

Wayne State University
Proceedings of the Student Affairs Committee
January 18, 2012

Present: Chardin Claybourne, Cheryl Dove, Moira Fracassa, Avril Geneve Holt, Michael Horn, Barbara Jones, Liza Lagman-Sperl, James Martin, Jason Mateika, Robert Reynolds, Michele Ronnick, Brad Roth, Naida Simon, David Strauss, Kevin Tatulyan, Keith Wadley, James Woodyard

Absent With Notice: Victoria Pardo, Robert Reynolds, Mary Width

The meeting was called to order at 1:34 pm.

The minutes of November 19, 2011, were approved unanimously.

The speakers were Tim Michael, Associate Vice President of Business and Auxiliary Operations and Chief Housing Officer and Jodi Young, General Manager of the Barnes and Noble College Bookstore

Tim—Wayne State has 550 apartment units which rents for a 9 – 12 month lease period. DeRoy Apartments now has seventy-two undergraduate, furnished apartment units which it leases by the bed so the numbers count as residence hall occupants. Housing occupancy has grown from 1,633 in Fall 2000 to a high of 2,864 Fall 2008. This Fall the occupancy is 2,730. The Apartment Units have a 96.5% occupancy rate and the Residence Halls have a 92.2% occupancy rate. The mix has changed over the years and is primarily undergraduate housing. Since Fall 2008 the number of undergraduate students living on campus has increase from 62% to 77% of all campus residents. Apartment rentals have remained constant over time even as apartment occupancy density has decreased by 16%. A Market Survey showed that WSU was short 800 beds, but they were wanted in apartments not residence hall units. Now developers are interested in developing apartment units around the Wayne State campus. There is now a wait list for apartments near campus. For the Winter 2012 term, WSU Housing lost 110 students but gained 108.

The dining option is meeting budget, but double digit increases in food costs are threatening the budget. There is now a meal plan for Scott Hall where medical students who live in campus housing can use their meal plan there.

The Warrior Grille in the basement of the Student Center Building (SCB) is now open from 9 pm – 2 am. Sales are up 8 – 10%. Students can use their meal plan dollars there.

Tim wants to come back to discuss the renovations of the SCB. Funding will be a combination of bonds and increases in the student omnibus fee. About 10% of all WSU students live in campus housing.

Contact information:

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Fax: 313-577-6644. Additional emails: <http://busop.wayne.edu/> and <http://housing.wayne.edu/>

Jodi—The Bookstore is the entity on campus that must implement the policies mandated in the Higher Education Opportunity Act. One of the purposes of the act is to make materials costs transparent. The University has chosen to partner with Barnes and Noble College Bookstore.

There is a market shift from published bought books to a book rental system. There is up to a 50% discount for a rental book. This past year 14% of WSU book purchases were rental. The digital trend has paused due to textbook rentals. With the digital option, there is a 7 day free trial, but access can be problematic when in class. Prior to 2010, the bookstore sold 6 digital books; in academic year 2010 they sold 454 books and this year 499. There is a link to the Registrar's Office so that when a student registers for a class, the books required and costs can be viewed. This Winter term there was a pilot program to allow students who met the criteria to purchase their books using their financial aid. This can be done prior to the refund check being issued. One problem is that the information is not forthcoming to the bookstore from the professors via the departments.

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Old Business

Jim Woodyard reported on the WSU Customer Service Survey carried out by the Center for Urban Studies last year. He reviewed the survey results and there does not appear to be either a single comprehensive summary nor suggested recommendations. The survey was sent to 31,202 students and 2,621 students (8.4%) responded; the error rate was $\pm 1.8\%$. The survey was sent to 1,880 main campus faculty and 406 (21.6%); the error rate was $\pm 2.95\%$. The survey was sent to 4,950 main campus staff and 901 (18.2%) responded. Respondents were asked to rate their satisfaction with Wayne State services across 22 areas using a 10-point rating scale, ranging from 1 (poor) to 10 (excellent). When respondents rated the area in question a 3 or less, there were further drill-down questions. He passed out a graph showing the mean satisfaction rating by customer service area. Pipeline, the Fitness Center, Blackboard and the Libraries had the highest ratings and the Advising Center, Financial Aid, Food Service and Housing/Residential Life had the lowest mean satisfaction ratings. Jim also asked members of the committee to print their names by their areas on a copy of the graph so he could send them the response comments. Michael Horn wanted to know who answered the questions; did the person have a real issue. James Martin wanted to be able to see the answers of the different groups that answered the survey, *i.e.* students, faculty, staff, etc.

A motion was made to wait until Fall 2012 to do a follow-up survey. It was seconded and passed unanimously.

The Grade Appeal Issue will be postponed until the February meeting. Our speaker at that meeting will be Matt McLain, Academic Advisor to our veterans.

The meeting was adjourned at 3:05 pm.

The next meeting is **Wednesday, February 15, 2012 at 1:30 pm in 1339 FAB (Large conference room near the elevators).**