

**Partners:** Lisa Hartman and Dana Severance

**Stakeholders:** RA's (4) and Residence Hall Association (35), (Total of 39 participants)

**Design:** Carousel with 4 stations:

- *What do we say that we are doing that we are not doing?*
  - Residence Halls (Need for housing upgrades, poor restroom conditions, maintenance)
  - Food services (Dissatisfaction with amount of taste, nutrition, variety, value)
  - Security (Residence halls, need for more than just surveillance cameras, campus police effectiveness)
  
- *What is something we should be talking about that we aren't?*
  - Diversity & Inclusion – including issues related to racism and the election, gender equality, ethnic cliques
  - Curriculum issues – Strong interest in sign language class, study abroad, foreign language opportunities and internships
  - Facilities problems – Many specific complaints about water quality (color and smell) as well as dissatisfaction with maintenance response in the residence halls.
  - Distribution of funds – Students commented on concern about how funds are distributed across campus
  
- *What keeps FSU from being a first-choice school for in-state and out-of-state students?*
  - Food cost & quality – Many complaints about the quality of the food. For this, students were strongly encouraged to participate in the surveys and feedback sessions offered by Chartwell's.
  - Issues related to small town, small school - Lack of things to do. A few specific mentions about lack of popular or specialized businesses, lack of big name (concert) events
  - Curriculum and programs – Limits on available classes, especial during intersession. Lack of majors. Lack of flexibility with double-majors.
  - Geographic limitations – Difficulties due to rural area, weather, cellular service limitations
  
- *What is the most positive thing about FSU?*
  - Services and amenities offered - Shuttle, free laundry, safe ride
  - Academic services – Free printing, library resources, tutoring, breakout rooms
  - Classes – small classes, good professors
  - Financial – affordable, cost effective.

### **Critical Strategic Themes**

- Proceed with plans to renovate residential facilities.
- Expand curriculum with special consideration on courses related for foreign languages & sign language, study abroad, and internships.
- Expand on responsiveness to supporting students' academic needs outside of the classroom.
- Find ways to reduce the feeling of isolation and lack of activities for students.