

Fall 2024 Undergraduate Student Survey: Responses to Closed-Ended Questions

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Introduction

This document presents the closed-ended question results from the 2024 Undergraduate Student Survey (UGSS).

About the Undergraduate Student Survey

The Undergraduate Student Survey is an online survey administered in the fall term each year to all registered undergraduate students. The survey asks students for their perspectives about things like overall satisfaction, course availability, teaching and curriculum, services, and university culture and involvement.

This year, the survey instrument underwent a larger revision with the aim of making it shorter and easier to answer for respondents. As a result, statistics from this year may not be entirely comparable to similar questions from last year since many questions have changed¹.

Among the changes to the survey instrument was a modification to some of the rating scales so that the "neutral" type option was placed in the middle of the options and phrased differently. For example, the first question on the survey each year is "*How satisfied are you with your overall SFU experience?*" The table below shows the scale used in previous years compared to this year.

Scale used in previous years	Scale used in 2024
<div><input type="radio"/> Very satisfied</div> <div><input type="radio"/> Somewhat satisfied</div> <div><input type="radio"/> Not very satisfied</div> <div><input type="radio"/> Not at all satisfied</div> <div><input type="radio"/> Undecided</div>	<div><input type="radio"/> Very satisfied</div> <div><input type="radio"/> Somewhat satisfied</div> <div><input type="radio"/> Neither satisfied nor dissatisfied</div> <div><input type="radio"/> Not very satisfied</div> <div><input type="radio"/> Not at all satisfied</div>

Generally, compared to previous years, more students selected the middle option. This means that the percent of respondents who were satisfied (i.e. either "very satisfied" or "somewhat satisfied") tended to be lower than in previous years, but also the percentage of respondents who were dissatisfied (i.e. "not very satisfied" or "not at all satisfied") tended to be lower than previous years.

Response rate and margin of error

The survey was sent to 25,568 students and 6,530 of them responded, yielding a response rate of 26%. Assuming that the respondents are representative of the population, proportions calculated on all respondents would be accurate within $\pm 1\%$, 19 times out of 20. Proportions calculated on a subset of respondents would have a larger margin of error. Note that this margin of error does not control for multiple comparisons. Survey research should be considered exploratory and conclusions must be drawn with caution.

¹ Even when the questions remained the same, the data from this year may not be comparable to the data from last year since the TSSU job action last year appeared to have a large effect on the responses to the 2023 UGSS.

About this report

Percentages in this report are rounded to the nearest integer, so a 0% may represent a non-zero percentage that is less than 0.5%, and a 100% may represent a percentage less than 100% but greater than or equal to 99.5%. Percentages are also shown as data bars to make results easier to scan.

The remaining sections of this report are:

- **Selected results:** Bullet points highlighting results from selected questions on the survey.
- **Demographics: Sample vs. population:** Shows the distribution of faculty, gender, international/domestic status, and new/continuing student among the sample (i.e. those who responded to the survey) and the population (i.e. those who were invited to take the survey). Generally, the distributions between the sample and population were similar, although women were more likely to respond than men, and new students were more likely to respond than continuing students.
- **Survey results by question:** The full distribution of responses for all questions on the survey. This section makes up the bulk of this report.
- **Respondent profile from the student information system:** Shows selected background variables from SFU's student information system (goSFU) for the respondents, such as faculty, number of courses registered in, where students were taking their courses, CGPA, basis of admission, etc.

Selected results

This section summarizes results from selected questions on the survey. In this summary, response options have sometimes been grouped; for example, "very satisfied" and "somewhat satisfied" are just referred to as "satisfied" in this summary, while "not very satisfied" and "not at all satisfied" are just referred to as "dissatisfied". To see the full detailed breakdown of responses for a given question, see the section of this report called "Survey results by question".

Overall experience

- 80% of respondents were satisfied with their overall SFU experience. 7% were dissatisfied.
- 82% of respondents would recommend SFU to someone considering university. 9% would not recommend SFU.

Course availability

- 63% of respondents were able to register in all of the courses they wanted to take in Fall 2024.
- Among those who were not able to register in all of the courses they wanted in Fall 2024, the top reason was "all courses sections were full" (74%)². The next most common reasons were:
 - The course had a scheduling conflict with another SFU course (47%)
 - The course was not offered this term (33%)
 - Course spaces were reserved for other students (31%)
- Students were asked about their satisfaction with 5 aspects of course availability (course frequency, scheduled class times, registration spots, location of in-person courses, and variety of online offerings) over their time at SFU. Students were least satisfied with "how often each course is offered" and "available registration spots in courses" (51-54% satisfied, and 30% dissatisfied).

² For further information on how fast courses fill up during the registration period, you can look at the Course Section Availability Report on the IRP website.

Credential planning and completion

- 71% of continuing students (i.e. those who started at SFU before Fall 2024) reported that they are taking longer than expected to complete their credential. The most common reasons this year were the same as in the past few years:
 - Course availability issues (e.g. full courses, schedule conflicts, courses not offered, etc.) (56%)
 - Taking/Took reduced course load (40%)
 - Working full-time or part-time (outside of co-op) (36%)
 - Participation in co-op (34%)

Teaching and curriculum

- 71% of respondents were satisfied with the overall quality of teaching at SFU. 12% were dissatisfied.
- 63% of respondents have been prevented from purchasing required course materials due to costs. Among these respondents, the most common action taken in this situation is to find free copies online (66% of respondents).

Services

- This year, students were asked about their use of, and satisfaction with, the following selected services: food, IT, medical, mental health, parking, recreation, safety and security, and the bookstore. The percent satisfied was between 68%-79% for all of these services, except for parking where only 20% were satisfied.
- 15% of respondents felt they needed extra support from SFU with English writing, speaking, reading, or listening skills.

University culture and environment

- 34% of respondents agree that it is easy to make meaningful social connections with others at SFU. 37% disagree that it is easy to make these connections. This pattern is similar to previous years, in the sense that more people disagree than agree.
- 24% of respondents had attended a faculty-led or departmental-student-union-led event in the previous 12 months. Of those who participated, 82% said this positively contributed to their SFU experience and 7% said it didn't.
- This year's survey included a set of questions for new students regarding transition programming like Welcome Day, SFU 101, and HIVE. 65% of new students participated in SFU transition programming. Of those who participated, 78% were satisfied and 8% were dissatisfied.

Background information

- 54% of respondents were employed outside of co-op.
- 18% of respondents identified as non-heterosexual.
- 12% of respondents identified as a person with a disability.
- The most common racial identities people identified with were European (36%), East Asian (29%), and South Asian (21%). Only 2% of respondents identified as an Indigenous person of Canada (i.e. First Nations, Inuk, Métis).

Demographics: Sample vs. population

FACULTY

Sample

	#	% of 6,530 respondents
Applied Sciences	994	15%
Arts and Social Sciences	2,107	32%
Beedie School of Business	797	12%
Communication, Art and Technology	531	8%
Education	383	6%
Environment	228	3%
Health Sciences	412	6%
Science	1,127	17%
Total respondents	6,530	

Population

	#	% of 25,568 invitees
Applied Sciences	4,364	17%
Arts and Social Sciences	8,084	32%
Beedie School of Business	3,522	14%
Communication, Art and Technology	2,114	8%
Education	1,333	5%
Environment	804	3%
Health Sciences	1,503	6%
Science	4,009	16%
Total invitees	25,568	

GENDER

Note: The "Not reported" group includes non-binary students as well as students with unspecified gender.

Sample

	#	%	
Woman	3,879	59%	<div></div>
Man	2,497	38%	<div></div>
Not reported	154	2%	<div></div>
Total respondents	6,530	100%	

Population

	#	%	
Woman	12,959	51%	<div></div>
Man	12,204	48%	<div></div>
Not reported	405	2%	<div></div>
Total invitees	25,568	100%	

VISA STATUS

Sample

	#	%	
Domestic	5,612	86%	<div></div>
International	918	14%	<div></div>
Total respondents	6,530	100%	

Population

	#	%	
Domestic	21,392	84%	<div></div>
International	4,176	16%	<div></div>
Total invitees	25,568	100%	

NEW TO SFU

Note: A new student is someone who started at SFU in Fall 2024. All other students are considered continuing students. Note that the number of "new" students in this report may not match official IRP numbers exactly due to small differences in definitions.

Sample

	#	%	
New student	1,572	24%	<div><div></div></div>
Continuing student	4,958	76%	<div><div></div></div>
Total respondents	6,530	100%	

Population

	#	%	
New student	5,026	20%	<div><div></div></div>
Continuing student	20,542	80%	<div><div></div></div>
Total invitees	25,568	100%	

Survey results by question

Q1) How satisfied are you with your overall SFU experience?

	#	%	
Very satisfied	1,227	19%	<div></div>
Somewhat satisfied	3,980	61%	<div></div>
Neither satisfied nor dissatisfied	848	13%	<div></div>
Not very satisfied	419	6%	<div></div>
Not at all satisfied	53	1%	<div></div>
Total responses	6,527	100%	
Missing cases	3		

Q2) Would you recommend SFU to someone considering university?

	#	%	
Definitely	1,994	31%	<div></div>
Probably	3,338	51%	<div></div>
Don't know	599	9%	<div></div>
Probably not	488	8%	<div></div>
Definitely not	81	1%	<div></div>
Total responses	6,500	100%	
Missing cases	30		

Q3) If SFU could do one thing to improve your experience here, what would it be? (Please describe only the single most important thing.)

This was an open-ended question that was shown to a random sample of half the invitees. Results are not discussed in this report.



Course availability

This section of the survey asks about your experience in registering for courses at SFU.

Q4) Were you able to register in all of the courses you wanted to take this fall?













For example, if you wanted to take HIST 101, MATH 151, and PSYC 100, were you able to register in all three classes, in any section?

Note: This question was not shown to students who were only registered in a co-op work term in Fall 2024.

	#	%	
Yes	3,831	63%	
No	2,236	37%	
Total responses	6,067	100%	
Missing cases	233		






Q5) Please select all reasons why you were unable to register in the course(s) you wanted to take this fall.

Note: This question was only shown if the respondent selected "No" in Q4.






	#	% of 2,219 respondents	
All course sections were full	1,631	74%	
The course had a scheduling conflict with another SFU course	1,047	47%	
The course was not offered this term	734	33%	
Course spaces were reserved for other students	681	31%	
The course was offered at another campus and there was not enough time to travel from one campus to the other	401	18%	
The course was not offered at a time when I wanted to be taking SFU courses	343	15%	
The course was not offered at the location I wanted	302	14%	
The course delivery method (i.e. in-person, blended, online) was not what I wanted	263	12%	
The instructor I wanted was not available	259	12%	
The course had a conflict with my work schedule	257	12%	
I did not have the pre- or co-requisites	250	11%	
Other, please specify	51	2%	
Total respondents	2,219		
Missing cases	17		

Q6) How satisfied are you with your overall SFU experience with course availability (i.e. since you started at SFU)?






How often each course is offered

	#	%	
Very satisfied	840	14%	
Somewhat satisfied	2,260	37%	
Neither satisfied nor dissatisfied	1,151	19%	
Not very satisfied	1,358	22%	
Not at all satisfied	490	8%	
Total responses	6,099	100%	
Not applicable	72		
Missing cases	359		






Scheduling of classes at days and times that work for you

	#	%	
Very satisfied	1,204	20%	
Somewhat satisfied	2,676	44%	
Neither satisfied nor dissatisfied	1,065	17%	
Not very satisfied	959	16%	
Not at all satisfied	241	4%	
Total responses	6,145	100%	
Not applicable	31		
Missing cases	354		






Available registration spots in courses

	#	%	
Very satisfied	1,180	19%	
Somewhat satisfied	2,117	35%	
Neither satisfied nor dissatisfied	968	16%	
Not very satisfied	1,256	21%	
Not at all satisfied	605	10%	
Total responses	6,126	100%	
Not applicable	50		
Missing cases	354		






Location of in-person courses offered

	#	%	
Very satisfied	2,087	34%	
Somewhat satisfied	2,610	43%	
Neither satisfied nor dissatisfied	844	14%	
Not very satisfied	464	8%	
Not at all satisfied	124	2%	
Total responses	6,129	100%	
Not applicable	41		
Missing cases	360		

Variety of distance/online/blended courses offered

	#	%	
Very satisfied	1,189	20%	
Somewhat satisfied	2,050	35%	
Neither satisfied nor dissatisfied	1,363	23%	
Not very satisfied	888	15%	
Not at all satisfied	388	7%	
Total responses	5,878	100%	
Not applicable	291		
Missing cases	361		

Summary (percent selecting "Very satisfied" or "Somewhat satisfied")






	% very or somewhat satisfied	
How often each course is offered	51%	
Scheduling of classes at days and times that work for you	63%	
Available registration spots in courses	54%	
Location of in-person courses offered	77%	
Variety of distance/online/blended courses offered	55%	

Credential planning and completion

This section of the survey asks about your experience in planning and completing your degree/credential.
















Q7) Compared to what you expected when you first began your degree/credential at SFU, how long is it actually taking you to complete your degree/credential?

Note: This question was not shown to new students (i.e. students who started at SFU in Fall 2024).

	#	%	
Shorter time than <u>expected</u>	112	2%	
Same time as <u>expected</u>	937	20%	
Longer time than <u>expected</u> - by 1 or 2 terms	1,828	40%	
Longer time than <u>expected</u> - by 3 or more terms	1,447	31%	
Don't know	296	6%	
Total responses	4,620	100%	
Not applicable, I am not in a degree/credential program	38		
Missing cases	300		

Q8) Please select all reasons for taking longer than expected to complete your degree/credential at SFU.

Note: This question was only shown if the respondent selected one of the "Longer time than expected" options in Q7.

	#	% of 3,252 respondents	
Course availability issues (e.g. full courses, schedule conflicts, courses not offered, etc.)	1,835	56%	
Taking/Took reduced course load	1,292	40%	
Working full-time or part-time (outside of co-op)	1,170	36%	
Participation in co-op	1,095	34%	
Personal reasons (e.g. home/family obligations, illness, etc.)	866	27%	
Taking courses not counting towards graduation requirements	680	21%	
Difficulty meeting program requirements (e.g. failed/repeated courses, had to do Back on Track, etc.)	661	20%	
Changed program/area of specialization	639	20%	
Pursuing expanded program (e.g. double major, honours, other credentials at the same time, etc.)	532	16%	
Financial issues/obligations	506	16%	
The degree/credential requirements were different than I expected	386	12%	
Took advantage of opportunities designed to enhance my education (e.g. study abroad, working within a faculty member's research team, etc.)	362	11%	
Late in making decision on program	357	11%	
Problems related to transferring credits from other institutions	289	9%	
Other, please specify	73	2%	
Total respondents	3,252		
Missing cases	23		

Teaching and curriculum

This section of the survey asks about your academic experience, and the knowledge and skills you have acquired at SFU.



Q9) How satisfied are you with the overall quality of teaching at SFU?

	#	%	
Very satisfied	1,095	18%	
Somewhat satisfied	3,244	53%	
Neither satisfied nor dissatisfied	1,056	17%	
Not very satisfied	629	10%	
Not at all satisfied	86	1%	
Total responses	6,110	100%	
Missing cases	420		

Q10) On average, how much do you spend on required course materials each term (e.g. textbooks, ebooks, course packs, access codes, etc.)?











	#	%	
\$0 - \$99	1,548	26%	
\$100 - \$199	1,867	32%	
\$200 - \$299	1,299	22%	
\$300 - \$399	613	10%	
\$400 - \$499	183	3%	
\$500 or more	139	2%	
Don't know	214	4%	
Total responses	5,863	100%	
Prefer not to say	240		
Missing cases	427		

Q11) Have the costs of required course materials ever prevented you from purchasing them?

	#	%	
Yes	3,459	63%	
No	2,049	37%	
Total responses	5,508	100%	
Prefer not to say	577		
Missing cases	445		

Q12) For the course(s) that you did not purchase the required materials for, what action(s) have you typically taken? Please select all that apply.

Note: This question was only shown if the respondent selected "Yes" in Q11.

	#	% of 3,446 respondents	
I found free copies online	2,263	66%	
I did the course without the materials	1,430	41%	
I used older or alternative editions	1,336	39%	
I borrowed from, or shared materials with, peers	1,077	31%	
I accessed materials through the library	751	22%	
I purchased only selected materials	637	18%	
I rented rather than purchased the materials	491	14%	
I asked the course instructor and/or TA for assistance	209	6%	
I dropped the course	196	6%	
Other, please specify	21	1%	
Total respondents	3,446		
Missing cases	13		





The questions below are about knowledge and skills SFU hopes for their students to have by the time they graduate.

Q13) Reflecting on your communication skills, how confident are you in your ability to...






Effectively communicate your ideas, arguments, or solutions using different formats (e.g. oral, written, visual)

	#	%	
Extremely confident (5)	1,260	21%	
Very confident (4)	2,455	41%	
Somewhat confident (3)	1,917	32%	
A little confident (2)	315	5%	
Not at all confident (1)	77	1%	
Total responses	6,024	100%	
Missing cases	506		

Correctly identify, use, and reference source materials in your work

	#	%	
Extremely confident (5)	1,370	23%	
Very confident (4)	2,469	41%	
Somewhat confident (3)	1,753	29%	
A little confident (2)	358	6%	
Not at all confident (1)	73	1%	
Total responses	6,023	100%	
Missing cases	507		

Work with others in an inclusive, collaborative, and respectful way

	#	%	
Extremely confident (5)	2,165	36%	
Very confident (4)	2,523	42%	
Somewhat confident (3)	1,049	17%	
A little confident (2)	200	3%	
Not at all confident (1)	70	1%	
Total responses	6,007	100%	
Missing cases	523		






The questions below are about knowledge and skills SFU hopes for their students to have by the time they graduate.

Q14) Reflecting on your thinking skills, how confident are you in your ability to...






Think critically (i.e. logically analyze information and ideas to reach a conclusion, build an argument, or solve a problem)

	#	%	
Extremely confident (5)	1,599	27%	
Very confident (4)	2,678	45%	
Somewhat confident (3)	1,434	24%	
A little confident (2)	211	4%	
Not at all confident (1)	43	1%	
Total responses	5,965	100%	
Missing cases	565		

Connect hands-on or real-world learning experiences to what you have already learned

	#	%	
Extremely confident (5)	1,333	22%	
Very confident (4)	2,283	38%	
Somewhat confident (3)	1,715	29%	
A little confident (2)	492	8%	
Not at all confident (1)	136	2%	
Total responses	5,959	100%	
Missing cases	571		

Evaluate a problem by considering ethical values, social context, and diverse perspectives






	#	%	
Extremely confident (5)	1,594	27%	
Very confident (4)	2,565	43%	
Somewhat confident (3)	1,440	24%	
A little confident (2)	280	5%	
Not at all confident (1)	74	1%	
Total responses	5,953	100%	
Missing cases	577		

The questions below are about knowledge and skills SFU hopes for their students to have by the time they graduate.






Q15) Thinking about only your area of study, how confident are you that you have gained...

Note: This question was not shown to new students (i.e. students who started at SFU in Fall 2024).

A broad overview (e.g. key concepts, core assumptions, and standard methodologies)

	#	%	
Extremely confident (5)	936	21%	
Very confident (4)	1,930	43%	
Somewhat confident (3)	1,342	30%	
A little confident (2)	247	5%	
Not at all confident (1)	46	1%	
Total responses	4,501	100%	
Missing cases	457		

In-depth knowledge (e.g. special topics, issues, various contexts)




	#	%	
Extremely confident (5)	691	15%	
Very confident (4)	1,544	34%	
Somewhat confident (3)	1,702	38%	
A little confident (2)	449	10%	
Not at all confident (1)	102	2%	
Total responses	4,488	100%	
Missing cases	470		

The questions below are about knowledge and skills SFU hopes for their students to have by the time they graduate.




Q16) As part of your SFU experience, have you learned to...

Note: This question was not shown to new students (i.e. students who started at SFU in Fall 2024).




Take steps towards Reconciliation between Indigenous and non-Indigenous peoples in Canada

	#	%	
Yes (2)	1,988	44%	
Somewhat (1)	1,706	38%	
No (0)	788	18%	
Total responses	4,482	100%	
Missing cases	476		




Participate in community integrated activities (e.g. build collaborative and respectful relationships, knowledge exchange)

	#	%	
Yes (2)	1,799	40%	
Somewhat (1)	1,872	42%	
No (0)	808	18%	
Total responses	4,479	100%	
Missing cases	479		




Respect diversity (e.g. accept and value differences, learn about people who are different than you)

	#	%	
Yes (2)	3,298	74%	
Somewhat (1)	964	22%	
No (0)	207	5%	
Total responses	4,469	100%	
Missing cases	489		

Practice inclusion (e.g. use inclusive language, respect differences, be mindful of different needs, acknowledge your own bias)

	#	%	
Yes (2)	3,166	71%	
Somewhat (1)	1,070	24%	
No (0)	229	5%	
Total responses	4,465	100%	
Missing cases	493		

Work towards equity (i.e. a supportive community where all members thrive)










	#	%	
Yes (2)	2,840	64%	
Somewhat (1)	1,309	29%	
No (0)	309	7%	
Total responses	4,458	100%	
Missing cases	500		

Services

This section of the survey asks about your experience with various services and resources offered at SFU. Note that this section of the survey changes from year to year and so these questions only include selected services/resources (i.e. they aren't meant to capture all services/resources at SFU).

Q17) Which of the following services and resources at SFU have you used in the past 12 months? Please select all that apply.






Note: If the respondent selected "I haven't used any...", then all the other options were automatically unselected.

	#	% of 5,895 respondents	
I haven't used any of the services or resources listed below at SFU <u>in the past 12 months</u>	405	7%	
Food services on campus	3,662	62%	
IT services (e.g. wifi, mySFU, Canvas, computer labs, etc.)	3,455	59%	
Medical services (e.g. doctor or nurse visits, etc.)	663	11%	
Mental health supports (e.g. counselling, groups, My SSP, etc.)	556	9%	
Parking	2,390	41%	
Recreation (e.g. fitness facilities, intramurals, etc.)	1,882	32%	
Safety & Security (e.g. first aid, campus security, Safe Walk, etc.)	275	5%	
SFU Bookstore & Spirit Shop (physical and/or online at shop.sfu.ca)	3,106	53%	
Total respondents	5,895		
Missing cases	635		

Q18) How satisfied were you with the following services and resources at SFU in the past 12 months?

Note: The only options shown to the respondent were the ones they selected in Q17.



Food services on campus

	#	%	
Very satisfied	834	23%	
Somewhat satisfied	1,650	45%	
Neither satisfied nor dissatisfied	650	18%	
Not very satisfied	434	12%	
Not at all satisfied	84	2%	
Total responses	3,652	100%	
Missing cases	10		


IT services (e.g. wifi, mySFU, Canvas, computer labs, etc.)

	#	%	
Very satisfied	935	27%	
Somewhat satisfied	1,659	48%	
Neither satisfied nor dissatisfied	489	14%	
Not very satisfied	310	9%	
Not at all satisfied	51	1%	
Total responses	3,444	100%	
Missing cases	11		






Medical services (e.g. doctor or nurse visits, etc.)

	#	%	
Very satisfied	263	40%	
Somewhat satisfied	259	39%	
Neither satisfied nor dissatisfied	72	11%	
Not very satisfied	47	7%	
Not at all satisfied	18	3%	
Total responses	659	100%	
Missing cases	4		






Mental health supports (e.g. counselling, groups, My SSP, etc.)

	#	%	
Very satisfied	170	31%	
Somewhat satisfied	211	38%	
Neither satisfied nor dissatisfied	82	15%	
Not very satisfied	65	12%	
Not at all satisfied	24	4%	
Total responses	552	100%	
Missing cases	4		


Parking

	#	%	
Very satisfied	120	5%	
Somewhat satisfied	346	15%	
Neither satisfied nor dissatisfied	303	13%	
Not very satisfied	773	33%	
Not at all satisfied	833	35%	
Total responses	2,375	100%	
Missing cases	15		



Recreation (e.g. fitness facilities, intramurals, etc.)

	#	%	
Very satisfied	524	28%	
Somewhat satisfied	857	46%	
Neither satisfied nor dissatisfied	248	13%	
Not very satisfied	195	10%	
Not at all satisfied	49	3%	
Total responses	1,873	100%	
Missing cases	9		









Safety & Security (e.g. first aid, campus security, Safe Walk, etc.)

	#	%	
Very satisfied	102	37%	
Somewhat satisfied	86	32%	
Neither satisfied nor dissatisfied	45	16%	
Not very satisfied	31	11%	
Not at all satisfied	9	3%	
Total responses	273	100%	
Missing cases	2		

SFU Bookstore & Spirit Shop (physical and/or online at shop.sfu.ca)

	#	%	
Very satisfied	995	32%	
Somewhat satisfied	1,317	42%	
Neither satisfied nor dissatisfied	583	19%	
Not very satisfied	157	5%	
Not at all satisfied	47	2%	
Total responses	3,099	100%	
Missing cases	7		

Summary (percent selecting "Very satisfied" or "Somewhat satisfied")

	% very or somewhat satisfied	
Food services on campus	68%	
IT services (e.g. wifi, mySFU, Canvas, computer labs, etc.)	75%	
Medical services (e.g. doctor or nurse visits, etc.)	79%	
Mental health supports (e.g. counselling, groups, My SSP, etc.)	69%	
Parking	20%	
Recreation (e.g. fitness facilities, intramurals, etc.)	74%	
Safety & Security (e.g. first aid, campus security, Safe Walk, etc.)	69%	
SFU Bookstore & Spirit Shop (physical and/or online at shop.sfu.ca)	75%	

Q19) Do you feel you need extra support from SFU (i.e. support that is not already available) in any of the following areas, in order to succeed in your classes? Please select all that apply.

Note: If the respondent selected "No, I do not need any...", then all the other options were automatically unselected.

	#	% of 5,888 respondents
No, I do not need any of the supports listed below	5,032	85%
English writing skills	643	11%
English speaking skills	328	6%
English reading skills	257	4%
English listening skills	166	3%
Total respondents	5,888	
Missing cases	642	

University culture and involvement

This section of the survey asks about your involvement at SFU.

Q20) To what extent do you agree that: It is easy to make meaningful social connections with others at SFU.

	#	%
Strongly agree	501	8%
Agree	1,515	26%
Neither agree nor disagree	1,717	29%
Disagree	1,591	27%
Strongly disagree	575	10%
Total responses	5,899	100%
Missing cases	631	

Q21) Have you ever participated in these activities at SFU?

An SFU club

	#	%
Yes	2,485	43%
No, but I'm planning on doing it	1,719	29%
No and I am <u>not</u> planning on doing it	1,444	25%
Not aware of this activity	186	3%
Total responses	5,834	100%
Missing cases	696	





An SFU volunteer program (e.g. Student Ambassador Program, peer programs, etc.)

	#	%	
Yes	928	16%	
No, but I'm planning on doing it	1,724	29%	
No and I am <u>not</u> planning on doing it	2,285	39%	
Not aware of this activity	916	16%	
Total responses	5,853	100%	
Missing cases	677		

Co-op

	#	%	
Yes	1,067	18%	
No, but I'm planning on doing it	2,643	45%	
No and I am <u>not</u> planning on doing it	1,833	32%	
Not aware of this activity	271	5%	
Total responses	5,814	100%	
Missing cases	716		

Student government (e.g. SFSS, faculty/department unions, etc.)

	#	%	
Yes	667	11%	
No, but I'm planning on doing it	1,044	18%	
No and I am <u>not</u> planning on doing it	3,510	60%	
Not aware of this activity	631	11%	
Total responses	5,852	100%	
Missing cases	678		

Study abroad (e.g. international exchange, international field school)




	#	%	
Yes	331	6%	
No, but I'm planning on doing it	1,658	28%	
No and I am <u>not</u> planning on doing it	3,376	58%	
Not aware of this activity	484	8%	
Total responses	5,849	100%	
Missing cases	681		

Transition programming includes a range of activities and resources designed to help new students adjust to university life, such as orientation events (e.g. Welcome Day, First Friday, SFUReady), pre-arrival online courses (e.g. SFU 101), and peer support programs (e.g. HIVE).

Note: The preamble above was only shown to new students (i.e. students who started at SFU in Fall 2024).

Q22) Did you participate in any SFU transition programming?

Note: This question was only shown to new students (i.e. students who started at SFU in Fall 2024).

	#	%	
Yes	921	65%	
No	438	31%	
Don't know	63	4%	
Total responses	1,422	100%	
Missing cases	150		

Q23) Overall, how satisfied are you with the SFU transition programming?

Note: This question was only shown if the respondent selected "Yes" in Q22.

	#	%	
Very satisfied	267	29%	
Somewhat satisfied	454	49%	
Neither satisfied nor dissatisfied	122	13%	
Not very satisfied	60	7%	
Not at all satisfied	17	2%	
Total responses	920	100%	
Missing cases	1		



Q24) How helpful has the SFU transition programming been for you in each of the following areas?

Note: This question was only shown if the respondent selected "Yes" in Q22.






Sense of belonging and community

	#	%	
Very helpful	185	20%	
Somewhat helpful	376	41%	
Neither helpful nor unhelpful	212	23%	
Not very helpful	111	12%	
Not at all helpful	31	3%	
Total responses	915	100%	
Missing cases	6		




Academic readiness

	#	%	
Very helpful	140	15%	
Somewhat helpful	387	43%	
Neither helpful nor unhelpful	260	29%	
Not very helpful	89	10%	
Not at all helpful	34	4%	
Total responses	910	100%	
Missing cases	11		


Making friends and building peer support networks

	#	%	
Very helpful	209	23%	
Somewhat helpful	349	38%	
Neither helpful nor unhelpful	209	23%	
Not very helpful	99	11%	
Not at all helpful	49	5%	
Total responses	915	100%	
Missing cases	6		

Awareness of campus resources (e.g. academic advising, financial aid, health and wellbeing, etc.)

	#	%	
Very helpful	279	30%	
Somewhat helpful	438	48%	
Neither helpful nor unhelpful	126	14%	
Not very helpful	61	7%	
Not at all helpful	13	1%	
Total responses	917	100%	
Missing cases	4		

Confidence in navigating university systems and procedures (e.g. course enrolment, booking advising appointments, etc.)

	#	%	
Very helpful	264	29%	
Somewhat helpful	451	49%	
Neither helpful nor unhelpful	134	15%	
Not very helpful	52	6%	
Not at all helpful	15	2%	
Total responses	916	100%	
Missing cases	5		

Confidence in achieving my personal and academic goals

	#	%	
Very helpful	137	15%	<div></div>
Somewhat helpful	403	44%	<div></div>
Neither helpful nor unhelpful	270	30%	<div></div>
Not very helpful	79	9%	<div></div>
Not at all helpful	25	3%	<div></div>
Total responses	914	100%	
Missing cases	7		




Summary (percent selecting "Very helpful" or "Somewhat helpful")

	% very or somewhat helpful	
Sense of belonging and community	61%	<div></div>
Academic readiness	58%	<div></div>
Making friends and building peer support networks	61%	<div></div>
Awareness of campus resources (e.g. academic advising, financial aid, health and wellbeing, etc.)	78%	<div></div>
Confidence in navigating university systems and procedures (e.g. course enrolment, booking advising appointments, etc.)	78%	<div></div>
Confidence in achieving my personal and academic goals	59%	<div></div>

Q25) What have been the biggest challenge(s) you have faced during your transition to SFU?









Note: This question was only shown to new students (i.e. students who started at SFU in Fall 2024). This was an open-ended question. Results have been sent to the requesting department, and are not discussed in this report.

Q26) Have you attended a faculty-led or departmental-student-union-led event in the past 12 months (e.g. FROSH, Career Night, Winter Formal, Bowling Night, etc.)?

	#	%	
Yes	1,400	24%	
No	4,142	71%	
Don't know	316	5%	
Total responses	5,858	100%	
Missing cases	672		




Q27) Please select all reasons why you have not attended.

Note: This question was only shown if the respondent selected "No" in Q26. Also, if the respondent selected "I'm not aware of any...", then all the other options were automatically unselected.

	#	% of 4,111 respondents	
I'm not aware of any events like these offered in the past 12 months	1,401	34%	
I wasn't interested in attending	1,508	37%	
The event(s) had a conflict with my <u>work</u> schedule	857	21%	
The event(s) was at an inconvenient time, even though it didn't conflict with work or classes	832	20%	
The event(s) had a conflict with my <u>class</u> schedule	752	18%	
The event(s) was at an inconvenient location	580	14%	
Cost of participation	414	10%	
Other, please specify	134	3%	
Total respondents	4,111		
Missing cases	31		







Q28) Has your participation contributed positively to your SFU experience?

Note: This question was only shown if the respondent selected "Yes" in Q26.

	#	%	
Yes	1,142	82%	
No	93	7%	
Don't know	161	12%	
Total responses	1,396	100%	
Missing cases	4		

Q29) Which of the following platforms do you engage with (i.e. view, like, comment, and/or share)? Please select all that apply.

Note: If the respondent selected "I don't engage with any...", then all the other options were automatically unselected.

	#	% of 5,825 respondents
I don't engage with any of the platforms below	1,508	26% 
SFU university Instagram (simonfrasu), Facebook, LinkedIn, X	3,072	53% 
SFU student central Instagram (sfucentral), Facebook, X	2,004	34% 
Faculty social media (e.g. Instagram, Facebook, X)	2,121	36% 
Other social media (student clubs, groups, service departments, etc.)	2,122	36% 
SFU News stories website	311	5% 
Total respondents	5,825	
Missing cases	705	


Q30) How often do you engage with the platform(s) you selected in the previous question (i.e. view, like, comment, and/or share)? Please select the option that most closely matches your usage frequency.

Note: The only options shown to the respondent were the ones they selected in Q29.

SFU university Instagram (simonfrasu), Facebook, LinkedIn, X

	#	%
Every day	435	14% 
1-2 times a week	1,489	49% 
1-2 times a month	737	24% 
Less than once a month	401	13% 
Total responses	3,062	100%
Missing cases	10	

SFU student central Instagram (sfucentral), Facebook, X

	#	%
Every day	328	16% 
1-2 times a week	1,023	51% 
1-2 times a month	432	22% 
Less than once a month	209	10% 
Total responses	1,992	100%
Missing cases	12	





Faculty social media (e.g. Instagram, Facebook, X)

	#	%	
Every day	321	15%	
1-2 times a week	1,055	50%	
1-2 times a month	486	23%	
Less than once a month	249	12%	
Total responses	2,111	100%	
Missing cases	10		









Other social media (student clubs, groups, service departments, etc.)

	#	%	
Every day	387	18%	
1-2 times a week	1,061	50%	
1-2 times a month	443	21%	
Less than once a month	224	11%	
Total responses	2,115	100%	
Missing cases	7		

SFU News stories website

	#	%	
Every day	31	10%	
1-2 times a week	120	39%	
1-2 times a month	106	34%	
Less than once a month	51	17%	
Total responses	308	100%	
Missing cases	3		



Q31) Which of the following type(s) of information best support your student life at SFU? Please select all that apply.

	#	% of 5,702 respondents	
Opportunities (e.g. co-op, volunteer, jobs on campus)	4,208	74%	
Events and activities	3,341	59%	
Information about resources, supports, and programs available at SFU	3,111	55%	
Career outcomes	2,849	50%	
Information about what's new at SFU	2,437	43%	
Stories about students/peers at SFU	1,422	25%	
Research news at SFU	1,086	19%	
Other, please specify	62	1%	
Total respondents	5,702		
Missing cases	828		

Background information







This section of the survey asks you for background information so that we can better understand the composition and experiences of the undergraduate student body. This will help us develop and improve programs, policies, and practices to ensure our campuses are welcoming places to gather and learn.

Q32) Are you currently employed in a job or jobs, or self-employed (excluding co-op)?




	#	%	
Yes	3,165	54%	
No	2,678	46%	
Total responses	5,843	100%	
Missing cases	687		

Q33) On average, how many hours do you spend per week working in a paid job?



Note: This question was only shown if the respondent selected "Yes" in Q32.

	#	%	
0 hours	38	1%	
1 - 9 hours	974	31%	
10 - 19 hours	1,323	42%	
20 - 29 hours	596	19%	
30 - 39 hours	156	5%	
40 hours or more	78	2%	
Total responses	3,165	100%	
Missing cases	0		




Q34) What best describes your gender identity?

	#	%	
Woman	3,372	60%	
Man	2,155	38%	
Non-binary	140	2%	
Total responses	5,667	100%	
Prefer not to say	177		
Missing cases	686		



Q35) Are you someone with trans experience (meaning your gender identity does not align with your sex assigned at birth)?

	#	%	
Yes	180	3%	
No	5,469	97%	
Total responses	5,649	100%	
Prefer not to say	190		
Missing cases	691		

Q36) Do you identify as lesbian, gay, bisexual, asexual, queer, and/or another non-heterosexual identity?






	#	%	
Yes	1,017	18%	
No	4,320	78%	
Don't know	205	4%	
Total responses	5,542	100%	
Prefer not to say	299		
Missing cases	689		

Q37) Do you identify as a person with a disability (i.e. a long-term or recurring physical, mental, sensory, psychiatric, or learning impairment)?

	#	%	
Yes	676	12%	
No	4,810	88%	
Total responses	5,486	100%	
Prefer not to say	352		
Missing cases	692		

Q38) How satisfied are you with the accessibility infrastructure and services on campus (e.g. signage and navigation; accessibility to campus, rooms, and facilities; winter weather accessibility, etc.)?

Note: This question was only shown if the respondent selected "Yes" in Q37.












	#	%	
Very satisfied	120	18%	
Somewhat satisfied	218	32%	
Neither satisfied nor dissatisfied	192	28%	
Not very satisfied	100	15%	
Not at all satisfied	44	7%	
Total responses	674	100%	
Missing cases	2		

Q39) Please explain your reasoning for the satisfaction rating you gave above.

Note: This question was only shown if the respondent answered Q38.

This was an open-ended question. Results have been sent to the requesting department, and are not discussed in this report.

Q40) Which of the following best describes your racial identity? Please select all that apply.

	#	% of 5,639 respondents	
African or Caribbean (e.g. Black, Caribbean, African, Afro-Canadian, Jamaican, Nigerian, etc.)	182	3%	
Arab (e.g. Emirati, Lebanese, North African, Palestinian, Syrian, etc.)	141	3%	
Central Asian (e.g. Kazakhstani, Kyrgyzstani, Tajikistani, Uzbekistani, etc.)	47	1%	
East Asian (e.g. Chinese, Japanese, Korean, Mongolian, Taiwanese, etc.)	1,625	29%	
European (e.g. White, Anglo-Saxon, Balkan, French, German, Italian, Slavic Western/Eastern European, etc.)	2,009	36%	
Indigenous person of Canada (e.g. First Nations, Inuk, Métis)	114	2%	
Latin American (e.g. Chilean, Colombian, Cuban, Latine, Mexican, Venezuelan, etc.)	216	4%	
South Asian (e.g. Bangladeshi, Indian, Indo-Caribbean, Indo-Fijian, Pakistani, Sri Lankan, etc.)	1,163	21%	
Southeast Asian (e.g. Cambodian, Filipino, Indonesian, Malaysian, Singaporean, Thai, Vietnamese, etc.)	634	11%	
West Asian (e.g. Iranian, Israeli, Persian, Turkish, etc.)	261	5%	
Other, please describe	66	1%	
Total respondents	5,639		
Prefer not to say	196		
Missing cases	695		

Q41) Thank you for completing the survey. Is there anything else (e.g. likes or dislikes/concerns) that you would like to tell us about your experience at SFU?









This was an open-ended question. Results are not discussed in this report.

Respondent profile from the student information system


This section of the report shows selected background variables from SFU's student information system (goSFU) for the survey respondents. A few of these variables have already been presented in the first section of this report (comparing the sample to the population) but for convenience, they are included again here.

Keep in mind that this is a profile only of those students who responded to the survey, and so these statistics should not be interpreted as the distribution of demographic statistics in the population (i.e. all invitees).

Faculty of student

	#	% of 6,530 respondents
Applied Sciences	994	15% 
Arts and Social Sciences	2,107	32% 
Beedie School of Business	797	12% 
Communication, Art and Technology	531	8% 
Education	383	6% 
Environment	228	3% 
Health Sciences	412	6% 
Science	1,127	17% 
Total respondents	6,530	

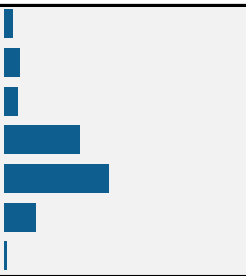
Credential pursued by student

	#	% of 6,530 respondents
Bachelor's degree	6,267	96% 
Undergraduate certificate	259	4% 
Professional Development Program	233	4% 
Post baccalaureate diploma	16	0% 
Undergraduate diploma	2	0% 
No credential	86	1% 
Total respondents	6,530	


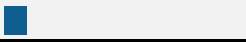
Declared a major (or in a bachelor degree program in a department)

	#	%
Declared	4,846	74% 
Undeclared	1,684	26% 
Total respondents	6,530	100%

Number of SFU courses the student was registered in (excluding co-op) this term (Fall 2024)

	#	%	
0	230	4%	
1	399	6%	
2	356	5%	
3	1,953	30%	
4	2,705	41%	
5	822	13%	
6	65	1%	
Total respondents	6,530	100%	

Full-time status this term (Fall 2024)

	#	%	
Full-time (9 or more units, or on a co-op work term)	5,948	91%	
Part-time (fewer than 9 units and not on a co-op work term)	582	9%	
Total respondents	6,530	100%	

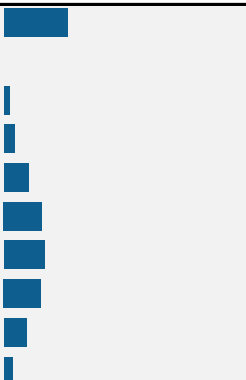
Where students were taking their courses this term (Fall 2024)

	#	% of 6,530 respondents	
Burnaby	5,442	83%	
Surrey	1,274	20%	
Vancouver	343	5%	
Online	1,837	28%	
On a co-op term	239	4%	
Other location(s)	77	1%	
Total respondents	6,530		


Total units completed prior to the Fall 2024 term (including both SFU and transfer units)

	#	%	
None	1,176	18%	
1 to 29	826	13%	
30 to 59	1,598	24%	
60 to 89	1,508	23%	
90 to 119	1,120	17%	
120 or more	302	5%	
Total respondents	6,530	100%	

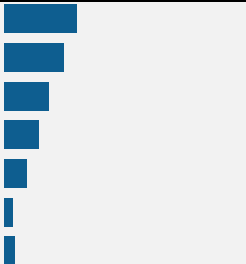
Cumulative grade point average (CGPA)

	#	%	
No CGPA available (new student, or no courses taken towards CGPA)	1,656	25%	
Less than 2.00	139	2%	
2.00 to 2.32	285	4%	
2.33 to 2.66	626	10%	
2.67 to 2.99	990	15%	
3.00 to 3.32	1,050	16%	
3.33 to 3.66	963	15%	
3.67 to 3.99	586	9%	
4.00 to 4.33	235	4%	
Total respondents	6,530	100%	

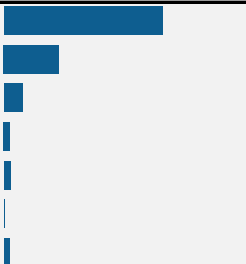
Co-op student (i.e. has a co-op plan, whether or not they were on a co-op term in Fall 2024)

	#	%	
Co-op student	1,314	20%	
Not a co-op student	5,216	80%	
Total respondents	6,530	100%	


Year of admission to SFU

	#	%	
2024	1,871	29%	
2023	1,531	23%	
2022	1,149	18%	
2021	897	14%	
2020	584	9%	
2019	225	3%	
Before 2019	273	4%	
Total respondents	6,530	100%	


Basis of admission to SFU

	#	%	
BC high school	4,112	63%	
BC college transfer / Associate degree	1,422	22%	
Non-BC high school	487	7%	
University transfer	157	2%	
Degree holder	172	3%	
Mature	28	0%	
Other	152	2%	
Total respondents	6,530	100%	

New to SFU this term (Fall 2024)

	#	%	
New student	1,572	24%	
Continuing student	4,958	76%	
Total respondents	6,530	100%	















Visa status

	#	%	
Domestic	5,612	86%	
International	918	14%	
Total respondents	6,530	100%	

Gender (non-binary and unspecified gender are grouped into "Not reported")

	#	%	
Woman	3,879	59%	
Man	2,497	38%	
Not reported	154	2%	
Total respondents	6,530	100%	

Age (as of September 1, 2024)

	#	%	
17 or younger	364	6%	
18	1,043	16%	
19	1,060	16%	
20	1,021	16%	
21	944	14%	
22	686	11%	
23	440	7%	
24	249	4%	
25	172	3%	
26 to 30	312	5%	
31 to 40	148	2%	
41 to 50	64	1%	
51 to 65	23	0%	
Over 65	4	0%	
Total respondents	6,530	100%	