

Residential Program Newsletter

Spring 2012 Evaluation Review

September 2012

Background - why do we ask for feedback?

Following your visit to Brock University, you provided Youth University with your comments, recommendations and appreciations. I have compiled your response with those of the other visiting chaperones to learn how Youth University can continue to meet the needs of our clients.

I always find it interesting to read evaluations of our programs, staff, and facilities and I pay close attention to all the comments and suggestions that are made, as well as the data collected. As feedback is given, we strive to implement changes when we are able. For those of you who have been attending over the past 5 years, I hope you have noticed and appreciated your suggestions in action here at Youth University.

Using the information collected in the spring of 2012, we have decided to move forward with several modifications to our programs. In this newsletter, you will find a few comments that we have pulled

out to represent the data collected, followed by what we are doing to address the results gathered.

While we realize you have many choices for your year-end field trip destinations, we are thrilled that you have chosen to bring your students to Brock University. As educators and parents, we hope that our programs continue to



provide enriching opportunities for students across Ontario, as they experience a post-secondary education facility in a fun and engaging way.

Your comments and testimonials speak highly to what truly makes us valuable as a field trip destination.

Allison Norg
Residential Program Manager
Youth University



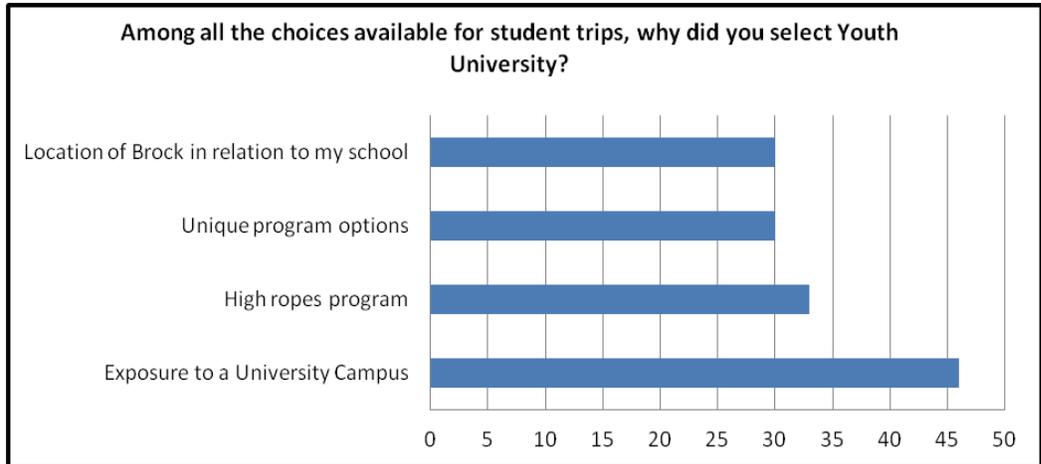
“The students were under the spell of Brock University and the Youth Counselors from the moment we arrived. The students were lead in cooperative games, whole group and small group discussions, the team work developed and the laughter overflowed. It was an incredible experience with fantastic staff and phenomenal opportunities. I can't wait to go back next year!”





“The opportunity for social growth was amazing. The students really bonded during the experience and this trip makes a great year-end opportunity. This was a great chance to experience what university will be like.”

For many groups, exposure to a university campus was an important reason for choosing Youth University.



Niagara Region History Tour Guide— Sir Isaac Brock.

How we have responded: NEW CAMPS and UPGRADE PACKAGES

Post Secondary Bound Camp

This program will include:

- A hands-on experience in post-secondary faculties, school subjects, and skills.
- 6 passion based modules - environmental sustainability; peace and justice; human rights; quality of life and education; animal rights; community and global development.
- The opportunity for youth to make a connection between multiple intelligence, passions and careers.

Canadian History and Natural Wonders Camp

This program will include:

- Proximity to Niagara region: It is on your list!
- This program will expose students to the rich history we have available in the Niagara region.

New Upgrade Tour Packages

Upgrade tour packages give students the chance to break away and have some fun, while utilizing the resources and attractions which are unique and local to the Brock



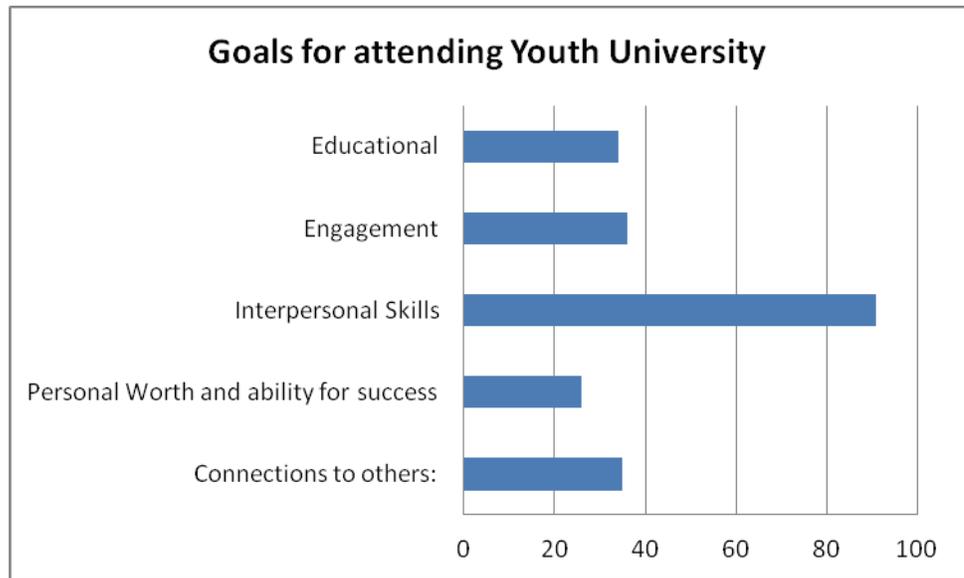
“After only three days, students develop leadership and cooperative team building skills that follow and last into their grade eight year. These skills will enable them to be leaders in their classrooms and throughout the school environment.”



Our programs achieved your goals in providing valuable experiences for your students.

You told us that our programs:

- Promoted connections to others (belonging, community, inclusion).
- Were engaging, fun, and created memories.
- Developed interpersonal skills (leadership, cooperation, team building, respect, risk taking).
- Were educational, hands on and supported school board curriculum goals.



We're glad you noticed!

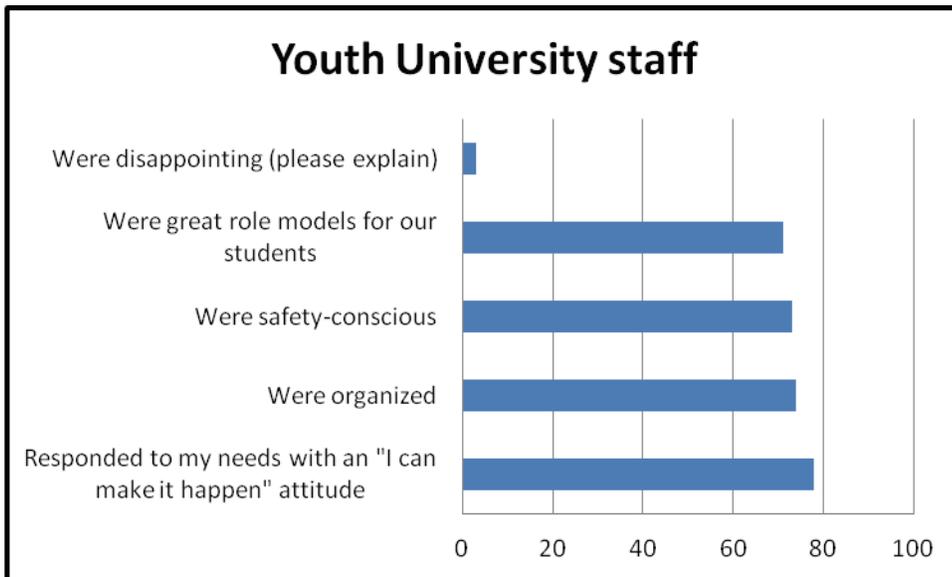
In keeping with our pedagogical approach, while pursuing our mandate to foster character, community and curiosity, we have implemented several changes this year and your responses tell us that we achieved our goals!

- By providing each mentor a digital camera, groups were encouraged to capture moments of teamwork, inclusion, hands-on learning and fun. These highlights will continue to inspire and motivate through the slide-shows and photo reels which were sent home with each group.
- The introduction of our amazing race module in Leadership and Natural Science Camp achieved the curriculum connection goals established in our past orienteering program, but also highlighted teamwork, communication, collaboration and problem solving skills.
- The introduction of the “Little Bits” program to our Science camp, engaged students by promoting collaboration, cooperation, hands-on learning and exposure to devices used in creating today’s technology.

You appreciated our university student instructors (mentors), and valued what they added to your students experience.

You told us our mentors were:

- Enthusiastic and had high energy.
- Friendly, kind and engaging with the students.
- Attentive to special needs and went “above and beyond”.



“All the leaders were wonderful. Anytime we needed something they did everything they could to accommodate us. They were calm, patient, and at the same time had TONS of energy for the kids. It was an experience the students will remember for the rest of their lives.”

How we have responded:

Building on our past success, we will continue:

- Selecting mentors who have plans to become teachers, educators, community leaders and motivators.
- Hiring a diversity of staff who are made up of aspiring musicians, social workers, film makers, actors, comedians, teachers, principals, politicians, scientists and therapists.
- Choosing mentors based on their knowledge, past experiences, passions, and potential.
- Encouraging our students to have fun, be creative, and inject excitement into every part of their job.

Did you know?

We have changed our cancellation policy and accompanying insurance policy.

In 2012 we noticed 71% of the schools who registered reduced their student numbers before their program start date.

	Percentage of schools
Dropped numbers or cancelled after registration	71%
Numbers stayed the same	13%
Increased numbers after registration	16%

These numbers were higher than we expected, so we responded:

We have made cancellation insurance affordable and easy. We understand that changes will happen, and many cancellations are unavoidable. Cancellation insurance is highly recommended and will be automatically added to each registration. You want to protect your financial investment, however removing insurance is an option.

Cancellation Insurance Prices for 2013

Mini Camp	\$ 7.50
Mini with Tour Package	\$ 7.50
Three Day Camp	\$ 10.00
Three Day Camp with Tour Package	\$ 10.00

“The students were actively engaged in all of the activities and got to challenge themselves by trying new things I appreciated the enthusiasm and leadership from the YU mentors (red shirts) Being on campus was a great experience for the students. According to the students, it was “awesome”, “amazing”, “wonderful”“

