

**Welcome to the 2011 End-of-Program Survey!**  
**Bienvenue à l'Enquête de fin de programme 2011!**

Please select your preferred language to complete the survey.  
Veuillez indiquer dans quelle langue vous souhaitez compléter le questionnaire.

**About the End-of-Program Survey**

The End-of Program Survey provides students who are about to complete their undergraduate studies at the University of Ottawa with an opportunity to share their views vis-à-vis their university experience and their satisfaction with their program of studies and the various services offered by the University.

**Your participation in the survey**

Filling out the questionnaire takes about 15 minutes. Your participation is completely voluntary, and you can stop at any time or refuse to answer any question. By completing and submitting the questionnaire, you consent to participate in the survey. Your participation in this survey will not cause you any inconvenience.

Please be assured that individual responses will remain confidential. No information associated with your name (or with any other personal identifier such as your student ID) will be disclosed. This information will only be available to staff from Institutional Research and Planning who will analyze the results.

**To contact us**

Please do not hesitate to contact the Institutional Research and Planning team by phone at 613-562-5954 or by e-mail at [rechinst@uottawa.ca](mailto:rechinst@uottawa.ca) for any questions you may have.

**Please click on the "Next/Suivante" button to take part in this survey.**

**Section A: General Satisfaction**

1. How satisfied or dissatisfied are you with your overall experience at the University of Ottawa?  
☐ *Very satisfied*  
☐ *Satisfied*  
☐ *Dissatisfied*  
☐ *Very dissatisfied*
2. Please briefly explain why you are dissatisfied or very dissatisfied with your overall experience at the University of Ottawa. (*question applies if Q1 = "Dissatisfied" or "Very dissatisfied"*)  

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3. How satisfied or dissatisfied you are with the following?

		<i>Very satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very dissatisfied</i>	<i>Unable to evaluate</i>
a.	Your <b>academic experience</b> at the University of Ottawa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Your <b>social experience</b> at the University of Ottawa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	The socio-cultural activities organized by the University	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Please indicate how much you agree or disagree with the following statements.

	<i>Strongly agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Unable to evaluate</i>
a. I feel as if I am part of this university	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Most university support staff (e.g. clerks, secretaries) are helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I feel I get the run-around when I am searching for information at this university (i.e. you are being sent from office to office without your problem being solved)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Overall, I get to find the information I need on the university's website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### **Section B: Satisfaction with your Program of Studies**

*This section asks questions about the {PROGNAME\_EN} program, which corresponds to the main component of your program of studies.*

*Please remember to think only of this component when answering questions 5 to 9.*

5. How satisfied or dissatisfied are you with your experience in the {PROGNAME\_EN} program?

- ☐ *Very satisfied*
- ☐ *Satisfied*
- ☐ *Dissatisfied*
- ☐ *Very dissatisfied*

6. Please rate how much you agree or disagree with the following statement about the {PROGNAME\_EN} program.

	<i>Strongly agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Unable to evaluate</i>
a. I believe this program offers high-quality training in my field of studies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The courses offered cover a broad range of topics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The courses offered allow for a good balance between theory and practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The courses offered allow me to gain an international perspective on my field of studies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Program objectives are clearly conveyed to students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Program requirements are clearly conveyed to students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. The suggested sequence of courses appears well structured to me (e.g. courses at a lower level, especially prerequisite courses, are a good preparation for higher level courses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Course timetables are generally reasonable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Students have access to courses in small groups every year of the program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- j. Initiatives are undertaken to foster a sense of belonging to the program (i.e. make people feel that they are part of a group sharing common interests, goals, values and experiences)

7. Please indicate the extent to which each of the factors below hindered your access to **your program's compulsory courses**.

	<i>Not an obstacle</i>	<i>A minor obstacle</i>	<i>A major obstacle</i>
a. Limited course offerings (courses not scheduled for several consecutive sessions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Availability of the course <b>in your preferred language</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Limited space in the courses offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Scheduling conflicts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Please indicate the extent to which each of the factors below hindered your access to **optional courses in your program** (courses you select from a list related to your program of studies).

	<i>Not an obstacle</i>	<i>A minor obstacle</i>	<i>A major obstacle</i>
a. Limited course offerings (courses not scheduled for several consecutive sessions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Availability of the course <b>in your preferred language</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Limited space in the courses offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Scheduling conflicts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Please indicate the extent to which each of the factors below hindered your access to **electives** (courses left entirely to your choice).

	<i>Not an obstacle</i>	<i>A minor obstacle</i>	<i>A major obstacle</i>
a. Limited course offerings (courses not scheduled for several consecutive sessions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Availability of the course <b>in your preferred language</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Limited space in the courses offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Scheduling conflicts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Section C: Professors' Contribution

10. How satisfied or dissatisfied are you with the quality of teaching in the {PROGNAME\_EN} program?

- ☐ *Very satisfied*  
☐ *Satisfied*  
☐ *Dissatisfied*  
☐ *Very dissatisfied*

- 11.** Please rate how much you agree or disagree with the following statements about the professors of the {PROGNAME\_EN} program.
- You should consider the professors of the {PROGNAME\_EN} program **without focusing on one particular year, class or professor** (individual evaluations take place in the context of the Course Evaluation).

		<i>Strongly agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly disagree</i>	<i>Unable to evaluate</i>
a.	I think professors conveyed the subject matter effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Professors' teaching was stimulating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Professors showed a positive attitude toward students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Professors made an effort to check that students understood the material taught	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Class participation was actively encouraged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Professors provided helpful feedback on my academic performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Professors were available to address my questions outside of class	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Professors took an active interest in my learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Assignments and exams reflected what was covered in the course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	Marking of assignments and exams was fair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	Teaching Assistants helped me understand the material taught	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### **Section D: Opportunities for Enriching Experiences**

*Enriching experiences consist of learning opportunities that complement or enhance your academic training. These activities, that may be compulsory or optional, offer the possibility to broaden your knowledge or to put it into practice.*

- 12.** Please indicate whether you have participated in each of the following enriching experiences.

		<i>Yes</i>	<i>No</i>
	<b>In Canada</b>		
a.	Participate in the University Co-operative Education Programs	<input type="checkbox"/>	<input type="checkbox"/>
b.	Participate in a practical experience other than the Co-operative Education Programs (e.g. practicum, internship, field experience, clinical assignment)	<input type="checkbox"/>	<input type="checkbox"/>
c.	Be part of a learning community organized by the University (e.g. groups of students taking two or more classes together, participants of a seminar, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
d.	Participate in the Community Service Learning Program or a volunteer work experience recognized by the University	<input type="checkbox"/>	<input type="checkbox"/>

e.	Attend or participate in conferences or debates on topics related to your program of studies	<input type="checkbox"/>	<input type="checkbox"/>
f.	Participate in a university competition or simulation on topics related to your program of studies	<input type="checkbox"/>	<input type="checkbox"/>
g.	Participate in the University French Immersion Studies	<input type="checkbox"/>	<input type="checkbox"/>
h.	Participate in a culminating senior experience (e.g. capstone course, senior project or thesis, comprehensive exam, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
i.	Work on a research project with a faculty member outside of course or program requirements	<input type="checkbox"/>	<input type="checkbox"/>
j.	Participate in a mentoring program organized by the University, or in collaboration with the University	<input type="checkbox"/>	<input type="checkbox"/>
<b>Abroad</b>			
k.	Participate in the University International Exchange Program	<input type="checkbox"/>	<input type="checkbox"/>
l.	Participate in an abroad experience other than the International Exchange Program (e.g. practicum, seminar or conference abroad)	<input type="checkbox"/>	<input type="checkbox"/>

**13.** Please indicate which of the following reasons most appropriately reflects why you haven't participated in the following activities. (*question applies if Q12= "No" for the corresponding statement*)

		<i>This activity was not offered to students in my program</i>	<i>I didn't meet the requirements to participate</i>	<i>I was not interested</i>	<i>I have never heard of this activity</i>
<b>In Canada</b>					
a.	Participate in the University Co-operative Education Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Participate in a practical experience other than the Co-operative Education Programs (e.g. practicum, internship, field experience, clinical assignment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Be part of a learning community organized by the University (e.g. groups of students taking two or more classes together, participants of a seminar, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Participate in the Community Service Learning Program or a volunteer work experience recognized by the University	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Attend or participate in conferences or debates on topics related to your program of studies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

f.	Participate in a university competition or simulation on topics related to your program of studies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Participate in the University French Immersion Studies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Participate in a culminating senior experience (e.g. capstone course, senior project or thesis, comprehensive exam, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Work on a research project with a faculty member outside of course or program requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	Participate in a mentoring program organized by the University, or in collaboration with the University	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	Participate in the University International Exchange Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	Participate in an abroad experience other than the International Exchange Program (e.g. practicum, seminar or conference abroad)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Section E: Skills Development

- 14.** Please indicate the degree to which your experience at uOttawa (**including in-class and out of class activities**) has contributed to your learning and development in each of the following areas.

		<i>Contributed a lot</i>	<i>Contributed moderately</i>	<i>Contributed a little</i>	<i>Contributed nothing</i>	<i>Not applicable</i>
	<b>Knowledge acquisition</b>					
a.	A thorough comprehension of the core concepts and principles taught in your program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Acquire work-related knowledge and skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Prepare for further studies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Acquire a broad knowledge base	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	An understanding of the limits of the knowledge acquired	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Application and development of knowledge</b>					
f.	Undertake research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Plan and conduct projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	Ability to consult academic publications and other primary data sources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Use current technologies in your field of studies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	Use quantitative methods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	Use qualitative methods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	Make judgments about the value of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Analysis and problem solving</b>					
m.	Think critically and analytically	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

n.	Define and solve problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	Demonstrate creativity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	<b>Communication Skills</b>					
	Write clearly and effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q.	Speak clearly and effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r.	Ability to craft convincing arguments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Teamwork, Autonomy and Leadership Skills</b>					
s.	Work effectively with others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t.	Work independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u.	Make decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v.	Exercise leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Learning Skills</b>					
w.	Acquire effective study and learning skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x.	Ability to identify training needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Personal Growth</b>					
y.	Achieve personal growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z.	Build self-confidence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aa.	Develop integrity and a code of ethics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ab.	Develop social responsibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ac.	Develop sensitivity and tolerance toward different views, cultures and ways of life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section F: Satisfaction with Facilities and Services

- 15.** How satisfied or dissatisfied are you with the following facilities and services at the University of Ottawa?  
Please select the "Unable to evaluate" response option if you are not familiar with the facility or service.

		Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Unable to evaluate
a.	General condition of buildings and grounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Classroom facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Laboratory facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Study spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Spaces to relax and meet friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	University residences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Library facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h.	University Bookstore	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i.	Food Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j.	Sports Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k.	Online registration via Rabaska	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l.	Web Based Services (e.g. InfoWeb, UoZone, WebMail)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m.	Computer labs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n.	Wireless access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o.	Computing Help Centre (6555)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p.	Financial Aid and Awards Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

q.	Info-Service (i.e. tuition fee information, general information, student cards, official documents, admission)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r.	Academic advising received from Academic Advisors and/or Academic Assistants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s.	Counseling and Coaching Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t.	Career Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u.	Services related to Co-operative Education Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
v.	Experiential Learning Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
w.	Services related to the Mentoring Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x.	Academic Writing Help Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
y.	International Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
z.	Health Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aa.	Access Service (services for students with disabilities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ab.	Aboriginal Resource Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ac.	Protection Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**15\_Open.** Please briefly describe why you are dissatisfied or very dissatisfied with [INSERT SERVICE NAME]. We realize your time is at a premium, so this is the only service for which we'll be asking you to explain your assessment. Still, you can make more comments at the end of the questionnaire, if you like.

*(Each student was assigned randomly to one of the 12 services for which the 2010 satisfaction level fell below 78% among the 29 services listed in questions Q23 to Q25; the above question is asked only if the students concerned indicate they are dissatisfied or very dissatisfied with their assigned service)*

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## Section G: Background Information

**16.** Please estimate the amount of undergraduate educational debt, if any, you will have to repay when you have completed your current program of studies.

- ☐ No debt
- ☐ Less than \$5,000
- ☐ \$5,000 - \$9,999
- ☐ \$10,000 - \$14,999
- ☐ \$15,000 - \$19,999
- ☐ \$20,000 - \$24,999
- ☐ \$25,000 - \$29,999
- ☐ \$30,000 or more

**17.** What is the highest level of education your father completed?

- ☐ Did not finish high school
- ☐ Graduated from high school
- ☐ Some or completed college (including CEGEP)
- ☐ Attended university without earning degree
- ☐ Completed a bachelor's degree (B.A., B.Sc., etc.)
- ☐ Completed a master's degree (M.A., M.Sc., etc.)
- ☐ Completed a doctoral degree (Ph.D., J.D., M.D., etc.)



18. What is the highest level of education your mother completed?
- ☐ *Did not finish high school*
  - ☐ *Graduated from high school*
  - ☐ *Some or completed college (including CEGEP)*
  - ☐ *Attended university without earning degree*
  - ☐ *Completed a bachelor's degree (B.A., B.Sc., etc.)*
  - ☐ *Completed a master's degree (M.A., M.Sc., etc.)*
  - ☐ *Completed a doctoral degree (Ph.D., J.D., M.D., etc.)*
19. Do you self-identify with, or have ancestry as an Aboriginal person (First Nations, Métis, Inuit)?
- ☐ *Yes*
  - ☐ *No*
20. Do you have any disabilities?  
*Check all that apply.*
- ☐ *None*
  - ☐ *Sensory impairment (vision or hearing)*
  - ☐ *Mobility impairment*
  - ☐ *Learning disability*
  - ☐ *Mental health disorder*
  - ☐ *Other*

#### **Section I: Comments**

21. If you have any additional comments that you would like to share on the quality of your educational experience at the University of Ottawa, please type them below.
- 
22. If you wish to participate in a draw for one of three tuition-fee credits of \$2500, \$1500 and \$500 each (or cash equivalent if you're in your final session), please enter a valid email address below.  
Winners will be notified via email in November.
- 

**You have completed this survey, thanks again for your participation!**  
**Please click on "Submit/Soumettre" to submit your answers.**