On October 21, the departments of Residence Life and Dining Services hosted a town hall inside Dine 49 to obtain student feedback. This meeting was the first of two meetings scheduled for the 2014-15 academic year. The purpose of this document is to outline the comments and questions received during the town hall and outline a response, approximate timeline and process owner of each item.

<table>
<thead>
<tr>
<th>Comment/Concern/Suggestion</th>
<th>Response</th>
<th>Timeline</th>
<th>Process Owner</th>
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<tbody>
<tr>
<td>Inability to provide anonymous feedback on issues.</td>
<td>● Student Action Teams will be created to provide feedback and insight into student needs and wants for both housing and dining.</td>
<td>Feedback Forum (F2) are scheduled to provide informal and formal feedback. Will have response cards available for anonymous feedback.</td>
<td>Lead: Laura McCollough &amp; Pamm Zierfuss-Hubbard</td>
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<tr>
<td></td>
<td>● Publicize feedback button option on UAF Residence Life website.</td>
<td>Spring 2014 (Dine 49)</td>
<td></td>
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<td></td>
<td>● Residence Hall Association established to obtain feedback from students.</td>
<td>November 4, 1-2pm</td>
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<td></td>
<td>● Place comment cards for both housing and dining in multiple locations while further publicizing online survey links.</td>
<td>December 2, 1-2 pm</td>
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<td></td>
<td>McCollough meeting with Andrew Cassel to evaluate social media options/best practices to help promote and communicate with customers for both dining and housing.</td>
<td>Additional Staff</td>
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<td></td>
<td></td>
<td>RHA-Brad Bishop</td>
<td></td>
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<td></td>
<td></td>
<td>Comment Cards/Marketing: Kate Avery</td>
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</table>
### Housing and Dining Town Hall Meeting Follow-Up

<table>
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<tr>
<th>Create marketing collateral for meal plan information</th>
<th>● Combine efforts between Residence Life, Dining Services and Student Action Teams to outline the best way to do this.</th>
<th>Lead: Pamm Zierfuss-Hubbard, Laura McCollough</th>
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<tr>
<td>(examples include RA video showing how to stay on plan or breakdown meal plans to show how many meals per day a student can get with each plan)</td>
<td></td>
<td>Resources Needed: UAF Marketing</td>
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<tr>
<th>Gender neutral housing concerns</th>
<th>● Meet with key student groups to gain information about possible concerns for a gender neutral floor/space.</th>
<th>Requested meeting with Gender and Sexuality Alliance (Scheduled for October 31, 2014)</th>
</tr>
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<td>(Students voiced concern over students on floor be subjected to harassment or possible bullying—would this be creating a negative environment?)</td>
<td>● Continue researching best practices and determine what options would be best suited for UAF (evaluate facility options and then student options)</td>
<td>Creating a Student Action team, open to all students, who are interested.</td>
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<tr>
<td>Who can live on the floor? Is it limited to only LGBTQ students?</td>
<td></td>
<td><strong>Lead:</strong> Laura McCollough &amp; Jamie Abreu</td>
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<td></td>
<td></td>
<td><strong>Additional Staff</strong> Mathew Mund Megan Connaghan</td>
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</tbody>
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<tr>
<th>Add additional water fountains in dorms</th>
<th>● Researching what options we have for upgrading water filtering/bottle fill up stations for lower campus halls.</th>
<th>Determine what the students want for water filtration/bottle filling system.</th>
</tr>
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<td>(specifically lower campus halls)</td>
<td></td>
<td><strong>Research code requirements for water fountains in residential facilities.</strong></td>
</tr>
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<td></td>
<td></td>
<td><strong>Lead:</strong> Rick Danielson &amp; Steve Brister &amp; Bob Crenshaw</td>
</tr>
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</table>
| Heat in dorms is unable to be regulated  
(either too hot or too cold, not able to be controlled in each room) | Met with Scott Bell to determine what options we have for students not satisfied with room temperature. | Lead: Rick Danielson |
|---|---|---|
| Overall concerns about bathrooms  
- Water takes forever to heat up  
- Low water flow in shower  
- Cleanliness is a problem  
- First floor toilets in Lathrop have been clogged all semester | Met with Scott Bell to determine what issues are regarding Lathrop showers. RL is contacting the student who voiced concerns so we can better understand the problem and address.  
- Met with Scott Bell, Rick Danielson, Steve Bristor to discuss issues with toilets being clogged.  
- Danielson, Bristor, and McCollough discussed educating students on the type of plumbing limitations we have with our current piping system (old, interior pipe build up). | Student to be met with to understand facility issues and concerns.  
Create a student friendly reminder that can be posted on the back of all bathroom stalls. November 10, 2014 distribution date | Lead: Rick Danielson, Steve Bristor |
| WiFi bandwidth is slow and unreliable  
| (Can Blackboard be prioritized over Netflix?) | Met with Mike Brase (October 27) to discuss issues. | OIT to connect with student who voiced concern. Will determine more information.  
|  |  | OIT and RL to collaborate on FAQs for common OIT issues. | Lead: OIT & Laura McCollough  
| Storage concerns  
| What if I don’t want the furniture?  
| How to remove unneeded furniture?  
| Wickersham in particular | Emphasize current policies that limit storage and moving of furniture. Distribute to students as part of the room selection/sign up process.  
|  | Meet with Wickersham staff and students to review what furniture may or may not be needed. | Policy can be highlighted on RL website.  
|  |  | Update Room Selection and housing sign up process to include this information so prior to signing contract renters are aware of limitations.  
|  |  | Attend next Wickersham Hall meeting to discuss furniture issues. | Lead: Mathew Mund/Kate Avery  
|  |  |  | Lead: Mathew Mund  
<p>|  |  |  | Lead: Jamie Abreu |</p>
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| Increase variety in Dine 49 (including food and drinks) | - Meet with dining contractor to determine how to increase variety of items  
- Investigate possibility of publicizing number of options at each station  
- Meet with student food groups to determine what other food options are desired. | Initial meeting to discuss possibilities and needs on 11/5. | Lead: Pamm Zierfuss-Hubbard  
Additional Staff: Glenn Teets |
| Increase vegetarian options | - Investigate options to change one station to all vegetarian and gluten-free station. | Immediately. Fire & Ice Station has been changed to all vegetarian and gluten-free items.  
Contact student who requested additional vegetarian options to review menu changes to receive feedback. | Lead: Pamm Zierfuss-Hubbard  
Additional Staff: Glenn Teets |
| Item pricing is too high. Comparing item price to local restaurants isn’t correct as the same level of service isn’t provided. | - Conduct research on other campuses for how retail pricing are determined.  
- Investigate possibility of reducing prices | Outside research started 10/25 to investigate pricing structure. Meet with dining contractor on 11/5 to discuss current prices. | Lead: Pamm Zierfuss-Hubbard  
Additional Staff: Glenn Teets |
| Have “Special of the Week/Day” where an item is discounted for that time period (example: veggie bowl is $6.95 instead of $8.95 for the week) | Work with NMS to determine special pricing or other types of discounts to be made available. | Discuss possibility at 11/5 meeting. | Lead: Pamm Zierfuss-Hubbard  
Additional Staff: Glenn Teets |
| --- | --- | --- | --- |
| Ability to swap items on a menu item (example: vegetarian plate of eggs is $4.95 but standard breakfast is $4.75. Have the ability to remove meat for lower price or different sides) | Conduct research on other campuses for how retail pricing on swapped items is determined.  
Investigate how to provide vegetarian plates for the same price as standard plates. | Discuss possibility at 11/5 meeting with dining contractor. | Lead: Pamm Zierfuss-Hubbard  
Additional Staff: Glenn Teets |
| Pricing on cereal is too expensive and boxes are too small | Investigate switching to bulk cereal | Small cereal boxes will be swapped out with bulk cereal once current stock runs out. | Lead: Pamm Zierfuss-Hubbard  
Additional Staff: Glenn Teets |
| Containers of milk are too small (larger containers are available at Campus Cache but not at Dine 49) | Order additional larger milk sizes to be sold at Dine 49. | Immediately. NMS has 16 oz milk available at Dine 49 now. | Lead: Pamm Zierfuss-Hubbard  
Additional Staff: Glenn Teets |
| Increase emphasis on sustainability (increase fountain drinks and decrease bottled drinks) | Work with Office of Sustainability to promote fountain drinks. | Zierfuss-Hubbard will set up meeting with Michelle Moutin from Office of Sustainability to explore options. | Lead: Pamm Zierfuss-Hubbard  
Additional Staff: Glenn Teets, Office of Sustainability |
## Housing and Dining Town Hall Meeting Follow-Up

| Increase hours for dining (open earlier on the weekends, close later on the weekdays) | • Meet with Wood Center leadership to reevaluate Dine 49 and Arctic Java hours for spring 2015 semester. | Zierfuss-Hubbard will set up meeting with Teets, Anderson and Maxwell to review current hours, traffic and sales to reevaluate for spring 2015 semester. | **Lead:** Pamm Zierfuss-Hubbard  
**Additional Staff:** Glenn Teets, Lydia Anderson, Jeri Maxwell |
| --- | --- | --- | --- |
| Publish menu of regular items and specials | • Work with NMS to update website more regularly.  
• Publicize rotation of menus on website | Menu and rotation are now published on [www.uaf.edu/dining](http://www.uaf.edu/dining) website. | **Lead:** Pamm Zierfuss-Hubbard  
**Additional Staff:** Glenn Teets |
| Post pricing for side items (i.e. addition of avocado, etc.) | • Work with NMS to have side items listed | Discuss possibility at 11/5 meeting. | **Lead:** Pamm Zierfuss-Hubbard  
**Additional Staff:** Glenn Teets |
| Refillable cup where student purchases cup and can get free or discounted refills for remainder of semester. | • Work with Office of Sustainability and Dining Services (NMS) to consider most cost effective method. | Zierfuss-Hubbard will set up meeting with Michelle Moutin from Office of Sustainability to explore options. | **Lead:** Pamm Zierfuss-Hubbard  
**Additional Staff:** Glenn Teets, Office of Sustainability |

### Event Promotion and Advertisement Specifics

| Date of event: | Tuesday, October 21, 2014 |
| Time of event: | 7:00 p.m. |
| Location: | Dine 49 |
| How advertised: | Posters, flyers on doors, Res Life Facebook page and Sun Star ads |
| Where advertised: | ResLife Front Office, MBS Lobby, All Dining Locations, All Residence Halls |
| When advertised: | Multiple times beginning in start of October with budget card, poster in mid-October and Sun Star |
| Number of attendees: | Approximately 26 students - of which 15 were students. |
Housing and Dining Town Hall Meeting Follow-Up

Please join Dining Services and the Department of Residence Life to talk about the new dining facility and meal plans, housing services and upcoming programs. We are interested in student feedback!

Tuesday Night October 21, 2014 7PM-8PM

Join us in
Dine 49

Sample Collaterals
Housing and Dining Town Hall Meeting Follow-Up

It's that Season...

Alright friends, here we are back at this season again. Middlements are here. The first snow has stuck. The temperature is dropping. First things first: study for midterms. This is my fifth year here and I still do it. Middlements usually carry more weight in your grade than regular assignments. Studying is a good investment that will pay off.

Now to the weather. It is getting slick out there. Give yourself more time to get places on foot or in a vehicle. Go slow. If you do wipe out and need to check on your battle wounds, the health center is there for you. The health center is also a great place to go if the darkness is starting to bring you down. Seasonal Affective Disorder is quite common in Alaska. Finally, with the temperature dropping make sure you are bundling up before adventuring out. Also, you may not open your bedroom window if it is below zero degrees Fahrenheit outside. If you have any other questions, please ask your RA!

Upcoming Programs:

Value Village Run with Shirtsie on 10/28 @ 6:30 PM.
Ultimate Sign Up in the 1st floor lounge on 10/23 @ 6 PM.
Ping Pong Tournament in the 1st floor lounge on 10/23 @ 6 PM.
King’s Cup & Battle Shots in the lobby on 10/24 @ 8:30 PM.
Extra Life in the Hess Rec on 10/25 @ 6 PM.
This is a 34-hour gaming tournament for charity!
Pancreats Palooza in the kitchen on 10/26 @ 8 PM.
Cake in a Bug in the Kitchen on 10/29 @ 8 PM.
Get Your Freak On in the Skarland Lobby on 10/31 @ 6:30 PM.

Freak Week Programs:

Pumpkin Carving at Arctic Java on 10/27 @ 7 PM.
Ghoulish Craft Night in the Hess Rec on 10/28 @ 9 PM.
Nanook Horror Theater in the Hess on 10/29 @ 10 PM.
Voodoo Moktak Lounge in the Hess on 10/30 @ 8 PM.
Bongable Bongable Dance in the Hess on 10/31 @ 10 PM.
Kids Halloween Carnival all throughout the MIH Complex on 11/1 @ 8 PM. Look out for more info about this event!

Contact: Olivia @ housing@uaf.edu

Comments, Questions, Contributions, or Complaints?

Contact: Olivia @ housing@uaf.edu

Deer, do you have comments, questions, complaints, or suggestions about the dorms or the food available on campus?
Then please attend this event!

Where: Dine 49
When: 10/31 @ 7 PM
See you there!