

## **SUMMARY of W21 Grad Housing SGCC Focus Group**

Tue Apr 6<sup>th</sup>, 2021 - 5 -6pm

Host: Delores Lanni

Note-taker: Franco Solimano

Participants: CLV winter residents

### Focus Group Topics & Student Feedback Themes

- **CLV layout and townhouses**
  - CLV units are great to hangout in – they feel large, vast, allows you to relate to a flatmate while still having your own space, and like the backyard patio.
  - Great layout to connect with nature – go for outdoor walks, come across animals, see the sunset, connect with nature, etc.
- **General Response to Maintenance Requests**
  - Overall, it was shared that the level of service from CLV maintenance teams was satisfying in the majority of instances. A few negative experiences were shared, mostly related to timeliness or tone of CLV facility email requests and responses.
  - There is confusion around fire extinguisher checks – more specifically, students are not sure when to bring it back inside, as the inspection cards are not always signed by inspectors (so no clarity on whether it was inspected or not, or when to bring it back in). Facilities was notified, and will continue delivering feedback to inspection company.
- **Internet connectivity issues**
  - WIFI connectivity can be very unreliable in some units. Examples were discussed where internet connectivity would drop across multiple devices (e.g., phone, laptop, tablet, etc.) in afternoons/evenings. Multiple students shared similar examples of this.
  - The unreliability or risk of having the internet drop and/or log them out can really affect a student's anxiety or stress whenever internet access is required for an academic commitment or for long periods of time (e.g., during a three-hour quiz, or when writing a professional exam online, etc.).
  - This feedback was shared with appropriate Campus Housing staff/teams.
- **Campus Housing Communications**
  - Some of the communication surrounding the outbreak was confusing, and at times public health contradicted some of the messaging – e.g., one student was told opposite information regarding self-isolation while awaiting test results. Also, one student felt it would be helpful to know if the outbreak was declared across all residence buildings because the number of cases in UWP was so large, or because there were actually cases in every building. It was also confusing for students why they were all being asked to get tested, particularly because many students do not leave their townhouse units.
  - Overall, students like that Campus Housing is communicating openly and is frequently sharing updates about what is happening.
  - Frequency of communications from Campus Housing is overall good, and feels like once a week. Preference is for short and sweet messages, and for one email (or one communication) when possible with all the information instead of receiving multiple messages from Campus Housing over 2 days.

- Pictures are nice, but no need to dress up a message with pictures if there is something critical or important to be shared – can just send the content or info link in these cases.
- All of this feedback was shared with appropriate Campus Housing staff/teams.

- **Community Programs & Events**

- General positive feedback for the enthusiasm behind community programs and the variety in what's being offered. Staff are doing a great job!
- Specific shoutouts for: the cooking challenge, How to Grow Houseplant workshops, and general online Teams activity (particularly for the Buy/Trade/Sell channel).
- Time commitment of events and/or convenience-of-participating in programs continue to be main reason some students choose not to attend. E.g., students can be tired in evenings, food events require planning to source required ingredients in advance, etc.
- One student shared a preference for workshops or events that are informational, and that require minimal participation from participants – e.g., just watching a cooking event, instead of having to introduce themselves and be active participant.
- Moving into residence can mean lots of info to process. Would be helpful if new students moving into CLV (north or south) had a chance to connect with staff more intentionally, like a 1-1 with a don. This could help orient new students better to the area, and set them up with any helpful resources.
- All of these ideas – positive (and constructive) – were shared with Residence Life staff, to be incorporate in future programs and events

**Additional feedback/questions shared:**

- Students all seem to use Teams, and generally check notifications there. The group did not remember getting any information about Discord.
- Location of snow piles around CLV this past Winter created high snow mountains, which can sometimes block intersection angles. This feedback has now been delivered to maintenance team.
- Finding specific units can be hard in CLV, and occasionally delivery or drop off vehicles can have difficulty navigating unit numbers through the community signage. More transparency on the website or in signage was discussed.