

STUDENTS' COUNCIL LATE ADDITIONS

Tuesday November 23, 2004 – 6:00 p.m.
Council Chambers 2-1 University Hall

- 2004-17/3 SPEAKER'S BUSINESS
- 2004-17/3a In Camera Business
- 2004-17/6 REPORTS
- 2004-17/6a Jordan Blatz, President
Please see document LA 04-17.01
- 2004-17/6b Lisa McLaughlin, Vice President (Academic)
Please see document LA 04-17.02
- 2004-17/6c Alex Abboud, Vice President (External)
Please see document LA 04-17.03
- 2004-17/6d Alvin Law, Vice President (Operations and Finance)
Please see document LA 04-17.04
- 2004-17/6e Duncan Taylor, Vice President (Student Life)
Please see document LA 04-17.05
- 2004-17/12 NEW BUSINESS
- 2004-17/12c **MOTION BY MCLAUGHLIN, RESOLVED THAT** Students' Council
approve an expenditure not to exceed \$5500 from the Special Projects
Reserve for the purpose of developing and carrying out a student
learning experience project.
Please see document LA 04-17.06
Please see document LA 04-17.07
- 2004-17/14 INFORMATION ITEMS
- 2004-17/14b Approved Budget Transfers
Please see document LA 04-17.08

Report for Students' Council
Jordan Blatz
President
November 23, 2004

Good evening Council,

The following is a list of things that I have been working on since last meeting:

1. **Provincial Election** – Well the election is now over. I look forward to work with our new government, even though the same party was elected to another majority. We will now be switching gears to make tuition a public issue and put pressure on the government for more operating funding for the university. Overall, I am extremely happy with the way our campaign ran during this provincial election and I believe that we were successful in making PSE a major issue in the election. **Update on last week of campaign:** On Thursday, November 18th we held a rally of support for PSE at the intersection of 109 street and Jasper Avenue. I thought this event was great. We had about 100 students show up and we were covered really well by a lot of media. Thank you to all of the councilors who came out to support the event. Our event with Edmonton-Strathcona candidates ran in ED magazine on Saturday. We got a really good two-page spread and I was happy with the message of the article. We also had volunteers door-knocking and distributing pamphlets during the last week. **Feedback:** If you have any comments or concerns about the election and/or our strategy, please email your feedback to me ASAP. Thanks again.
2. **Budget Advisory Committee** – Alex and I attended the fourth meeting of the Budget Advisory Committee. We are looking at a 5.75% increase in tuition and a potential 23.5% increase in international undergraduate tuition. On Wednesday, November 24th I will be having a town hall meeting with international students to discuss this issue. If any councilors would like to attend it will be at 7:00pm at the International Centre. Upcoming: I will be scheduling meetings with the public members of the BoG to discuss tuition with them in advance of the board meeting in January.
3. **Augustana** – The ASA Executive came up to the SU today to get a tour of our operations and to meet to discuss the SU's transition to Augustana. More to be added verbally.
4. **Other meetings/events:**
 - Meeting with Ski Club executive
 - Alumni Council
 - Community and Government Relations
5. **Upcoming:**
 - International student tuition consultation (Nov.24 at 7:00pm – International Centre)
 - Farewell planning for Dr. Fraser
 - APC/GFC Exec

- Meeting with Alexis Peppin
- Meeting with Mathew Hebert and John Pattison
- Budget Advisory Committee
- High school leadership conference
- GFC
- SU Christmas Party

That is all for now.

Report to Students' Council, November 23, 2004

Lisa McLaughlin, Vice-President (Academic)

For period November 10-22, 2004

❖ PROJECTS:

Academic Survey

On the move, but now I need Council's support to go ahead with it!

Students' Union Undergraduate Survey 2004

I am meeting tomorrow morning with Dan, Duncan, and representatives from ATL to review the analyses that have been done so far and discuss reporting of results.

Papers, damn papers

I spent hours on end tearing my hair out in an attempt to write my major term paper for my class, which is a graduate-level Public Health Sciences course. If there is one lesson I urge you all to learn now, it is: get an early start on your assignments - things always take a lot longer than you think they will! After 5 years of school, you think I would have learned that, but apparently not...

❖ VP ACADEMIC COMMITTEES:

- **Nov 18 - Academic Affairs Board** - Meeting was cancelled due to the Day of Action rally
- **Nov 22 - Council of Faculty Associations (CoFA)** - Discussed Academic Integrity Week, role of technology in learning, and FA governance

❖ UNIVERSITY COMMITTEES:

- **GFC ASC - Nov 18** - Items of interest: Open studies students will be eligible for re-examinations beginning, at the latest, in Fall 2005
- **GFC CLE FYLE - Nov 22** - Items of interest: Met with Dr. Amrhein and Dr. Kachanoski to obtain some direction for our committee. We will likely focus our efforts on either a) developing "criteria" for unit reviews (the University will begin to review both graduate and undergraduate programs on a regular basis in the near future under the auspice of "unit reviews"), which would allow us to highlight what we believe fosters "good" learning or b) student retention/transition/support issues.
- **Bookstore Task Force - Nov 22** - Items of interest: We are so grateful to have Bill Smith on this committee, as his understanding of business and interpreting numbers and spreadsheets has been extremely helpful in challenging the Bookstore and Learning Services on ensuring no profit is being gained from course materials. The Provost and VP (Academic), Carl Amrhein, is committed to this principle and we believe we are making progress towards decreasing textbook margins in the future.

❖ OTHER MEETINGS:

- **Nov 10** - Teaching and Research Summit Organizing Committee - Discussing details of a conference-type event (a "summit") to be held in early August 2005 at the U of A. I am assisting in communicating with other student associations to encourage other VPs Academic, etc. to attend.

Phone: 492.4236

E-mail: vp.academic@su.ualberta.ca

- **Nov 12** - Consultation with AIS Contract Review Committee - Raised a few concerns about the service provided by IBM and also discussed concerns with technology in general and WebCT.
- **Nov 15** - 24-hour Study Space -Meeting w/ Carl Amrhein, Don Hickey, and Art Quinney
Items of interest: With Council's approval (to be requested once financial details are worked out), the University and the Students' Union would like to pursue a pilot run of 24-hour study space in SUB for the entire Winter term. I am meeting on Friday, November 26 with Bill Smith, Margriet Tilroe-West, Carl Amrhein, Don Hickey, Bill Connor, Bill Mowbry, and others to hash out details and determine how financial responsibility will be shared. The purpose of the pilot is to determine actual costs of offering 24-hour study space and smooth out the logistical aspects of such a program.
- **Nov 16** - Met w/ Augustana Students' Association Executive - SUB

❖ OTHER NEWS:

- **Bear Scat** - Two new servers have been ordered from Dell Canada and will arrive in early December. Stephen will be splitting Bear Scat functions across four servers, which will improve service in time for the January registration rush.
- **GFC Student Reps** - Received 5 applications for vacant seats on GFC - 3 Arts, 1 Education, 1 Nursing

❖ EVENTS:

- **Nov 11** - Remembrance Day ceremony @ the Butterdome - Duncan and I laid the SU wreath
- **Nov 15** - Bridget Jones: Edge of Reason @ City Centre Mall
- **Nov 18** - Day of Action rally @ Jasper Ave and 109 St.
- **Nov 22** - Alberta Liberal Party election night party @ the Mayfield Inn

❖ MEDIA:

- Gave a brief interview to Caitlin Crawshaw @ the Day of Action rally
- Gave an interview to students from the Canadian School of Modern Broadcasting @ the Day of Action rally

❖ UPCOMING:

- **Nov 24** - Joint GFC APC/Exec
- **Nov 24** - GFC Exec ad hoc committee about access to student records for e-surveys
- **Nov 24** - International student tuition consultation @ 7:00 pm @ the International Centre
- **Nov 26** - High School Leadership Conference
- **Nov 26** - 24-hour study space meeting with the Big Kahunas
- **Nov 29** - GFC Student Caucus and GFC
- **Dec 1** - GFC CLE
- **Dec 2** - AISSC
- **Dec 2** - AAB @ 5:30 pm, Lower Level Meeting Room, SUB
- **Dec 4** - SU Staff Christmas Party
- **Dec 6** - GFC Exec
- **Dec 6** - COFA @ 5:30 pm, location TBA

Alex Abboud

Vice President External

Report to Students' Council
November 23, 2004

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Today I'm in Ottawa for the CASA conference. I'm meeting with MPs and having all sorts of fun. I'll provide Council with a detailed report about my activities and the conference for the meeting on December 7th. In the mean time, I apologize for my absence from Council this evening and offer a summery of what has been going on and what's coming up.

To Report:

CAUS ACTISEC Day of Action - We had about 100 students and media turn out. The event went well.

Presentation to City Council at Budget Hearing – I spoke to City Council regarding the application of the Universal Bus Pass yesterday.

Met with Karen Leibovici – Yesterday I also met with city councilor Karen Leibovici about transit and housing for students.

Provincial election – Tories won another majority government.

Interviews for the Senate Taskforce Coordinator - November 19th.

Convocation – I attended convocation on November 17th.

Upcoming

High School Leadership Conference - Coming up this Friday in Dinwoodie and Horowitz.

Meeting with Ed Gibbons – Meeting with city councilor Ed Gibbons on November 29th.

U-Pass Meeting – I have a U-Pass meeting with ETS scheduled for December 1st.

Meeting with Dave Thiele – Meeting with city councilor Dave Thiele on December 2nd.

Senate Taskforce Meeting – Coming up on December 3rd.

Report to Students' Council
November 23, 2004
Alvin Law – Vice President (Operations & Finance)

I have had a busy week with many conflicting meetings. Unfortunately, I had two double booked big evening meetings this week. I was not able to attend the FACRA Board meeting as well as the GSJS Board meeting due to Student Groups Granting and DIE Board respectively.

Access Fund: Dealt with a single appeal from an "A" category student that was somehow misfiled. Since they were in the A category, the appeal was fairly straightforward. Sent Doug Mann an email to discuss the use of Access Fund as a "donation" under Campaign 2008. The Access Fund Board was unaware of this occurring and has directed me to request that this be ceased for future years.

Budget Committee: The committee has been hard at work going through how to revamp the budget process. Thus far it looks like some of the following things are likely.

1. Fiscal year will not be changed.
2. One budget is better than two
3. Council needs to see a more succinct outline and not every budget line
4. Council will be able to set out directions based on bottom lines and allocations rather than transferring money from/to
5. Departments will be categorized for easy analysis ie. 5 major categories
 - a. Business Activities
 - b. Space & Programming
 - c. Student Services
 - d. Central Support Activities
 - e. Representation & Advocacy

All of which will have further subcategories then ultimately the individual departments

6. Outgoing elected representatives will use their expertise to set out a budget and leave an amount in a "fund" for the new elected representatives to allocate for new initiatives, etc.

This is the direction that the budget committee is headed at the moment. If any of this does not appeal to you or if you have other opinions on it, please do provide feedback.

DFU Committee: I caught only the tail end of this meeting as I had an Executive Committee meeting at the same time. I was briefed quickly on what progress had occurred and offered my feedback at the end. The chair will be able to give a better update on this than I will be able to for this report.

DIE Board: Attended DIE Board for some hearings. The results are posted on the web.

Health Plan Update: Bill, Duncan, and myself met to discuss and enact the next steps. We solidified our timeline and re-evaluated our progress. It's in the hands of Student Life Board now. The three of us will be having a discussion period with the board to update them and garner feedback in the near future.

Student Groups Granting: I attended a very lengthy granting session on Wednesday which ran a good 6.5 hours and late into the night. We were presented with a total of 28 applications which is a good number more than we usually get. All of the applications were fairly typical. The committee this year has aimed towards enforcing and promoting the aspect of self-sufficiency. Several groups that traditionally have had the SU fund their events for the past couple of years were denied funding this year due to the inability to show self-sustenance after a number of years and because of the very competitive applications this granting period. Approximately \$12 000 was granted this session from a total of \$34 000 requested. In combination with the first two granting sessions, we have given out a total of approximately \$30 000 of the available \$50 000 allocated for this process.

Tuition Rally: Attended the tuition rally on 109 St and Jasper Ave on Thursday. It was great to see so many people out there having a good time. Many thanks to all the people that came out and supported the cause. We received a lot of strange looks, and support.

Coming Up

FACRA Operating Agreement Renewal

Meeting with Doug Mann to Discuss Access Fund

Meeting with Linda Dudley to Discuss Liquor Liability

APIRG Board Meeting

DFU Committee Meeting

Campus Advantage Board Meeting & Shareholders Meeting

**Duncan Taylor – Vice President Student Life
Council Report November 23rd**

The Health Plan: SLB has started going over the proposals and the findings from the trip out east. They will receive the “VPSL/VPOF Recommendation” this week and will be making a final recommendation at a final meeting next week. We’re still on schedule for our recommendation to council for next meeting.

Programming Committee: Had a brainstorming session regarding Friday Nights and how they can be improved. See below regarding “Bar Revitalization”.

Anti-Freeze: Worked on material for the Anti-Freeze registration booklet. Worked on some bookings for “Anti-Freeze Special Guests”. Had a few meetings with Geoff Grumble and Tyler about prizing needed for Anti-Freeze from our sponsors. If you’re interested in running a team, be sure to pick up a registration booklet at 2-900 or any SU Info Desk.

Bar Revitalization Meeting: A list of “task items” for Friday Nights has been developed, and we’re working on implementing them to increase attendance. If you hear about any thoughts (both good and bad) regarding how the bars have been performing and how they can be improved, please forward them to me!

Responsible Use: Meeting with Steve Derpack and Geoff Grumble about the “responsible use” campaign. I’ll be working on that a lot this week and I should have a proposal by Friday.

Orientation Chat: Met with Norma Rodenberg about Orientation 2004, what went well, and some of my thoughts for next year.

University Secretary Selection Committee: Sat on the first meeting to select the University Secretary. Fun times were had by all. We’ve short listed candidates and will be interviewing early December.

Powerplant Breakfast: Meeting to talk about different ways to promote the Powerplant breakfast menu. If you didn’t know that the Plant serves Breakfast as well as good Cappuccinos, now you do!

WP Wagner: Spoke to WPW High School’s Student Council about the UASU, org-structure, services, and events. Managed to hide jaded Duncan for about an hour.

RAC: Had the first Recreation Action Committee. Not much to say, really.

ZYR: Met with Chris Robb to crystallize the SU’s view on what Zero Year Reunion should be. Will be meeting with the Alumni Association to work out how this will work this year.

One Card Student Advisory Group: Attended the One Card Student Advisory Group. Fees for replaced one cards will likely be increasing

CFB Funding: If you’ll recall, exec passed a motion earlier this year to provide a fixed sum to the CFB as our yearly donation. We need to find out now what that number will be and will be presenting our decision to the CFB BOD fairly soon. Right now we are just trying to get a feel for how much our in kind donations are worth, and how that will factor into things.

Day of Action: Went out to the Day of Action in support of Post Secondary Education. In response to the thanks I got from Jordan and Alex after WoW, I would like to offer up some congratulations to these two now that the Provincial election is done. Amazing support out at the DOA, and from what I've heard, this is the most prominent PSE has been in a provincial election in recent memory. Cheers, boys.

Coming Up!

Health Plan... THE STUNNING CONCLUSION!

AntiFreeze... THE AMAZING REGISTRATION!

Survey... More Meetings!

Zero Year Reunion Meeting

Tobacco Meetings!

SU Christmas Party

Finalize Responsible use program

All out zaniness.

Well it's a marvelous night for a Moondance With the stars up above in your eyes

Students' Union Student Learning Experience Survey

(better title to be determined...)

PURPOSE

1. To identify issues impacting students' academic experiences at the University of Alberta that are of concern to students.
2. To suggest priorities for improving the learning experience at the U of A.
3. To understand how students view the education they are receiving at the U of A.
4. To suggest priorities for future lobbying efforts of the Students' Union.
5. To act as the primary means of student consultation that will guide and legitimize the Students' Union's recommendations for the new Academic Plan.

RESEARCH TEAM

Lisa McLaughlin, VP Academic, Students' Union
 Dr. Stanley Varnhagen et al., Academic Technologies for Learning

With support from:

Associate VP Academic
 University Policy and Information Officer
 2004-05 SU Executive

DESIGN

Part I – Focus Groups

There are a vast array of potential topics one could ask students about, however a survey must be short enough to ensure adequate response rates and to contain costs associated with development and analysis. Therefore, focus groups of about 8-12 people provide a way to deal with many topics, which fall under a few main headings, and to zero in on the real “meat” of students' concerns. This will provide focus for the questions that are asked on the survey, although students will still be given the opportunity to identify additional issues in an open-ended question.

Round 1 – Identifying the issues

3 focus group topics will be discussed with 2 groups each, for a total of 6 groups.

The topics are:

Topic 1: Degree programs and courses
 Topic 2: Teaching and learning
 Topic 3: Learning resources, services, and supports

There are two options for splitting focus groups:

Option A

Focus Group 1: Med/Dent, Law, Rehab Med, Pharmacy, Engineering, Nursing (i.e., faculties with more structured programs)

Focus Group 2: Arts, Science, Ag/For/HE, Faculte, Education, Native Studies, Phys Ed, Augustana, Business (?) (i.e., faculties with more flexibility and options in programs)

Option B

Focus Group 1: Students in Y1 and Y2 from all faculties

Focus Group 2: Students in Y3, Y4, Y5+ from all faculties

*** Council: Which do you think is better and why?**

Round 2 – Prioritizing the issues

2 focus groups (split the same was as Round 1) of approximately 8-12 people will prioritize all of the issues that were raised from the 3 focus groups in Round 1.

Part II – Survey

The results of both sets of focus groups will be used to develop a survey that will enable us to understand the breadth of student concern about the issues that focus groups identified. We will ask more numerous and detailed questions for issues that were identified as being a higher priority.

Option A: Online

ATL would develop an online survey that would be hosted on their server, but linked to the Students' Union homepage to allow easier access for students. Students would likely be required to enter that CCID to ensure students are not able to complete the survey more than once. There are a number of issues concerning security, access to student e-mails (via the Office of the Registrar), response rates, etc. that would need to be weighed and to pass standards for ethical approval.

Option B: Paper

A paper survey would be developed as was done for the SU Undergraduate Survey, 2004 and would require manual distribution. Issues regarding method of student sampling would need to be addressed, as there is hesitancy to rely on class distribution again.

METHODOLOGY

To ensure credible and representative results, random sampling of a portion of the entire undergraduate student population is preferred. Sample size is dependent upon numerous

statistical assumptions that will be left to the experts, but I imagine we're looking at 2000-3000 students again. A random sampling process would necessitate that the survey not be open to any student to complete.

TIMELINE

November 2004	Council approval; Develop focus group questions
December 2004	Apply for FOIPP and ethics approval
January 2005	Run focus groups; Develop survey
February 2005	Finish survey development; Deliver survey
March 2005	Finish survey delivery; Analyze data
April 2005	Develop final report and disseminate findings
May 2005+	Continue to disseminate findings

BUDGET

Part I – Focus Groups

Lunch for participants – Sandwiches, fruit, drinks
(\$4/person x 12 people per group x 8 groups)

Estimated total: \$384

Part II – Survey

General costs:

Survey development (drafting questions)	Free with ATL
Report booklet design (15 hours)	\$225
Report booklet (250 2-colour, 24 pages)	\$1000
Gateway supplement (8 pgs)	\$1645

Estimated total: \$2870

Additional costs:

Option A: Online

Survey development into online version Free with ATL

Estimated survey total: \$2870

Estimated grand total: \$3254

Option B: Paper

* Based on sample size of 3000 students.

Scantron paper	\$700
Printing survey	\$1150
Sequencing pages	\$300
Consent forms	\$115
Scanning	\$800
Wages for surveyors	\$800

<u>Estimated survey total:</u>	<u>\$3865</u>
Estimated grand total:	\$7119

FREQUENTLY ASKED QUESTIONS (well, anticipated ones)

1. Why do we need a new survey, rather than compiling the results of previous surveys?

Although the results of previous surveys could be useful for confirming and adding weight to our results and any recommendations, most existing surveys are outdated, were conducted for a different purpose, and deal with a specific topic. The last survey that dealt with academic issues on a broad level was done in 1995 by then SU VP Academic. The proposed survey differs fundamentally from past surveys in that the questions being asked of students will be based on what students have identified as being important to them in terms of academics. The method of using focus groups reduces the possibility of excluding important issues that could be easily overlooked when only a small group of people develops survey questions. Additionally, a major purpose of this survey is to contribute to the Academic Plan and to provide direction for SU lobby efforts. Both are done most legitimately when student input is up-to-date.

2. How is this different than the SU Undergraduate Survey that was administered this past fall?

The SU Undergraduate Survey is primarily focused on services and businesses, with student access to technology addressed only minimally. The survey deals very little with academic issues and the questions were developed without the focus group process. It is meant to serve a very different purpose.

Students' Union Academic Experiences Focus Groups

Intro: ATL – working with Students Union

Our purpose for this focus group today is finding out how you define a good quality education. We are conducting focus groups to look at three broad areas related to quality education at the University of Alberta. Information from this focus group discussion will be used to create a survey to gather information from a broader group of students at the University of Alberta. Information from both the focus group discussions and surveys will be used to inform the University Academic Plan strategic planning process. The first area is looking at student experiences with degree programs and courses available at the U of A. The second area is looking at student experiences with teaching and research at the U of A. The third area is looking at learning resources, services, and supports available at the U of A.

Because of the number of topics to be covered, we are focusing today on: **Degree Programs and Courses.**

1. Why did you come to the University of Alberta to study?

Prompts:

- What are your goals?
- What do you want to achieve? What makes your degree valuable to you?
- Why the U of A rather than another institution?

2. Do you feel that courses and programs at the U of A are organized in a way that supports your needs? Please explain.

Prompts:

- Frequency of course offerings/enough sections
- Class size
- Course load/workload
- Are courses relevant for program? Enough variety of courses?

3. I want to ask you about the focus of study in courses and programs? What kinds of learning opportunities do you feel are most important for a high quality educational experience?

Prompts:

- Importance of inter-disciplinary studies
- Access to research opportunities, internships, study abroad, practicums
- Flexibility in programs to explore own areas of interest
- Are you learning what you think you should be learning? (e.g. theory vs. practical)

4. What has been your experience with the way grading policies have been used in your courses?

Prompts:

- Grading methods
- 4 pt grading scale

5. What stresses or pressures do you experience that impact your success as a student at the University of Alberta?

Prompts:

- Cost of education, textbooks/need to work to support costs
- Sense of connection to the university (commuter vs residential students)
- Time spent on campus vs other activities outside of class
- Grades

6. If someone were to ask you to describe the quality of undergraduate education offered at the University of Alberta, what would you say? How would you improve the educational experience for undergraduate students?

Prompts:

- What would your ideal undergraduate educational experience at the U of A be like?

7. What advice would you give to students before they begin studying at the U of A?

Prompts:

- How useful was Orientation to support you during your first year?
- How can students make the most of life on campus?

8. Any additional comments?

Thank you for participating in today's discussion.

Topic 2 - Student experiences with their courses and programs, student life and the instructional support

Intro: ATL – working with Students Union

Our purpose for this focus group today is finding out how you define a good quality education. We are conducting focus groups to look at three broad areas related to quality education at the University of Alberta. Information from this focus group discussion will be used to create a survey to gather information from a broader group of students at the University of Alberta. Information from both the focus group discussions and surveys will be used to inform the University Academic Plan strategic planning process. The first area is looking at student experiences with degree programs and courses available at the U of A. The second area is looking at student experiences with teaching and research at the U of A. The third area is looking at learning resources, services, and supports available at the U of A.

Because of the number of topics to be covered, we are focusing today on: **Teaching and Research**

1. Why did you come to the University of Alberta to study?

Prompts:

- a. What are your goals?
 - b. What do you want to achieve? What makes your degree valuable to you?
 - c. Why the U of A rather than another institution?
2. What has been your experience with instructional staff including faculty members, sessional instructors, teaching assistants, lab assistants, etc? Does the instructional methods used support your learning? Why or why not?

Prompts:

- Good access to instructional staff for course-related issues? (e.g. office hours, able to approach them with questions/concerns, relationship)
 - Instructors with adequate communication skills?
 - Does the feedback you receive from instructional staff or assessment methods used support your learning?
3. Do you feel the way teaching is evaluated supports quality teaching and learning? (e.g. student evaluation forms) Why or why not?
 4. What is your perception of the importance of teaching and research to your professors? To the university?

Prompts:

- What role do you believe research should play, if any, in undergraduate courses?

- How important do you feel it is to have the opportunity for research experiences during your undergraduate education?

5. I would like to ask you about learning environments including classrooms and study space. What is your experience with classroom and study space?

Prompts:

- Do you feel you have good access to study space?
- Do you feel classroom spaces on campus are supportive of your learning? Have you experienced classroom or study environments that do not support your learning?
- Do you feel Smart classrooms support your learning?

6. What stresses or pressures do you experience that impact your success as a student at the University of Alberta?

Prompts:

- Cost of education/textbooks; need to work to support costs
- Sense of connection to the university (commuter vs residential students)
- Time spent on campus vs other activities outside of class
- Grades

7. If someone were to ask you to describe the quality of undergraduate education offered at the University of Alberta, what would you say?

Prompt:

- What would your ideal undergraduate educational experience at the U of A be like?

8. What advice would you give to students before they begin studying at the U of A?

Prompts:

- How useful was Orientation to support you during your first year?
- How can students make the most of life on campus?

9. Any additional comments or suggestions?

Thank you for participating in today's discussion.

Topic 3 – Learning Resources, Services and Supports

Intro: ATL – working with Students Union

Our purpose for this focus group today is finding out how you define a good quality education. We are conducting focus groups to look at three broad areas related to quality education at the University of Alberta. Information from this focus group discussion will be used to create a survey to gather information from a broader group of students at the University of Alberta. Information from both the focus group discussions and surveys will be used to inform the University Academic Plan strategic planning process. The first area is looking at student experiences with degree programs and courses available at the U of A. The second area is looking at student experiences with teaching and research at the U of A. The third area is looking at learning resources, services, and supports available at the U of A.

Because of the number of topics to be covered, we are focusing today on: **Learning Resources, Services, And Supports**

1. Why did you come to the University of Alberta to study?

Prompts:

- a. What are your goals?
- b. What do you want to achieve? What makes your degree valuable to you?
- c. Why the U of A rather than another institution?

2. What resources and services available on-campus do you use to support your learning? Do you feel these resources and services support your needs? What suggestions do you have to improve and/or to add to available resources and services?

Prompts:

- Library (hours, space, holdings, online journals/catalogue)
- Academic Support Centre
- Student advisors in Faculties
- Computer labs
- Exam registry – sample exams
- Off-campus access to services and resources

3. I would like you to consider the resources and services that are available online. What resources and services do you use? Which online resources and services do you feel are most valuable? What suggestions do you have to improve and/or to add to available online resources and services?

Prompts:

- Email account
- Bear Tracks/Bear Scat (online registration)
- Online fee payment
- Course websites/WebCT
- Textbook listings

4. What are your main concerns with respect to the use, quality, and availability of technology used to support learning at the University of Alberta? What suggestions do you have to improve technology resources and services at the University of Alberta?

Prompts:

- Computer labs
- Wireless access
- Smart classrooms
- Course websites/WebCT
- Software applications/licenses
- Email

5. Do any of you access the resources and services we've talked about today from off-campus? If yes, what has your experience been in getting what you need from off-campus?

6. What stresses or pressures do you experience that impact your success as a student at the University of Alberta?

Prompts:

- Cost of education; need to work to support costs
- Sense of connection to the university (commuter vs residential students)
- Time spent on campus vs other activities outside of class
- Grades

7. If someone were to ask you to describe the quality of undergraduate education offered at the University of Alberta, what would you say?

8. What advice would you give to students before they begin studying at the U of A?

Prompts:

- How useful was Orientation to support you during your first year?
- How can students make the most of life on campus?

9. Any additional comments or suggestions?

Thank you for participating in today's discussion.

Approved Budget Transfers as of Nov 22, 2004

Date	Approved By	Approval Date	From Account	Amount	To Account	Amount
17/11/04	VPOF	18/11/04	650-8321-000	\$ (265)	612-8721-000	\$ 265
19/11/04	BC	15/11/04	912	\$ (2,130)	402-3209-000	\$ 2,130