

# Canadian University Report 2011/12

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Stephanie Westendorp, Karen Grigoleit and Dorys Crespín-Mueller

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## Executive Summary

The Canadian University Report is a satisfaction survey that is administered via e-mail to undergraduate students across the country each spring. The results are published in the Globe and Mail in October and are available through the Globe and Mail Campus Navigator. Thompson Rivers University (TRU) has participated since its inception. In 2012, a total of 4,597 students were invited to participate. There were 613 student responses received, giving a response rate of 13%. The 613 student responses provide TRU with letter grades for experience and service-related topics, which are reported by the Globe and Mail's Campus Navigator. Student comments are also collected, and although they are not reported publicly, this report includes a theme summary. Other survey results include: student profile, institutional profile, the ideal institution and new report card grades concerning residence life.

## Highlights

TRU Report Card grade changes: 44 grade increases, 2 grade decreases and 15 stable.

TRU received a B+ in "Overall Satisfaction with Institution" which was comparable to last year's grade.

### Grade Increases:

- Recreational & athletic programs and services,
- Physical fitness, sports and recreational facilities, and
- Availability of public transportation.

### Grade Decreases:

- Availability of journals/articles/periodicals, and
- Library hours of operation.

### Best Things about TRU:

- Student interaction with the faculty,
- Small class sizes that facilitate learning and interaction, and
- A small campus that is easy to get around.

### Worst Things about TRU:

- A lack of plentiful and affordable parking,
- A lack of quiet study space, and
- Old and sometimes dirty buildings (especially washrooms).

### Best Academic Experience at TRU:

- Meeting new people and interacting with friends,
- Attending class, and
- Personal growth through learning.

### Worst Academic Experience at TRU:

- The stress of being a student,
- Some faculty are not good educators and are hard to learn from, and
- Faculty whose first language is not English are sometimes hard to understand.

## Institutional Profile

Students feel that TRU has more of an emphasis on undergraduate programs than graduate programs and that the TRU student body is more culturally diverse than culturally homogenous. Students also feel that the TRU academic environment is nurturing and supportive and that TRU is open to new approaches and ideas.

## Ideal Institution

Students describe their ideal institution as one that has more global focus in engagement issues, is open to new approaches and ideas and has an academic environment that is nurturing and supportive of its students. Students also describe their ideal institution as having an applied or practical curriculum focus and containing a culturally diverse student body.

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## TRU Report Card, 2006/07 to 2011/12

Overall Satisfaction	2006/07	2007/08	2008/09	2009/10	2010/11	2011/2012	Change from last time asked
How satisfied are you overall with your institution?	B+	B+	B+	B+	B+	B+	stable
Would you recommend your university to a friend or family member?	B+	A-	B+	-	-	-	-

Quality of Education	2006/07	2007/08	2008/09	2009/10	2010/11	2011/2012	Change from last time asked
Quality of teaching and learning	B	B+	B	B	B+	A-	increase
Faculty members' knowledge of subjects	A-	A	A-	-	-	-	-
Usefulness of feedback from faculty	B	B	B	-	-	-	-
Availability of faculty to students outside of classroom hours	A-	A-	A-	A-	B+	A-	increase
Availability of teaching assistants to students	C	C	C	-	-	-	-
Quality of teaching assistants	C	C+	C	-	-	-	-
Level of interaction between faculty members and students	A-	A-	A-	A-	A-	-	-
Quality of academic advising	C+	C+	B-	-	-	-	-
Overall quality of education received	B+	B+	B+	B+	-	-	-

Course Registration	2006/07	2007/08	2008/09	2009/10	2010/11	2011/2012	Change from last time asked
Number of courses to choose from	C+	C+	C+	-	C+	B-	increase
Space to register in courses necessary to complete degree	B-	B	B	-	B	B+	increase
Convenience of class scheduling	B-	B-	B-	-	-	-	-
Co-op/internship opportunities	C	C+	C	-	-	-	-
Class sizes	A	A	A	A	A-	A	increase
Ease of course registration process	B+	B+	B+	B+	B	B+	increase
Availability of online course registration	B+	A-	B+	-	-	-	-
Variety and availability of courses to choose from	-	-	-	A-	-	-	-
Overall course registration	C+	B-	B-	-	B	B	stable

<b>Teaching and Learning</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/2012</b>	<b>Change from last time asked</b>
Interesting subject matter	-	-	-	-	B+	B+	stable
Interesting course texts and materials	-	-	-	-	B	B	stable
Instructors' engaging teaching style	-	-	-	-	B+	B+	stable
Ability to conduct own research or be part of an instructor's research team or project	-	-	-	-	B	B	stable
My professors are good at explaining course materials	A-	A-	A-	-	-	-	-
My professors motivate me to do my best work	B	B	B	-	-	-	-
My professors are prompt at providing feedback	B	B	B	-	-	-	-
My professors show sensitivity to gender and racial issues	B+	A-	A-	-	-	-	-

<b>Satisfaction with Student Services</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/2012</b>	<b>Change from last time asked</b>
Campus Medical Services	B	B	B	-	A-	A-	stable
Academic Support and Counselling	B-	B-	B-	B	B	B	stable
Career and Employment Services	-	-	-	-	-	B+	-
Campus Bookstore	B-	B-	B-	C+	C+	B-	increase
Food Services	C	C+	C	C-	-	-	-
Recreational & Athletic Programs and Services	B-	C+	B-	B-	B	A-	increase
Services for Students with Disabilities	C+	C+	C+	-	-	-	-
Services for International Students	B-	B-	C+	B-	B	B+	increase
Services for Aboriginal Students	C+	C+	C+	-	-	-	-
Overall Quality of Student Services	B-	B-	B-	-	B	B	stable

*Note:* Survey components are cycled to manage length; therefore, not all questions are asked each year. This year's responses may differ slightly to those reported by the Globe and Mail, due to weighting practices.

<b>On-Campus Buildings and Facilities</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/2012</b>	<b>Change from last time asked</b>
Physical fitness, sports and recreational facilities	B-	C	B-	B-	B	A-	increase
Student residences	C-	C+	C+	C+	B-	B	increase
Classrooms/lecture halls	B-	B-	B-	B-	B-	B	increase
Common and social spaces	-	-	-	-	B-	B	increase
Rehearsal and performing spaces	-	-	-	-	C	B-	increase
On-campus pubs/bars	C+	C+	C	-	-	-	-
Overall quality of on-campus buildings and facilities	B-	B-	B-	-	B	B+	increase

<b>Library</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/2012</b>	<b>Change from last time asked</b>
Availability of journals/articles/periodicals	B-	B	B	B	B+	B	decrease
Availability of quiet study space	C+	B-	C+	-	-	-	-
Service provided by library staff	B+	A-	B+	-	-	-	-
Library hours of operation	C+	B	A-	B+	A-	B+	decrease
Total number of library holdings	C	C+	B-	-	-	-	-
Online library resources	B	B+	B+	-	B+	B+	stable
Study Space	-	-	C	C	B-	B	increase
Meeting rooms	D	C+	C-	-	-	-	-
Library overall	C	B-	B-	-	B+	B+	stable

<b>Technology</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/2012</b>	<b>Change from last time asked</b>
Computer accessibility on campus	B	B+	B	-	-	-	-
Software available on campus computers	-	-	-	-	B+	A-	increase
Availability of up-to-date computer equipment on campus	B+	B+	B+	B+	B+	A-	increase
Access to course/teaching materials online	B	B+	B+	B	B+	B+	stable
Labs and research equipment	B-	B	B	B	B	B	stable
On-campus network (e.g. Internet, wireless Wi-Fi, email, etc.)	B+	B+	A-	B+	-	A-	increase
Speed of on-campus internet connection	-	-	-	-	B+	-	-
Availability of up-to-date technology in classrooms	B-	A-	B	-	-	-	-
Overall quality and availability of technology on campus	B	B+	B+	-	B+	A-	increase

<b>Atmosphere</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/2012</b>	<b>Change from last time asked</b>
Sense of personal safety/security	A	A	A	A	A	A+	increase
School spirit	C	-	-	-	-	-	-
Diversity of extra-curricular activities (e.g. clubs)	C+	C+	C+	-	-	B-	increase
Tolerance for diverse opinions and ideas	B	B+	B+	-	-	-	-
Sense of community on campus	C+	B-	C+	B-	B-	B	increase
Attractiveness of your campus	B	B+	B	B+	B	B+	increase
Helpfulness of administrative staff	B-	B	B	-	-	-	-
Sense of community within your faculty	-	-	-	B	B+	B+	stable
Balance between working hard and having fun	-	-	-	-	B-	B	increase
Overall university atmosphere	B	B+	B+	-	B+	A-	increase

<b>Career</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/2012</b>	<b>Change from last time asked</b>
The reputation of your faculty among employers	-	-	-	B	B	-	-
The reputation of your university among employers	C+	B-	B-	B-	B	B+	increase
Degree to which you feel your academic experience will prepare you for employment	B-	B	B	B	B	B+	increase
On-campus recruitment fairs and other opportunities to meet employers	B-	B-	C+	-	-	-	-
Opportunities in classes or labs to acquire work-related knowledge or skills	C+	B-	B-	-	-	-	-
Career placement and counselling services	C	C	-	B-	B-	B	increase
Career counselling services	-	-	C+	-	B	B+	increase
Career placement services	-	-	C	-	-	-	-
Co-op / internship opportunities	-	-	-	B	B	B+	increase
Overall quality of career preparation	C+	C+	C+	-	B	B+	increase



<b>Financial Assistance</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/2012</b>	<b>Change from last time asked</b>
Availability of merit-based scholarships	C-	C	C	-	-	-	-
Availability of needs-based scholarships/bursaries	C	C	C-	-	-	-	-
Assistance with locating part-time jobs to fund education	D	C-	-	-	-	-	-
On-campus employment opportunities	C-	C-	D	-	-	-	-
Overall availability of financial assistance	C-	C-	C-	-	-	-	-

<b>Commitment to Environmental Sustainability</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/2012</b>	<b>Change from last time asked</b>
Number of recycling bins on campus	C-	-	C+	-	-	-	-
Availability of composting	D	-	D	-	-	-	-
Availability of bike lanes on campus	D	-	D	-	-	-	-
Availability of bike storage spots on campus	D	-	D	-	-	-	-
Facilitation of carpooling among students	D	-	D	-	-	-	-
Amount of green space on campus	B-	-	B-	-	-	-	-
Availability of organic foods on-campus	D	-	D	-	-	-	-
Efforts to reduce packaging	D	-	D	-	-	-	-
Commitment to improving energy efficiency of on-campus buildings	D	-	C-	-	-	-	-
Commitment to using "green" technologies	D	-	D	-	-	-	-
Overall commitment to environmental sustainability	D	B-	C-	B-	B-	B	increase

<b>Off-Campus Environment</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/2012</b>	<b>Change from last time asked</b>
Availability of public transportation	C+	-	B-	C+	C-	C+	increase
Availability of off-campus housing	C-	-	C-	-	C	C+	increase
Affordability of off-campus housing	C-	-	D	-	C	C+	increase
Quality of off-campus housing	C	-	C-	-	-	-	-
Opportunities for off-campus fun (e.g., bars, social activities)	C+	-	C+	-	B-	B-	stable
Availability of cultural and social events or gatherings	-	-	-	C+	B-	B	increase
Availability of student employment opportunities	-	-	-	-	C	C+	increase
Overall satisfaction with the city or town	-	-	C+	B	B	B+	increase

<b>University Food Services</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/2012</b>	<b>Change from last time asked</b>
Value of food available on campus	C-	-	D	-	-	C	increase
Quality of the food available on campus	C	-	C	-	-	C+	increase
Variety of meals available on campus	C	-	C	-	-	-	-
Number of healthy meal options available on campus	D	-	C-	-	-	C+	increase
Freshness of food served on campus	C+	-	C	-	-	-	-
Variety of food outlets to choose from	C-	-	C-	-	-	-	-
Overall quality of food services	C	-	C	-	-	C+	increase

<b>Residence Life</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/2012</b>	<b>Change from last time asked</b>
Meal plans and food	-	-	-	-	-	D	-
Sense of community	-	-	-	-	-	C+	-
Satisfaction with residence staff	-	-	-	-	-	B-	-
Availability of activities	-	-	-	-	-	C+	-
Overall satisfaction with residence life	-	-	-	-	-	B-	-

<b>Academic Reputation</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/2012</b>	<b>Change from last time asked</b>
Reputation for undergraduate studies	B-	B-	C+	-	-	-	-
Reputation for graduate studies	C-	C	C	-	-	-	-
Reputation of professional schools	C	C	C	-	-	-	-
Reputation for conducting leading-edge research	D	C-	C-	-	-	-	-
Reputation in your specific area of study	C+	B-	B-	-	-	-	-
Ability of your university to attract top-notch faculty and guest lecturers	C	C+	C	B-	-	-	-
Reputation for high quality teaching	C+	B-	C+	-	-	-	-
Academic reputation of faculty members	-	-	-	B	B	B+	increase
Overall academic reputation of your University	C+	C+	C+	-	-	-	-

## Respondent Profile

Number of students surveyed: 4,597

Number of responses: 613

Response rate: 13%

Figure 1: Current year of program

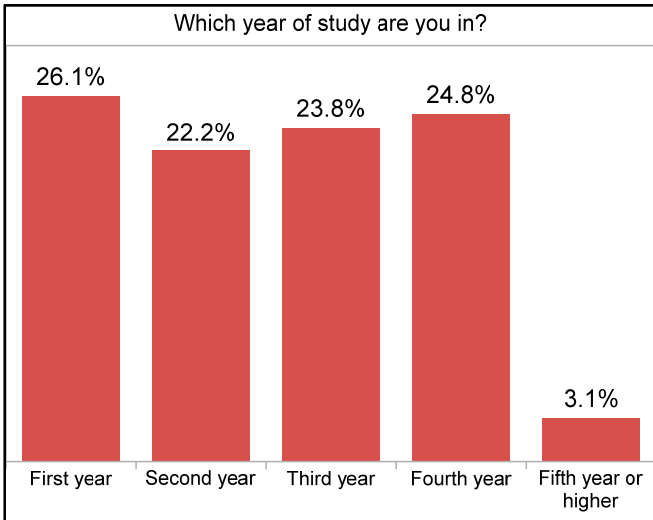


Figure 2: Gender distribution

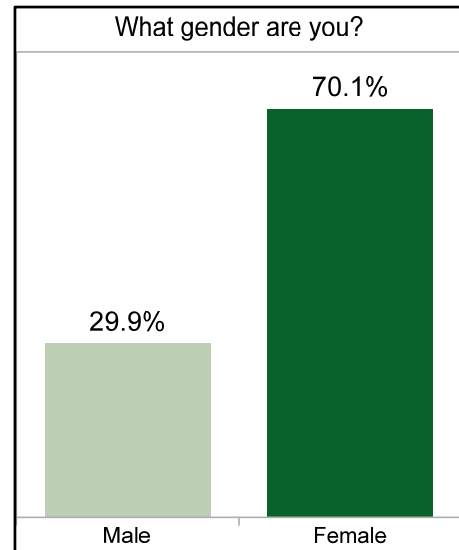
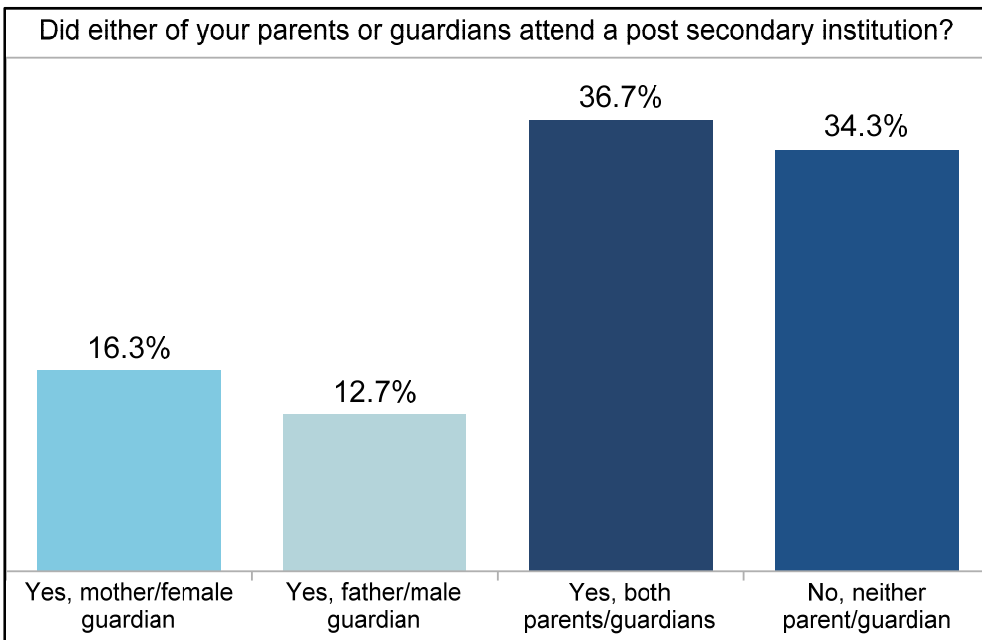


Figure 3: Parental education



*Note:* Female students are over-represented in the respondent pool, when compared to the initial survey invitees cohort. The over-representation of female student respondents is typical for survey respondents.

Table 1: Primary area of study

Student-reported primary area of study		
	N	Percentage
Sciences	114	18.6%
Business/Commerce/Management	106	17.3%
Arts or Humanities	94	15.3%
Nursing	86	14.0%
Social Sciences	65	10.6%
Tourism	33	5.4%
Education	32	5.2%
Computer & Information Science	23	3.8%
Social Work	18	2.9%
Visual & Performing Arts	13	2.1%
Journalism & Communications	9	1.5%
Physical and Health Education	7	1.1%
Mathematics/Statistics	4	0.7%
Veterinary Medicine	3	0.5%
Engineering	2	0.3%
Other Health Sciences	1	0.2%
Pharmacy	1	0.2%
Medicine	1	0.2%
Kinesiology	1	0.2%
<b>Grand Total</b>	<b>613</b>	<b>100.0%</b>

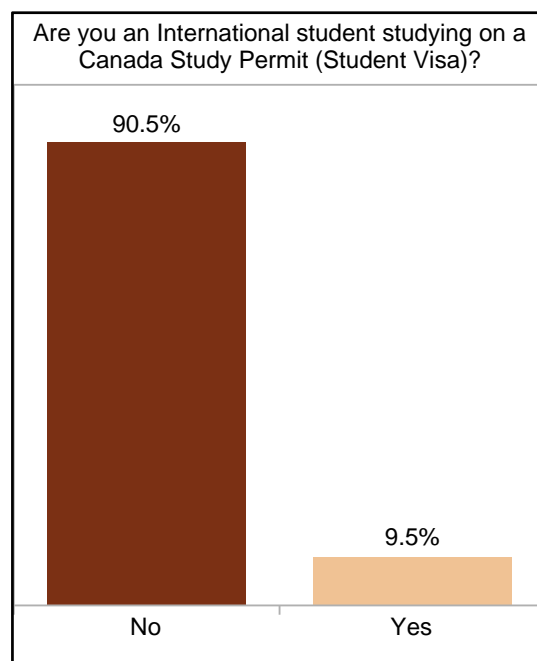
Table 2: Secondary area of study

Student-reported secondary area of study		
	N	Percentage
Arts or Humanities	79	26.2%
Business/Commerce/Management	46	15.2%
Social Sciences	37	12.3%
Sciences	24	7.9%
Visual & Performing Arts	15	5.0%
Education	14	4.6%
Tourism	11	3.6%
Law	10	3.3%
Medicine	9	3.0%
Physical and Health Education	9	3.0%
Journalism & Communications	9	3.0%
Mathematics/Statistics	8	2.6%
Computer & Information Science	7	2.3%
Nursing	5	1.7%
Veterinary Medicine	4	1.3%
Dentistry	3	1.0%
Other Health Sciences	3	1.0%
Trades & Technology	2	0.7%
Pharmacy	2	0.7%
Optometry	1	0.3%
Theology	1	0.3%
Kinesiology	1	0.3%
Engineering	1	0.3%
Social Work	1	0.3%
<b>Grand Total</b>	<b>302</b>	<b>100.0%</b>

Table 3: High school graduation province

Which province did you graduate from high school?		
	N	Percentage
British Columbia	490	79.9%
Outside of Canada	66	10.8%
Alberta	24	3.9%
Ontario	19	3.1%
I did not graduate from high school	5	0.8%
Manitoba	3	0.5%
Saskatchewan	3	0.5%
Nova Scotia	1	0.2%
Quebec	1	0.2%
Northwest Territories	1	0.2%
<b>Grand Total</b>	<b>613</b>	<b>100.0%</b>

Figure 4: International student profile

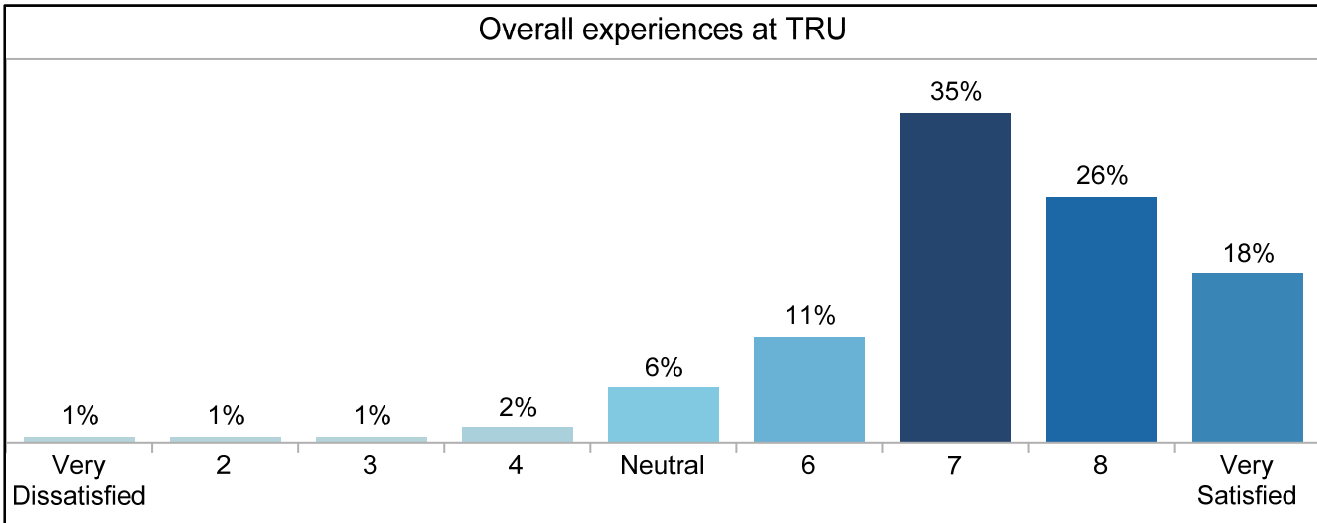


## Frequency Distributions, Means and Grades

### Overall Satisfaction

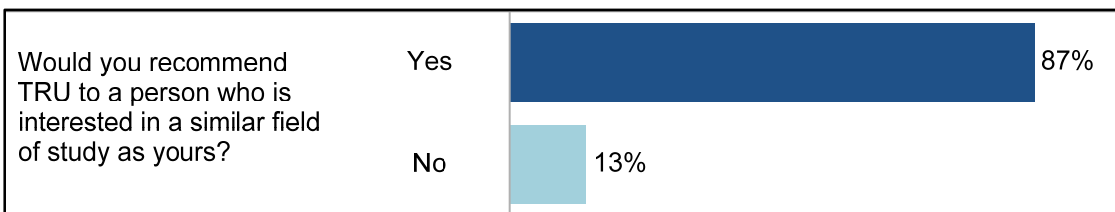
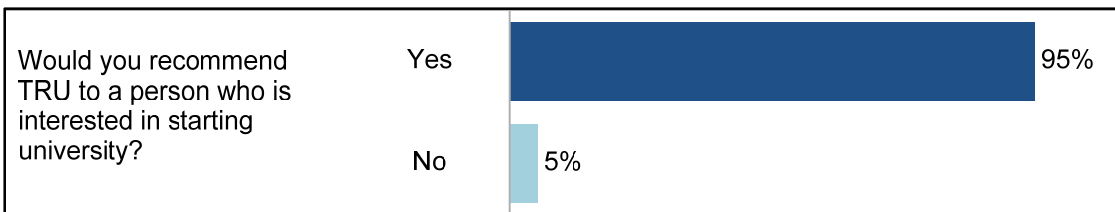
Thinking about all of your experiences at your university thus far, how satisfied are you overall with your institution?

Question	Grade	Mean (out of 9)
Overall experiences at TRU	B+	7.24



Question	Very Dissatisfied		2		3		4		Neutral		6		7		8		Very Satisfied		Doesn't Apply	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Overall experiences at TRU	4	1%	4	1%	4	1%	10	2%	36	6%	69	11%	215	35%	160	26%	110	18%	1	0%

Would you recommend TRU?



## Teaching and Learning

To what extent are you satisfied with the following aspects of teaching and learning at your institution?

Question	Grade	Mean (out of 9)
Class size	A	7.84
Out of class communication with instructors	A-	7.60
Overall satisfaction with teaching and learning	A-	7.52
Interesting course subject matter	B+	7.33
Academic reputation of faculty	B+	7.19
Online access to course	B+	7.16
Instructors engaging teaching style	B+	7.09
Ability to conduct own research or be part of an instructor's research team	B	6.80
Interesting course texts	B	6.80

Question	Very Dissatisfied		2		3		4		Neutral		6		7		8		Very Satisfied		Doesn't Apply	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Class size	2	0%	1	0%	6	1%	14	2%	21	3%	43	7%	108	18%	150	24%	267	44%	1	0%
Out of class communication with instructors	4	1%	5	1%	8	1%	12	2%	28	5%	54	9%	111	18%	172	28%	210	34%	9	1%
Overall satisfaction with teaching and learning	2	0%	3	0%	8	1%	10	2%	33	5%	47	8%	138	23%	220	36%	150	24%	2	0%
Interesting course subject matter	2	0%	4	1%	5	1%	17	3%	25	4%	83	14%	162	26%	191	31%	123	20%	1	0%
Academic reputation of faculty	3	0%	4	1%	8	1%	23	4%	45	7%	68	11%	111	18%	169	28%	115	19%	67	11%
Online access to course	6	1%	7	1%	10	2%	18	3%	34	6%	87	14%	135	22%	167	27%	125	20%	24	4%
Instructors engaging teaching style	3	0%	8	1%	15	2%	18	3%	46	8%	73	12%	163	27%	179	29%	107	17%	1	0%
Ability to conduct own research	10	2%	9	1%	11	2%	25	4%	40	7%	66	11%	97	16%	103	17%	89	15%	163	27%
Interesting course texts	6	1%	6	1%	19	3%	25	4%	50	8%	105	17%	179	29%	140	23%	81	13%	2	0%

## Course Registration and Availability

To what extent are you satisfied with the following aspects of course registration and availability at your institution?

Question	Grade	Mean (out of 9)
Ease of course registration process	B+	7.17
Ability to get into courses needed to complete major, and meet requirements to graduate	B+	7.01
Overall satisfaction with course registration	B	6.98
Number of courses to choose from	B-	6.49

Question	Very Dissatisfied		2		3		4		Neutral		6		7		8		Very Satisfied		Doesn't Apply	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Ability to get into course	10	2%	8	1%	16	3%	35	6%	43	7%	74	12%	107	17%	144	23%	146	24%	30	5%
Ease of course registration process	13	2%	11	2%	11	2%	25	4%	35	6%	58	9%	131	21%	153	25%	165	27%	11	2%
Number of courses to choose from	16	3%	10	2%	24	4%	42	7%	47	8%	116	19%	155	25%	101	16%	87	14%	15	2%
Overall satisfaction with course registration	9	1%	6	1%	13	2%	24	4%	49	8%	85	14%	137	22%	177	29%	102	17%	11	2%

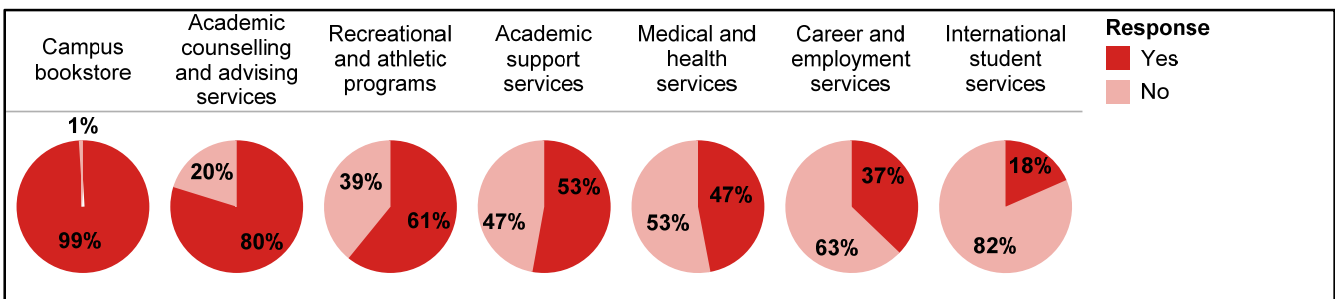
## Student Services

To what extent are you satisfied with the following aspects of student services at your institution?

Question	Grade	Mean (out of 9)
Recreational and athletic programs	A-	7.48
Medical and health services	A-	7.47
International student services	B+	7.13
Academic support services	B+	7.10
Career and employment services	B+	7.00
Overall satisfaction with student services	B	6.98
Academic counselling and advising services	B	6.88
Campus bookstore	B-	6.47

Question	Very Dissatisfied		2		3		4		Neutral		6		7		8		Very Satisfied		Doesn't Apply	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Recreational and athletic programs	1	0%	0	0%	1	0%	9	1%	22	4%	52	8%	82	13%	90	15%	110	18%	246	40%
Medical and health services	4	1%	1	0%	4	1%	9	1%	12	2%	30	5%	52	8%	68	11%	94	15%	339	55%
International student services	1	0%	1	0%	2	0%	2	0%	12	2%	13	2%	19	3%	14	2%	30	5%	519	85%
Academic support services	2	0%	2	0%	7	1%	7	1%	24	4%	55	9%	82	13%	67	11%	70	11%	297	48%
Career and employment services	3	0%	4	1%	8	1%	5	1%	17	3%	25	4%	58	9%	52	8%	46	8%	395	64%
Overall satisfaction with student services	5	1%	1	0%	10	2%	23	4%	45	7%	93	15%	187	31%	158	26%	78	13%	13	2%
Academic counselling and advising services	8	1%	9	1%	13	2%	25	4%	43	7%	63	10%	120	20%	95	15%	107	17%	130	21%
Campus bookstore	16	3%	13	2%	23	4%	35	6%	67	11%	109	18%	156	25%	92	15%	95	15%	7	1%

Have you used any of the following student services at your institution?



	Yes		No	
	N	%	N	%
Campus bookstore	607	99%	6	1%
Academic counselling and advising services	489	80%	124	20%
Recreational and athletic programs	373	61%	240	39%
Academic support services	324	53%	289	47%
Medical and health services	288	47%	325	53%
Career and employment services	228	37%	385	63%
International student services	113	18%	500	82%



## Time Usage

About how many hours a week do you spend engaged in the following activities?

Question	Mean	Min	Max
Hours on campus	30.7	1.0	168.0
Hours in practicum	15.8	1.0	48.0
Hours in lectures	13.6	1.0	40.0
Hours in a paid job on campus	11.5	1.0	40.0
Hours studying (doing readings, homework or assignments)	10.4	1.0	84.0
Hours practising/rehearsing or other fine/visual/performing arts activities	6.6	1.0	40.0
Hours in labs	4.5	1.0	36.0
Hours in tutorials	3.0	1.0	18.0

Question	0-3 hrs	4-7 hrs	8-11 hrs	12-15 hrs	16-19 hrs	20-23 hrs	24-27 hrs	28-31 hrs	32-35 hrs	36+ hrs
On campus	21	12	20	50	50	101	79	99	35	146
In practicum	525	18	22	15	8	3	3	1	2	16
In lectures	46	44	96	272	96	33	16	7	1	2
In a paid job on campus	559	15	22	4	3	3	1	2	1	3
Studying (readings, homework or assignments)	148	155	134	80	13	45	8	16	5	9
Practising or rehearsing	583	17	4	1		3	3	1		1
In labs	476	90	38	6		2				1
In tutorials	570	34	7		2					

## Campus Buildings and Facilities

To what extent are you satisfied with the following aspects of on-campus buildings and facilities at your institution?

Question	Grade	Mean (out of 9)
Sports and recreational facilities	A-	7.58
Attractiveness of campus	B+	7.39
Overall satisfaction of campus buildings and facilities	B+	7.22
Lab research space	B	6.97
Common and social spaces	B	6.91
Study spaces	B	6.84
Classrooms and lectures halls	B	6.63
Rehearsal and performing spaces	B-	6.45

Question	Very Dissatisfied		2		3		4		Neutral		6		7		8		Very Satisfied		Doesn't Apply	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Sports and recreational facilities	5	1%	5	1%	8	1%	11	2%	29	5%	52	8%	101	16%	144	23%	204	33%	54	9%
Attractiveness of campus	1	0%	4	1%	6	1%	11	2%	33	5%	74	12%	177	29%	148	24%	157	26%	2	0%
Overall satisfaction of campus buildings and facilities	5	1%	3	0%	3	0%	15	2%	47	8%	63	10%	179	29%	205	33%	93	15%	0	0%
Lab research space	3	0%	5	1%	10	2%	19	3%	33	5%	53	9%	133	22%	110	18%	67	11%	180	29%
Common and social spaces	6	1%	8	1%	17	3%	23	4%	44	7%	100	16%	163	27%	148	24%	100	16%	4	1%
Study spaces	11	2%	16	3%	22	4%	27	4%	49	8%	85	14%	126	21%	135	22%	133	22%	9	1%
Classrooms and lectures halls	5	1%	6	1%	12	2%	33	5%	56	9%	142	23%	184	30%	117	19%	58	9%	0	0%
Rehearsal and performing spaces	7	1%	11	2%	9	1%	16	3%	17	3%	36	6%	60	10%	51	8%	34	6%	372	61%

## Library Services

To what extent are you satisfied with the following aspects of library services at your institution? Assistance

Question	Grade	Mean (out of 9)
Overall satisfaction with library services	B+	7.24
Online availability of books/articles/periodicals	B+	7.22
Hours of operation	B+	7.07
Study space in the library	B	6.98
Availability of books/articles/periodicals	B	6.93

Question	Very Dissatisfied		2		3		4		Neutral		6		7		8		Very Satisfied		Doesn't Apply	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Availability of books/articles/periodicals	7	1%	5	1%	10	2%	24	4%	36	6%	77	13%	140	23%	115	19%	89	15%	110	18%
Hours of operation	17	3%	8	1%	16	3%	26	4%	42	7%	54	9%	110	18%	151	25%	156	25%	33	5%
Online availability of books/articles/periodicals	7	1%	5	1%	7	1%	22	4%	38	6%	66	11%	145	24%	145	24%	142	23%	36	6%
Overall satisfaction with library services	5	1%	2	0%	7	1%	19	3%	39	6%	74	12%	139	23%	206	34%	107	17%	15	2%
Study space in library	12	2%	7	1%	18	3%	25	4%	52	8%	66	11%	123	20%	150	24%	132	22%	28	5%

## Information Technology Services

To what extent are you satisfied with the following aspects of information technology services at your institution?

Question	Grade	Mean (out of 9)
Availability of computers	A-	7.57
Overall satisfaction with information technology services	A-	7.55
Software available on campus computers	A-	7.53
Quality of wi-fi on campus	A-	7.42

Question	Very Dissatisfied		2		3		4		Neutral		6		7		8		Very Satisfied		Doesn't Apply	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Availability of computers	5	1%	5	1%	11	2%	12	2%	28	5%	42	7%	130	21%	160	26%	209	34%	11	2%
Overall satisfaction of information technology services	2	0%	4	1%	10	2%	10	2%	27	4%	48	8%	123	20%	211	34%	162	26%	16	3%
Software available on campus computers	3	0%	6	1%	8	1%	14	2%	22	4%	52	8%	100	16%	169	28%	169	28%	70	11%
Quality of wi-fi on campus	12	2%	6	1%	13	2%	14	2%	27	4%	64	10%	93	15%	143	23%	208	34%	33	5%

## Atmosphere

To what extent are you satisfied with the following aspects of atmosphere at your institution?

Question	Grade	Mean (out of 9)
Sense of personal safety/security	A+	8.30
Overall satisfaction with university atmosphere	A-	7.51
Sense of community within school/faculty/program	B+	7.29
Sense of community on campus	B	6.84
Balance between working hard and having fun	B	6.82
Extra-curricular activities	B-	6.51

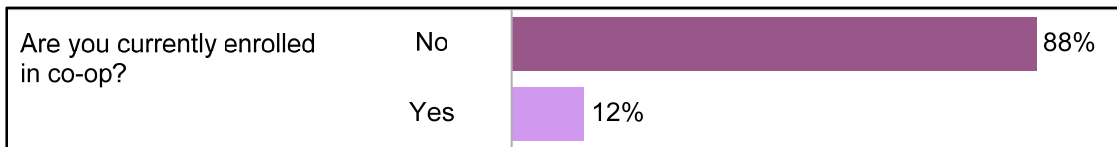
Question	Very Dissatisfied		2		3		4		Neutral		6		7		8		Very Satisfied		Doesn't Apply	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Sense of personal safety/security	3	0%	2	0%	1	0%	1	0%	14	2%	18	3%	60	10%	149	24%	362	59%	3	0%
Overall satisfaction with university atmosphere	3	0%	3	0%	8	1%	14	2%	31	5%	56	9%	128	21%	198	32%	170	28%	2	0%
Sense of community within school/faculty/program	2	0%	14	2%	16	3%	21	3%	40	7%	68	11%	117	19%	135	22%	199	32%	1	0%
Sense of community on campus	4	1%	8	1%	8	1%	35	6%	65	11%	108	18%	153	25%	124	20%	108	18%	0	0%
Balance between working hard having fun	5	1%	10	2%	16	3%	28	5%	62	10%	94	15%	155	25%	135	22%	101	16%	7	1%
Extra-curricular activities	12	2%	18	3%	28	5%	36	6%	62	10%	79	13%	143	23%	100	16%	101	16%	34	6%

## Career Preparation

To what extent are you satisfied with the following aspects related to career preparation at your institution?

Question	Grade	Mean (out of 9)
Degree to which you feel academic experience will prepare for career choice	B+	7.17
Co-op/internship and other work-related opportunities	B+	7.06
Overall satisfaction with career preparation	B+	7.03
Reputation of university among employers	B+	7.02
Career placement and advising services	B	6.66

Question	Very Dissatisfied		2		3		4		Neutral		6		7		8		Very Satisfied		Doesn't Apply	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Degree to which you feel academic experience will prep..	9	1%	9	1%	10	2%	20	3%	41	7%	56	9%	130	21%	139	23%	146	24%	53	9%
Co-op/internship and other work-related opportunities	7	1%	7	1%	9	1%	13	2%	25	4%	55	9%	93	15%	87	14%	97	16%	220	36%
Overall satisfaction with career preparation	9	1%	1	0%	20	3%	25	4%	37	6%	55	9%	149	24%	146	24%	106	17%	65	11%
Reputation of university among employers	6	1%	8	1%	10	2%	19	3%	30	5%	68	11%	112	18%	107	17%	102	17%	151	25%
Career placement and advising services	9	1%	12	2%	10	2%	23	4%	31	5%	70	11%	100	16%	87	14%	64	10%	207	34%



## Commitment to Environmental Sustainability

To what extent are you satisfied with your university's commitment to environmental sustainability?

Question	Grade	Mean (out of 9)
Overall satisfaction with university's commitment to environmental sustainability	B	6.90

Question	Very Dissatisfied		2		3		4		Neutral		6		7		8		Very Satisfied		Doesn't Apply	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Overall satisfaction with university's commitment to environmental sustainability	4	1%	7	1%	10	2%	27	4%	45	7%	90	15%	149	24%	114	19%	95	15%	72	12%

## City/town Satisfaction

To what extent are you satisfied with the following aspects of the city/town in which your institution/campus is located?

Question	Grade	Mean (out of 9)
Overall satisfaction with city/town	B+	7.19
Variety and quality of cultural and sporting events	B	6.96
Affordability and quality of places to hang out like coffee shops, restaurants and bars	B-	6.41
Availability and affordability of off campus housing	C+	5.81
Employment opportunities	C+	5.81
Quality of public transportation	C+	5.81

Question	Very Dissatisfied		2		3		4		Neutral		6		7		8		Very Satisfied		Doesn't Apply	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Overall satisfaction with city/town	2	0%	5	1%	13	2%	15	2%	51	8%	69	11%	154	25%	186	30%	118	19%	0	0%
Variety and quality of cultural and sporting events	3	0%	11	2%	8	1%	33	5%	55	9%	78	13%	148	24%	141	23%	115	19%	21	3%
Affordability and quality of places to hang out like coffee shops, restaurants and bars	7	1%	14	2%	28	5%	43	7%	75	12%	117	19%	137	22%	111	18%	75	12%	6	1%
Availability and affordability of off campus housing	15	2%	22	4%	40	7%	43	7%	74	12%	93	15%	115	19%	50	8%	45	7%	116	19%
Employment opportunities	22	4%	25	4%	38	6%	53	9%	77	13%	89	15%	109	18%	67	11%	54	9%	79	13%
Quality of public transportation	34	6%	28	5%	38	6%	49	8%	78	13%	74	12%	105	17%	72	12%	72	12%	63	10%

To what extent did the city/town in which your institution/campus is located influence your decision to attend your current institution?

Questions	Mean (out of 9)
To what extent did the city influence your decision to attend University?	6.72

Question	No Impact At All		2		3		4		5		6		7		8		Significant Impact		Not Sure/NA	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
To what extent did the city influence your decision to attend University?	54	9%	10	2%	24	4%	34	6%	43	7%	44	7%	89	15%	61	10%	236	38%	18	3%

Are you living in the same city as your parents?	No		62%
	Yes		38%

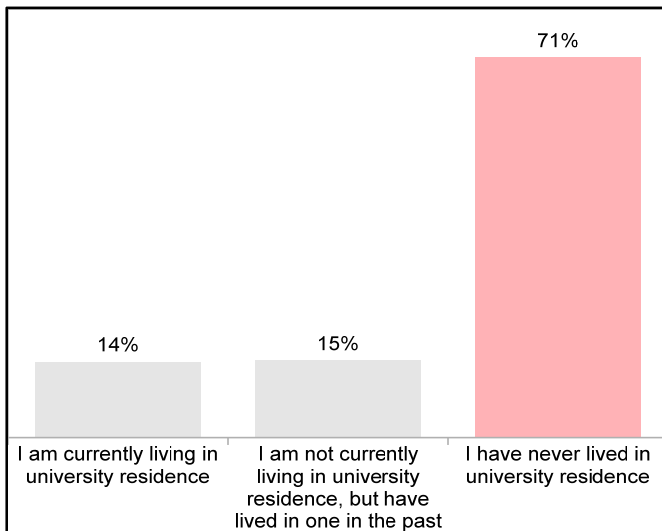
## Residence Life

To what extent are you satisfied with the following aspects of university residence life?

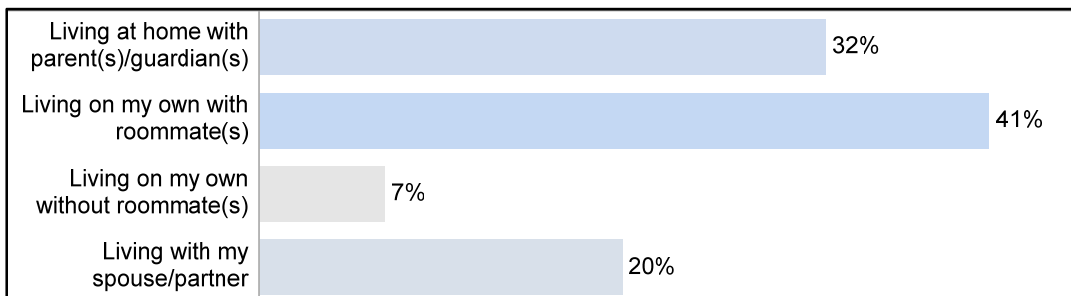
Question	Grade	Mean (out of 9)
Residence buildings	B	6.68
Residence staff	B-	6.52
Overall satisfaction with residence life	B-	6.32
Residence activities	C+	6.05
Sense of community	C+	5.94
Meal plans/residence food	D	3.99

Question	Very Dissatisfied		2		3		4		Neutral		6		7		8		Very Satisfied		Doesn't Apply	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Residence buildings	2	0%	3	0%	8	1%	14	2%	19	3%	22	4%	40	7%	27	4%	39	6%	439	72%
Residence staff	6	1%	5	1%	6	1%	11	2%	22	4%	18	3%	33	5%	39	6%	30	5%	443	72%
Overall satisfaction with residence life	2	0%	3	0%	12	2%	10	2%	31	5%	26	4%	33	5%	32	5%	22	4%	442	72%
Residence activities	5	1%	6	1%	9	1%	21	3%	20	3%	21	3%	36	6%	27	4%	19	3%	449	73%
Sense of community	9	1%	5	1%	8	1%	18	3%	24	4%	30	5%	38	6%	20	3%	20	3%	441	72%
Meal plans/residence food	25	4%	15	2%	9	1%	14	2%	14	2%	14	2%	10	2%	4	1%	5	1%	503	82%

Which best describes your current living situation?



For those not living in university residence, which best describes your living arrangements?



## Food Services

Question	Grade	Mean (out of 9)
Quality of the food available	C+	6.20
Availability of healthy meal options on campus	C+	6.00
Overall satisfaction of university food services	C+	5.82
Value of food available	C	5.48

Question	Very Dissatisfied		2		3		4		Neutral		6		7		8		Very Satisfied		Doesn't Apply	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Availability of healthy meal options on campus	26	4%	23	4%	40	7%	46	8%	78	13%	77	13%	125	20%	86	14%	71	12%	41	7%
Overall satisfaction of university food services	29	5%	25	4%	35	6%	47	8%	89	15%	111	18%	128	21%	74	12%	51	8%	24	4%
Quality of the food available	17	3%	19	3%	31	5%	43	7%	75	12%	102	17%	143	23%	83	14%	74	12%	26	4%
Value of food available	40	7%	25	4%	49	8%	61	10%	88	14%	113	18%	110	18%	57	9%	42	7%	28	5%

## Skill Development

To what extent do you disagree or agree with the following statements about your university education?

My university education is helping me to...

Questions	Mean (out of 9)
Improve my written skills	7.70
Improve my analytical and problem solving skills	7.67
Improve my interpersonal skills	7.45
Improve my oral communication skills	7.16

Question	Strongly Disagree		2		3		4		5		6		7		8		Strongly Agree		Not Sure/NA	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Improve my written skills	2	0%	1	0%	7	1%	10	2%	25	4%	50	8%	129	21%	169	28%	217	35%	3	0%
Improve my analytical and problem solving skills	3	0%	1	0%	7	1%	11	2%	31	5%	47	8%	126	21%	161	26%	220	36%	6	1%
Improve my interpersonal skills	4	1%	1	0%	7	1%	16	3%	41	7%	68	11%	127	21%	150	24%	186	30%	13	2%
Improve my oral communication skills	4	1%	4	1%	18	3%	26	4%	47	8%	77	13%	128	21%	135	22%	164	27%	10	2%

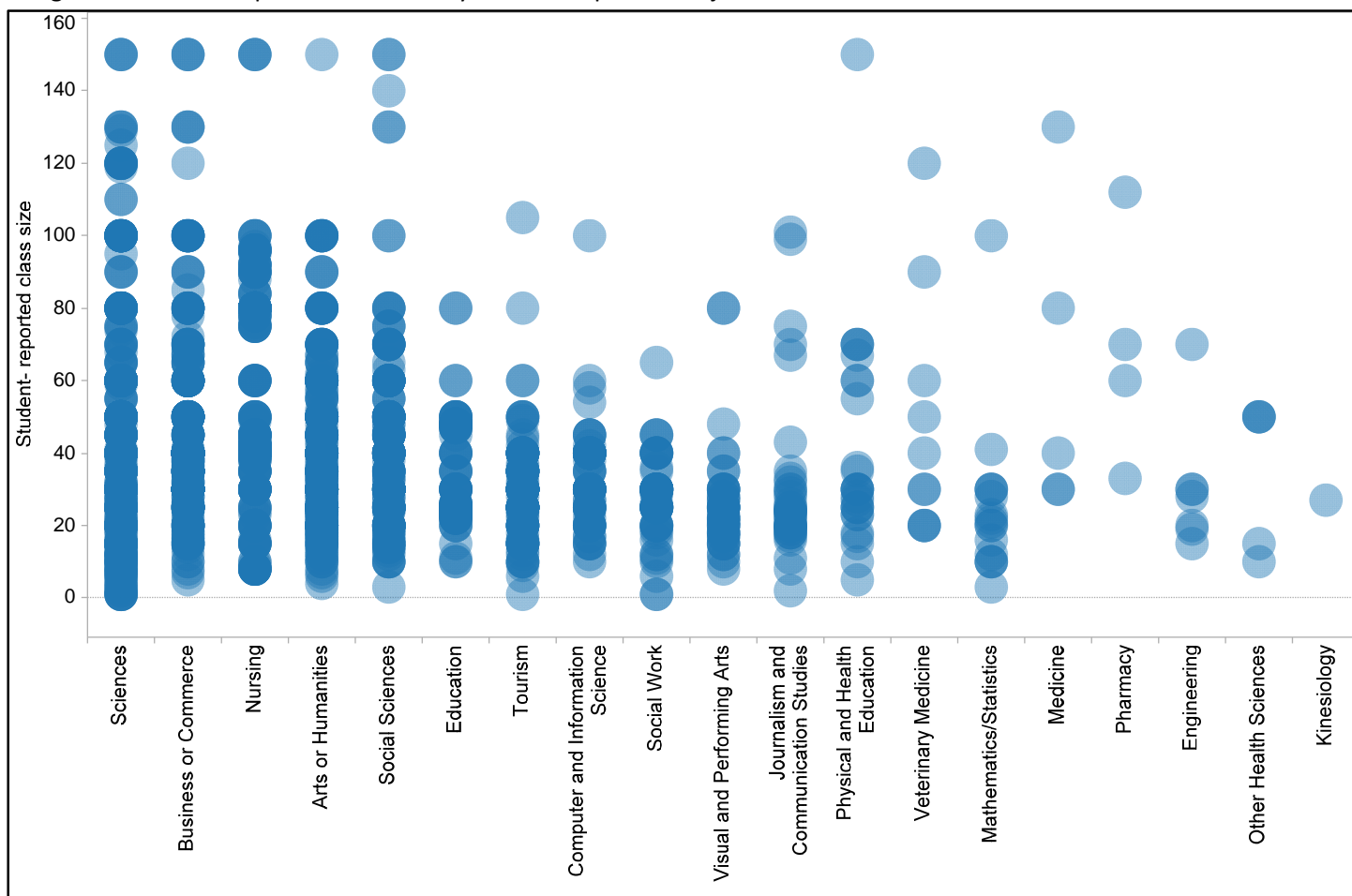
## Class Size

Thinking about the courses you are taking, approximately how many students are in each course?

Question	Mean	Min	Max	Std. Deviation
Student reported class size	39.5	1.0	150.0	22.8

*Note:* Class sizes are self-reported measures. Student responses of class sizes over 189 were eliminated as the highest registered class size for 2011/2012 was 189 students.

Figure 5: Student-reported class size by student-reported major



Note: Each dot represents one student response. Each student submitted multiple responses, according to the number of classes they were currently taking. The colour intensity indicated the concentration of responses.

## Student Profile

How well does each of the following phrases describe you?

Questions	Mean (out of 9)
I am career oriented	7.32
I am studious	7.05
I like to live it up	5.73

Question	Not at all		2		3		4		5		6		7		8		Extremely well		Not Sure/NA	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
I am career oriented	2	0%	3	0%	12	2%	21	3%	46	8%	67	11%	128	21%	164	27%	163	27%	7	1%
I am studious	2	0%	4	1%	8	1%	37	6%	44	7%	86	14%	166	27%	129	21%	124	20%	13	2%
I like to live it up	24	4%	28	5%	59	10%	67	11%	73	12%	108	18%	104	17%	75	12%	66	11%	9	1%



## Student Grades

What was your average grade (as a percentage) in your...?

Question	Mean	Min	Max	Std. Deviation
Current university studies	79.5	20.0	99.0	8.8
Last year of High School	81.9	55.0	97.0	8.2
Last year of CEGEP	68.0	68.0	68.0	0.0

## Course Loads

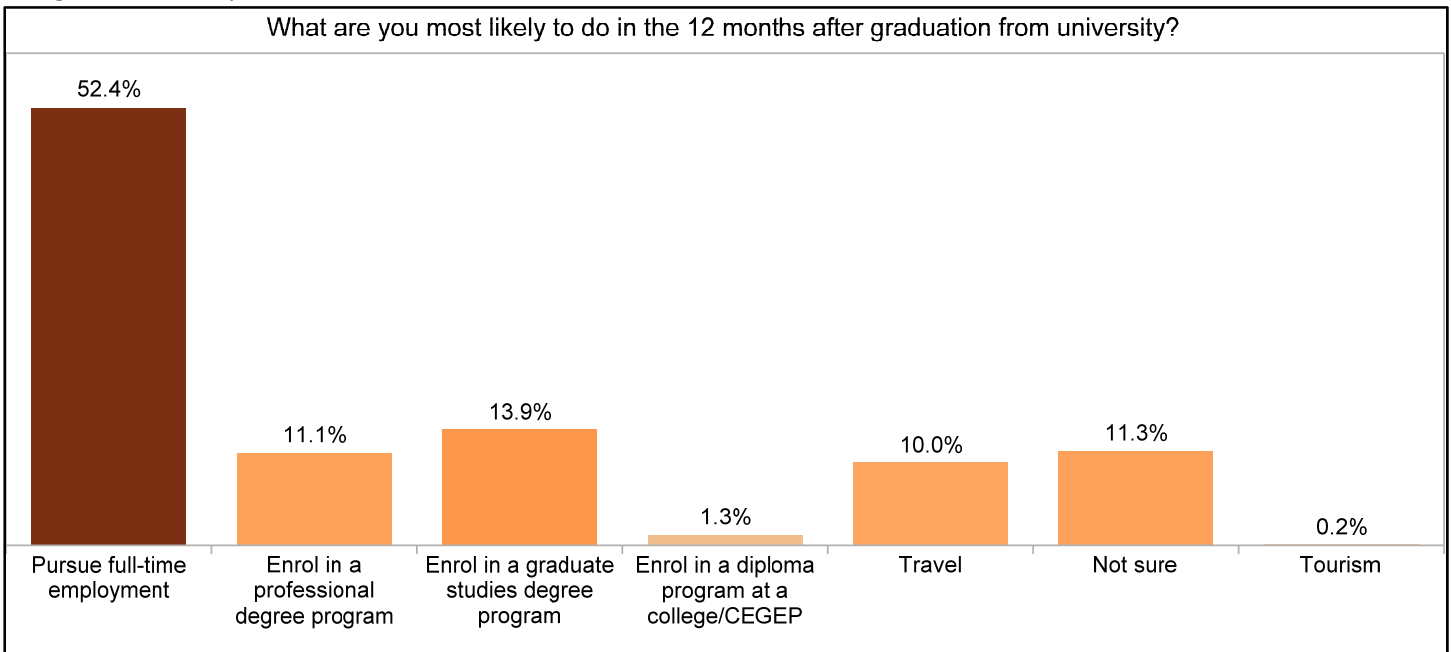
How many courses are you taking in the current term/semester?

Question	Mean	Min	Max	Std. Deviation
Courses taken	4.3	1.0	7.0	1.2

*Note:* Student grades and course loads are self-reported measures.

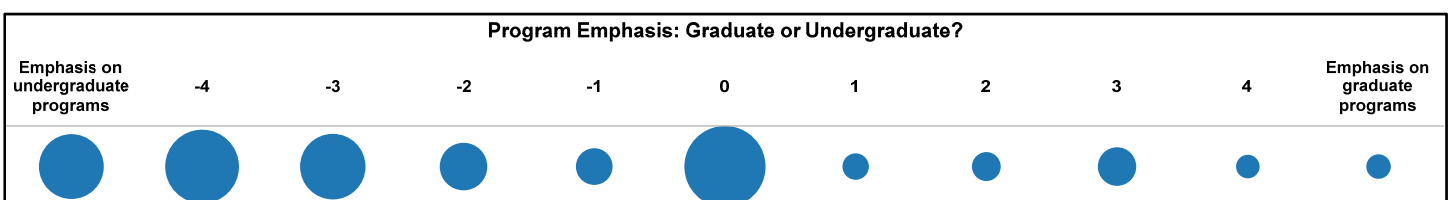
## Future Plans

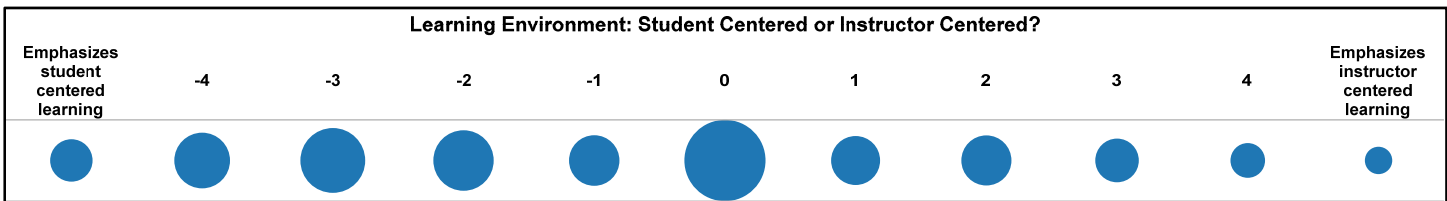
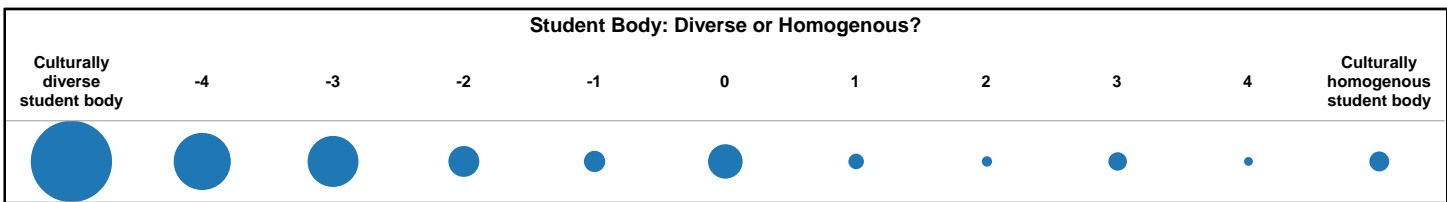
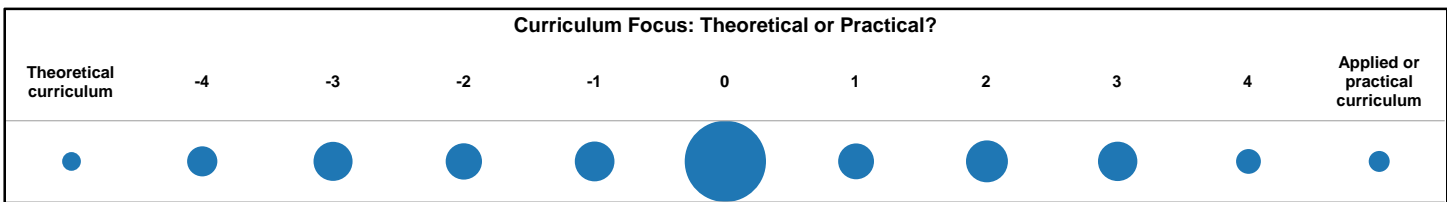
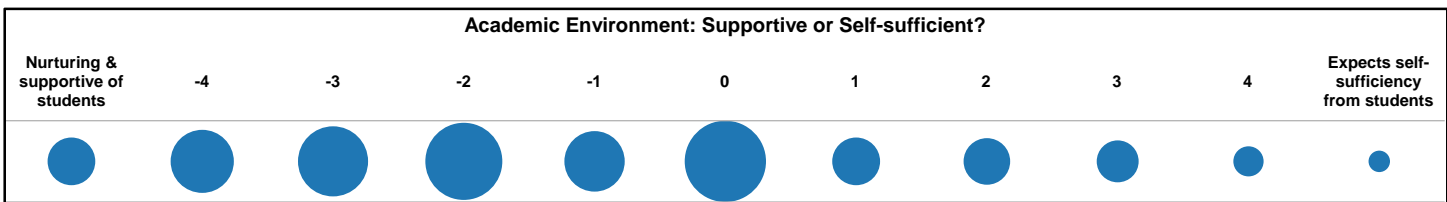
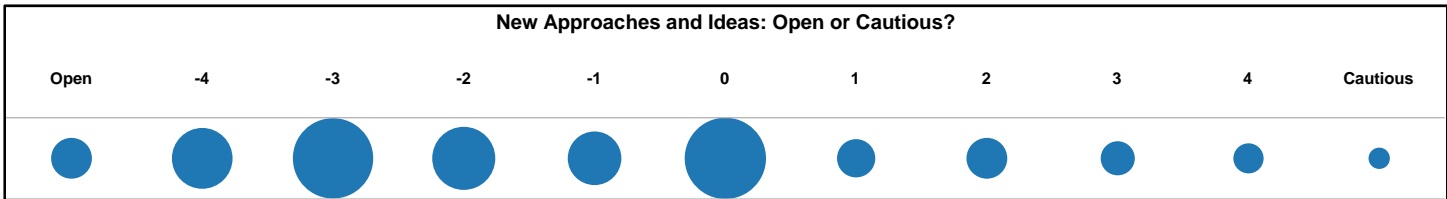
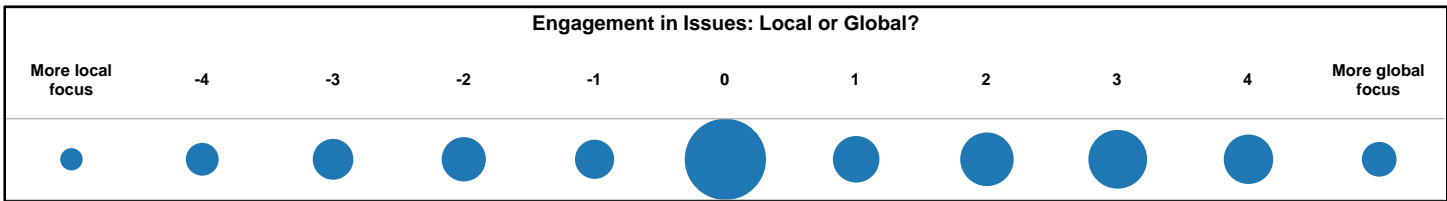
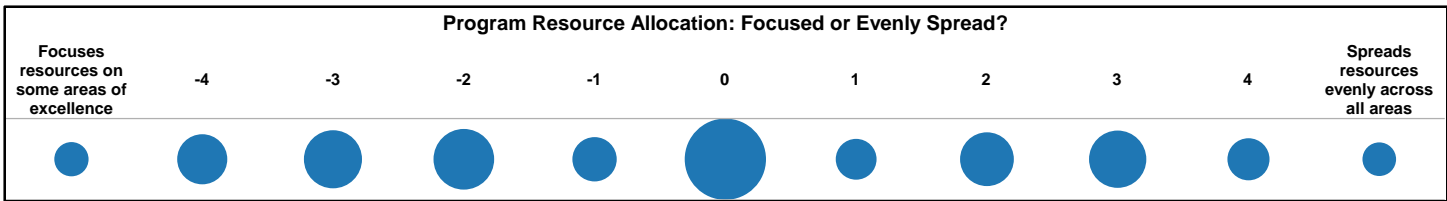
Figure 6: Future plans



## Institutional Profile

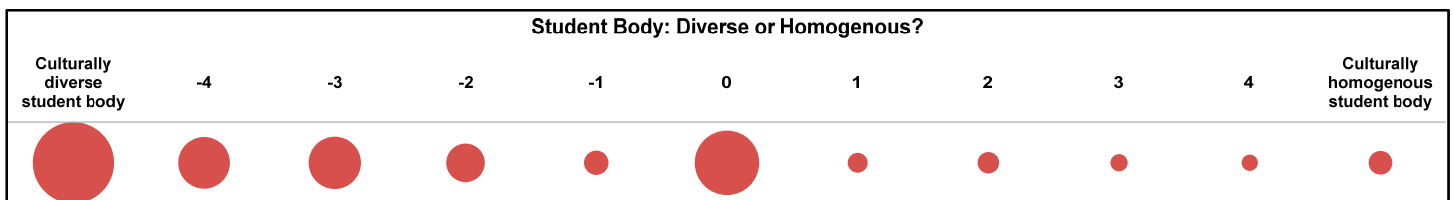
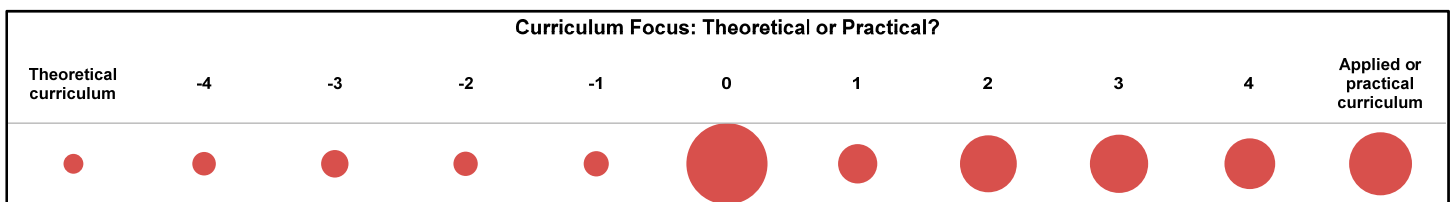
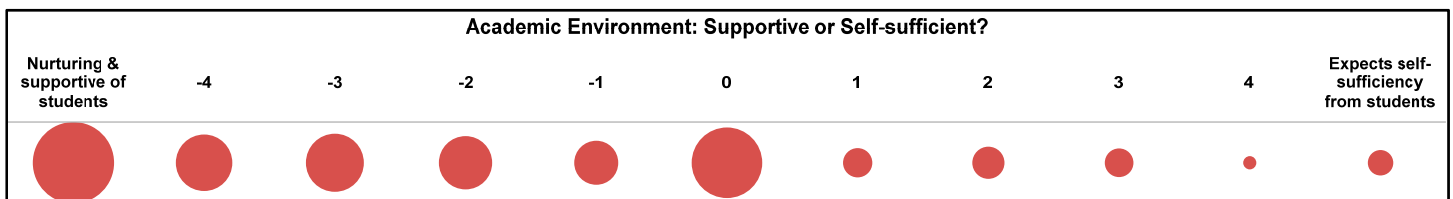
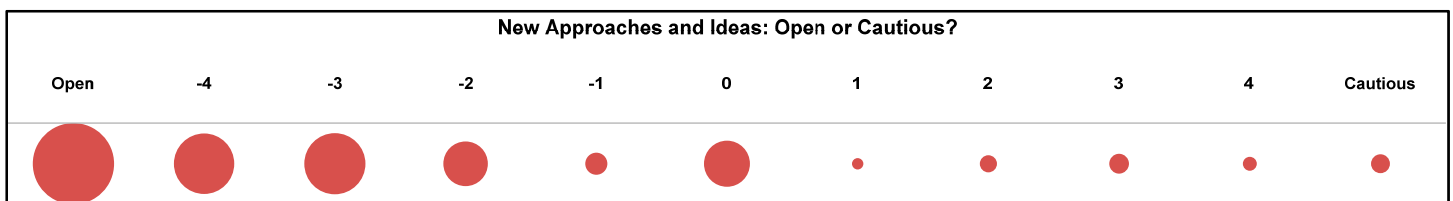
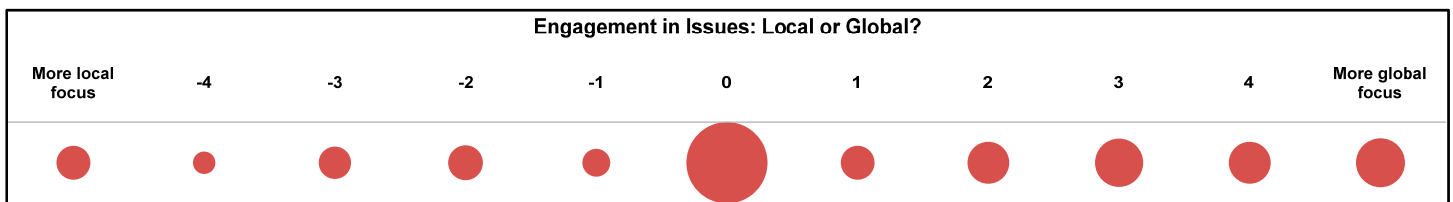
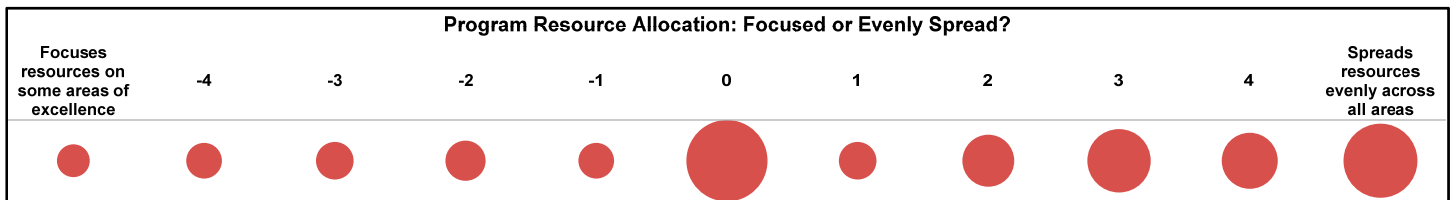
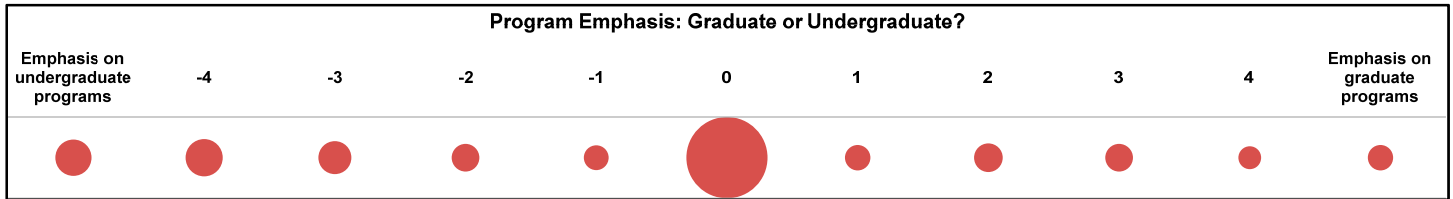
These next questions are about trying to understand the character of the institution you attend. For each question, you will be given a pair of statements. Please indicate the spot on the scale between these statements that best describe how you perceive your institution.

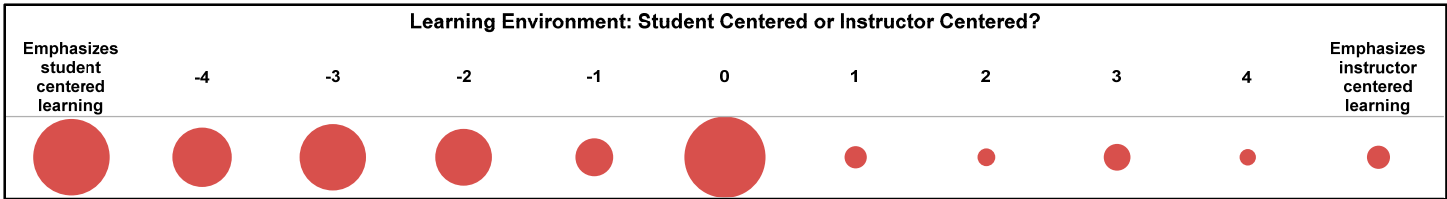




## Ideal Institution

Thinking now about the ideal institution that would be perfect for you, please indicate the spot on the scale between these statements that best describe your perfect institution.





## Qualitative Responses

Students were asked four open ended questions:

1. What is the best thing about your University?
2. What has been your best academic experience this year?
3. What is the worst thing about your University?
4. What has been your worst academic experience this year?

Responses were analyzed for theme, and responses representing twenty or more students were included in the following summary. The comments are not made public, but will be available internally upon request.

### Best Things about TRU

- Student interaction with the faculty,
- Small class sizes that facilitate learning and interaction,
- A small campus that is easy to get around,
- Student interaction with peers,
- Extracurricular activities,
- Campus aesthetics, and
- The teaching ability of the faculty.

### Best Academic Experience at TRU

- Meeting new people and interacting with friends,
- Attending class,
- Personal growth through learning,
- Completing co-op work-terms or practicums,
- Interacting with and being taught by caring and skilled faculty, and
- Conducting student research and being supported by faculty in doing so.

“The majority of the faculty in my area of study are phenomenal instructors. I have a personal relationship with a number of them, and they are dedicated to the success of the students within my program.”

“Having small class sizes lets students develop close relationships with professors, which aids learning and provides a sense of community which you don't see at large universities. This also opens up a lot of opportunities for upper level students to take on research projects.”

“The diversity of the programs available and the people studying here. I grew up in Kamloops and it is great to meet the different international students. I made a friend with someone from Dubai and we are in the nursing program together. Not only that, because of how the nursing program is set up, we will be together, along with other students, for the next four years. It is a great opportunity to build a close group of friends that support each other throughout the degree!”

“Having one teacher who has tossed out the standard curriculum of lecturing, note taking, and regurgitating text book material on exams. He has us blogging, creating initiative projects and doing collaborative work with classmates. This course path is much more useful for a future career.”

## **Worst Things about TRU**

- A lack of plentiful and affordable parking,
- A lack of quiet study space,
- Old and sometimes dirty buildings (especially washrooms),
- Few good food options on campus,
- Faculty whose first language is not English are sometimes hard to understand, and
- Course offerings are sometimes limited.

## **Worst Academic Experience at TRU**

- A lack of plentiful and affordable parking,
- The stress of being a student,
- Some faculty are not good educators and are hard to learn from,
- Faculty whose first language is not English are sometimes hard to understand,
- The cost of books, tuition, housing etc., and
- Course offerings are sometimes limited.

“The courses are not standardized. Instead of choosing courses (if it’s difficult or easy); choosing an instructor seems pretty more important; because it depends on instructors and what they want to teach. The same course taken with different instructors leads to totally different results. “

“We do not offer enough programs, (for example, I do not understand why we do not have a political science or anthropology major option on campus, when they are a basic program found at most other Universities) and we do not offer enough variety in courses. “

“My worst experience at TRU has been the lack of programs offered and the settling on another program in order to receive my bachelor’s degree, and the difficulty this will cause when I am applying to Graduate school in my original wanted program.”

“Paying for books. They're so expensive and it is hard to track down cheap copies. I buy what I can used and trade tutoring services of my classmates for usage of their textbooks. It's working out so far.”