

**Student Commission Meeting
Thursday, September 27, 2012**

Present: Dan Bennett, Andre Bonen, Les Cook, Bonnie Gorman, Lynda Heinonen, Mike Johnson, Chad Larson, Ben Lauseng, Dave Nordstrom, Donnie Palmer, Travis Pierce, Kathy Pintar, Lee Sweitz, Chris Wojick, Margo Woller-Carter

Welcome – Donnie

Guest – Sam Graci, Senior Help Desk Consultant, User Services – Question and Answer Session

Due to concerns addressed at the September 13 Student Commission meeting a representative from User Services was invited to attend this meeting. Sam opened the meeting to any questions/concerns/complaints that the Student Commission had.

Questions/Concerns/Complaints included:

Graduate Students – Margo

- When students call with a complaint that they don't get any response until advisor/staff member call.
 - *Currently User Services is behind – 200 tickets a day.*
 - *There are a lot of variables to prioritizing issues but it is not a complete hierarchy.*
 - *With automated responses that you receive there is a management link to use if something is very urgent.*
 - *They are trying to meet the goal of responding to everything by the end of the day. This isn't always possible.*
 - *If ticket is submitted and doesn't seem to get a response follow up with a phone call.*
- Over the summer Teaching Assistants in Computer Science put together labs and assignments and the week before school started these labs were removed. A better means of communications needs to be developed to alert students to changes. One suggestion was to at least let the department chair know and they could pass it on to the students. *These suggestions will be passed on.*
- A lack of communication seems to be the root of a lot of issues that are being seen. (for example the switch over to wireless and lab closures) *This comment will be passed on.*
- How many staff members are there?
 - *User Services has nine staff and there looking to hire more*
 - *Operations has three staff and a pool of students*

Undergraduate Students – Donnie

- Donnie reported that a lot of issues that were a problem at the beginning of the year have been resolved.
- Last week, Wi-Fi for first-year students was an issue. Students had to keep trying to get connected. *Staff are going around looking for dead spots and trying to resolve the problems.*

Other Questions/Comments/Suggestions

- Decisions were made late in the summer and then there was a rush to get things done.
- Need better communications.
- Students are going to Help Desk with questions about Canvas and they are being mistakenly sent to the Registrar's Office. Registrar's then needs to send them back to the Help Desk.
- Students put a ticket in and issue isn't fixed but the ticket is closed anyways. Students think that User Services are still trying to resolve the issue but they aren't.
- Is it a rumor that User Services has to close so many tickets so they close them whether it's resolved or not? *Yes!*

Sam reported that he will pass all of these suggestions on to the appropriate staff.

New Items

Additional Water Bottle Filling Stations - Andre

Andre reported that four water filling stations were placed around campus this summer. Locations were in the Administration Building, Foyer of Fisher and Rekhi, Library, and MEEM Building.

Andre asked for suggestions where to place additional water bottle filling stations. Suggestions included:

- Dow Lobby (by lecture halls)
- Fisher (by lecture halls)
- Walker

Dave reported that they are looking at options to place additional water bottle filling stations at the SDC.

It was questioned if the water bottle filling stations are being utilized. Staff present thought they were. It was reported that Dining Services gave out really nice water bottles at K-Day.

Student Satisfaction Survey Health Questions Results – Les

Health related questions from both the Graduate and Undergraduate Student Satisfaction Survey were distributed and Les reviewed the results.

Les reported that he will be meeting with Portage Health's CEO next week and the entire Student Health Services group (Les Cook, Bonnie Gorman, Renee Hiller, Jackie Huntoon, Margo Woller-Carter, Don Williams, Thy Yang) plans to meet this semester and will tour the new Portage Health facility at the SDC.

1,450 undergraduate students responded to the survey and 320 graduate students.

Les commented that if the Student Commission was interested in more statistics and how things have changed over the years, Beth Lunde, Assistant Vice President for Student Life could be invited to speak to the group.

GSG IT Ad Hoc Committee Report – Margo

Margo reported that the task of this committee was to determine any ongoing/new IT issues that students are having. The liaison (same for USG and GSG) is trying to determine what the issues are and how bad they are. The group will finish up their report by mid-October and Margo will report back to the Student Commission.

Margo also reported that Dean Huntoon is willing to write a letter to IT and expressed a willingness to do more if needed to help resolve the IT issues.

Bonnie reported that she has corresponded with Dan deBeaubien, Chief Technology Officer, IT and he intends to send a communications to students to give them an update.

Margo asked for any additional suggestions. It was commented that when students contact User Service they need to submit “Specific and Measurable” requests.

Housing Updates – Travis

Travis reported that two committees have been formed:

Last spring, Inter-Residential Hall Council (IRHC) requested of the Executive Team to sit on a committee that helps makes recommendations regarding room and board rates to the Board of Control. This committee meets next Thursday.

A group is meeting to review housing contracts, terms, and conditions for Daniell Heights.

Tobacco Free Initiative – Les

Les reported that he had presented to the University Senate regarding the Tobacco Free Initiative on Campus.

Margo questioned if electronic cigarettes have been addressed in this initiative. Dan commented that this has not been addressed because tobacco is the issue not nicotine.

Updates

Increase Faculty and Student Participation – Les

Les suggested that when Student Commission members are interacting with faculty, staff, and students and they think a person would be a good addition to the committee to ask them if they are interested in joining. One area Les thought we could use additional members was staff from the academic areas.

Promotion of Student Commission – Donny

Donny reported that he has been in contact with the Panhellenic Council and Interfraternity Council (IFC) and still needs to contact IRHC. He questioned if he should go to the Residence

Halls. Les suggested just visiting the governing groups. Les also suggested contacting the Women's Leadership Group (Sam Allen seallen@mtu.edu).

Canvas – Les

Les questioned how classes are going and Lee reported that 20% of her students have had ongoing Canvas issues. Additional comments regarding Canvas included:

- Students reported not knowing where to find things
- Is faculty training is needed?
- Consistency is a problem for students
- Flexibility is nice from a faculty perspective but it makes it harder for students
- Canvas is not totally flexible
- No issues with pilot in the spring or currently
- Currently using it for four classes so can see how students get confused
- Some first-year students are struggling with it

Next Meeting

The next meeting is scheduled for Thursday, October 11 in the Peninsula Room, MUB at 2:00 p.m.