Student Feedback Processes

- Data-driven decision-making
- Student contact data—service demand monitoring
- Student surveys—NSSE, CUSC, DAL Profile/Connections Fall survey
  - internally developed tools versus tested external products
  - benchmarking data
  - targeted questions (in 2011: recreation activity; food security; service priorities)
  - participation rates and data validity
- Student focus groups and consultations
- Making students’ contributions worthwhile: respecting the information they have provided
The Good News

- Student satisfaction is increasing significantly
- Increases most dramatic where we have invested in additional service staff
- Improvements have moved us on par or ahead of competitor/comparator group (U15)
- We have achieved these results in a period of enrolment growth
- “met or exceeded expectations” … our students arrive with very high expectations
The Dalhousian Way

Student Services Strategy
Overall excellent student feedback regarding faculty experience

- Writing Centre space and number of tutors
- Advising and Accommodation Centre integration
- Accommodation Policy for Students review
- Improving support for international students
- Student retention strategic planning
Current Strategic Focus Activities

Student Wellness

- Live Well at Dal initiative
- New Fitness (cardio) Centre planning ($180 fee support)
- LeMarchant Street multi-use building will house:
  - Personal Counselling
  - Health Services
  - Multifaith prayer space
  - International Centre
  - Black Student Resource Centre
  - Recruitment Welcome Centre
  - New residence (with international focus)

- Opportunities for course-based experiential learning: e.g., Student Health Peer Education program with Nursing
Current Strategic Focus Activities

Student Community

- Campus spirit indicators up
- Student society engagement up
- DSU: Brains for Change leadership program
- Athletics review—stakeholder consultation
- Restorative practice project
- Currently hiring Director, Student Life (previously: Director, Residence Life)
- Communications with students (i.e., Annual Report)
Current Strategic Focus Activities

Student Leadership and Career Development

- Dalhousie SCCR: Student Co-curricular Record
- MyCareers successfully launched
- Partnership with DSU, e.g., B4C, Student Impact Awards event (March 27)
- Currently hiring Director, Student Careers and Leadership Development (previously: Director, Career Services Centre)
- Engaging alumni experts and mentors
Enrolment Management & International Students

International student increases above 2000

Countries sending over 100 students: 704-China, 218-India, 207-Saudi Arabia, 169-USA

- Competitive positioning: academic excellence & faculty/student ratio
- Welcoming Halifax community
- Critical for continued enrolment success: supporting student success
The Best University Experience in Canada

Benchmark survey results & our faculty-student ratios

Best: excellent in much, good in the rest

no room to fail

Dalhousie is well on our way to this goal!

Questions?