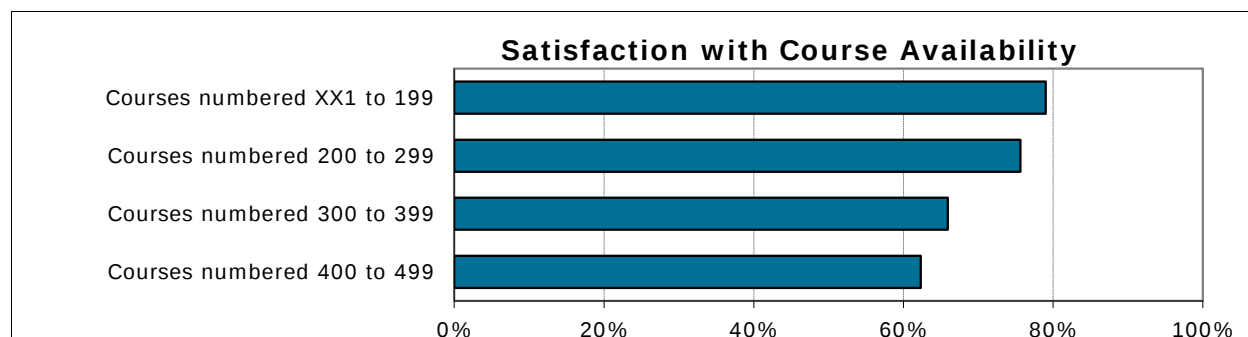
³ For the purposes of this report, the categories of "Very Satisfied" and "Somewhat Satisfied" have been combined and will be referred to as "satisfied."

Course Availability

- **NUMBER of Courses:** 85% of respondents were able to register in the number of courses they wanted this fall. This is statistically significantly higher than the last time this question was asked in 2017 (83%).
- **SPECIFIC Courses:** 60% were able to register in all of the specific courses they wanted to take this term, similar to last year's rate of 59%.
- **REQUIRED Courses:** 68% were able to register in all of the required courses they wanted this term. This is similar to last year's rate of 67%.
 - o Registration difficulty in required courses was most often due to:
 - full classes,
 - reserved spaces in classes,
 - scheduling conflicts,
 - courses not being offered this term, and
 - courses being offered at another campus with not enough time to travel between campuses.



- **Satisfaction with Course Availability:**
 - o Satisfaction decreases as course level increases, ranging from 79% satisfaction for courses numbered XX1 to 199, down to 62% for courses numbered 400 to 499.
 - These rates are similar to the last time this question was asked in 2017.

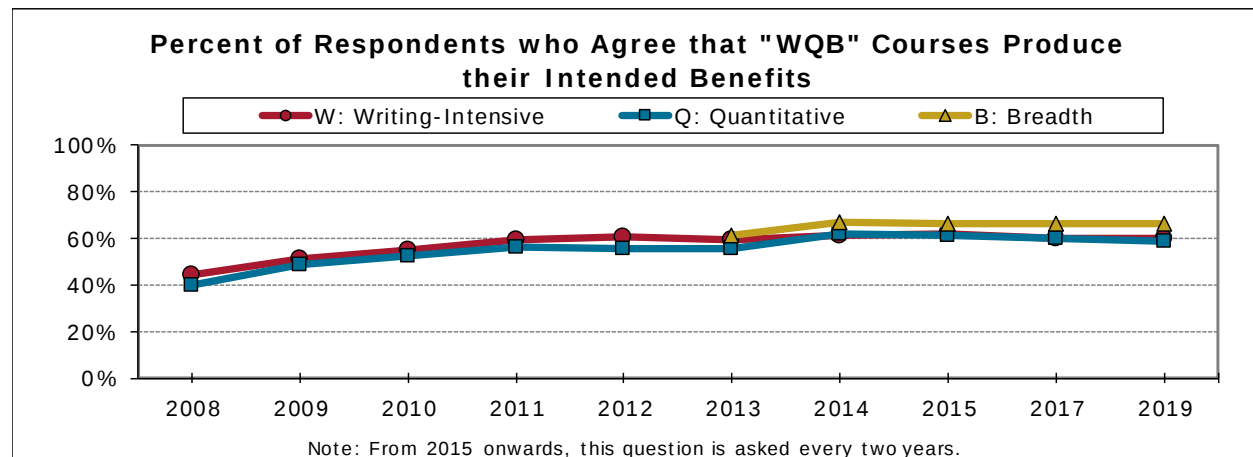


Credential Completion Times

- **Delayed Credential Completion:** 67% of respondents reported that they are taking longer than expected to complete their credential, which is the same as last year's rate.
 - Commonly cited reasons for taking longer include:
 - course availability issues (53%),
 - students taking a reduced course load (43%),
 - working in a job, outside of co-op (40%), and
 - participation in co-op (38%).

Teaching and Curriculum

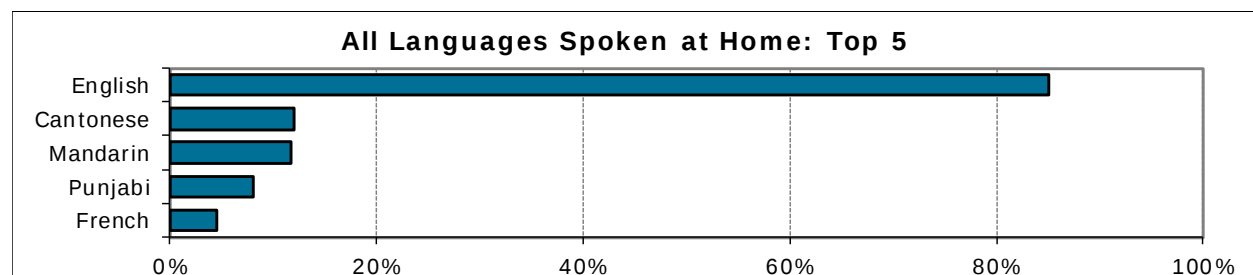
- **Quality of Teaching:** 81% of respondents are satisfied with the overall quality of teaching at SFU (similar to last fall's 82%).
- **WQB Courses:** Just over half of this year's respondents agreed that these courses produce the benefits for which they were designed (60% agreement for "W" courses, 59% for "Q" courses, and 66% for "B" courses).



- **Research with Faculty Members:** 18% of respondents considered to be in fourth year or higher (based on credits completed and basis of admission) said that they have worked within a faculty member's research team, outside of coursework.

Language Skills

- 85% of respondents speak some English at home, with 41% speaking only English at home.
- 59% speak at least one non-English language at home, and 15% speak no English at home.
- 46% speak more than one language at home.
- 59% said that English was the first language they learned as a child and still use.
- 90% speak English most often with their friends.

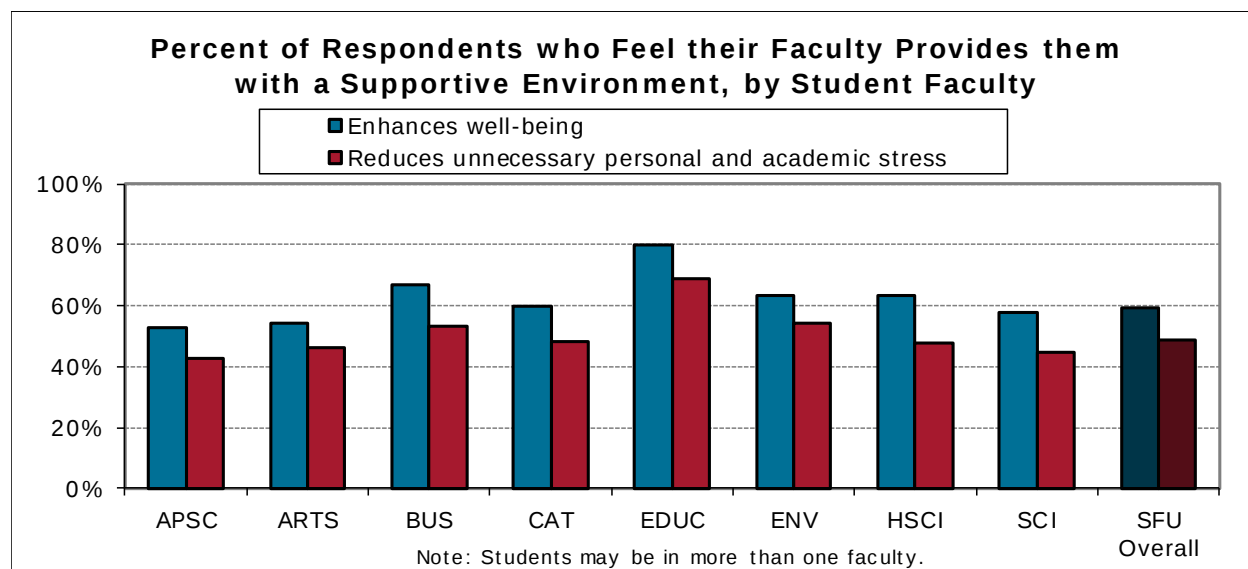


Services

- **Library (other than SLC):** 89% of respondents are satisfied with the SFU Library.
- **Academic Advising:** 77% are satisfied.
- **Work Integrated Learning:** 58% are satisfied.
- **English Language Support Services:** 45% are satisfied.
- **Student Learning Commons (SLC) Services:** 61% are satisfied with this service in general.
 - o 57% were satisfied with learning and study strategies workshops,
 - o 51% were satisfied with writing consultations, and
 - o 49% were satisfied with writing workshops.

University Culture and Environment

- **Campus Community:**
 - o 66% of respondents feel they have opportunities to connect with peers, faculty, and staff outside of the classroom.
 - o 64% thought SFU made them feel welcomed during their first few weeks of classes, and
 - o 59% of respondents thought that SFU made them feel welcomed before their first day of classes this term.
 - o 57% are satisfied with the sense of community within their academic program.
 - o 46% of respondents feel part of a caring community at SFU.
 - o 43% think it is easy to make meaningful social connections with others at SFU,
 - o 42% of respondents are satisfied with the sense of community on campus as a whole.
- **Supportive Environments:**
 - o 59% feel their faculty provides them with a supportive environment that enhances their well-being, and
 - o 49% feel their faculty provides them with a supportive environment that reduces unnecessary personal and academic stress.



- **Social Engagement:** 46% of respondents feel socially engaged at SFU.
- **SFU Support:** 66% of respondents know how to get help and support from SFU when they need it.

General

- **Employment:**
 - o 60% of respondents are currently employed or self-employed. Among these:
 - 10% work 30 hours or more per week in a paid job,
 - 64% work 10–29 hours per week, and
 - 26% work less than 10 hours per week.
- **Engagement in the Community:**
 - o **Local Community:**
 - In the last year:
 - o 69% have done volunteer work,
 - o 36-47% have engaged in environmental activities, civic activities, and humanitarian activities, and
 - o 23-26% have engaged in social justice activities and community service work that made use of their SFU education.
 - o **International Setting:**
 - In the last year:
 - o 13-17% have engaged in humanitarian activities and volunteer work, and
 - o 7-11% have engaged in civic activities, social justice activities, environmental activities and community service work that made use of their SFU education.
- **Attendance of Science Workshops/Events:** 19% of respondents had attended an on-campus Science workshop/event prior to applying to SFU, and 78% were satisfied with it.

Recommendations

- **Student Life/Campus Community:** Students continue to request improvements to student life and the campus community, such as holding more social events and group activities that help students make friends with each other and foster school spirit.
- **Facilities:** Based on comments received, student satisfaction with facilities could be further improved by:
 - o continuing to increase the number study areas and lounge spaces, and
 - o fixing the heating/cooling systems on campus.
- **Course Availability and Scheduling:** Student responses suggest the need for continued effort to:
 - o increase the frequency of courses, and
 - o increase the number of course sections.
- **Policies and Services:** Some additional student suggestions over the last few years for improving their experience at SFU include:
 - o lowering tuition and fees, and improving financial aid,
 - o improving transportation service and parking availability,
 - o improving tutoring and workshop services,
 - o increasing the amount of practical/hands-on experience in courses,
 - o improving the teaching skills of instructors and TAs,
 - o improving and increasing counselling and medical services,
 - o continuing to improve food quality while keeping prices low,
 - o improving access to wi-fi,
 - o continuing to improve the SFU website and enrollment system, and
 - o improving academic advising and co-op.