On Wednesday November 22, members of the senior management team and the CLV Graduate Operations Committee knocked on doors throughout the community to chat with students about topics they felt were relevant to graduate housing.

The objective of the evening was to:

- Provide single graduate students with the opportunity to share their feedback on all major issues related to living accommodations in Waterloo Residences.
- Provide single graduate students with an outlet to share what they enjoy about living in CLV, and to raise questions or concerns on topics relevant to a single graduate student’s stay in Waterloo Residences.
- Create transparency with decisions and practices which affect a single graduate student’s stay in Waterloo Residences.
- Gather meaningful information about the grad experience.

**WATERLOO STAFF MEMBERS IN ATTENDANCE:**

- Glen Weppler (Director of Housing),
- Mike Iley (Assistant Director, Residence Facilities)
- Melissa Mc-Nown Smith (Manager, Living Learning)
- Wade McAuley, (Manager, Facility Renewal and Capital Planning & After Hours Service)
- Adrianne Rabara (CLV Residence Life Co-coordinator)
- Sheila Goodwin (Interim Supervisor, External Services)
- Nicole Frankland (Coordinator, Occupancy and Data)
- Lisa Williamson (Coordinator, External Services)
- Jacob Alvarez (CLV Programmer)

Staff were divided into teams to engage in discussion with residents of the CLVN community. In total, we engaged with 69 units (some had two students in attendance ~2% of units polled) to gain valuable feedback on how to make CLV the best place for graduates to live.

**EVENT COMMUNICATION**

The event was communicated to students through the following methods:

- CLV November e-Newsletter
- Posters at CLV Community Centre
- CLV Graduate Community Facebook Page
- Direct email communication from CLV Programmer
- Direct email communication from Waterloo Residences sent through Mailchimp (from Glen)
Residents were asked to respond using an online form with any questions ahead of time, and invited to submit questions via the CLV Facebook page. Families were emailed the day of SGDKC to alert them the event would be happening in the community, and to outline the reasons for the campaign.
RECOMMENDATIONS

The following were key considerations or concerns for Housing and Residences to consider. Recommendations included, but open for feedback and insight from others within our department.

1. CLV Programming: Celebrate Popular Events and Consider Alternative Times
Variety of programming was listed as a huge bright spot in this Door Knocker; specifically, events such as cooking and breakfasts. Timing was mentioned as a potential boundary to participation. Alternate orientation times and formats, and access to the information early in the term, were requested.

RECOMMENDATION:
- Ask for feedback from students about when they’d like to see programs offered via student survey. If an alternate time is asked for, CLV Programmer to consider a pilot program (as we are currently offering for families) at this time
- Keep food in mind and make options available at most events where possible
- Orientation will be distributed electronically shortly after move in rather than delivered through in person trainings

2. 60/40 Pricing Split in CLV South
The 60/40 pricing split, implemented for students to have reduced fees in winter and spring terms, continues to be confusing for students (especially international students) who don’t understand the rationale behind the split.

RECOMMENDATION:
- Promote the benefit to first term winter and spring students entering at a reduced rate, rather than through the fall with the expectation of renewal
- Clarify with CLVS students that they can move to the north once they’ve resided in CLVS for a term
- Create a quick reference document to share at breakfasts and through CLV communication channels that outlines costs and benefits per term, and help students understand the benefit is specifically for students looking for long-term accommodation. This can be shared through future door knocking campaigns and breakfasts
- Student questions and concerns will be brought forward to the management team for consideration in future room assignment and fee structure decisions

3. Crosswalk at Columbia
Many students each term list the crosswalk at Columbia as a major safety concern. Waterloo Residences is unable to do anything to resolve this issue, as the property is municipal. In order for there to be a change made, a student has to begin and advocacy project to get one, which UWaterloo will support.
**RECOMMENDATION** (from previous Door Knocker):

- Continue to educate students of the property lines of the CLV Community through resources at breakfasts and on CLV communication channels
- Create a quick reference document to share at breakfasts and through CLV communication channels that details the issue and offers support for students who would like to take on the initiative. Support can be provided for interested students through SHAC, the Student Housing Advisory Council

4. **Shuttle Service**

A shared concern of many students is extended hours for the shuttle: in particular, later shuttle times. Safety was listed as a concern in this regard. Adding more shuttle stops (closer to end units within the community, as well as on campus) was a secondary ask.

**RECOMMENDATION**:

- Share blog post from Glen Weppler, Director of Housing, on CLV communication channels. This post addresses safety and other considerations that inform shuttle service locations and times: [https://uwaterloo.ca/housing/news/clv-shuttle-service-explained](https://uwaterloo.ca/housing/news/clv-shuttle-service-explained)
- Consider operating hours and locations in the context of financial implications during this budget cycle

5. **Lighting on Pathways**

Concerns about safety with lights out and dark areas were brought forward.

**RECOMMENDATION**:

- Continue safety walks conducted in partnership with the Housing and Safety Office to identify safety concerns and address immediately (performed annually in October)
- Continue to educate students of the property lines of the CLV Community through resources at breakfasts and on CLV communication channels

6. **Contract Offerings (Renewal concerns about timing, process)**

As part of Waterloo Residences 4-month renewable contract offering, students must renew their contract within 2-6 weeks of the term. This early timing is crucial in order to receive new applications for the coming term. This early timing presents a problem for many grads that don’t yet have confirmed details about work placements or their degree complete dates.

**RECOMMENDATION**:

- Continue to promote First Right of Refusal policy (instituted in Fall 2017 to address these concerns) through CLV communication channels
- Offer relaxed eligibility pilot in spring term for grads
7. **Share Bright Spots**
Through these door knocking campaigns, residents noted a number of “bright spots” that they appreciate about the CLV Community such as the value for cost, safety, and benefit of programming.

**RECOMMENDATION:**

- Highlight these features to incoming and current students through CLV communication channels and in housing campaigns for new students