



Athabasca University
Students' Union

AUSU Services Survey

Circulated May 2015

Compiled by Donette Kingyens, Office Administrator.
June 19, 2015.

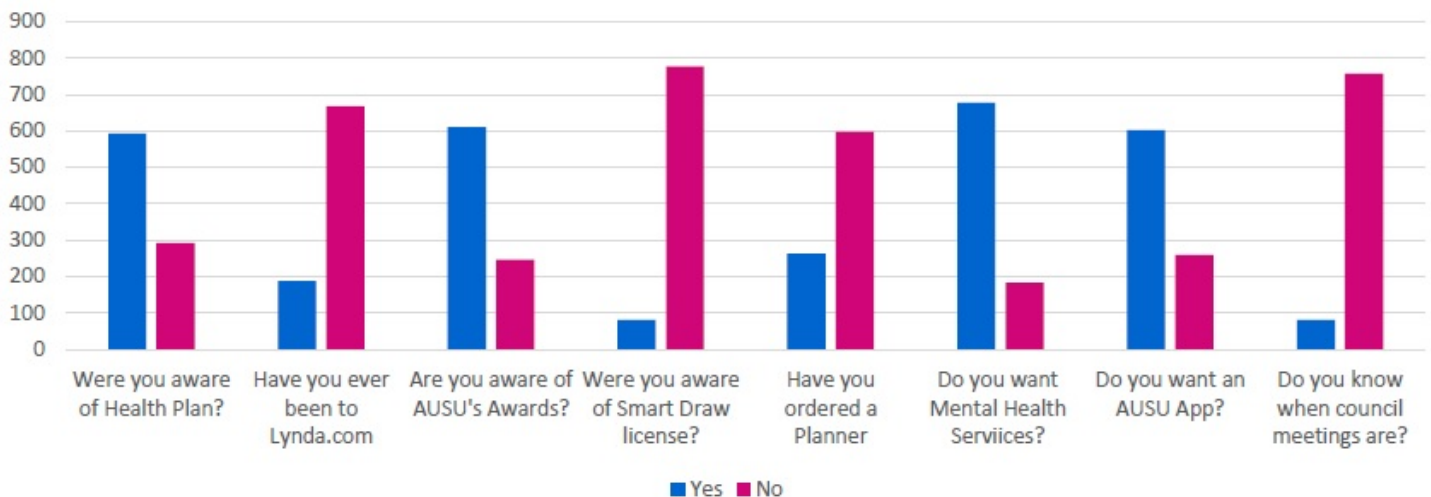
AUSU Services Survey Results – May 2015

In May 2015, AUSU circulated a survey on AUSU services. The survey was sent via our monthly newsletter, our AUSU Facebook page, and the Voice magazine.

Survey Response Sources



Awareness Response Summary



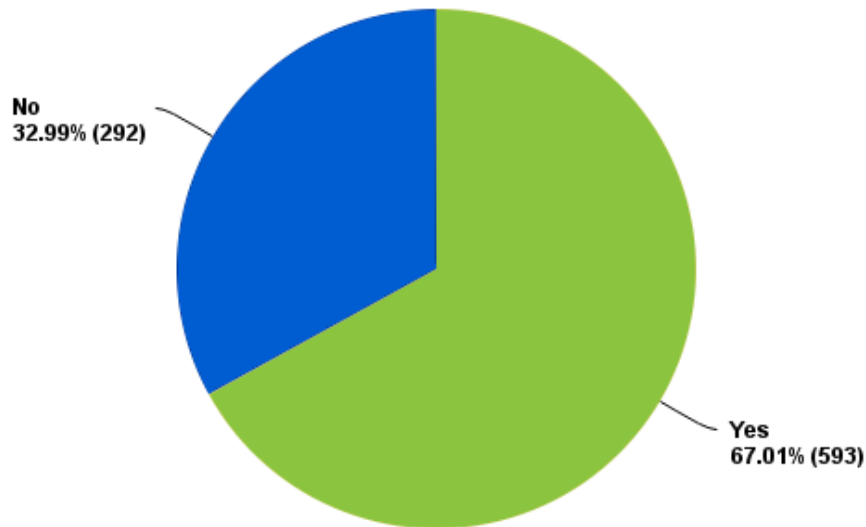
Overall Primary Concerns:

- More student awards at both AU and AUSU
- More student services
- Better awareness of AUSU services and outreach to new members
- Advocacy at University level
- Health Plan change concerns and need for more information about why changes happening
- E-text issues and requests for return of paper textbooks
- Better communication and response time with tutors
- More communication with other student (*many students unaware of how to make contact*)
- Confusion over AU being distance learning for ALL students (*some students feels services only for Alberta*)
- Many students (over 50) thanked us for the survey, our services, awards and work advocating for students
- Positive reviews for having mental health support

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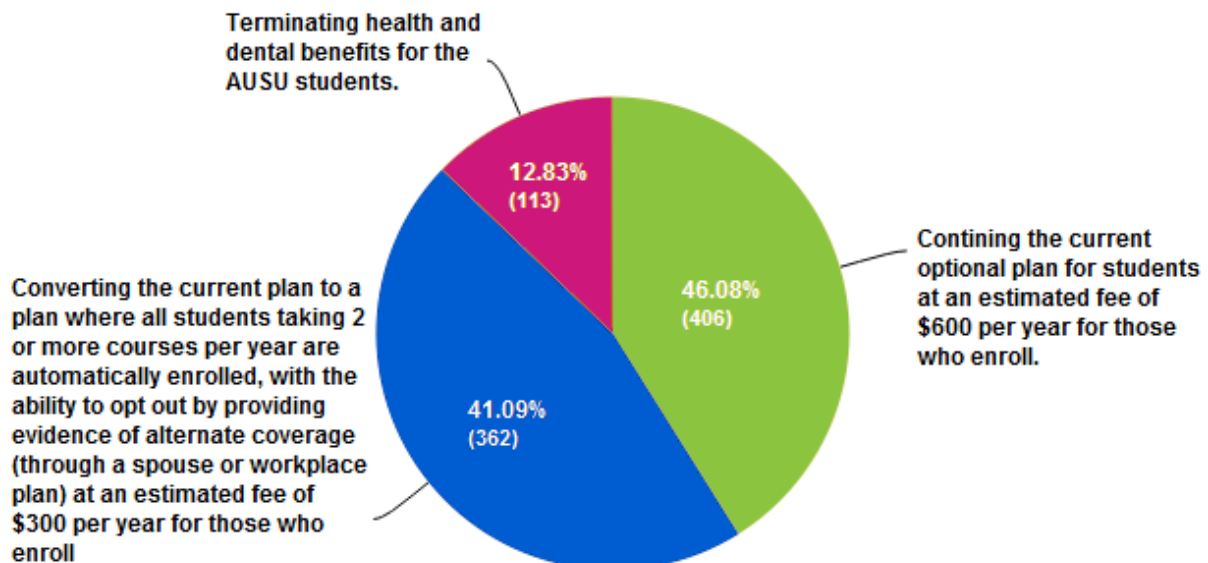
Q1 1) Before reading this, were you aware that AUSU offers a Health Insurance Plan for members?

Answered: 885 Skipped: 8



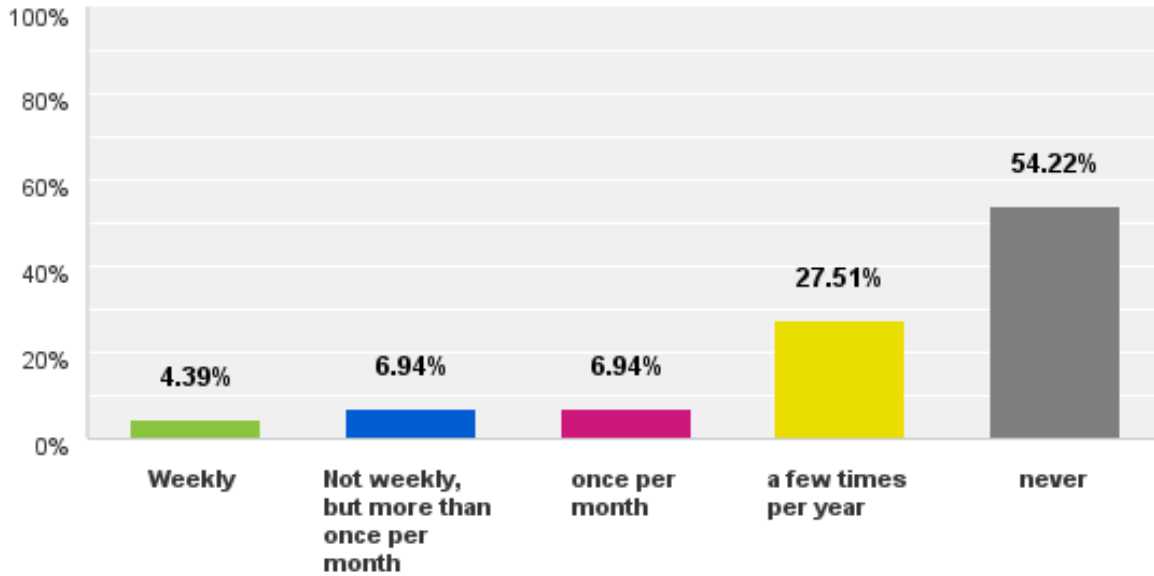
Q2 Understanding that AUSU will have no choice but to change the Health Insurance Plan, which option do you feel is best for you?

Answered: 881 Skipped: 12



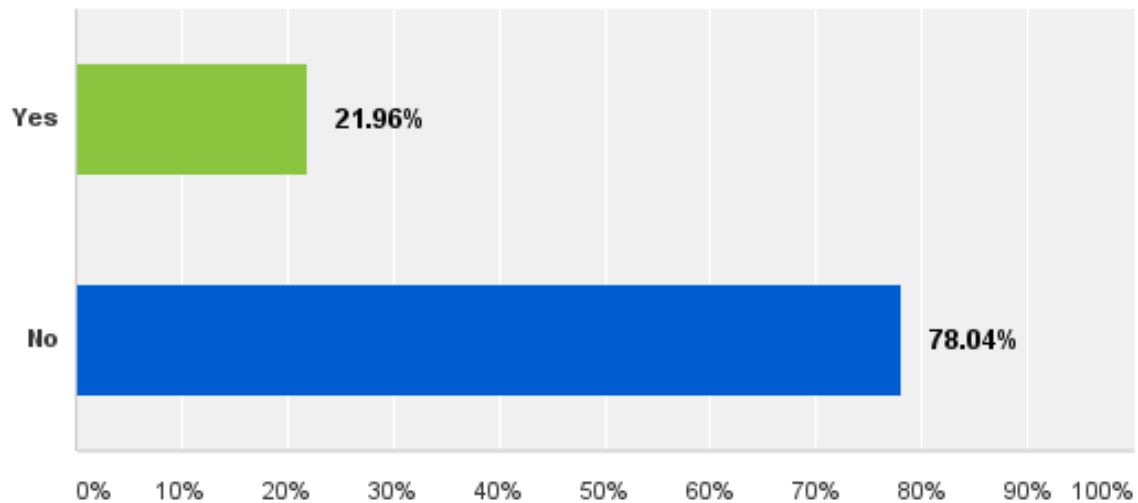
Q3 How often do you read "The Voice"?

Answered: 865 Skipped: 28



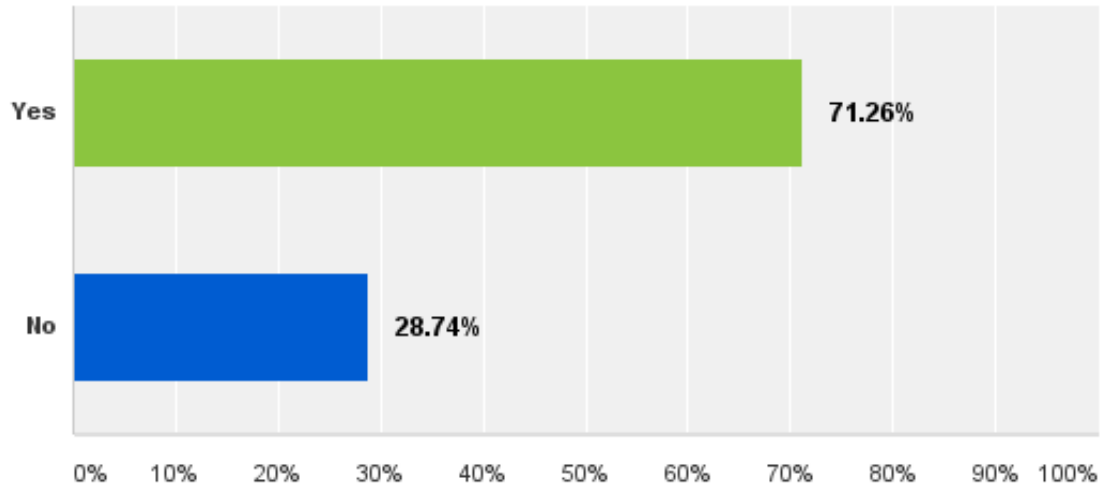
Q4 Have you ever been to lynda.com?

Answered: 856 Skipped: 37



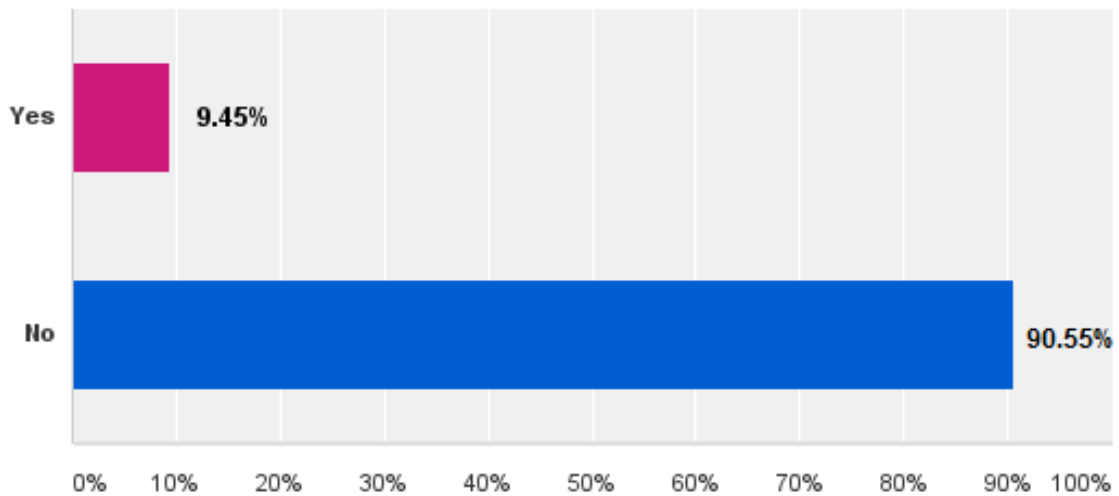
Q5 Are you aware that AUSU offers Student Awards?

Answered: 856 Skipped: 37



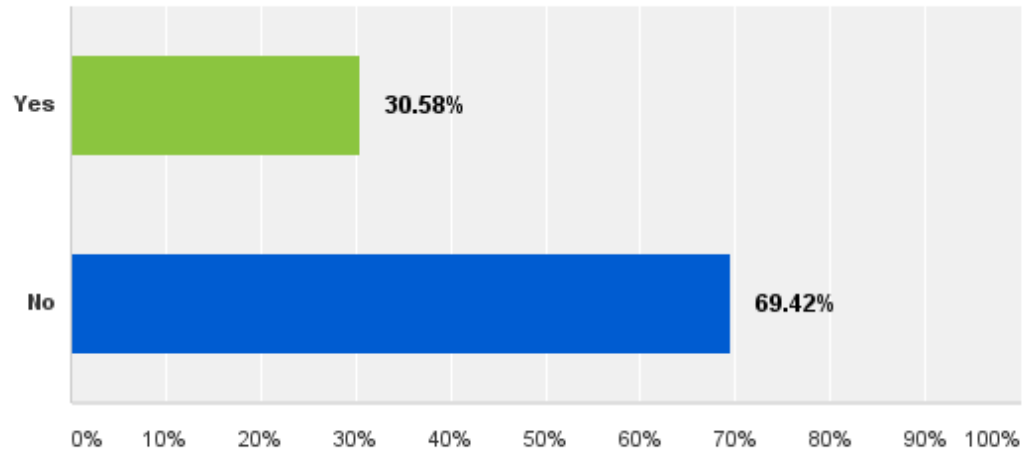
Q6 Are you aware that you can get a SmartDraw license for free from AUSU?

Answered: 857 Skipped: 36



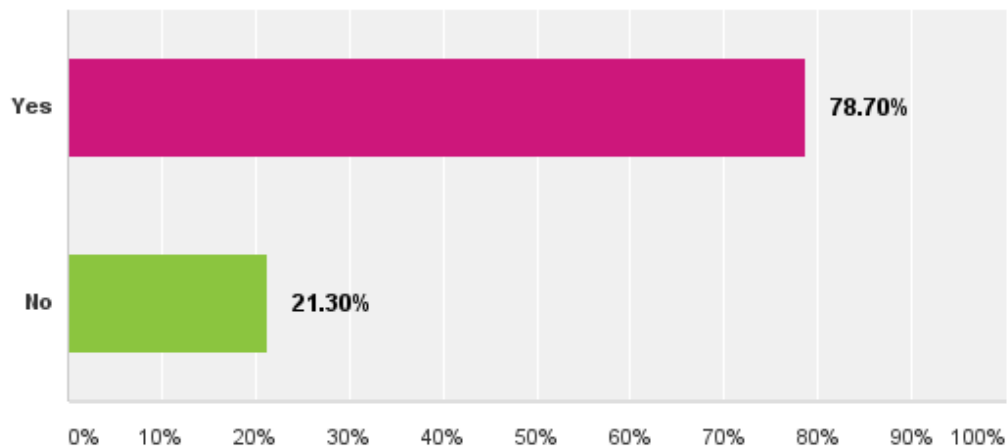
Q7 Have you ever ordered your free planner from AUSU?

Answered: 860 Skipped: 33



Q8 Do you see the need for a service in which AUSU members could access confidential counselling services for free? Services would be available in person, by phone or online; and would include counselling for individuals, couples and families facing anxiety, depression or stress relating to dealing with loss, addiction, financial trouble and critical incidents.

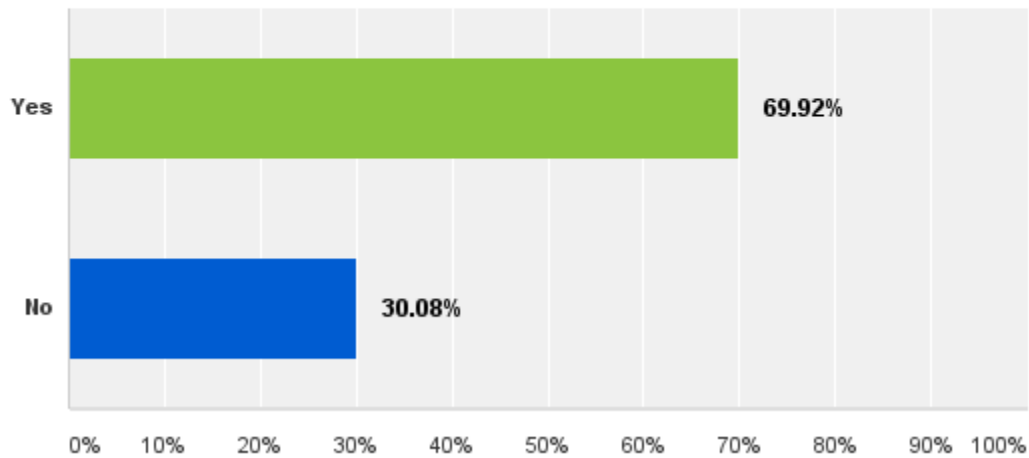
Answered: 859 Skipped: 34



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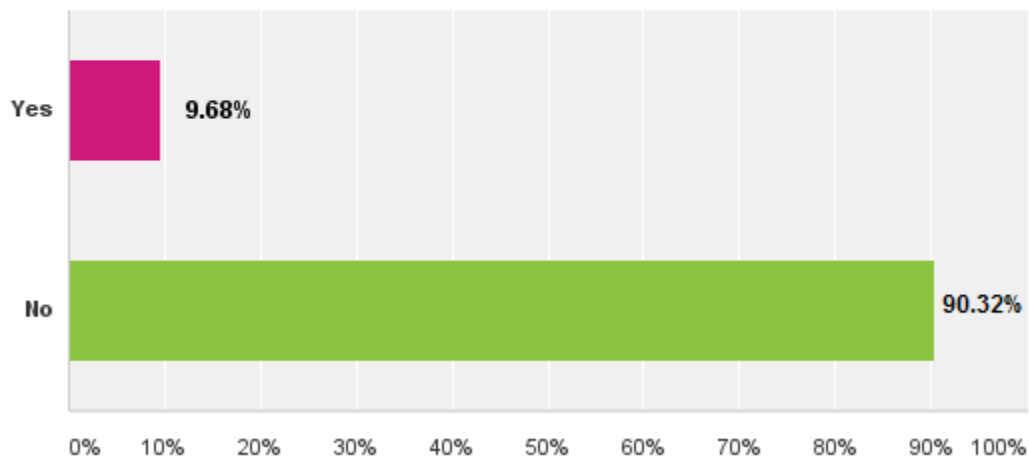
Q9 Would you download a free AUSU App that would give you easy access to a calendar for AU events and easier access to AUSU services?

Answered: 861 Skipped: 32



Q10 If you wanted to attend an AUSU Council Meeting, do you know how to attend, or when the meetings are?

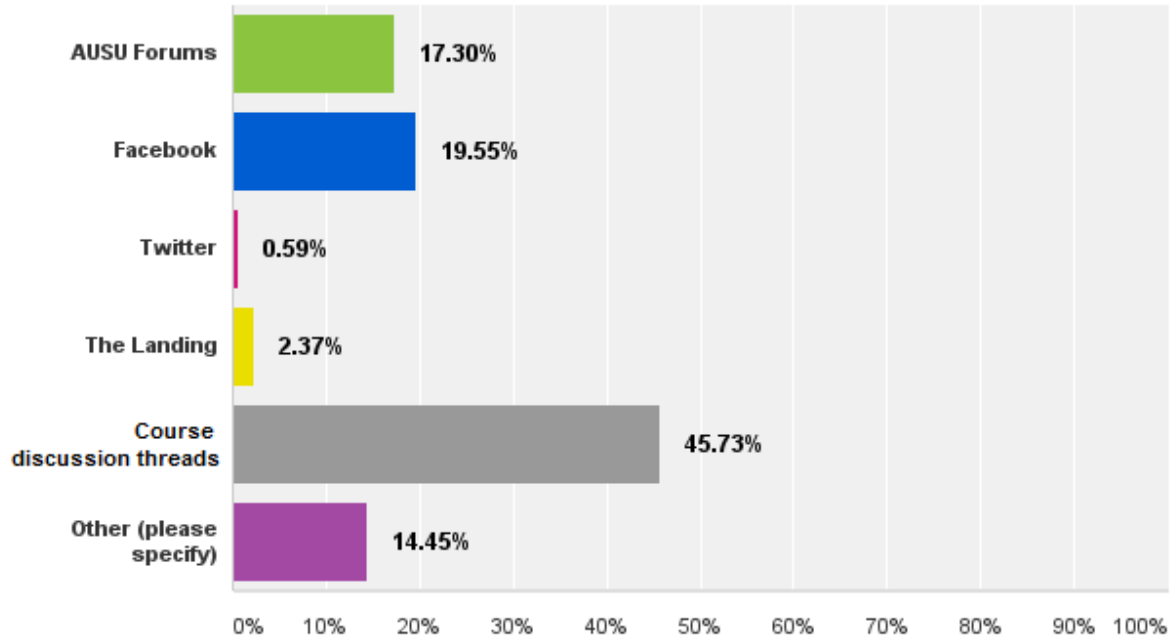
Answered: 837 Skipped: 56



AUSU Services Survey Results – May 2015

Q11 What is the #1 way that you communicate with other students at AU?

Answered: 844 Skipped: 49



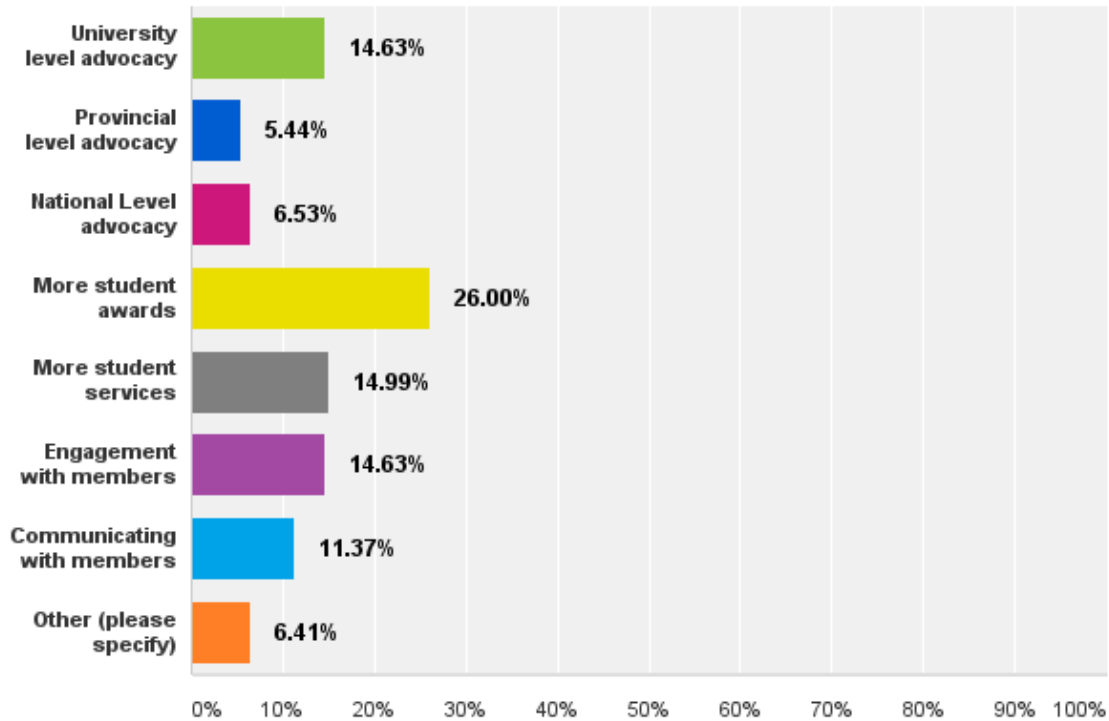
Other Responses (total: 120):

| | |
|---|----|
| Do not communicate / Do not know how to | 91 |
| Email | 20 |
| Study group | 2 |
| During labs | 1 |
| Met at Hitmen game | 1 |
| Text | 1 |
| In person | 3 |
| AUSU site | 1 |

AUSU Services Survey Results – May 2015

Q12 Your AUSU Council wants to hear from you! What is the most important thing that you would like us to focus on?

Answered: 827 Skipped: 66



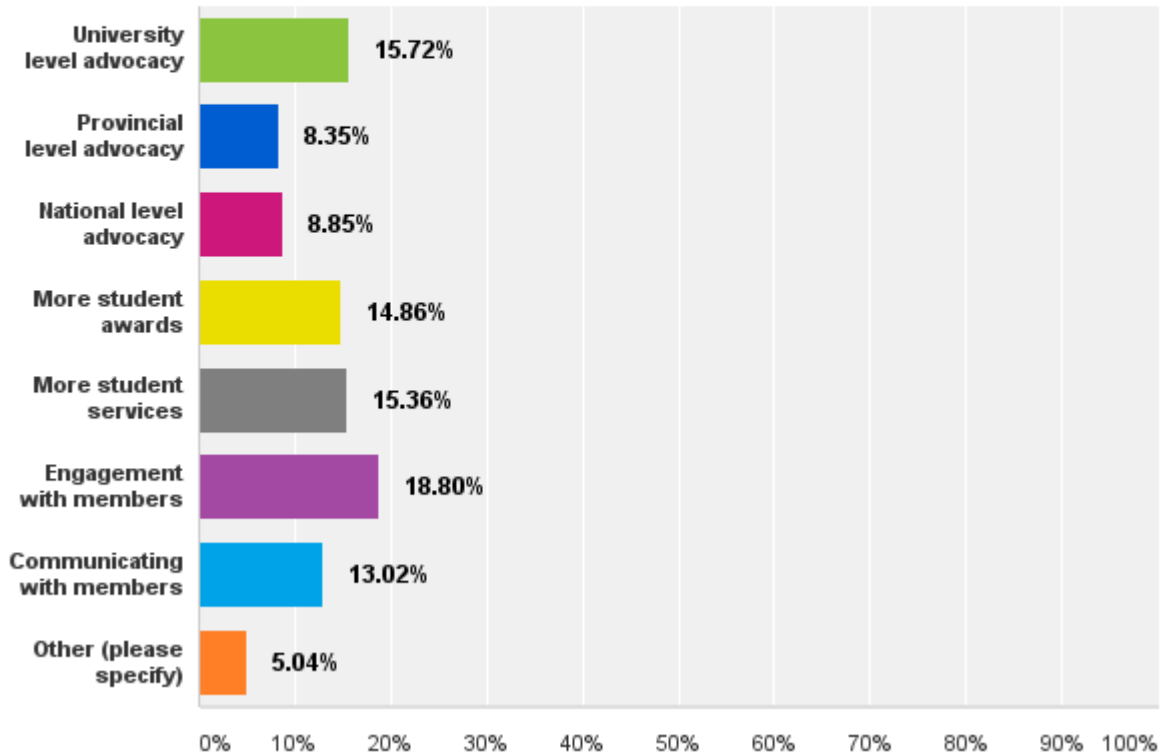
Other Responses (total: 53):

| | |
|--|----|
| Do not know / Unsure | 13 |
| Options for paper texts instead of e-texts | 6 |
| Better / faster communication with tutors | 6 |
| Lower tuition fees | 5 |
| Awards / Bursaries / Grants | 4 |
| Transparency / Accountability | 4 |
| All of the above | 3 |
| Course evaluations | 2 |
| Better course organization & instructions | 1 |
| Better awareness of AUSU services | 1 |
| Insurance improvements | 1 |
| Sign up for new students | 1 |
| Better AU policies on course extensions | 1 |
| Better student portal experience | 1 |
| Better payment options | 1 |
| Student Assistance program | 1 |
| Online chat for course help | 1 |
| Transit plan for major cities | 1 |

AUSU Services Survey Results – May 2015

Q13 Finally, what is the second most important thing you would like us to focus on?

Answered: 814 Skipped: 79



Other Responses (total: 41):

| | |
|---|----|
| Do not know / Unsure | 10 |
| Awards / Bursaries / Grants | 4 |
| Better / faster communication with tutors | 4 |
| Better course organization & instructions | 4 |
| Better awareness of AUSU services | 3 |
| Lower student fees | 3 |
| AUSU Forums | 2 |
| Insurance improvements | 2 |
| Transparency / Accountability | 2 |
| Engaging with professional organizations | 1 |
| Help students with assignments & motivation | 1 |
| Clinical placements in home province | 1 |
| Options for paper texts instead of e-texts | 1 |
| AUSU Bi-election | 1 |
| AU recognition | 1 |

Q15 Questions? Comments?

Summary (137 Answers):

| | |
|---|----|
| Thanks / Great Job / Keep up the Great work | 50 |
| No comments | 35 |
| More info about AUSU services | 16 |
| Health Plan inquiries & issues | 11 |
| Student Planner or Smart Draw orders | 5 |
| E-text issues | 3 |
| Better commination with tutors | 3 |
| Help for students with disabilities | 2 |
| Forum improvement | 2 |
| Awards | 1 |
| Assistance with OSAP | 1 |
| Mental Health Support | 1 |
| Moodle Orientation | 1 |
| AUSU Store improvements | 1 |
| Choice of written exams over online exams | 1 |
| Extended lynda.com availability | 1 |
| Better advisor / evaluator communications | 1 |
| Offer MOOCs | 1 |
| Keep the Voice Magazine | 1 |