

# STUDENT RELATIONS SUBCOMMITTEE REPORT

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## Introduction

In reviewing Student Relationships, the working committee initially met to discuss supporting documents that would be of benefit as well as to develop a plan to gather information.

Initially three people were involved in the work although as final exams and term papers became due, the student participation ceased to exist.

The remainder of the team conducted the interviews, developed an informal student questionnaire and compiled the report. The costs were minimal with only some copying being required. There were approximately 15 person hours spent on this process.

Although the mission of CNC is clearly stated and focuses on students as to “WHY” the College exists, we also examined “HOW” the College relates to the student population.

For the purposes of this review the working committee felt it was important to review the College/Student relationships as well as the Student/Student relationships.

## 1 Annual Processes

Two components were reviewed: College/Student relationships and Student/Student relationships. To avoid duplication, other review areas are referred to where applicable.

### *College/Student Relationships*

*Internal:* The College of New Caledonia has a well established Service Review process conducted via survey format. Students are encouraged to participate in this survey which is designed to gather responses from all users of College services. Further discussion of this process and recommendations are included in the Service Review section.

Elected student representatives can be found on the College Board of Governors (2 reps) and on the Education Council (4 reps, including 1 regional rep). These representatives participate in all areas of decision-making with respect to their role on the Board or Council. Discussion of prior recommendations is included in the sections pertaining to Governance and Education Council.

- Advisory Committees, which exist for program areas, are encouraged to include students.
- Dr. Weninger prepares a yearly report of his focus sessions/luncheons held with students.
- Joint College/Student Association meetings are held.
- Policies and Procedures impacting students do not have any requirement for annual review.

*External:* The College participates in a system wide student follow up study. Students are surveyed to determine satisfaction with studies, success with further studies and employment rates.

### ***Student/Student Relationships***

The Student Association consists of elected representatives of the Prince George Campus students. There are seven elected students to represent the student body. The Student Association conducts its own business under a Constitution and By-laws.

The Student Association has responsibilities for a variety of student based services including lockers, the Academy Pub, clubs and student newspaper, the Free Press.

Linkage to the College Administration is required through submission of an annual audited financial statement.

The Student Association does not conduct any type of student satisfaction questionnaire at this time, therefore there are no previous recommendations.

## ***2 Schedule for Conducting Student Relationship Reviews***

### ***College/Student***

*Internal:* Surveys of service areas are conducted annually with each service area surveyed once every three years.

- Students are elected to the Board of Governors and to the Education Council yearly.
- Advisory committee members are selected yearly.
- Dr. Weninger schedules student focus group meetings/luncheons monthly during the academic year.
- Course questionnaires are filled out per semester.
- Joint meetings with the Student Association are planned to occur twice yearly.

External: The system wide student follow up survey is conducted yearly and a report entitled “Key Student Outcome Indicators for BC Colleges and Institutes” is published annually.

### **Student/Student**

Student Association elections are primarily held in October, however by-elections can occur in January to fill vacant positions.

The Student Council attempts to schedule weekly meetings during the academic year.

## **3 Review of Process**

### **College/Student**

Internal: Cost of surveys of service areas has been previously discussed.

The election of students to the Board of Governors and to the Education Council requires time and copying costs in the Registrar’s Office. These are not specified.

Monthly meetings with focus groups of students involve a luncheon for approximately 12 people for a cost of about \$75. With this happening about 7 times a year, the cost would be \$525. In addition, time is required to prepare the notes from the sessions, and copy them to the appropriate students. This has not been specifically calculated.

Areas of Consensus: Already discussed with respect to Service review and governance review.

With respect to focus groups, it is reported that students feel their time and input is of value. Information is received about general concerns with specific concerns referred to appropriate departments. An example of this was a student suggestion that students must stay in residence for a semester instead of being able to leave with one month’s notice. This practice was implemented and reduced the residence vacancy rate.

Gaps: Although student representation is encouraged for Advisory Committees, there are few actual participants. It is not known if this is through not asking for representation, or through not getting student participation.

Regional students have a more limited opportunity to participate in the College. Distance and time make it difficult for those students to travel to Prince George for meetings.

### **Student/Student**

The Student Association receives \$15 per student registered at CNC. This money is used to support clubs, provide a newspaper and carry out other responsibilities of the Student Association.

Gaps: The Student Association has been going through several years of change. This has led to inconsistencies in service to students and in representation as well as ensuring routine business matters are carried out. Examples are vacant positions, changing staff at newspaper, lack of audited financial statements provided to the College, changes in management at the Academy Pub.

These concerns are currently under review by the Student Association.

Regional students have a limited involvement in the Student Association.

#### **4 Compliance with SCOEA's Criteria for Review**

- 1 CNC's goals and objectives with regard to students are clear. CNC does not have an Institutional Strategic Plan.
- 2 The yearly external study publishes a report entitled "Key Student Outcome Indicators for BC Colleges and Institutes". This report reveals high levels of student satisfaction with CNC as well as high levels of achievement at other Institutions.
- 3 Practices, policies and procedures.

#### **College/Student**

Two student representatives can sit on the Board of Governors. Four student representatives (including one regional representative) can sit on the Education Council. Advisory Committees can have student representatives.

The Student Association is required to provide yearly financial statements to the College.

Health and Safety procedures have clear policies, however communicating those policies and the actual practice has proven confusing. This area is currently under revision with changes to the physical environment also being made. The No Smoking policy and practice is clear. Although harassment policies are stated in the calendar and in a brochure through counselling, the actual process is not known to many students. The current policy is outdated. Grade appeal policies and practices are clearly stated in the Calendar and through discussions with Deans.

#### **Student/Student**

The role of the Student Association is unclear to many, although students are encouraged to participate in the Student Association activities. There is student representation on the Board of Governors as well as the Education Council. The Student Association is

responsible for the budget and staffing of the student newspaper. Controversial matters are to be reviewed by the Student Association, however, this has proven difficult in the past.

Stakeholders are consulted through representation on Board of Governors, Education Council, Focus groups, and Advisory Committees.

The Student Association encourages members to participate through voting for representatives, through writing for the newspaper and through coming to Student Association meetings.

The review process for Service areas and Governance has already been discussed.

Policies, practices and procedures for health and safety issues are not regularly reviewed.

The Student Association does not undertake any survey of students to determine satisfaction.

Suggested process for review

The policies and practices with respect to harassment should be reviewed for currency. This could be done in conjunction with the Student Association, Student Services and the Human Resources Department.

The Student Association should undertake a survey of members to determine student satisfaction with the Student Association as well as student needs.

A student climate survey should be considered either through the Student Association or through existing Service surveys.

## **5 Use of Findings and Recommendations of Reviews College/Student**

The recommendations for service areas and governance have already been covered.

Reviews of policies and procedures with respect to discipline and health and safety are not done.

### **Student/Student**

The Student Association does not conduct any review of its areas, therefore no recommendations are available.

## **6 Additional Comments**

The timing of the Institutional Review is important with respect to student involvement. This working committee encountered difficulties in involving students as they were involved in mid-terms, finals, and term papers as well as Co-op placements. The best opportunity for participation would come from an October through March time line.

## **7 College/Student**

**Recommendation 7.1:** We recommend the procedure for selecting/recruiting members for Advisory Committees be reviewed to ensure student participation is actively solicited.

**Recommendation 7.2:** We recommend the CNC Harassment Policy and procedure be reviewed to ensure it is current. Further we recommend the procedure be widely communicated to all stakeholder groups.

**Recommendation 7.3:** We recommend the Student Association include policies and practices related to student discipline, grade appeals, harassment, etc., in the Student Planner provided by the Student Association.

**Recommendation 7.4:** We recommend the Student Association consider surveying its membership for needs and satisfaction.

**Recommendation 7.5:** We recommend a student representative on the program review committee of Education Council.

**Recommendation 7.6:** We recommend more opportunities for regional students to participate through focus groups, regional advisory committees or options which fit the culture of the region they live in.

### **Student/Student**

The Student Association needs to survey its membership for satisfaction and needs.

## **8 Methodology Used**

The working committee reviewed resource material available as indicated in the following section. This was followed up by interviews with Judy Jackson (Public Relations), Dr. Weninger and members of the Student Association. As well, CNC students were asked to tell what they knew about the harassment and grade appeal policies and practices. They were also asked about their knowledge of the Student Association and its role.

Telephone calls with Kathleen Bigsby assisted us in receiving some additional resource material.

## **9 References**

- 1 CNC Calendar
- 2 Student Association Student Planner
- 3 Financial Aid Catalogue
- 4 Brochures available at Counselling
- 5 Student Services Handbook
- 6 Examples of Student Questionnaires provided by Kathleen Bigsby