

Appendix D: Summary of Survey Comments

January 2009

The following is a summary of the comments submitted as part of a voluntary on-line survey of York students enrolled in evening and weekend courses. The survey was conducted between November of 2007 and mid January 2008. Of the over 22,000 students enrolled in evening (6:00 pm and later) and weekend courses at this time, 642 students responded, for a response rate of approximately 2.9 percent.

Answers to Question 42: Additional comments. Please provide us with any additional comments you have regarding Evening/Weekend education at York.

ACADEMIC

Faculty Commitment to Serve Evening Students

A greater number of lecturers and teaching assistants should be available at night to accommodate people working in the day.

Educators should challenge and engage students to think provocatively.

Professors should prioritize their emails and respond to students.

Evening students should be privy to the same services, education and supports as day students.

Course Offering

To cater to the needs of students, multiple sections of a course should be offered every term in a variety of modalities; i.e., in-class, internet, and/or correspondence. Core courses should be offered in the evening and on weekends. When core courses are solely offered during the day, students jeopardize their day job.

Courses offered during the summer term can be full-term. Condensed courses are not suitable for those who cannot dedicate blocks of reading time every night.

There should be a greater number of upper year courses. All too often, students experience frustration in trying to enroll/obtain a seat in 3000 and 4000 level courses.

Atkinson should offer a greater number of day courses.

Course Work/ Grading Schemes

Course work should be flexible and accommodating. For example, for group assignments, students have to determine a convenient time for all members to meet. Students should be given the option of either completing group work or submitting comparable work individually.

Students feel that they are passed the age of obtaining participation marks based on attendance. If students have to miss classes, it is at their discretion.

Graded feedback and exam results should be made available prior to academic/financial deadlines.

All classes should have a lower maximum enrollment limit. This would provide a greater interaction between professors and students.

Students who are late coming into a lab or course should be permitted to attend the class and complete labs.

Degree Requirements

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Course credit exclusions, degree requirements, pre-requisites and course numbers should remain constant.

Start time for Evening Courses

Students may benefit from evening courses which operate from 3 to 6pm and 6 to 9pm. This will allow students to get home earlier than the current status quo.

Distance Education Courses

Courses should be offered online or through correspondence. This would allow students to pursue courses of interest and complete degrees in a timely manner.

Upper level courses should be available online. Upper level courses have limited seats which creates a bottle neck effect.

All courses should be offered online or through correspondence.

Classroom Etiquette

Fire alarm disruptions should be better managed.

Classrooms should be open on weekends as opposed to calling security and requesting them to open room doors/buildings.

Exam Schedule

Evening courses should have evening exams. If a make-up is to be written, the student should be accommodated.

Relationship Between Course Offerings and Safety

If more courses were offered in the evening, more students would be on campus, thus mitigating safety concerns.

Admission – Prior Learning Skills Assessment

Consideration should be given for students' work experience when considering practicum hours; e.g., despite having years of experience in the social work field, students are still expected to complete the full 700hrs of placement. Perhaps a testing/evaluation or interview for such students can be preformed to evaluate their skills.

Nadal Centre / Glendon Campus / Schulich School of Business

The Nadal Centre should offer a greater number of courses during the day, evening and night.

Lighting at Glendon is much needed; i.e., near Wood just outside the rose garden, and all parking lots. Additionally, the pathway between Hilliard and Wood Residences requires snow to be removed more diligently. Lastly, Glendon would benefit from a Walking Escort Service because the campus is small.

Glendon should offer evening and weekend courses/programs.

Schulich should have affordable eateries and offices should be open after 4:30. Custodial services are also needed on weekends.

Bursaries/Scholarships

Part-time students should have access to bursaries/scholarships. Some students pursue part-time studies due to the increasing cost of tuition.

York Lanes

The establishments located in York Lanes should operate late into the evenings and on weekends.

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Grocery Store

There should be an affordable grocery store at York University. Eateries are not varied enough; they are expensive and closed in the evening and on weekends.

STUDENT SUPPORT SERVICES

Services

Given that York is known for its high number of working students, services should accommodate full-time working students. There should be "live" support after 7pm.

Library

The library should be open 24 hours. If not, the library should be open until 11pm on Weekends.

Quiet Study Area

There should be designated quiet study areas. These areas should prohibit cell phones and unwarranted noise. More importantly, places should be large enough to accommodate demand. The University may consider instituting a policy on Quiet Places.

Day Care Services

Subsidized day care services should be made available to students who have children. If this is not possible, the University would benefit from a drop-off centre.

Locker Services

Evening students should have access to and be able to reserve lockers online or on the phone.

Student Client Services

The wait times on the phone or in person are exceptionally long. The system does not appear to be sufficient, as it easily becomes overloaded, calls are dropped and callers received a busy tone immediately. Additional lines can be added to better manage the issue.

Academic Advising

To book an appointment during peak times is very difficult. The Office should better manage student requests. Additionally, study plans are challenging to decipher. During peak hours, the Office should remain open well past 7pm or service students on the weekend.

Students who receive/seek advising should not be herded.

Advising Centers are poorly managed.

CAMPUS ENVIRONMENT

Security/Lighting

Lighting across the University needs improvement: pathways, parking lots, and walk ways would benefit from bright lights. The follow areas require additional illumination: Commons, Chimneystack, Vari Hall, Ross Building, all parking lots, walkway around Steacie Library, Kinsmen and surrounding area, and all colleges. More importantly, lights should be strategically placed and maintained. The Glendon Campus is in much need of additional security and lighting.

Security personal need to be prominent and visible throughout the day, evening and night, especially from 5 to 11:00pm. Security should also be stationed closer to/in parking lots. The presence of security would foster a sense of safety and discourage blatant acts of crime.

Cameras should adorn all college doors, especially those leading to residences. This action may make residents feel safer.

Students should be made aware of a quick-access emergency numbers or numbers should be posted around campus. Emergency call stations should be in working order and placed all over campus.

Establish and encourage students to attend safety awareness programs.

Go Safe

Go Safe should expand its perimeters and should make rounds to coincide with transit schedules. Go Safe may prosper if it operated as a shuttle service from Vari Hall to various parking lots and vice versa. Those who request Go Safe service either face long waits or are forgotten about.

Go Safe should be service which operates well into the night and accommodates various events; e.g., pub night.

Go Safe services should ask for student identification cards when picking up patrons. Secondly, the service would be able to help more people if a mini school bus was utilized. Go Safe should establish a school police station similar to those found in the US.

Transit

Evening/night transit services should be improved. All too often, the line-ups are two or three bus loads full. Additionally, patrons are waiting 30 to 45 minutes for a bus. More importantly, the GO bus should service York University on the weekend.

The GO bus should have a stop at Chimneystack Road or closer to the Kinsmen Building.

York should have a dedicated commuter parking space, which would enable students to be picked-up and dropped off.

Facilities

Snow and ice removal should operate throughout the day and side walks should be cleared in a timely manner. Particular attention should be paid to the Ice Gardens parking lot. Snow removal and de-icing should also operate on weekends.

Mechanical doors should be maintained and tested on a regular basis.

Smoking bans and fines should be enforced more vigorously.

Additional pathways across the commons are needed.

Washrooms in high traffic areas require thorough cleaning two or three times a day. Moreover, the washrooms in York Lanes require a thorough cleaning on weekend.

Temperature across the campus should be regulated. Some classrooms are colder than others during the winter months.

A greater number of buildings should have above-ground walk-ways / links.

Eateries

Eateries should be open on weekends and have extended hours during the week. Additional food options are also needed.

Eateries closer to Kinsmen should be available.

Parking

There should be additional non-reserved parking spots. Similarly, paid parking lots are inconvenient and far removed from the University. Moreover, the Parking Office should operate after 4:30pm.

Parking officers should act expeditiously in towing cars which are illegally parked.

There should be a different fee structure for those attending campus in the evening vs. the day. Additionally paid parking should be prorated for students who attend classes from 7 to 10 as opposed to 8 to 4. A different parking pass can be sold to part-time students.

Weekend parking should be free.

Student Engagement

To engage student participation, events, workshops, and meetings should occur at various times and on various days; e.g., evenings and weekends.

The University should be inclusive and promote unity amongst students.

Innovative Use of technology

The ability to print should be enabled through laptops via the wireless network when signing in. Students should not have to log into a York computer to authorize printing. A levy can be added to tuition fees to cover the cost of printing. Conversely, students can have a virtual pre-paid printing card.

Bookstore

Text books should be more affordable. Text books should be made available prior to the class commencing. During the first week of summer classes, the bookstore should be open late.

University Closures

If the University is to be closed due to weather conditions, announcements should be broadcasted in a timely fashion. Students should not have to wait until the last minute to determine if the University will be open or not.