

Snapshot: Academic Support Services Survey

August 27, 2021

Prepared for UASU Executive Committee



This brief survey (August 24-27) aimed to establish undergraduate student familiarity with academic support services, comfort with accessing them, and patterns of use.

The survey comprised three parallel questions in a 'choose all that apply' format. The questions asked whether respondents felt like they knew how to access various academic support services, whether they felt comfortable accessing them, and whether they had visited or accessed them before.

After removing alumni, graduate students, and other non-undergraduates, the sample size is n=968, roughly one out of 35 UAlberta undergraduate students.

This survey snapshot summarizes the key findings of the complete report ([15 pages](#), available on the UASU website).

	Know how to access	Would feel comfortable accessing	Have accessed	Groups of concern (cross-tabulated)
Academic Success Centre	38%	39%	10%	Disabled students, 3rd year and higher, Business, ALES, Law, Nursing
UASU Tutor Registry	18%	24%	2%	ALES, Engineering, KSR, Native Studies, Nursing, Augustana, Business
UASU Exam Registry	29%	36%	9%	Women, gender minorities, disabled students, early-year students, Augustana, CSJ, Medicine and Dentistry, Nursing, Law, Native Studies, Engineering, KSR
Academic advisors in respondent's faculty	50%	51%	25%	Gender minorities, men, disabled students, Business, Engineering, Nursing, Pharmacy, Arts
Centre for Writers	33%	31%	8%	Men, disabled students, Engineering, CSJ, KSR, Science, Law, Pharmacy
Decima Robinson Support Centre (science and math)	33%	34%	15%	Women, disabled students, Nursing, KSR, Education, Law, Native Studies, CSJ, Augustana
U of A Libraries support/workshops	51%	50%	20%	Men, disabled students, CSJ, Engineering, Law, Business, Education, Engineering
Accessibility Resources	16%	20%	6%	Disabled students (only 55% have used, only 66% feel comfortable), Business, KSR, Law, Native Studies, Nursing, Pharmacy
Office of the Student Ombuds	12%	16%	4%	Women, disabled students, Business, Augustana, KSR, Native Studies, Law, CSJ, Pharmacy