

EXECUTIVE SUMMARY

Introduction

The 2020 *Middle-Years Student Survey* marks the 26th cooperative study undertaken by the Canadian University Survey Consortium/Consortium canadien de recherche sur les étudiants universitaires (CUSC-CCREU). The survey involved 29 universities and over 20,000 students from across Canada.

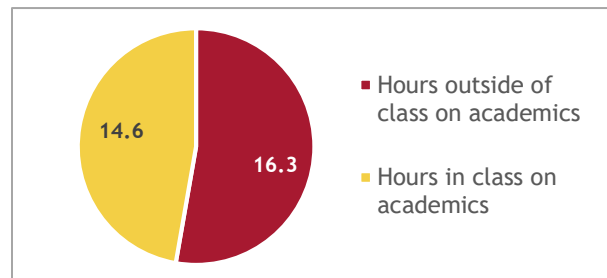
Profile of middle-years students

- ▶ The majority of middle-years students tend to be studying full-time, Canadian citizens, single, female, living separate from their parents/family, non-visible minority, 22 years old, and have a B- to B+ average.
- ▶ About one-third of students report having a disability, with mental health conditions being the most common.
- ▶ Just 14% of middle-years students are first-generation students – that is, neither parent has had any post-secondary education.

Activities

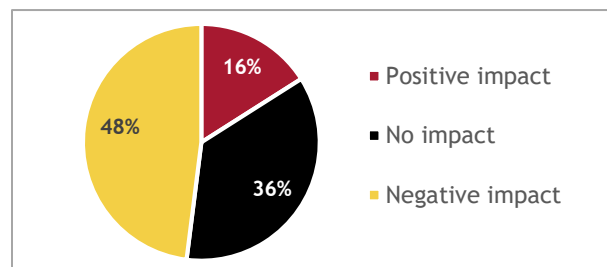
About 23% of students volunteer on or off campus for an average of three to four hours per week.

On average, students spend about 31 hours per week on their studies, with slightly more hours spent outside of class than in class.



Employment

Fifty-six percent of middle-years students are employed, working about 17 hours a week. Among those who are employed, three times as many say that their employment has had a negative rather than positive impact on their academic performance.

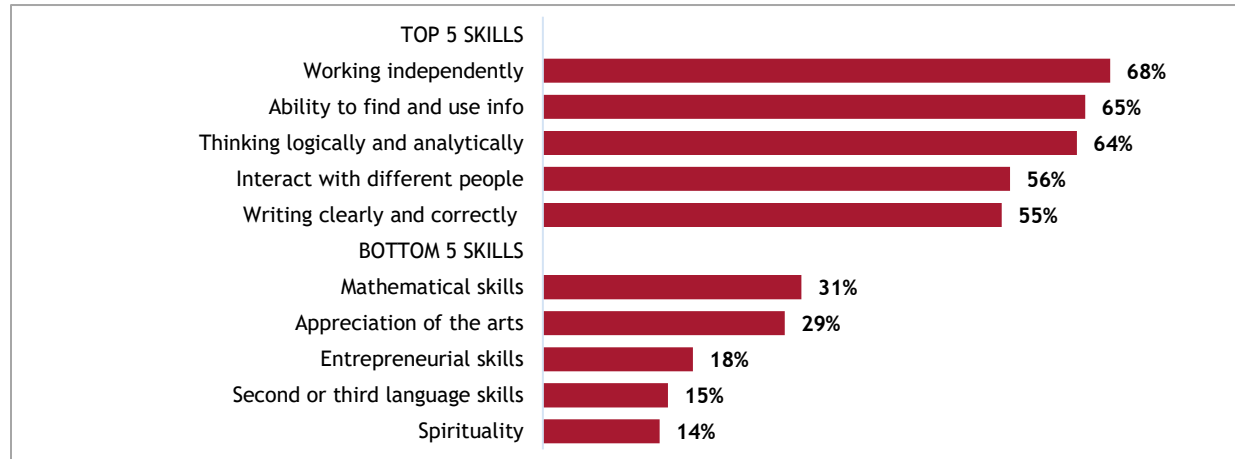


Professors and staff

- ▶ Students reported having had positive experiences with professors, as only one area received less than 70% agreement – *professors taking a personal interest in their academic progress* (57%). In addition, students say it is most important for professors to *communicate well in their teaching* (39% rated as most important).
- ▶ 71% of students said they *were given the chance to evaluate the quality of teaching in their courses* in all their courses.
- ▶ Almost 9 in 10 agreed that they are *generally satisfied with the quality of teaching they received*, including 15% who strongly agreed.
- ▶ The vast majority of students agreed that *most university support staff are helpful and most teaching assistants in their academic program are helpful*.

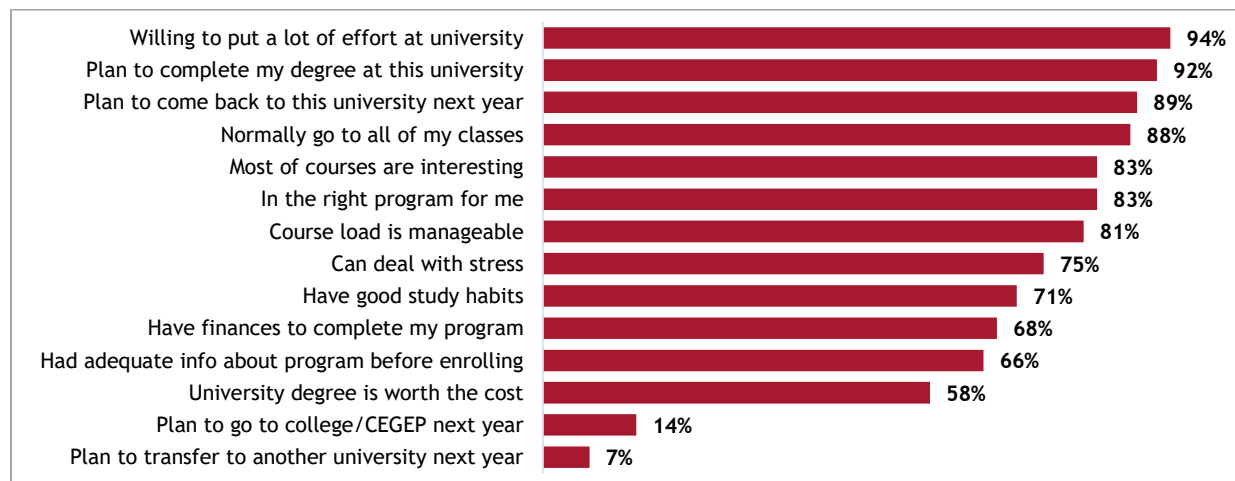
Growth and development

Students were asked to rate the extent to which their university contributes to 29 skills. The top and bottom skills according to ratings of institutions contributing much or very much are shown below.



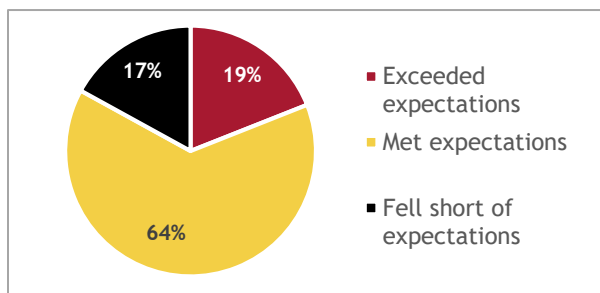
Commitment to completion

Several measures were used to gauge students' commitment to completing their programs at their universities, and agreement with each statement is shown below.



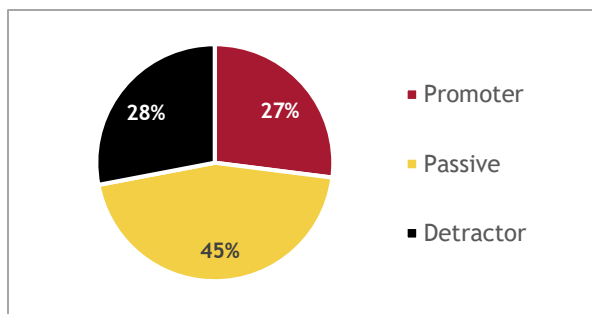
Expectations and experience

The majority of middle-years students say that their experiences *met their expectations*, while about equal numbers say their experiences *exceeded* and *fell short*.



Overall evaluation of student experiences

- ▶ Nine in 10 are satisfied with *their decision to attend their university* and 2 in 3 are satisfied with the *concern shown by the university for them as an individual*.
- ▶ Using the Net Promoter Score calculation, where detractors (rating of 0 to 6) are subtracted from promoters (rating of 9 or 10), participating universities have a score of -1 (27% promoters minus 28% detractors).

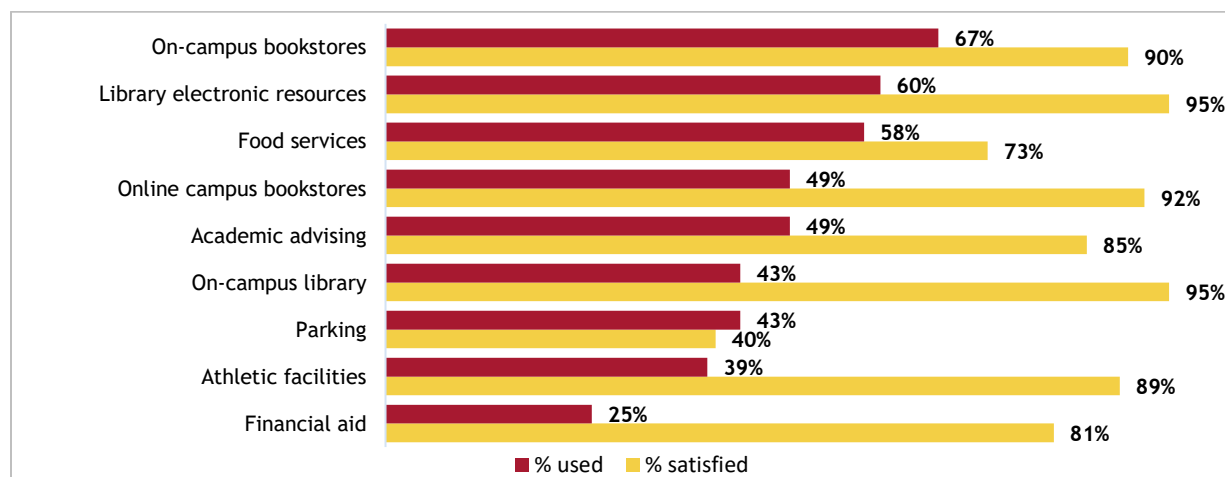


Goal development

- ▶ 92% of middle-years students said they had selected their major or discipline.
- ▶ Middle-years students are more likely to intend to apply to a *graduate school* (34%) than a *professional program* (28%).
- ▶ 32% of middle-years students have a specific career in mind. Despite many having a career (or two) in mind, just 20% said they know their career options very well.
- ▶ Almost all middle-years students have taken at least one step to prepare for employment or their career after graduation; most commonly, steps that might be considered casual – that is, *talking with parents, family, or friends about employment*.

Satisfaction with facilities and services

Satisfaction with facilities and services used by at least 20% of students are shown below.



Finances

- ▶ 86% have at least one credit card, carrying a balance of just over \$1,000.
- ▶ 43% of middle-years students owe money, most commonly *government student loans*. The average debt among all students is almost \$10,000, but this more than doubles when only those reporting debt are considered.
- ▶ Students required just over \$17,000 to finance their current year of education, most commonly relying on *parents, family or spouse, employment* (summer or current), and *government loans*.