You asked the President!

During the fall semester President Núñez visited with the residents in each of the six upper class residence halls. During those visits you were engaged in great dialogue and asked many excellent questions. As promised, here are the questions you asked and the University’s answers.

Are the rooms in Laurel and Nutmeg supposed to have wireless?

Currently, only common rooms are wired in the resident halls on campus. The president has authorized a 1.2 million dollar project to expand wireless to cover a majority of the dorm rooms on campus.

Jacks in personal rooms are broken and never fixed, how can this be corrected?

Students need to log a helpdesk call at http://itshelpdesk/ or by calling the helpdesk at 54346. Students need to leave their cell phone numbers when reporting a problem. This allows the technician to make an appointment with the student to schedule the repair. Students should receive a response within 24 hours, or contact Hema Nathan at 55731 or Kevin Gill at 55793. All students can contact the CIO at 50075 for assistance. This process has also been briefed to the Housing Staff, who will incorporate it into their training program.

Can the process of registration for classes be made more efficient?

ITS is working with the VP for Academic Affairs to determine if cancelled classes can be posted in advance of registration. Dr. Free has indicated, as soon as a class is cancelled, for any reason, it is removed from the registration process. Some classes are held open hoping to fill the minimal number of students to run the course and when that number is not met, the course is cancelled. Additionally, the connection problems are under view by ITS to determine where the latency in registration is occurring; i.e. the network or the server. Once the problem is identified, a correction will be designed to assist students in getting a fast and timely registration process. In the spring registration process, ITS will place a log system on the servers to determine the location of the connection and performance problems.

For printers, there is never paper or never works

Over winter break new multifunction Canon printers will be installed in every residence hall. These machines are similar to the Canon printers in Webb 410 and the library. Students will be charged for their prints and the paper will be provided by the resident director’s office.
Computers in dorm labs sometimes do all rarely work, can you help?

The president has authorized the hiring of a University Assistant to monitor and correct any deficiencies in the computer labs in the resident halls. He will make a weekly pass in each hall, testing and correcting any computer problems.

Can Eastern e-mail be linked to cell phones?

Yes, contact the Center for Instructional Technology at cit@easternct.edu.

Is wireless going to be improved?

The president has authorized a 1.2 million dollar project to expand the wireless coverage to a majority of the dorm rooms on campus. Additionally, any new academic buildings will automatically have wireless installed throughout the building.

When will Inside Eastern be launched?

The anticipated launch for current students is fall 2012. Incoming students for the fall 2012 will get access to Inside Eastern in March 2012, with graduate seniors accessing the Alumni version in May 2012.

What is the progress of getting the faculty email directory in student emails?

Microsoft has promised this functionality by the summer of 2012.

Bandwidth – how much speed can we get for our Internet?

Currently the bandwidth is capped at 250 mb/ps for the campus and is shared by the total number of users on the network. This guarantees each user a certain amount of bandwidth.

WiFi in Residence Halls, is it coming?

The president has authorized a 1.2 million dollar project to expand the wireless coverage to cover a majority of the dorm rooms on campus. Additionally, any new academic buildings will automatically have wireless installed throughout the building.

Will adding new Intranet/Bandwidth raise fees?

Fees are set by the Board of Regents. Within the current fee structure, there is some room to increase the bandwidth without increasing the fees that support this service.
**Why don’t all Ethernet outlets work?**

The University is charged per activated network drop. The University activates each student’s room drop, but relies on the hall director to make recommendations for students to have the common area drops activated.

**Can we improve wireless in Shafer?**

Yes, new wiring is on order to install additional wireless access points in Shafer which will more than doubling the coverage.

**It is hard to adjust as transfers. Can there be more events so that we can meet people?**

Yes, transfer students do need specific academic and support services, events and activities to ensure their success. We are working right now to develop a program initiative specific to the needs of transfer students including a full day orientation program and specific social events.

**Transfer students need major help, what can be done in terms of services?**

The University recognizes this to be true and has developed a committee to introduce new and more comprehensive services and support for transfer students. These new initiatives will include orientation, class advisement and registration and housing.

**Housing selection and the new system complaints and ideas from students?**

The priority point selection process has been used for only one year and we expect that it is not perfect. Students can direct their suggestions and ideas to their residence hall association and the Student Government Association so that they can be presented to the University for consideration.

**Upper classman and freshman dorms need to be separated and it would be easier for freshman to live close to Hurley as it is their only food source so just switch Constitution and Nejadlik and make Occum freshman?**

There are many schools of thought about the distribution of students in residence halls and at Eastern we do house freshmen separately form upper class students. What makes the question you pose difficult is that buildings are built over time and their site location is selected based upon land availability at that time. We will take a look at this to see if it is feasible to make changes.
Are there any plans to improve older residence halls?

Each year the University identifies areas in residence halls that are in need of improvement and then facilitates them over the summer months. For buildings with major renovations needed we may take a building off-line for a semester or year to complete them. The University has a campus facilities master plan that addresses residence halls over a ten year period.

Is Eastern still in partnership with 560 on Main?

Eastern was never in a partnership with this privately owned local residential apartment complex. While we focus on the University’s on-campus facilities we do know that 560 main has good facilities for students who no longer wish to live on campus.

Why don’t microwaves come with the room?

Microwaves are only provided in the lounges of some residence halls and not in every room. Older buildings do not have an electrical infrastructure to support them and while newer buildings may have one in every room is not a feasible and cost effective practice. In certain residence halls students may bring their own.

What is the point of paying the $250 room deposit?

Paying the non-refundable room deposit is a show of good faith that you intend to return to housing. We have more students who want housing than rooms available and the deposit is one way of ensuring students will be honest about their intent to return the following semester.

Why can’t students who only need 9 credits and who are student teaching live on campus waiving the requirement to have 12 to live on campus?

Actually, they can and just need to contact the director of Housing to do so.

I am a Business Administrations Major and the classes are at inconvenient times, what can be done about this?

In Fall 2012 new policies regarding course scheduling go into effect. These policies should result in classes in Business, and in other disciplines, being spread more evenly across the possible class meeting times. The new policies will require departments to offer at least 10% of classes at 8:00 or 9:00 a.m., no more than 60% during peak hours, and no more than 40% after 4:00.

I heard that the ASC will be cut in the next few years is this correct?

There is no plan to reduce either hours or staffing in the Academic Services Center.
Can an email be sent to you if your advisor is changed?

This is a good suggestion. The possibility of alerting students whenever there is a change in their academic and personal information in Banner will be explored.

Is there a way to have an in between registration for transfers or students who live in upperclassmen buildings but are still considered freshmen?

After the initial registration period when a student enrolls at Eastern subsequent registration dates are based on the number of credits earned. This policy seems to be the most fair and ensures that students have greater access to courses the closer they are to graduation.

Registration for classes is still a problem, what plans exist to make it better?

The most common problem that we hear about registration is that seats are gone by the time some students get to register. We try to offer as many seats in classes as are needed for students to complete their graduation requirements within four years. The problem is that we cannot offer enough seats at some of the times that students prefer. This is the result of limitations on the number of classrooms that are available and the number of faculty who have the expertise to teach those courses. When we realize that there is a shortage of seats in a course we add additional sections as quickly as possible. If there are more specific problems with registration it would be helpful if the Vice President of Academic Affairs was notified by emailing free@easternct.edu.

What determines class size?

Class sizes are determined when the course is originally proposed by faculty and approved by the dean and Curriculum Committee. When that original class size is approved several factors are considered, the primary one being the teaching technique that is best for student learning. A class that will be based on faculty and student discussion will have a smaller class size than one that is based on faculty lecture. Other considerations are the size of appropriate classrooms, labs, and studios; technology that will be used in the class; and norms in the discipline.

Why can’t student athletes and actors register early?

As noted above, Eastern emphasizes credits earned as the determinant of registration date. Many groups of students have limits on the times when they can take classes and it seems most fair to treat everyone the same, with their registration date based on number of credits earned.
Transfer students need major help, are there plans to make their transition easier academically?

Yes, the Offices of Student Affairs and of Academic Affairs have realized that transfer students would like more support in their transition. A special orientation for transfer students will be held starting next summer and more emphasis will be placed on having faculty available to help them with registration. We have been taking steps to ensure that courses that students have taken at other colleges transfer into Eastern. We would appreciate any specific suggestions that transfer students have. Suggestions would be welcome and could be sent to free@easternct.edu.

Are there any exercise classes?

Yes, there are three options for exercise classes. The Health and Physical Education Department offers some activity classes. These are listed in eWeb. Intramural activities offer wonderful opportunities for exercise. The options are listed at: http://www.easternct.edu/athletics/. Also, there are some student clubs that relate to sports and exercise.

Why don’t adjuncts have office hours? You should look into having an office hour compensation process.

Some adjunct faculty do hold office hours. Offering compensation to adjuncts to hold office hours is a good suggestion but it would be costly and affect tuition rates. Most adjunct faculty are happy to meet with students before or after class. Students should feel free to ask adjunct faculty members to make an appointment to meet before or after class.

Registration is a frustrating process because you have to fight over classes, what can be done?

As noted above, we try to be fair to students by having registration based on number of credits earned. We try to offer the number of courses that are needed in order to give all students a chance to graduate in four years. Constraints on classrooms and faculty resources make this difficult but we will always do what we can to address shortages of specific classes. We detect these shortages as quickly as possible but if a student finds that all sections of a needed class are full they should let the department chair know and should also email the Vice President of Academic Affairs at free@easternct.edu.
Professors are not good at communicating with other professors outside their departments, what can be done?

While there are many ways in which professors do communicate with other faculty members outside their departments, it is most likely that students are concerned about this when there are class conflicts. These class conflicts should be reduced with the new class scheduling policy that will go into effect for Fall 2012. The Education department works closely with the other departments that are important to Education majors to avoid class conflicts but some do, inevitably, occur. Letting the department chairpersons know about these conflicts is important and helpful because changes can be made in class times if there is sufficient notice.

What is the New England Board of Higher Education?

The New England Board of Higher Education (NEBHE) is an information and advocacy organization for colleges and universities in New England. For students its most important function is the operation of the New England Regional Student Program that allows students to attend colleges in other states at reduced rates in certain majors.

What is the progress on TEACH Grants?

Eastern has considered participating in the TEACH grant program but it has some drawbacks. When we have determined that it is in students’ best interest to offer these grants we will do that. The biggest concern is that these grants will turn into loans in many cases and students may not benefit when this happens.

What policies apply when you are on a class trip?

All university policies related to academic, student behavior, and judicial issues apply on class trips.

Is the Communication Department removing the required minor?

There is no proposal to remove the required minor from this program.

Can the professors set time limits on tests?

Yes, they can do that.

Why can Professors require books that aren’t even use in the classroom?

Professors avoid doing this but sometimes they may list a book on the syllabus and then find that there is not sufficient time to cover the book in class or that the book does not fit into the course the way they planned.
Financial Aid Office is always losing paperwork with Student Workers who are not productive and who should not handle important documents? Why is this so?

Most universities use student workers in their Financial Aid offices. The majority of these student workers are efficient, productive, and discreet. Just as with any workers, there are occasionally mistakes made and there are indiscretions. We have guidelines and procedures in place that are similar to those at other universities to protect student privacy and to ensure appropriate management of important documents.

Advisors are not effective, don’t respond to emails and provide information that is inconsistent, how can they be trained better?

Advisors in the Advising Center and faculty advisors should respond to emails and should provide information that is consistent. If an advisor does not respond to email a student should contact Susan Heyward, Director of Advising Services or the Vice President of Academic Affairs at free@easternct.edu. We provide training for both Advising Center advisors and for faculty advisors but will add new forms of training in the future. These will include mock advising sessions and options for new faculty to meet with advisees in the Advising Center where assistance is available.

Why can’t e-mail be sent when classes are cancelled by professors?

Some professors do this but if they are ill at home they may not be able to. Department secretaries do not have student email lists for classes so they would not be able to do this.

Some of my credits did not get transferred, why is that?

Eastern has articulation agreements with many universities for many classes, but if Eastern does not offer a similar class to one taken at another university it may not be possible for us to give credit for it. We realize how important it is to students to have credits transferred in and do everything reasonable to make sure that happens.

Are classes being reduced because of budget cuts?

No, this has not been done although at a certain point, if there are additional budget cuts, it could conceivably be necessary.

Degree evaluation is a waste of paper when applying for graduation, why can’t we improve this via technology?

Some additional information would be helpful to address this complaint. The online degree evaluation tool is used by many students, faculty, and staff successfully.
Are we being charged w/ double graduation fee for student teaching in the fall?

*Individual student circumstances vary but there is no obvious circumstance where a student would be charged twice for graduation. This student may be referring to the situation when a student completes degree requirements for one major in the spring and goes through graduation in May, but then returns to complete student teaching in the fall. In this case there is no second graduation fee.*

Research grant for $500 was not offered this semester, why?

*Occasionally faculty have received grants that have allowed $500 grants for students but this is not a normal procedure.*

Education advisor and other advisors, can we get them to communicate?

*Education advisors and advisors in other disciplines do try to communicate. It may be that there are some students who find that two classes that they need in different disciplines meet at the same time. We try to avoid these conflicts. If a student detects such a conflict they should let the relevant department chairs know as soon as possible. It may not be possible for department chairs to anticipate every combination of courses that student will need to take but once they are informed that there is a conflict they can take action.*

Will we be adding anthropology major?

*There is no proposal at present to create anthropology major.*

We have been placing work orders and they have not been filled. What should we do?

When a work order has been placed by the Housing staff, you should receive a work order number. You should first check with your housing staff to get the work order number and then call Facilities and check on the status of that work order. In some cases, Facilities finds that some work orders were not submitted, so repairs go unaddressed; but in other cases, the repair may take longer than anticipated. In either case, Facilities will advise you of the status of your request and an anticipated time period for completion.

Is it true they are ripping up all the roads at Eastern?

No. The long-range Master Plan, however, does propose eliminating the portion of Eastern Road from the Clock Tower to the entrance of Webb Hall parking lot and turning that into green space. It is the area on campus that has the greatest amount of pedestrian/vehicle conflict, so making it both “green” and pedestrian-friendly are key goals. Additionally, it will extend the current quadrangle between the Library and Webb Hall farther northward so it extends all the way to adjacency with the Communication and Goddard buildings.
Can there be a period to cancel or change the meal plan?

A) Voluntary meal plans must be cancelled before the first day of classes.
B) However, voluntary meal plan participants can be permitted to downgrade their meal plan within the first two weeks of the semester.
C) Upgrades are accepted all semester.
D) Charges for such charges will be pro-rated.
E) During the semester, a meal plan can voluntarily be cancelled if a student withdraws or if she/he moves out of a mandatory meal plan residence hall.

What is the “building” future for Eastern?

A new Fine Arts Instructional Center is currently being planned for the site immediately north of Gelsi-Young Hall. In the longer-term, a new residence hall will be built in the general area just south of the police station. Shafer Hall will be renovated into a residence hall once the Fine Arts Facility permits relocation of Visual and Performing Arts program from this building; and eventually Low Rise will be demolished when Shafer can be converted to a residence hall to replace it.

Speed bumps - do they have to be put back in?

Public Safety and Facilities will review this proposal to determine if this can be done without compromising pedestrian and vehicular safety. It is important to note, however, the pedestrian safety is a paramount concern, so speed control must be enforced on vehicular traffic on the roadways and near crosswalks where sidewalks and pathways bring walkers to crowded areas near the streets.

Why do police ticket on the weekend?

That depends on the locations. Student parking is not allowed in the Webb lot because Webb and Science faculty often return to campus on the weekends and are often carrying items with them. The police must always ticket for Handicapped and Fire Lane violations in all parking lots. Students’ guests should be directed to the Campus Police Building to request guest parking passes before staying on campus.

Lots designated for No Overnight Parking are patrolled and tickets are issued so the police can keep track of what cars belong on campus. The lots can be kept open for users with the proper permits the next day or for events which are sometimes scheduled on the weekends. You are reminded that there is ample weekend parking in both garages where no vehicles will be ticketed.

You are invited to communicate with the police department about parking concerns so you can be assured you can avoid unnecessary tickets.
Are there plans to build south residential parking?

Yes, the Master Plan proposes three parking decks are needed for the southern part of the campus, but they remain low priority projects for either the near term or intermediate term in the future.

Arboretum issues, police stake outs majorly happened this year, deforesting, shape of the whole area has highly changed over the years. What is the plan to revitalize that area?

The Arboretum is maintained as a natural area; some of the changes you see are natural occurrences. There are no plans to modify the Arboretum in the future. The police do not stake out the Arboretum but from time to time they do check for illegal activity or reports of property damage to ensure students can safely and enjoyably visit the area.

At 10 a.m. there is no food many times at Hurley, the hours are horrible, and Saturday early mornings there are no eating options for Saturday class students and Athletes that have games. What can be done?

Continental breakfast should be available until 11 a.m. Please do not hesitate to seek out a manager if there is no food. To extend operating hours longer than they are currently scheduled will cause the contractor’s obligations to exceed the contract terms, so values of meal plans would have to be increased to offset the increases in labor costs. Consistently in the past neither students on food services committees nor food focus groups have endorsed the rate increases needed to cover these costs. Hot breakfast on the grill ends at 9:30. On Tuesday and Thursday omelets are served until 1:30 on the menutainment station.

What is the plan for turning the campus into a sustainable campus?

There are many short- and long-term plans for increasing our sustainability. The Green Campus Committee meets in the Student Center on the third Monday of each month – students are welcome and encouraged to attend so they can learn more about what is happening on campus and offer their ideas and proposals for Eastern to reach better levels of sustainability. Three recent initiatives have recently added great value to Eastern’s sustainability capabilities: a fuel cell is to be constructed by end of spring to add to HVAC capabilities at Science; automated energy controls are in place in Gelsi – Young; and automated lighting controls are being installed in the Library.

Books in Bookstore being sent back too soon, why is that so?

As to the “why” of returning books to publishers before the end of the semester, there are many reasons. Some publishers require them to be returned before a certain date. The returns process is also time-consuming and labor intensive. If the store delayed until December to do it, it would be receiving next semester’s books before making returns for the current semester.
The store’s December payroll hours are mostly focused on buying back books from students, and processing returns of rental textbooks before deadline dates occur.

**The Occum Meal Plan has limitations:** Can’t swipe twice in one sitting (Sit down to eat and then try to swipe again for a To-Go Box), No To-Go for Breakfast (any day of the week) or on the Weekends, To-Go boxes getting smaller, Exceptions for Medical Reasons – What can be done?

The Occum meal plan is unlimited up to 120 meals per semester. You may swipe your card for both dining in at Hurley and a To-Go Box during the same sitting. Chartwells is going to make sure all cashiers are aware of this option. To include breakfast and weekends it will cost more. The boxes are not smaller; they just don’t have the compartments inside.

**Why can’t Burr residents park on campus?**

Resident, first-year students are not granted parking permits. Only students who have a sufficient number of credits can receive a residential parking pass. Qualified students with residential passes that live at Burr can park in the Noble lot, designated areas in the Shafer lot (High Street Side), and in the parking garages.

**Why do meal plans come with residence halls?**

Almost none of the required halls have kitchens. Occum residents are required to have a (moderate-size) plan because, like other halls adjacent to Hurley, it has an advantageous location in north campus.

**There are no signs in the Burr Hall parking lot that say Commuter. As a result, we get tickets. What are the options?**

The recent construction in the Shafer Lot (not the Burr Lot) temporarily created some confusion at the outset of the fall semester before the lot’s signs could be re-installed. Anyone living in Burr need only contact their hall director or campus police for directions about proper parking in that lot.

**The garbage trucks are loud, can we delay them?**

The bins are emptied in the early morning hours so trucks are not dominating vehicular traffic during hours of normal class scheduling and hampering pedestrian activity in the crosswalks.

**The Bell outside of Constitution goes off due to water pressure. Can this be changed?**

This bell provides a safety feature that indicates the water pressure is low. For that reason, it has to be maintained 24/7 by code.
There should be a chicken fingers standard every night, can this occur?

As much as practical, Hurley offers a large variety of menu options as well as a balance choice. It does offer different types of chicken on the salad bar, a deli station daily and chicken fingers on specific menu days. You can go to dineoncampus.com/easternct to see when it will be on the menu next.

Is the time Hurley is available ever going to be able to change?

The current hours are based on student input. In order for the hours to increase, the University will have to negotiate with Chartwells and determine the cost impact on meal plan rates. In the past, student food committee members and/or food focus attendees have not favored the extra cost impact on the meal plan rates.

Parking tickets have been very brutal and now we get Weekend parking tickets. Why did they change it?

The campus police have not changed their routine for issuing tickets on weekends or weekdays. At the Campus Police Building, you can request a copy of the campus map and campus parking regulations.

Will the Sports Center be getting a new pool?

Either a new pool will be built or the existing pool will be greatly enhanced. The program for the final building program will be reviewed when the funding for design is released. The final decisions about what the building addition will include and how the existing building will be renovated will be made at that time.

Will there be more parking on north campus than south campus?

For the foreseeable future, the current lots and garages provide a more-than-sufficient number of spaces to meet student, visitor, and faculty/staff needs. In particular, the garages were deliberately built in their respective locations so vehicular traffic could be kept on the campus perimeter.

Can we develop a time slot to park in fire lanes to unload outside halls?

No, it is against the law to park at any time in fire lanes.

The University does allow parking in front of residence halls for move in and move out because the activity can be monitored. If you have a larger item to bring in to or remove from a residence hall, you can contact the campus police who will stand by while it is being moved.
I paid $2.67 for half a gallon of milk in the Library Café, why so much?

The milk sold in the Library Café in the half gallon is competitively priced compared to pricing in convenience stores.