

UHDS Collaboration Activities – Top 5 Responses Summary

Summarized are the top five responses for each question that was asked, sorted by each group that participated. These were taken straight from the response received from the various groups. Question number 2 and question number 3 were slightly modified as we worked with each group. But all top-five comments are reflected here.

Question 1:

Overall as a department (UHDS), what do we do well or excel at?

- a) Based on your knowledge of our overall operations, what do you perceive as being something we excel at each year?**

Session 1

1. Flexibility with work, class, life schedules
2. Show care/Taking care of residents/customers/students
3. Take feedback from students & UHDS collaborates for change
4. Safety
5. Promoting student success

Session 2

1. Not Much (This is how we feel)
2. We polish a turd and it's still a turd
3. Creating a home environment

Session 3

1. Great customer service
2. Putting our heart into our work
3. Building lasting relationships with students
4. Thinking on our toes
5. Serving great food

- b) As each of us work in our areas, what are some common themes or comments you hear from students/parents as to what they like about EIU?**

Session 1

1. Community
2. Family-feel
3. Friendly & helpful
4. Staff goes the extra mile
5. How well we take care of students

Session 2

1. Everyone is friendly
2. Our BSW's Rock!!!
3. Creating a home environment
4. Students come to staff with compliments and complaints

Session 3

1. Students can talk to us about things they can't share with parents

2. Home away from home, we watch out for the students
3. Wide diversity
4. Small campus compared to a big city
5. Good food

Question 2

Overall as a department (UHDS), what could we do better?

Session 1

1. More modern Residence Halls. Improve furniture in dining and lounges.
2. More effective communication with staff and students (students not understanding meal plans)
3. More modern way to get in the buildings i.e. keyless entry. More modern way to order food. Meal access apps.
4. Amenities -Wi-Fi, different meal plans (healthy choices, allergies)
5. Late night coffee shop with study area at Tower Dining.

Session 2

1. Modernize Residence Halls.
2. More pod bathrooms
3. Happy BSW = Happy Student
4. Pay us more.
5. Clean the mold out of A/C units

- a. If you were attending EIU as a college student, or as a parent you are sending your child to EIU, what expectations would you have of the housing and dining environment that we are not meeting today?**

Session 2

1. Lack of manpower – enough staff to provide clean environments
2. Hold kids accountable.
3. Pay us more
4. Constant mold and flooding issues
5. More food variety in dining halls

Session 3

1. Safe environment, clean, friendly and making sure we have product for daily use
2. Better explanation of food options and payment options
3. More personal interaction
4. Healthier options

- b. What key issues must we deal with if we are to achieve excellence in providing the student the best possible experience we can?**

Session 2

1. Increases wages for all staff.
2. Stay single rooms
3. Upgrade HVAC systems (and networking)
4. Remove extra furniture in single rooms
5. Treat all staff as equals

Session 3

1. Better training programs
2. Loosen the food budget (quality)
3. Better guidance of student workers
4. Communication, leadership roles.

Question 3

What can we do as individual team members to enhance the student/resident/diner/customer experience?

Session 1

1. Improve parking lots/fix pot holes/more and bigger spaces
2. Update look of dining centers atmosphere for students.
3. Be positive, kind, and greet customers, students/residents with smile and use their names.
4. Keep in mind whole purpose to assist students. They are the reason we are working here.
5. Update rooms and common areas with LVT (tile), and carpet.

a) If you were attending EIU as a college student, or as a parent you are sending your child to EIU, what experiences would you expect that perhaps are not happening today?

Session 1

1. High speed Wi-Fi
2. More custom options for students (feels more personable to them) – living/dining atmosphere and options. CCC ideas
3. Experience learning as a whole – not just classroom – living/dining/interacting.
4. Treat students as adults with the understanding we are here to assist in process.
5. Modernize menus to appeal to students.

What one thing must we change (for example, do more of, do less of, or get rid of) to succeed in the next one to three years?

Session 2

1. Fair and consistent pay raises per cost of living
2. Consistent bid sheets
3. Less management
4. Honest communication
5. Genuine thank you's

Session 3

1. Vendor consistency, enforcement, product quality, and variety of vendors and locals (no special orders)
2. Adequate training of students
3. Stronger support and communication between management and staff and more feedback
4. Better/new equipment
5. Consistent rules among staff

Question 4

Communications/Relationship/Team Dynamics

a) How would you describe the culture within the UHDS Department?

Session 1

1. Family first-flexible and supportive both professionally and personally
2. Open door
3. Friendly/Engaging
4. Can be isolated or “silo’d”
5. Inclusive

Session 2

1. Hostile
2. One-sided
3. Dis-functional/Lack of trust
4. Lack of Respect
5. Inconsistent

Session 3

1. Tense
2. Disconnect between staff and upper management
3. Overdramatic
4. Does not want confrontation
5. “Because I said so”

b. How can we further improve communications among the UHDS department?

Session 1

1. Department newsletter
2. Central communication person – keeping all areas and all shifts informed make sure everyone is on same page & communicating correct information down
3. Cross-discipline/cross-training, need more
4. Opportunities for social interactions between staff
5. Improve channels for communicating from “bottom up”

Session 2

1. Mutual respect
2. Less favoritism
3. Clear and better directions
4. More involvement from foreman
5. Training

Session 3

1. Tell the truth
2. More appreciation
3. More communication between departments
4. More consistent and timely communication, not last minute
5. I don’t need recognition, my paycheck is my recognition