



# Student Feedback Summary - Spring 2011



## No 41

The Student Feedback Summary reports students' comments received via the Comments Box in Reception or via email (address below).



We do like to hear what you have to say about the Centre. Together with the clipboard survey in the Spring term, the evaluation forms you fill in at the end of every course and our complaints procedure, the Comments Box is a key part of our quality assurance process. If you would prefer a personal reply to your comment, please indicate so on the comment form.

## What you said you like about the Mary Ward Centre:

- Excellent facilities for all ages
- Informal atmosphere
- Quality and quantity of tuition
- Art work on display
- Clean and well organised
- Lots of computer courses

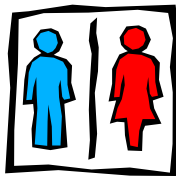
- Help to people on low income
- Wonderful food in the café
- Lovely old building
- Always lots happening
- Things I like are too numerous to mention!
- I love the Mary Ward Centre!

**We do like to hear from you, so please let us have your views via the Comments Box or email (address below)**

## What you think needs attention:

There are no signs for the toilets and the ladies toilet is always untidy.

There are signs indicating the location of toilets throughout the building. There are also signs on the doors leading to the toilets. There are Ladies toilets and a unisex disabled toilet on the ground floor next to Reception. Gents only toilets are in the basement. There are unisex toilets next to room 22 and at the top of the building near the roof garden.



There are direction signs on the stairs and outside the toilets for all. If you think any of these signs are not adequate or not in the right places, please let us know.



Cleaners attend to the toilets twice a day, in the morning and between 4 and 6pm.

Proper disposal of paper towels and hygienic use of the toilets and washbasins is encouraged. Any problem with the plumbing is attended to by our maintenance staff as soon as it is reported to us. We always hope that everyone will leave the facilities as they would wish to find them. But the sheer numbers using the toilets mean it is impossible to guarantee complete tidiness at all times. We do value everyone's help in keeping the Centre a pleasant place to work and study, so please report problems to Reception.

**Send your comments via the box in Reception  
or email [studentfeedback@marywardcentre.ac.uk](mailto:studentfeedback@marywardcentre.ac.uk)**

## Cost cutting leaves a bad smell...

I don't like the extreme cost cutting at the Centre, such as the PVA glue which stinks and is unpleasant to use.

*Our funding situation means that the Centre has to look carefully at all expenditure. We also look at the 'green' aspect of our purchases. While seeking out the most economic and environmentally friendly materials, we always try to ensure that the Centre is properly equipped and well presented. In particular we will not buy anything that is not fit for purpose.*

*We use PVA glue as it is a water based product and safer than alcohol based glues. The Art Department has tried several types; unfortunately none has a smell that everyone finds pleasant — and it does seem that occasionally the manufacturers change their 'recipe' so a new batch of the same product can have a different aroma. But you will be pleased to hear that we have now found an alternative to the really smelly variety!*



## The Café

As always we have had several compliments about the high standards of food and service in our vegetarian café. We also heard again from someone who had been asked not to eat his own food in the café.



*Once again we remind all that it is policy not to allow customers to eat their own food in the café. Space is limited, and it is considered reasonable to offer seating within the café only to those who purchase food and drink there.*



*If you would like to bring your own lunch, a room is provided whenever possible for students to take their own food and this is advertised on the*

*plasma screen each day. There are other seating areas on the ground and second floors.*

## Accommodation

*The refurbishment of 10 Great Turnstile (formerly Dolphin Court) is proceeding to plan. The Mary Ward Legal Centre will be moving in at the end of June, and we are looking forward to running classes there from September. (Look out for our new prospectus which will be out on 20th June.)*



It has been suggested that we purchase more buildings and even a pub in which to run exhibitions and courses!

*The purchase of 10 Great Turnstile is a wonderful leap forward for us and an opportunity to secure the future of the Mary Ward Settlement. In the current economic climate we are pleased to be able to extend the services we offer, when we know other charitable organisations have to reduce their activities. We have had to fundraise very energetically to complete the purchase and refurbishment of the building. We are still fundraising, and donations can now be made via the Mary Ward Settlement page of [www.btplc.com/mydonate](http://www.btplc.com/mydonate)*

*MANY THANKS to all who have donated so far.*

**Want a look at our new building once the refurbishment is complete?**

**Come to an open house tour of Mary Ward Centre at  
10 Great Turnstile, London WC1N 7JU, 3pm Tues. 19th July 2011**



**Follow your tour with  
a free lecture about John Passmore Edwards 1823-1911**

**first donor to the Mary ward Settlement**

**'Funding the Ladder' 4pm**

**Reserve your place by calling 020 7269 6062 or email**

**[beryl.washington@marywardcentre.ac.uk](mailto:beryl.washington@marywardcentre.ac.uk)**

**NEW PROSPECTUS  
OUT 20TH JUNE**

**BOOK YOUR COURSES  
FOR 2011/12**

**ENROLMENT  
OPENS 27TH JUNE -  
SOME COURSES FILL  
QUICKLY SO DON'T  
DELAY**