

The Globe & Mail 2007 University Report Card Summary of Student Responses to the Open-ended Questions | January 2008

Introduction

Following is a summary of the key themes that were identified by students that TWU is doing well and that we need to improve upon. Also included is a summary of the action the University has taken or is taking in response. A Community Conversation with Dr. Raymond as a follow-up to this report and as his commitment to improve TWU will take place in March, specific date to be advised shortly via TWUSA. The full report is available upon request from Chima Adiele, Office of Policy, Planning and Research.

1) What do you like best about the education offered by your university?

You gave us top marks for Overall quality of education, class sizes, faculty knowledge, teaching and availability, sense of safety, availability of online course registration: and A's and A-'s for ease of registration, overall university experience, sense of community, academic reputation of university and of undergrad programs.

- The university holds a continuing commitment to conduct program reviews and course evaluations to ensure a high commitment to academic excellence and scholarship
- The university's is actively working to keep its long term commitment to competitive salaries for high quality faculty and staff

2) What do you like least about the education offered by your university?

Answers identified concerns about cost, too few course options and buildings.

- TWU is increasing financial aid for merit scholarships for new students and is looking at economic strategies for current students
- Campus Master Plan has been initiated to address long range infrastructure needs

3) Which student service is your university best at providing and why?

Answers gave high satisfaction levels for the Wellness Centre, Academic advising, Student Life and Recreation Services.

4) Which student service is your university worst at providing and why?

Answers identified dissatisfaction with Food and Food Service, Fitness/Gym Facilities, Enrolment Services, Aboriginal Services, Housing Facilities, Disability Service.

- The food services contract is up for renewal in 2008; student representatives will be included in the vendor selection process
- Sodexo is funding the new Lower Caf renovations to open in early spring 2008
- A new advising office is being established
- The university is in partnership with the Township of Langley in the new Langley Events Centre at 200 St. and 80th Avenue. This will provide new space, starting in May 2009/2010, for Spartans team practices and games, giving additional recreational sports hours at TWU's gym

5) Which one building on campus do you think should be demolished and re-built?

The majority of the answers focused on Douglas, Hanson Chapel and Strombeck.

- Portables taken down during summer 2007
- Increased focus has been given to catching up on deferred maintenance issues over the past few years. Most building infrastructure issues have now been addressed allowing us to focus more on internal finishing and furnishings
- Campus Master Plan was initiated to address long range infrastructure needs of the campus
- Langley Events Centre, at 200th St and 80th Ave, opening spring 2009; TWU will be a partner with the Township of Langley, new home to Spartan Athletics: includes a Triple Gymnasium (seating up to 2,000); Arena Bowl (seating for 3,000 to 5,000)
- A new Live Learn Centre has been proposed and is under current planning and fundraising review; proposed to house the School of Arts Media and culture, for 2009 or 2010

6) What should your university do to improve the quality and availability of technology on campus?

Most of the responses asked for free wireless network on campus, improvements to the website, student portals and e-courses, and for improved technology for labs, library and professors.

- University now provides free wireless internet; student portal and e-courses are being redesigned
- A newly appointed Marketing Task Force is addressing website concerns for twu.ca

7) What do you like the best about the atmosphere on campus at your university?

The majority of answers focused on the friendly community, accepting and caring; other responses included the natural beauty of the campus; the people and professors – open minded, down-to-earth; and the small size and safety of campus.

8) What do you like the least about the atmosphere on campus at your university?

Most responses addressed aspects of physical features; followed by concerns about student behavioral issues; divisions between residents and commuters; and community standards.

- University is developing campus master plan governed by principles that will ensure aesthetic coherence for campus infrastructure and environment
- Community standards and responsibilities of membership review: will be conducted by a committee, commencing spring 2008, comprised of students, alumni, faculty and staff
- TWUSA survey on responsibilities of membership underway
- TWU will seek ways to better integrate commuter & resident activities/life

9) What could your university do better to help you prepare you for a job after graduation?

Overall, it was recognized that TWU provides “job preparation” at an adequate level, specifically for those that access the Centre for Life Calling and Career Centre or are a part of a professional program.

- Increase student access of the Centre for Life Calling & Career Development [career centre]
- Need more career/job-recruitment fairs, internships, research opportunities, practica, and co-ops

10) What actions should your university focus on to improve its commitment to environmental sustainability?

Themes identified: strengthen and expand recycling program and reduce waste and consumption.

- City water line to campus to be completed early spring 2008
- Develop an environmental stewardship/awareness program to assess needs and goals

11) For which degree or program area is your university best known?

Top responses were Biblical Studies/RELS; followed by Business and Nursing; and then Education

12) For which degree or program area should your university be known?

Responses identified: Biblical studies/RELS, business, and nursing; Education was next; liberal arts approach; and a wide range of areas received strong support at similar levels of frequency: HKIN, psychology, the sciences, biology, English, the fine arts, political science, human services, and linguistics.

13) What is the biggest myth or rumour about your university that simply is not true?

Most frequent myth that is not true was that TWU people are narrow-minded, perfect, or intolerant; followed by myth that TWU is a Bible College; and that finally the myth that TWU is cutoff from reality and is not a fun place.

- TWU's marketing task force is addressing concerns of public image and awareness
- Community standards and responsibility of membership review: to be conducted by committee commencing spring 2008, comprised of students, alumni, faculty and staff

14) What little known fact about your university deserves more attention?

Responses identified three leading emphases: high quality academic programs and departments; excellence of professors and staff; and great community/atmosphere on campus; secondary facts identified as important include small classes, friendly, open atmosphere, opportunities for leadership, good learning environment; and high achieving athletics teams, and the LLC program.