

Students' Union Undergraduate Survey 2001

Undergraduate Survey



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Background and Methodology

In October 2001, the University of Alberta Students' Union, with help from Incite Solutions, conducted a survey administered to approximately 3000 undergraduate students. The survey focused on determining student opinions and awareness of the Students' Union, as well as on various issues, and student demographic information. The vast majority of surveys were completed in pre-selected classrooms. This technique was supplemented with survey tables in the Students' Union and Education buildings, and the survey was available to all students on-line through the Students' Union website.

In an effort to ensure the most accurate results possible, enrolment figures from the University of Alberta Office of the Registrar were obtained and used to build a detailed sampling plan using a quota system. The number of students by faculty and year of study according to the 26,262 undergraduate students enrolled was scaled to proportionately represent a sample size of approximately 3,000. The Students' Union then selected classes that would best provide the number of students by faculty and year of study to match those of the sampling plan.

A total of 2884 students took part in this survey and results overall are said to be accurate, 19 times out of 20, to within +/- 1.1%.

Year of Study	# of Students Surveyed	% of Students Surveyed
1st Year	639	22.3%
2nd Year	607	21.2%
3rd Year	776	27%
4ht Year	847	29.5%
Total	2884	100%

This report presents the most salient findings from this re-search.

Unless a survey is drawn from a prob-ability sample. it is not possible to make assumptions and inferences about a total population. As the chance of a given student being se-lected for this survey was not completely random this survey is not a true probability survey.

As a result, the confidence intervals used above are not scientific. However, practical research applications typically use statistical analysis and confidence ranges in regards to

Faculty	# of Students Surveyed	% of Students Surveyed
Ag, Home Ec.	146	5.1%
Arts	396	13.8%
Business	248	8.6%
Education	350	12.2%
Engineering	487	16.9%
Nursing	136	4.7%
Pharmacy	97	3.4%
Phys. Ed	82	2.9%
Rehab. Med.	130	4.5%
Saint-Jean	28	1.0%
Science	564	19.6%
Other	211	7.3%
Total	2884	100%

non-probability samples. The confidence intervals indicated above fall into this category and do provide excellent guidelines for interpreting and sharing the results of this survey.

Most students thought the Students' Union was effective.

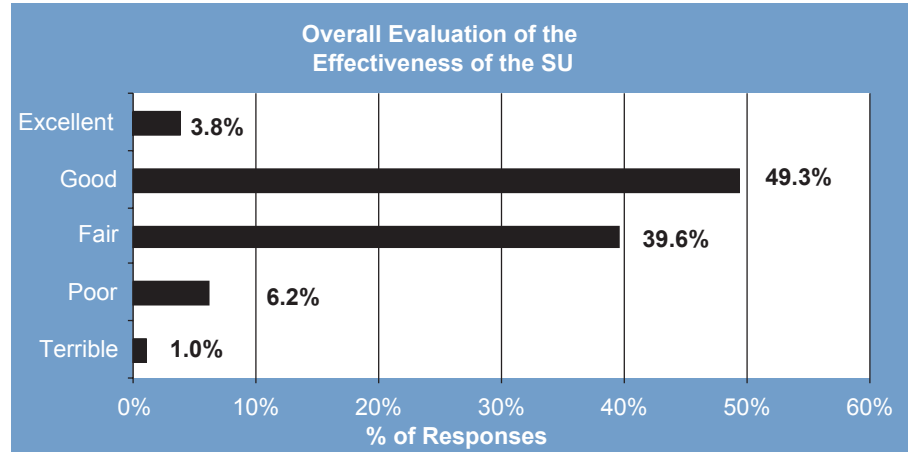
Students' Union Businesses & Services

Overall Evaluation of the Effectiveness of the Students' Union

1

What is your overall evaluation of the effectiveness of the Students' Union?

Terrible/Poor/Fair/Good/Excellent



The majority of students thought that the Students' Union was effective, with most students saying it was good (49.3%) or fair (39.6%). A very small percentage of students thought the Students' Union did poorly (6.2%), or terrible (1%). As well, a very small percentage of students thought that it was excellent (3.8%). Students in general did not have a strong opinion on this question potentially due to their lack of awareness for many Students' Union activities', as seen by the results of other questions in this study. Consequently, the Students' Union needs to increase its presence on campus. We will do this by placing more effort and resources on promoting our activities and initiatives.

Businesses - Frequency of Use

2

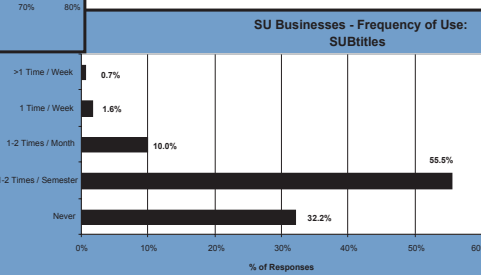
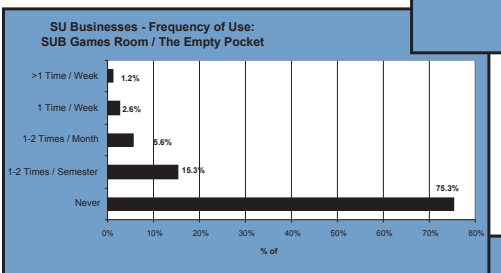
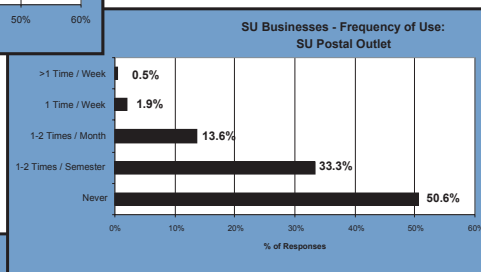
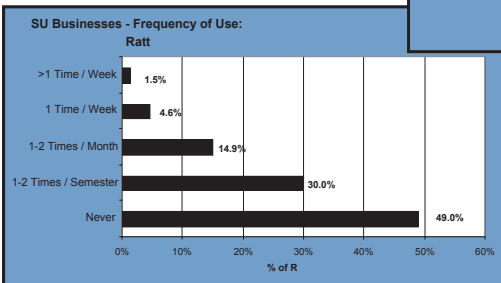
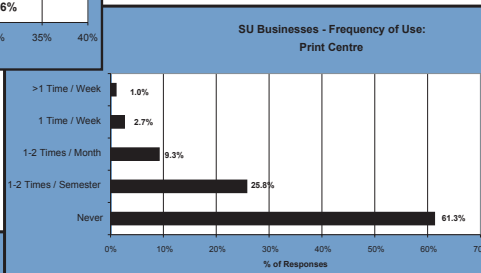
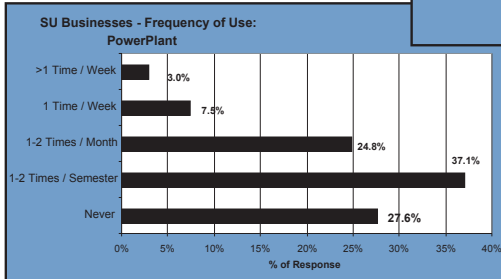
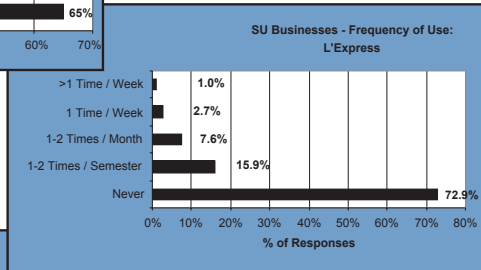
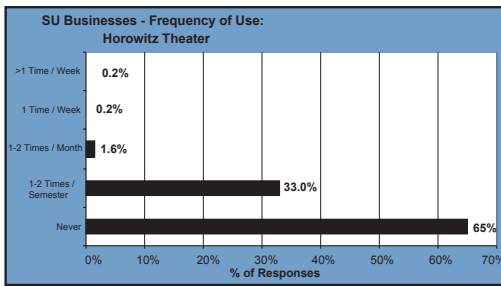
Check the box that depicts how often you use/ visit each of the following Students' Union businesses:

Never 1-2 times/semester 1-2 times/month 1 time/ week >1 time/ week

A large portion of students visited most businesses at least 1-2 times per semester. The businesses that students used most were PowerPlant and SUBtitles. A small percentage of students visited any one business more than once per week. In addition, a large portion of students never visited some of the businesses, such as L' Express (72.9%) and SUB Games Room/The Empty Pocket (75.3%). In light of these findings, the Students' Union will conduct focus groups on the businesses with low student volumes to determine the reason why certain businesses are not being visited.

Student's Union Business & Services

A large portion of students visited most businesses at least 1-2 times per semester.



Student's Union Business & Services

The majority of students were very aware of a large portion of Students' Union services.

6

Services - Student Awareness & Students' Perceived Value

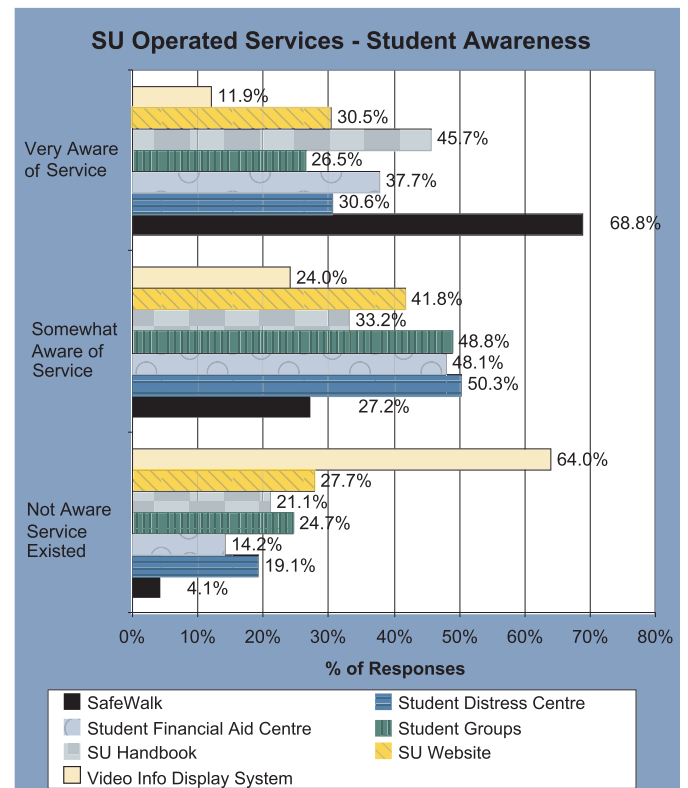
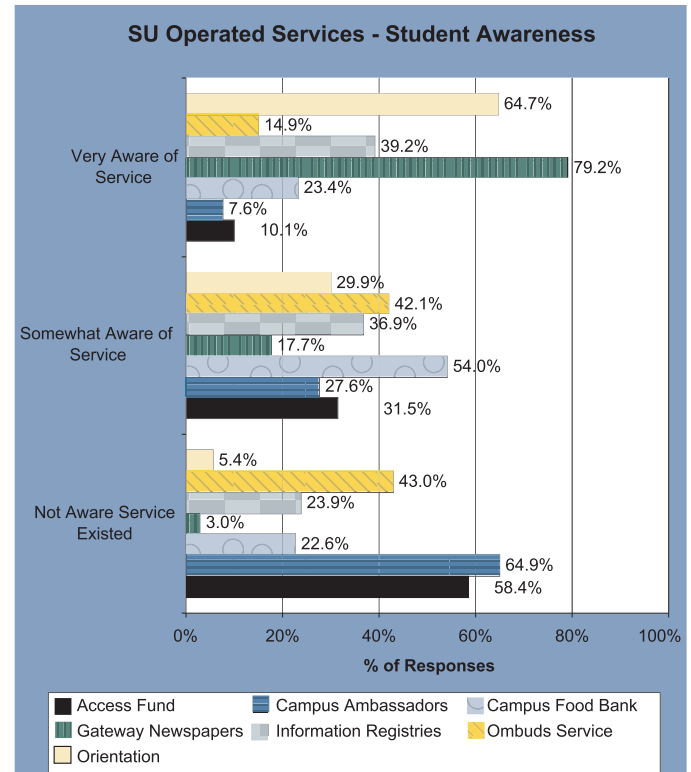
3/4

3. Check the box that depicts your awareness of each of the following SU services:

Not Aware Somewhat Aware Very Aware

4. Check the box that depicts your opinion of the value of each of the following SU services to students:

Has Little Value Has Some Value Has Great Value Unsure



Awareness

The majority of students were very aware of a large portion of Students' Union services. For example, the majority of students stated that they were very aware of the following services: Safewalk (68.8%), Information Registries (39.2%), and Orientation (64.7%). Awareness levels can be attributed to the physical presence of each service; services that are physically apparent to students tend to have a higher awareness level. Taking current awareness levels and the nature of each service into consideration, the Students' Union will determine the levels of promotion necessary to improve significantly awareness levels for Students' Union services.

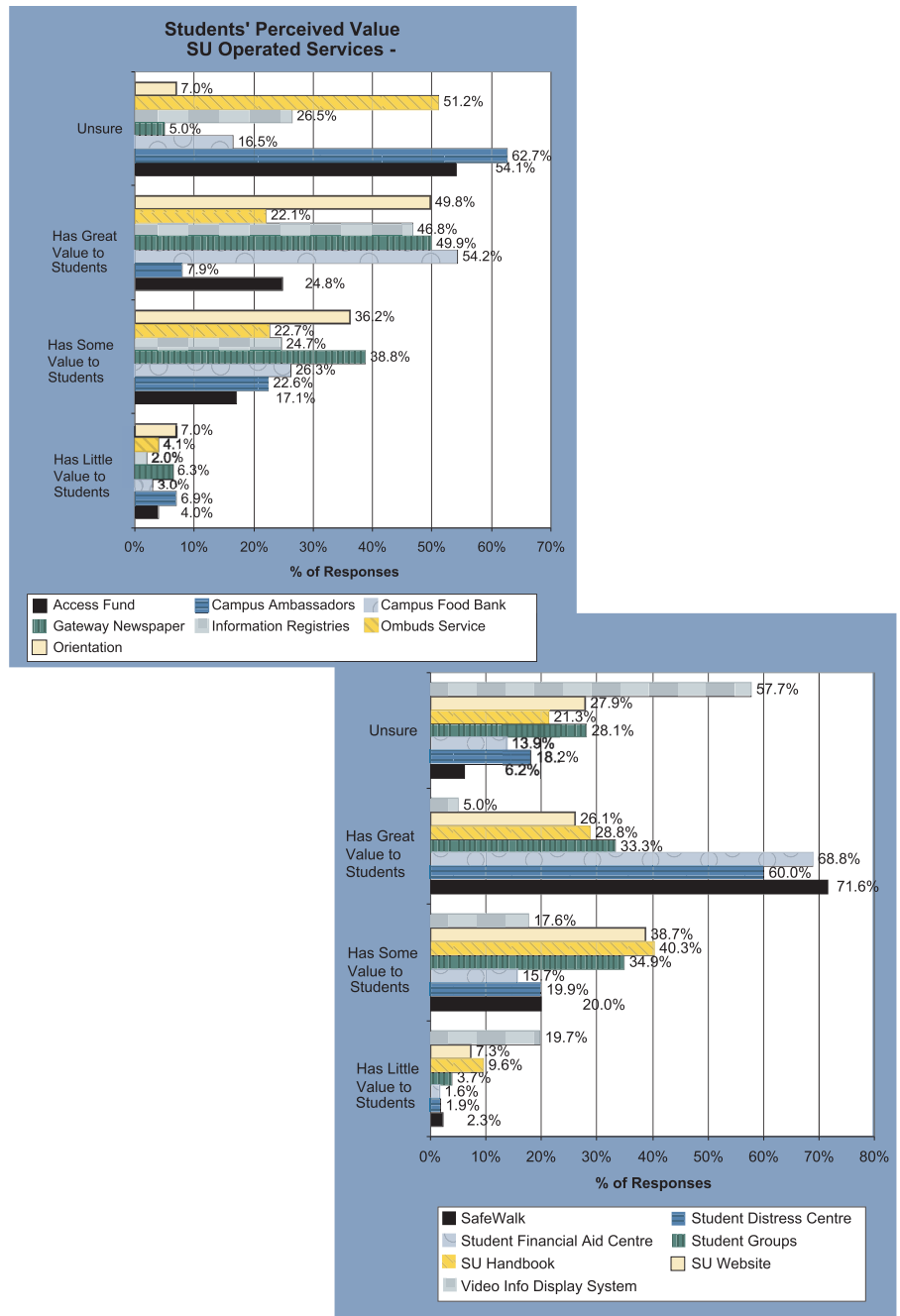
Perceived Value

The majority of students thought Students' Union services provided great value to students. The relevance and value that the Students' Union brings to the student population is clearly seen by the results of this question and speaks to the importance of the Students' Union in actively promoting some of its core services.

The services that had the greatest value to students were Safewalk: (71.6%), Student Financial Aid & Information Centre (68.8%), and the Campus Food Bank (54.2%). Less than 10% of students saw little value from any of the Students' Union services, with the exception of the Video Information Display System at 19.7%. This low rating may be attributed to its low awareness level. 64% of students were not aware of the Video Information Display System. This may be attributed to the naming of the service; most students do not know that the Video Information Display System are the television screens in the Students' Union Building. If the Video Information Display System was described as these television screens, it may have been rated higher.

8 Student's Union Business & Services

Students place strong value on many of the services offered by the Students' Union. The services that were rated highest on having great value to students were: **Safewalk (71.6%), Student Financial Aid & Information Centre (68.8%), and the Campus Food Bank (54.2%).**



Student Handbook of Choice & Reasons for not using SU Handbook

5/6

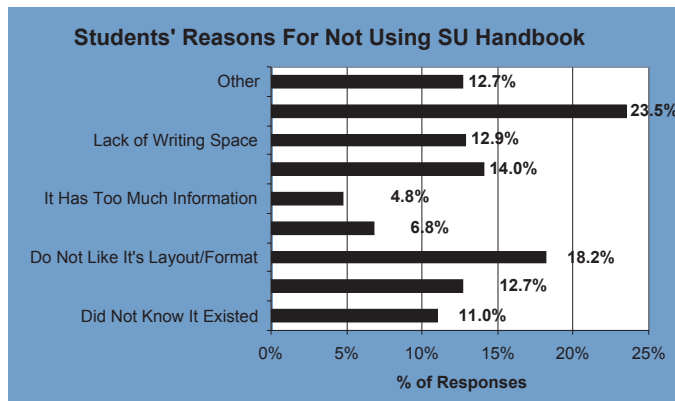
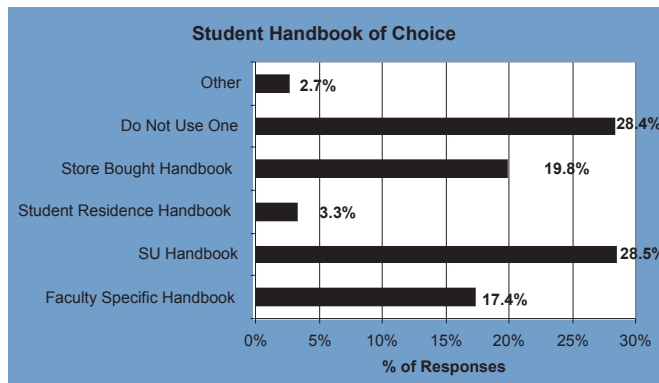
5. Which of the following student handbooks do you most frequently use?

- Faculty Specific (e.g. Business)
- Student Residence (e.g. Lister)
- Do not use a student handbook
- SU Handbook
- Store Bought Planner
- Other:

6. If you do not use the SU handbook, please indicate why (please check all that apply):

- Did not know it existed
- Do not like the layout/format
- There is too much information
- Lack of writing space
- Other:
- Do not know where to get it
- It only covers 8-months
- too many advertisements
- I have my own Daytimer, Planner, PalmPilot, etc.

The Students' Union Handbook is the handbook of choice for students. It is the most used handbook on campus.



The Students' Union Handbook is the handbook of choice for students since 28.5% of students stated it is the handbook that they use most frequently. However, some students choose not to use the Students' Union Handbook because they had their own personal handbook or they disliked the layout of the Students' Union Handbook.

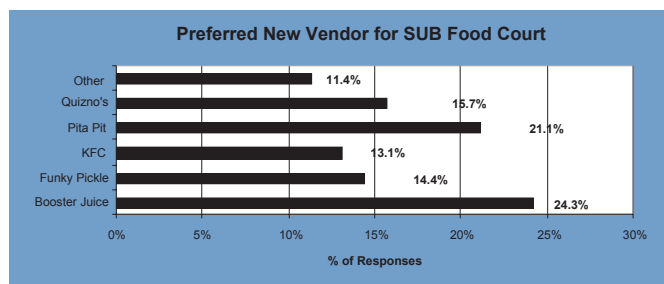
In light of this information, the Students' Union will conduct focus groups on its handbook to explore the reasons why some students do not use it. The Students' Union will modify the Handbook according to information obtained in this study.

Preferred New Vendor for SUB Food Court

7

Choose the one vendor that you would most like to see added to the SUB food court?

Booster Juice / Funky Pickle / KFC / Pita Pit / Quizno's / Other



Booster Juice (24.3%) was closely followed by the Pita Pit (21.1%) as the one vendor that students would most like to see added to the Students' Union Building.

55.5% rated classroom speaking as a very effective medium for informing them about past, current or upcoming SU activities and initiatives.

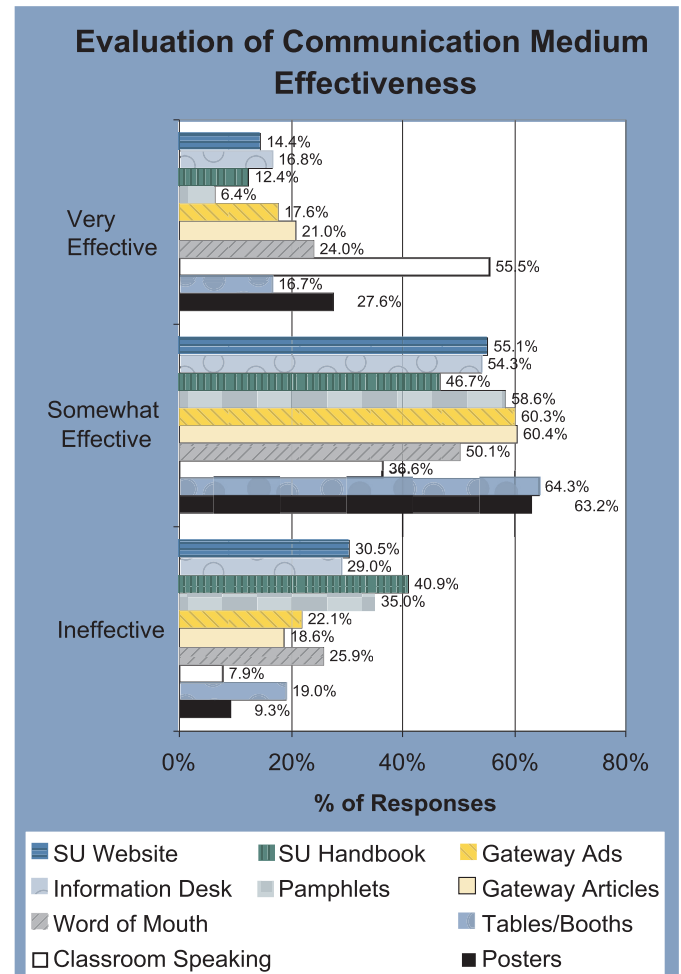
In regards to bringing a new food vendor for the Students' Union Building food court, responses were relatively evenly dispersed among the choices provided. Booster Juice (24.3%) received the highest rating, followed closely by the Pita Pit (21.1%.) With this information the Students' Union will work to find the most suitable new vendor for the Students' Union Building food court based on student demand and interest from food vendors.

Evaluation of Communication Medium Effectiveness for SU Activities and Initiatives

8

Please evaluate how effective the following communication mediums are in informing you about past, current or upcoming SU activities and initiatives:

	Ineffective	Somewhat effective	Very effective
Posters:	Ineffective	Somewhat effective	Very effective
Tables/ booths	Ineffective	Somewhat effective	Very effective
Classroom speaking:	Ineffective	Somewhat effective	Very effective
Word of Mouth:	Ineffective	Somewhat effective	Very effective
Gateway articles:	Ineffective	Somewhat effective	Very effective
Gateway ads:	Ineffective	Somewhat effective	Very effective
Pamphlets:	Ineffective	Somewhat effective	Very effective
SU handbook:	Ineffective	Somewhat effective	Very effective
Information desk:	Ineffective	Somewhat effective	Very effective
SU website:	Ineffective	Somewhat effective	Very effective



Classroom speaking emerged as the best communication medium to inform students about past, current, or upcoming Students' Union activities and initiatives, with 55.5% rating it as a very effective medium. The next best mediums were: posters (27.6%), word of mouth (24.0%), and Gateway articles (21.0%).

The effectiveness of these communication mediums will be used when creating promotional and advertising plans for Students' Union activities and initiatives. In addition, the Students' Union will attempt to make certain communication mediums more effective, such as our website.

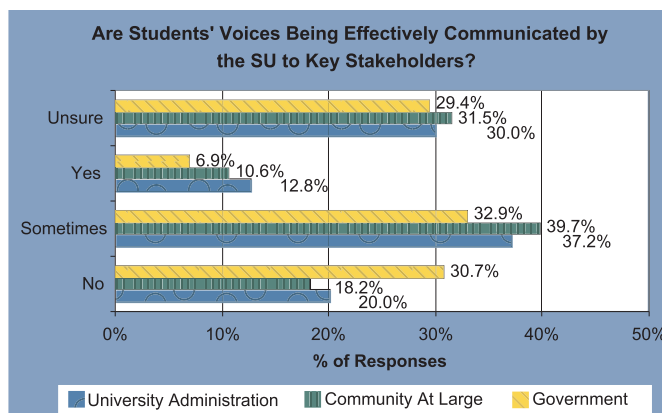
STUDENT ISSUES & REPRESENTATION

Are Students' Voices Being Effectively Communicated by the SU to Key Stakeholders?

1

Is your student voice adequately and accurately represented to the following groups?

University Administration Community at Large Government



The majority of students felt that the Students' Union communicated students' voices adequately and accurately *sometimes* to the University Administration (37.2%), Community at Large (39.2%), and Government (32.9%).

The majority of students felt that the Students' Union communicated students' voices adequately and accurately *sometimes* to the University Administration (37.2%), Community at Large (39.2%), and Government (32.9%). However, an alarming percentage of students were *unsure* if student voices were adequately and accurately communicated to the University Administration (30%), Community at Large (31.5%), and Government (29.4%).

These findings show that the Students' Union should continue working on discovering student opinions and informing students of the initiatives it undertakes, especially when representing the student voice to government. The Students' Union always placed great importance on discovering student opinions. This year it increased its efforts by conducting this research study, and by improving the outreach

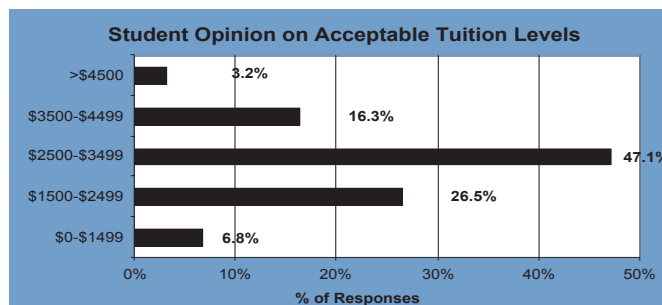
Tuition levels emerged as the most pressing concern for students, with less than 20% of students indicating that current tuition levels are acceptable.

activities of the Executive Committee through Gripe Tables and "Your SU" pages in the Gateway. The Students' Union also plans to conduct focus groups to explore in detail some of the topics covered in this survey.

Student Opinion on Acceptable Tuition Levels

2

Given today's economical and political climate, what would be an appropriate tuition level (for one year with a full course load)?
\$0-\$1499 / \$1500-\$2499 / \$2500-\$3499 / \$3500-\$4499 / >\$4500



Tuition levels emerged as the most pressing concern for students, with less than 20% of students indicating that current tuition levels are acceptable. A majority of students felt that a tuition range of \$2500-\$3499 for one-year with a full course load would be appropriate.

The reasons for this opinion are shown in the answers to the section on Student Income, Spending and Debt and from information gathered by the Students' Union from other sources. More specifically, most students cannot afford to pay the costs associated with attending university. The majority of students (64.1%) earn less than \$250 a month while they are in school, and the majority of them earn between \$750-\$1749 per month (54.9%) while they are not in school. In addition, the Student Loan Program does not appear to provide students with enough money to meet their basic needs. For example, the Alberta Student Loan program allows only \$170 per month for food, which works out to \$1.75 per meal. Furthermore, the majority (71.8%) of students must pay for rent and utilities, as well as textbooks and transportation. Therefore, with the current level of tuition combined with these other factors and costs, many students are struggling to finance their education.

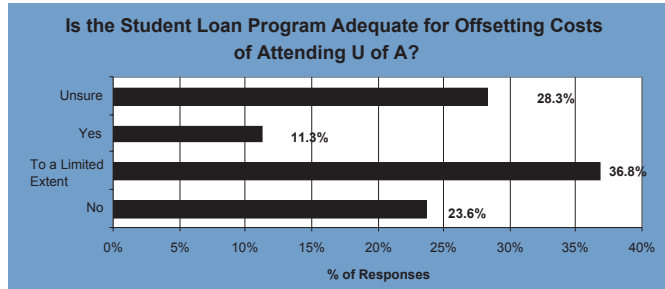
Despite strong arguments and a strong campaign by the Students' Union, students lost the tuition debate this year, 2001/02, and were forced to accept yet another increase. However, due to the pragmatic and persistent lobbying efforts of the Students' Union, both the University and the Provincial Government have committed to revising their current tuition policies with input from the Students' Union. This will

allow for the creation of a tuition policy that is both accessible and affordable.

Student Opinion on Adequacy of Student Loan Program

3

Do you feel that the student loan program is adequate to offset the costs associated with attending the University of Alberta?
No / To a limited extent / Yes / Unsure



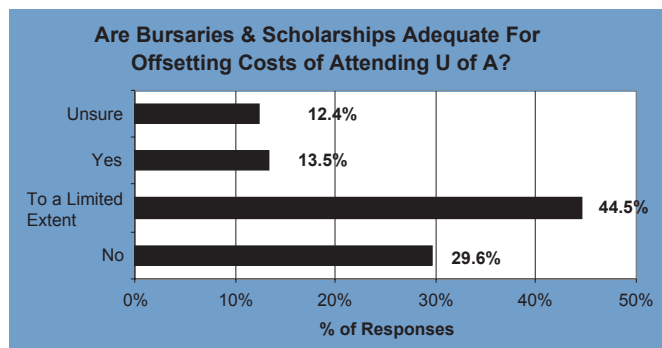
A very small percentage (11.3%) of students felt that the Student Loan Program was adequate for offsetting the costs of attending the University of Alberta, while the largest percentage (36.9%) of students felt that it was adequate for offsetting the costs to a limited extent.

To improve the Student Loan Program, the Students' Union is lobbying the provincial and federal governments to revise the needs assessment criteria to reflect the real costs of living associated with attending university.

Student Opinion on Adequacy of Bursaries and Scholarships

4

Do you feel that bursaries and scholarships are adequate to offset the costs associated with attending the University of Alberta?
No / To a limited extent / Yes / Unsure



A very small percentage (13.5%) of students felt that bursaries and scholarships were adequate for offsetting the costs of attending the University of Alberta, while the largest percentage (44.5%) of students felt that they were adequate for offsetting the costs to a limited extent.

Only 11.3% of students felt that the Student Loan Program was adequate for offsetting the costs of attending the University of Alberta.

Only 13.5% of students felt that bursaries and scholarships were adequate for offsetting the costs of attending the University of Alberta.

The vast majority (75.3%) felt that tuition relief should be the spending priority for the post-secondary sector.

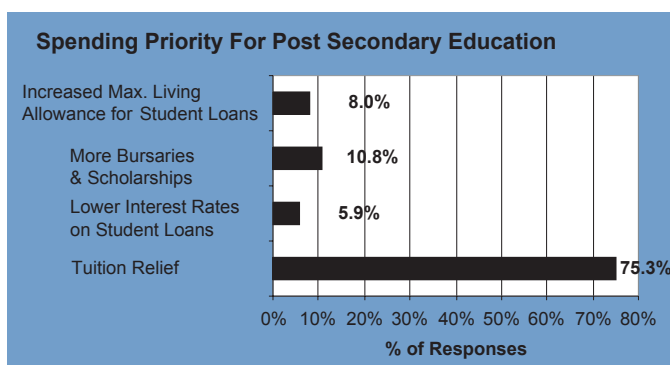
The Students' Union was aware that some students could not find the financial resources to continue their studies. Therefore, we established the Access Fund in 1995 through a referendum. By their vote, students created a unique program through which bursaries would be available to their peers in serious financial need. To date, the Access Fund has granted over \$2 million in bursaries. The Students' Union will re-evaluate the Access Fund's criteria in order to effectively distribute bursaries to students in need, and it will create a better marketing plan for this essential service.

Spending Priority for Post-Secondary Education

5

Which of the following (choose 1) should be the spending priority for post secondary education?

Tuition relief / Lower interest rates for student loans / More bursaries and scholarships / Increased maximum monthly living allowance for student loans



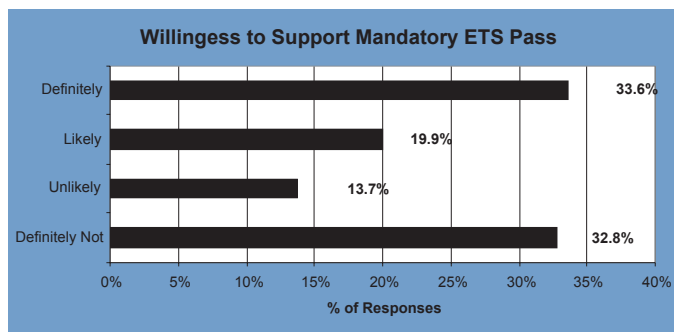
While students are concerned about the ability of student loans and bursaries or scholarships to offset the costs of attending the University of Alberta, the vast majority (75.3%) felt that tuition relief should be the spending priority for the post-secondary sector.

In an effort to combat the challenges that Canada's post secondary sector is facing, the Students' Union is working with CAUS, a provincial student lobby group, and CASA, a federal student lobby group, to create a new understanding between the federal and provincial governments on the post-secondary sector that will see these governments significantly re-invest in this sector. This will ensure that post-secondary education, especially tuition concerns, will remain a priority in Canada. The Students' Union has also established a Tuition Model Task Force to develop creative tuition policy directions for the University of Alberta and the province of Alberta. In addition, the President has been appointed to a provincial committee that is developing a new tuition model for Alberta.

Willingness to Support Mandatory ETS Pass

6

Would you be willing to support an additional \$70-\$90 mandatory non-instructional fee charged to all students as part of their yearly tuition in order to allow all U of A students to have free monthly Edmonton Transit System passes for 8 months?
Definitely not / Unlikely / Likely / Definitely



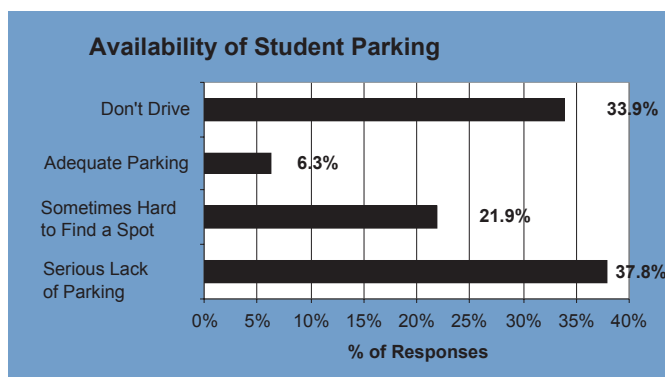
The issue of including mandatory bus passes in non-academic fees for all students received mixed results. There are clearly two large groups with differing opinions on the subject. 33.6% of students would definitely support the idea, while 32.8% of students definitely would not. Cumulatively, 53.5% said they would support it, while 46.5% said they would not.

Since there is support for the general idea of a universal bus pass, the Students' Union will continue to investigate this issue.

Availability of Student Parking

7

How would you evaluate the amount of student parking available on campus?
Serious lack of parking / Sometimes hard to find a spot / Adequate parking / Don't Drive



Since the majority of students at the University of Alberta commute to campus, many of which by car, parking is a concern. The largest response to this question was that there was a serious lack of parking (37.8%). Considering that 33.9% of respondents stated they do not drive, 57.2% of students that do drive stated that there was a serious lack of parking on campus.

Cumulatively, 53.5% said they would support having mandatory bus passes included in non-academic fees, while 46.5% said they would not.

57.2% of students that do drive stated that there was a serious lack of parking on campus.

53.3% of students that do drive stated that the cost of parking was much too high on campus.

The majority of students (88.1%) stated that 9 days or more was an appropriate length of time to add or drop classes.

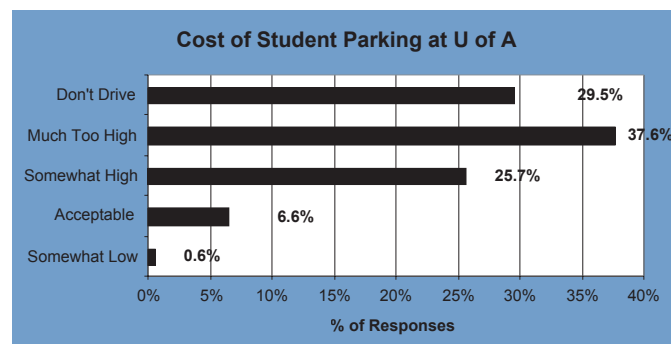
This is a serious issue for the Students' Union. If parking is not available on campus, students may have to park in unsafe off-campus locations. To ensure that parking on campus is safe and convenient for students, the Students' Union will examine these parking issues.

Cost of Student Parking

8

How would you evaluate the cost of student parking at the University of Alberta?

Somewhat low / Acceptable / Somewhat high / Much too high / Don't Drive



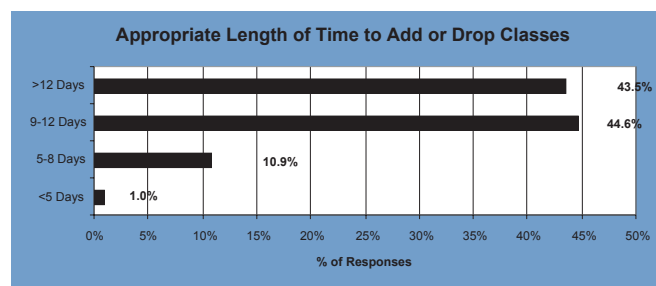
As with the availability of parking, the cost of student parking is also a problem. The largest response to this question was that the cost of parking was much too high (37.6%.) Considering that 29.5% of respondents stated they do not drive, 53.3% of students that do drive stated that the cost of parking was much too high on campus.

Appropriate Length of Time to Add or Drop Classes

9

How many days (including weekends) after classes begin do you feel is an appropriate deadline to add or drop courses before imposing some type of academic or financial penalty?

< 5 days / 5-8 days / 9-12 days / > 12 days



43.5% of students felt that more than 12 days should be provided to add or drop classes without an academic or financial penalty being imposed, with 44.4% indicating that 9-12 days was sufficient. As the current deadline is five days, this deadline is clearly unsatisfactory for students. The University of Al-

berta is the only top university to have an add/drop deadline of five days; most comparable universities have an average deadline of ten days. The Students' Union will present these findings to the University of Alberta and request that they extend this deadline to a level acceptable to students.

Three Consecutive Final Exams in 24 Hours

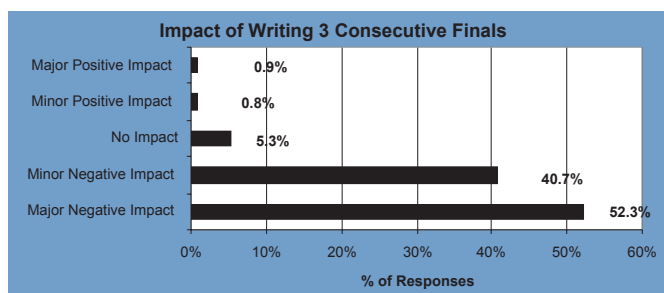
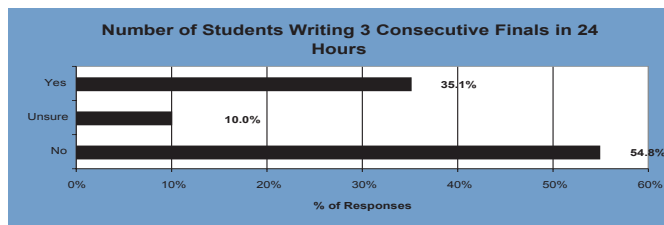
10 Have you ever had to write 3 consecutive final exams in 24-hours (e.g., morning, afternoon, evening; or afternoon, evening, next morning)?

No / Unsure / Yes

b. If yes, how did this impact your performance on these exams?

Major negative impact / Minor negative impact / No impact /

Minor positive impact / Major positive impact



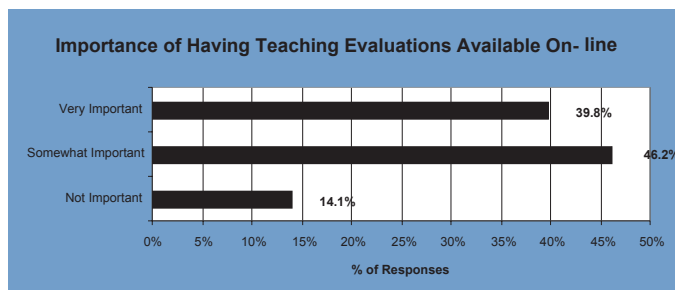
Only 35.1% of students faced writing 3 consecutive final exams in a 24-hour period. However, in that situation, 93% of students indicated that it had a minor or major negative impact on their performance. The Students' Union will work to re-examine the existing final exam policy in light of this information.

Importance of Having Teaching Evaluations Available On-line

11 How important is it to you to have the results of Universal Student

Ratings of Instruction (teaching evaluations) available on-line?

Not important / Somewhat Important / Very Important



Of students who had to write 3 consecutive final exams in a 24-hour period, 93% indicated that it had a minor or major negative impact on their performance.

86% of students said that having teaching evaluations on-line was either very important or somewhat important.

64.1% of students indicated that their gross monthly income was less than \$250 per month when they are in school.

Students are strongly in favour of posting teaching evaluations on-line (only 14.1% indicated it was not important.) Teaching evaluations are currently on the Students' Union website and will remain on the website to help students make informed instructor choices.

Student Income, Spending & Debt

Student Monthly Gross Income when in School and when not in School

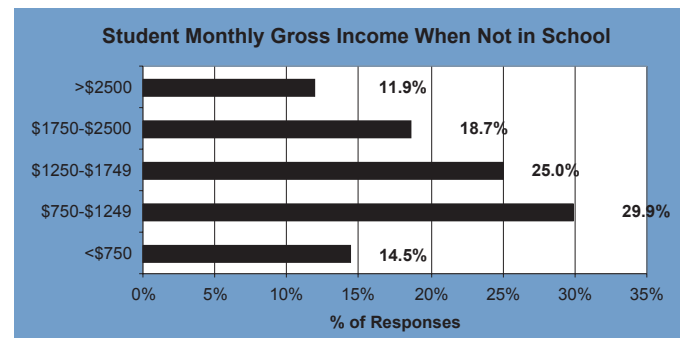
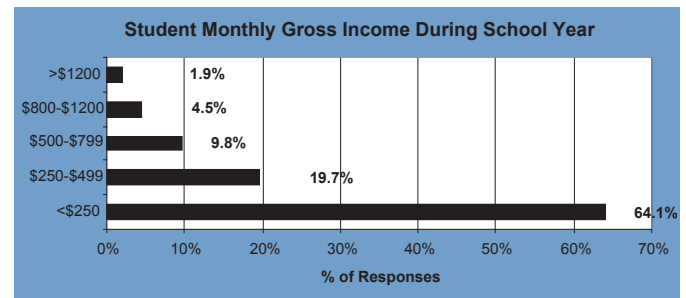
1/2

1. How much do you earn each month (before taxes), for months when you are in school?

<\$250 / \$250-\$499 / \$500-\$799 / \$800-\$1200 / >\$1200

2. How much do you earn each month (before taxes), for months when you are not in school (e.g. co-op term, summer job, etc.)?

<\$750 / \$750-\$1249 / \$1250-\$1749 / \$1750-\$2500 / >\$2500



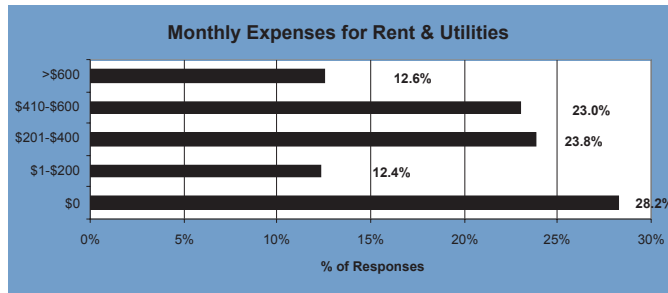
Undergraduate students at the University of Alberta have limited income when attending school. 64.1% indicated that their gross monthly income was less than \$250 per month, with only 16.2% having a gross monthly income of greater than \$500. In addition, most students (70%) were earning less than \$1749 gross per month when not in school. By looking at low student incomes, unacceptably high tuition rates, unsatisfactory student loan programs, and other student expenses, one can see that with the current situation many students are struggling or unable to afford an education at the University of Alberta (refer to question 2 of section 2).

Monthly Expenses for Rent & Utilities

3

How much do you personally spend per month on rent and utilities?

\$0 / \$1-\$200 / \$201-\$400 / \$401-\$600 / >\$600



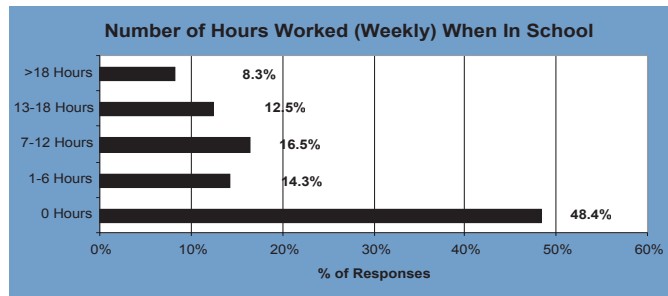
As stated in the previous question, undergraduate students at the University of Alberta have limited income. However, 59.4% of students were spending more than \$200 per month on rent and utilities, with 39% of these students spending between \$410-\$600 per month. This shows the importance of having financing options that are available and adequate in order to make post-secondary education accessible and affordable to students.

Number of Hours Worked (Weekly) when in School

4

How many hours per week do you work (paid employment) while you are in school?

0 hours / 1-6 hours / 7-12 hours / 13-18 hours / >18 hours



Generally, students do not work when they are in school (48.4%). Of the students who do work, their hours range fairly evenly from between 1-6 hours per week to over 18 hours per week. Given that the average student works only four months of the year, they are barely earning enough to cover their tuition costs, let alone their living expenses. It is clear that most students need financial assistance regardless if they work or not.

About 60% of students spend at least \$200 per month on rent and utilities.

48.4% of students do not work when they are in school.

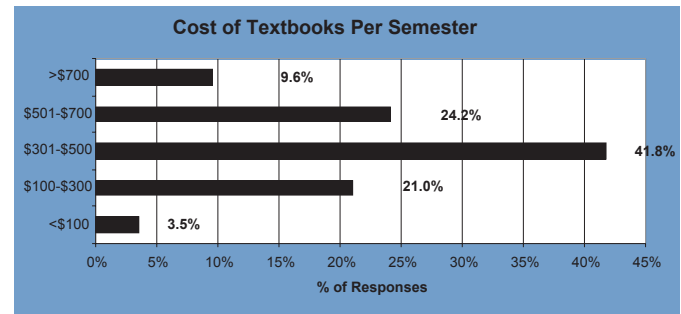
The majority of students spend \$301 - \$500 on textbooks per semester.

Over 50% of students who have applied for a student loan have been at least partially rejected because of their parent's income.

Cost of Textbooks Per Semester

5

How much money did you spend on textbooks this semester?
 <\$100 / \$100-\$300 / \$301-\$500 / \$501-\$700 / >\$700



The majority of students spend \$301 - \$500 per semester on textbooks. Textbooks are one more cost that adds to the tremendous financial burden students must face by attending university.

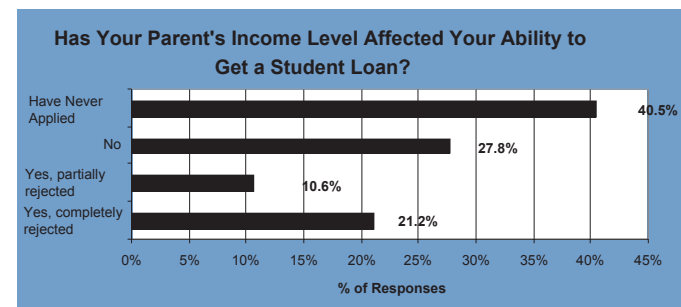
The Students' Union is examining ways to lower textbook costs, such as buying textbooks on-line, promoting course packs, and working with the University of Alberta Bookstore to reduce textbook costs. Student expenses could be greatly reduced if more professors and instructors switched from textbooks to course packs.

Parents' Income Affecting Student Loans

6

Has your parents' income level ever resulted in you being rejected for a student loan?

Yes, my application was completely rejected / Yes, my application was partially rejected / No, it has never effected my application / I have never applied for a student loan



Parental income has resulted in over 50% of students who applied for a student loan to be at least partially rejected. 59.6% of students reported that they applied for student loans, and of these students, 35.6% reported that they were completely rejected, while 17.8% reported that they were partially rejected. This is becoming a problem as the cost of tuition increases, especially for students who have parents with high incomes but do not help with the financing of their education.

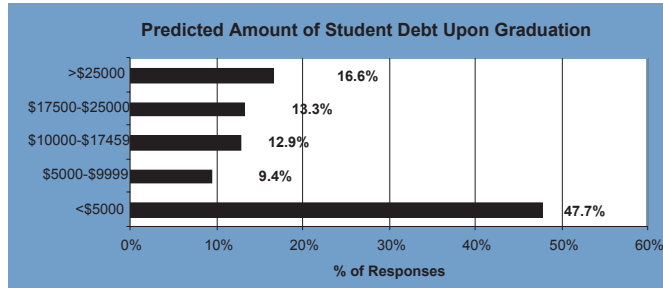
To improve the Student Loan Program, the Students' Union is lobbying both the provincial and federal governments to review the parental contribution clause.

Predicted Amount of Student Debt upon Graduation

7

Upon completion of your current degree, how much will you owe in student loans?

<\$5000 / \$5000-\$9999 / \$10000-\$17459 / \$17500-\$25,000 / >\$25000



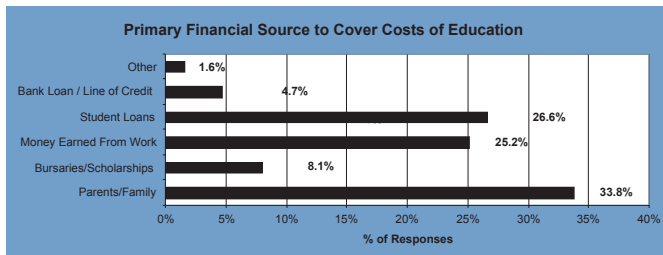
Student debt is also an issue, with over 50% of students graduating with at least \$5,000 in debt from student loans at graduation. Of the students who said they would be graduating with over \$5,000 in debt, 31.7% said they would owe over \$25,000, and 25.4% of them said they would owe between \$17,500 - \$25,000. These findings clearly show the massive financial burden placed on students. To improve the Student Loan Program, the Students' Union is working to lower the current interest rates, and develop a federal remission program.

Primary Financial Source to Cover Costs of Education

8

Which of the following (choose 1) is most responsible for covering the costs of your degree?

Parents/Family / Bursaries/Scholarships / Money I Earn Working / Student Loans / Bank Loan or Line of Credit / Other:



Students are primarily financing their education through parents/family (33.8%), student loans (26.6%), and income earned from working (25.2%). As tuition continues to rise, student debt is becoming unreasonable, the Student Loan Program is becoming insufficient, and parents are becoming less able to help their children finance their education. The Students' Union is determined to communicate University of Alberta undergraduate students' opinions

Of the students who said they would be graduating with over \$5,000 in debt, 31.7% said they would owe over \$25,000.

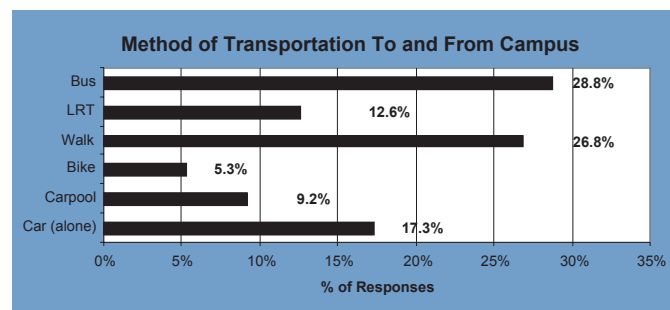
Students are primarily financing their education through parents/family (33.8%), student loans (26.6%), and income earned from working (25.2%).

Edmonton Transit Service is the most popular form of transportation to and from school for students.

on tuition and their financial burden to the University and governments.

Method of Transportation to and from Campus

9 What form (choose 1) of transportation do you use most often to get to and from school?
Car (alone) / Carpool / Bike / Walk / LRT / Bus

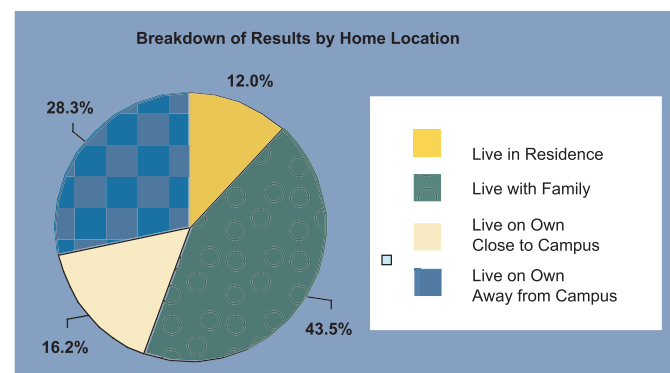


Edmonton Transit Service (41.4%) is the most popular form of transportation to and from school for students, with walking (26.8%) being second. There is significant variance, as expected, when viewing this question by the location of students' homes. Although ETS is the most popular form of transportation, a large portion of students use other forms of transportation: 26.8% of students walk, 26.5% drive or carpool, and 5.3% bike.

See question 6 from section 2 for more details on the Universal Bus Pass issue.

Where Students Live

10 Live in student residence / Live on my own – close to campus (<15 min. walk) / Live with my parents or family / Live on my own – away from campus (>15 min. walk)



At the time of the survey, almost half of the University of Alberta students lived with their families, while 28.3% lived on their own - away from campus, 16.2% lived on their own - close to campus, and 12.0% lived in residence.

The Students' Union feels that since the majority of students live off-campus, the following issues must be looked at: the availability and cost of parking on-campus, the universal bus pass, and other transit issues.

Summary of Common Themes

This study showed that the majority of undergraduate students at the University of Alberta thought the Students' Union services provided great value. The relevance and value that the Students' Union brings to the student population is clearly seen by the results of this question (question 4 of section 1), and speaks to the importance of the Students' Union in actively promoting its core services.

The majority of students thought the Students' Union was effective, with most students saying it was good (49.3%) or fair (39.6%). A very small percentage of students thought the Students' Union did poor (6.2%), or terrible (1%), while a very small percentage of students thought it was excellent (3.8%). Students in general did not have a strong opinion on this question. This can be attributed to the fact that, as seen by the results of other questions (question 2 and 3 from section 1) in this study, there is a lack of awareness for many Students' Union activities. Therefore, this study confirms what we believed - the Students' Union needs to increase its presence on campus. We will do this by placing more emphasis on promoting our activities and initiatives.

The costs of education and the programs available to offset those costs emerged as the most pressing concern for students. Less than 20% of students indicated that current tuition levels are acceptable. A majority of students felt that a tuition range of \$2500-\$3499 for one-year with a full course load would be appropriate. Most students cannot afford to pay the costs associated with attending university. The majority of students (64.1%) earn less than \$250 a month while they are in school (see question 1 of section 3), and the majority of them earn between \$750-\$1749 per month (54.9%) while they are not in school (see question 2 of section 3). In addition, only 11.3% of students stated that the Student Loan Program was adequate for offsetting the costs of attending the University of Alberta (see question 3 of section 2). Plus a very small percentage (13.5%) of students felt that bursaries and scholarships were adequate for offsetting the costs of attending the University of Alberta (see question 4 of section 2). Furthermore, the majority (71.8%) of students must pay for rent and utilities. Students must also pay for other expenses, like textbooks (see question 5 of section 3), and transportation (see question 8 of section 2). Therefore, with the current level of tuition combined with these other factors, many students are not capable of financing their education.

Students also indicated that they are concerned with the following issues: availability of student parking (question 7, section 2), cost of student parking (question 8, section 2), the University's policy on writing three consecutive final exams in 24 hours (question 10, section 2), availability of teaching evaluations (question 11, section 2), and add/drop deadlines (question 9, section 2).



For more information on the Undergraduate Survey 2001,
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For more information on the Students' Union and our Businesses and
Services, please check our website: www.su.ualberta.ca