On Wednesday December 7, 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.

WATERLOO STAFF MEMBERS IN ATTENDANCE:

Glen Weppler (Director of Housing),
Mike Iley (Assistant Director, Residence Facilities)
Alex Pittico (Director, Student Development and Residence Life)
Pam De Leo (Residence Life Co-coordinator)
Sheila Goodwin (External Services)
Catherine Balcerzak-Wimmer (Graduate Residence Admissions and Marketing Specialist)
Lisa Williamson (External Services)
Anis Sharafoddini (Community Coordinator)
Keira Koroma (Community Coordinator)

The Waterloo Residences staff members split into 4 different teams to engage in discussion with residents of the CLV Graduate Community. The teams were able to engage in conversation with 36 students and gained valuable feedback on how to make CLV the best place for graduates to live.

EVENT COMMUNICATION:

The event was communicated to students through the CLV December eNewsletter, posters at the community breakfasts and direct email communications. Residents were also provided with a survey link to indicate up to 2 weeks prior to the event if they would like to request a visit to their unit, and identify any specific topics they would like to discuss.
ACTION ITEMS IDENTIFIED: IMPROVEMENTS

Through conversation with students, the following areas of improvement were brought forward by multiple students:

1. **Uncomfortable Mattresses**
   Through conversation, five students brought to our attention that they felt the mattresses provided were uncomfortable. This has been brought forward and is being strongly evaluated by facilities.

2. **Air Conditioning in units**
   Many students brought forward that the units are warm in the spring and early fall terms. The topic of installing air-conditioning units has been brought up at previous meetings. Please see Housing’s response from the January 28, 2016 SGCC meeting minutes. Each term, there is information sent to residents by email regarding ways to help regulate the temperature of their units.

3. **CLV-S residence fee structure (60/40 split)**
   Students living in CLV-S expressed concern regarding the 60/40 pricing structure for their residence fee’s and the misalignment with the fee’s associated with CLV-North. Updates on this will be available in January during the SGCC budget meeting.

4. **Household bugs in CLV-North units**
   It was brought forward that there are an increased number of household bugs in the units, especially during the warmer months. Due to the natural environment of CLV and proximity to the wetlands/lake, it is inevitable that bugs from the natural habitat will find their way into the units. CLV maintenance does provide pest control treatments depending on the type of bug. As well, maintenance recommends that students check their window screens to ensure proper fit and to contact maintenance if a screen needs to be replaced.

5. **Crosswalk at Columbia**
   This issue was addressed at the January 28, 2016 SGCC meeting. Please review the meeting minutes for the response from Waterloo Residences regarding this safety concern. Waterloo Residences is happy to work in partnership with students to help advise and support on how to advocate for changes at this intersection, but would not take on a full role.

6. **Microwave**
   Students would like to see microwaves provided in the units as they feel this is an appliance which they would use. Currently, we are not considering providing microwaves in graduate units. Most students already own a microwave and use it in the unit or purchase one when they arrive as it is a relatively low-cost item.
7. **CLV-S Doorbells**

Students brought forward the need for doorbells in the graduate units in CLV-S. Students noted that it is difficult to hear when someone is at the door, making it easy to miss the delivery of mail/packages. Housing is evaluating the possibility of providing doorbells for the graduate units.

**SUCCESEES**

The team was happy to receive numerous positive comments from current residents about how they enjoy living in the Graduate community.

Residents highlighted the following in our conversations:

**APPLICATION AND RENEWAL PROCESS**
- Application process is very easy and the renewal process is smooth
- Enjoy the renewable 4-month contract

**VALUE**
- Enjoy the spacious units and the close proximity to campus
- Affordable living close to campus- a great value
- With the CLV Graduate community, you know what type and standard of accommodation you are getting, it is in a great location with great service

**SERVICES**
- Students appreciate the sense of security which comes from the regulations and support in the community (Community Assistance, Residence Life)
- Maintenance is reliable- always fixes issues right away
- Students appreciate the sense of security which comes from the regulations and support in the community (Community Assistance, Residence Life)
- With the CLV Graduate community, you know what type and standard of accommodation you are getting, it is in a great location with great service
- Complimentary shuttle to main campus and Bridgeport is appreciated, especially in the winter
- Enjoy the programming and seasonal dinners/ BBQ’s

**NEXT SGCC SESSION:**
SGCC Budget Meeting
January 25, 5:30 p.m.