Student Town Hall Meeting

Tuesday April 16, 2013 12:00pm
Foster Hall Room 300

Attendees 44 Students 14 Faculty & Staff Total 58

The following solutions and/or decisions were expressed to students:

- Organizations will not be approved to utilize residence hall facilities for meeting purposes.
- An agreement for improved communication with graduate students from the graduate admissions office.
- A meeting was conducted with Thompson's Hospitality management to correct burnt pizza, molded fruit, and salads containing insects being served to student in Foster Hall.

The following concerns were expressed by students during the student town hall meeting:

- **Town Hall Meeting Notifications:** Students expressed that communications referencing the town hall meeting were sent last minute, some didn't hear about the meeting at all. Those that do not have a Twitter or Facebook account received minimal notifications. Students not in attendance expressed that they would have liked to be present at the town hall meeting but were unable to attend due to having class.

- **Laundry Facilities:** Students would like a VSU 1 card option as well as a cash option for washing machines in the residence halls to maintain convenience for students particularly student that may wash outside of campus business hours.

- **Residence Halls:** Suggested that we revisit the RA selection process. Students feel that RA are often unprofessional, and do not exemplify model student behavior on or off shift.

- Students disagree with group punishment methods used in the residence halls. They would like for RE's and campus officers to better utilize resources such as video surveillance to rectify mishaps. Students do not feel that every effort to solve the problem is being made prior to the group punishment action. Mrs. Jackson spoke on behalf of Residence Life to reiterate to students that their cooperation is needed to minimize group punishment actions and enjoys residence hall amenities at their leisure without use permission.

- **Police Officers:** What process do campus police officers take after breaking up a fight? Students were concerned that after a fight has been divided that the students involved may have accessibility to continue to fight at a later time when released.

- **Officer intimidation;** student express that she was intimidated by an officer to admit to a wrong doing that she was no guilty of.

- **Gym Jam:** What can be done to make gym jams a more pleasant experience? Student suggested hosting them gym jam events in small venues to minimize the size of the crowd.
• **Step Show Controversy**: to minimize disruptions from Greek organizations rope off and strategically place organizations in sections throughout the gymnasium away from the stage and floor areas. Concern of mace being used in the presence of small children visiting the campus for the step show activity.

• **Greek Organizations**: Organizations pay $1,200 to utilize campus facilities such as Virginia Hall versus departments which pay only $600. Students expressed that they are forced to double to amount to use campus facilities but do not have large departmental budgets and generate larger crowds and produce greater revenue than most departmental events.

• Students also express that when requesting facilities through Conference Services their requests go unanswered and does not receive the attention it should. They often have to reach out to advisors and other staff members for resolution.

• **Meal Plan Options**: students not able to purchase certain “popular” items served in the dining facilities using their meal plan, they must purchase these “popular” items with cash.

• **Thompson’s Food Quality**: many complained of under cooked chicken in the dining hall facilities. Mr. John Griffin assured students that the chicken is cooked thoroughly by a multistep process of frying and baking, the pink color at the bone of the chicken is a result of fillers added to the poultry for preservation.

• **Thompson’s Service Quality**: dining facilities close and lock entrances prematurely, food preparation is incomplete when the dining facility opens for business, comments cards submitted by student are not properly posted, students in classes past the lunch ending time do not have an opportunity to eat and loose swipes that have been paid for through their meal plan, and condiment areas in Foster Hall are unsanitary, ice and drinks machines are not replenished. Students requested that like RA’s they receive a special pass to consume their meal after lunch dining hours if they have courses that conflict with the dining time schedule. Students also requested that they be able to utilize versus loose and unused meal swipe. Foster Hall dining management informed students of the accommodation capacity (200-250 students) in Foster Hall versus the large number of students the serve daily (1,000-1,200 students).

• **Shuttle Service**: Students expressed that on several occasions the shuttle bus has been late or has not returned to the drop off location to pick up students, the driver is often rude and unprofessional, the shuttle time schedule has not been properly communicated. Students also desire to have the shuttle operate more often. Students were informed that operating the shuttle more often would increase their overall transportation fees.

• **Commuter Students**: desire to bridge the communication gap for students that do not reside on campus. Commuter students express that they are often unknowledgeable of important campus life information, communication styles are geared towards students residing on campus.

• **Campus Grounds**: At 6:00pm each day when the campus gate on 3rd Avenue adjacent to Quad D is closed, the gate completely obstructed the sidewalk. Students are forced to walk through muddy terrain or walk the opposite direction around the perimeter of the building during evening hours. Students feel that both circumstances are unsafe. They do not want to
walk through mud and risk falling and they do not wish to walk around the building during evening hours. Short term solution, gravel. Long term solution concrete sidewalk extension.