



UNIVERSITY
CANADA WEST

Student Services Survey Spring 2024 Results

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Study Objectives



Measure student
awareness and usage
of UCW services



Explore student
perspectives and
satisfaction with services



Identify students' successes
and challenges with
online/guided study learning

Survey Topics



Service & Contact Awareness



Open Feedback



Satisfaction (Availability, Timeliness and Quality)



Instructor Support

Participation



33%
Response rate



2,377
Participants



54%
Female



46%
Male



82% Continuing
Students



49% First Generation
Students

Awareness and Satisfaction



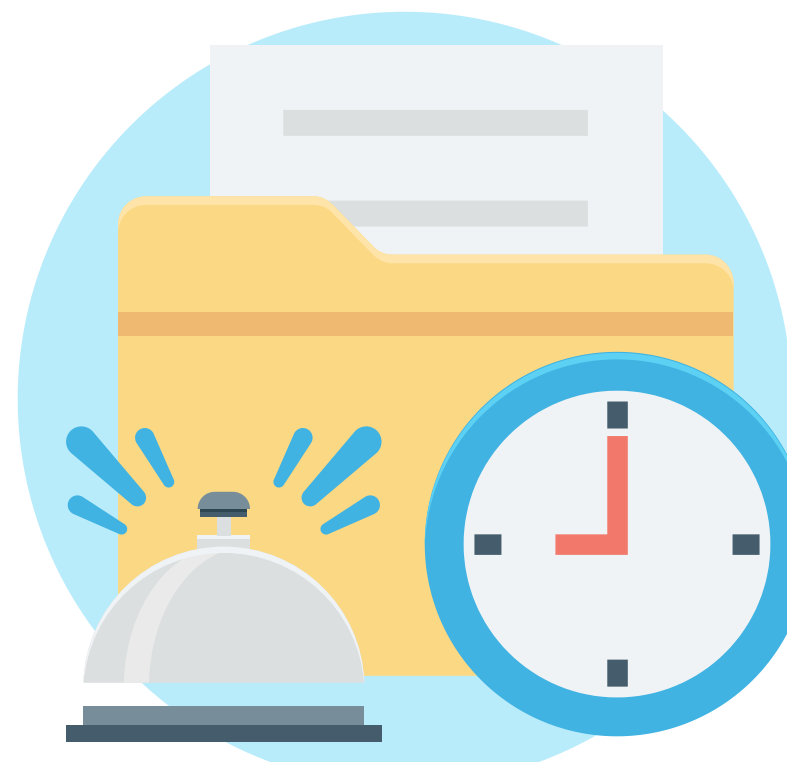
84%
Are **aware** of what UCW
services are being offered



90%
Know how to **contact**
UCW services providers



83%
Satisfied or very satisfied
with **availability** of services



82%
Satisfied or very satisfied
with **timeliness** of services



82%
Satisfied or very satisfied
with **quality** of services

Instructor Support

Students who are **satisfied** or **very satisfied** with their instructors' activities
to support their online learning:

Provided enough/different types of materials **87%**

Provided a variety of learning activities **86%**

Made themselves available weekly **85%**

Had clear assessment criteria **84%**

Provided timely/helpful feedback **83%**

Provided clear instructions **81%**