

Downtown Commons Resident Survey

Summary of Key Findings:

- Downtown residents reported being satisfied with support received from student staff but also an overall perceived disconnect from the Housing & Residential Education office.
- Students were unsatisfied that cable TV was not installed upon move-in and that the process was slower than anticipated.
- Students provided feedback regarding the speed of internet being slow in Downtown Commons during high traffic times.

Actions Taken:

- Intentional communication with Downtown Commons, more specifically customized emails, staff on-site visits, creation of community president position .
- In order to elevate the service provided as well as the installation timeline, Housing & Residential Education changed providers for cable television.
- After multiple brainstorming sessions with OIT, the bandwidth issue Downtown could not be solved in a cost effective way, therefore we now allow students to utilize personal contracts with outside internet providers.