Introduction

The University of New Hampshire (UNH) exists primarily because of one constituency the University was developed to service; students. The primary contingent of that population is the undergraduate student population. Undergraduate students spend on average four years of their lives invested full time in UNH. The manner in which the college experience goes for the average student has changed drastically over the years. So has the student population. There have been some constants though. There is a need to provide academic programs of the highest quality, provide services that make it possible for students to develop as professionals, and services that make the college experience for every student “complete”. In this day and age, this means providing living accommodations, food, an infrastructure that is up to date, a culture that is conducive to living and opportunities for students to develop practical and intangible skills for future endeavors. There also is the lingering objective of every student to enjoy their time at UNH.

In January 2015, Student Body President Candidate Cameron Cook and Student Body Vice President Candidate, Ryan Grogan, entered their campaign with the mindset of getting more student voices heard. Their goal was to have student opinion be more concise, written, and capable of being represented in the long term. They concluded one manner of effectively accomplishing this task was to create a standing document that could be the long term measurement of student opinion. This document is designed with the intention of it being fluid, ever-changing, and controlled by students. The place that President Candidate Cook and Grogan proposed was the Office of the Student Body President and Vice President. They agreed and the development of this document went into action in April 2015.

After winning the election in March 2015, Cook and Grogan set off on their mission to create this document. They asked themselves and others how to best go about starting the process up. Their answer was a trick question and response was to start by talking to students. Vice President Grogan started this process by creating and releasing a survey in April 2015 to the student population that had ten categories that Cook and Grogan felt it best encompassed all issues relating directly to students at UNH. These categories were:

1. Academic Life
2. Greek Life
3. Health and the Environment
4. Student Engagement
5. Infrastructure
6. Finances
7. Commuter and Non-Traditional Student Life
8. Athletics
9. Admissions and Campus Culture
10. Residential Life
Part 1: Vision and Overall Goals

Vision Statement

The student body at the University of New Hampshire in Durham speaks in an effort to have their voices heard. They speak primarily through the voices of their elected representatives in student governance who advocate on their behalf. The student body is a unique and diverse group of students that inherently have the same goal; to graduate with an undergraduate degree from the institution. But, the following pillars are paramount to each student.

Pillars of Student Success

1. A strong and enriching academic experience
2. Student services that support students in maintaining overall well-being
3. An infrastructure that is safe, useful, accessible and well-maintained
4. Accommodations that are updated and convenient for resident and non-resident students alike
5. Organizations and opportunities for student collaboration and enrichment
6. A culture that is healthy and conducive for all students

Goals

The UNH Student Body has many goals. There are many initiatives that may not be focused on a single aspect of the student experience. There tends to be varying opinions at times on how to implement student goals, specifically the “details”. But, there are inherent goals the UNH student body has identified to be the most important. Those goals are listed below:

1. Continuing to have a world-class academic program that is designed for student success and student individuality in moving towards the highest value degree.
2. Providing resources for students to develop the skills and have the necessary knowledge needed to succeed in the business world beyond UNH.
3. Be a campus that is technologically state of the art in the classroom, in our academic technology infrastructure and in other non-academic manners.
4. Have an overall campus culture that safe, conducive for all to learn, and is accepting of all students, regardless of background, values, or appearance.
5. Continue to support contingents on campus that bring positive attention overall to UNH (Athletics, Fraternity and Sorority Life, etc.)
6. Have student services like housing, dining, counseling, health services, and others supported in order to maintain the health and well-being of every UNH student.
7. Push fiscal efficiency and responsibility in the finances of UNH since the resources available to UNH tend to be less than the average public state institution.
8. Exploring more options for student engagement and giving students a stronger platform to vocalize their opinion.
9. Supporting the non-resident student population in any way possible since it is impossible to support having all 13,000 students living in UNH Housing currently.
10. Maintaining an infrastructure that is of the highest quality by focusing on buildings, parking and routes and roads.

Part 2: Survey Results Consolidated

Academic Life

The primary reason students attend any University is to acquire a degree that validates their learning during their time at the institution. The manner in which that degree is acquired is unique to each student. Students have certain needs the University ought to address to maintain academic integrity and success. Some of the focal issues that students see as relevant to them regarding academics include the following:

- Students have an interest in seeing the continued push to keep classroom space up to date, state of the art, and conducive to learning. This includes maintaining appropriate class sizes, maintaining comfortable furniture, classrooms that have state of the art technological capabilities and a variety of space size ranging from small and intimate to large.

- Students are very excited to see the transition to Canvas, or MyCourses, and having a more fluid and user-friendly system. They are interested in seeing more faculty members maximize the use of the technology to make student engagement easier. Some of these goals are seeing more professors posting grades on the site, posting syllabi and making it easier for students to reach out to faculty for needed assistance.

The UNH Discovery program is a central discussion point for many students. The general sentiment is to see the program downsize from its current structure. The reasons for that vary. Some often have to do with interest, the need to have more time for students to acquire minors that are necessary and more focused learning that helps prepare students for post-graduation life.

- Students have an interest in seeing more interaction between students and their academic and career advisors. Students demand a more equal system with minimum requirements so no one
can “fall through the cracks”. Students in general have confusion on the resources that exist currently and want more clarification and a more fluid system developed for Career Services to assist students in professional development further.

**Fraternity and Sorority Life**

Fraternity and Sorority Life and primarily the existence of social fraternities and sororities on college campuses are a “hot-button” issue. At UNH, the theme is progressive expansion on this front. In the last five years, Fraternity and Sorority Life have gone from approximately 1000 students to close to 1400 students ending the 2014/15 academic year. Those numbers appear to be growing due to the arrival of Phi Sigma in the fall of 2016 and other new and improved recruitment practices. As a result, there is a lot of discussion on the future and how to manage this. Here are some of those thoughts:

- Members of Fraternity and Sorority Life are split on the UNH hazing policy’s impacts. Regardless of the policy follow it since it is state law and University policy. But, there are those who believe the policy is too narrow. Others believe the current structure of the policy is effectively safeguarding its members properly or even could be made stricter.
- All members of the Fraternity and Sorority community are very passionate of having the University join them in fighting the “Greek Stigma” and focus on the positive implications of having these chapters at UNH.
- Fraternities and Sororities are very passionate on seeing the creation of more opportunity for Greek chapters to acquire properties for residence in the coming years, especially with the continued growth of the community as a whole.
- There is a mix of opinions regarding Fraternity and Sorority Social policy. Some want to see policy reform and some want the focus to shift away from Fraternities and Sororities’ while others seek general education about how to be “social” without violating University policy.

**Health and the Environment**

No student in this world can survive if their basic necessities and needs cannot be met. This includes eating, sleeping, maintaining physical and mental health and feeling secure. UNH, like most modern day universities, has a series of services that work to support students in order to help them function and be a successful college student and a successful human being. Students had many suggestions surrounding these services such as:

- Health Services- Students really want to see the hours of Health services expand so students can continue to use them. There is even conversation on potentially making it a 24 hour service center.
- SHARPP- Students want to combat sexual violence more actively and effectively and want to see SHARPP expand its reach in order to properly advocate for survivors and provide
confidential services and effective education on preventing the plague that is sexual violence at universities today.

Dining
- More changes in the menu, if students could propose a meal to staff and see it happen. It could be an exciting opportunity for young students in the Thompson School.
- Seeking to see all dining halls keep producing food longer into the evening until closing.
- Mixing up the variety of food served.
- More gluten free and vegan options
- More fresh fruit
- More outdoor BBQ’s hosted by Dining services
- More creativity in meal plan construction, a “personalized dinning plan system”

Campus Recreation- Students would like to see the rentals for skates be expanded to be a rental service for pond skating as well. Students want to see an online application developed for students to see gym traffic and use.

Connected to this initiative of healthy living is that students want to attend an institution that is environmentally friendly. Here are some things UNH students want to see be areas of focus for UNH in that effort:
- There is strong interest to see more “hydration stations” installed in buildings to meet demand and encourage a limit on the use of single use water bottles.
- There is an interest to see UNH become more energy efficient and exploring creative and potentially ground breaking options like putting more of the campus on solar energy, using less fossil fuels and focusing on research on these alternatives in the classroom.

Student Engagement

The primary goal of this document is to create a standing document that allows students to feel as if their voice is heard. This is only one way of engaging students. It needs to be a day to day mission for UNH to engage students. Many students feel disengaged and below are a few suggestions on how student engagement could be increased at UNH:
- There is a strong sentiment that a higher focus should be placed on helping “start-up student Organizations” and giving more of those organizations a chance to build their standing up. In general, the goal is to assist these student organizations in sustaining themselves in the long term.
- There is a general interest to see more programming, primarily student-run programming, in the Memorial Union Building especially on the weekends.
- Students are interested in seeing more days where they can be united including but not limited to: a “Wear your swag day” or on April 2 a “UNH supports Autism day” where everyone wears blue attire to raise awareness.
- Students are interested in seeing a more consolidated communication in the form of a monthly newsletter or a master “news bulletin board”, from an appropriate voice.
- In general, the Cat Pack Captains have started a movement students want to see continue. Students are interested in more school spirit, more school gear, and maybe even an organized “Pep rally” to raise school spirit. Having more organizations like the Cat Pack Captains that promote student life and get the campus excited about other University Affairs is a worthwhile pursuit.

Infrastructure

The University of New Hampshire, like all major college campuses, has an infrastructure that is expansive and requires a lot of attention and resources to maintain. One of the selling points of UNH has been the facilities we have and that UNH showcases to the community that our Durham campus is second to none. That does not mean that the campus does not need to better maintain or not invest in new ideas and renovations to keep up a high quality of life. Here are some items students brought up regarding the upkeep and maintenance of UNH’s infrastructure:

- Seeing better quality lighting on the pathways between the Memorial Union Building and Dimond Library
- A general interest in seeing better lighting for safety reasons; while also bringing in lighting that is efficient and cost effective.
- An interest in seeing a sidewalk coming up from Main Street to Holloway Commons for safety concerns and accommodating students with disabilities better.
- An interest in seeing better snow removal practices, including potentially employing students in work study programs to help with snow removal.
- Potentially a bridge built under the train tracks to connect by foot the Gables to the Woodsides Apartments.
- A general push to see more accessibility for people with disabilities in campus buildings.
- A huge push to see a traffic circle at the intersection of Main Street, Pettee Brook Lane and Quad Way.
- A need to see the inside of the Paul Creative Arts Center renovated to be more modern along with other buildings such as Spaulding Hall, Conant Hall, etc.

Finances

Modern day universities make decisions that are driven much of the time by one leading factor; money. The decision to attend a college in the modern day economy is predicated on financial risk and weighing the opportunity cost of getting a degree versus spending a substantial fortune of money. It is difficult for modern colleges to manage all of their monetary priorities and paying for all of their expenditures. UNH is no different. UNH is a school that tackles these financial issues in a very deliberate manner. Not to say UNH is
broke, but any issue financially the institution has is heightened by a variety of factors. Students recognize this and have financial concerns they wanted examined and weighed:

- The student body wants to see student advocates push hard for more controlled tuition costs. Students understand it is an issue that is more controlled by the Board of Trustees due to many factors such as state appropriations. While progress seems to be moving backwards, the student body does not want to see the system and the University gives up on this matter.
- A potential consolidation of lab and course fees into tuition because it is deceiving when students budget for their upcoming semester and find course costs that scholarship or grant money cannot be applied to.
- Students want much better education from the institution on better education on how student dollars are spent.

- Students want the institution to continue to examine the costs of employee wages and salaries. It is a touchy subject, but many students are wary of the rising cost to pay every employee and want to make sure that wage costs are being managed effectively.

All students want to see the Student Activity fee dollars spent more efficiently and want to see more funds put into the Organizational Resource Office fund to give other non-SAFO organizations plenty of opportunity to fund quality programming.

**Commuter and Non-Traditional Student Life**

UNH is a large, public institution that is in a high density population part of the New England region. So, since approximately 5000 undergraduate students attending the university identify as non-resident students, the status of Commuter and Non-Traditional student affairs is important. It is probably the second easiest way to categorize a student other than their degree program. Here are some thoughts mom-resident and non-traditional students brought up:

- An examination of the Winter Parking ban is being cried for, whether it is to shorten it to March 1 or eliminating it during stretches like mid-terms as well. Some have even proposed the possibility of progressing towards eliminating the ban altogether.
- There is an interest in seeing an expansion in metered parking spots and drop-off parking so more people can use short term parking closer to their desired destinations without compromising any parking spots since many think we are at a shortage of quality parking as is.
- An expansion in Campus Connection Routes, specifically on night’s weekends, more busing routes in the Town of Durham. The goal is to encourage fewer students to drive not just for safety on the weekends, but to lower the volume of motor vehicles on a campus that is filled with mobile students.
- Students want to see more information on the UNH Transportation website. Some of the desired information students wish to be more obvious and clearer parking rules and regulations, more visible information on ticketing and on the Winter Parking ban. These changes would educate students more effectively and furthermore prevent accidental motor vehicle and parking infractions.

**Athletics**

Intercollegiate athletic programs across the country garner lots of public attention. The UNH Intercollegiate Athletics Program, or the UNH Wildcats, is no different. Athletics at UNH has its good seasons and bad seasons like all athletic programs. Men’s Hockey has always been the dominant sport in terms of interest at UNH. The rise of Men’s Football, Women’s Hockey and Women’s Volleyball has made Athletics more prominent and multi-faceted for many UNH students and supporters of the teams across the country. There are diverse opinions on UNH Athletics overall. Students brought forward some of the following ideas regarding Athletics:

- Students want to see Athletic competition tickets distributed the Memorial Union Building through the use of the MUB Ticket Office that currently exists. By many students it is seen as inconvenient to go to the Fieldhouse or Whittemore Center to acquire tickets that students pay for through their Athletics Fee.
- The ticket service in general is a talking point for many students. Many are interested in seeing a streamline; online system for students to order tickets and have them scanned like movie tickets are electronically at many movie theaters today.
- Students want to see Athletics having a “GPEP” system for athletes and outreach and community service. One suggestion is to have it be similar to the model of “tracking activity” that is in Fraternity and Sorority Life. The objective is to use it to measure student-athlete success through presenting it with tangible figures. This could be used as an incentive system to drive up the quality of student-athlete engagement and furthermore recognize student athletes whom are exceptional as is.
- There is huge interest to capitalize on the rise of the “Cat-Pack Captains” and use this group to change some trends with student engagement with Athletics events. Some of those include striving to fill more seats for primarily women’s athletic competitions, promoting any of the teams when they are performing well; such as Men’s Football in 2014-5.
- More general communication to the student body on the timing of competitions. Many students feel as if they do not learn of the games until it is too late and this is inhibiting them from maximizing the free tickets they get for paying an Athletics fee.

**Admissions and Enrollment**

The beginning of any student’s entrance into UNH is in the Admissions office. They are the people who work with the Communications and Public Affairs Departments to reach as
many potential high school students as possible to apply to UNH and to create a competitive application pool. The issue UNH has currently is with demographic trends in New Hampshire and in the country being against the University. New Hampshire, demographically speaking, is graduating fewer students from high school. Furthermore, even less are choosing to stay in state or attend public institutions due a variety of factors. With the rising cost of attendance and a need to maintain economic competitiveness in the college “marketplace” UNH’s selectively of potential students has decreased. Students have concerns with the rising admittance rate. UNH is a large public school. But, the student body wants UNH to consider some of these things in their enrollment decisions and outlook on sustaining a high-quality student population:

- Residency of the student (in-state versus out, nationality, etc.)
- Diversity of students (types of students, having diverse students from a demographic standpoint)
- Matching our admittance figures to our resources available to provide a quality education (enough housing, classroom space, etc.)

Campus Safety

Universities in the modern age deal with a variety of issues that center around campus safety. The media highlights these issues on a daily basis. UNH is no different. The University has, like many public institutions, a separate police department that is beholden to the University. UNHPD focuses solely on UNH. However, the Town of Durham adds an extra dynamic. It is because there are so many non-resident students living in Durham that the relationship that the Student Body has with the Durham Police is important too. Students have expressed concerns and goals in regards to campus safety such as:

1. An assessment of the police ticketing system in order to make it so that students are not arrested and booked.
2. Keeping a consistent standard in regards to how the police departments treat mass gatherings in the Town of Durham for major events such as homecoming, the Super Bowl, May 5th, etc.
3. Continued connection and interaction between UNHPD and the student body to create a better environment and foster the “community policing” mentality.
4. Law enforcement dealing swiftly with the new trend in the region that is heroin addiction and use.

Residential Life

Over half of the UNH population annually lives in residence hall during the academic year. The dominant segment of that population is the first year class. UNH has currently over 20
residence halls and house a variety of students. Some students prefer to live in a setting with people in their class (first year only dormitories like Christensen, Alexander and Williamson Halls). Some prefer to live with students of a similar academic path such as Hubbard Hall since it is designated as the “Honors dorm”. Others prefer to go to an alternative housing situation that has no substances involved such as Engelhardt Hall. Those residents and former residents have opinions on their living experiences and changes they would like to see. These are some of the common ideas suggested or initiatives that were proposed by residents of UNH Housing or former residents:

- The exploration of different identification systems that make it so students do not have to be so dependent on their ID cards to enter their individual dorms.
- Adding more card swipe slot readers onto more doors of the buildings for easier access.
- There is an interest in seeing more students involved in the R.A selection process.
- Questions have been raised about the enforcement and the punishment for a Resident Assistant violating the Room and Board Agreement or Housing policy such as quiet hours.
- Students want to see if quiet hours at special time such as holidays or during final exams) need to be edited.
- General maintenance and quality of care taking for residence halls evaluated to make sure that it is being done effectively.
- A need to have stricter smoking rules, if not a ban of it, near residence halls because of the cited health risks.
- The examination of having a “pet-dorm”
- Inserting new technology into the halls such as (new combination locks or better Wi-Fi connection.

Part 3 Strategic Initiatives

This is a short list of initiatives that the student body have expressed strong interest in seeing completed in the next five to ten years at the maximum.

1. Pursuing the renovation of classroom spaces with the goal of having a variety of classroom spaces.
2. Having a campus where professors are required to post grades and syllabi for academic classes onto the Canvas or MyCourses platform.
3. Shrinking the Discovery program to seven or eight courses, including the English Writing requirement.
4. Fighting the Greek stigma in any tangible manner possible.
5. See UNH Dining mix up the variety of food served in dining halls such as more gluten and vegan options.
6. The creation of an avenue for customizable Dining plans
7. The development of an application for monitoring facility use at the Hamel Recreation Center.
8. Seeing UNH pursuing more solar energy and energy alternatives in the classroom.
9. Seeking avenues to help Start-up student Organizations get on their feet and succeed in the short and long term.
10. Building a bridge between the Gables and the Woodside’s Apartments.
11. Seeing the construction of a traffic circle at the intersection of Main Street, Quad Way and Pettee Brook Lane.
12. Creating more parking spots that are metered or designated drop-off spots.
13. Pushing UNH to control Tuition costs, lab and course costs through consolidation and creating more opportunities for scholarships and grants.
14. Seeking to shorten to Winter Parking Ban and working to make the Transportation website made more student reader friendly.
15. Aiming to develop more Wildcat transit and Campus Connection routes on the weekends and evenings.
16. The development of an online student ticket purchasing system.
17. Greater involvement in sports and general school spirit.
18. The development of a Pet dorm or a floor in a residence hall that is “pet-designated”.
19. Striving to have stricter smoking enforcement, potentially as strict as a smoking ban.
20. Having more students involved in the Resident Assistant selection process.
21. Seeing better maintenance in the residence halls and the potential renovation of old housing buildings and more cards slot swipe readers.
22. Working to develop more Fraternity and Sorority Housing in the Town of Durham.
23. Centralizing Veterans ‘Services on campus into one location.
24. Banning Single-use plastic Water Bottle at UNH.
25. Making campus safer by working to end a variety of issues but with a strong focus on sexual assault, harassment and stalking.
26. Working to make the UNH campus a stronger community by making all feel included.