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.

Students expressed their desire for either a TA or a tutor for Communication research methods course. Is this possible? Students were also concerned with the lack of tutors for statistics and wondered if this could be addressed?

The ASC works diligently to identify, recruit and employ tutors in high need courses for student assistance. The office is currently recruiting two professional tutors who specialize in upper division social science research, research methods and statistics classes. These positions were very recently vacated by professional tutors who have moved into full-time positions outside of the ASC. We expect to hire by the beginning of the Spring 2014 semester.

Currently, the ASC does offer help for Communication 400 through Dr. Rick Hornung. Dr. Hornung also helps students who are in research methods classes offered by the Sociology and Psychology Departments. Dr. Hornung works with students in these courses by individual appointment during the morning hours 9:00 to 10:00, Monday, Wednesday and Friday. On Tuesday and Thursday, he is available from 9:30 to 10:30. Please e-mail him (hornungr@easternct.edu) or stop by his office in the ASC, Library ground floor.

Next semester, the ASC is pursuing an exciting new initiative with regard to supplemental instruction in which we will have teaching assistants and study groups for several courses. Administrators and faculty are working together to provide these study groups in selected biology, chemistry, economics, accounting and psychology courses. This instruction will be held on a per class basis and run during late afternoon and early evening hours. Currently, the ASC offers supplemental instruction groups for General Chemistry, Principles of Microeconomics and Principles of Macroeconomics on a trial basis. Hours for these study groups can be found by contacting the ASC Subject Tutoring Office.
Why is applying for the education program so cumbersome and why is there little to no help?

All certification programs offered by the Education Department and the Health and Physical Education Department are accredited by the Connecticut State Department of Education (CSDE). The programs are also nationally accredited by the National Council for Accreditation of Teacher Education (NCATE). Because the education programs are accredited both at the state and national levels, the departments must follow strict admission guidelines from CSDE and NCATE. In order to help students understand the admission process, the departments offer advisement using several methods.

1. The Education Department offers six sessions during Summer Orientation and Registration (SOAR) program each year. It also offers help during the transfer advisement sessions.
2. The Education Unit (the Education Department and Health and Physical Education Department) has a position of CARE Coordinator who provides assistance and advisement to students throughout the year. Students can send an email to Ms. Nancy Tarkmeel, CARE Coordinator, 860-465-4543 or Tarkmeel@easternct.edu. Student can also contact Dr. Sudha Swaminathan, Chair of the Committee for Admission and Retention in Education (CARE), (860) 465-4535 or swaminathans@easternct.edu
3. Students can also get information about admission from the Education Department website at http://www1.easternct.edu/education/. On this site they can click on “Admission-CARE” and read about CARE policies, FAQs, and program specific advisement handouts.
4. Provided below is a list of program specific faculty. The faculty would be happy to provide advisement to students interested in education programs. Students are encouraged to contact the following program specific faculty.

**Contact Faculty**

- **Early Childhood** ® Dr. Ann Gruenberg, (860) 465-5268 or gruenberg@easternct.edu
- **Elementary Education** ® Dr. Jeanelle Day, (860) 465-4532 or dayj@easternct.edu
- **Secondary Education (Science)** ® Dr. Jeanelle Day (860) 465-4532 or dayj@easternct.edu
- **Secondary Education (History /Social Studies)** ® Dr. Leslie Ricklin (860) 465-5229 or ricklinl@easternct.edu
- **Secondary Education (Math)** ® Dr. Hari Koirala (860) 465-4556 or koiralah@easternct.edu
- **Secondary Education (English)** ® Dr. Mark Fabrizi (860) 465-0659 or fabrizim@easternct.edu
How can we go about getting the major/minor classes out of the way and then for the last 2 years, focus on the tier classes?

Courses in most majors build on one other—the content of one course must be understood before the next course can be taken. For this reason most majors and minors include courses that can only be taken after several semesters of other courses have been completed. As a result, it usually requires at least 5 or 6 consecutive semesters to complete the courses for a major program and this almost always extends into the student’s senior year.

Student employment needs to be updated so that the students don’t have to go through the troubles of calling and getting a response as to how the position has already been taken. What can be done?

Supervisors of student workers are provided instruction each year on how to post positions and how to follow up once they have completed the hiring process. Unfortunately, some supervisors may not remember to complete the process by informing applicants that the position has been filled. The Student Employment Office will remind supervisors to use the procedures below (taken from the office’s web site).

“Responding to Applicants...

The system provides easy methods to manage your communication with applicants.

Greetings: Greetings are the method you will use to inform candidates of the status of your application and review process. Clicking on the “Greetings” button, as shown below, brings up an email system. The names of all electronic applicants will appear check-marked, meaning they are selected to receive your e-mail. You may also use additional email addresses if you have a non-electronic applicants. A default e-mail is provided to get you started. Feel free to customize the email.

Rejections: Rejections are used to tell applicants that you have completed the hiring process and you have selected another candidate. Always inform applicants they have not been chosen so they can find other openings. Rejections work just like the Greeting function, allow you to e-mail all applicants, providing you with a default email.

In reviewing applicants remember to:
1. Log-in often to your Control Panel in order to review and respond to applicants.
2. Respond to applicants who have filed an on-line application (look for upcoming features that will allow you to respond directly to applicants through e-mail, relaying the status of the hiring process).

3. Follow-up with candidates that you decide not to hire.”


Registration is too slow. How can it be improved?

Registration performance is an IT issue and is being examined and improved upon each semester. One factor that slows down the system is that all students with the same number of credits are allowed to register at the same time. This gives all students an equal chance at getting the courses they want but with so many students registering at one time, the process is a bit slower for everyone.

Students were concerned that their Degree Evaluation did not acknowledge some of the classes that are being taken for the fall semester. Can this be addressed?

Degree evaluations should reflect classes in which a student is currently registered. If an earlier degree evaluation was completed it is necessary to request “Generate a New Evaluation” to have it updated to reflect courses completed or registered in since the earlier evaluation.

Why are some of the professors at Eastern Connecticut State University not using the new technology provided? (Blackboard, etc.)

Most faculty members find that student learning is enhanced through the use of technology. Some may feel that in their discipline or because of their teaching style, technology will not promote student learning and does not provide a valuable support for instruction. Faculty choose the teaching techniques and tools that they feel are the best match for their course content, student needs and their approach to teaching.

What will the new Fine Arts Building have to offer to students at Eastern Connecticut State University?

The new Fine Arts building will benefit all Eastern students by providing state-of-the-art space for the performing and visual arts. In Liberal Arts Core courses, in courses for majors and at cultural events, Eastern students, faculty, and community members will benefit from new art studios, design labs, rehearsal and dance studios, an art gallery, and innovative and high-quality performance spaces.

Every space in the building will incorporate the most modern equipment available. Heating, cooling, and ventilation systems will promote safe and healthy spaces for painters, printers and sculptors. Lighting systems will allow students to learn to use the
most modern equipment. The highest levels of acoustic standards will be incorporated in the auditorium and theatres. Productions and performances that could not be staged in the Harry Hope Theatre or Shafer Auditorium will be possible. The dance studio is designed to both inspire creativity and ensure dancers’ safety. Performing and Visual Arts faculty worked with architects and designers to ensure that the building will accommodate the needs of students and faculty and will also be inviting to members of the local community.

**Advising is very poor especially within the English department.**

Several surveys are conducted each year to assess student satisfaction with advising. While students generally express high levels of satisfaction with advising, staff in the Advising Center and faculty who advise students are always looking for ways to improve. The English department conducted a survey of their students last year and based on the results have been providing support for new and senior faculty advisors to ensure that they provide high quality advising.

**How is our crime rate compared to other campuses?**

Each university has to publish reportable crimes in their Clery Report which is on all the CSU schools websites (usually on the Campus Police websites). The can also search other campuses this way to view their crime statistics. If a school receives federal funding they must publish their crime stats by October 1 every year.

Easterns’ crime rate is one of the lowest in the State and we strive to be proactive in our education, training and community policing approach in order to keep it there.

**Why is the new housing contract so binding?**

The annual housing contract was put in place after consultation with the Student Government Association, the Residence Hall Governance structure and the Board of Regents for the State Colleges and Universities. It was designed to ensure that students who chose to live on campus did so for the year so that students who wanted housing, but could not get it would not be left off. What was happening was that student were signing up and then leaving right before the semester started to move off campus leaving vacancies that could have been occupied by other students who wanted housing, but signed leases elsewhere when we did not have vacancies. The contract is binding to protect the students overall interests. There is an appeal process that is fair and equitable and that considers hardships on a case by case basis.
There are not enough washing machines and too much dryers can that be addressed?

Each residence hall has a laundry room equipped with the maximum number of washers and dryers the electrical and plumbing infrastructure of the building can handle. The University has studied this over the years and added as many machines as possible, given that infrastructure. Some of the older buildings have limitations that do not allow for additional machines and the new building have been built with adequate laundry rooms.

The Laundry website, it would say that the dryer isn’t occupied but there are still clothes in the washer, so it’s not that reliable. What can be done?

The system can only tell when a machine has completed its cycle, not whether or not the person has actually emptied the machine. The technology is not advanced enough for that. We do urge the students to sign up for text alerts telling them that the machine is done. It really is dependent on the person doing the laundry to keep on top of it.

Why is Eastern only putting money on print cards instead of towards laundry?

The University puts monies on cards for printing to support the students’ classroom work and success and does so because of the education mission of the institution. Putting money on cards for laundry machines would cause housing fees to be increased and we are doing our best to keep fees reduced.

Why isn’t Veterans’ Day a day off holiday?

The University celebrates 12 holidays each year, one example being Thanksgiving. Several of these holidays are used as “flex” holidays—Lincoln’s Birthday, Veteran’s Day, and Columbus Day. In these cases, Eastern’s employee unions have negotiated with the State of Connecticut to allow their members to choose whether to observe a particular holiday or work that day so that they may take another day off at some other point in time. While some of our employee unions have designated Veteran’s Day as a flex holiday, the Association of University Professors at Eastern and throughout the Connecticut State University system has chosen to work on Veteran’s Day. In no way is this a sign of disrespect to veterans; our annual Veteran’s Day observance, our Veteran’s Education and Transition Services Center, and other services provided veterans on our campus should serve as clear indications that we respect and appreciate the sacrifices that members of our Armed Forces have made in defending our nation.
Residents would like the Sports Center to be open later (possibly 8pm on weekends)

Looking at the current schedule below it appears that Saturday in the only day of the week we close earlier than 9:00pm. We will research that to determine the feasibility of keeping it open later.

Monday - Thursday 7:00AM-11:00PM  
Friday 7:00AM-9:00PM  
Saturday 9:00AM-5:00PM  
Sunday 11:00AM-11:00PM

Is it possible to have a rent-a-car/zip-car service on campus for students to use for job and internship purposes?

Student Government Association previously explored this for Eastern students and found it to be expensive. The membership fee is reasonable but the driving fee is $7.50 an hour or 69.00 per day is expensive, so they chose not to pursue it.

Is the Eastern Connecticut State University mascot planning on changing?

It is appropriate to note that mascots across all levels of sports have come under scrutiny in recent years regarding the appropriateness of the symbol or words used. There are currently no plans in place to change the University’s mascots. The current mascot for athletics, the “warrior shield” was developed with significant input from students, faculty, staff and alumni. A consulting firm was used develop and present several designs which lead to the approval of our current design. This was done to ensure that our symbol and words would not be deemed offensive.

Can we have Ethernet jacks in living rooms?

The cost of installing additional jacks in the living room is very expensive, the University should complete the wireless project this spring or summer, expanding network access in the living rooms.

Wireless is a problem for the campus, why can’t we hook up our own routers?

The University has a project in place for several years to expand the wireless in the residence halls. That project should be completed this spring or summer, provided the Board of Regents (BOR) moves to approve the design and purchase of the materials.

The Shuttle Bus App is sensitive to cell service and the bus times are delayed. What can be done?
There have been a number of issues with the app this fall, with equipment failures on the GPS and cell connections. The equipment has been changed as recently as the week of 11/18, so the issues should be resolved going forward.

**Residents had trouble downloading Microsoft Software, has this been resolved?**

There are no known issues with downloading the software, if you need assistance, please stop by ITS.

**Residents who own a Mac laptop have some issues with opening Outlook. What is the solution?**

There are no known issues with Outlook on MACs, if you need assistance, please stop by ITS.

**Residents informed Joe that the computers in Nutmeg Hall are unable to sign onto Blackboard. Can this be resolved?**

Yes, this issues was related to the MACs and the network protocols have been adjusted correctly to fix the issue.

**Signing into the wifi for Eastern is inconvenient when you just want to find something out really quick. What are the options?**

This is a security measure to ensure only Eastern students, faculty and staff access the system.

**Can we have a Color printer in the library?**

A color printer will be installed on the third floor of the Library the week of 11/18.

**Blackboard has been slow or impossible to access.**

Blackboard has been hosted by the BOR since the start of the 2013 Academic Year. In the three semesters since this change the system has been problematic on multi-levels. As a result the system is being moved to Blackboard Cloud Services and hosted by Blackboard. This should provide 24 support, monitoring and backup to the application and improved performance.

**What happened to the Luminous Portal project?**

The application and project became unsupportable both internally and externally. Meaning the amount of staff and systems required by ITS to support the application...
became unsupportable. From an external approach, the company that developed the software experienced a number of key staff leaving, resulting in very limited technical support to complete the project.

A replacement portal and mobile application is being developed with a new vendor and the University should complete its due diligence and report back to the students in the very near future.

**Can we go to Webb 410 and print for free if our account runs out of money?**

Only at the end of the semester and if you require specific accommodation prior to that time, please contact the CIO, [tolisanoj@easternct.edu](mailto:tolisanoj@easternct.edu).

**Why can’t you open PDF files on school computers?**

This is a known issue and resulted for security patches installed that conflict with the software. The problem will be resolved during winter break.

**Why do only some Ethernet ports work in the rooms?**

The University only energizes the number of jacks in rooms based on the number of students occupying the rooms. Common area jacks are only energized when requested, because the BOR charges the University on a per jack basis.

**Does Eastern offer virus protection for personal computers?**

Yes, you can download Microsoft Security Essentials from the Microsoft Website as a student. All Windows 7 & 8 machines come with the ForeFront installed. For Macs you can use ClamXAV, a free anti-virus software.

**Is Blackboard able to improve in the upcoming semester?**

Yes, the application is being moved to the cloud and hosted by Blackboard directly.

**Would it be possible to purchase another color printer for Eastern Connecticut State University students to use?**

Yes, a second color printer is being installed on the Library 3rd floor for student use.

**Why is tuition on the rise at Eastern Connecticut State University, especially if the economy is bad?**
The increases in tuition at Eastern and the other 16 institutions that comprise ConnSCU reflect the operating expense requirements of each institution. While it is true the general economy has not fully recovered, tuition increases are required to provide funding for personal services and operating expenses that are not fully covered by the State contribution to the total cost of operations.

**Will an increased amount of cameras be contributed to high traffic Low Rise areas?**

Yes. This project is already underway.

**Can the crime advisory alerts possibly add sketches of photographs?**

In most cases we do not have a photo of a specific suspect. Sketches are possible but we rarely get enough information to produce a quality sketch.

**Residents were concerned because there were car break-ins as well as knife threats.**

We have sent e-mails on the car breaks and have made an arrest in one set of breaks so far. The only knife related case started off campus and the individual chased some of our students to campus and was arrested. No knife was ever recovered.

**Residents want to see more cameras in the parking lots and in the parking garages.**

The current cameras in the garages cover every floor. As we continue our camera upgrade process we will review the overall coverage in the garages and determine if we need more cameras of just higher resolution replacements.

**Residents feel as though there is a lack of emergency buttons and saw them as necessities**

We have over 70 blue emergency phones on campus that are tested weekly while classes are in session. We rarely get any active crimes reported via the blue phones. If there is a specific location where anyone feels a blue phone is needed we will certainly consider it.

**Residents informed President Nunez that cars pulled over to speak with them, as well as fighting neighbors.**

These suspicious incidents need to be reported to the university police when they happen. We had two or three calls earlier this semester about these types of
incidents and they were investigated. As far as fighting neighbors either the Eastern or Willimantic Police need to be notified when these incidents are occurring.

Residents stated that it is scary to walk from class to Noble at 9 p.m.

The street lighting belongs to Willimantic and we have very little control of what they install there. We have added some cameras outside Noble Hall to improve our visibility in that area. Students may consider using the campus shuttle which stops at Nobel Hall on every route.

Residents believe that police officers should escort students who are walking around campus at 6 a.m.

We get calls almost every single day to provide escort services prior to and after the shuttle service begins or ends. If the police officers are not on active calls they do provide escorts as mentioned.

Residents think that there should be cops at certain corners on both sides of campus.

Staffing assignments call for officers to patrol assigned campus areas. Assigning an officer to a fixed post with the current staffing levels is not an efficient or effective use of resources at this time.

Residents state that the new resident hall should not be built near Burr/Noble is because it is unsafe.

The improvements and upgrades to that area of campus will also provide the opportunity to increase security technology in that area. Activity in the south campus area is due to the close proximity to the local community.

What is happening to Shafer Hall when the new Fine Arts building opens?

It will be renovated into a residence hall

When will the Hurley Hall sidewalks be repaired?

Next Summer

Is Eastern acquiring Windham Tech and of so what will the University do with the building and property?

There is no current plan for Eastern to acquire Windham Tech, however, if it did become available, because of its location it would be a very attractive addition to
Eastern’s inventory of buildings and grounds.

**Could Eastern Connecticut State University invest in hybrids in future university vehicles?**

Yes we could. We do consider the option of hybrids and reviewed the possibility of a shuttle that was a hybrid and determined when considering the hills on campus it would not be the best choice. A hybrids continue to develop we expect some will meet our requirements.

**Will there be a third parking garage added to Eastern Connecticut State University, particularly in the South residential area?**

There is a south campus parking garage in the Master Plan. It is a matter of obtaining funding for the garage.

**Can we have more lighting behind Shafer Hall and more camera on campus?**

We will evaluate the lighting in the area of Shafer Hall. We are in the process of Evaluating and adding cameras to the campus.

**Residents think that the street lights need to be on, especially near the new CCE house. Can this be accomplished?**

We have a plan to add five street lights adjacent to 333 Prospect Street (CCE House). The lights will be installed by spring 2014.

**Residents think that these lo and hi rise buildings are not safe, what can be done**

We are adding additional cameras in that area.

**Residents state that there needs to be a new heating/cooling system for lo and hi-rise, what are the options?**

The high Rise has a new heating system – it is a geothermal system that was installed about ten years ago. The Low Rise does need an updated heating and cooling system but we have to add additional housing before we can do this renovation because we need a place to put the residents during construction.

**Residents propose turning houses into parking lots, is this possible?**

Currently we have adequate parking on campus through the use of parking garages and surface lots, however the parking is not adjacent to many buildings. Our master plan includes increasing our campus green space and minimizing surface parking lots.
There is not enough fruit in Hurley dining hall, what can be done?

We actually are featuring more fruits this year than ever before. We have paired up with the Local Horse Listener Farm in Ashford. We have out daily slice fruit, fruit salad, oranges bananas, and grapefruit halves as well as a wide selection from his farm such as 6 different apples(not all at once), peaches, pears and plums.