

## Executive Leadership Team Response Summary

Department/Division	Issue	Resolution
Academic Affairs	1. Faculty Changes related to the termination of Dean Van Sapp	The administration reinstated Mr. Sapp to the Dean for the School of Business position. Mr. Sapp will return to his role as Dean for the School of Business on October 1, 2019.
	2. Teacher assessment in Sciences is needed. Students complained that professors in Pennick were not effectively instructing them and did not appear to care about students' concerns and/or achievement.	The effort to improve instruction is ongoing. Interim Provost Coneal is expecting to see improvement by the end of each semester. The Dean and Department Chairs for <u>each</u> school will observe and mentor professors throughout the semester and, if necessary, place faculty on an action plan for professional development. Deans and Chairs will use data from previous student evaluations and faculty evaluations to use in enhancing teaching effectiveness. With the Assistant Dean, Dr. Hankins, the Vice Provost for Academic Services and Director of Faculty Development, will host workshops and other informational sessions to address common challenges that faculty are facing.
Dining Services	3. Quality of the food, presentation and service. Students indicated that there was a decline in the service after the first two weeks of school opening. More consistency is needed.	In summary Alladin provided the following response: <ul style="list-style-type: none"> <li>• added more fresh fruit at the salad bar ( cut and whole fruit ) and increased the offerings on the salad bar</li> <li>• revamped &amp; relocated the waffle station to a all day station with more flavors</li> <li>• added more options at the grill students can choose ala carte style</li> <li>• added monitors over the stations with the menus on them &amp; nutritional information</li> <li>• purchased new tables &amp; chairs to replace the broken ones and painted the dining room. Repairs made to equipment</li> <li>• added a Starbucks brewed coffee in the library and hot food</li> </ul>

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Facilities	<ol style="list-style-type: none"> <li>4. Multiple issues were noted regarding facilities on campus to include:</li> <li>5. Elevators in Residence Halls</li> <li>6. Floors in Residence Halls</li> <li>7. Air conditioning in Residence Halls</li> <li>8. Floors in Residence Halls</li> <li>9. Washers in Residence Halls</li> <li>10. Boyer has ventilation issues</li> <li>11. Mold in Boyer is still a concern</li> <li>12. Residence Hall Rooms in Boyer have no door knobs</li> <li>13. Boyer needs painting</li> </ol>	<ul style="list-style-type: none"> <li>• Building 711-304B Toilet fixed, work is still needed to fix the drain on the tub, because it was not reported and the workers did not have the tools to work on it.</li> <li>• Building 701-108A dead bolt locks were replaced</li> <li>• Schindler Elevators was called to complete work, but they are not willing to come due to past due payments</li> <li>• New mattresses were delivered</li> <li>• There are two washing machines not working out of eight in Falkcrest; the company says they do not know when the parts will arrive</li> <li>• The entire ceiling in the laundry room was repaired</li> <li>• Costs for cleaning the AC vents for Boyer hall will be estimated</li> <li>• A list of floors that to be reinforced in Falkcrest is needed for facilities to address</li> </ul>
Student Affairs	<ol style="list-style-type: none"> <li>14. Student leaders get no benefit (discounts, shirts, pins, etc)</li> <li>15. Prize fees haven't been paid to step show winners</li> </ol>	<ul style="list-style-type: none"> <li>• Student leaders are deserving of wearing trendy fashion SAU apparel. All SGA Executive members will receive a SAU Blazer and a minimum of 50 Student Leaders will receive a scarf, tie, and SAU pin. The 2019-2020 budget will be reviewed to identify additional monies that could be set aside to address the concerns and \$6,000.00 will be allocated to address this problem.</li> <li>• The funding to support the student activities is based on the enrollment. Since funding is low, the activities have been curtailed. As the enrollment funding is increased, the funding for student activities will also increase. Facilities have also been impacted by deferred maintenance – this area will also pick up as funding is increased.</li> <li>• A full time Student Activities Director is now responsible for working with clubs, organizations, and the Divine 9. Student Affairs has committed to hosting 3 gym jams per semester. There will be a major push to advertise all activities utilizing social media, SAU app and flyers.</li> </ul>

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Residence Life	16. Residence Hall / Life Issues and staffing	<ul style="list-style-type: none"> <li>The problems pertaining to all issues of the residential halls relate mainly and pertain to residential housing and their maintenance. The problems that were identified are problems that the staff had addressed during the late spring and summer. The unfortunate truth is that very little was done to remediate the problems that we identified. The issues that each student identified was a problem that staff had noted early in the summer are issues of deferred maintenance.</li> <li>The problems of the washers in the residence halls are issues that we have noted, and the repair company has been notified about them.</li> </ul>
Financial Aid/ Student Accounts	17. How can students get refunds from student aid?	<ul style="list-style-type: none"> <li>Students refund checks are processed in batches. Students can receive refund checks when they are cleared to be on the drawdown list. If students do not submit and complete documents and verification processes, this slows down the refund disbursement.</li> <li>Students are encouraged to complete their FAFSA beginning October 1<sup>st</sup>.</li> </ul>
Office of the President	18. Request for Town Hall meetings to occur twice per semester	<ul style="list-style-type: none"> <li><b>Student Listening Sessions will take place twice per semester. The next session will be November 18.</b></li> </ul>
Athletics	19. Concerns regarding athletes and students traveling to games	No report submitted. But it will be added once we receive a response.
Public Safety	20. Mattresses are being stolen. 21. Food delivery policy.	<ul style="list-style-type: none"> <li>Mattress had been given, by the housing staff, to another female student in a room that did not have a mattress. Issue of mattress theft was not reported to Public Safety.</li> <li>Food delivery vendors can now deliver to specific buildings on campus. They must come through the main gate.</li> </ul>

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Technology	22. Boyer 005: On 8/28/19, printer was broken by a user and	A replacement part had to be ordered and repaired by Coeco
	23. Boyer 005: On 9/13/2019, it was reported that html file types were not printing.	PDF's were created and used for printing.
	24. Boyer 005: On 9/16/2019, printer experienced a series of paper jams.	Lab technician resolved.
	25. Boyer 005: On 9/17/2019, printer ran out of toner.	Toner supplies were not accessible due to SAU print center being closed
	26. Pennick 006: On 9/24/2019, 27. Printer ran out of toner.	Toner was replaced.
	28. SAU implemented a 1Gb WiFi configuration.	This configuration is being upgraded to 2Gb beginning in October of 2019 (with the new Title III year). SAU is also replacing two of its current internet providers (Cogent and MCNC) with Spectrum in order to improve both WiFi quality and service
	29. Students removed 20 Wireless Access Points from Boyer Hall which caused over \$10,000 in damage and negatively impacted WiFi availability for all Boyer residents.	Campus Security is investigating and will take appropriate action. IT is working on resolving this situation by identifying available budget funds to place replacement orders for any wireless access points that campus security is not able to recover.
	30. SAU is seeking to expand the number of wireless access points across campus.	A network assessment is being conducted October 2 <sup>nd</sup> -5 <sup>th</sup> to determine where additional access points need to be placed.
	31. The primary printer (2 <sup>nd</sup> Floor Surflab) was down for 4 days and required a repair service by our vendor Coeco.	Issue resolved.
	32. The primary printer (2 <sup>nd</sup> Floor Surflab) was down for 2 days due to a need for a toner replacement. Supplies were not accessible.	Issue resolved.
	33. One printer on 3 <sup>rd</sup> floor does not work and needs to be repaired by Coeco.	Coeco needs to be contacted.
	34. One printer on 3 <sup>rd</sup> floor does not work due to connectivity issues.	IT needs to work with Coeco to resolve.