You asked the President!
During the spring semester President Núñez visited with the residents in each of the 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.

Can we expand foreign languages course offerings? Yes, and we plan to do that next year. We are just about to start advertising for a full-time faculty member to teach Arabic or Chinese. This will enable the World Language and Cultures department to offer introductory, intermediate, and advanced courses in a language in addition to French and Spanish and also expand the offering of cultural studies classes. In a few years we plan to add another faculty member (and language) to the department. A new major in Global Enterprise and Cultures is being developed too. This will provide students with an option for a major that blends classes in a discipline with classes in a language.

How can we improve academic advising by advisors? There are two types of advisors at Eastern. There are professional advisors in the Advising Center and also faculty advisors. We have added some new professional advisors so that the advisors can spend more time with each student. Additional training workshops will be held next year for all advisors to enhance their familiarity with the rules and procedures of the academic major programs and to increase their awareness of student development issues. We are also working on making the rules and requirements easier to interpret and follow.

Can we make Wood Support Services less like the DMV? Wood Support Services contains several offices including Financial Aid, the Registrar, the Bursar, and Study Abroad. Except for Study Abroad, these offices are like DMV in that students line up at a window in order to get service. We are making some renovations this summer that might enhance the way the services are provided in Wood. Any specific suggestions about how the services could be improved or specific criticisms would be welcomed and would be addressed as quickly and thoroughly as possible. Suggestions or specific criticisms can be sent to the Provost, Rhona Free, at free@easternct.edu.

Why aren't there more jobs on campus for students? The funds available to pay student workers are limited. Student workers are vital in many offices at Eastern and are highly regarded by their supervisors, so we want to have as many positions available as possible. The constraint on how many positions are available is just the money needed to pay students.

Can the Library open one hour earlier, say 7:00 a.m. versus 8:00 a.m.? Whenever the Library is open there have to be several staff members in the building. This is very costly so the library is only open when there are likely to be several student patrons. There has not been sufficient demand for access to the library before 8:00 to justify giving up hours at some other time in order to be open early. If that changes, or if there are many student requests for early hours, we will change the hours to accommodate student needs.

Why doesn't Burnap have wifi? All residence halls have wi-fi in the common areas; the University has a 1.2 million dollar project to upgrade the wireless infrastructure in all residence halls over the next 2 years. This project expands the number of access points and creates a solid infrastructure.
Why does the E-Web website always crash? The system has some code problems and ITS has redesigned the access controls using a load balancer, which manages and controls access to the page during peak usages times, like registration. These changes should improve performance.

Can we improve wi-fi in rooms? All residence halls have wi-fi in the common areas; the University has a 1.2 million dollar project to upgrade the wireless infrastructure in all residence halls over the next 2 years. This project expands the number of access points and creates a solid infrastructure.

Can we get Wifi in all areas of the residence halls? All residence halls have wi-fi in the common areas; the University has a 1.2 million dollar project to upgrade the wireless infrastructure in all residence halls over the next 2 years. This project expands the number of access points and creates a solid infrastructure.

Why is it so hard hook up personal printer to the system? Connecting a personal printer to the wireless printing system requires you to download drivers and connect your computer to the service. If you need assistance in the future making the connections and setups, please contact ITS staff in Communications 252.

Why can't students have wireless routers? The University computer network operates on a specific addressing numbering system called IP addresses. When you introduce a personal wireless router with different IP addresses, the network considers it a rogue device and will attempt to shut it down. Additionally, any systems that connect to the rogue device will also be locked out.

Which data jack do you plug the internet cord to? Depends on the residence hall, typically it is the bottom jack. To be sure, always make sure you have a blinking light on your end of the wired connection, where it connects to your network card on the pc.

Sometimes the Mac book computers can't upload files to blackboard. Students should make sure they use a wired connection when uploading files to the system.

Why do we have to change our password every 90 days? Password changes are required every 90 days for security purposes.

Can we get a colored printer in the library? ITS will look into color copiers/printers in the Library and Webb Hall to determine if they can be purchased within our operating budget.

Can the shuttle drivers send an alert when on break or broken down? ITS will research this with the campus police for the fall semester.

What plans exist to make the on-line registration process work better? ITS has changed the login access controls and placed load balancers to better manage access to the system during peak times, like registration. The larger classes registering this spring didn’t experience any major problems.

What are the latest plans for the intranet? The intranet, insideEastern will be released this spring/summer to the campus community.
Cable TV package in the residence halls no longer provides NBC Sports. How is this regulated? The state DPUC and Charter Communications regulate the channels on cable TV.

What are the plans for upgrading the computers in the Computer Labs? Systems are schedule to be upgraded every 3-5 years depending on funding. Over the next 15 months, Webb, Science and the Library will be upgraded (2 floors of the library were upgraded during spring break 2013).

The Transloc app and shuttle times are not always accurate, what can be done to remedy this? The system experienced some lag time in the February timeframe and some equipment was upgraded, currently ITS is not experiencing any accuracy issues.

Is there a chance for registration to be faster or become easier? This spring, ITS made changes to the login controls and installed a load balancer, allowing 389 students to register for 1678 classes in 10 minutes.

Can we have wireless printing in the residence halls? Wireless printing is available in residence halls by downloading the wireless printing application from the student portal.

The printing software is not compatible with newer Mac computers, can this be addressed? ITS will review with the vendor this summer.

Students are not currently able to look up faculty e-mail addresses in the e-mail portal, will this be changed? There is a link within the email portal to all faculty email addresses.

Why are we charged double for printing double sided versus on two sheets of paper? You should only be charged .05 per page, regardless if you print on both sides. ITS will check the systems throughout campus.

Can we have weights for the gym in the Burr Hall basement? The campus approach is to have major exercise facilities in the Student Center and Sports Center where, for risk management reasons, use can be supervised. Exercise facilities in the residence halls are meant to supplement the other facilities and are not intended to provide full service options. Given the twenty four-seven nature of the residence halls the selection of equipment was designed to provide a safer option, but one that does allow for good aerobic workouts.

Can students have a student facility for intramurals? Eastern has a very robust offering of intramural and recreational programs and more so than at other Connecticut colleges. The challenge for every college is to have enough space as times when student prefer to participate. Not unlike many colleges Eastern intramurals has to share space with varsity and club athletics as well and health and physical education classes. As a result program offerings are often later in the evening when there are fewer conflicts. Unfortunately, like many campuses we do not have a facility just for intramurals and recreation.

Can we have a TV on each floor in Constitution? There are televisions in enclosed designation lounges in the building were watching them does not interfere with students studying in their rooms. Placing a TV on each floor in the open lounge would create the potential for noise activity disruptive to the students whose rooms are in those areas. Perhaps you can work with your residence hall staff to survey the building to see there are other options.
Can the mailboxes in Constitution be repaired? They are often broken and the combinations do not always work. We apologize for this and have asked the director of housing to have them repaired. We also have experienced some student either forgetting their combinations or how to use them. Please contact your hall director when the lock is not working.

Why do transfers in Mead all have to follow the same rules as freshman students? All students who live in Mead have to follow the same rules because it would be unreasonable to have different regulations for different residents. Most transfer students living in Mead have less than thirty credits and are still considered freshmen by that standard.

If there is vandalism to a door that was not done by the residents, then why will we be responsible for damage billing? If there is evidence that vandalism in a building was caused by nonresidents, the residents will not be billed.

Why does health services not have hours on the weekend? It is simply an issue of resources and hiring staff to provide weekend coverage would drive up tuitions and fees. There is a local hospital within a mile of the campus and we use that for weekend emergency service.

Can more priority points be provided for members of sports teams? Currently athletes get 5 priority points. We are scheduled to review the priority point system this summer and will consider your question.

Smaller freshmen dorms having less RHA dollars equal limited budget for freshmen dorms. Can this be increased for more opportunities? We have always assessed a social fee per student in residence and the programming dollars have not been an issue. Pro-rated every halls has the same dollar amount per student to use. We will do some research to explore other funding models to see what may be more feasible.

Can we get Air conditioning in older dorms? It is not likely that this will happen. Older residence halls are being phased out and will be replaced in the “Campus Facilities Master Plan”. Allocating resources for air conditioning buildings on a list to be replaced would not be the best use of them. Additionally, climate in Connecticut is such that it may only be warm in the halls in September and May proving to be a large cost for a limited time of use during the academic year.

Why doesn’t maintenance clean residence halls on weekends? We have limited funds and cannot afford to provide custodial services 7 days a week. We have one custodian on duty on the weekends but that person is assigned to the Student Center/Sports Center/Library and emergency clean ups.

Why can’t the housekeepers use bleach to clean the bathrooms? Bleach is unsafe for the cleaners to use and is no longer allowed for cleaning?

Are there going to be any new improvements to Hurley? Chartwells is currently working on plans for a new beverage and dessert area. We have initiated a project to evaluate Hurley Hall and its capacity to provide food service for the campus when the entire master plan has been built. We expect the plan to guide us as to whether a renovation or addition is required.

Can we have later hours for Hurley to stay open? Conversations have begun between Chartwells and the University to consider later hours in Hurley. Additional labor cost to stay open will be a factor.
**Why can’t residents take out ‘to go’ boxes before 11 am in Hurley?** One of the reasons the to-go program was implemented was because there might be times where there is not enough seating in Hurley Hall. During breakfast, there are always seats available.

**Why is there a difference in the meal plan prices across campus?** We offer different meal plans but not different prices for the same meal plan.

**Can we have an elevator in Burr?** There is a project in the long term plan to renovate Burr and it includes the addition of an elevator, however that project is not scheduled in the near future.

**Why does the shuttle keep changing schedule?** We have a limited number of shuttle drivers that stick to their routes as close as possible. Some factors that change their routes are when we have requests for ADA services, unexpected repairs issues, when the shuttle drivers realize the need for more spacing between their respective routes. Please use the Transloc APP for the current shuttle locations and route changes.

**When does the contract with Chartwells end?** The initial contract is set to end this year with the option for a 4-year extension.

**How can Chartwells improve the “to go” meals?** What type of improvements, other than to-go meals for breakfast, would you like to see?

**Athletes have practice and Hurley closes before I could eat there, can extra amount be given to athletes?** We are evaluating the option of later hours for the next academic year.

**Can the Student Center food court stay open longer hours?** How late do you think it should be open? The food court used to be open until 10:00pm and there was no business to warrant the later hours.

**Can we get a change machine in the Laundry rooms?** Several years ago 4 of the halls had change machines (maintained by the hall staff) and the usage was very low so they were removed them in 2004 or 2005. Speaking with a representative form Housing they indicated that when the machines were empty they received minimal complaints so they felt it was best to remove the change machines. At the time they were encouraging students to add funds to their ID card using the online card office which became available in March 2005 and made it possible for the students to add funds in any amount 24/7.

**Can the dryers in the laundry rooms dry clothes better?** If there is a problem with the dryer not drying the clothes, report the problem to the Residence Hall staff and they can submit a work order with Mac-Gray at [http://www.macgray.com/laundrylinx/index.cgi?password=warriors&Action=Pass](http://www.macgray.com/laundrylinx/index.cgi?password=warriors&Action=Pass). Also, be sure to only dry one load worth of clothes per machine.

**What construction renovations plans exist for the next year?** Currently the new warehouse and the Athletic Services Building at the Mansfield Complex are under construction. The Fine Arts Instructional Center will start construction late this summer.

**As a Noble resident it is intimidating to walk around campus alone at night. I feel unaware of the procedures if there was an active shooting on campus and wonder how I can be better informed?** Whenever possible we encourage students to always walk with someone especially at night. We do understand that if you need to get somewhere, take efforts
to reduce your chances of being a victim. Stay in well lighted areas, use the shuttle whenever you can, be aware of your surroundings and avoid distractions such as cell phones, music players, etc. We encourage everyone to visit the Campus Police Website and view the Run-Hide-Fight video we have posted there. This short video provides some excellent information about surviving active shooter incidents. The link to the video is: http://www.easternct.edu/police/run-hide-fight-video.html

**Why are Hurley hours short on weekends and even shorter on weekdays?** Hurley hours on the weekends are geared towards when students typically like to eat. In order to be open all day long, there would be an increase of costs to the meal plan.

**There are very few/no vegetarian options at Hurley depending on the day?** There are always vegetarian options available at TerraVe during the week at lunch and dinner, and on the entrée line on the weekends. There are always vegetarian options at the salad bar, deli, and veggie burgers are always available upon request at the grill.

**Is there possibility for an alternative meal plan for freshman who do not eat Hurley?** No, all freshman are required to have a meal plan to eat at Hurley Hall.

**Why does Eastern not have a better variety of food? UMass and Southern have better meals?** We currently have 5 weeks of menus that we cycle through and offer the more popular items more often than every 5 weeks. What types of varieties are being looked for? We always welcome feedback and input when it comes to menus.

**Why are we forced to choose steak or shrimp on premium night?** Students can come up as many times as they want during any meal. When it comes to premium nights, we offer either steak or shrimp when they come through the line, but students are more than welcome to come back up for more of what they didn’t get the first time around.

**Why aren’t there more gluten free options?** We always have made without gluten bakery products near the bread machine at the end of the grill. Our culinary staff is also capable and willing to make meals to order for anyone that has restrictions when it comes to gluten. Students need to be able to allow enough time for the food to be made in these situations though.

**Why can we not get take out before 11AM if breakfast is the most important meal of the day?** One of the reasons the to-go program was implemented was because there might be times where there is not enough seating in Hurley Hall. During breakfast, there are always seats available.

**We have single stream recycling but we are told that we can’t put cardboard in the same recycling containers, why is that?** Someone has given you incorrect information. You can put cardboard in the single stream recycling containers. We are adding stickers to the containers to make it more clear for people.

**Are there any plans for renovations to the downstairs gym? New free-weights to ensure safety Sanitation improvements within the gym?** There is a major project to renovate and add on to the Sports Center in the 2020 plan. We made minor improvements to the downstairs weight room. There are no other plans at this time for other improvements.
**Why can’t Hurley hall allow students to get “To Go” boxes?** To-go boxes are available between 11:00am - 7:00pm 7 days a week. Students cannot eat in Hurley and have a to-go box at the same time.

**Why are there Automatic Lights in the bathrooms?** To save money on electricity. Otherwise the lights would be on all the time whether anyone was in the bathroom or not.

**Can we have an up to date Hurley menu on the internet?** The menus for Hurley Hall are constantly updated. Any time a change is made in the menu program, it is automatically updated on the internet. Menus are also available on our mobile app, which can be found by searching for “apponcampus” in your smartphone app store.

**Can more residents have more south campus parking spots?** There is limited open parking in south campus residential areas. We anticipate that the new Fine Arts Building should open more spaces in the south campus area for residential parking once classes are no longer being held in Shafer Hall. We understand that the garages are a walk from south residence halls so we encourage the use of the university shuttle.