

RSP 3: Student Pulse Survey

Summarized Report

Waterloo Undergraduate Student Association
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Introduction

The Representative Survey Platform (RSP) student pulse survey received a total of 687 responses. The main goals of this survey were to:

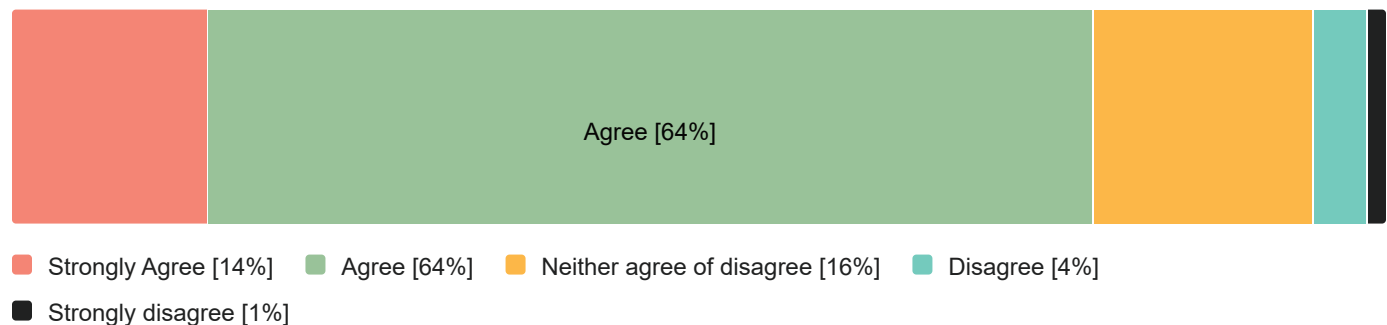
- Gather a snapshot of student behaviours, habits, likes, and dislikes
- Learn when students are busy and when they prefer to attend events
- Understand how students want to be communicated with

Key Findings

WUSA Satisfaction

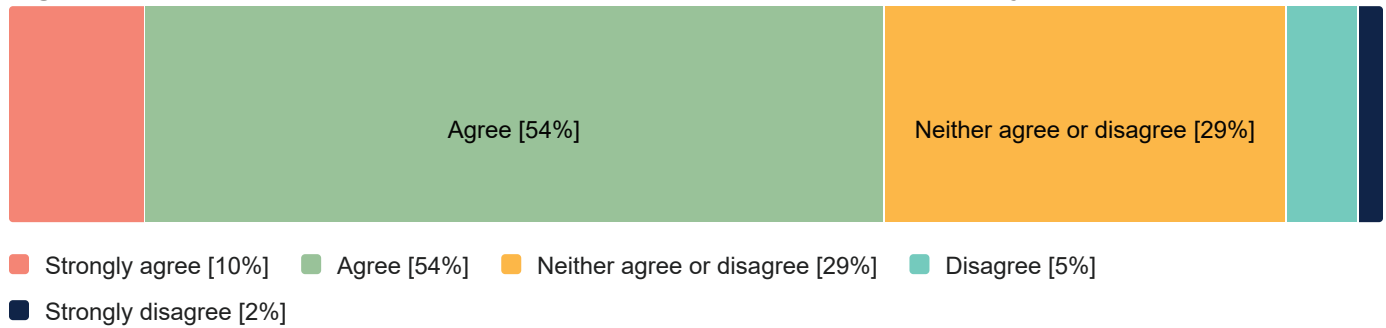
- Most students (78%) either strongly agree or agree that WUSA provides important services for students (Figure 1)

Figure 1: Responses to the statement: *WUSA provides important services*



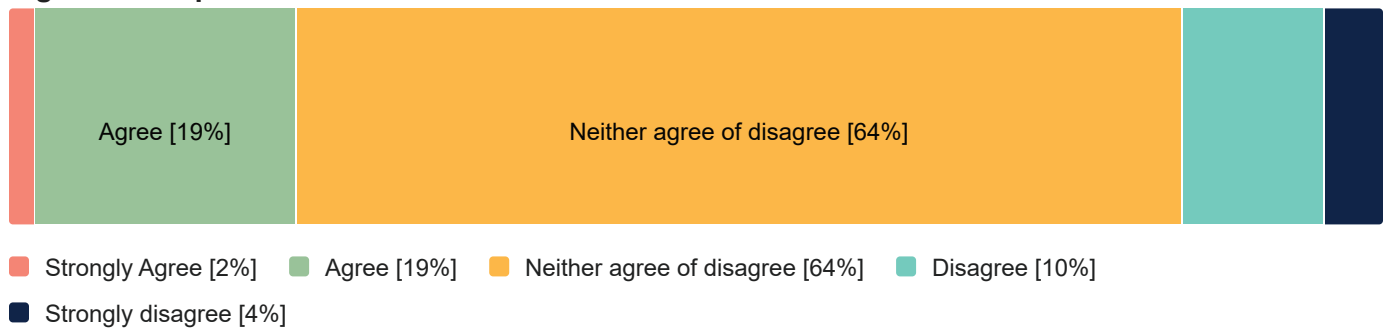
- 64% of students either strongly agree or agree that WUSA and its staff are community-focused and inclusive. (Figure 2)

Figure 2: Responses to the statement: *WUSA and its staff are community-focused and inclusive*



- 64% of students neither agreed nor disagreed that WUSA acts on feedback (Figure 3). This could indicate that more awareness is needed on how WUSA communicates with and addresses the concerns of students.

Figure 3: Response to the statement: *WUSA acts on feedback*



Engagement and Communication

The most common ways students have engaged with WUSA in the last six months were:



Through social media **(65%)**



SLC Turnkey Desk **(48%)**

When they need to find out more about WUSA and its services, most students go to:

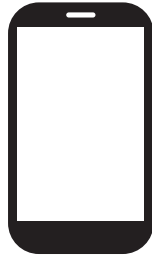


@yourwusa Instagram **(66%)**



wusa.ca **(53%)**

Across all areas of WUSA, students want to receive information through:



Social Media



Monthly e-Newsletter

Student Preference and Behaviours

Students indicated that they **stay in Waterloo on:**



Most weekends **(45%)**



Every weekend **(34%)**

Students' **favourite hobbies outside of academics** were:



Music **(59%)**



Reading **(58%)**



Sports/Fitness **(55%)**

The top two events students were most interested were:



Concerts (65%)



Night life events (60%)

The top two movie genres students enjoy were:



Comedy (77%)



Action (60%)

The top two music genres students enjoy were:



Pop (77%)



Hip Hop/Rap (52%)

WUSA Services and Operations

Most students had difficult experiences in the Student Life Centre (SLC) findings spaces for:



Eating (34%)



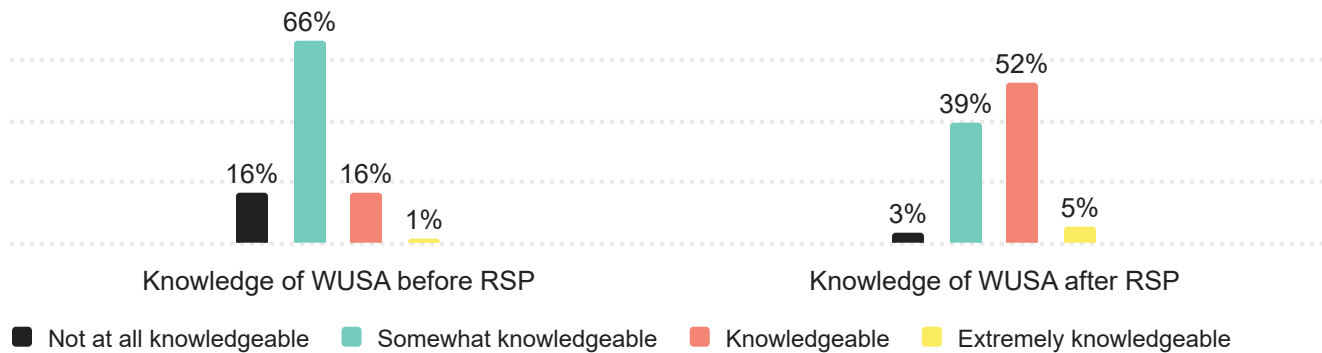
Studying (36%)

Most students (53%) do not know where to leave feedback or ask general questions to WUSA on wusa.ca.



Students' knowledge about WUSA has increased after participating in RSP, with the responses of "not at all knowledgeable" decreasing from 16% to 3% while the responses of "knowledgeable" increased from 16% to 52% (Figure 4)

Figure 4: Student knowledge of WUSA before and after participating in RSP



Further Insights

The full RSP Student Pulse Survey Report can also be found on wusa.ca, complete with the expanded key findings and corresponding recommendations.