**PRESIDENTS HALL VISITS**

Occum, Nutmeg and Noble

Spring 2018

* **Can the University assist with Financial Aid?**

Students are encouraged to meet with a Financial Aid counselor to explore financial aid resources. Each student has unique financial needs regarding financial aid eligibility for loans, grants and scholarships.

* **Is it possible for “change” machines to be installed in the laundry facilities?**

Unfortunately, we do not have the staffing required to properly maintain and stock a change machine for laundry facilities. Students are encouraged to put funds on their Eastern Express card for incidental expenses.

* **Can we do anything to improve interrupted wireless services with the Residence Halls? (Is it possible to add additional access points?)**

Students are encouraged to report issues with WiFi to their Hall Staff (Office Assistants, Resident Assistants or Hall Directors), so that work orders can be submitted to Information Technology. Many of the issues regarding WiFi are a result of students using rogue devices within the Residence Halls.

* **Can we replace the picnic table outside of Noble Hall?**

The picnic table will be replaced and Facilities will explore adding Adirondack chairs to the area.

* **Please advise why the connection for the Shuttle App is weak. What can be done to improve the shuttle app and its location predictions?**

This was a technology issue involving route assignments and we have made some adjustments. Students are encouraged to contact Public Safety if they are encountering any issues with the app.

* **Is it possible to add an additional shuttle stop by Windham Street Apartments?**

The design of the roadway there makes it too narrow for the shuttle bus to traverse down. That is why the stop was removed quite a few years ago. The only time the shuttle bus ventures down into that area of campus is if there is a student who requires an ADA accommodation.

* **Would it be possible to add a feature to the shuttle app that would allow for the driver to be notified that someone is at a shuttle stop? (This question comes from students indicating that they often wait a long duration at the ball fields.)**

The shuttle bus always goes to the ball field during the daylight hours and when there are lights on at the ball field. Shuttle bus drivers have been advised to continue going to the ball field until all the field lights are out. This has been a routine for several years. Once the lights are out on the fields there's no reason to go to the ball field after dark.

* **Can we replace the treads on the High Rise stairs?**

A work order has been placed with Facilities to conduct a review of the treads on the High Rise stairs. If needed, the treads will be replaced.