

Students' Union, University of Calgary

2016 SU Survey Report

August 2016

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Executive Summary

The Students' Union (SU) annual survey helps the SU to identify key areas that impact and contribute to student satisfaction and engagement at the University of Calgary. The survey also helps to inform the SU's strategic planning, advocacy to university administration, government, and service provision. The 2016 SU Survey asked students about the SU's programs, services, and businesses. The last survey that asked students these questions was administered in 2014, so some changes over time can be observed. 2696 students responded to the survey, representing a 10.9% response rate. Response rates for the SU Survey nearly doubled from 2015, when the response rate was 5.5%.

In general, the 2016 SU Survey reveals that students are satisfied with the SU. However, the survey also identifies a number of areas for improvement and highlights key areas for advocacy.

Similar to 2014, this year's SU Survey results show that international students are more engaged than domestic students, but aren't aware that the services they access are provided by the SU. In contrast, students who transfer from other universities are less engaged. Consistent with National Survey of Student Engagement (NSSE) findings, transfer students at the University of Calgary are older, work more hours outside of school, and are more ambivalent about their experience than direct entry students.

Survey results demonstrate that students' awareness of all SU programs, services, and businesses has steadily declined since 2012. This is an interesting finding, because survey results and program data show that more students are accessing each service and students' satisfaction with most services has increased over the same time period. Although awareness is generally lower for all students, the effect is more evident in some faculties than others. In particular, students in open studies, the Faculty of Law, Faculty of Social Work, and Faculty of Veterinary Medicine are most likely to report that they are unaware of the SU's programs, services, and businesses. Low engagement for veterinary medicine students may be attributed to their location at the Spy Hill Campus. It is not clear why students in law and social work programs, based on main campus, are less unaware of the SU's activities, especially when the same effect is not observed for other programs with a large number of mature students (e.g. nursing and medicine) or programs with off-campus practicum components (e.g. nursing and education). Many open studies students are likely missing out on information that is usually shared with students through orientation week or their SU faculty representatives.

Interestingly, students themselves identified improved awareness as the main way that the SU could serve and represent them better; many indicated that they do not have any connection to the SU and did not realize the full range of services and events it provides. In contrast, The SU's programs and services were identified as the best aspect of the SU. Representation and advocacy on student issues is important to survey respondents; although many students identified this as one of the best aspects of the SU, a nearly equal number of students indicated that this is something that could be done better.

More so than in previous years, students are concerned about the cost of education and identified lower costs and additional financial support as one of the primary ways that student life at the University of Calgary could be enhanced. The expansion and renovation of facilities and infrastructure, especially study spaces, continue to be a priority, however less so than in previous years. Very few students identified the quality of education or quality of student life as areas needing improvement. Consistent with this finding, students' funding priorities for the allocation of Quality Money continue to be study space and financial aid.

Introduction

The annual SU survey was administered from January 7 to February 14, 2016. Results of the survey have been used in the past to guide and inform executive strategic planning, the Quality Money Committee, and tuition consultation. Key performance indicators have been identified to align with goals and outcomes of strategic planning which will continue to help benchmark the SU's progress. Results reported demonstrate longitudinal trends or findings that are significant for understanding student satisfaction and engagement. Data from multiple questions may be cross-tabulated to determine how different factors impact student satisfaction and help the SU to provide better programs and advocate effectively.

2,696 undergraduate students at the University of Calgary responded to the survey, representing an 11.0% response rate, with an 81.9% completion rate. The response rate for the SU Survey has steadily declined over the last five years until this year when it peaked, as shown in Figure 1 below.

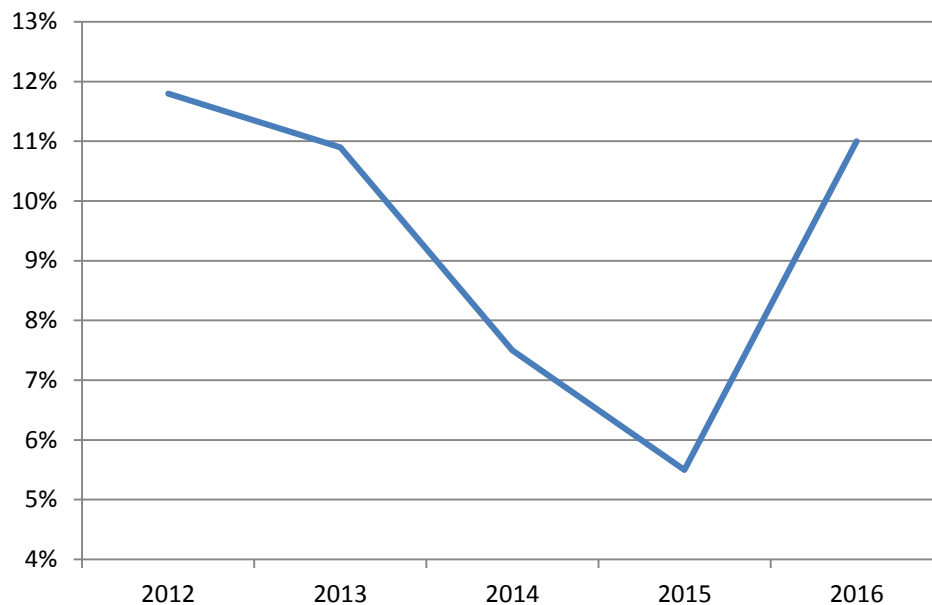


Figure 1. SU Survey response rates over time.

Methodology

Instrument

The 2016 SU Survey was developed by the SU, with many core questions retained from the 2009-10 SU Survey. This year, the survey was divided in two parts; the 2016 survey measures students' satisfaction with SU programs, services, and businesses. The 2015 survey focused on satisfaction with aspects of academic programs and student services offered by the University of Calgary.

Open-ended survey responses were coded with a data dictionary developed by SU staff for use in analyzing the 2014 SU Survey (see Appendix III). This method of coding responses is intended to enable the SU to track trends in unprompted, open-ended student responses over time to better understand important aspects of the student experience. Several categories and subcategories were added this year to accurately capture new responses.

Administration of survey

The survey was administered online and took approximately 10 minutes to complete. SU staff managed the survey, and Campus Labs created the web-based questionnaire.¹

As an incentive, the SU offered prizes through random draws to survey participants. Participants provided their names and email addresses through a separate link upon completion of the survey. Respondents' personal information was in no way connected to their survey responses. Full contest rules were made available on the SU website (see Appendix II). Two-hundred \$10 MacHall gift certificates were available as prizes to students who completed the survey.

Budget

The SU Survey is a budgeted line item under the SU's Student Government budget. For 2015-16, the budget for the SU Survey was \$2,000. Actual expenses included two-hundred \$10 MacHall gift certificates. Not all \$10 MacHall gift certificates were redeemed by prize winners.

University of Calgary Student Enrollment Services allowed the SU to administer the survey at no cost and Jean Gomes, director of the Office of Institutional Analysis provided free support and consultation services.

Communications

The online survey was open from January 7 to February 14, 2016. The following communication tactics detailed in Table 1 were executed by SU staff in administration of the survey. In addition, SU elected officials were encouraged to promote the survey within their faculty via D2L, mailing lists, and classroom visits.

University of Calgary students are not permitted to receive official university correspondence to a personal email address. Instead, all emails are sent to students' @ucalgary.ca email address. There is some concern that many students do not use their @ucalgary.ca email address and may not have received the SU Survey invitation in the SU President's emails.

¹ Campus Labs specializes in higher education assessment survey research and is contracted by Student and Enrolment Services (SES) at the University of Calgary in order to administer online surveys for SES.

This may have negatively affected response rates for this year's survey. However, because this change was implemented in the 2014-2015 year students may be more aware of the change now and this may explain the increased response rates.

Email	<p>The email list was extracted from the SU internal list. The total number individuals on the SU contact list are unknown and this is known to be the most up-to-date list.</p> <p>Students received an initial email from the President's email account inviting them to participate in the survey and a subsequent reminder email.</p> <p>SU registered clubs received notice of the survey in the clubs newsletter.</p>
Social Media	The survey link was shared from SU accounts on Twitter and Facebook.
Print	<p>The SU Communications department produced posters and table top ads which were displayed in MacEwan Student Centre.</p> <p>The Gauntlet also ran an article/advertisement promoting the survey.</p>
Website	There was a prominent SU Survey link on the SU website (http://www.su.ucalgary.ca/) throughout the duration of the survey.

Table 1. 2016 SU Survey Communication Tactics.

Ethical considerations

All students were informed in a cover letter that participation in the survey was voluntary and confidential. Respondents were free to withdraw at any time with no penalty. For privacy reasons, personal information (student names and email addresses) will not be shared and the information will be disposed of except to contact winners of the prizes. Students were notified that the winners would be contacted by email. The survey data file will reside with Campus Labs, the Students' Union and the aggregate data, minus personal information, will be shared to the Students' Union internally.

The SU did not go through the university ethics approval process as this survey was administered by the SU for internal use.

Comparisons to previous surveys

The 2016 SU Survey focused on satisfaction with the SU's programs, services, and businesses. The 2016 SU Survey also retained many questions from previous surveys regarding demographic information, living accommodations, student debt, employment, social media use, and the overall student experience. These questions can be analyzed according to students' faculty of enrolment and other demographic data, and will be useful in faculty-specific advocacy efforts.

This focus on the SU alternates with the measurement of students' satisfaction in regard to academic programs and student services offered by the University of Calgary in the 2015 Survey. Analysis of previous surveys showed that student satisfaction and awareness of the SU's programs, services, and businesses does not usually vary significantly from year to

year. Additionally, it often takes time to accurately measure the success of new initiatives and changes to existing programming. The new method of collecting SU Survey data will provide SU departments with more meaningful data every two years.

Student Demographic Characteristics

Enrolment Data

As shown in Figure 2, survey respondents (n=2,696), by faculty, differ slightly compared to enrolment data provided by the university’s Office of Institutional Analysis. In particular, students in the faculties of arts and education are overrepresented in the 2016 SU Survey results. Arts students represent 25.5% of the university’s population²; however, they comprised 32.4% of the SU Survey respondents. Education students represent 2.4% of the student population³ but 6.2% of respondents. Most faculties are slightly underrepresented, particularly the Faculty of Science and Cumming School of Medicine. The greatest number of students registered in the Faculty of Arts responded to the survey (n=873), followed by the faculty of science (n=380), the Schulich School of Engineering (n=340) and the Haskayne School of Business (n=315).

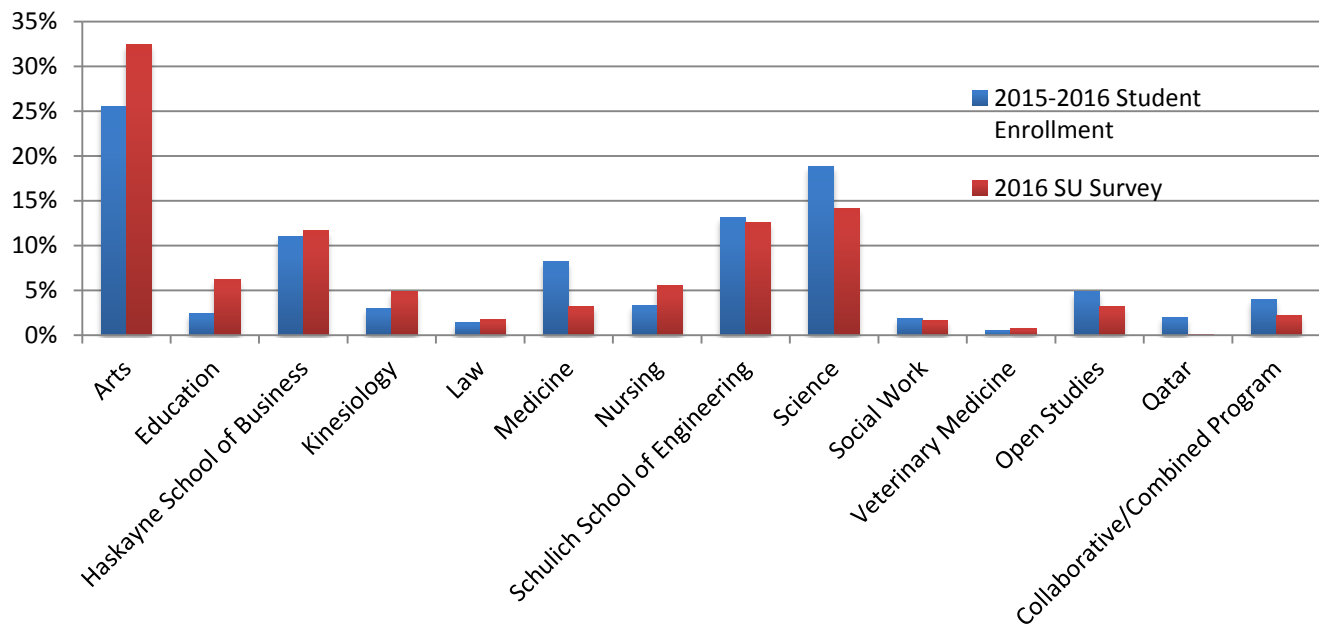


Figure 2. SU Survey participation by faculty percentage compared to university enrolment data.

Female responses are overrepresented in the 2016 SU Survey; 67.3% of survey respondents are female, compared to 53.6% of the University of Calgary undergraduate population.⁴ 72.0% of survey respondents are between the ages of 18 and 22, while 19.4% are between 23 and 27. 72.82% of survey respondents are female and between the ages of 18 to 22. The National Survey of Student Engagement (NSSE) suggests that female students have higher expectations for academic engagement in college and place more importance on a supportive campus environment with regards to academics and social well-being. Respondents’ year of program is mostly representative of University of Calgary undergraduates;

² <https://oia.ucalgary.ca/files/oia/2015-16fb-2-2-sum-x-faculty.pdf>

³ Ibid.

⁴ <https://oia.ucalgary.ca/files/oia/2015-16fb-2-1-summary.pdf>

however, first year students are underrepresented and students in their fifth year or higher are overrepresented in survey responses, as shown in Figure 3 below. 96.5% of survey respondents are full-time students.

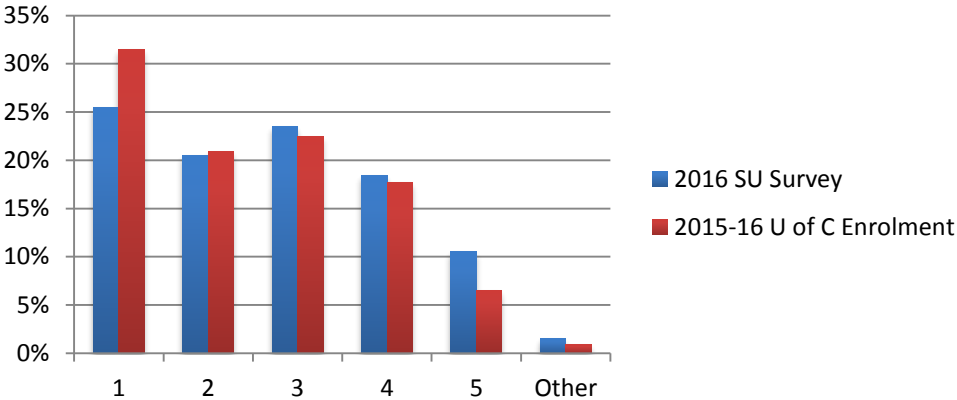


Figure 3. Survey participation by year of program compared to university enrolment data.

Unique Demographics

International Students

Despite comprising 7.0% of the total undergraduate population, international students are underrepresented in this year's survey, with only 3.0% of survey respondents identifying as such. More international students participated in the survey in 2014 and 2015; however, this response rate is still lower than 2010 when the international student response rate was 4.6%. International student issues continue to be important as the university pursues its goal to increase international enrolment to 10.0% of the undergraduate population⁵.

In fall 2015, the university's Office of Institutional Analysis reported that the greatest portion of undergraduate international students at the University of Calgary are enrolled in open studies and engineering programs⁶; however, the SU Survey received more responses from international students in the Faculty of Arts and Faculty of Science. Only 6.3% of international students who responded to the survey said they are in open-studies. This suggests that international students in the arts and science faculties are more engaged than international students in other faculties, even where there is higher enrolment.

In regard to student engagement, international students (59.9%) may be more likely than domestic students (51.7%) to be involved in campus clubs. 46.0% of respondents who identified as international students indicated that they are members of SU registered clubs compared to 42.9% of domestic students. 13.5% of international students indicated that they are "not sure", suggesting that they are members of campus groups but are unaware of their affiliation with the SU. This is above the number of domestic students (8.8%) who indicated that they were not sure about their clubs' relationship to the SU. This may indicate that international students are less aware of the SU's role in supporting student clubs.

International student respondents are less satisfied with their overall experience at the Students' Union compared to domestic students. As shown in Table 2 below, international students are more likely to feel neutrally about the SU than domestic students. This may point to an unawareness of the SU among international students as fewer international students have a strong opinion on the SU.

	International	Domestic
Very Satisfied	15.7%	17.9%
Satisfied	49.0%	51.3%
Neutral	27.5%	24.4%
Dissatisfied	3.9%	4.3%
Very Dissatisfied	3.9%	2.1%

Table 2. International and domestic respondents' overall satisfaction with the Students' Union (n=2245).

Despite being slightly more dissatisfied with the SU than domestic students, many international students reported similar or higher satisfaction with specific SU services compared to domestic students, suggesting that international students

⁵ <http://www.ucalgary.ca/research/files/research/becoming-a-global-intellectual-hub.pdf>

⁶ <https://oia.ucalgary.ca/files/oia/2015-16fb-2-7-sum-visa.pdf>

accessing these services are not clearly aware that these services are provided by the SU. International student's satisfaction with these programs as compared to domestic students is detailed below in Table 3.

	International (very satisfied/satisfied)	Domestic (very satisfied/ satisfied)
Clubs Services	60.0%	40.6%
Volunteer Tax Program	34.5%	12.1%
Campus Food Bank	25.5%	18.9%
Breakfast Program	39.6%	22.4%
Volunteer Services	43.6%	30.2%
Safewalk	45.5%	32.0%
Student Health and Dental Plan	54.6%	33.5%

Table 3. International and domestic respondents' satisfaction with various SU services.

Notably, international students are more satisfied with the student health and dental plan than domestic students. Only 9.1% of international students reported being dissatisfied or very dissatisfied with the service compared to 16.1% of domestic students. This response contrasts with the negative international student response to the physical health and wellness services provided by the University of Calgary in the 2015 SU Survey. Then 11.8% of international students were dissatisfied with the university's health and wellness services compared to 6.7% of domestic students. This may be because the university's services cover a different range of services, including Active Living and the fitness center, or they were noting their additional challenges in accessing the health care system in Alberta in general⁷ while they do not associate these issues with the SU or the insurance plan.

Transfer Students

In the 2016 survey, 16.5% of students identified as transfer students from other post-secondary institutions, a slight increase from 14.8% in 2015. Transfer students are overrepresented in the survey (8.7% of undergraduates⁸). Most students transfer to the University of Calgary from another institution in Alberta; the greatest portion transfer from Mount Royal University (23.5%), Southern Alberta Institute of Technology (SAIT) (10.1%), University of Alberta (7.1%), and Red Deer College (5.9%). As shown in Table 3 below, transfer students are older than most students at the University of Calgary; according to the National Survey on Student Engagement (NSSE), transfer students tend to be older, are more likely to belong to underrepresented racial-ethnic groups, and have more family and work commitments than their direct entry peers.⁹ NSSE has further shown that senior transfer students are less likely to participate in co-curricular activities, such as internships, study abroad, and undergraduate research opportunities, and less likely to interact with faculty.¹⁰ Services provided by universities may be less effective for transfer students.¹¹

⁷ <https://www.ucalgary.ca/iss/when-you-arrive/medical-insurance>

⁸ <https://oia.ucalgary.ca/files/oia/2015-16fb-2-3-sum-x-ug.pdf>

⁹ http://nsse.indiana.edu/NSSE_2011_Results/pdf/NSSE_2011_AnnualResults.pdf

¹⁰ http://nsse.indiana.edu/NSSE_2012_Results/pdf/NSSE_2012_Annual_Results.pdf#page=11

¹¹ http://nsse.indiana.edu/NSSE_2013_Results/pdf/NSSE_2013_Annual_Results.pdf

Consistent with these external findings, SU Survey responses show that transfer students are less likely to be members of campus clubs (34.5% compared to 44.7% of direct entry students). Additionally, transfer students are more likely to work during the academic year; 62.9% of transfer students work during the academic year as compared to 58.3% of direct entry students.

	Transfer Students	Direct Entry
17 or under	0.2%	0.9%
18-22	45.5%	77.8%
23-27	39.8%	15.4%
28 or older	17.5%	6.0%

Table 4. Age ranges for students who identify as transfer students v. direct entry students (n=1321).

In terms of overall satisfaction with the SU, transfer students indicate that they are slightly less satisfied with the SU and more likely to feel neutrally about the SU than direct entry students, as illustrated in Figure 5 below. However, transfer students' satisfaction does not appear to differ significantly compared to direct entry students for specific services provided by the SU.

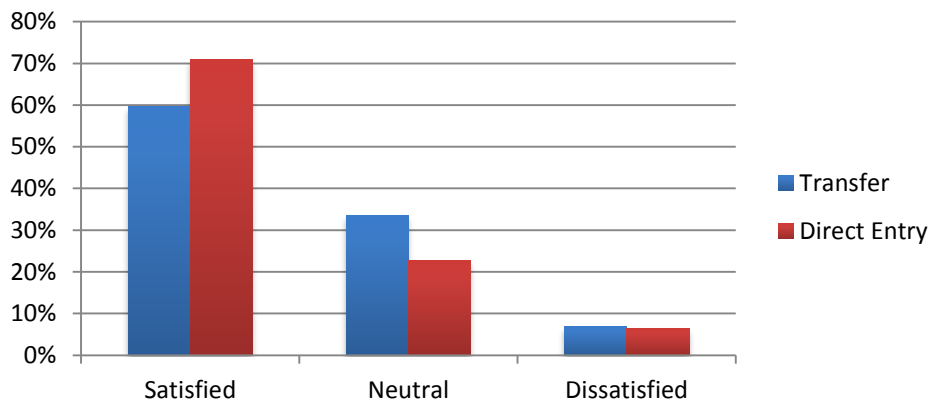


Figure 4. Satisfaction with the SU (n=2245).

Lifestyle

Living arrangements

57.7% of survey respondents live rent-free with their parents, guardians, or relatives and 68.6% of these students are 18-22 years old. Older students are less likely to live at home rent free.

Of the 36.6% of respondents living in rented housing, 22.8% live in a house and 38.3% live in an apartment or condominium. Of respondents, 7.6% live in residence. Other types of housing include semi-detached homes, main floors and basement suites. As depicted in Figure 5 below, 32.6% of those renting pay more than \$700 each month in rent, excluding utilities, internet and phone. Another 37.8% pay between \$500 and \$699 each month.

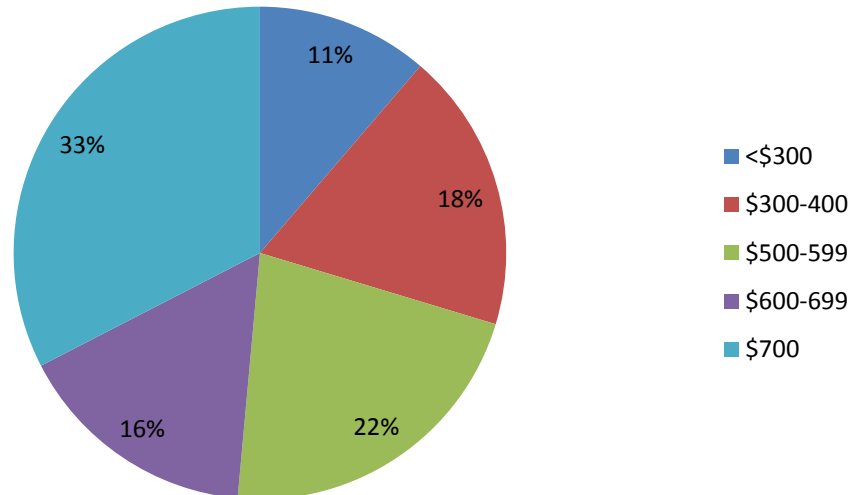


Figure 5. Monthly rent (excluding utilities).

Apartments and condominiums are the most expensive for students to rent, with 54.5% of students paying more than \$700 each month. This is down from 2015 however, when 62.7% of condo/apartment users were paying \$700 or more a month. This may represent a decrease in condo/apartment rental prices. Semi-detached housing prices appear to have increased as 7.0% more semi-detached house users pay \$700 or more in rent than in 2015. In 2015 basement suites were one of the most affordable options with 37.7% of students paying less than \$500 per month in rent, but in 2016 responses show that 46.2% of basement suite renters paid \$700 or more. It is also notable that the cost of renting has steadily increased over the past four years, as shown in Figure 6 below.

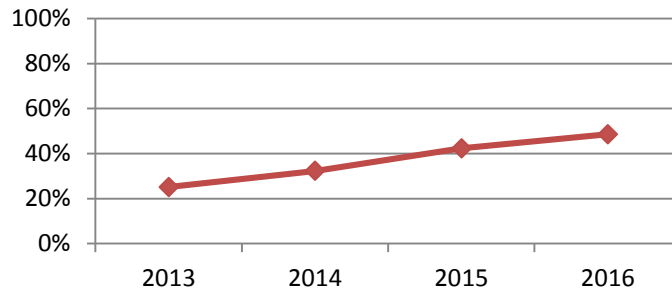


Figure 6. The percentage of renters paying \$600 or more each month in rent, excluding utilities.

Student debt and finances

As shown in Figure 7 below, 46.6% of survey respondents have never experienced school related debt. 47.3% of students currently have school related debt and of those 35.3% expect to accumulate more debt before they graduate.

33.0% of respondents estimate that they will graduate with more than \$20,000 in debt. Students in the Faculty of Law and the Faculty of Medicine expect to have the most debt upon graduation, with 40.9% and 20.2% expecting to accumulate more than \$50,000 in debt respectively. Students in the Faculty of Kinesiology (59.4%) and Haskayne School of Business (55.2%) are most likely to report that they have never experienced school related debt.

From 2015 to 2016 the number of respondents who have experienced school related debt increased 7.3%.

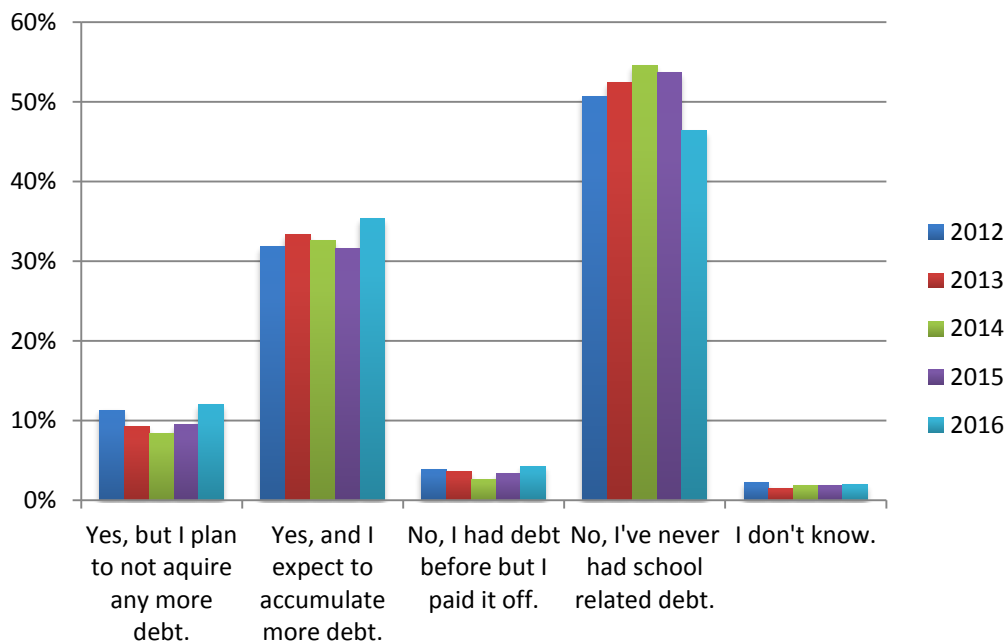


Figure 7. The percentage responses to the question, "Do you currently have school related debt?" over time.

59.0% of survey respondents work during the academic year, from September to April. 27.1% work between one and ten hours per week, while another 22.0% students work between 11 and 20 hours per week. As shown in Figure 8 below, it is common for students to work during the academic year; however, this impacts student engagement and academic achievement. Students in the Faculty of Social Work, Faculty of Arts and the Werklund School of Education work the most during the academic year. Notably, this survey question refers to paid work opportunities and explicitly excludes practicums. Students in these faculties tend to be older (23+); 65.2% of students in social work and 59.0% of students in education compared to 27.3% of the general student population. Additionally, 50.0% of students in the Faculty of Social Work are transfer students. This further supports NSSE data that suggests that transfer students are likely older and on average spend more hours working off campus, caring for dependents and commuting to campus. Throughout the course of their degree program students are increasingly likely to work during the academic year. Over half of first year students (50.8%) do not work during the academic year; by fourth year that number drops to 32.0%.

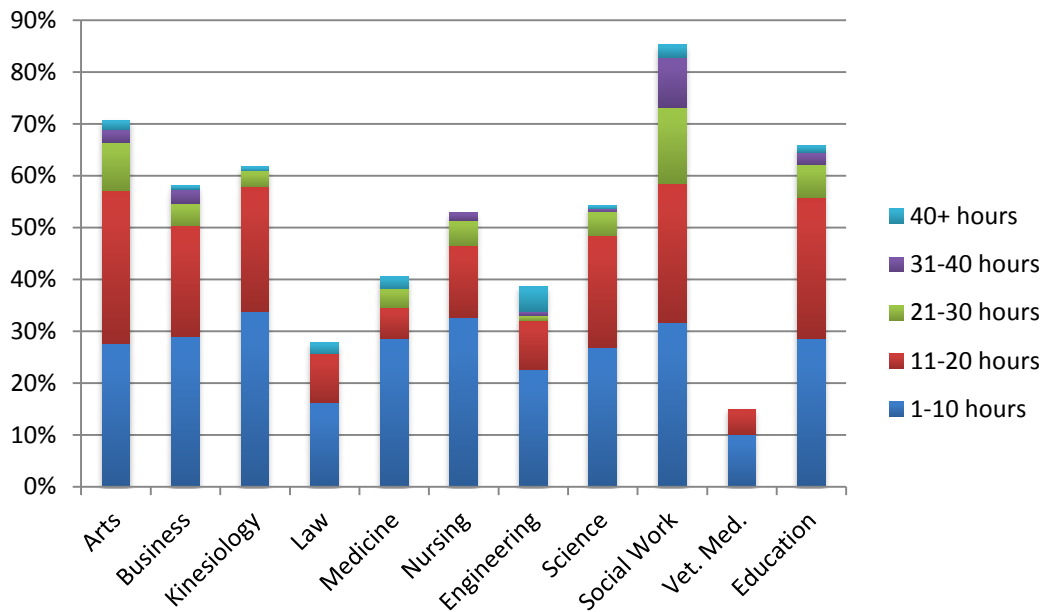


Figure 8. The percentage of students who work a given number of hours per week during the academic year.

77.5% of survey respondents worked during the summer (May to August 2015). Of those who were not employed from May to August 2015, 48.0% chose not to work for reasons that included family concerns, health problems, travelling, and other scheduling commitments such as sport activities. Another, 39.5% did not work because they were enrolled in spring and summer courses. 15.9% of those who did not work from May to August 2015 were unable to find any employment at all.

Transportation

55.6% of students take public transportation to campus compared to 22.9% that drive to campus in a single occupancy vehicle. As shown in Figure 9 below, student modes of transportation to campus have remained relatively consistent over the past five years; however, there has been a steady increase in the number of students who utilize public transit and a decline in the number of students who commute to campus alone in a single occupancy vehicle.

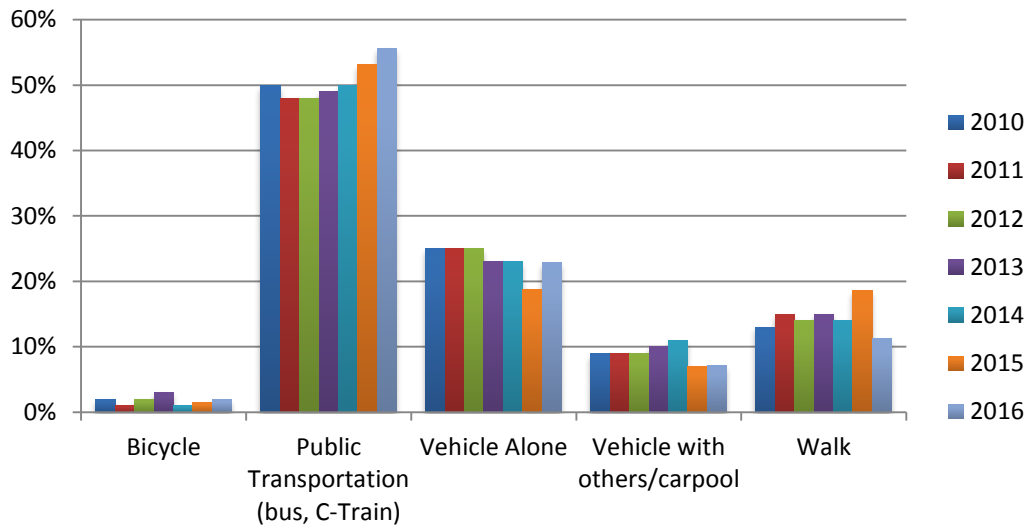


Figure 9. Student modes of transportation longitudinally.

Involvement in SU Elections

In 2016, 24.7% of eligible students participated in the SU annual election. 51.1% of survey respondents participated in the SU elections in some way. Compared to results from the 2015 SU Survey (58.4%), slightly fewer students report participating in elections. 49.2% of respondents indicated that they voted in the general or by-election, suggesting that the survey is primarily representative of students who are already engaged with the SU. Election involvement does not vary greatly by faculty with the exception of students in open-studies, the Faculty of Law, and the Werklund School of Education; respectively, 86.1%, 64.3%, and 60.5% of survey respondents for these faculties indicated that they had no part in the elections indicating that students in these faculties are the least engaged in the SU elections. Students from their second year onwards are most likely to vote with only 14.0% of first-year respondents having voted. This could show that first-year students are less aware of SU elections than older students.

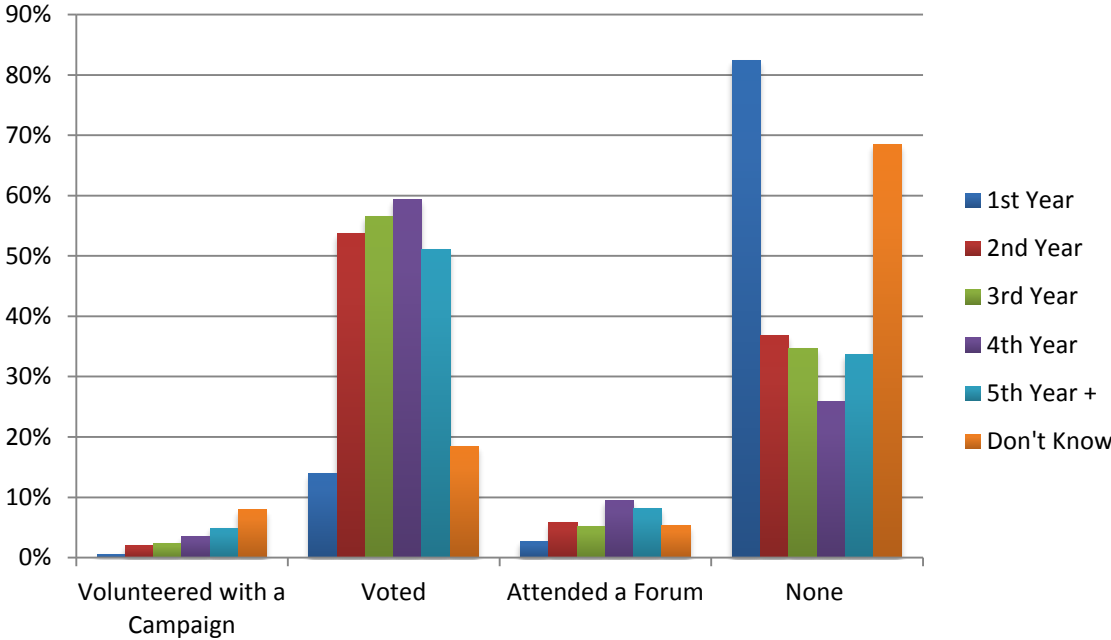


Figure 10. Survey respondent involvement in SU elections, by year of program.

Satisfaction with the SU

When asked to what extent they agree with the statement, "I am satisfied with the SU", in regard to all of the events, programs, businesses, services and representation provided by the Students' Union at the University of Calgary, most respondents agreed/strongly agreed (69.0%). Compared to 2014, students are slightly more satisfied with the SU than they were two years ago when 67.5% agreed/strongly agreed with the same statement. 24.5% of respondents were neutral by neither agreeing nor disagreeing. Only 6.5% of respondents indicated that they are dissatisfied with the SU.

The survey asked students, in an open ended question, to identify the best aspects of their experience with the SU. Students' coded responses, illustrated in Figure 11, reveal that respondents identify the best aspects of the SU to be programs and services (15.6%), events (11.5%) and their interactions with people involved with the SU (15.2%). Respondents described a range of people and contexts they associate with the SU, including the staff, volunteers, and elected officials that they see at events. Many responses describe a concept of the SU (i.e. "for the students, by the students" or "everyone at the SU") as opposed to specific individuals or experiences. Compared to 2014, fewer respondents identified the SU's people and events as the best aspect of the SU; however, perhaps as a result of the MacHall ownership dispute, the SU's ownership and management of MacHall emerged as a new favourite aspect.

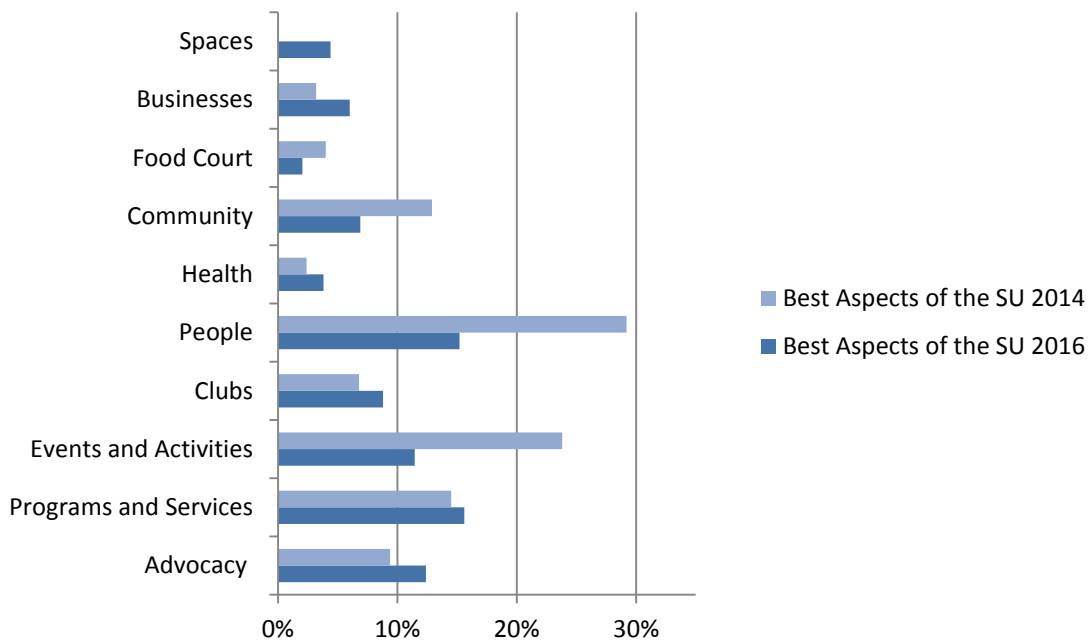


Figure 11. Best aspects of the Students' Union in 2016 and 2014.

In regard to how the SU can serve and represent students better, respondents identified a continued need for improved advocacy (21.0%) regarding the cost of education and other student issues, increased awareness about SU programs and services (14.3%), more events (7.2%), and an enhanced sense of campus community (7.0%).

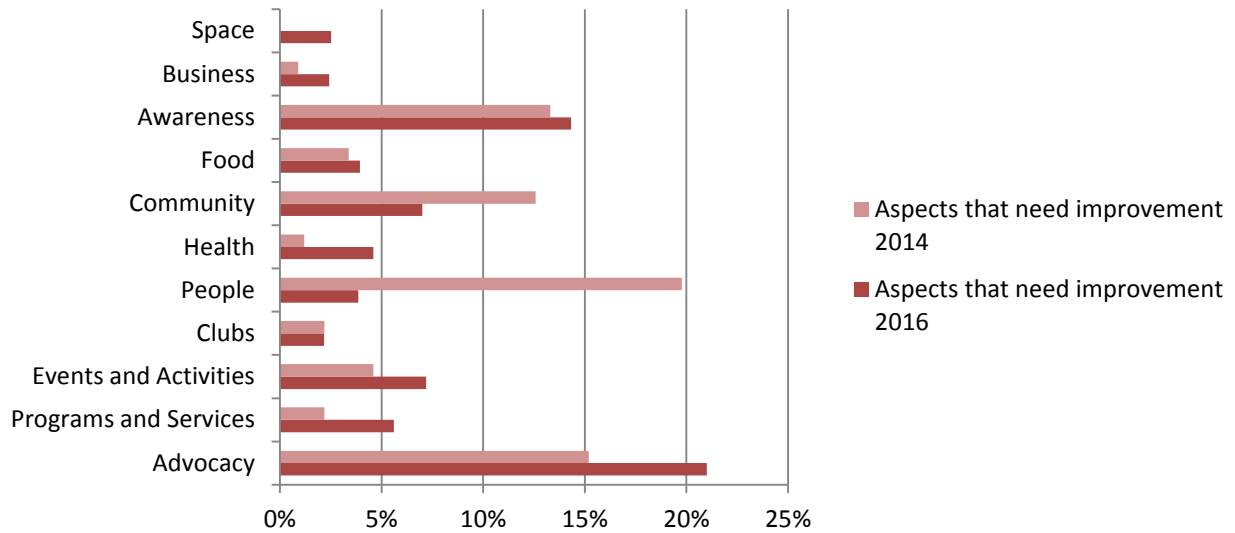


Figure 12. Ways the SU can serve and represent students better in 2016 and 2014.

When students indicate that an item is both one of the best aspects of their student experience and an aspect that requires the most improvement, this reveals a high level of importance for that factor. For instance, the majority of students highlighted the SU’s programs and services as the best aspect of the SU and also identified awareness of these programs and services as an area for improvement. Advocacy is another area of importance, as 12.4% of respondents believe it is one of the best aspects of the SU but 21.0% also believe it is one of the aspects that needs the most improvement.

SU Programs, Services and Businesses

Survey respondents were asked to rate their level of satisfaction and awareness with various SU services. As shown in Table 6, students report being increasingly unaware of most SU services; however, it appears that a greater portion of students who are aware of services actually use them. Also, satisfaction among users has increased for almost every service. Increases in awareness can also be observed over the course of a students' time at the university; students in their second year are more aware of programs, services, and businesses than first year students, and so on.

The most common way that students hear about SU programs, services, and businesses is through the SU President's email and word of mouth; however, this differs by faculty and for the specific programs, services, and businesses explored in this survey, especially in regard to how many students hear about initiatives from SU representatives in classroom visits or elsewhere on campus. Few students hear about SU programs, services, and businesses through the Gauntlet or CJSW's SU Radio Show.

2016 SU Survey % Respondents (n=2319)				
	Very/Somewhat Satisfied	Very/Somewhat Dissatisfied	Aware of Service but Do Not Use	Unaware of Service
Off-Campus Housing	9.3% ↑	3.7% ↓	22.0% ↓	65.0% ↑
Tutor Registry	9.0% ↑	3.2% ↓	27.34% ↓	60.5% ↑
Travel and Conference Funding	13.6% ↓	4.5% ↓	25.8% ↓	56.1% ↑
Club Services*	41.0%	6.5%	32.9%	19.5%
Info Centre/ Lost and Found	47.3% ↑	5.9% ↓	33.2% ↓	13.5% ↑
Volunteer Tax Program	12.6% ↓	2.5% ↑	37.6% ↓	47.3% ↑
Campus Food Bank	19.0% ↑	1.8% ↓	48.5% ↓	30.8% ↑
Breakfast Program*	22.8%	2.6%	45.2%	30.8%
Q Centre	18.4% ↑	3.0% ↑	53.5% ↓	25.2% ↑
Volunteer Services	30.5% ↑	3.8% ↓	40.6% ↓	25.1% ↑
Concerts in MacHall	42.7% ↓	4.9% ↓	42.4% ↑	10.5% ↓
Safewalk	32.3% ↑	2.8% ↓	60.9% ↓	4.1% ↑
Student Health and Dental Plan	22.7% ↓	16.1% ↑	45.1% ↓	6.2% ↑
Locker Rental Program	48.2% ↑	9.2% ↓	35.7% ↑	6.9% ↓
Nickel Copiers	26.3% ↓	6.5% ↓	54.4% ↑	12.7% ↑
Bound and Copied	63.0% ↓	10.6% ↓	22.4% ↑	4.1% ↑
The Den and Black Lounge	66.6% ↓	7.9% ↓	22.1% ↑	3.4% ↑

Table 5. Students' satisfaction with SU services. Arrows indicate whether satisfaction and awareness have increased or decreased since 2014.

*indicates a category not surveyed in 2014.

Clubs

43.0% of survey respondents indicated that they are part of an SU registered club. Consistent with previous years, first year students continue to be the least likely to report being a member of an SU registered club (36.0%); however, first years are also the most likely to indicate that they are “not sure” if they are club members (15.7%). This may mean that if first year students are members of clubs, many do not understand how the club system works. By fourth year, this “not sure” response rate drops to 6.5%, suggesting that students learn how the system works and its connection to the SU over the course of their degree.

86.3% of those who use club services report being very/somewhat satisfied with the funding, space, and other benefits. 32.9% of students say that they are aware of these benefits but don’t use them. 19.5% of respondents said they were unaware of club services provided by the SU. Students in the Faculty of Law (41.0%) and Faculty of Social Work (29.7%) are the least likely to be aware of club benefits provided by the SU.

In the open-ended question asking, “what are the best aspects of your experience with student clubs on campus?” 33.9% responded that they enjoy the campus community created by clubs. Also, 23.6% of respondents appreciate the space provided for clubs, and 13.5% appreciate the SU services involved with clubs.

In another open-ended question regarding clubs, “what aspects of services for clubs need improvement?” the greatest percentage of respondents cited awareness as needing improvement (22.1%). This desire for greater awareness may mean that club members may wish to promote their clubs or that those wishing to join clubs want to know more about them. Another 16.2% responded that campus community needs improvement and 15.7% said that workroom and MacEwan Conference and Events booking processes need improvement.

Refugee Student Program

Most students (86.9%) are unaware that the SU sponsors refugee students through the Refugee Student Program every year. Students in the Faculty of Arts (16.1%), Faculty of Science (13.8%), and open studies (14.9%) are the mostly likely to be aware of the program. Students in professional faculties including law (5.1%), nursing (7.5%), social work (2.7%) and education (9.9%) are the least likely to know about the program.

Sustainability Funding

68.8% of respondents are unaware that that the SU offers funding for sustainability initiatives on campus. Those who are aware of the SU Sustainability Funding program mostly heard about it through the SU President’s email (8.1%) or word of mouth (7.1%). 7.5% have heard about the program through “other” means, possibly through university departments or a club. Students in the Faculty of Arts (39.9%) and Cumming School of Medicine (39.1%) were the mostly likely to have heard of SU Sustainability Funding.

Teaching Excellence Awards Nominations

Most students (72.4%) are aware of the SU’s Teaching Excellence Awards program and the nominations process. Students mostly hear about this through the SU President’s email (22.8%), word of mouth (19.5%) or printed posters (17.1%). Only 7.4% say that they were told by an SU representative during a classroom visit or elsewhere on campus.

Some faculties are less aware of the Teaching Excellence Awards program than others. Nearly half of students in open studies (46.7%) are unaware of the nominations process. 27.3% of arts students, 24.1% of business students, and 27.1% of nursing students are unaware of the process. Students in veterinary medicine (16.0%), law (10.9%), social work (11.6%), and kinesiology (10.1%) are the most likely to have heard through classroom visits from SU representatives.

Opportunities to work for the SU

37.0% of students are unaware of opportunities to work or volunteer for the SU. Students hear about work and volunteer opportunities from a variety of sources including the SU Presidents’ email (18.2%), word of mouth (14.9%), the SU website (13.1%), printed posters (10.4%), and social media (9.1%). Students in professional faculties (law, social work, and veterinary medicine) are generally less likely to be aware of work and volunteer opportunities, possibly because they are already more likely to have work commitments and due to program demands. 45.8% of open studies students are unaware of opportunities to work or volunteer with the SU.

Events

Respondents were asked to select the SU events they attended or planned to attend during the academic year. Of these events, the three most popular are O-Week (60.9% up from 55.6% in 2014), BSD (58.7% up from 58.0% in 2014) and Clubs Week (54.4% down from 62.3% in 2014).

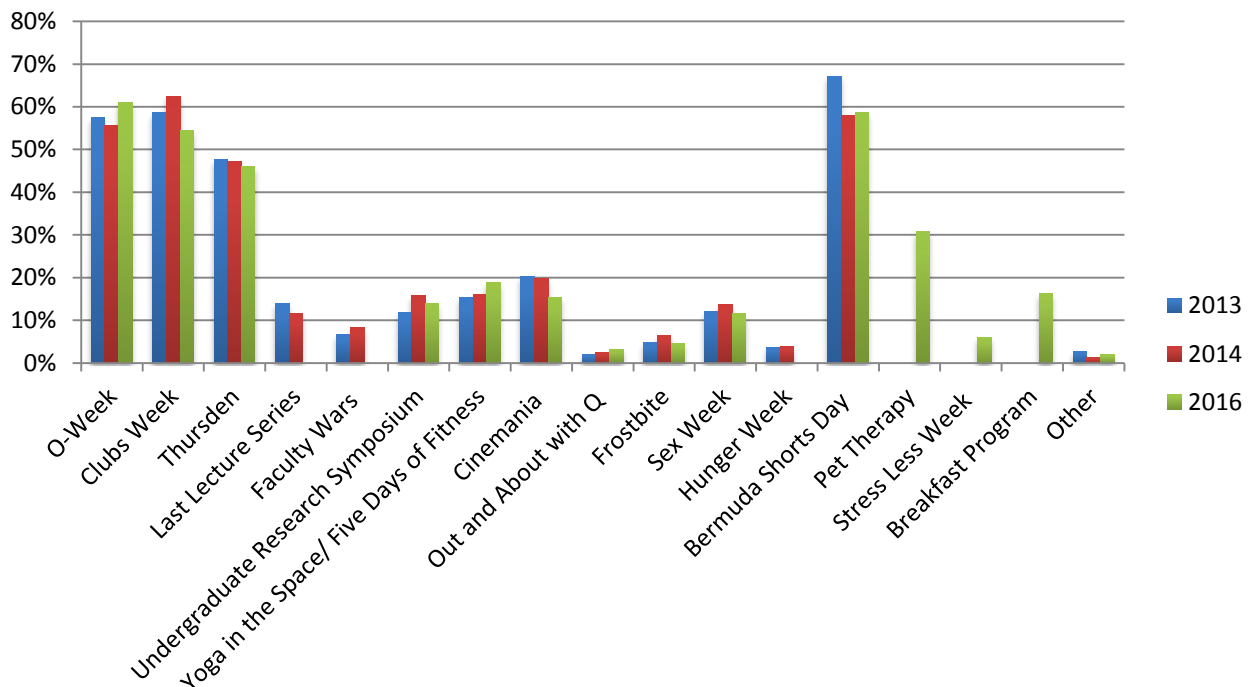


Figure13. SU events that students attended, or planned to attend.

Most students (84.9%) have heard of Stress-Less Week (including Nap Rooms, Pet Therapy, Art Therapy, the carnival, etc.). Students heard about these events through a variety of sources, but word of mouth (28.7%), printed posters (27.1%), and the SU President’s email (26.8%) were the most common. Few students in any faculty heard about these events from SU representatives in class or elsewhere on campus, with the exception of veterinary medicine students (14.3%).

Nearly half (47.5%) of students are unaware of the SU’s Undergraduate Research Symposium. Students in kinesiology (81.3%), medicine (88.7%), and veterinary medicine (85.7%) were most likely to be aware of this event. For all three of these faculties, students were most likely to hear about the event through word of mouth or “other”, possibly their faculty, instructors, or research supervisors. Students in kinesiology (16.6%) and science (13.7%) were also the most likely to hear about the event through printed posters.

The Den and Black Lounge

Generally, respondents’ satisfaction with and awareness of the Den and Black Lounge decreased this year compared to 2014, as illustrated in Figure 14 below. Students were also asked specifically about customer service at the Den and Black Lounge. Of those who indicated that they had been to the Den, 73.9% responded that they are very/somewhat satisfied with the customer service at the Den.

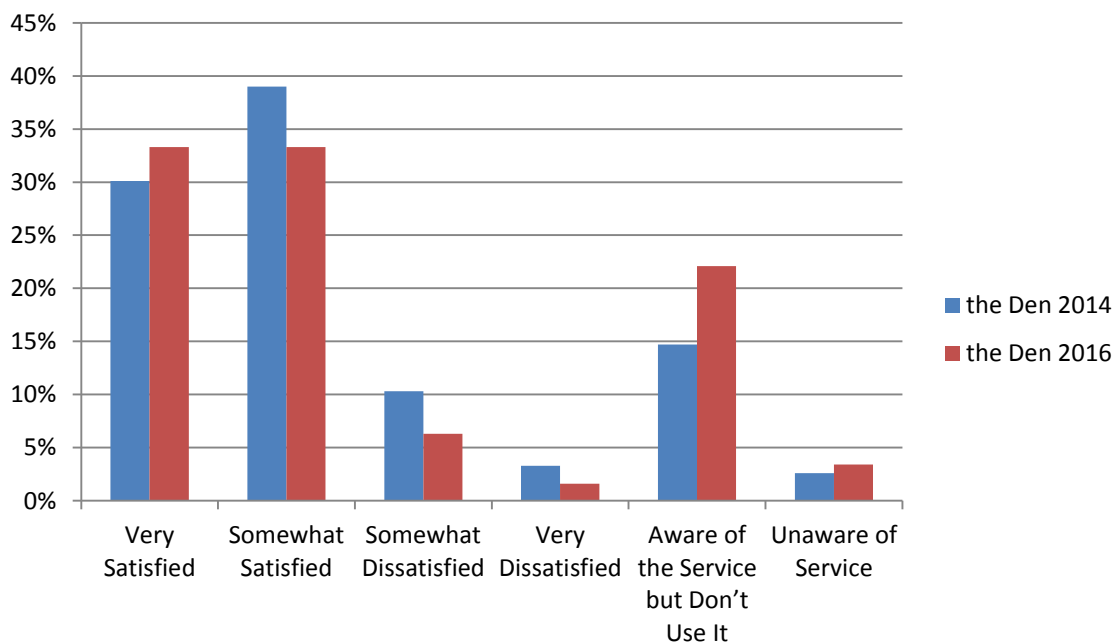


Figure 14. Satisfaction with the Den and Black Lounge 2016 versus 2014.

Approximately one in four students (24.5%) said that they have never been to the Den and Black Lounge. More than half (58.8%) of veterinary medicine students have never been to the Den. 38.8% of open studies students and 39.5% of

medicine students have also never been to the Den. Students are increasingly likely to visit the Den over the course of their degree, as illustrated in Figure 15 below.

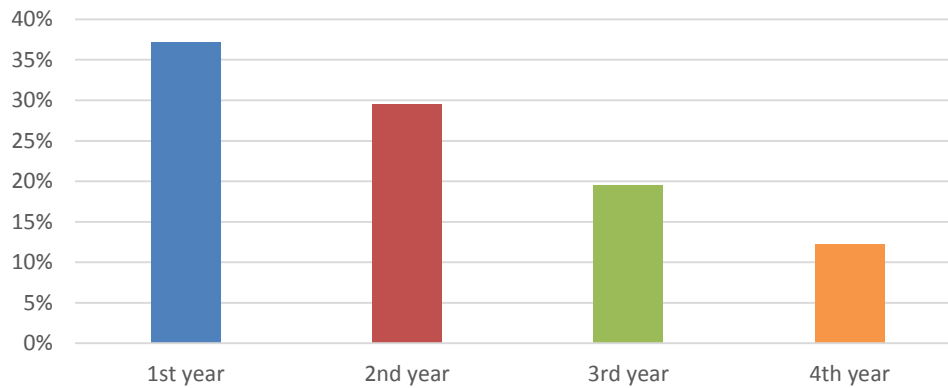


Figure 15. The percentage of students, by year of program, who have never been to the Den and Black Lounge (n=2268).

Only 7.8% of respondents said that they were very/somewhat dissatisfied with the customer service at the Den. In an open-ended question for students who expressed dissatisfaction, 70.6% of complaints concerned customer service. Of these complaints, 42.7% concern the timeliness of the Den service, 16.2% refer to the attentiveness of the Den staff, and 22.2% involve the staff's friendliness.

Respondents were also asked what types of events and student gatherings they would like to see as shown in Figure 16. 24.3% of answers involved social events. In particular, 16.1% of these respondents want club nights such as events solely for clubs or deals for club-members. 18.8% of these respondents suggested theme nights such as musical eras, costume parties, and season/holiday nights. Another 16.0% suggested performances, such as live music (52.4% of such respondents) and open mic nights (13.7% of such respondents). 6.7% of respondents asked for game nights ranging from board games to beer pong. Finally, 2.8% of respondents suggested sports-related events such as broadcasting sports events or hosting nights for specific sports teams.

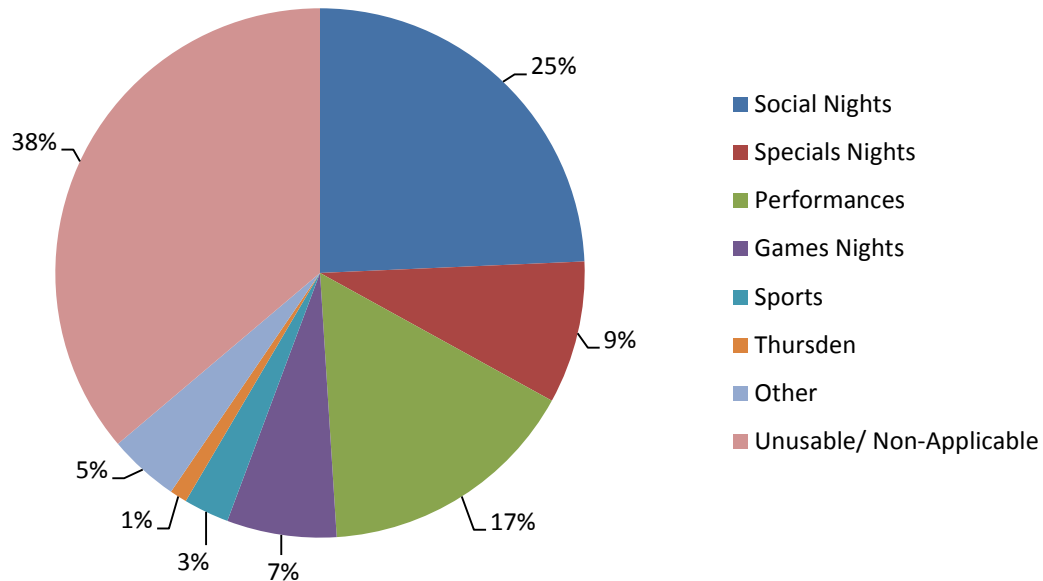


Figure 16. 2016, students' suggested events for the Den and Black Lounge to host.

The Stör

Most students (94.4%) are aware of the Stör and heard about it by word of mouth (37.8%). Most students are satisfied with the Stör; 83.9% report being very/somewhat satisfied. 16.7% said that they are aware of the service, but haven't used it; however, many of these respondents are students who aren't typically on main campus. For example, 58.8% of veterinary medicine students (who usually attend the Spy Hill campus) are unaware of the Stör or have never used it.

Respondents were asked in an open ended question about what products they would like to see offered in the Stör:

- 35.9% of respondents generally would like to see more options and additional variety
- 18.6% of respondents want more healthy food options (e.g. fresh fruit, salad, vegetables)
- 10.1% of respondents asked for lower prices.
- 5.4% of respondents would like items to be marked with price tags
- 4.0% of respondents asked for broader options that accommodate dietary restrictions (e.g. gluten-free, nut-free, vegan).

7.3% of respondents suggested that the Stör accept debit and credit for payment; however, the Stör implemented debit and credit in summer 2015 in response to previous survey responses, which indicates that many students are still not aware of this change.

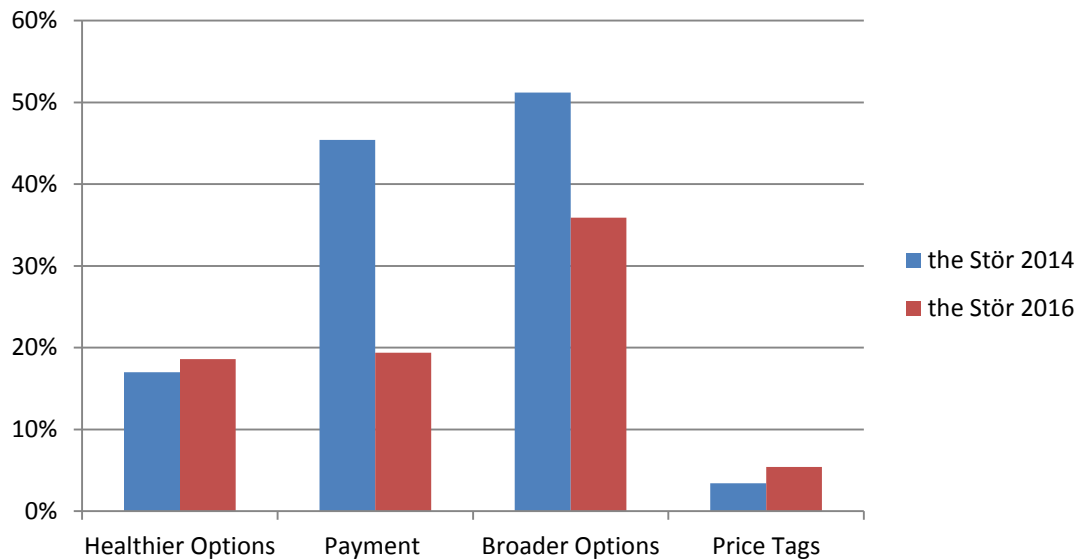


Figure 17. Suggestions for improvement for the Stör 2016 versus 2014.

Bound & Copied

85.7% of students are very/somewhat satisfied with Bound & Copied, which is slightly lower but mostly consistent with students' satisfaction in previous years. Most students are aware of this SU business (96.2%) and heard about it by word of mouth (38.6%). Students in open studies (16.2%), veterinary medicine (47.1%), and medicine students (12.1%) are the most likely to be unaware of Bound & Copied.

32.5% of students indicated that they have used the Bound & Copied consignment table in the MacHall North Courtyard to sell textbooks at the beginning or end of the semester. Open studies (18.8%) and engineering students (21.9%) were the least likely to use this service in 2016. In contrast, arts (37.4%) and nursing students (37.8%) were the most likely to consign their books this way.

One third of students (33.5%) who haven't used the Bound & Copied consignment table say that they prefer to keep their textbooks. Fewer respondents claimed that the line was too long this year (14.8%) compared to 2014 and 2013, when 22.6% and 23.1% complained about the line.

Locker Program

Responses to the survey indicate that 28.0% of students rent a locker through the SU; 76.5% rent one by themselves and 23.5% share with a friend to save money (43.4%) or because they don't use it very often (30.7%). Of those who use a locker, 84.0% are very/somewhat satisfied with the program. In past surveys, students have been dissatisfied with the location, cost, and availability of lockers.

Students primarily hear about the locker program by word of mouth (40.2%) or through the SU website (13.1%). 21.8% of students responded that they heard about the locker program in an "other" way, possibly through the PeopleSoft website where they register for lockers.

Students in open studies (23.2%) and the Faculty of Law (28.2%) are the most unaware of the locker program, despite being based on main campus. Perhaps unsurprisingly, students in social work (56.8%), education (45.1%), medicine (44.2%), and veterinary medicine programs (41.2%) were the most likely to indicate that they are aware of the program, but don't use it. All of these programs are either based at the Spy Hill or Foothills campuses, or have a practicum component that reduces the time students in these programs spend on main campus.

Nickel Copiers

More than half of students (54.4%) are aware of the self-serve 5 cent photocopiers in MacHall, but haven't used them. The copiers were relocated this year from their previous location across from Subway, to a new location across from the bookstore. 12.7% of survey respondents indicated that they are unaware of the service. 80.2% of students who reported that they have used the nickel copiers indicated that they are very/somewhat satisfied with the service.

La Taqueria

Most students (81.1%) are aware of La Taqueria, but 18.9% of students are unaware of this SU run food vendor in MacHall and 87.1% of survey respondents haven't visited it yet. Survey respondents heard about La Taqueria by word of mouth (34.4%) or "other" (26.7%), which may mean that they became aware of the vendor by seeing it in MacHall. Over 90.0% of students in medicine, engineering, social work, and education have not tried the new vendor.

Of those who have eaten at La Taqueria, 69.0% reported that they are very/somewhat satisfied.

Student Health and Dental Plan

All students are automatically enrolled in the SU Health and Dental Plan, unless they choose to opt out and can demonstrate that they have alternate insurance coverage. 45.1% of survey respondents said that they are aware of this service and haven't used it, although it is not clear what portion of those students have opted out of the plan or have simply never made a claim using the plan. 6.2% of respondents indicated that they are unaware of the service, but the greatest number of those unaware of the health and dental plan are in open studies (21.7% reported that they are unaware of the health and dental plan).

Of those who responded that they have used the SU's Student Health and Dental Plan, 67.0% indicated that they are very/somewhat satisfied with the plan.

Safewalk

Safewalk is one of the better known services on campus; only 4.1% of survey respondents claim that they were unaware of Safewalk. 60.9% are aware, but haven't used it. Of those who have used Safewalk, 92.0% report being very/somewhat satisfied.

Concerts in MacHall

42.4% of students have heard of concerts in MacHall, but have never attended one. 10.5% were unaware of concerts in MacHall. Of those who report going to a concert in MacHall, 89.6% are very/somewhat satisfied.

Volunteer Services

25.1% of survey respondents claim that they are unaware of Volunteer Services. Law students (53.9%) are twice as likely as students in other faculties to be unaware of this service. 40.6% of survey respondents are aware but haven't used it. Of those who have accessed Volunteer Services, 88.9% are very/somewhat satisfied.

Q Centre for Sexual and Gender Diversity

One in four survey respondents (25.2%) are unaware of the Q Centre's programs and services. In particular, nearly half of students in open studies (46.4%) and the Faculty of Law (43.6%) are unaware of this service. 53.5% of students are aware of the service but haven't used it. 21.3% of survey respondents have accessed the Q Centre and 85.9% of those students report that they are very/somewhat satisfied with the service.

Breakfast Program

45.3% of respondents have heard of the Breakfast Program, but haven't used it. 29.4% were previously unaware that the SU offers free breakfast to students. Of those who have used the program, 89.8% indicated that they are very/somewhat satisfied with the program.

Campus Food Bank

20.8% of survey respondents indicated that they have accessed the Campus Food Bank. 91.5% of students who have used this service responded that they are very/somewhat satisfied. 30.8% of students are unaware of the SU Campus Food Bank, and nearly half (48.5%) responded that although they are aware of the service, they haven't used it.

Volunteer Tax Program

15.1% of respondents have used the Volunteer Tax Program, of whom 83.5% are very/somewhat satisfied. 37.6% are aware of the service, but haven't used it and 47.3% were unaware of the service.

Information Centre/Lost and Found

33.3% of students are aware of the Information Centre/Lost and Found, but have never used it. Of those who have used the Information Centre/Lost and Found, 88.9% are very/somewhat satisfied. Only, 13.5% of students are unaware of this service.

Travel and Conference Funding

56.1% of students are unaware of this service. 25.8% are aware of the SU's Travel and Conference Funding, but haven't used it. Of those who have used the service, 75.0% are very/somewhat satisfied. Notably, 70.6% of students in the Faculty of Veterinary Medicine and 69.2% of students in the Faculty of Law are unaware of this service.

Tutor Registry

60.5% of students are unaware of the SU's Tutor Registry. 27.3% have heard of it, but haven't used it. Of those who have used the Tutor Registry, 74.1% are very/somewhat satisfied.

Off-Campus Housing Website (Places4Students)

65.0% of students are unaware of this service and 22.0% are aware, but haven't used it. Of those who have used the service, 71.3% are very/somewhat satisfied with Places4Students.

MacHall

Building Satisfaction

In response to an open-ended question, the largest number of students identified the food court (33.1%) as the best aspect of MacHall. In particular, students appreciate having a variety of food options. 22.5% expressed appreciation for specific businesses in MacHall, including the bookstore, Den and Black Lounge, the Stör, and Tim Hortons. 13.9% responded that the social environment of MacHall is its best aspect, highlighting the couches and seating as the best feature of the environment. Another 8.9% highlighted the location and accessibility of MacHall as a central hub on campus.

According to respondents, areas of improvement for MacHall include the food court (34.4% of respondents). Of those respondents, 46.2%, (15.9% of overall respondents) desire more variety, but students disagree on what that means. 19.2% want cheaper food options, including fast food, and 18.2% want healthier food options. 34.5% of respondents indicated MacHall's environment as an aspect for improvement. In particular, these respondents wished for better organization to achieve less crowding and greater seating availability during peak hours.

Ownership Dispute

Most survey respondents (85.9%) were aware of the ongoing dispute between the SU and the university regarding ownership of MacHall. The most common ways that students heard about the dispute are as follows:

- 38.2% - SU President's email
- 36.7% - Social media
- 32.0% - Word of mouth
- 18.0% - The Gauntlet

At the end of the survey, students were asked in an open ended question if they had anything else about the SU or the University of Calgary that they would like to share. A very small number of respondents (21 respondents, or 2.5% who chose to respond to the question) mentioned the MacHall ownership dispute. More than half of these respondents expressed support for the SU's position on the matter. Four respondents expressed support for the institution, and six stated that they are generally upset about the dispute.

SU Communication

Social Media Use

Over 97.0% of respondents stated that they use some sort of social media regularly; the most popular being Facebook (86.7%), Snapchat (53.6%), and Instagram (55.5%). This shows the growth of Snapchat use as it was not even an option on the 2015 survey and is now the second most used social media. Snapchat overtook Twitter (24.9%), which is down from 30.4% in 2015. Other social media used by respondents includes LinkedIn (13.3%) and Pinterest (14.1%).

Despite generally high use of social media, 76.1% of survey respondents indicated that they do not follow the SU on social media. Although, general social media usage has remained consistent, this is up from 2015 when only 64.0% of respondents did not follow the SU’s social media. Only 20.2% of Facebook users “Like” the SU Facebook Page. For those using Twitter, 38.8% follow the SU Twitter account (@SUUofC), which is also down from last year but may be accounted for by an overall decrease in Twitter usage. Most startlingly, only 8.4% of Instagram users follow the SU Instagram page despite Instagram’s overall increase in popularity.

Facebook	Twitter	Instagram
<ul style="list-style-type: none"> • 17.5% of students follow the SU on Facebook • 86.7% of students are regular users • 20.2% of students who use Facebook also follow the SU on Facebook 	<ul style="list-style-type: none"> • 9.7% of students follow the SU on Twitter • 24.9% of students are regular users • 38.8% of students who use Twitter also follow the SU on Twitter 	<ul style="list-style-type: none"> • 4.7% of students follow the SU on Instagram • 55.5% of students are regular users • 8.4% of students who use Instagram also follow the SU on Instagram

Table 6. Survey respondents' use of popular social media tools.

By faculty, social media engagement with the SU is similarly low with no social media engagement level above 50.0%. The faculties with the least engagement are Social Work with a 94.9% no engagement rate, Open Studies and Veterinary Medicine both with 85.0% no engagement respectively.

Of the other SU social media, SU clubs was the most popular with 45.3% of respondents having “liked” the Facebook page and 15.4% of respondents following the Twitter account. The next popular was the Den and Black Lounge Facebook page with 25.6% engagement and its Twitter with 18.0%. As well the SU Volunteer Services Facebook page was popular with an 18.8% engagement rate. All of these accounts are more popular than the main SU accounts.

The LOOP

As shown in Figure 18, 34.4% of students report that The LOOP grabs their attention once a week or less. Unsurprisingly, veterinary medicine students almost never notice The LOOP because they are located at the Spy Hill campus. Students in arts, kinesiology, engineering, and science notice it the most, and may be inferred to spend the most time in MacHall. Students in business, law, medicine, nursing, social work, and education report noticing The LOOP infrequently or not at all. Notably, all of these programs are based primarily in the Scurfield Hall, Professional Faculties, and Education buildings and students in these programs may not leave the SE corner of campus very often.

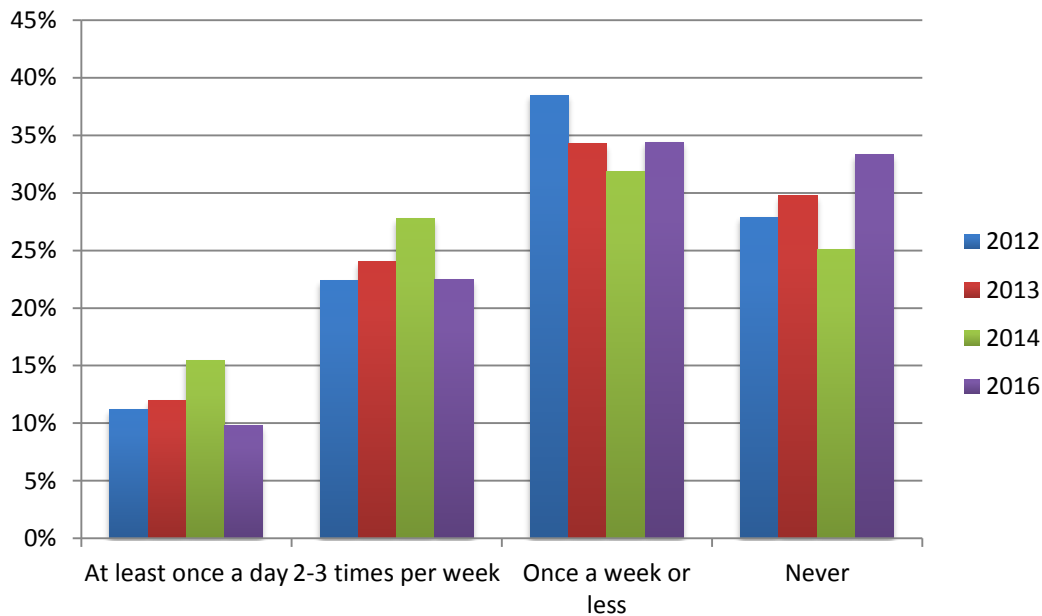


Figure 18. The percentage of students who recall noticing The LOOP.

41.5% of respondents indicated that The LOOP has inspired them to seek out an advertising service or event.

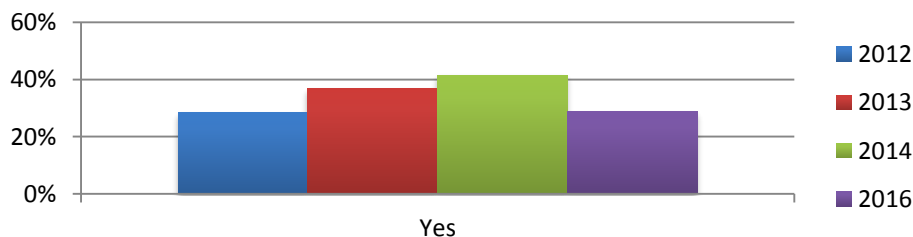


Figure 19. Responses to "Has the LOOP inspired you to seek more information about a business, program or service?"

Funding Priorities

When asked how the SU should allocate the \$1.7 million received annually for the Quality Money program from the university to spend on projects that improve the quality of the student experience, a large portion (64.5%) answered “creating more or renovating existing study space.” Another 57.0% of respondents want increases in scholarship funding, and 48.0% want more seating in the MacHall food court. 46.8% of respondents want improved support for students’ health and wellness and 47.8% of respondents want improvements in the quality of teaching at the university.

These numbers are mostly consistent with previous years as indicated by Figure 20 below. Both seating and mental health became greater funding priorities. The desire for more seating went up 14.8% from 2015 (33.6%). Concerns regarding health funding have also gone up 7% from 2015 (39.8%). Conversely, preference for undergraduate research funding has gone down 8.1% from 37.9% in 2015 to 29.8% in 2016, which indicates that it is less important to students.

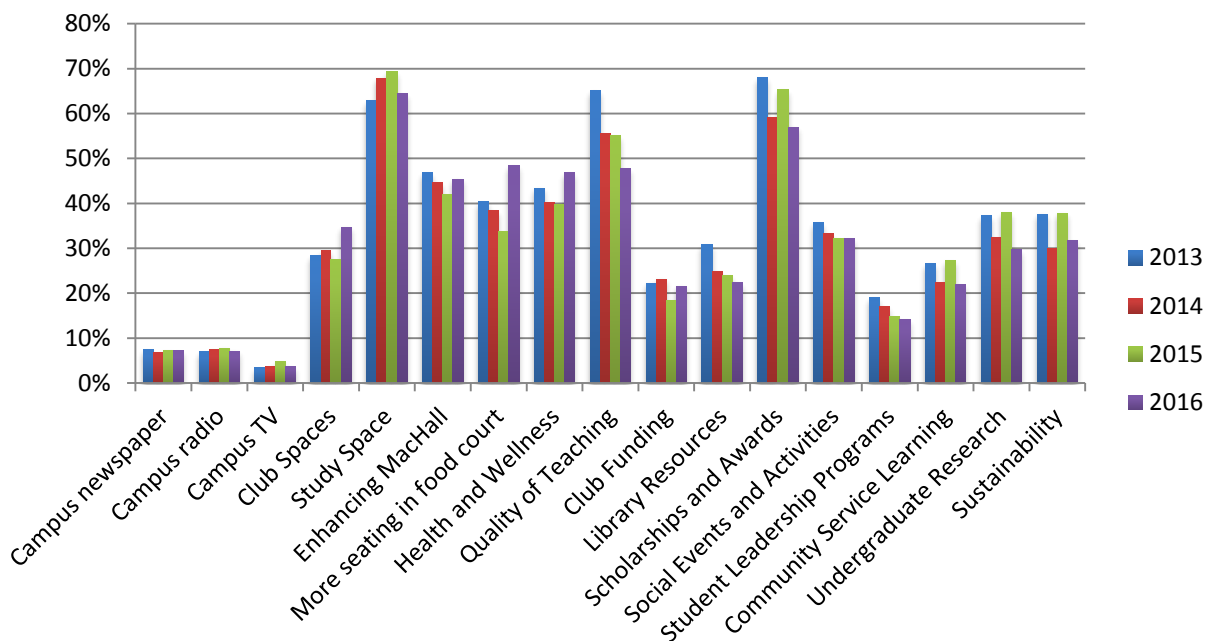


Figure 20. Areas that SU Survey respondents (by percentage) believe the SU should prioritize spending money on.

Enhancing Student Life

When asked, if money was not a factor, how they would enhance the quality of student life at the University of Calgary, students identified improvements to facilities and infrastructure, the cost of education, and the quality of student life as priorities. 31.5% of respondents would expand or renovate infrastructure on campus. 16.0% of respondents would want renovations to increase or improve study space on campus. Besides enhancing facilities, 16.5% of respondents would also lower costs of student life, including parking costs. 9.7% of respondents would improve the campus environment and 6.1% would increase student engagement. 8.5% of respondents also wanted more funding in the form of scholarships and awards.

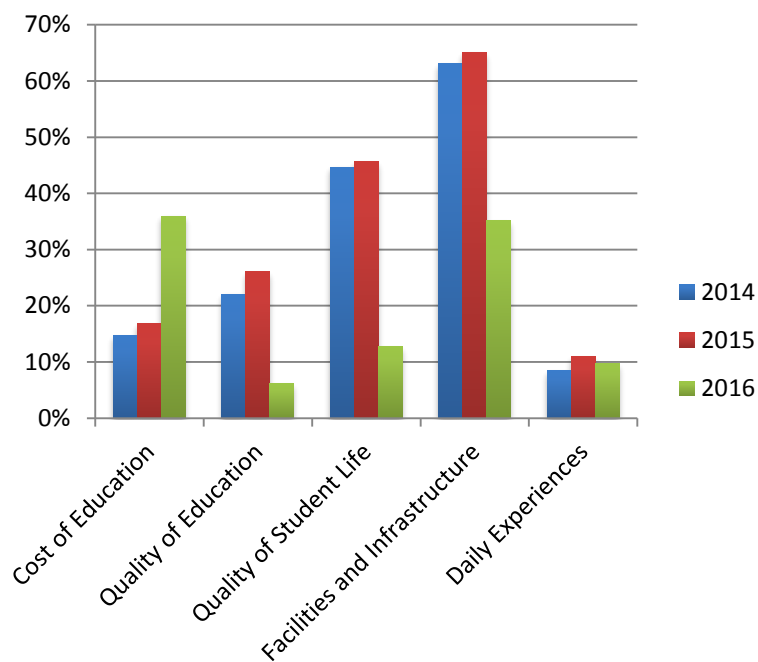


Figure 21. How students would enhance the quality of student life at the U of C, if money was not a factor.

Other

At the end of the survey, students were asked “is there anything else about the Students’ Union or the University of Calgary that you would like to share with us?” The majority of participants chose not to respond to this question (42.7%). This could be because they felt the previous questions adequately addressed their thoughts or they were simply tired of completing the survey. A large portion of respondents expressed praise for the SU (19.7%). Most of the responses are general platitudes of good will towards the SU with many respondents noting the SU’s hard work. Other responses include suggestions for the SU to raise awareness (5.9%), focus SU spending (5.2%) and create a stronger sense of community (5.1%).

Appendix I: Actual 2016 Survey Questions

2016 SU Survey

Thank-you for taking 10 minutes from your busy day to help us with this survey! Feedback from students in the past has led to the creation of new services and programs to meet student needs as well as helped in directing advocacy and policy work through the Students' Union (SU). Respondents who complete the survey will be entered in a prize draw. Full contest rules for the survey prize draw are available on the SU website: www.su.ucalgary.ca

Participation in the survey is voluntary and you may withdraw at any time. There are no foreseen risks or direct benefits to completing the survey. Your responses are anonymous; no individual responses will be shared. Comments may be quoted but will be edited to remove portions that may reveal an individual's identity. All responses will be aggregated and analyzed. Contact information is being collected for the purpose of the prize draw only and will not be connected to your responses. By clicking NEXT you are consenting to participate in the survey.

If you have any questions or concerns about this survey please contact Jessica Polivchuk at the Students' Union, University of Calgary at j.polivchuk@ucalgary.ca.

Please do not forget to click the FINISH button when you reach the end of the survey or your prize draw entry will not be submitted.

Required answers: 0 Allowed answers: 0

Next Page:

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Q1 In what faculty are you currently registered?

- Open Studies
- Arts
- Haskayne School of Business
- Kinesiology
- Law
- Cumming School of Medicine
- Nursing
- Schulich School of Engineering
- Science
- Social Work
- Veterinary Medicine
- Werklund School of Education
- Qatar
- Collaborative/Combined Program

Required answers: 1 Allowed answers: 1

Next Page: Sequential

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Q2 What is your gender?

- Male
- Female
- Other gender identity (please specify)

Required answers: 1 Allowed answers: 1

Next Page: Sequential

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Q3 What is your age range?

17 or under

18 - 22

23 - 27

28 or older

Required answers: 1

Allowed answers: 1

Next Page: Sequential

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Q4 What is your year of program?

1st year

2nd year

3rd year

4th year

5th year or higher

Don't know

Required answers: 1

Allowed answers: 1

Next Page: Sequential

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Q5 Which best describes you?

Full-time student (registered in three or more half-courses or 9 units or more each session)

Part-time student (registered in less than three half-courses or 9 units or less each session)

Required answers: 1

Allowed answers: 1

Next Page: Sequential

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Q6 Are you an international student?

Yes

No

Required answers: 1

Allowed answers: 1

Next Page: Sequential

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Q7 Are you a transfer student? (i.e., you began your post-secondary education at another institution before coming to the UofC)

Yes

No

Required answers: 1

Allowed answers: 1

Next Page: Sequential

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Q8 Where did you previously attend?

Mount Royal University

SAIT

Red Deer College

University of Alberta

University of Lethbridge

St. Mary's University College

University of Saskatchewan

University of Victoria

MacEwan University (previously Grant MacEwan University)

Grand Prairie Regional College

Other (please specify)

Required answers: 1 Allowed answers: 1

Next Page: Sequential

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Q9 What is your current living arrangement?

In rented housing (shared or alone)

With my parents, guardians or relatives but I still pay rent

With my parents, guardians or relatives, they allow me to live rent-free

On-campus student residence

In personally-owned home

Other (please specify)

Required answers: 1 Allowed answers: 1

Next Page: Sequential

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Q10 What type of rented housing do you live in?

House

Main floor

Basement suite

Apartment/condo

Semi-detached home (e.g., townhouse, duplex, or fourplex)

Other (please specify)

Required answers: 1 Allowed answers: 1

Next Page: Sequential

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Q11 How much is your monthly rent (excluding utilities and other fees such as internet and phone)?

Less than \$300	
\$300 - \$499	
\$500 - \$599	
\$600 - \$699	
\$700 or more	
	<i>Required answers: 1 Allowed answers: 1</i>

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Q12 Do you currently have school-related debt?	
Yes, but I plan not to acquire any more debt	
Yes, and I expect to accumulate more debt	
No, but I did have debt before and I paid it off	
No, I have never had school-related debt	
I don't know	
	<i>Required answers: 1 Allowed answers: 1</i>
	<i>Next Page: Sequential</i>

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Q13 What is the total debt you expect to have upon graduation?	
None	
Less than \$5,000	
\$5,000 - \$9,999	
\$10,000 - \$14,999	
\$15,000 - \$19,999	
\$20,000 - \$29,999	
\$30,000 - \$39,999	
\$40,000 - \$50,000	
More than \$50,000	
	<i>Required answers: 1 Allowed answers: 1</i>

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Q14 What is your paid-employment status during the academic year (September-April)?	
I don't work during the academic year	
1 to 10 hours/week	
11 to 20 hours/week	
21 to 30 hours/week	
31 to 40 hours/week	
40 or more hours/week	
	<i>Required answers: 1 Allowed answers: 1</i>
	<i>Next Page: Sequential</i>

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Q15 Were you employed (i.e., did you receive compensation for work) during the period of May to August 2015?

Yes

No

Required answers: 1 Allowed answers: 1

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Q16 Why weren't you employed from May to August 2015? (Check all that apply)

I was enrolled in classes

I did unpaid work (e.g., volunteering, unpaid internship)[Code = 3]

I chose not to work (e.g., travelling/vacation, health reasons, other scheduling commitments)[Code = 3]

I was unable to find a job that was related to my field of study or career goals[Code = 4]

I was unable to find any employment at all[Code = 5]

Other (please specify)[Code = 6] [Textbox]

Required answers: 1 Allowed answers: 6

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Q17 What is your primary method of transportation to the university?

Bicycle

Public transportation (bus, C-Train)

Vehicle (alone)

Vehicle (with others/carpool)

Walk

Other (please specify)

Required answers: 1 Allowed answers: 1

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Q18 Are you a member of a Registered SU Club?

Yes

No

Not sure

Required answers: 1 Allowed answers: 1

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Q19 How do you hear about SU clubs, club events, and club-related programs and services provided by the SU? (check all that apply)

ClubHub

Clubs Week
SU President's Email
Social media (Facebook, Twitter, Instagram)
SU Website
The LOOP (TV screens in MacHall)
Word of mouth (e.g. through friends)
I was told by an SU representative in class or elsewhere on campus
The Gauntlet
The CJSW SU Radio Show
Printed Posters and Banners
Other (please specify)
I was unaware of SU clubs, club events, and club-related programs and services
<i>Required answers: 1 Allowed answers: 13</i>

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Q 20 Thinking of the services that the SU provides for student clubs, including meeting space, funding, Club Hub, online forms, etc., what is the best aspect of your experience with student clubs on campus? (open-ended) (optional)

Required answers: 0 Allowed answers: 1

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Q 21 What aspects of services for student clubs on campus need improvement? (open-ended) (optional)

Required answers: 0 Allowed answers: 1

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Q22 In what ways did you participate in this year's SU General Election or fall By-Election? (Check all that apply)

I was a candidate
I volunteered for a candidate's campaign or a campaign group
I was a member of the SU's elections staff
I voted
I attended a forum
None of the above
<i>Required answers: 1 Allowed answers: 6</i>

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Q23 How do you hear about the SU Elections? (Check all that apply)

SU President's Email
Social media (Facebook, Twitter, Instagram)
SU Website
The LOOP (TV screens in MacHall)
Word of mouth (e.g. through friends)

I was told by an SU representative in class or elsewhere on campus
The Gauntlet
The CJSW SU Radio Show
Printed Posters and Banners
Other (please specify)
I was unaware of SU Elections
Required answers: 1 Allowed answers: 12

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Q24 What social media do you use regularly? (Check all that apply)
Facebook
Instagram
LinkedIn
Pinterest
Twitter
Snapchat
Other (please specify)
Required answers: 1 Allowed answers: 7

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Q25 Do you follow the SU on social media? (@SUUofC) (check all that apply)
I follow the SU on Facebook
I follow the SU on Twitter
I follow the SU on Instagram
None of the above
Required answers: 1 Allowed answers: 4

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Q26 What other SU social media accounts do you follow? (check all that apply)
I follow the Den and Black Lounge on Twitter
I follow the Den and Black Lounge on Facebook
I follow SU Clubs on Facebook
I follow SU Clubs on Twitter
I follow SU Volunteer Services on Twitter
I follow SU Volunteer Services on Facebook
I follow the Q Centre on Twitter
I follow the Q Centre on Facebook

Required answers: 1 Allowed answers: 4

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Q27 Which of the following SU events have you attended or plan to attend? (OPTIONAL) (check all that apply)

- Orientation Week
- Breakfast Program (free breakfast in the Q Centre on Tuesday and Wednesday mornings)
- Clubs Week/Clubs Showcase
- Thursden
- Undergraduate Research Symposium
- Pet Therapy (monthly "puppy rooms" in That Empty Space)
- Stress Less Week
- Yoga in the Space
- Cinemaniam (movies in That Empty Space on Monday nights)
- Q Centre Open House
- Frostbite
- Sex Week
- Bermuda Shorts Day (BSD)
- Other (please specify)

Required answers: 0 Allowed answers: 1

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Q28 Please rate your level of satisfaction with the following SU services – Off Campus Housing Website (Places4Students)

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- I am aware of this service but I haven't used it
- I am unaware of this service

Required answers: 1 Allowed answers: 1

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Q29 Please rate your level of satisfaction with the following SU services – Tutor Registry

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- I am aware of this service but I haven't used it

I am unaware of this service	<i>Required answers: 1</i>	<i>Allowed answers: 1</i>
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Q30 Please rate your level of satisfaction with the following SU services – Travel and Conference Funding		
Very satisfied		
Somewhat satisfied		
Somewhat dissatisfied		
Very dissatisfied		
I am aware of this service but I haven't used it		
I am unaware of this service		
	<i>Required answers: 1</i>	<i>Allowed answers: 1</i>

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Q31 Please rate your level of satisfaction with the following SU services – Club Services		
Very satisfied		
Somewhat satisfied		
Somewhat dissatisfied		
Very dissatisfied		
I am aware of this service but I haven't used it		
I am unaware of this service		
	<i>Required answers: 1</i>	<i>Allowed answers: 1</i>

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Q32 Please rate your level of satisfaction with the following SU services – Information Centre/ Lost and Found		
Very satisfied		
Somewhat satisfied		
Somewhat dissatisfied		
Very dissatisfied		
I am aware of this service but I haven't used it		
I am unaware of this service		
	<i>Required answers: 1</i>	<i>Allowed answers: 1</i>

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Q33 Please rate your level of satisfaction with the following SU services – Volunteer Tax Program		
Very satisfied		

Somewhat satisfied	
Somewhat dissatisfied	
Very dissatisfied	
I am aware of this service but I haven't used it	
I am unaware of this service	
	<i>Required answers: 1 Allowed answers: 1</i>

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Q34 Please rate your level of satisfaction with the following SU services – Campus Food Bank	
Very satisfied	
Somewhat satisfied	
Somewhat dissatisfied	
Very dissatisfied	
I am aware of this service but I haven't used it	
I am unaware of this service	
	<i>Required answers: 1 Allowed answers: 1</i>

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Q35 Please rate your level of satisfaction with the following SU services – Breakfast Program	
Very satisfied	
Somewhat satisfied	
Somewhat dissatisfied	
Very dissatisfied	
I am aware of this service but I haven't used it	
I am unaware of this service	
	<i>Required answers: 1 Allowed answers: 1</i>

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Q36 Please rate your level of satisfaction with the following SU services – Q Centre for Sexual and Gender Diversity	
Very satisfied	
Somewhat satisfied	
Somewhat dissatisfied	
Very dissatisfied	
I am aware of this service but I haven't used it	
I am unaware of this service	
	<i>Required answers: 1 Allowed answers: 1</i>

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Q37 Please rate your level of satisfaction with the following SU services – Volunteer Services	
Very satisfied	
Somewhat satisfied	
Somewhat dissatisfied	
Very dissatisfied	
I am aware of this service but I haven't used it	
I am unaware of this service	
	<i>Required answers: 1 Allowed answers: 1</i>

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Q38 Please rate your level of satisfaction with the following SU services – Concerts in MacHall	
Very satisfied	
Somewhat satisfied	
Somewhat dissatisfied	
Very dissatisfied	
I am aware of this service but I haven't used it	
I am unaware of this service	
	<i>Required answers: 1 Allowed answers: 1</i>

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Q39 Please rate your level of satisfaction with the following SU services – Safewalk	
Very satisfied	
Somewhat satisfied	
Somewhat dissatisfied	
Very dissatisfied	
I am aware of this service but I haven't used it	
I am unaware of this service	
	<i>Required answers: 1 Allowed answers: 1</i>

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Q40 Please rate your level of satisfaction with the following SU services – Student Health and Dental Plan	
Very satisfied	
Somewhat satisfied	
Somewhat dissatisfied	
Very dissatisfied	
I am aware of this service but I haven't used it	
I am unaware of this service	
	<i>Required answers: 1 Allowed answers: 1</i>

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Q41 Please rate your level of satisfaction with the following SU services – Locker Rental Program

Very satisfied

Somewhat satisfied

Somewhat dissatisfied

Very dissatisfied

I am aware of this service but I haven't used it

I am unaware of this service

Required answers: 1 Allowed answers: 1

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Q42 Please rate your level of satisfaction with the following SU services – Nickel Copiers (Self-serve 5 cent photocopiers in MacHall, across from Subway)

Very satisfied

Somewhat satisfied

Somewhat dissatisfied

Very dissatisfied

I am aware of this service but I haven't used it

I am unaware of this service

Required answers: 1 Allowed answers: 1

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Q42 Please rate your level of satisfaction with the following SU services – Bound & Copied Consignment and Used Bookstore

Very satisfied

Somewhat satisfied

Somewhat dissatisfied

Very dissatisfied

I am aware of this service but I haven't used it

I am unaware of this service

Required answers: 1 Allowed answers: 1

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Q43 Please rate your level of satisfaction with the following SU services – Stör convenience store (in MacHall, next to the Club House)

Very satisfied

Somewhat satisfied

Somewhat dissatisfied

Very dissatisfied

I am aware of this service but I haven't used it

I am unaware of this service

Required answers: 1 Allowed answers: 1

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Q44 Please rate your level of satisfaction with the following SU services – the Den and Black Lounge

Very satisfied

Somewhat satisfied

Somewhat dissatisfied

Very dissatisfied

I am aware of this service but I haven't used it

I am unaware of this service

Required answers: 1 Allowed answers: 1

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Q45 Please rate your level of satisfaction with the following SU services – La Taqueria

Very satisfied

Somewhat satisfied

Somewhat dissatisfied

Very dissatisfied

I am aware of this service but I haven't used it

I am unaware of this service

Required answers: 1 Allowed answers: 1

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Q46- Have you used the Bound & Copied Consignment table in the MacHall North Courtyard (by Dairy Queen) to sell textbooks at the beginning or end of the semester?

Yes

No

Required answers: 1 Allowed answers: 1

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Q47- Why haven't you used the Bound & Copied Consignment Table? (check all that apply)

Didn't know about it

I don't know what consignment is

The line was too long

I prefer to keep my textbooks

It wasn't open on convenient days or times

I sell my books back to the university bookstore

I can't afford to wait for consignment
Don't care
Other (please specify)
<i>Required answers: 1 Allowed answers: 9</i>

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Q48- The Stör convenience store in MacHall sells a variety of snacks and fresh food items. Please provide us with suggestions for what you would like to see offered in the Stör. (optional) (open-ended)
<i>Required answers: 1 Allowed answers: 1</i>

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Q49- Do you rent a locker on campus?
Yes, I rent a gym locker
Yes, I rent a locker somewhere else on campus
No
<i>Required answers: 1 Allowed answers: 1</i>

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Q50- Please select one of the following:
I rent a locker by myself
I share a locker with one or more friends
<i>Required answers: 1 Allowed answers: 1</i>

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Q51- Why do you share a locker? (optional)
To save money
Because the lockers are big enough to share
I don't use it often
Other (please specify)
<i>Required answers: 0 Allowed answers: 1</i>

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Q52- How do you hear about the following SU businesses and services? (check all that apply) – Bound & Copied
SU President's Email
Social media (Facebook, Twitter, Instagram)
SU Website

The LOOP (TV screens in MacHall)
Word of mouth (e.g. through friends)
I was told by an SU representative in class or elsewhere on campus
The Gauntlet
The CJSW SU Radio Show
Printed Posters and Banners
Other (please specify)
I was unaware of this business or service
<i>Required answers: 1 Allowed answers: 9</i>

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Q53- How do you hear about the following SU businesses and services? (check all that apply) – La Taqueria
SU President's Email
Social media (Facebook, Twitter, Instagram)
SU Website
The LOOP (TV screens in MacHall)
Word of mouth (e.g. through friends)
I was told by an SU representative in class or elsewhere on campus
The Gauntlet
The CJSW SU Radio Show
Printed Posters and Banners
Other (please specify)
I was unaware of this business or service
<i>Required answers: 1 Allowed answers: 9</i>

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Q54- How do you hear about the following SU businesses and services? (check all that apply) – the Den & Black Lounge
SU President's Email
Social media (Facebook, Twitter, Instagram)
SU Website
The LOOP (TV screens in MacHall)
Word of mouth (e.g. through friends)
I was told by an SU representative in class or elsewhere on campus
The Gauntlet
The CJSW SU Radio Show
Printed Posters and Banners
Other (please specify)
I was unaware of this business or service
<i>Required answers: 1 Allowed answers: 9</i>

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Q55- How do you hear about the following SU businesses and services? (check all that apply) – the Locker Program (not including gym lockers)

SU President's Email

Social media (Facebook, Twitter, Instagram)

SU Website

The LOOP (TV screens in MacHall)

Word of mouth (e.g. through friends)

I was told by an SU representative in class or elsewhere on campus

The Gauntlet

The CJSW SU Radio Show

Printed Posters and Banners

Other (please specify)

I was unaware of this business or service

Required answers: 1 Allowed answers: 9

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Q56- How do you hear about the following SU businesses and services? (check all that apply) – The Stör

SU President's Email

Social media (Facebook, Twitter, Instagram)

SU Website

The LOOP (TV screens in MacHall)

Word of mouth (e.g. through friends)

I was told by an SU representative in class or elsewhere on campus

The Gauntlet

The CJSW SU Radio Show

Printed Posters and Banners

Other (please specify)

I was unaware of this business or service

Required answers: 1 Allowed answers: 9

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Q57- To what extent are you satisfied with the customer service you receive at the Den & Black Lounge?

Very Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Very Dissatisfied

Not Applicable – I've never been to the Den & Black Lounge

Required answers: 1 Allowed answers: 1

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Q58- Please tell us why you're dissatisfied with customer service at the Den & Black Lounge. (optional) (open-ended)

Required answers: 0 Allowed answers: 1

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Q59- The Den & Black Lounge is dedicated to the student experience. What types of events and student gatherings would you like to see in the Den & Black Lounge? (optional) (open-ended)

Required answers: 0 Allowed answers: 1

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Q60- Thinking of all the different ways that you use the building, what are the best aspects of MacHall? (open-ended) (optional)

Required answers: 0 Allowed answers: 1

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Q61- What aspects of MacHall need improvement? (open-ended)(optional)

Required answers: 0 Allowed answers: 1

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Q62- Thinking of all of the events, programs, businesses, services and representation provided by the Students' Union at the University of Calgary, to what extent do you agree with the following statement, "I am satisfied with the SU."

Strongly agree

Agree

Neither Agree nor Disagree

Disagree

Strongly disagree

Required answers: 1 Allowed answers: 1

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Q63- What aspects of the SU are you most satisfied with? (open ended)

Required answers: 0 Allowed answers: 1

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Q64- How can the SU serve and represent you better? (open ended)

Required answers: 0 Allowed answers: 1

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Q65- How many times per week does The LOOP grab your attention? (The LOOP is the digital messaging network consisting of 10 high-definition screens located throughout MacEwan Student Centre)

- At least once a day
- 2-3 times per week
- Once a week or less
- Never

Required answers: 1 Allowed answers: 1

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Q66- Has the LOOP inspired you to attend or seek more information about any event, program or service?

- Yes
- No

Required answers: 1 Allowed answers: 1

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Q67- How did you become aware of the following SU issues and initiatives? – Campus Sustainability Initiatives

- SU President's Email
- Social media (Facebook, Twitter, Instagram)
- SU Website
- The LOOP (TV screens in MacHall)
- Word of mouth (e.g. through friends)
- I was told by an SU representative in class or elsewhere on campus
- The Gauntlet
- The CJSW SU Radio Show
- Printed Posters and Banners
- Other (please specify)
- I was unaware of this issue or initiative

Required answers: 1 Allowed answers: 11

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Q68- How did you become aware of the following SU issues and initiatives? – Teaching Excellence Awards nominations

- SU President's Email
- Social media (Facebook, Twitter, Instagram)
- SU Website
- The LOOP (TV screens in MacHall)
- Word of mouth (e.g. through friends)

I was told by an SU representative in class or elsewhere on campus
The Gauntlet
The CJSW SU Radio Show
Printed Posters and Banners
Other (please specify)
I was unaware of this issue or initiative
<i>Required answers: 1 Allowed answers: 11</i>

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Q69- How did you become aware of the following SU issues and initiatives? – The MacHall ownership dispute
SU President’s Email
Social media (Facebook, Twitter, Instagram)
SU Website
The LOOP (TV screens in MacHall)
Word of mouth (e.g. through friends)
I was told by an SU representative in class or elsewhere on campus
The Gauntlet
The CJSW SU Radio Show
Printed Posters and Banners
Other (please specify)
I was unaware of this issue or initiative
<i>Required answers: 1 Allowed answers: 11</i>

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Q70- How did you become aware of the following SU issues and initiatives? – Opportunities to volunteer or work for the SU
SU President’s Email
Social media (Facebook, Twitter, Instagram)
SU Website
The LOOP (TV screens in MacHall)
Word of mouth (e.g. through friends)
I was told by an SU representative in class or elsewhere on campus
The Gauntlet
The CJSW SU Radio Show
Printed Posters and Banners
Other (please specify)
I was unaware of this issue or initiative
<i>Required answers: 1 Allowed answers: 11</i>

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Q71- How did you become aware of the following SU issues and initiatives? – Stress Less Week events (Nap Rooms, Pet Therapy, Art Therapy, Carnival etc.)

SU President's Email	
Social media (Facebook, Twitter, Instagram)	
SU Website	
The LOOP (TV screens in MacHall)	
Word of mouth (e.g. through friends)	
I was told by an SU representative in class or elsewhere on campus	
The Gauntlet	
The CJSW SU Radio Show	
Printed Posters and Banners	
Other (please specify)	
I was unaware of this issue or initiative	
	<i>Required answers: 1 Allowed answers: 11</i>

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Q71- How did you become aware of the following SU issues and initiatives? – The Undergraduate Research Symposium

SU President's Email	
Social media (Facebook, Twitter, Instagram)	
SU Website	
The LOOP (TV screens in MacHall)	
Word of mouth (e.g. through friends)	
I was told by an SU representative in class or elsewhere on campus	
The Gauntlet	
The CJSW SU Radio Show	
Printed Posters and Banners	
Other (please specify)	
I was unaware of this issue or initiative	
	<i>Required answers: 1 Allowed answers: 11</i>

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Q72- The Students' Union receives approximately \$1.7 million annually from the university to spend on projects that improve the quality of the student experience. What areas should the SU prioritize spending this money on? (check all that apply)

Campus newspaper operations (e.g. The Gauntlet)	
Campus radio operations (e.g. CJSW)	
Campus TV operations (e.g. NUTV)	
Creating more/renovating existing student group and club spaces	
Creating more/renovating existing study space	
Enhancing the functionality of MacEwan Student Centre	
Expanding seating in the food court	
Improving support for student health and wellness	

Improving the quality of teaching (e.g. increasing professional development opportunities for instructors, improving course evaluation metrics)	
Increasing club funding support (e.g. special event funding)	
Enhancing library resources (e.g. electronic resources, the catalogue, research support, etc.)	
Offering more campus social events and activities	
Supporting student leadership programs (e.g. Emerging Leaders Program, Camp LEAD, Peer Helpers, etc.)	
Supporting community service learning programs (coursework and volunteer programs that offer an experience in the community that builds knowledge and skills)	
Supporting undergraduate research (e.g. providing opportunities and funding)	
Supporting sustainability initiatives (e.g. compostable materials, awareness initiatives, energy conservation projects)	
	<i>Required answers: 1 Allowed answers: 16</i>

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Q73- If money was not a factor, how would you enhance the quality of student life at the University of Calgary? (OPTIONAL) (open-ended question)	
	<i>Required answers: 0 Allowed answers: 1</i>

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Q73- Is there anything else about the Students' Union or the University of Calgary that you would like to share with us? (OPTIONAL)(open-ended question)	
	<i>Required answers: 0 Allowed answers: 1</i>

Appendix II: 2016 Survey Prize Draw Rules

2016 SU Annual Survey - Survey Draw

Full Contest Rules

Current students enrolled full- or part-time in an undergraduate program at the University of Calgary who complete the 2015 SU Annual Survey may enter to win one of the following prizes:

- One of 200 \$10 MacHall food court vouchers.

Chances of winning are approximately 1 in 15 (based on 3000 survey respondents). Odds of winning may decrease based on the actual number of students who complete the survey, choose to enter the draw, and correctly answer the skill testing question. Duplicate entries will be disqualified.

The survey draw will be open from January 7, 2016 at 12:00am and will close on February 15, 2016 at 11:59pm.

Prize winners will be selected at random from email addresses provided. Each individual entrant is only eligible to win one prize.

Winners will be selected and notified on February 16, 2016. The Students' Union will make reasonable efforts to notify winners by February 19, 2016 and is not responsible for misspelled email addresses or emails that are undeliverable to the recipient. New prize winners may be selected at random in the event that an email address is invalid or an email is undeliverable to the recipient. Prize winners must redeem their prize at the SU Main Office by 4:30PM on February 26, 2016. New prize winners will be selected at random for prizes unredeemed after 4:30PM on February 29, 2016; these prize winners will be notified by February 29, 2016 and must redeem their prize at the SU Main Office by 4:30PM on March 11, 2016.

Names and email addresses provided for entry into the survey draw are collected and stored separately from SU Annual Survey data. Personal information collected for the survey draw will only be used for the purpose of notifying prize winners. All data will be stored through Campus Labs servers and will only be accessible through a unique username and password. Campus Labs has implemented various security measures at the application, network, and physical level to ensure that data will not be compromised.

Appendix III: Coding Dictionary for Select Questions

Space (Club House, MCEC Table and Room Bookings)
Space (general)
Availability
Appearance
Ease of use/booking
Campus Community
Campus community experience (general)
Meeting others
Professional development opportunities
Specific club involvement, events or activities
Accessibility -- joining or starting a club
Well-being and personal growth
Funding
Funding (general)
Types of funding available
Amounts awarded
Availability of funding
Process for receiving funding
Awareness
Awareness (general)
Of events and activities
Types and variety of clubs
Access to information and forms
Clubs Week
SU Services
Services (general)
Club Hub
Staff and executive support
Insurance
Discounts and affordability of services and events
Other
None/ Not Applicable
Unusable Data

Figure #. Coded responses for question Q20. "What are the best aspects of your experience with student clubs on campus?"

Space (Club House, MCEC Table and Room Bookings)
Space (general)

Availability
Appearance
Ease of use/booking
Campus Community
Campus community experience (general)
Meeting others
Professional development opportunities
Specific club involvement, events or activities
Accessibility -- joining or starting a club
Well-being and personal growth
Funding
Funding (general)
Types of funding available
Amounts awarded
Availability of funding
Process for receiving funding
Awareness
Awareness (general)
Of events and activities
Types and variety of clubs
Access to information and forms
Clubs Week
SU Services
Services (general)
Club Hub
Staff and executive support
Insurance
Discounts and affordability of services and events
Other
None/ Not Applicable
Unusable Data

Figure #. Coded responses for Q. 21 What aspects of services for clubs need improvement?

Healthy Food Choices
Payment/ Cost of Goods
Debit/Credit
Transaction fees
UniCard
Reduced prices

Broader Options
Broader Options (general)
Coffee/Tea/Hot water dispenser
Grocery items
Items that accommodate dietary restrictions (e.g. gluten-free, nut-free, vegan)
Additional variety/specific items
Personal convenience items
Longer Hours
Price Tags
Customer Service
Other
None / Not Applicable
Unusable Data

Figure #. Coded responses for Q.49. The Stör convenience store in MacHall sells a variety of snacks and fresh food items. Please provide us with suggestions for what you would like to see offered in the Stör.

Food
Quality
Price
Variety
Awareness of dietary restrictions
Beverage
Quality
Price
Variety
Staff
Service (general)
Timeliness
Attentiveness
Friendliness
Environment
Cleanliness
Safety and security concerns
Too Busy/line length on Thursday
Other
None/ Not Applicable
Unusable Data

Figure #. Coded responses for Q 59. Please tell us why you're dissatisfied with customer service at the Den & Black Lounge.

Social Events

Social events (general)
Club nights
Faculty/program/department specific
After parties (BSD, Mac Hall concerts)
Theme nights
Alcohol free events
Cabarets
Film screenings
Singles nights
Cultural events and evets for specific groups/demographics
Specials Nights
Specials (general)
Food
Beverage
Beer/wine/scotch tasting
Performances
Performances (general)
Live music
Talent shows
Comedy
DJs
Karaoke
Open mic
Games
Games (general)
Board games
Beer pong
Bingo
Trivia
Sports
Broadcasted sporting events
Nights for specific sports/teams
Thursden
Other
None/ Not Applicable
Unusable Data

Figure #. Coded responses for Q60. The Den & Black Lounge is dedicated to the student experience. What types of events and student gatherings would you like to see in the Den & Black Lounge?

Spaces
Spaces (general)
Prayer space; Faith and Spirituality Centre
Clubs space
Empty space
Concert Hall (concerts)
Study spaces
Food/ Food Court
General
Variety
Cost
Quality
Specific
Community
General
Place to relax and socialize
Meeting place
Resources
General
Women's Resource Centre
Q centre
Safewalk
Volunteer Services
Faith and Spirituality Centre
Native centre
Accessibility Services
Amenities
General
Washrooms
Water fountains
Microwaves
Wi-fi
ATM's
Environment
General
Welcoming

Availability of space and seating
Couches and chairs
Cleanliness
Businesses
The Den and Black Lounge
The Stor
Bound and Copied
The Books Store
Starbucks
Tim Hortons
Other, specific
Health
General
Pharmacy
Dental
Vision
Wellness Centre/Doctor
Location and Accessibility
General
Convenience
Central Hub
Programs, Services, Events
General
Yoga
Organizations
Gauntlet
CJSW
NUTV
Other
None/Not Applicable
Unusable Data

Figure #. Coded responses for Q62. Thinking of all the different ways that you use the building, what are the best aspects of MacHall?

Spaces
Spaces (general)
Prayer space
Clubs space
Empty space
Concert Hall

Study Spaces
Food/Food Court
General
Variety
Unicard
Cost
Quality
Healthier
Community
General
Place to relax and socialize
Resources
General
Women's Resource Centre
Q centre
Safewalk
Volunteer Services
Amenities
General
Washrooms
Water fountains
Microwaves
Wi-fi
Trash disposal
Outlets
ATMs
Environment
General
Welcoming aesthetics
Availability of space
Couches and chairs
Cleanliness
Tables
Businesses
General
Advertisement
The Den and Black Lounge
The Stor
Bound and Copied

The Books Store
Starbucks
Tim Hortons
Other, specific
Health
General
Pharmacy
Dental
Vision
Wellness Centre
Location and Accessibility
General
Convenience
Central hub
Other
None/Not Applicable
Unusable Data

Figure #. Coded responses for Q63. What aspects of MacHall need improvement?

Advocacy and Representation
General
Student issues
MacHall ownership
Programs and Services
General
Breakfast program
Volunteer Services
Nickel copiers
Lockers
Tax program
Events and Activities
General
Variety
BSD
Concerts
Stress less week
Other, specific
Clubs
Variety

Funding
Space
Staff
General
Friendliness
Helpfulness
Communication
Commitment to the students/student experience
Health
General
Pharmacy
Dental
Vision
Wellness Centre/Doctor
Community
General
Engagement
E-mails
Food/Food Court
General
Variety
Cost
Quality
Businesses
General
The Den
The Stor
Bound and Copied
The Books Store
Other, specific
Spaces
General
MacHall
Empty Space
Prayer space
Other =46
None/Not Applicable =47
Unusable Data =48

Figure #. Coded responses for Q65. What aspects of the SU are you most satisfied with?

Advocacy and Representation
General
Student issues
Listen to feedback
Programs and Services
General
Breakfast program
Volunteer Services
Nickel copiers
Lockers
Tax program
Events and Activities
General
Variety
BSD
Concerts
Stress less week
Other, specific
Clubs
General
Variety
Funding
Space
Staff
General
Friendliness
Helpfulness
Communication
Commitment to the students/student experience
Health
General
Pharmacy
Dental
Vision
Wellness Centre/Doctor
Community
General
Engagement

Food/food court
General
Variety
Cost
Quality
Increase Awareness
Awareness (general)
Of events and activities
Types and variety of clubs
Access to information and forms
Clubs Week
E-mail
Spaces
General
MacHall
Empty Space
Prayer space
Businesses
General
The Den
The Stor
Bound and Copied
The Books Store
Other, specific
Costs
Parking
Food
Services
Other
None/Not Applicable
Unusable Data

Figure #. Coded responses for Q66. How can the SU serve and represent you better?

Lower Costs
General
Tuition
Books
Fees
Parking

Food
Residence
Expand and/or Renovate
General
MacHall
TFDL
Study spaces
Food court
Fitness Centre
Bathrooms
Lockers
Classrooms
Courses and instruction
General =17
Smaller classes =18
Larger classes =19
Quality of instruction =20
Availability =21
Certificate =22
Funding
General =23
Clubs =24
Research =25
Scholarships =26
Student funding =27
Activities
General =28
New establishments and spaces
General =29
Bars =30
Cinema =31
Nap room =32
Dining Options
General =33
Variety =34
Health =35
Chain =36
Restaurant =37
Increase Services

General =38
Janitorial/cleaning =39
Compost bins, recycling and trash =40
Sustainability=57
Health: resources and health plan
General =41
Dental =42
Vision =43
Counselling =44
Drugs =60
Resources
General =45
Computers =46
Books =47
Campus maps =48
Free
Courses =49
Parking =50
Tuition =51
Fitness/recreation classes =52
Food=58
Campus Environment and community
General =53
Accessibility (wheelchair etc.) =54
Community engagement =55
Student engagement/spirit =56
Other = 59
None/Not Applicable = 61
Unusable Data =62

Figure #. Coded responses for Q76. If money was not a factor, how would you enhance the quality of student life at the University of Calgary?

Community
General
Emphasis on sports and athletics
Content with U of C experience
Discontent with U of C experience
Increase student engagement
Food on campus
General

More healthy options
Variety
Restaurants
Chains
Awareness
General
Advertise more
Better social media
Information for students
Communications
MacHall Ownership
For SU retention
Against SU retention
Upset about the dispute
Service Improvements
General
Den and Black lounge
Food court
Stor
Gym
Health and dental
Finances
General
Transparency of spending -SU
Focus on specific area of spending -SU
Transparency of spending - U of C
Focus on specific area of spending - U of C
Improve Events
Clubs week
General
Faculty/Staff
U of C - positive
SU - positive
U of C - negative
SU - negative
Elections
Make voting more accessible
Limit campaign advertising
Courses and Instruction

Make registration process of editing/swapping easier
Variety
Quality of Instruction
Student-faculty relationships and communication
Improve Amenities
General
Washrooms
Water fountains
Microwaves
Wi-fi
Trash disposal
General
Praise - SU
Discontentment -SU
Praise -U of C
Discontentment -U of C
Other
None/Not Applicable
Unusable Data

Figure #. Coded responses for Q77. Is there anything else about the Students' Union or the University of Calgary that you would like to share with us?