

# Graduate Housing Consultative Council Door Knocking Campaign Fall – November 2023

## » EVENT SUMMARY

On **Monday, November 13, 2023**, Campus Housing staff knocked on doors throughout the CLV Graduate Housing community to talk with students about any/all topics that residents felt were relevant to the graduate housing experience.

The objective of the evening was to:

- Provide Graduate Housing residents with an outlet to share what they enjoy about living in CLV, and to raise questions or concerns on any topics/issues relevant to their time in residence.
- Create transparency around any Campus Housing decisions or practices that affect Graduate Housing residents in CLV-North & CLV-South.
- Gather meaningful information directly from graduate residents about their overall Campus Housing experiences.

To facilitate the event, **16 Campus Housing staff** were divided into teams to engage in discussion with Graduate Housing residents. In total, **51 CLV townhouse units** (of 197 occupied units) and **over 71 graduate housing residents** (16% of community) were engaged, providing valuable feedback on how to make CLV the best community for graduate students.

## » STUDENT FEEDBACK THEMES

**Maintenance & Furniture** - Generally, **residents identified the maintenance team as “very responsive” and “helpful”** whenever issues arise. Suggestions for the future include:

- Adding **additional cleaning services** to the residence experience or promoting external cleaning services to the community (for students who want to explore accessing regular monthly cleaning services on their own).
- Finding more ways to share information with students about how to **manage common pests/insects** in units.
- **Replacing current unit furniture** (e.g., chairs and sofas) with more modern and versatile options. Current furniture in units was regularly referred to as “*uncomfortable*”, “*old*”, and “*difficult to clean*”.
- Improving the quality of: the vacuums, ovens in unit, and toilet brushes provided.

**Community Events & Programming** – **Majority of students shared that they really enjoy living at CLV and are having a positive experience.** More specifically:

- Overall, several students mentioned **it is easy to make friends in CLV**, and that they appreciate the support offered from the Grad Dons and the ResLife team.
- **Many students spoke highly of the events** that were planned this term and described them as “*fun*”.
- There were multiple requests from students to offer **more sports-related activities** in future terms.
- Other suggestions included: getting creative with how events are promoted, finding more activity-based spaces.

**Indoor Unit Amenities/Layout** – Many residents commented on what they liked (or disliked) about the layouts or amenities included in CLV units. These were a few of the themes shared:

- **The most common request and comment from all residents was for air conditioning (or better airflow and temperature control) to be available in CLV units.**
- There were also suggestions to improve: bedroom door locks, insulation on windows (especially during winter), water quality and water pressure, ovens and kitchen appliances, window screens and blinds.
- **Overall, CLV-N has a good amount of space compared to off-campus options.** One resident even described CLV units as having “*everything a house needs to have!*”.

**Outdoor Community Amenities** – Many residents commented on the opportunities to enhance the community’s outdoor amenities and greenery. These were a few specific suggestions:

- **Adding more lighting** to CLV sidewalks and intersections, which can get dark during evenings/nighttime.
- Several requests were to **improve the condition CLV (& CLV-N) roads** to make driving safer. To be more specific, multiple residents suggested **highlighting the speed bump** at the CLV Main Entrance roadway.
- Several residents also suggested **building a community garden** as a nice opportunity for residents to connect.
- The community center **bike stations are appreciated**, but there are improvements that can be made.
- Some suggestions were to **improve townhouse unit signage**, making it easier for visitors or deliveries to find and identify townhouse units.

**Application Process** – A few residents mentioned the application process, **mostly describing the application and renewal process positively with a few suggestions for improvement.** Specifically:

- Majority of residents described **the application process as “very easy” and “safe”.**
- One student described running into a technical issue during their Application Process (which locked their application). Others described the application period conflicting with incoming 1<sup>st</sup> year students’ ability to apply for CLV housing.
- **The renewal process was well-received.** However, a few residents commented on renewals feeling early.
- Several residents requested **more flexibility and options for changing roommates**, particularly for residents who live in CLV for longer than two terms. There were also a few requests for processes that would help residents share preferences on future roommates.

**Miscellaneous** –

- **GARBAGE & RECYCLING:** Several residents identified a request for more recycling education and locations. A few residents also suggested expanding recycling and garbage to include composting program.
- **SNOW REMOVAL:** Several residents identified gravel on the pavement makes it difficult to shovel snow. There were also multiple requests to adjust snow removal timing and to make shovels available for those who want them.
- **COLUMBIA ST. CROSSWALK:** Students identified the lack of walkway or safe crossing at Columbia to reach the bus stop.
- **CLV LAUNDRY:** Several CLV-North residents shared their love for in-unit laundry. On the other hand, residents in CLV-South shared their concerns with lack of in-unit laundry for CLV-South townhouses.
- **INTERNET:** Several residents shared concerns with the router placement and ethernet connections in their unit.