To: Dr. Bill Haggard  
From: Vollie Barnwell  
Date: November 28, 2011  
Subject: Response to feedback

Dr. Haggard,

Thanks for your thorough review and feedback on the Housing Operations 09-11 IE report. Please see my responses to each of your bullet points below.

- Please be more specific in your Action and Follow-Up section. For instance, on page 1, how will the educational component of sustainability initiatives become stronger? Please give specific examples. On page 2, give an example of a better way to capture student awareness of Housing programs. On pages 1 and 3, you write of “collaboration with Facilities Management, SEC and SGA.” What does that mean? What are the actions you would take to be more collaborative?

  Response:
  - The main focus of strengthening our educational components related to sustainability involves peer educators. This year we are working with the Student Environmental Center to hire and train “Eco-Reps” who are upper-class students living in the residence halls who take an active role in providing workshops, seminars, focus groups, etc on conservation and sustainability topics.
  - In our residential focus groups that I lead once a month we have a new segment dedicated to discussion of Housing Operations initiatives and programs. Specifically I open up the segment asking the students in attendance to talk about programs they have been involved with recently. This demonstrates true awareness on their part and also provides education to those in attendance.
  - In August 2011, a Residence Hall Sustainability Work Group began meeting bi-weekly on Mondays. This group is made up of representatives from Residential Education, Student Environmental Center, State Energy Interns, Facilities Management, Resident Student Association, Student Government Association, and other student organizations. What we’ve found is that many of us in the room were working separately on similar initiatives and this work group has streamlined our collaborative efforts. Examples of collaborative efforts already being implemented because of this group include Sustainability tab on the Housing website, HVAC “push my buttons” campaign, laundry room drying racks, and establishment of clearly defined EcoRep program.

- On page 4, change “unsatisfaction” to “dissatisfaction.”

  Response: noted

- On page 5 in the “Strategy” section, please be more specific about cross-training opportunities related to student staff. Also, in the next paragraph, what does “discussed in depth” mean. Please be more specific.

  Response:
  - Cross-training involves training/education of all of our student employees including those working with housekeeping staff, maintenance staff, mail center assistants, painters, setup crews on all aspects/areas of Housing Operations. This has improved communication already between all of our student staff and permanent staff.
  - Discussed in depth refers to “Safe Zone” training, Disability Services workshop series, and other educational offerings to make our students more aware of diverse populations.

Thanks again for your review and I hope these responses provide the answers and clarification you needed.