



2022



# ANNUAL **STUDENT SURVEY** REPORT FOR COUNCIL

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[ausu.org](https://ausu.org)

# 2022 Annual Student Survey Introduction

The AUSU Annual Student Survey provides a powerful opportunity for Athabasca University undergraduate students to voice their opinions and share valuable experiences. The anonymous feedback helps shape the priorities of the AUSU Executive Team and Student Council throughout the coming term.

The following 2022 Annual Survey Report is a guiding resource for student leaders at AUSU as they advocate on behalf of AU undergraduates. The 2022 Annual Student Survey circulated in the month of November and included 25 questions.

The data presented reflects the experiences of the 974 AU undergraduate students who completed the survey. The feedback echoes their satisfaction ratings, ranked priorities, and concerns about AU and AUSU. Topics include AU tuition costs, course content, tutors, as well as AUSU Student Council initiatives, advocacy priorities, and services.

As you review the data, it is helpful to keep in mind that the majority of survey respondents are:

- program students
- residing in Alberta
- in their 1st or 2nd year

To discuss the 2022 Annual Student Survey or Report, please contact your AU Students' Union at [ausu@ausu.org](mailto:ausu@ausu.org).

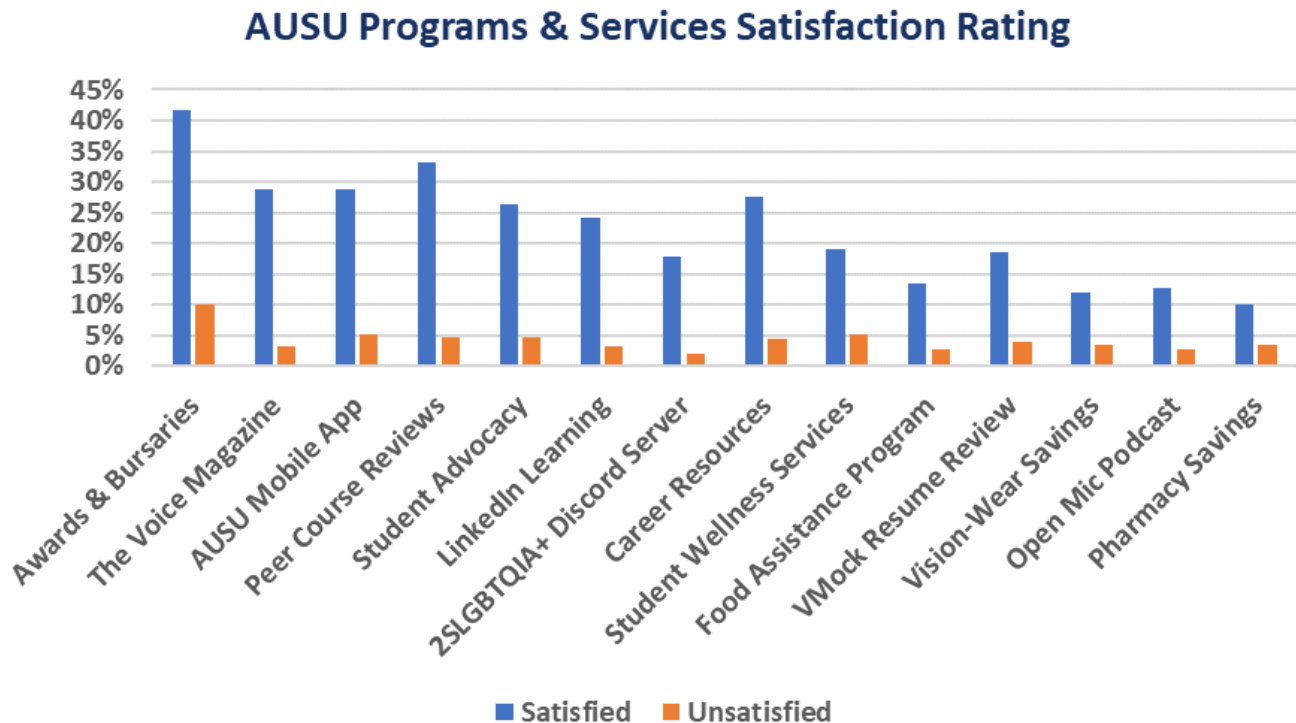
And thank you to all the AU students who participated!

**23,039 Recipients**

**974 Respondents**

## Key Survey Highlights

The following chart captures data collected in Q6 of the survey. It is a quick visual comparison between student respondents who indicated that they are either **very satisfied** or **satisfied** with AUSU programs and services and those who indicated that they are **unsatisfied** with them.

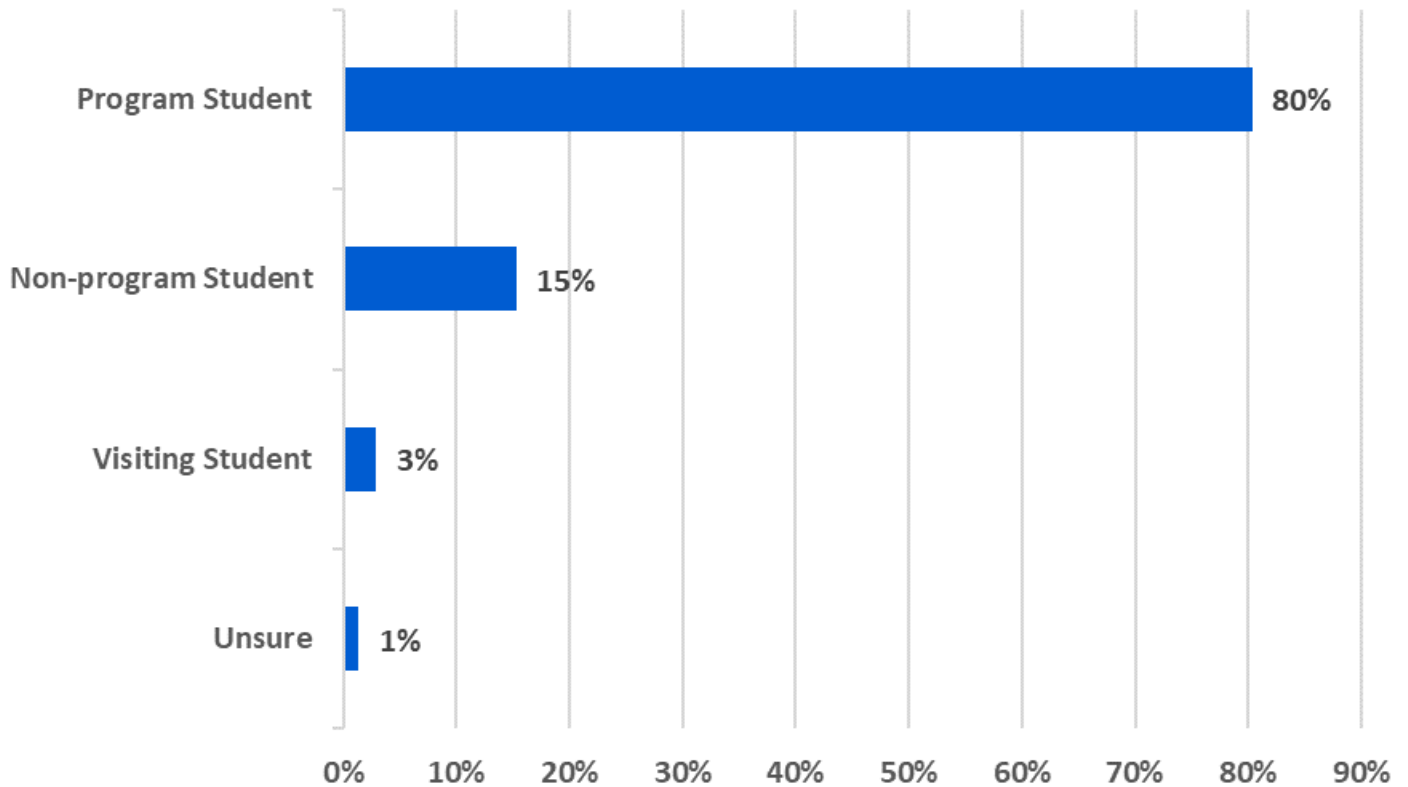


Student respondents also ranked a list of 10 **advocacy priorities** in Q13 by level of importance to their AU student experience. You will find the top 3 priorities listed in the table below.

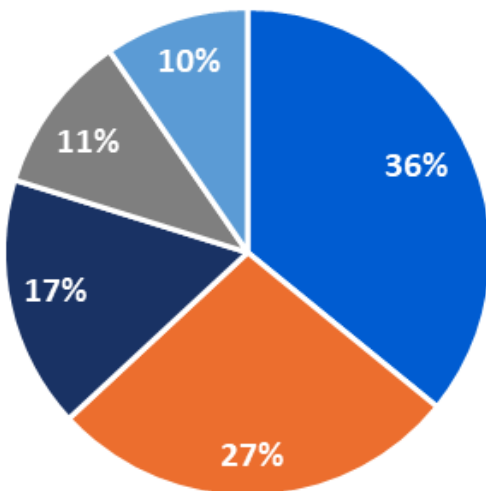
Top 3 AUSU Advocacy Priorities	
#1	Lowering the cost of post-secondary education at AU
#2	Advocating for higher quality distance education at AU
#3	Increasing access to student financial aid such as loans and grants

# Survey Data

**Q1: What is your current student status at AU?**



**Q2: What faculty are you enrolled in?**



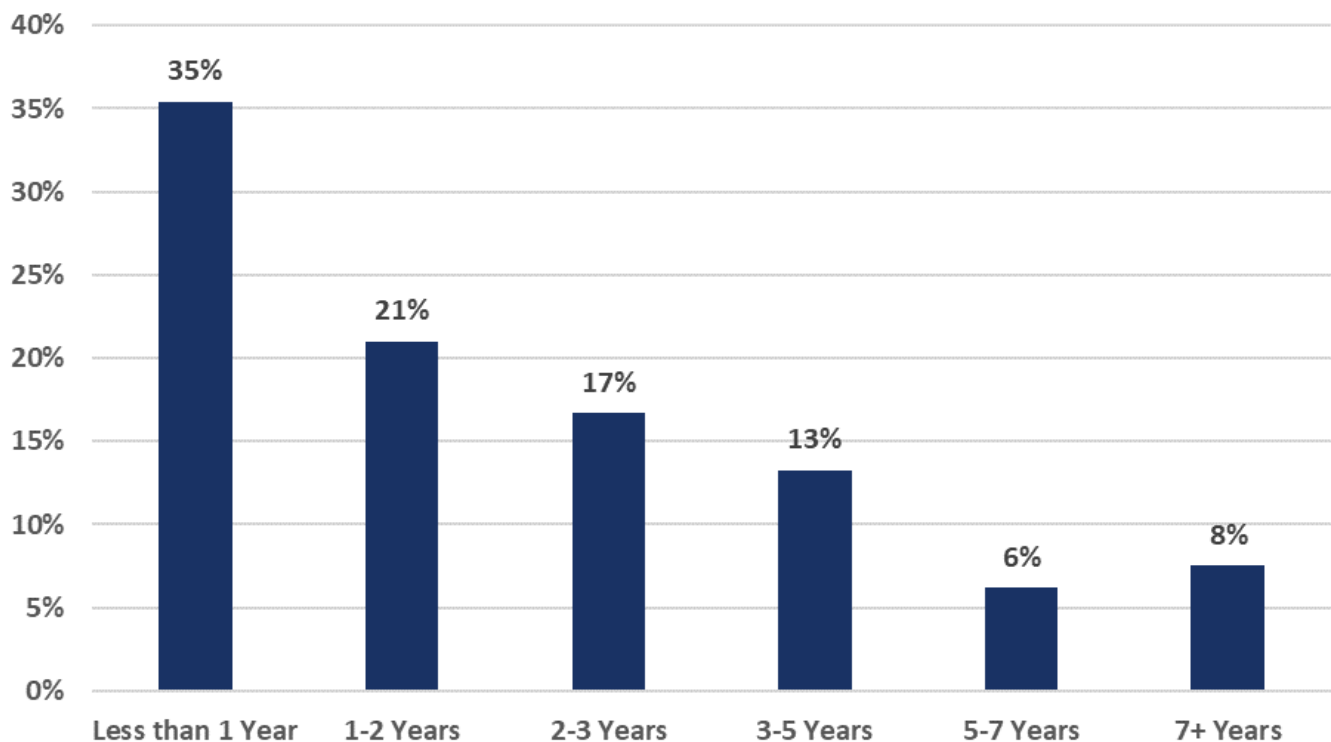
- Faculty of Humanities & Social Sciences
- Faculty of Business
- Faculty of Science and Technology
- Faculty of Health Disciplines
- Non-faculty Student



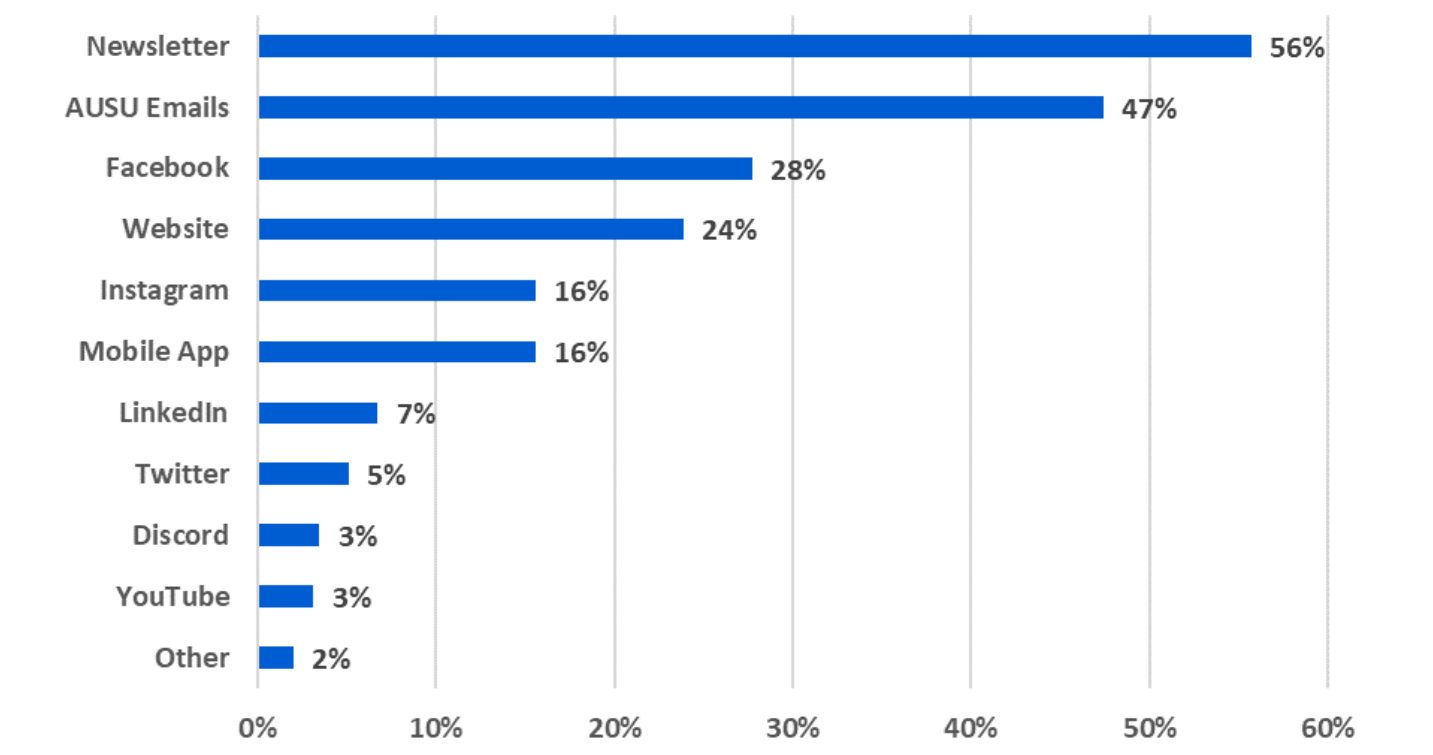
### Q3: What province, territory, or country are you located in?

#1	Alberta	50.2%	#8	Quebec	2.1%
#2	Ontario	19.5%	#9	Newfoundland & Labrador	1.4%
#3	British Columbia	9.5%	#10	Northwest Territories	1.2%
#4	Saskatchewan	4.6%	#11	Nunavut	0.7%
#5	Manitoba	4.3%	#12	Prince Edward Island	0.7%
#6	Nova Scotia	2.6%	#13	International Student	0.6%
#7	New Brunswick	2.2%	#14	Yukon	0.4%

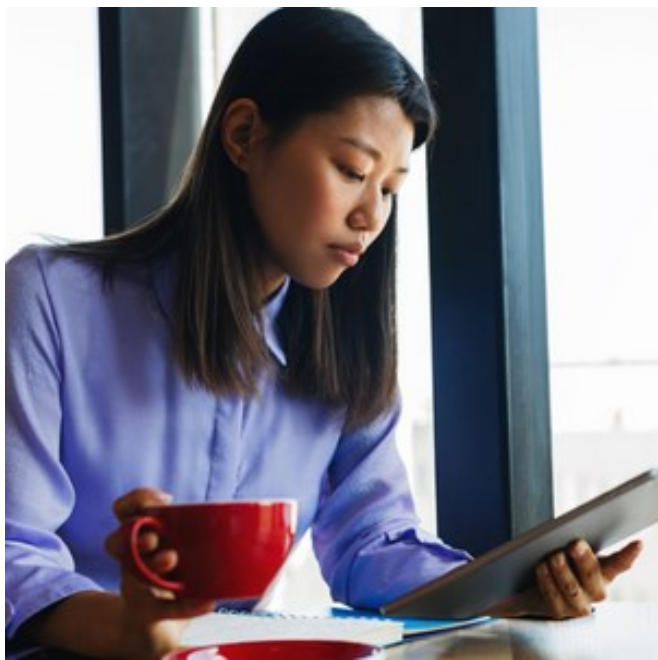
### Q4: How long have you attended Athabasca University?



**Q5:** What communication channels do you currently use the most to stay informed about your AU Students' Union? Follow us @austudentsunion on our social media platforms to stay informed about Athabasca University and everything AUSU!



If other, please specify.



Additional Responses	
None	5
Reddit	3
Other Email	2
I do not stay informed	2
N/A	2
AU App	1
Friends	1
I wasn't aware of this	1

**Q6:** AUSU provides a variety of programs and services to its members, which you can view on our website here. Please share with us your level of satisfaction with the following AUSU services:

Program or Service	Very Satisfied	Satisfied	Unsatisfied	Have not used	Was not aware
Awards & Bursaries Program	15%	27%	10%	39%	9%
The Voice Magazine	10%	19%	3%	41%	27%
AUSU Mobile App	10%	19%	5%	41%	25%
Peer Course Reviews	10%	24%	5%	37%	24%
Student Advocacy	8%	18%	5%	49%	20%
LinkedIn Learning	8%	16%	3%	52%	21%
2SLGBTQIA+ Discord Server	8%	10%	2%	44%	36%
Career Resources	8%	20%	4%	53%	15%
Student Wellness Services	7%	13%	5%	56%	20%
VMock Resume Review Service	6%	13%	4%	55%	22%
Vision-Wear Savings	5%	7%	3%	44%	41%
Open Mic Podcast	5%	8%	3%	56%	29%
Pharmacy Savings	4%	6%	4%	43%	44%

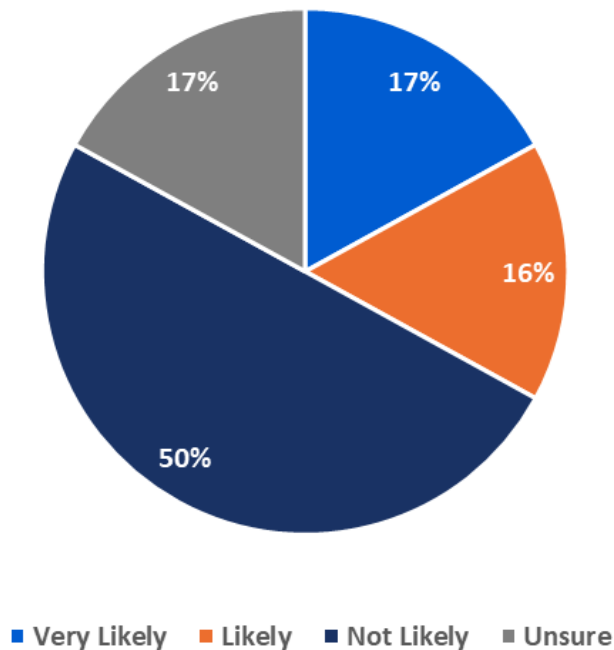


**Q7:** AUSU continues to enhance its Career Services based on AU student feedback. What career services would you most like to see offered at AU and AUSU, with 1 being the highest priority and 7 being the least?

Rank	Priority
#1	Resume writing
#2	Career searching
#3	Interview Skills
#4	Student job board
#5	Virtual career development sessions
#6	Micro-credentials
#7	Developing a LinkedIn profile

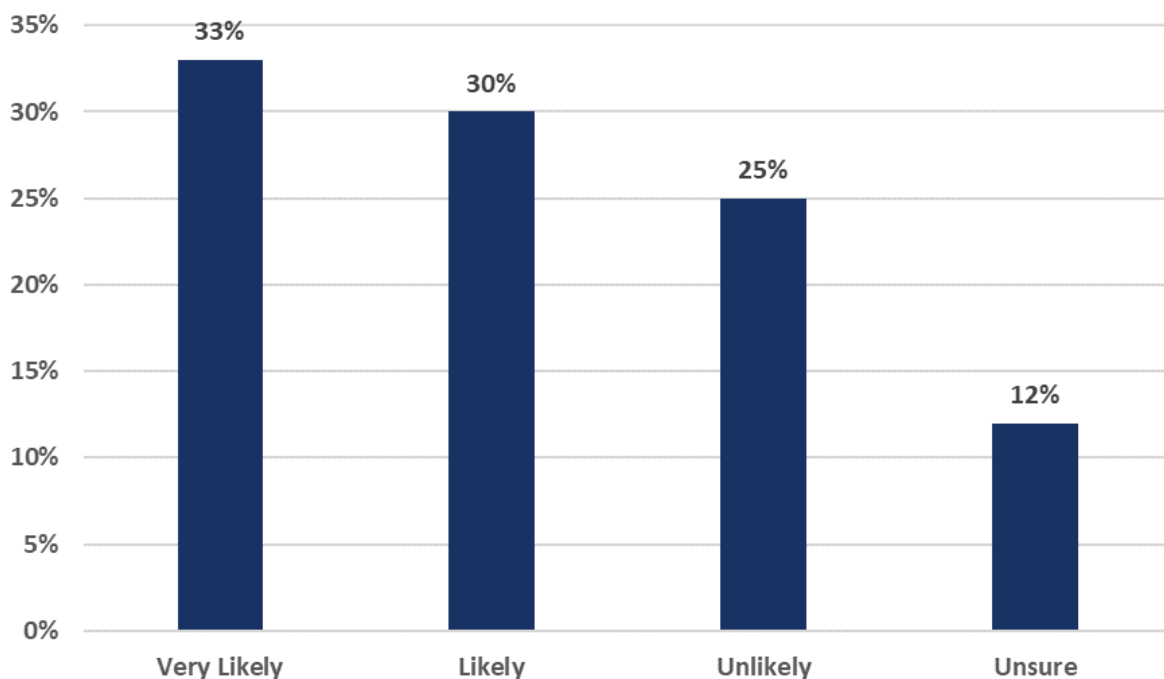


**Q8:** AUSU offers a Virtual Food Assistance Program that supports students without reliable access to a sufficient quantity of affordable, nutritious food. Based on your personal experience with increasing living expenses and food costs, how likely are you to apply to the AUSU Food Assistance Program?



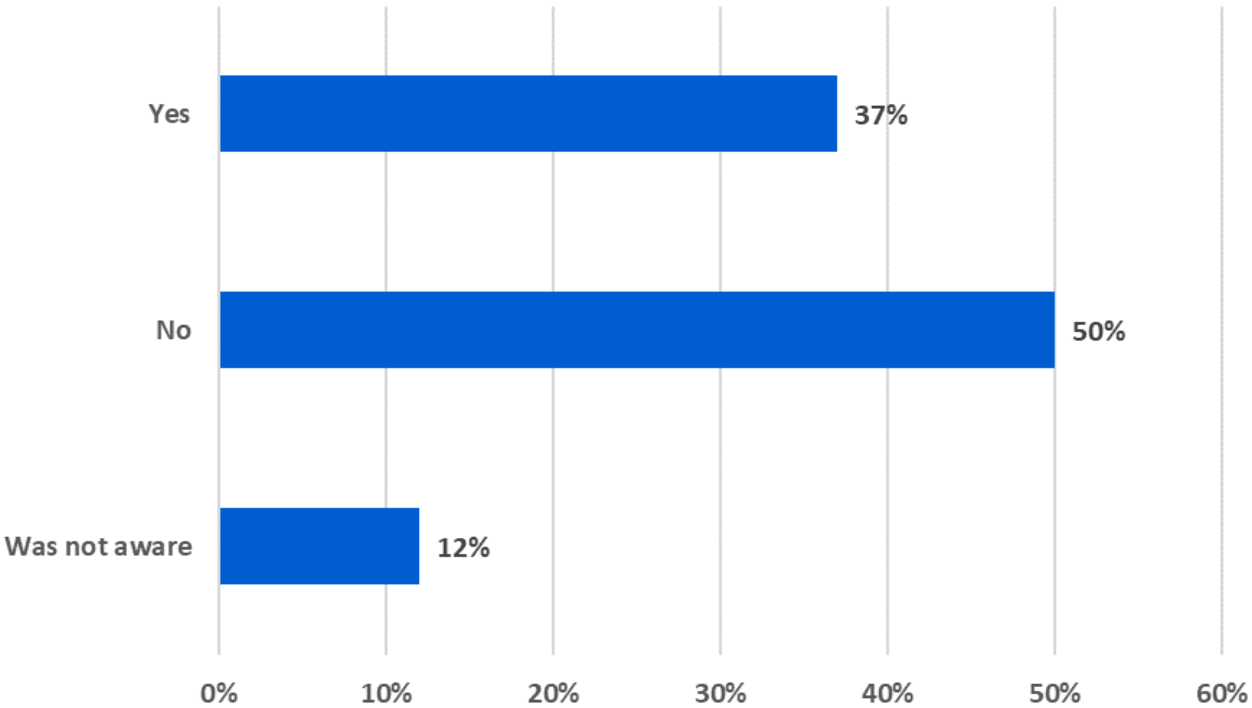
AUSU received **317** applications for the Virtual Food Assistance Program in 2022

**Q9:** AUSU is exploring opportunities for student discounts. One of the ideas is to partner with the Student Price Card (SPC), which has over 450+ discount opportunities for students. The SPC card would be available to be purchased online by AU students for a purchase price of \$11.99. How likely are you to purchase the SPC card and take advantage of these student savings?

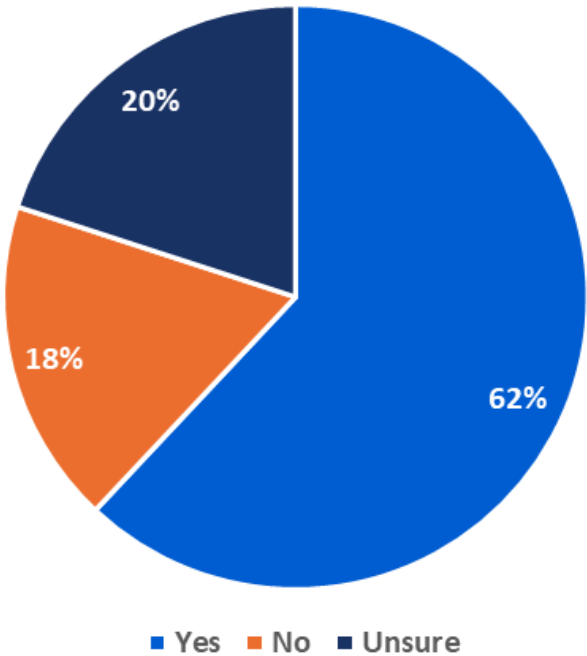
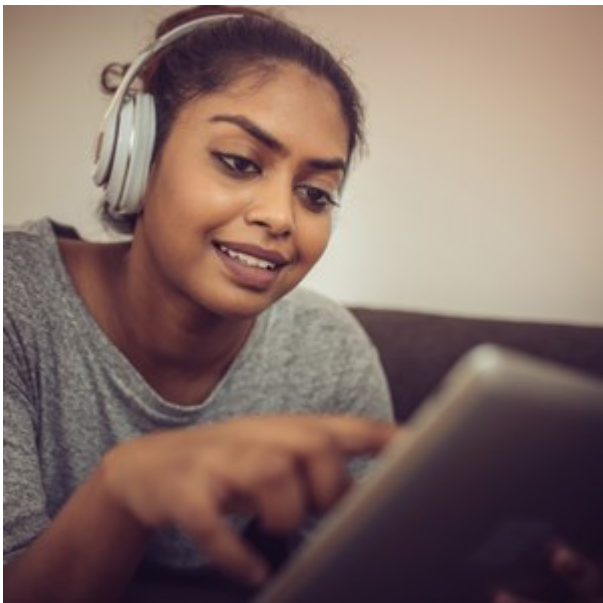




**Q10:** AUSU is expanding its Awards & Bursaries Program to assist students on their AU academic journey. Have you ever applied to one of the various awards and bursaries available through your students' union?



**Q11:** AUSU continues to develop meaningful Equity, Diversity, and Inclusion initiatives for student members, including the development of an EDI committee, ongoing policy work, annual events such as Pride, Indigenous Week, Black History Week, and Accessibility Week to name a few. Do you see these EDI efforts as an essential priority for AUSU to address within the AU community?

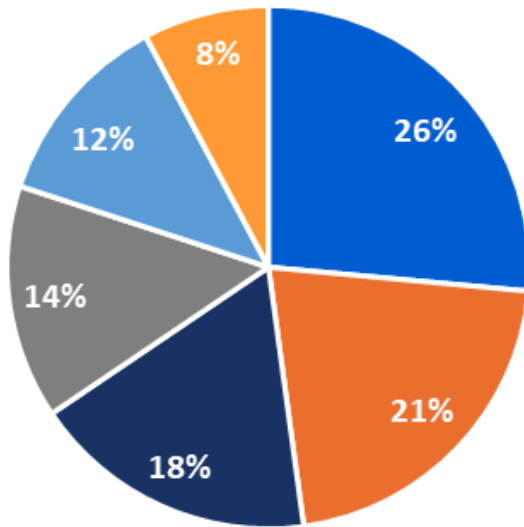


**Q12:** Through consultation with the Indigenous Circle at AUSU, annual priorities are determined and advocated for within AU, as well as the Government in Canada. AUSU is interested in what AU Indigenous students have to say. Please rank the following priorities for the Indigenous Circle to focus on in 2023, with 1 being the highest priority and 8 being the lesser. If you are a non-Indigenous student, please skip to the next question.

Rank	Priority
#1	Better supports for new Indigenous students attending AU
#2	Fostering the growing Indigenous student community
#3	Advocating to AU and government for changes that impact Indigenous students
#4	Representing AU Indigenous students provincially and nationally
#5	Representing Indigenous students on AU and AUSU committees
#6	Advocating to decolonize the AU community
#7	Communicating AU information better to the Indigenous community
#8	Advocating for more Indigenous student awards at AU

**Q13:** AUSU wants its advocacy efforts to reflect AU student priorities. Of the following AUSU advocacy priorities, please rank the level of importance to your AU experience.

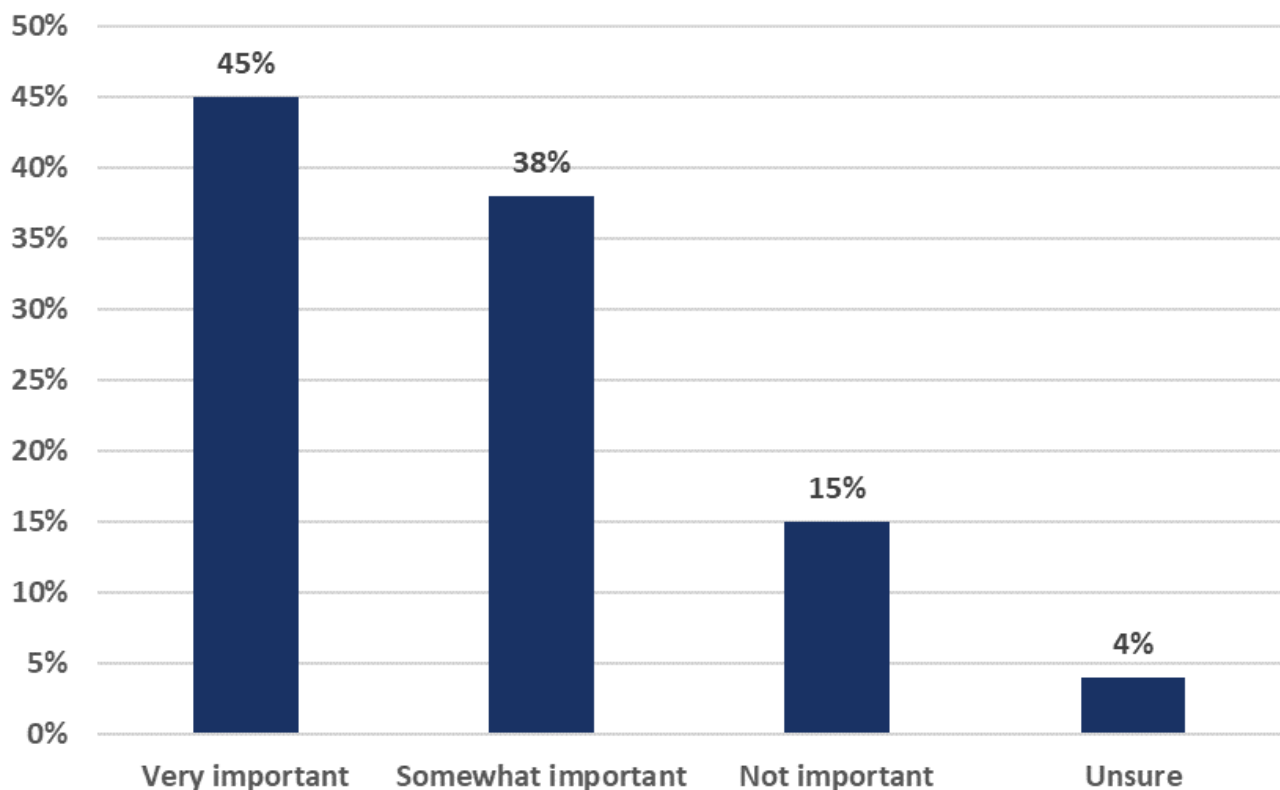
Rank	Priority
#1	Lower cost of post-secondary education at AU
#2	Advocating for higher quality distance education at AU
#3	Increasing access to student financial aid such as loans and grants
#4	Mental health supports for AU students
#5	Advocating for more work integrated learning, placements, practicums, and internships
#6	Enhanced accessibility needs met for AU students
#7	Advocacy for underrepresented students
#8	Advocacy for AU Indigenous Student initiatives and supports
#9	Advocacy for students outside of Alberta
#10	Advocating for EDI initiatives at AU



- I don't have time
- I'm not interested
- Program-related topics
- Student social events
- Speaker series sessions
- Casual student lounges

**Q14:** AUSUnights is a monthly student social, uniting AU students and creating community for AU students to meet online. These events are hosted via Zoom every month. To help AUSU better plan for these types of events for students, what type of student engagement would you be most interested in attending virtually?

**Q15:** AUSU is currently speaking to the different AU Faculties about the desire for students to see media related learning resources included in their AU learning experience. If you could choose the design of your AU courses, how important is it to you that video or multi-media content be included in your AU learning experience?

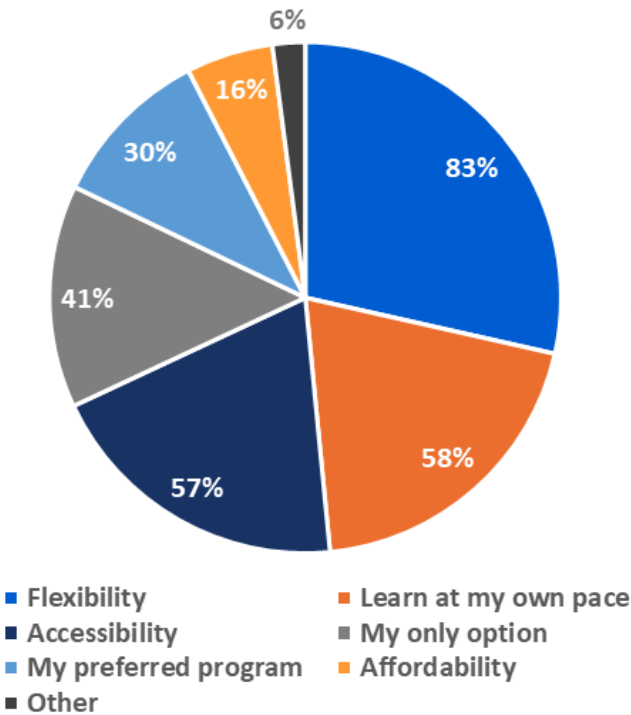


**Q16:** AU students have experienced a tuition and fees increase of 20% over the past three years. AUSU is currently in consultation sessions with AU as they determine next steps as it relates to tuition and fees, as AU is allowed to tie future increases to inflation. To assist AUSU in our advocacy efforts, we want to better understand the effects on students as it relates to these increases. Please select the impacts you are currently experiencing due to the tuition increases.

AU Student Impact Statements	
My cost of living and quality of life has been affected.	70%
It will take longer to complete my degree.	57%
I'm having to prioritize AU over household-related expenses.	43%
I'm having to register for fewer courses.	42%
I'm experiencing food insecurity or a lack of nutritious food.	26%
I have to transfer to a more affordable post-secondary institution.	7%
I have to drop out of courses I enrolled in.	6%

*"I think it is important that students be able to afford their schooling. I know for me personally, as the price increases, I am unable to make purchases such as groceries. If prices were to increase however, professors should have to offer more services such as teaching a class through Zoom. AUSU however seems to be working hard for students and that is appreciated."*

- Anonymous AU undergraduate

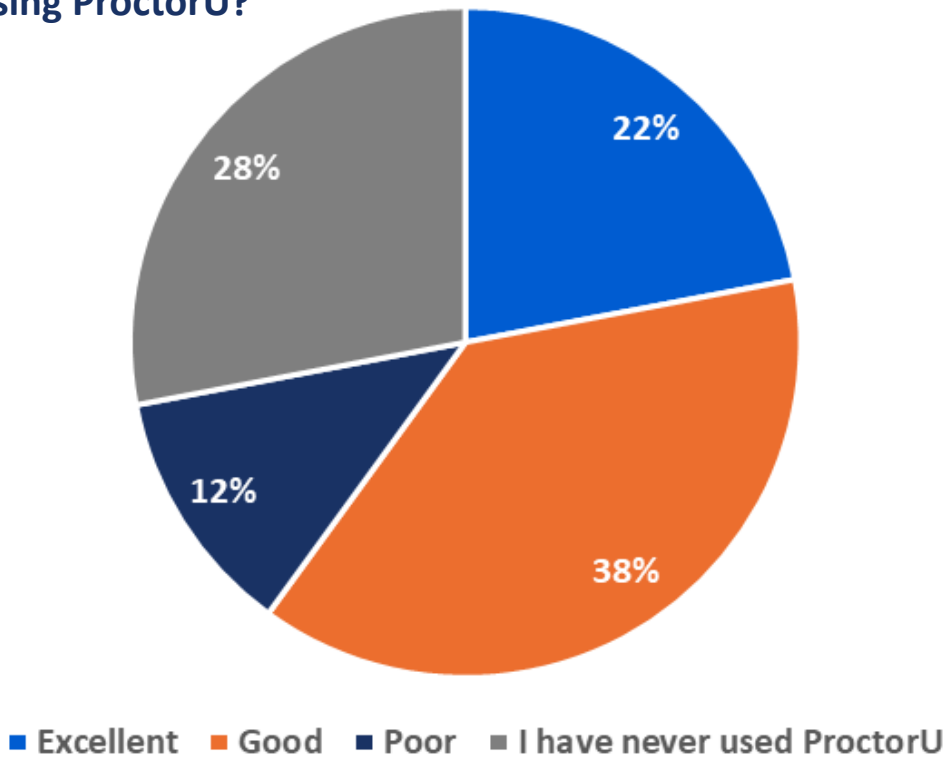


**Q17:** What are the primary reasons why you selected Athabasca University as your post-secondary educational choice? Choose all that apply.

**Q18:** Course extensions at AU are a necessary service available to students who require more time to complete their coursework due to life’s unpredictable nature. If you have had to purchase a course extension, please provide the reason.

Reasons For AU Course Extensions	
I have never purchased an AU course extension	46%
Unexpected life change	28%
Total course load was too heavy to complete in the allotted time	21%
Course was more work than expected	20%
Personal emergency	19%
Procrastination	17%
Course was presented poorly	13%
Accessibility challenges	7%
Affordability challenges	5%

**Q19:** ProctorU is a highly utilized online exam proctoring service being promoted at AU and many students choose, or must choose, ProctorU for proctored online exams. How would you describe your overall online exam experience using ProctorU?



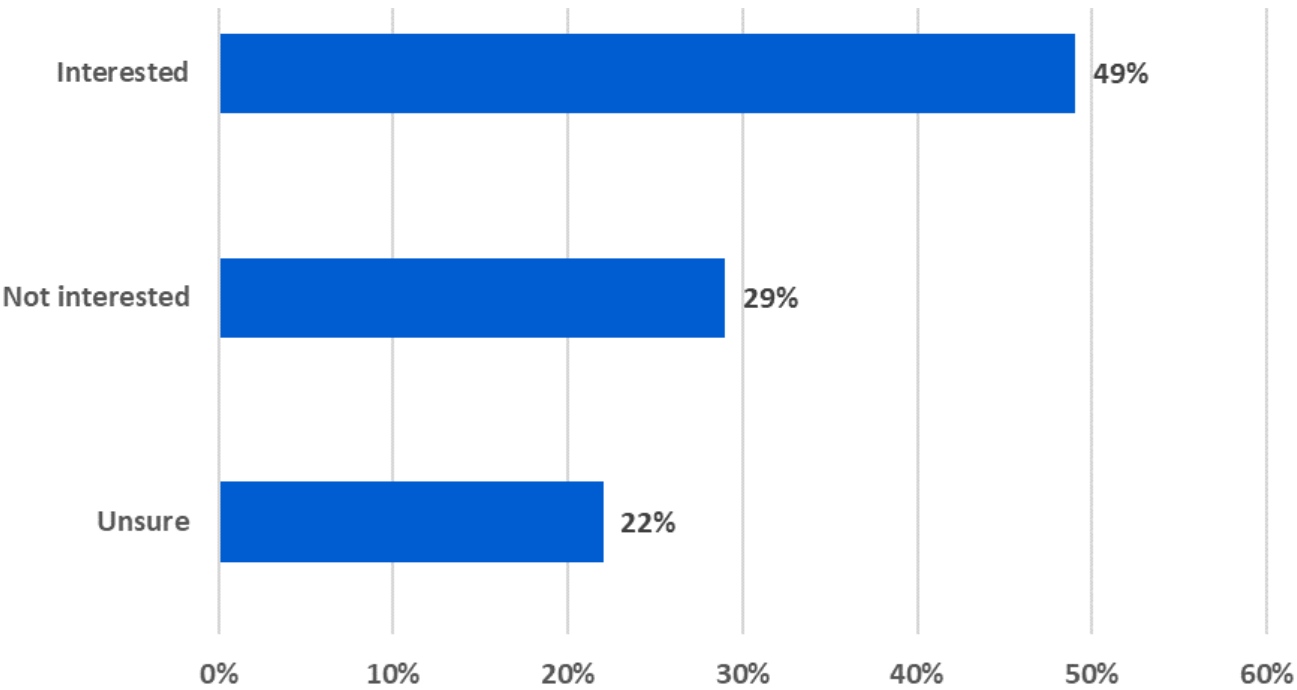
**Q20:** AUSU is currently working with Athabasca University to explore the role of academic tutors at AU. Please answer the following questions about your student experience as it relates to AU tutors.

Statement	Agree	Disagree	Unsure
AU tutors treat me with respect.	72%	7%	21%
AU tutors are there to assist me with my course questions.	63%	15%	22%
I receive graded course work from my AU tutors in a timely manner.	67%	20%	13%
AU tutors respond to my emails in a timely manner.	61%	17%	22%
AU tutors are there for me when I need course assistance.	53%	19%	28%
I receive meaningful feedback from my AU tutors on assignments.	61%	20%	19%
AU tutor hours are accessible to me.	50%	23%	27%
AU tutors are easy to connect with.	56%	21%	23%
AU tutors help me with my course work when I don't understand something.	52%	18%	30%
I receive enough support from AU tutors to be successful.	50%	22%	28%
I am not sure of what the role of my AU tutor is.	33%	53%	14%
I get no benefit from my AU tutor.	24%	54%	22%

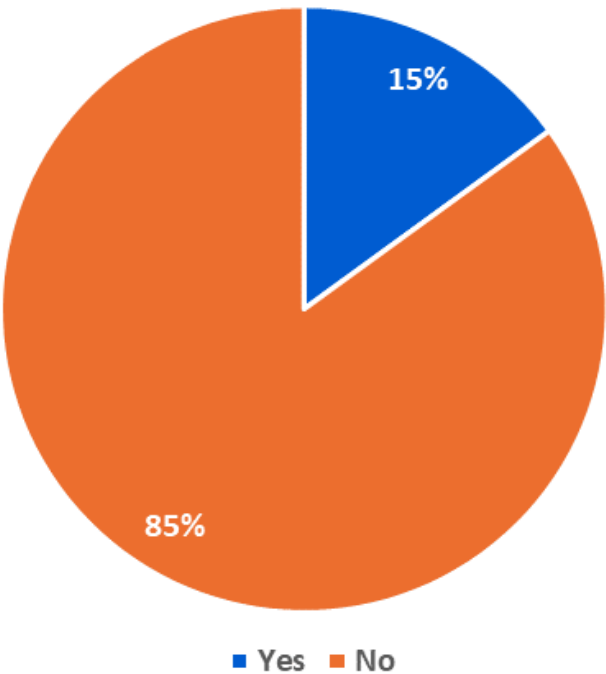
**Q21:** If you have experienced issues with your tutor that negatively impacted your course, please check off all that apply as it relates to working with your AU academic experts? Check all that apply.

Issue Outcomes with AU Academic Tutors	
I've never had an issue with my course tutors or academic experts	51%
I didn't know what to do	30%
I knew to contact the course coordinator for assistance	13%
I contacted the course coordinator, who solved the problem	11%
I contacted someone else at the AU Information Centre	9%
I knew I could contract Tutorial Services for assistance	7%
I contacted the course coordinator, who did not solve the problem	6%
I knew I could contact the Dean of my program or faculty for support	3%
I contacted AUSU who advocated on my behalf	1%

**Q22:** AUSU is placing a priority on advocating to AU for more undergraduate student research opportunities, especially for students looking to move on to graduate studies. How interested are you in the opportunity to include student research in your AU experience?



**Q23:** Athabasca University tracks how students access the study material on AU's website, including what parts of the study guide students have accessed and how much time they have spent on each part of the guide. Your AU Students' Union would like to better understand students' feelings about this. Were you aware that AU was tracking this information?



**Q24:** Are you comfortable with AU tracking this information about your online study behavior?

