

2009 Canadian University Report

Overall Satisfaction	TRU's Mean Scores for 2009	TRU Letter Grades		
		2008	2007	2006
How satisfied are you overall with your university?	4.04	B+	B+	B+
Would you recommend your university to a friend or family member?	4.17	B+	A-	B+

Quality of Education

Quality of teaching	3.97	B	B+	B
Faculty members' knowledge of subjects	4.27	A-	A	A-
Usefulness of feedback from faculty	3.93	B	B	B
Availability of faculty to students outside of classroom hours	4.26	A-	A-	A-
Availability of teaching assistants to students	3.31	C	C	C
Quality of teaching assistants	3.34	C	C+	C
Level of interaction between faculty members and students	4.25	A-	A-	A-
Quality of academic advising	3.67	B-	B-	B-
Overall quality of education received	4.07	B+	B+	B+

Variety and Availability of Courses

Number of courses to choose from	3.49	C+	C+	C+
Space for you to register in courses necessary to complete your degree	3.93	B	B	B-
Convenience of class scheduling	3.68	B-	B-	B-
Co-op/internship opportunities	3.35	C	C+	C
Class sizes	4.41	A	A	A
Ease of course registration process	4.12	B+	B+	B+
Availability of online course registration	4.12	B+	A-	B+
Overall course variety and availability	3.60	B-	B-	C+

Teaching and Learning

My professors are good at explaining course materials	4.26	A-	A-	A-
My professors motivate me to do my best work	3.90	B	B	B
My professors are prompt at providing feedback	3.97	B	B	B
My professors show sensitivity to gender and racial issues	4.22	A-	A-	B+

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Satisfaction with Student Services

Campus Medical Services	3.86	B	B	B
Academic Support and Counselling	3.71	B-	B-	B-
Campus Bookstore	3.66	B-	B-	B-
Food Services	3.31	C	C+	C
Recreational & Athletic Programs and Services	3.65	B-	C+	B-
Services for Students with Disabilities	3.47	C+	C+	C+
Services for International Students	3.57	C+	B-	B-
Services for Aboriginal Students	3.55	C+	C+	C+
Overall Quality of Student Services	3.71	B-	B-	B-

On-Campus Buildings and Facilities

Physical fitness, sports and recreational facilities	3.67	B-	C	B-
Student residences	3.42	C+	C+	C+
Classrooms/lecture halls	3.73	B-	B-	B-
On-campus pubs/bars	3.21	C	C+	C+
Overall quality of on-campus buildings and facilities	3.70	B-	B-	B-

Library

Availability of journals/articles/periodicals	3.92	B	B	B-
Availability of quiet study space	3.50	C+	B-	C+
Service provided by library staff	4.19	B+	A-	B+
Library hours of operation	4.32	A-	B	C+
Total number of library holdings	3.65	B-	C+	C
Online library resources	4.01	B+	B+	B
Meeting rooms	3.14	C-	C+	D
Library overall	3.76	B-	B-	C

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Technology

Computer accessibility on campus	3.95	B	B+	B
Availability of up-to-date computer equipment on campus	4.09	B+	B+	B+
Access to course/teaching materials online	4.07	B+	B+	B
Labs and research equipment	3.90	B	B	B-
On-campus network (eg. Internet, wireless Wi-Fi, email,etc)	4.21	A-	B	B+
Availability of up-to-date technology in classrooms	3.86	B	A-	B-
Overall quality and availability of technology on campus	4.04	B+	B+	B

Atmosphere

Sense of personal safety/security	4.53	A	A	A
School spirit	-	-	-	C
Diversity of extra-curricular activities (e.g. clubs)	3.55	C+	C+	C+
Tolerance for diverse opinions and ideas	4.04	B+	B+	B
Sense of community on campus	3.54	C+	B-	C+
Attractiveness of your campus	3.95	B	B+	B
Helpfulness of administrative staff	3.89	B	B	B-
Overall university atmosphere	4.00	B+	B+	B

Career

The reputation of your university among employers	3.60	B-	B-	C+
Degree to which university experience will prepare you for employment	3.86	B	B	B-
On-campus recruitment fairs and other opportunities to meet employers	3.44	C+	B-	B-
Opportunities in classes or labs to acquire work-related knowledge or skills	3.65	B-	B-	C+
Career counselling/placement services	-	-	C	C
Career counselling services	3.48	C+	-	-
Career placement services	3.28	C	-	-
Overall quality of career preparation	3.50	C+	C+	C+

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Financial Assistance

Availability of merit-based scholarships	3.25	C	C	C-
Availability of needs-based scholarships/bursaries	3.20	C	C	C
Assistance with locating part-time jobs to fund education	-	-	C-	D
On-campus employment opportunities	2.94	D	C-	C-
Overall availability of financial assistance	3.12	C-	C-	C-

Commitment to Environmental Sustainability

Number of recycling bins on campus	3.59	C+	-	C
Availability of composting	2.42	D	-	D
Availability of bike lanes on campus	2.79	D	-	D
Availability of bike storage spots on campus	2.85	D	-	D
Facilitation of car pooling among students	2.52	D	-	D
Amount of green space on campus	3.75	B-	-	B-
Availability of organic foods on campus	2.44	D	-	D
Efforts to reduce packaging	2.61	D	-	D
Commitment to improving energy efficiency of on-campus buildings	3.02	C-	-	D
Commitment to using "green" technologies	2.99	D	-	D
Overall commitment to environmental sustainability	3.03	C-	B-	D

Off-Campus Environment

Availability of public transportation	3.66	B-	-	C+
Availability of off-campus housing	3.07	C-	-	C-
Affordability of off-campus housing	2.75	D	-	C-
Quality of off-campus housing	3.05	C-	-	C
Opportunities for off-campus fun (e.g. bars, social activities)	3.41	C+	-	C+
Overall off-campus environment	3.47	C+	-	-

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University Food Services

Value of food available on campus	2.95	D	-	C-
Quality of the food available on campus	3.31	C	-	C
Variety of meals available on campus	3.22	C	-	C
Number of healthy meal options available on campus	3.05	C-	-	D
Freshness of food served on campus	3.39	C	-	C+
Variety of food outlets to choose from	3.03	C-	-	C-
Overall quality of food services	3.20	C	-	C

Academic Reputation

Reputation for undergraduate studies	3.58	C+	B-	B-
Reputation for graduate studies	3.27	C	C	C-
Reputation of professional schools	3.35	C	C	C
Reputation for conducting leading-edge research	3.05	C-	C-	D
Reputation in your specific area of study	3.66	B-	B-	C+
Ability of your university to attract top-notch faculty and guest lecturers	3.33	C	C+	C
Reputation for high quality teaching	3.54	C+	B-	C+
Overall academic reputation of your university	3.48	C+	C+	C+

Importance

Overall quality of education received	4.75	A+	A+	A+
Variety and availability of courses	4.50	A	A	A
Quality of student services	4.08	B+	B+	B+
On-campus buildings and facilities	3.99	B	B+	B
Quality of technology	4.05	B+	B+	B+
University atmosphere	4.18	B+	A-	B+
Availability of financial assistance	4.03	B+	B+	B+
Services provided by the university library	4.05	B+	B+	B+
Quality of career preparation	4.39	A-	A-	A-
Commitment to environmental sustainability	-	-	-	B
Off-campus environment	-	-	-	B-
Food services	-	-	-	B-