# Contents

**Executive Summary** .................................................................................................................. 2  
**Introduction** ................................................................................................................................. 3  
**Methodology** ................................................................................................................................... 3  
  - *Administration of Survey* ............................................................................................................ 3  
  - *Budget* ........................................................................................................................................ 3  
  - *Communications* ......................................................................................................................... 3  
  - *Ethical Considerations* .................................................................................................................. 4  
**Advocacy & Issues** ............................................................................................................................ 5  
  - Student Housing ............................................................................................................................. 6  
  - School-Related Costs ....................................................................................................................... 6  
  - Employment .................................................................................................................................. 7  
  - Transportation & U-Pass ................................................................................................................. 9  
  - Mental Health ............................................................................................................................... 10  
    - Mental Health and Wellness Services ......................................................................................... 11  
**Students’ Union** ............................................................................................................................... 13  
  - SU Businesses ............................................................................................................................... 14  
  - SU Services ................................................................................................................................. 16  
  - SU Events .................................................................................................................................... 18  
  - SU Election .................................................................................................................................. 20  
  - Quality Money .............................................................................................................................. 21  
  - SU Opportunities .......................................................................................................................... 22  
  - Overall Satisfaction ....................................................................................................................... 23  
**University of Calgary** ....................................................................................................................... 24  
**Demographics** ................................................................................................................................. 29
Executive Summary

The Students’ Union (SU) Annual Survey assists the SU in identifying key areas of impact and contribution to student satisfaction and engagement at the University of Calgary. The Annual Survey helps to inform the SU’s strategic planning, advocacy to university administration and all levels of government, and service provision. The 2023 Annual Survey asked students about their satisfaction and experience with the SU and the programs and services it offers, following the same themes as previous surveys, making it possible to observe changes in student opinion over time.

1,832 undergraduate students at the University of Calgary responded to the survey, representing a 6.4% response rate of the total 28,327 undergraduate students enrolled, as reported by the University’s Office of Institutional Analysis (most recent data available was used, from Fall 2022 enrolment numbers). Student engagement was steady in terms of involvement with SU-registered clubs despite distance-based learning and increased in terms of voter engagement with SU Elections from the 2022 Survey.

The sample size was proportionate to the demographic characteristics of the University of Calgary undergraduate student population. Variances in the representation of demographic characteristics are consistent with the profile of the typical undergraduate student who is hyper-engaged with the SU. Specifically, the typical survey respondents continue to be fulltime undergraduate students identifying as women. Out of all survey respondents, Cumming School of Medicine, Nursing, and Schulich School of Engineering students were moderately underrepresented, consistent with results from 2022. The survey saw a slight increase in international student responses from 13.69% in 2022, to 13.75% this year.

Satisfaction with the SU saw an increased approval rating, with a major increase in students indicating they have used or interacted with certain aspects. SU Advocacy & Representation saw an increase in combined satisfied response rate of 54.55%, a 13.26% increase since last year, bringing it from one of the lowest-satisfied surveyed aspects, to one of the highest. Satisfaction with SU Programs & Services and Clubs, as well as other aspects of SU, continue to increase.

Since 2021, respondents have been surveyed for their ethnic identity to stratify and identify patterns or trends in the data. In line with the Equity, Diversity and Inclusion Advocacy Policy passed by the Students’ Legislative Council (SLC) in 2020, this new data ensures the SU can determine and address barriers to inclusivity in its offerings to students.
Introduction
The SU Annual Survey was administered from Jan. 10 to Feb. 13, 2023. In the past, results of the Annual Survey have been used to guide and inform 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 and findings that are significant for understanding student satisfaction and engagement with the University of Calgary. 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.

1,832 undergraduate students at the University of Calgary responded to the survey, representing a 6.4% response rate. The survey response rate decreased by 1.2% since last year, seeing a change in the steady improvement we were seeing momentarily for four years (5.2%, 6.0%, 8.6%, 9.8% in 2018, 2019, 2020, and 2021 respectively). The response rate continues to decrease in the years of 2022 and now 2023 as well, presenting the SU with a great opportunity to intensify the promotion of its Annual Survey and its programs and services.

Methodology
Administration of Survey
The survey was administered online and took approximately 10 minutes to complete. SU staff managed the survey and Qualtrics Survey Software was used to create the web-based questionnaire.

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). Ten $100 Amazon gift cards were available as prizes to students who completed the survey.

Budget
Expenses for the SU Annual Survey were budgeted for in the SU’s Student Services Programs budget. For 2022 -23, the budget for the SU Annual Survey was $1,000. Actual expenses included ten $100 prepaid Amazon gift cards.

Communications
The online survey was open from Jan. 10 to Feb. 13, 2023. The traditional communications tactics used for SU surveys were executed by SU staff, as detailed below. In addition, SU elected officials were encouraged to promote the survey within their faculties via D2L, mailing lists, and classroom visits.

- Email
  - The email list was extracted from the SU internal list. The total number individuals on the SU contact list is unknown but this is known to be the most up-to-date student list.
Students received an initial email from the President’s email account inviting them to participate in the survey and a subsequent reminder email. SU registered clubs received notice of the survey in the club’s newsletter and through direct email to primary contacts on file for clubs.

- Social Media
  - The survey link was shared from SU accounts on Twitter, Facebook, and Instagram.

- Print/Digital
  - The SU Communications department produced posters and digital ads which were displayed in the MacEwan Building.

- Website
  - There was a prominent SU Survey link on the SU website (http://www.su.ucalgary.ca/) throughout the duration of the survey.

**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 Qualtrics Survey Software and the SU; the aggregate data, minus personal information, will be reserved for internal use by the SU. The SU did not go through the University of Calgary ethics approval process, as this survey was administered solely by the SU for internal use.
Advocacy & Issues

This section covers a range of frequently asked questions pertaining to advocacy work that the Students’ Union plans to undertake, including issues such as cost of living, employment, transportation, and other relevant topics.

Which issues would you most like to see the SU advocate on?

![Bar chart showing the distribution of responses to the surveyed issues]

**Figure 1. Advocacy Efforts**

To determine the most effective direction for our advocacy efforts in the coming year and best represent the needs of students, the survey included questions about which issues students would like to see addressed. The results were overwhelmingly in favor of the SU focusing its advocacy efforts on tuition and fees, with similar levels of interest across other areas. These findings suggest that students have experienced challenges and concerns related to recent tuition increases and look to the SU to assist them in addressing the consequences of these decisions by the university.
During the academic year, nearly half of the respondents (49.8%) reported living rent-free with their parents, guardians, or relatives, while others lived in rented houses or on-campus residences. Few respondents reported owning a home or paying rent while living with parents, guardians, or relatives.

School-Related Costs

Of the respondents who reported paying some form of living or housing cost, 19% spend less than $500 per month on rent or mortgage, 39% spend between $500 and $799, 13% spend between $800 and $999, 14% spend between $1,000 and $1,999, and 12% spend $1,200 or more.
Regarding the debt incurred by these respondents, the majority (26.64%) reported having no debt upon graduation, while others reported debt ranging from under $5,000 to $50,000 or more. This indicates a bimodal distribution, with respondents falling into two extremes: those with relatively low levels of debt and those with extreme amounts of debt, with a relatively equal distribution between the two groups.

**Employment**

On average, how many hours do you work (in paid employment) during the academic year from September to April?

![Bar chart showing the distribution of hours worked per week during the academic year.](chart)

**Figure 5. Employment during academic year**
Nearly half (45.6%) of students reported not working during the academic year, while those who did typically worked between 1 to 20 hours per week. Specifically, 25.6% worked 1 to 10 hours per week, and 18.8% worked 11 to 20 hours per week. This distribution indicates that most undergraduate students do not work, and those who do tend to work fewer hours and are less likely to be employed full-time.

![Graph showing employment distribution](image)

During the spring/summer period from May to August, the proportion of employed students increased significantly. Only 27% reported not working during this time, while 40% worked full-time and 33% worked part-time.

![Bar chart showing reasons for not working during spring/summer](image)

For those individuals who were not employed the reasons varied, most specified they did not seek employment, or they were enrolled in spring/summer courses. Others noted they were unable to find...
employment, did unpaid work, or other reasons. The proportion who couldn’t find any employment or weren’t able to find employment related to their field of study or career goals combined is quite high, seeing that career help or employment assistance could be improved at the university.

**Transportation & U-Pass**

Transportation is a crucial aspect to monitor when evaluating how students commute to school and the transportation options they prefer. Most students (56.13%) choose to take Calgary Transit, while a sizable minority prefer to drive on their own (23.08%). Only a small number of students opt to walk or cycle or have other forms of transportation.

Would you support the creation of a post-secondary transit pass to replace the UPass, where only students who use transit pay for the pass, even if the cost is greater than the current UPass?

![Figure 8. Transportation Methods](image)

![Figure 9. Opt-Out Option for U-Pass](image)

Within the context of transportation, our survey sought to gather students' perspectives on the U-Pass and the potential implementation of an opt-out feature. The findings revealed a near-even distribution
of opinions, with 51% of respondents opposing the notion and 37% expressing support, while a small percentage remained indifferent.

**Mental Health**

In general, how is your mental health?

![Mental Health Bar Chart](chart10.png)

One crucial area to prioritize is the mental well-being of students, as we conducted a survey to gauge the state of their mental health. Results indicate that approximately 39% of students reported their mental health as fair, while 27% indicated it was good. This suggests that most students do not appear to experience significant mental health challenges. However, it is important to note that a considerable number of individuals reported poor mental health at 19% or very poor mental health at 7.4%.

![Mental Health Comparison Bar Chart](chart11.png)

As a continuation of our mental health inquiry, we also inquired about the participants' current mental health status compared to that of a year ago. Around 17% of respondents indicated that their mental health had significantly improved, while 26% felt it had somewhat improved, and 23% felt it remained
the same. On the other hand, 32% of individuals felt that their mental health had declined in the past year, a significant percentage proportion to warrant attention. This situation presents the SU with the opportunity to advocate for more mental health support and resources for students.

Thinking about the amount of stress in your life, how would you describe most of your days?

![Stress Levels of Students](image1)

**Figure 12. Stress Levels of Students**

To better understand the sources of stress among students, we asked them to describe the level of stress they experience daily. Nearly half of respondents, or approximately 50%, reported that most of their days are somewhat stressful, with only a small number indicating that they experience no stress at all. This finding suggests that the SU needs to advocate to the University for a review of academic curriculums and learning outcomes of academic courses to avoid student burnouts.

**Mental Health and Wellness Services**

In the past year, have you accessed mental health supports or services through the SU Wellness Centre or other campus services?

![Proportion of Students Accessing Mental Health Support](image2)

**Figure 13. Proportion of Students Accessing Mental Health Support**
To evaluate the effectiveness of mental health services provided by the SU, we inquired whether students had utilized them. An overwhelming majority of 84% reported that they had not accessed these services. This indicates that despite facing mental health challenges, there appears to be a gap between campus mental health services and students, suggesting the need for the SU to enhance advocacy efforts at making these services more accessible and well-known among the student population.

Students who accessed the mental health services were also asked about the adequacy and timeliness of the services provided. Of those surveyed, 58% reported that their needs were addressed promptly and adequately, while 42% indicated that they were not. These results suggest the need for frequent periodic evaluation of the quality level of mental health services offered by the campus mental health services to enhance student satisfaction and utilization.
Students’ Union

In this segment, students were posed with specific inquiries concerning the programs, services, businesses, elections, and other pertinent information related to the Students’ Union.

How would you prefer to receive information about the Students’ Union?

Students were surveyed on their preferred mode of receiving information about the Students’ Union, and the results showed that a significant percentage favored the president’s email (28%), closely followed by social media (20%). The survey also revealed that 16% and 14% of students preferred printed posters and the SU website, respectively, to obtain information. These findings suggest that most students prefer to receive information about the SU through online channels.
To assess students’ knowledge of the functions and operations of the Students’ Union, we asked them to indicate their level of agreement with a specific statement. The results show that over 50% of students understand what the Students’ Union does. Nevertheless, it is recommended for the SU to undertake additional promotional activities to boost its programs and services to students on campus.

**SU Businesses**

Which of the following SU businesses have you heard of, prior to taking this survey?

To gain a deeper understanding of students’ awareness of the Students’ Union, we asked specific questions about their familiarity with SU businesses. Most respondents selected The Den & Black Lounge and Bound & Copied Consignment and Used Bookstore, with both receiving 21% of the selections. As this question allowed for multiple selections, it appears that many students are familiar
with various SU businesses, with only 2% indicating that they were not aware of any. This suggests that students generally have a good level of awareness regarding SU businesses.

Regarding the satisfaction level of the businesses, most students indicated either a neutral or satisfied level of satisfaction for each business. This indicates that unlike awareness, the SU needs to undertake frequent periodic evaluation of the service quality levels of its businesses, particularly the Stör, to boost positive student experience and patronage.
SU Services

Of all respondents, the most popular and well heard of services were SU Clubs and the Student Health and Dental Plan, while the least were SUPERWork, Student Hardship Assistance Fund, and Conference Funding. The SU can undertake more promotion to spotlight its financial assistance programs and increase student engagement with them.
The feedback from students indicates that the majority are satisfied with the SU services. The SU Clubs and SUPERWork program received overwhelming satisfaction ratings, followed by Mac Hall Information Centre/Lost & Found and Conference Funding. However, the Health and Dental Plans, Online Exam Bank, and the Student Hardship Assistance Fund should be reviewed, as they received lower satisfaction ratings.
SU Events

Which of the following SU events have you heard of prior to taking this survey?

Figure 21. SU Events Awareness

Regarding the events organized by the SU, the most widely recognized and favored among the student body is Clubs Week, with 84% of respondents being aware of it prior to participating in the survey. Conversely, Wellness Wednesdays received the least recognition with only 20% of students having prior knowledge of the event. Similarly, events such as Stressless Week and Mind & Body in the Empty Space were only known to 26% and 24% of respondents, respectively. These findings suggest that greater emphasis should be placed on promoting these wellness-based events. Moreover, one of the highly favored features of the Students’ Union in the previous year was the SU clubs, which could be attributed to the immense success of the Clubs Week event.
How satisfied are you with the following SU events?

Regarding the satisfaction level of students with the Students’ Union events, the majority expressed an overall sense of contentment. Notably, the level of satisfaction was observed to be directly correlated to the level of awareness of each event. Events with lower awareness levels generally had a higher proportion of respondents indicating a neutral stance towards the event. Of all the events, StressLess Week garnered the highest percentage of dissatisfaction, with a cumulative 8% expressing their discontent. Although this proportion may not be significant, it underscores the importance of promoting wellness-based events, particularly those with low awareness and high dissatisfaction levels.
The majority, around 69% of students, were aware of the SU election, while 31% were not. With regards to the election process, it is noteworthy that only 54% of students exercised their right to vote. This implies that there is scope for enhancing and prioritizing election promotion initiatives in the forthcoming years.

The primary reason for abstaining from voting, as reported by 57% of non-voters, was a lack of knowledge and awareness of the voting process. Therefore, the SU may want to look at providing clearer instructions and potentially simplifying the voting process for students to increase voter turnout.
Quality Money

Where would you most like to see Quality Money allocated?

In the 2022 Annual Survey, a significant modification was made in the way the question was posed. Rather than the customary open-ended format, respondents were presented with a set of bucketed responses to select from, facilitating an improved comprehension of students' needs and ensuring informed decision-making. A notable finding from the survey was that 57% of the respondents expressed a desire for the allocated funds to be directed towards undergraduate student scholarships or awards. This was followed by initiatives related to campus renovations, health and wellness, and academic programs, respectively. Conversely, non-academic incentives received the lowest responses, with only 10% of the respondents showing interest in such initiatives.
SU Opportunities

Were you aware that the SU offers numerous on-campus, part-time employment opportunities, available exclusively to undergraduate students?

![Bar chart showing 37% Yes and 63% No](image)

**Figure 27. Part-time employment opportunities**

There appears to be a significant gap between the student body and the SU with regards to the availability of employment opportunities. Surprisingly, more than 63% of students were unaware that the SU provides employment options.

Were you aware that the SU offers numerous volunteer opportunities available exclusively to undergraduate students?

![Bar chart showing 52% Yes and 48% No](image)

**Figure 28. Volunteer employment opportunities**

In contrast to the employment opportunities, the awareness level regarding volunteer options was relatively more balanced, with 52% of respondents being cognizant of such opportunities. It is worth noting that this finding is in stark contrast to that of employment options.
Overall Satisfaction

Figure 29. Overall satisfaction of the SU

As a means to assess the overall perception of the Students' Union, respondents were requested to provide their level of satisfaction using a Likert scale. The analysis revealed that the most gratifying aspects of the Students' Union were the student clubs, programs, and services. Conversely, the health and dental plan as well as the advocacy and representation were the least satisfying aspects of the Students' Union.
The ensuing section encompasses a range of queries aimed at evaluating the University of Calgary's operations and assessing students' perceptions and levels of satisfaction with their institution.

Rate your level of agreement with the following statement: "I feel that the University of Calgary provides good overall value in exchange for the tuition and fees that I pay."

![Figure 30. Value in exchange for tuition and fees](image)

The initial inquiry directed at students concerned the perceived value of the tuition and fees charged by the University of Calgary. A substantial proportion of the respondents, around 48%, expressed disagreement with the statement, while 35% agreed, and the remainder neither agreed nor disagreed.

Rate your level of agreement with the following statement: "If I had a problem with my student experience, I would know where to go for help at the University of Calgary."

![Figure 31. Awareness of University of Calgary assistance](image)

With respect to the accessibility of support services and addressing issues within the university, more than half (51%) of the respondents disagreed with their ability to identify the appropriate channels for seeking help. This implies a disconnect between the university's services and programs and the students, rendering them inaccessible.
Another aspect that was assessed was the students’ level of satisfaction with academic advising. The findings showed that 29% of the respondents expressed dissatisfaction with this service, while 40% reported being satisfied, and 17% expressed neither satisfaction nor dissatisfaction. This suggests that although academic advising is deemed acceptable, there is room for improvement.

Out of the respondents who did not utilize academic advising, which accounts for 12% of the total respondents, the main reasons were either that they did not feel the necessity to seek advice or were not informed about the process.
When students were asked about the factors that would enhance their overall academic experience, 51% of them responded that academic advising would be the most beneficial, followed by 41% who stated that career development and job opportunities were important. Additionally, 30% of students expressed that social events and opportunities to build connections and friendships were crucial. These findings suggest that students not only require academic and career guidance but also value the social aspect of their university experience.
Out of all university services the most well-known services are Student Wellness Services, Career Services, and the Student Success Services. The least well-known services are the Student Ombuds Office, Writing Symbols Lodge, and the Welcome Centre. Many programs however had a low proportion of student awareness, indicating that the Students’ Union could assist in the promotion of these student-oriented services in partnership with the University of Calgary.
Respondents expressed either satisfaction or neutrality towards the services they were aware of. Among these services, leadership and student engagement received the highest satisfaction ratings, while the Scholars Academy program was the least satisfying. The services as a whole were considered average, suggesting there is room for improvement.
Demographics

In addition to seeking feedback on various services, students were also asked a series of demographic questions. These questions aimed to gain a better understanding of the diverse characteristics and populations of students, and to identify if there were any groups that may require targeted efforts or support. By collecting this information, the institution can ensure that it provides equitable access and opportunities to all students.

Which faculty are you taking your degree program through?

The faculty of arts and science had the highest representation among the survey respondents, which is not surprising considering they are the largest faculties at the university. However, it is noteworthy that a higher-than-expected percentage of individuals (5.5%) identified themselves as being part of a combine/concurrent program, which is a larger percentage than in previous years.
Most students who participated in the survey reported being in their first year of studies, followed by second and third years. However, there was a decline in the number of respondents as the years progressed, indicating that the survey did not capture as many upper-year students as it did lower-year students. This insight suggests that efforts should be made to encourage greater participation among upper-year students to obtain a more representative view of the student body.

Nearly all the survey respondents, approximately 90%, fell within the age range of 18 to 24, which is consistent with previous years. This finding is not surprising, given that this age range represents the typical demographic for university students.
Of all respondents very few were international students, only 14% while 86% were domestic students.

The majority of respondents, comprising 66% of the sample, identified as female. This gender distribution is consistent with past survey results, which have tended to be dominated by female first-year students. This trend appears to have persisted, with female students continuing to be more likely to participate in the survey than male students. It is worth noting, however, that this gender imbalance may affect the representativeness of the survey results and may require further investigation to ensure that the voices of all students are heard.
Of the survey respondents, only 2% identified as transgender, while 78% also identified as heterosexual. These findings suggest that the survey may not have captured a representative sample of the LGBTQ+ community on campus, which could have implications for the types of advocacy or support initiatives that are developed based on the survey results. It is important to recognize the potential limitations of the survey data in this regard and to ensure that efforts are made to reach out to and engage with marginalized communities on campus.
The survey results indicate that the representation of Indigenous students was relatively low, with only 3% of respondents identifying as Indigenous. This underrepresentation highlights the need for greater outreach and engagement with Indigenous communities to ensure that their voices and experiences are adequately represented in future surveys and campus initiatives.

Among those who identified as belonging to a visible minority group, the largest proportion identified as South Asian, followed by Chinese, Black, and Filipino. This finding provides valuable insight into the...
diversity of the student body and highlights the need for initiatives and resources that cater to the needs and experiences of these diverse communities.

Figure 46. Religious Identity of Respondents

The survey results indicate that most respondents, comprising 41% of the sample, did not identify with any religion. Among those who did identify with a religion, Christianity was the most reported, representing 30% of respondents. This insight provides important information for understanding the religious diversity of the student body and may have implications for the provision of appropriate support and services on campus.
Lastly, the survey results indicate that most respondents, comprising 78% of the sample, did not identify as having any disabilities.

Overall, the typical survey respondent was a first-year student in the Faculty of Arts, identifying as a heterosexual woman, not belonging to a visible minority group, and not reporting any disabilities. While this information may be useful for understanding the demographic makeup of the survey sample, it is important to recognize the potential limitations of these findings and to avoid generalizing or assumptions based on them.