

Academic Plan Consultation – Student Survey Results

Institutional Planning and Analysis

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March 2011

Executive Summary

Consultation with all stakeholders is an essential part of university academic planning. As such, the Academic Planning Committee provided TRU students with the opportunity to give input to the planning process. Students were sent an electronic survey that asked them to contribute their ideas for making TRU a “first choice” in the areas of: courses and programs, campus activities and campus life, buildings and facilities, services and support, and ‘anything else’. The consultation took place in January and February 2011, and included 12,517 students. 1,883 responses were received, and were analyzed by the department of Institutional Planning & Analysis.

Major themes for both On Campus and Open Learning students included: course and program selection (including graduate studies), in-person social activities, IT support for online learning platforms (Moodle, Blackboard, etc.) and academic support. Additionally, On Campus students were concerned with career preparation, financial considerations, food, health and wellness, fitness and athletics, clubs, study space, parking, the library, and administrative services. Open Learning students also focused on course delivery methods and content, Open Learning Faculty Members, timelines, online social support, communication, access (learning, services, support), and program readiness.

Overall Student Consultation Themes

ALL TRU STUDENTS	
<ul style="list-style-type: none"> • Course & Program Selection (incl. graduate) • In-Person Social Activities • Information Technology • Academic Support 	
OPEN LEARNING STUDENTS	ON CAMPUS STUDENTS
<ul style="list-style-type: none"> • Course Delivery Methods • Course Content • OLFMs • Timelines • Online Social Support • Communication • Access (learning, services, support) • Program Readiness 	<ul style="list-style-type: none"> • Career Preparation • Financial Considerations • Food • Health & Wellness • Fitness & Athletics • Clubs • Study Space • Parking • Library • Administrative Services

Methodology

All registered TRU students (excluding offshore), were invited via e-mail to complete the electronic student consultation survey. Theme analysis by a team of researchers allowed major themes to be highlighted. Strong themes are organized in the table from left to right. Themes on the left side of the table are considered stronger than comments on the right side of the table.

It is important to note that Aboriginal, International, and Williams Lake respondent groups were small in number in comparison to the overall respondent population. These subgroups were analyzed separately, and emerging themes were compared to the overall group. Minimal differences were found, and each question was noted with any significant theme differences that existed.

The tables below summarize the themes and subthemes of the student consultation process. These tables are not exhaustive, and further information may be provided, upon request, from IPA.

Courses & Programs

Open Learning Students

A.	B.	C.	D.	E.
COURSE/PROGRAM SELECTION	DELIVERY METHOD	COURSE CONTENT	OPEN LEARNING FACULTY MEMBERS	TIMELINES
Variety of courses <ul style="list-style-type: none"> • Increase the selection of self-paced courses • Increase the variety of full programs and credentials offered, ex: <ul style="list-style-type: none"> ○ Bachelor's degrees ○ Master's degrees ○ Diplomas ○ Certificates ○ Science ○ Business ○ Health, etc. 	Web/Print Based <ul style="list-style-type: none"> • Increase interactive activities in web-based courses • Offer both options for delivery • Ensure all materials are available online Availability <ul style="list-style-type: none"> • Make more courses available in both self-paced and paced formats • Offer more complete programs and credentials 	Interaction <ul style="list-style-type: none"> • Encourage course discussions • Contact students often (OLFM's) • Provide interactive learning opportunities Assignments <ul style="list-style-type: none"> • Ensure practical application • Follow up on submission (OLFM's) • Clarify expectations Exam <ul style="list-style-type: none"> • Provide practice exams • Allow flexible dates Consistency <ul style="list-style-type: none"> • Ensure consistent quality and organization of course materials 	Communication with OLFMs <ul style="list-style-type: none"> • Respond to student inquiries within 24 hours • Assist with keeping students "on track" • Maintain OLFM accessibility to students • Maintain consistent course support Video <ul style="list-style-type: none"> • Offer "live" lectures ("video" professor) • Record and distribute multimedia lessons • Introduce students to OLFM and course with a video 	Deadlines <ul style="list-style-type: none"> • Allow increased time for course completion • Allow more accommodations for working students Pace <ul style="list-style-type: none"> • Provide more options for courses: paced or non-paced

On Campus Students

A.	B.	C.	D.	E.
GRADUATE PROGRAMS	CAREER PREPARATION	COURSES & ELECTIVES	FINANCIAL CONSIDERATIONS	NEW PROGRAMS
Masters <ul style="list-style-type: none"> • Business (Additional Concentrations) • Tourism • Human Services <ul style="list-style-type: none"> ○ Social Work • Health <ul style="list-style-type: none"> ○ Nursing • Arts • Science Doctorates	Co-op/Practicum <ul style="list-style-type: none"> • Provide co-op/practica in more programs • Provide more applied learning to prepare for careers Career Connection <ul style="list-style-type: none"> • Provide information on how programs can lead to specific careers • Ensure curriculum is competitive for the job market 	Course variety <ul style="list-style-type: none"> • Increase amount of courses offered Elective options <ul style="list-style-type: none"> • Increase selection, including cross-disciplinary options 	Funding <ul style="list-style-type: none"> • Increase access to scholarships and bursaries • Increase funding for labs and research • Increase funding to enable new programs Cost <ul style="list-style-type: none"> • Lower tuition and ancillary fees • Advertise the current low tuition fees 	Science <ul style="list-style-type: none"> • Computing Science • Engineering • Kinesiology Health <ul style="list-style-type: none"> • Pharmacy • Dental Arts <ul style="list-style-type: none"> • Political Science • Music Trades Tourism Education <ul style="list-style-type: none"> • Secondary level Professional Degrees <ul style="list-style-type: none"> • Medicine

Note. Generally, Aboriginal, International, and Williams Lake respondents expressed similar themes, with some differences. Williams Lake students commented on offering third and fourth year courses at the Williams Lake campus, and the ability to complete a full degree at the campus (especially in Nursing). Some International student comments requested Engineering programs, and more reserved spaces in various programs. For the OL Aboriginal student comments, the ability to complete a full degree on-line in a variety of programs was a theme.

Campus Activities & Campus Life

On Campus Students

A.	B.	C.	D.	E.
FOOD	FITNESS	FINANCIAL CONSIDERATIONS	CAMPUS EVENTS	CLUBS
<p>Cost</p> <ul style="list-style-type: none"> Lower the cost of food on campus <p>Variety</p> <ul style="list-style-type: none"> Provide diverse options Include new vendors Increase healthy options <p>Hours of Operation</p> <ul style="list-style-type: none"> Stay open during evenings and weekends Stay open longer for studying <p>Heroes</p> <ul style="list-style-type: none"> Promote/host more social activities 	<p>Sport Options</p> <ul style="list-style-type: none"> Organize outdoor sports Increase the variety of sport options Provide more intramural options Promote participation in intramurals <p>Access</p> <ul style="list-style-type: none"> Increase gym access (low/no cost) Increase offering of wellness classes (ex. yoga) 	<p>Free Events</p> <ul style="list-style-type: none"> Organize more free campus events such as: festivals, BBQ's, concerts <p>Fitness Options</p> <ul style="list-style-type: none"> Provide free access to TRU gym Provide low/no cost access to TCC 	<p>Institutional Events</p> <ul style="list-style-type: none"> Organize free campus events such as: BBQ's, concerts, and games <p>Music</p> <ul style="list-style-type: none"> Bring in more bands Organize more concerts 	<p>Awareness</p> <ul style="list-style-type: none"> Promote participation in clubs Increase awareness of clubs <p>Variety</p> <ul style="list-style-type: none"> Organize more clubs (ex. alpine club, outdoor adventure club)

Open Learning Students

A.	B.	C.	D.
IN-PERSON SOCIAL ACTIVITIES	ONLINE SOCIAL SUPPORT	ACADEMIC SUPPORT	COMMUNICATION
<p>Social activities</p> <ul style="list-style-type: none"> Extend invitations to campus events Organize regional events for OL students <p>Discussions</p> <ul style="list-style-type: none"> Organize/enable study groups <p>Meet other students</p> <ul style="list-style-type: none"> Organize/enable opportunities to meet other students 	<p>Social media</p> <ul style="list-style-type: none"> Create social networks <ul style="list-style-type: none"> Facebook Twitter Live chat Forums <p>Discussions</p> <ul style="list-style-type: none"> Promote discussion within courses and programs Promote general social discussions <p>Online activities</p> <ul style="list-style-type: none"> Promote discussion Hold contests Host/organize games 	<p>Course discussions</p> <ul style="list-style-type: none"> Encourage/host student discussions about course content <p>Study groups</p> <ul style="list-style-type: none"> Organize/enable in person, and online Create regional groups for students in close proximity (i.e. Lower Mainland) <p>Instructor assistance</p> <ul style="list-style-type: none"> Ensure regular, timely contact with OLFMs 	<p>Online social media</p> <ul style="list-style-type: none"> Create online networks for students <p>Invitations to campus events</p> <ul style="list-style-type: none"> Ensure that OL students are informed of, and invited to, TRU campus events <p>News</p> <ul style="list-style-type: none"> Circulate a regular newsletter to share news about the institution and campus activities

Note. Generally, Aboriginal, International, and Williams Lake have similar outcomes; however, Aboriginal students commented on having campus-wide events with Aboriginal involvement, and International students commented on cultural events with inter-cultural interaction.

Facilitates & Space

On Campus Students

A. STUDY SPACE	B. FOOD	C. PARKING	D. LIBRARY	E. ATHLETICS
Library <ul style="list-style-type: none"> • Increase space Group Study <ul style="list-style-type: none"> • Provide more group study space <ul style="list-style-type: none"> ◦ Bookable/reserved ◦ Private Quiet Study <ul style="list-style-type: none"> • Provide more quiet study space • Provide comfortable tables and chairs Computers <ul style="list-style-type: none"> • Provide more computers for studying • Increase laptop-friendly areas 	Variety <ul style="list-style-type: none"> • Increase physical locations Hours of Operation <ul style="list-style-type: none"> • Stay open during evenings and weekends • Stay open longer for studying Availability by Building <ul style="list-style-type: none"> • Provide food options in the Science and A&E buildings 	Availability <ul style="list-style-type: none"> • Increase the availability of parking Price <ul style="list-style-type: none"> • Lower the parking fees Parkade <ul style="list-style-type: none"> • Create a multilevel parkade on campus • Maintain green space on campus 	Study Space <ul style="list-style-type: none"> • Increase private study space • Increase overall study space Group Study <ul style="list-style-type: none"> • Increase private group study space 	TRU Gym <ul style="list-style-type: none"> • Access to TRU gym for all students Cost <ul style="list-style-type: none"> • Provide low/no cost access to TCC • Provide low/no cost access to TRU gym

Note. Open Learning students did not have this question on their survey; therefore there are no responses to include. Generally, Aboriginal, International, and Williams Lake respondents expressed similar themes. Aboriginal students commented on the need for a larger Aboriginal meeting space, and Williams Lake students commented on having housing or a residence at the Williams Lake campus, as well as an increase in study space.

Services & Support

Open Learning Students

A. ACCESS	B. INFORMATION TECHNOLOGY	C. OPEN LEARNING FACULTY MEMBERS	D. ACADEMIC SUPPORT	E. PROGRAM READINESS
<p>“Live” Learning</p> <ul style="list-style-type: none"> Provide video lectures Stream live lectures Provide access to On Campus lectures via video conferencing <p>On-Campus Services</p> <ul style="list-style-type: none"> Increase access to advising services Increase access to counselling services Provide equal access for On Campus and Open Learning students <p>Hours of support</p> <ul style="list-style-type: none"> Provide 24-hr support for technical and advising 	<p>Online Learning Platforms</p> <ul style="list-style-type: none"> Enable one password for all platforms, i.e Blackboard, Moodle, MyTRU, Library Update technology <p>Info/Instructions</p> <ul style="list-style-type: none"> Provide an orientation to learning technology Ensure easy navigation of website and platforms <p>“Live” Support</p> <ul style="list-style-type: none"> Enable phone or instant messaging support 	<p>Quality of Help</p> <ul style="list-style-type: none"> Ensure consistency in responses and helpfulness Promote faculty engagement with students <p>Check in with Students</p> <ul style="list-style-type: none"> Check in on a regular schedule Provide timely response Reach out to students <p>“Live” Help and Support</p> <ul style="list-style-type: none"> Enable phone, instant message, or face-to-face communication Ensure prompt response times 	<p>Access to Services</p> <ul style="list-style-type: none"> Provide in-person access to supports Streamline the registration process Ensure timely responses <p>Online</p> <ul style="list-style-type: none"> Ensure information is easily accessible and consistent <p>Academic Advising</p> <ul style="list-style-type: none"> Ensure consistency in information provided Ensure consistency in customer service Provide career guidance 	<p>Orientation</p> <ul style="list-style-type: none"> Provide an orientation for new students, with information on: processes, policies, and navigation <p>Website</p> <ul style="list-style-type: none"> Enable easy access to information, particularly for new students <p>Library Services</p> <ul style="list-style-type: none"> Provide orientation and technology navigation support

On Campus Students

A. INFORMATION TECHNOLOGY	B. HEALTH & WELLNESS	C. ADMINISTRATIVE SERVICES	D. ACADEMIC SUPPORT	E. FOOD
<p>Online Learning Platforms</p> <ul style="list-style-type: none"> Enable one password for all platforms, i.e Blackboard, Moodle, MyTRU, Library <p>Computer/Printer Support</p> <ul style="list-style-type: none"> Ensure consistent, prompt response times for problem solving <p>Website Online Support</p> <ul style="list-style-type: none"> Provide live, online tech support <p>Access to Support</p> <ul style="list-style-type: none"> Stay open for longer hours at the help desk Increase personnel available for troubleshooting Provide a central campus help location 	<p>Counsellors</p> <ul style="list-style-type: none"> Increase available personnel Increase appointment availability <p>Awareness</p> <ul style="list-style-type: none"> Increase awareness of health and wellness resources, i.e. counselling <p>Athletics</p> <ul style="list-style-type: none"> Provide low/no cost access to fitness areas 	<p>Customer Service</p> <ul style="list-style-type: none"> Improve customer service in front line areas such as: academic advising, International advising, cashier, and registrar Integrate services and improve communication between services <p>Scholarships/Funding</p> <ul style="list-style-type: none"> Increased access to scholarships and bursaries Promote awareness of financial aid available <p>Access</p> <ul style="list-style-type: none"> Increase service hours Increase personnel in departments such as: registrar, finance, bookstore 	<p>Academic Advising</p> <ul style="list-style-type: none"> Ensure consistency in service quality and information Ensure advisors are knowledgeable about each program Ensure advisors have knowledge about career opportunities <p>Study Support</p> <ul style="list-style-type: none"> Increased emphasis on academic success <p>Access</p> <ul style="list-style-type: none"> Increase the number of academic advisors available, including program-specific Increase hours of operation and personnel available 	<p>Food Variety</p> <ul style="list-style-type: none"> Provide diverse options Include new vendors Increase healthy options <p>Coffee</p> <ul style="list-style-type: none"> Increase options for coffee locations Increase study area Lengthen hours of operation for existing coffee shops <p>Healthy Options</p> <ul style="list-style-type: none"> Provide more healthy options that are also affordable

Note. Generally, Aboriginal, International, and Williams Lake students expressed similar themes.

Comments from question 5, “Anything Else?” have been incorporated into the themes presented in this report. No additional, unique themes presented after an analysis of the question 5 responses.