Can the University have more funding for summer Undergraduate Research?

Will be happy to provide more summer undergraduate research, but budgets have been trimmed all around due to a decrease in support from the state.

Many students feel that the deadlines for FASFA and for the graduation application are not properly advertised. What can be done to better promote these deadlines?

Graduation Application deadlines are included on the academic calendar, the Registrar’s Website, Twitter and Facebook Accounts. In addition, the Registrar sends out an email (to the Eastern email address) to each student with 90 or more completed credits at the beginning of the fall term and then again to those who still haven’t submitted an application in late October. Next fall we will also have the Housing staff publicize the deadline.

What do I do if I am dissatisfied with my academic advisor?

Always try to make an appointment with your academic advisor either by sending him/her an e-mail, leave a written message or visit his/her office during posted office hours. Do not give up if you do not receive an immediate reply. Explain to the advisor the purpose of the meeting. Be prepared for your meeting with your advisor. If remain unsatisfied, you must make an appointment to meet with the chairperson of the academic department to explain your concerns. If you have concerns with a professional advisor working in the Advising Center, you must talk to the director of the Center.

While the Library does have extended hours during finals week residents would like the hours to also be extended for a two week period during the typical midterm time so students have more time to student for their exams. Can this be done?

With reduced staffing, extending the number of library hours is a major challenge. The Library is open more hours than any of the other CSCU libraries. When the Library stays open later for final exams, there is no additional staffing added; the existing staff are shifted from times of day with heavy use, to times of day with lighter use. This would be the same issue for mid-terms. The existing use from 12 am-1 am during final exams is not that robust as it is. We could try extending the mid-term hours for one week in Spring 2016 and see how much use there is, presuming our staffing in Spring 2016 is not reduced from what it is now.

A student was looking for a tutor for Chemistry 2 because currently there is only a tutor for chemistry 1. What can be done in situations such as this?

The Subject Tutoring area of the Academic Services Center currently has three (3) students tutors (And one professional tutor) for a variety of Chemistry courses, including Chemistry 2 (CHE 211 & CHE 212). If you are having trouble locating a tutor on GradesFirst, the system we use to schedule tutor appointments, please see the secretary in Room 107/108 of the Library. She will assist you in securing assistance. Each year, the ASC canvases faculty in the science departments (and across campus/disciplines) for additional tutors and also posts the open positions on the Student Employment
website. We hire as many students needed each year where we possibly can recruit tutors. Please see the secretary if you cannot locate the assistance.

**What is going on with the faculty Union contract? Can professors to and from schools and have benefits cut down and will decrease research funds?**

Union contracts are negotiated by individuals representing the unions and individuals representing the Board of Governors (BOR) for the Connecticut State Colleges and Universities. They decide when to share information regarding of the negotiations. When that happens you and us will know at the same time.

**Why don’t all professors post midterm grades?**

There is no mandate that professors submit midterm grades. The University encourages professors to submit midterm grades but cannot require them to do so.

**Why is the library not open past 6:00pm on Fridays? How about 8:00pm?**

The library sets its hours based on the “gate counts” which are compiled from counting devices that record every time a person walks through the Library entrance on the 2nd floor. With limited staffing, in which positions are held vacant by the University to stay within the budget, the Library staffs the hours that have traditionally shown the most use. Fridays between 5-6 pm when we close show very light use. The library used to be open on Fridays until 8 pm and we cut those hours due to light use when our staffing was reduced. We know that some people would like us to be open later on Fridays, but it is costly to stay open for the very few people who would actually come in. By contrast, on Fridays, the other 3 CSU libraries close at between 4:00 and 4:45 p.m.

The specific data compiled by the Head of Public Services from our daily and hourly gate counts show:

“The need for Friday hours is difficult to determine. In Spring 2015 the average Friday 5-6pm gate count was 25 people going both in and out of the library. When we extended hours 6-8pm for finals week that semester we had 11 people activate the gate 6-7pm and 22 people 7-8pm going both in and out of the library.

These figures aren’t much different than the average gate counts recorded for the past three years and before that.

As always I note these counts are individual gate activations . . . we don’t how many people came in and how many went out because our library entrance/exit lanes are the same. It would be normal to have 4 or 5 of the activations at the end of the day caused by staff locking doors, custodians, and other library building staff leaving.”

By contrast to the use of the building during Fridays 6-8 pm during final exams (when one would expect the heaviest use of Friday evening hours), the normal use on Mondays-Wednesdays during that same time frame is 85 (vs. 11) and 61 (vs. 22). It is really hard to justify more hours on Friday after 6 pm.
Can the library house be extended during mid-terms?

See answer to question 8. Above.

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**Why the Wi-Fi is limited/slow**

This is due to bandwidth, more than 11,000 devices are connected to ECSU-BYOD. On Monday November 23 bandwidth was increased from 1 GB to 3GB with a final move to 10GB within the next few weeks.

**When having problems with MAC connecting with printer who should I contact?**

The install process to connect a student’s laptop (MAC or Windows) to the Pharos Printing is found on the student page (ePrint). If the install process fails students can call the ITS Help Desk or visits the Webb 410 lab.

**Why is it hard to log in and stay connected to the wireless network?**

The best method to connect to ECSU-BYOD is by registering each wireless device. Once registered username and passwords will not be required to connect to ECSU-BYOD. If the registration process is not completed contact the ITS Help Desk or visit the Webb 410 lab.

**What happens is a student runs out of money for printing?**

Additional printing funds will be added, contact is Steve Nelson. To date one student contacted me, additional funds were applied.

**The MACs are not updated in the residence halls – the adobe product isn’t updated, but it is in Webb. Please advise us on this?**

This has been addressed and is all set now.

**Blackboard doesn’t make us log in every time on my computer or my app in high school but it does here at ECSU. Is there any way that can change?**

No, login is required on all Eastern PC’s. Personally owned devices may be set to remember passwords although this is not a recommended option

**The room that I have has a Wi-Fi box so I can’t use the Ethernet. Please explain?**

The wireless access point (Wi-Fi box) requires a hardwire connection.
At the beginning of the year, we had very fast internet and it has slowed down significantly. Will it speed up again or will it stay slow because more people are using it?

The bandwidth has been increased with plans to add additional bandwidth.

**Computer lab stops working at 12:30, can that be extended?**

Adjustments to the Deep Freeze maintenance windows is being researched. A balance between up-time and keeping the computer’s patch cycle up to date must be considered.

**My MacBook won’t connect to the printer and it hasn’t for three years. What can be done?**

This was addressed at the meeting and the student was going to check for the installed printer.

**How long does the deep freeze last?**

The importance of Deep Freeze was discussed at several meetings, a balance between up-time and keeping the computer’s patch cycle up to date must be considered.

**Can we use Wi-Fi to connect to personal printer for those who cannot afford to pay for printing?**

Yes, wireless printing is supported.

**Can we have printing with Linux?**

Being researched.

**Will BYOD to be spread in academic building, if so when?**

Yes, beginning this winter.

**How do we resolved cable TV channel issues?**

First point of contact for TV issues are the Hall Directors. Each Hall has a test television provided.
Can computer labs have linger hours?

Adjustments to the Deep Freeze maintenance windows is being researched. A balance between up-time and keeping the computer’s patch cycle up to date must be considered.

Students would like the sidewalks outside of Hurley cleaned more often. When food is dropped outside it tends to stay there for over a week and stains are left on the sidewalk because of that. What can be done?

Based on a complaint earlier this year, the Facilities Grounds crew is checking the area outside of Hurley on a regular basis and has processed an order for a power washer that can heat the water to clean the sidewalks better. We have also asked the Community Providers group that picks up trash on campus to monitor the area more closely. We would in turn ask that students report an issue when they see it, or if they drop something, try and pick it up. There is a trash receptacle located outside of Hurley.

Can the large circular fountain on the sidewalk outside the new Fine Arts Building be cleaned more often so there is not garbage in there and the water is clear?

Yes it can. I would also note that facilities staff checks it regularly when performing daily tasks around campus.

Can the University have more purified water fountains, similar to the ones in the Sports Center, in other areas around campus?

We are planning to add these in the Student Center and other Academic buildings as funding permits. They have also been incorporated into our new campus standards so when new buildings are constructed or renovated, they will be utilized.

Since all recycling is single streamed now students think it would make more sense to change out the recycling bins that are currently in the student center and change them to single stream bins? What can be done to address this?

We have already received pricing to get these changed out.

What is to become of Shafer Hall when the new fine arts building is open?

Shafer will be converted to student housing. The design process is underway and construction is expected to kick off in 2016, the renovated building will house approximately 90 students in loft style suites. Shafer Auditorium is planned to remain on line, a small café will be added for use by the general student population, and the Harry Hope Theatre will be converted to a gymnasium to allow much needed recreation space for the general student population.

Why can’t students control the thermostats in Laurel Hall?
Students do have control of thermostats within their suites. All common areas are controlled by a Building Automation System. If you believe your thermostat is not working correctly, please ask the housing staff to place a work order to have it looked at.

**Do we have a green button system in classrooms? Green button on podium will lock doors in case of intruders.**

We have begun retrofitting classrooms to add this feature. The feature is available to doors that have offline or wireless fob activated locks. Classrooms in Webb, Goddard, Sports Center and Communications have been retrofitted. The Fine Arts Building will also have this feature. As funding becomes available, we will retrofit more classrooms to include this feature. Classrooms without fob access would require the lock to be changed out and wiring to add the button to activate the remote lockdown.

**The Fountain outside Goddard has water that is murky, what can be done to correct this problem and maintain it once it is corrected?**

See question above, we would also add that it is important not to add laundry detergent or dish soap to the fountain. On numerous occasions we have had to treat the water to get rid of the suds. This disrupts the PH Balance of the water and causes it to be cloudy.

**Why does the Shuttle App show that the shuttle bus would be at stop in 10 minutes but then would stop and never showed up?**

Clarification of a date and time would allow me to research exactly what occurred. We did discover an app accuracy problem when the shuttles had to modify their routes. That app issue was corrected on 11/4/2015.

**Some of the shuttle bus drivers are not waiting for students at the stops. Even when the driver sees students running to catch the shuttle the driver will only stop for a brief moment and then continue on their route. What can be done about this?**

If the shuttle is empty and the driver approaches an empty shuttle stop, the may continue on the route in the interest of timeliness of their route. They are not looking for individuals approaching the shuttle stops. We can have the shuttle stop under these circumstances if this is a desirable solution.

**What are the plans for south residents to get south campus residents more parking?**

Future parking matters will be addressed in the Master Plan.

**Can there be more clarification of signage for parking so people don’t get ticketed for parking on city of Willimantic streets by Windham police?**

Parking in Willimantic is controlled by the parking commission. Willimantic has a set of ordinances that govern parking and parking signage that the University has not control over.

**The Laurel and Nutmeg parking has been taken away and given to faculty. Why were those spots taken away from students?**

6 spaces designated for general residential parking behind the Science building were reassigned to the new Laurel Lot which has 22 general residential spaces.
In Shakespeare, we can’t park on the first and second floor anymore. What’s going to happen in the winter when we can’t park on the surface lots anymore?

For clarification the ramp to floor 2 and floor 2 are the areas affected. Parking on floor 2 has not changed from last year. The contingencies for winter parking are outlined in the parking brochure under the snow emergency/parking ban header.

When the University declares a winter parking ban, parking will not be allowed on campus streets or parking lots. A parking ban means that all residential students must move their vehicles immediately to floors 1-3 in either of the parking garages or to the Athletic Complex lot. When the parking ban is lifted, students will have two hours to return to their assigned lot. If the ban is lifted prior to daybreak, students must move back to residential lots at least one hour prior to the start of classes. If you fail to do so, the University Police Department will have your vehicle towed at your expense. Check the Weather Hotline for cancellations and parking bans at (860) 465-4444 or (800) 578-1449.

Where is the third garage going to be parked? North campus has much more parking than South, is that going to be evened out?

Future parking lots/garages will be determined by the Master Plan.

Can the University shuttle have a QVCC stop for Eastern students taking classes there?

There is no plan for having the shuttle go to QVCC. There are several logistical reasons including the lack of a private shuttle stop on a public street.

Why did students lose parking on the 2nd floor Shakespeare?

The SGA asked the same question a few weeks ago and provided the following information. The net gain of 36 faculty spaces on the main campus was designed to accommodate the faculty and staff that will move here from Shafer Hall in January. The reduction of 32 residential spaces reflects the difference between the reduction of 48 spaces on the Shakespeare ramp (north campus) plus the 22 added spaces for residential parking in the new Laurel Lot (south campus). The majority of the vehicles that parked on the Shakespeare ramp had residential permits and did not turn over very often during the week. Cervantes is at less than 50% capacity at 8:00 a.m. everyday.

I’ve noticed that a lot of the parking lots, there are random places that there is assigned parking. Is there any way to put the assigned parking together so that we don’t miss the signs and get ticketed?

It is difficult, not to mention an eyesore to post individual spaces for parking. There is no specific lot on campus being considered for group assignment as this would affect others already parking in those areas. Please refer to the parking brochure for accurate parking information or call 860-465-5310 or 860-465-5502.

What has been done to increase protection with violence on around campus?

If there is a specific incident in mind please let the police department know. In the recent past we have added 5 Buildings and Grounds Officers to patrol the campus between the hours of 7:00 p.m. and 7:30 a.m. We also have more police officers on staff than we had this time last year.
Can the shuttle have a stop at the High Rise?

a. The shuttle no longer travels to High Rise (this ended several years ago) because Village Road is too narrow for safe travel by the shuttle.

Can Hurley be open later than 8 pm?

Hurley was only open until 7:30 in the past and we have extended it until 8:00 pm. The extending of the hours of operations affects the meal plan costs. This is something that could be in discussion with the school for the next year contract.

Can trays be given out in the morning before 11 am because some students work at 8 am and have to rush to eat?

The to-go plan was designed when the school had a larger freshman class and there were dining room seating capacity concerns during lunch and dinner time. It is a supplemental value to existing plans. In order to keep meal plan costs down and affordable. The “to-go” option is only allowed 3 times a day. Lunch, Lite Lunch and Dinner.

Are there any plans to renovate Hurley Hall?

Yes there are plans to renovate in the next master plan.

Hurley currently starts serving hot breakfast on the weekends at 11:00 am but students who are on sports teams have games much earlier than that and they are not able to get in a good meal before their game so they would like hot breakfast to start being served earlier. How can this be addressed?

The weekend at Hurley and all colleges is much slower than any other meal periods. This comes down to participation. We do have Belgian Waffles, fruits, yogurts, cereals, granola and breakfast pastries available.

Occasionally the breads and bagels that are served at Hurley have mold on them so students would like the food to be checked on more frequently and more carefully.

I will make sure this is checked daily. We have recently switched to a new bread and bakery vendor and think you will see a great improvement.

Students who have the Silver meal plan are told they have unlimited swipes into Hurley but if they want to get a to-go box of food after eating in the dining hall they are told they are not allowed to. While it is understood that Chartwells does not want people bringing food to their friends who do not have a meal plan many students are just taking food for themselves to save for later. So Hurley should either start letting students take a to-go box even after eating in the dining hall or they should change the description of their Silver meal plan so it no longer says unlimited swipes. Please advise us on the policy and how it works?

See to-go response above. The Silver meal plan is unlimited access to Hurley to eat in all day long. That is how it is advertised to everyone. Unlimited to-go is not an option as this would make your meal plan cost increase considerably.
**Can we have Fobs instead of hard keys for all residence hall doors?**

Most of the residence halls have Fob keys instead of hard keys. That do not are scheduled to be replaced in the so rather than spend thousands of dollars at this time The University will make that conversion at the time the new buildings are in place.

**Can we have an NCAA division III football teams instead of a club Team?**

A University can make that choice and if Eastern Connecticut State University chose to move to Division III football student fees to support that team would increase by well over $100.00 per person.

**CAPS has a long wait time at certain times of the semester what can be done so there is no wait list?**

As a primarily residential campus we do have certain time in the semester when there is a waiting period for an appointment. We always will see students in crisis the very day they present at the Counseling Center.

**Can SOAR for the transfer students should be more in depth and less freshmen oriented?**

We appreciate this feedback about Transfer orientation and will work to make is at comprehensive as what we provide for freshmen.

**It appears that there has been some changes to the forbidden items list for Housing. Can the list to be updated and clarified. For example, it says that residents are not allowed to have duct tape but the students would like to know if they can have it to fix things or tape their own possessions together or if they just cannot have it at all.**

The housing contract, website and publications have been updated accordingly.

**Students would like to have the no smoking policy within 40-50 feet of the building more strictly enforced because there are some people that still smoke directly outside academic building. Also to enforce this policy, ash trays that are directly outside of buildings should be removed.**

We will once again advise the University community of law and will move the containers.

**Is there any way the student center could be extended to a 1 o’clock closing time?**

It is a matter of budget and usage. We do not have additional budget to do that and the use of the building11:00pm and Midnight is minimal.

**My roommates are on the basketball team and the girls in the room want the locker room redone. They said that it isn’t presentable. What can be done?**

We will work with the coach and the Athletic Director to take the appropriate action.
**CAPS and health services close at 5:00pm. What do we do after that? If we call for an ambulance it is expensive?**

We are very fortunate to have Windham Hospital less than a mile away and Natchaug Psychiatric Hospital close by as well. While CAPS and health Services office are M-F 8-5, our Police department is here 24/7 and will assist with all emergencies. An ambulance ride can be expensive if your insurance does not cover it and that is something you should be aware of in advance.

**The “Tell somebody Form” requires too much information when filling it out. How can that be resolved?**

We have check out your claim and believe it does not take that long to complete and given the importance of the information collected hope you will agree. Our form was established using national best practices for what should be included.

**Has to pay $100 to sign up for internship but career services does not know what is it for?**

This was an old fee that is now no longer assessed.

**Why do you lose your license for a certain period of time, if you were caught with possession of alcohol on campus?**

This is a State of Connecticut law and not a University policy.

**Can we change policy of losing on campus jobs if caught with alcohol?**

Some jobs on campus require students to sign an agreement whereby they agree to a standard that should they violate would cause them to forfeit their job.

**Can CAPS come to the residence halls and hold counseling hours there?**

It is not practical for counselors to counsel students in the residence halls for several reasons. First and foremost it would be difficult to protect ones anonymity and then would also lose valuable counseling time having staff traveling to and from twelve residence halls.

**Why does CAPS use interns?**

Just like a hospital setting interns must put supervised hours in for their licensing requirements. Eastern uses interns under the supervision of our psychologists as a way to add staff to the office providing more services to tour students.