You asked the President!

During the spring semester 2012 President Núñez visited with the residents in each of the five first year 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.

Registration was very stressful. After one minute the internet crashed. Is there any way we can make that better?

It is very unfortunate that the internet crashed but that is unusual. Information Technology Services has made some recent upgrades to our servers that should prevent this from happening again. Even when this doesn’t happen, registration can be stressful because there is always a concern about whether the courses and sections that a student wants are already filled. We have started using a new system, called Ad Astra, to help us to schedule the right number of sections of each course. We have implemented a new course scheduling policy that should reduce the number of conflicts among courses. Finally, we have tried to improve our Advising services so that students take courses in the right order. This will also reduce the stress of registration.

When will the Fine Arts Building be constructed?

Construction of the Fine Arts Building could begin within a year. Until the building is open we will continue to do everything possible to provide for the needs of Visual and Performing Arts students in Shafer Hall.

Can we alter the ways of getting registration codes instead of pieces of paper because I lose them?

We have tried several approaches to providing registration codes to students. There is a trade-off between making it easy for students to get codes and implementing procedures that make it harder for them to get (and keep track of the codes) but ensure that they see advisors. At present we are requiring students to submit the card with their code at registration because they have to see their advisors to get the cards. This may be a bit of an inconvenience, but it ensures that students get advice about what courses they should take. By implementing procedures that require that students submit a card to register, and that require that they visit their advisor to get the card, we hope that students end up with better course schedules that will help them to graduate on time.
Can registration be totally different from holds on our account? It’s a hassle.

There is no question that having registration blocked by holds on accounts is a hassle. Most holds relate to students’ financial aid paperwork. Students have so many competing demands on their time that it can be difficult for the financial aid office to get them to file the necessary papers for federal aid. By putting a block on registration we can get students to go to the financial aid office and submit the paperwork required for aid.

Can we have Wi-Fi in all common areas in residence halls?

All common areas on campus are Wi-Fi accessible, there is a project underway to increase the number of Wi-Fi access points in the residence halls to cover all areas.

Will the Intranet inside Eastern be operational next semester?

Yes, that is the anticipated go live date, fall 2012.

Can we have at least one Macintosh computers in every dorm?

Yes, during the summer, additional Macs will be purchased to place on in each residence hall computer lab.

Why does the wireless timeout in the residence halls?

For security purposes and to ensure access, the systems are locked to time out after 60 minutes.

Is there any way we can get wireless into residential hall individual rooms?

Yes, a project is in the design stage to expand the wireless to all residence rooms.

Can we have a computer on each floor in Burnap Hall?

Yes, ITS will move to add one computer in each common area of Burnap and Crandall.

When will Eastern have an Intranet for its students to use?

Fall 2012
Why do residents have a slow internet connection, even when the internet chord is plugged in?

The internet connection is approximately 200 mb/ps shared by the entire campus community. Depending on the number of community members on the Internet at any given time, the bandwidth is shared amongst all 6500 member of the campus.

Are there any places to go on campus where you can bring your laptop?

Wireless is available in most academic buildings, such as the library, Webb Hall, Science, Shafer, Communications, and non-academic buildings like the student center and residence halls.

Why do you have to sign-into your account multiple times while using Wi-Fi?

This is for security purposes.

Why do we have to have only wireless in Winthrop Hall?

All residence hall rooms are wired, if you are experiencing problems with your connection, please contact the helpdesk.

Do we have an IT desk at Eastern?

Yes, the helpdesk can be reached at helpdesk@easternct.edu

Is there a possibility of having Fraternities and Sororities?

Eastern has considered having a Greek System in the past and decided not to move in that direction. To implement one student fees would have to be raised considerably in order to support the infrastructure needed to operate the system effectively. University faculty has also not been supportive of such an endeavor.

Can we have bathrooms open for use on each floor within the residence halls?

Some of the residence halls have bathrooms in the lobbies for use by visitors and guests and they remain open. Others have bathrooms on every floor, some of which have remained locked. We will looking into and develop a plan to have more public bathrooms open for use.
Can the University purchase mats for Student Center and new mats, medicine balls and equipment machines for Sports Center Gym.

We are looking at the building codes to determine, based upon square footage and the number of machine in place if there is enough room to allow for mats and medicine balls. If we are allowed to do so we will purchase them.

Can the broken headphone jacks on machines in Student Center Gym be repaired?

Yes, and we will have them checked regularly.

Can we fix the work orders system in the residence halls?

Yes, and we are working to ensure the system is more efficient.

I am from Massachusetts and it was very hard for me to use the career service center. Is there any way we can make this better?

We are exploring the expansion of hours to include evenings for next year and are moving a lot of the services to its web-page for off-site use.

The SGA shuttle has had some problems this semester and left us at the Eastbrook Mall. What can be done to improve this service?

The shuttle is provided by an outside contractor who walked off the job this year as gasoline prices rose. We scrambled to find a replacement and made the best out of a bad situation. We are exploring other options for next year that we hope will be better.

Why can’t freshmen have cars on campus?

There has never been enough parking to allow freshmen to have cars, but on a case-by-case basis freshmen can petition for a parking permit if their reason for needing one meets University criteria.

Can there be more of a variety of pets allowed in the residence halls?

It is unlikely that we would allow more of varieties of pets than those we now do allow are those that are required by law or that do not negatively impact the health and safety of our residents.
Can Eastern implement a better, more in-depth survey to choose roommates?

We will explore other options and if we find one that is more in-depth will seriously consider its use.

Does Eastern have HBO?

Yes, it is supplied within the fee structure one pays to live on campus as part of the cable package for the residence halls.

Can traditional-style first year halls (Crandall, Burnap), have better security during the day hours when the RA is not on duty?

All of the entrance doors are locked 24/7 and the buildings are staffed some hours during the day. Adding more staff for more day-time houses would translate into higher fees. We will take a look at this issue and make recommendations accordingly.

For Athletics, can we get more priority points if we play more than one sport?

Varsity athletes can petition the Division of Student Affairs for more priority point via SAC and the Director of Athletics.

Can we add other sports to Eastern?

Yes, but when adding sports the University needs to be cognizant of Title IX requirements and the cost of the new sport which will have to be passed onto to students in the form of fees.

Is there a way we can have a travel bus to go see our sports teams play?

We have provided buses to some NCAA games. But there is a cost to do so that students must pay. Doing so for regular season games would be cost prohibitive.

Can we get freshman sign-ins to go away?

It is unlikely that this will occur given the need to ensure the safety of students; especially freshmen who are new to the college environment.
How can we complain about any issues at Hurley with food?

We always have a manager/chef on the floor during peak service hours (i.e., lunch and dinner). The YouFirst comment card box is always available as well as the DineOnCampus www.dineoncampus.com\easternct, our Facebook page, Food Focus Group meetings, and Eastern E-mail system.

Can staff in Hurley put out labels for the food they serve?

PID’s (Product Identifiers) should always be on the serving line with the exception of the salad station and deli. We also have 8.5x11 menus for all of the entrees and specials.

Can Hurley remain open till 8PM?

This would need to be discussed with the university and Chartwells as the current student demand times are reflected in the hours of operation. While some students would appreciate the extended hours the financial impact of longer hours would likely result in additional cost added to each meal plan.

Why is there no to go boxes on the weekend?

The to-go box program was designed to be offered during peak service periods when seating in Hurley Hall was tight and when students were on the run to classes and not always able to sit down and eat. Students typically have more time to eat on the weekends due to fewer classes scheduled. Also, if there is a time where a student will not be around on the weekend, they can always arrange a bagged lunch to take with them. There is a cost associated with the to-go program that is currently absorbed by the university with no additional expense to the student. Expansion of the to-go program might force the cost of the meal plans to increase.

Can you please check the heating system at Constitution Hall?

Facilities was notified and is reviewing the operation of the system.

What are the master plan additions to campus in the next five years?

Assuming the funding in the capital plan is received: Athletic Support Building at the Mansfield complex, Facilities Warehouse, Construction of the Fine Arts Instructional Center, and Communications/Goddard renovation.
Can we look into a shuttle service to get from New Haven to Bridgeport from Willimantic?

This is the first request for this service and the university is unaware of any significant number of students who would be interested before for a shuttle service of this type could be financially feasible. If there is a demand by students on an ongoing basis we would look into the possibility.

The shuttles on campus do not always come when they are supposed to. I was on crutches for the past 6 weeks and one day I had to wait at Shafer for an hour until a shuttle came. Is there any way we can make sure a shuttle is always running?

Without the specific date it is not possible to provide an answer to the delay you experienced. There may have been shortages in shuttle services when we lost a shuttle driver mid-way through the semester. The average shuttle route for one bus is about 20-25 minutes. Students are urged to use the shuttle location software available for their smart phones at http://easternct.transloc.com/ to track where the shuttles are.

When will Eastern have a new more modern dining hall?

We are currently planning a feasibility study to be conducted to determine what changes should consider to be made to our dining facility.

Why can’t Eastern have a subway sandwich shop on campus?

Subway is a national program that is available to us. However, we feel the quality of the Mondo Subs program is better than what Subway has to offer.

Will Eastern have an indoor turf filed in the near future?

There are no plans for an indoor turf field at the present time.

Can Hurley support caffeine-free Pepsi products?

We currently have Ginger Ale, Sierra Mist, Root Beer, Cranberry Juice, Pink Lemonade, Gatorade, CF Tea’s, and Decaf Coffee available in Hurley. If there are other flavors being looked for, please let us know.
Why is Hurley's food not very good?

We would need more specifics than a general comment. Please ask for the manager on duty at the time to discuss your concerns or make comments. We feel that the food available is quite good and have received many compliments on it. We are always looking for ways to improve and design menus around what students are looking for. During our monthly Food Focus Group meetings, one of the questions we always ask is to give us a letter grade. On average we receive a B/B+ letter grade.

We are always welcome your comments and suggestions.

How do I go about ensuring my registration doesn’t get messed up because eastern keeps putting holds on my account when I am on a payment plan?

If you are on a payment plan with Sallie Mae, TuitionPay, it is important to periodically review your account to make sure that your payment plan will cover your actual costs. You can do that by reviewing your on-line bills. We deduct the Sallie Mae Plan from your bill. If you see a balance due on the bill, that means the Plan will not cover all of your charges. If that happens, you should contact Sallie Mae and increase your monthly payment. Otherwise, you are at risk of having a hold placed on your account because of that balance.

Where can we place a comment or concern or feedback for Hurley?

We always have a manager/chef on the floor during peak service hours (i.e., lunch and dinner). The YouFirst comment card box is always available as well as the DineOnCampus www.dineoncampus.com\easternct, our Facebook page, Food Focus Group meetings, and Eastern E-mail system.

Why the 3 hour gap on weekend to get food at Hurley?

The weekend schedule is designed to provide meals during the times when students are likely to eat (brunch and dinner). Continuous service is not currently offered due to the cost associated with it, but the Student Center Food Court is open from 12:00pm to 8:00pm on the weekends.

Are the any plans for Winthrop to be remodeled?

There are currently no plans to remodel Winthrop and our master plan does not include continued need for this facility.
What is the likely hood of us getting an indoor track?

When the Sports Center Addition and Renovation project is initiated a new program will be developed. It is possible that an indoor track will be part of the second gymnasium.