**09/23/29 Q&A Session w/ Tracy Waal, Mike Mohnasky & Rochel Furniss**



**Surveys from 2018-2019 School Year**

* The first 30 minutes was a review of last year’s (2018) and this year’s (2019) student survey results with students being given the opportunity for feedback.
* Student Life Directors read all comments in order to address these issues.
* Example of actions from 2018 survey results: Food service was rated low so worked with Pioneer Foods to do these four things over the course of the school year:
  + Addition of a smoked meat option in the cafeteria.
  + Addition of a vegan and gluten-free meal option in the cafeteria.
  + Additional heatable menu items for the sack lunch program.
  + Implementation of the Green-on-the-Go program that allows students to take hot meals from the cafeteria.
* 2019 survey summary
  + Food service improved by 1.32 points
  + Parking improved by .99 points.
  + Commuter resources improved by .97 points
  + Social events improved by .58 points
  + Hearing Student Voice stayed essentially flat (no improvement or deterioriation) and has taken over as the #1 student concern of 2019.
  + Safe environment deteriorated slightly despite several intentional safety initiatives (adding lights to campus, “walk with me” program, Alertus app, extensive safety training), probably because the survey was given the week of Active Shooter Training.
  + Top four concerns for 2019: Hearing Student Voice, Parking, Food Service, and Residence Halls.
* Responses from students in attendance about 2019 preliminary survey results:
  + Fitness facilities:
    - Weight room does not have space when athletes are working out
    - Half of the machines in the upper cardio room are not working
    - Not enough equipment for people
  + Technology:
    - Cable was taken but better Wifi was promised, so far it has not been working
    - When you leave a building, Wifi disconnects
  + Hearing the student voice
    - Survey’s and meetings like this are good, but hard to always give advice when giving it to the people who will not make the ultimate decision with fixing them.
    - Administratively: the circle may have been closed and the student voice has been heard and things have been changed; however academically: there still needs improvement.
    - What is the best way to get the word out?
      * Switchboard needs to be condensed
      * Maybe the best answer is to get it out on all social media or communication routes - a lot of work but might work best
      * From a student who did two summer internships: Email is essential to the work world, so it’s not a bad thing to expect students to use it while in college.
      * How/when was this event advertised?
  + Caf Food:
    - Praise from a student that food is better this year
  + Discipline Process:
    - Student Feedback: The step program has been said to be unfair by some students because they could get expelled by having 6 candles (just an example)
    - WHY: last year there were things that were not outlined in the handbook, had to make up responses in the moment, did not have expectations of the community
      * Handbook previously said “we consider all past violations” in relation to the discipline record; now we look back three semesters, including semester you are in
      * Discipline should be about growth, maturity, grace
        + Want a redemptive, grace-filled process
    - No matter what decision made on discipline, there will be critics (too strict or too lenient); trying to be just

**Questions and Comments from Students:**

* + People who enjoyed playing pool
    - Is something that people enjoy playing and would love to have more pool tables or ping-pong tables in the common spaces on campus
  + Weekend activities
    - If one was considering going home but there was something to stay for, it may change minds?
  + Parking
    - Great on the weekends
    - Oakwood lot is full always, comes down to safety
    - 1,492 parking spots, 1,300 students on campus
    - A higher percentage of students own cars than when parking lots were built. Residential lots are almost always at or above capacity.
    - Things to consider before adding a parking lot:

1. Cost – Very expensive. Up to $5000/space to change from grassy area to pavement.
2. Placement – Potential placement would take away green space.
   1. Oakwood Lawn
   2. The Grove
   3. Old soccer practice field (once turf is completed)
   * Facilities
     + A/C ticket filled out a couple weeks ago & not changed; needs it to be a certain temp because of claustrophobia and asthma
     + In dorms, no one on call on weekends; having people available 24/7 to help out with repairs and maintenance
     + A student has an emotional support animal & Facilities left the door open
       - New sticker this year, communication needs to happen with facilities