You asked the President!

During the fall semester President Núñez visited with the residents in each of the 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.

Why did the Wireless service crash at registration time?

This is a problem within the CSU system with the registration application. Additionally, if students are using a wireless connection, this service doesn’t provide adequate throughput to support registration. Next semester, students will register starting at 6 am, through a different protocol, ITS will be on campus at 6 am to monitor the registration process, with the hope of pinpointing the location of the congestion. There is a possibility that some students’ PCs are contaminated, causing the connection problems to be problematic.

Why was registration so hard connecting to and staying on from the wired computers?

See above answer.

When can we expect more wireless is service?

President Nunez and the Board of Regents-IT office have authorized a 1.2 million dollar upgrade to the residence hall wireless infrastructure. This project is managed and designed by the BOR-IT and Department of Public Works, who control the actual timing and funding. The project is tentatively scheduled to start next summer.

After we graduate, how long does our email account work?

Your email account at Eastern is available to you for life.

Why is the printing acting up, only working part time?

Any printing problems should be reported to the RA or Hall Director, who will report them to the Helpdesk for correction. Students are encouraged to visit the student portal, technology passport to ensure they have the latest print drivers, to ensure a good printing experience.

Why don’t Ethernet cords in Mead common rooms work?
The University is charged by the BOR-IT office on a per active port basis. Only the ports in the actual bedrooms are activated during the semester. Students who desire the common rooms activated, should contact their RA or Hall Director to request this services on an as needed basis.

**Why does it take a long time for the IT workers to come and fix the ports?**

In some cases the ports are deactivated by IT when students use the network in an inappropriate manner. IT Technicians are not allowed into a student’s room without an escort; in many cases the actual student requesting assistances must be available. It is advisable that students who need ports reviewed and reset should provide their cell phone when requesting assistances, this will make it easier for the technician to schedule a services call.

**Why am I unable to print double-sided on the printer in my dorm?**

The printers are set to default to single sided copies. If you desire double sided, please notify your RA or Hall Director. However, your cost will be per printed page, so a double sided printed page will cost .10 to print.

**Why are we are charged twice for double sided printing?**

Because you are using ink on both sides of the paper, the system is setup to charge based on the number of inked pages, not the number of sheets of paper processed through the printer.

**Why doesn’t the Shuttle app doesn’t work very well?**

In some cases students were using the wrong shuttle route when monitoring the app. Additionally, the drivers are required to take a 15 minute break every 4 hours; you may be monitoring the shuttle during the drivers respective break time.

**I often get “kicked-out” of a wireless session why is this happening?**

The wireless access points are limited on campus, therefore ITS restricts access to a 60 minute time period, requiring students to log back in to retain the session.

**Why is the printing in the MAC lab so unreliable?**
To answer this question, ITS requires specific information and data on the lab location, error messages and program in use during the printing process.

**Why can't students in the dorms set up their own wireless router?**

As a convenience, however this causes the network in the dorms to crash.

**How come the shuttle app doesn't work anymore?**

See previous response on shuttle app.

**Why do I have to sign in every time we have to use wireless?**

This is for security reasons and to limit access to members of the campus community.

I am a communications major, I need to take com 220, there are fewer than thirty spots per semester for two sections total. It is also a tier 2 and so I am having trouble getting into this class. What can be done to assist?

Communications Department Chairman John Hale provided the following information. COM 220 is not a required course. The Communication Department has added one section for Summer 2013 and has considered adding additional sections but there are concerns about the wear and tear that this places on equipment. The Communications faculty feel that Communication majors would be helped by taking other applied technology courses for the LAC. They feel that majors could benefit from Computer Science and Digital Arts options if they are not going specifically into production.

Another student is having trouble getting into a communications class, she asked to overload, but communications has a strict no overload capable. Had to go to the dean, the professor still gave the student trouble with this issue. How has this been streamlined?

Communications Department Chairman John Hale provided the following information. The Communication Department has a policy of not overloading students into classes unless they are a graduating senior (that semester) and a Communication Major. They do this because many COM classes are technology, writing or performance heavy. To increase from the optimum numbers could compromise the integrity, intent and direction of the course. With courses of 41 or 42, there is a university cap in effect.

**Why doesn't the University have a requirement to have a leadership/public speaking/interpersonal communication course for students?**
Communications Department Chairman John Hale provided the following information. We currently have public speaking, professional presentation and interpersonal communication courses in place. A leadership course could be a fine addition; however there are budget restrictions and many other considerations, including faculty availability to consider.

**Why isn’t Accounting 310 (a class needed for graduation and to go further in the major) not offered next semester?**

The availability of qualified faculty to teach this makes it difficult to offer this course in the spring. Usually students take this course in the fall and then take 311 in the spring. A section was added for the summer when the Accounting faculty are available. A search is in progress for an additional Accounting faculty member and when this position is filled it will be possible to offer more sections of coursework.

**Why are many classes only offered in certain semesters? For example, an art major has to wait until next fall to take courses that they need.**

There are two reasons classes are only offered in certain semesters. One reason is that we do not always have enough faculty members to offer courses every semester. A second reason is that there are not always enough students interested in a class to support more than one offering of the course a year. We do not ever want this to stop a student from being able to graduate on time, though, so if it looks as if your graduation will be slowed because a course is not being offered, you should talk to the appropriate department chairperson or dean.

**Why can’t students get an Education Program Advisor before getting into the program?**

Department of Education Chairman Hari Koirala provided the following information. Admission to teacher certification programs at Eastern is managed through the Committee for Admission and Retention in Education (CARE). Students interested in certification programs can contact the CARE Coordinator by sending an email at CARE@easternct.edu. They can make an appointment with the CARE coordinator before applying to the program. If students are interested in general information, the CARE Coordinator will provide them with necessary advisement. If students know their area of interest, the following faculty advisors are available for advisement.
Integrated Early Childhood/Special Ed., N - K - Elem. 1 - 3 (ECE)

*Dr. Jeffrey Trawick-Smith, (860) 465-5232 or trawick@easternct.edu

Elementary, Grades 1 - 6

*Dr. Ann Anderberg, (860) 465-0109 or anderberga@easternct.edu

Secondary Math, Grades 7-12

*Dr. Hari Koirala (860) 465-4556 or koiralah@easternct.edu

Secondary Science, Grades 7-12

*Dr. Jeanelle Day (860) 465-4532 or dayj@easternct.edu

Secondary English/History/Social Studies, Grades 7-12

*Dr. Leslie Ricklin (860) 465-5229 or ricklinl@easternct.edu

Physical Education, Pre-K-12

*Dr. Darren Robert, (860) 465-5184 or robertd@easternct.edu

Students are encouraged to contact the CARE Coordinator or one of the advisors before they plan to apply to the program. The students are also encouraged to join the Education Club as soon as they know they are interested in education. The Education Club can be reached at edclub@my.easternct.edu.

How do I change my academic advisor?
To change your academic advisor you can go to this web link to print out the Change of Advisor form. [http://www.easternct.edu/advising/documents/ChangeofMajor-Advisor_004.pdf](http://www.easternct.edu/advising/documents/ChangeofMajor-Advisor_004.pdf) There are instruction on the form for how to complete this process.

**How can the hours in the Advising Center be extended?**

The Advising Center Hours for Fall 2012 are: Monday- Thursday 9AM-9PM, Friday 9AM-5PM, and Sunday2PM-9PM. Staffing constraints prevent the expansion of hours but we would be glad to consider changing hours that the center is open now for hours that would be more convenient for students. Specific suggestions for what changes students would prefer should be sent to Vice President of Academic Affairs, Rhona Free, at free@easternct.edu.

**How can hours in the Tutoring Center be extended?**

The Tutoring Center is open six days a week, Monday through Thursday 9:00-9:00, Fridays 9:00-5:00, and Sunday 2:00-9:00. Staffing constraints prevent the expansion of hours but we would be glad to consider changing hours when Tutoring Services are available now for hours that would be more convenient for students. Specific suggestions for what changes students would prefer should be sent to Vice President of Academic Affairs, Rhona Free, at free@easternct.edu.

**The Tutoring Center is crowded, can it be expanded in size?**

It is true that the Tutoring Center is crowded. We are considering ways of rearranging the use of space in the Tutoring Services area to ease that problem. In the spring we are hoping to move some of the Advisors who work in the Tutoring Services area to a new location to make more room for tutoring.

**Why does it cost so much for international students to attend Eastern?**

The cost of attending Eastern is higher for international students because their tuition covers more of the actual cost of attending Eastern than does the tuition paid by students who are Connecticut residents. The tuition of all Eastern students is subsidized by the state government, but Connecticut residents receive a greater subsidy than nonresidents. This is because those residents or their families have been paying taxes that are used to support public higher education in the state. Tuition levels are established by the Board of Regents.
Is there a possibility for a Visual Arts minor in the future? You could construct your own minor?

There are several Visual Arts minors available.

Art History Minor (18 credits total): To earn an Art History minor a student must complete 18 credits in art history. Courses with a grade of less than 2.0 (C) will not count towards the minor.

Digital Art and Design Minor (18 credits total): To earn a Digital Art and Design minor a student must complete 18 credits in Digital Art and Design courses with at least 6 of those at the 200-level or higher. Students interested in the Digital Art and Design minor are required to submit a portfolio for admission to the program after completing the two Digital Art Techniques Courses: ART 122 and ART 124. The portfolio will include eight samples of the student’s work (two samples each from Illustrator, InDesign, Photoshop, and Dreamweaver). Portfolios must be carefully prepared according to guidelines available in the art office. Portfolios must be submitted and program admission approved before students can enroll in 300 level design courses. Courses with a grade of less than 2.0 (C) will not count towards the minor.

Studio Arts (18 credits total): A Studio Arts minor consists of 18 credits of Studio Arts courses with at least 6 of those credits at the 300 level or above. Grades of less than 2.0 (C) in Studio Art courses will not count towards the minor. It is recommended that students seek advisement with a Studio Art faculty member.

Game Design Minor (15 credits total): The computer gaming minor addresses the needs of students interested in simulation, human machine interaction and gaming. This is an interdisciplinary minor covering both the artistic and computational needs of the field. Students with such a minor may work with animation, game engines, mathematics, modeling, network design, and state-of-the-art hardware and software. Although the College of Arts and Sciences houses the Minor in Game Design, all undergraduate students from colleges across the University are eligible to complete the Minor.

When looking at my degree evaluations, it states that some classes I have taken are not fulfilled. How can that be?
There is no one answer to this question. In some cases it could be that a class that you thought would fulfill a requirement does not actually do that. In other cases it might be that a course that you thought would transfer in as a specific course transferred in as an elective. It is also possible that the degree evaluation is showing that a requirement is not fulfilled because there are multiple courses required to complete it and you have only taken some of them. Degree evaluations can be complicated and if you have questions you should see your faculty advisor or go to the Advising Center.

**How does one override classes for Sports Leisure major?**

HPE Department Chairman Neil Williams provided the following answer. The procedure for overloading into HPE/SLM classes is similar to University policy: the student should ask the professor; the professor then makes a determination. If the answer is "yes," an "overload" form will be completed by the student, signed by the professor, and then sent to the department chairperson. The chairperson will almost always approve and the forms are filed with the registrar. However, the current HPE department policy is to not overload any classes, except in the most dire circumstances, prior to the first day of the semester in question. Some professors will have "waiting lists" and use those on the first day of the term. Overloads are not necessarily awarded on a "first come, first served" basis; priority is often given to those students with the most seniority. All that is determined on the first day of the semester so another good strategy is to show up at the class for the first meeting.

**Is alcohol consumption on campus still forbidden?**

The University’s alcohol policy does not allow possession or consumption in the residence halls, but does allow under certain circumstances the consumption of alcohol in certain building for social events.

**How do we ensure enforcement of the rules is consistent from dorm to dorm?**

While we strive to achieve this consistency we understand that it varies to an extent. We are working to further develop the training of professional and student staff in order to gain more consistency.

**I don’t go home on the weekends, but I know a lot of my friends go home. There is nothing to do on campus?**

There are many weekend activities for students. In addition to those planned by the many clubs and organizations we also have Late Night programs sponsored by CAB and Friday After Dark
programs sponsored by Housing and Residence Life. For the months of September and October there were 91 weekend events for student this year.

Can students earn priority points while studying abroad?

Yes and no, when they return, their GPA, credits etc. count toward those categories, but since they did not live on campus in the fall and can’t earn participation points, they receive the standard package of programming points (based on the average amount earned by resident students in the fall) that anyone else coming into housing in the spring gets.

Are beds allowed to be bunked in the dorms?

It is allowed in some buildings, but not others because of safety codes. It is best to check with the building Hall Director or the Housing Office in Wood Support Services Center.

Why can’t we house all of the international students in Nutmeg Hall?

What does Eastern’s housing look like in five years?

The University’s Master Plan call for enrollment to remain about the same and as far as building go we will construct a new Fine and Performing Arts Center and renovate several existing buildings.

People with asthma are affected from other students that smoke near the dorms or buildings, is there any way we can create more gazebos for smokers to locate themselves at a safe distance away from buildings?

State law requires smokers to be no closer than 40 feet from any State Building’s entrance and we do our best to enforce that. It is not feasible to have a smoking area outside and associated with every building on campus. Unfortunately people can smoke outside and go back into a building and that does not help either. Students with documented specific health conditions should connect to the Office of AccessAbility Services so that possible accommodations can be explored.

Would the Dance Team be able to perform in the New Fine Arts Building?

Yes, student organizations would have access to performance space when not being used for academic class related work.
What activities do we have for commuters?

The Student Center Activities Office has staff designated for commuters, has a commuter association and works with Student Government Association to plan events and offer services. You can find more information at the following link:

http://www.easternct.edu/studentactivities/commuter.html

Can we have caffeine free sodas in Hurley or the Student Center?

We currently have Caffeine free Pepsi, root beer, sierra mist and ginger ale in both Hurley and Student Center both on fountain and bottle.

Why are there water bottle regulations in Hurley Hall?

This is because of health issues. Filling personal bottles at the fountain heads is a cross contamination issue that can be linked to serious illnesses.

I was parking behind Burr, it was raining, and I couldn’t see the signs. I came back after one night and had five parking tickets on my car. Why is ticketing on campus so very strict?

I would have to see the tickets you received to determine why you received 5 parking tickets there. Please remember that parking tickets can be reissued beginning every new day at 8:00 a.m. and every 4 hours for handicapped, metered, visitor spaces and in faculty/staff lots. We have to do this because issuing just one ticket unfortunately does not discourage some people of parking illegally and just leaving a car in that spot for a week. This becomes a larger issue when that occurs in a faculty lot and faculty members are then forced to park elsewhere or in commuter or residential lots. Ticketing violations on a schedule prevents a domino effect of parking violations.

I think that there should be more guidelines for where to park on weekends, what can be done?

Weekend parking is outlined in the Parking Regulations. There is ample parking on campus all weekend. In the past when we experimented with relaxed parking regulations on the weekend, many students did not move their cars by the start of classes on Monday mornings. Many received tickets which also generated many parking complaints. We have found that the program we use now works the best.

We were not informed that our cars were going to be towed over Windham Tech. A student called Windham tech and they informed the student that they informed the safety over five days previous, but residents were never informed. We had to pay 100 dollars to get our cars back?
That statement is not accurate. The Department of Public Safety was not notified of the event by the Windham Tech Administration.

**Why can’t the University make general + first come first serve parking options?**
The parking plan is very complicated and designed to accommodate the greatest number of students, faculty, staff and guests at specific times of day. The number of cars that need to park on this campus far exceeds the number of parking spaces we have. That’s what we have designed a plan to accommodate everyone that had to be here on specific days and times.

**Is there any easy way to contact the shuttle services?**

The shuttle app is available on the police website. You can get shuttle information by calling 55310 (Option1). If you need to talk to the police dispatcher call 55310 (Option 3). The full number is 860-465-5310.

**Where will parking overflow to with this new plan? And would you purchase Windham Tech if you could?**

The parking plan is very dynamic and changes according to the needs of the university. Right now there are hundreds of available space in the Cervantes Garage. When the Fine Arts Building begins, lost parking spaces will be moved to that garage. Commuters have exclusive parking on the 4th floor of both garages. Windham Tech is also owned by the State and we have no plans of purchasing it at this time.

**Why aren’t there more spaces in south campus?**

There are two garages planned long term for south campus. The academic area parking was a priority

Are there plans for an underground Garage?
There are no plans for an underground garage

**What is being done on the sports center gym/renovations?**

The lobby of the sports center will be upgraded next summer. There is also a plan to renovate the entire building. Design money is in the capital plan in 2018.

**Why are the Fire alarms so loud?**

The fire alarm is required to be at a certain decibel level to make sure everyone hears it.

**Why does it cost so much to do laundry in the dorms when it is free at UCONN?**
To provide the “free” laundry they are including the cost of the service in their housing fee so all students pay for the service, even if they do not use the service. We have chosen to provide access to the service and allow the student to make their own choice.

**Could we have free laundry in the dorms?**

We would need to include the cost of laundry into the housing fee to eliminate the individual charge. We believe it is better to base this expense on individual usage rather than across all residents. It is important to know all commissions for laundry services are provided back to housing to support resident hall activities.

**When a student has a financial hold on their account, what aren’t they told right away as opposed to when they go to register for courses?**

The Bursar’s Office will place holds on accounts after the third week of classes. At that time they send an e-mail notice to the students and their authorized users informing them that they have a past due balance and a hold on their account. They also generate an electronic bill that the student can view via their on-line account. Placing the holds at that time of the semester should give the students the time they need to resolve their balance before registration begins.