



Town Hall Forum Additional Questions

From September 29, 2009 Forum

Academic Affairs

- **“Can the library stay open longer on Sundays?”**

“The Blagg Huey Library is open from 2:00 pm until midnight. Two years ago, the Libraries extended hours on Friday nights from 6:00 pm to 10:00 pm because there fewer than 25 students in the building using library services at closing time. Hours of operation are based on building use; availability of staff, student workers, and a student security guard; and demand for library services. (The emphasis is on library services because it may be more cost effective and safer to provide a study hall and lab access in another facility that is not as large as Blagg Huey.) Most of the requests I get to extend hours are during finals and last spring during finals week we conducted an informal survey of the number of students in the building at midnight. Our counts indicated there was not enough demand to justify keeping the building open later. We will follow the same procedure this fall. The bottom line is this: The costs outweigh the benefits to extending the library hours beyond what they are now. So few students use the library during the late hours that we cannot afford to extend the hours any further.”
- **“Can we have Graduation in a bigger facility?”**

“On the Denton campus, Pioneer Hall (gym) is the largest indoor facility. When the number of graduates warrants it, we have added ceremonies so that students can have more tickets. There is no local facility large enough to accommodate graduation, other than at UNT; and it is in use at the same time we would need it. In addition, going to another facility would mean additional costs which would have to be passed on to students. Multiple, smaller ceremonies make our commencement exercises more personal and not a lengthy as having only a single large ceremony in a bigger facility. Dr. Nicholas reports that when student representatives and student government members have been questioned about this, they have indicated no interest in going off campus for commencement.”
- **“I would like for a rule to be placed that transcripts are not accessible to ANYONE without special permission, and also a rule stating that test scores and academic progress are not to be discussed among faculty members. Is this possible?”**

“Regarding transcript availability, our policy is fully compliant with FERPA (the Privacy Act). Essentially, transcript information is private and is not released with the student (or parent, in the case of a minor student) giving permission. Access to transcript information by University personnel is defined to be only an on “need to know” basis. Faculty and staff are advised regarding privacy policies.”

Food services

- **“Can the hours in the cafeteria/ underground be changed to later hours for students who are in classes during the open hours and commuter students who have late classes?”**
“Hours of operation are based on traffic pattern data and customer survey results. If there is a specific location that students would like to be open later, we would be open to entertaining a proposal. Typically that would come through SGA. Keep in mind that any extension to hours of operation increase the costs associated with the operation and could be reflected in pricing, menu choices and points of service. Also, once the MCL location is open, we anticipate it catering to the later commuter crowd.”
- **“The dishes in the underground are not really clean, what can be done about this?”**
“Since we wash such a huge number of dishes each meal, unfortunately sometimes something may get through. Please bring the issue to the attention of a manager or supervisor when any dirty or stained dishes are found so we can address the issue immediately.”

Student Life

- **“It seems that the Christian organizations have limited resources. The Greeks have a wall where their flyers can go; could we have a place like that?”**
“All chartered student organizations have equal access to university resources that are made available to chartered student organizations. This includes bulletin boards and other approved posting and display areas. Questions regarding posting policies in the student union may be addressed to the Student Union Office.”
- **“During Hispanic heritage month the underground serves Mexican food to celebrate what about the other Hispanic cultures?”**
“Hispanic Heritage Month is a celebration of all Hispanic Cultures. Pachanga was a celebration primarily highlighting Mexican Food but also had educational and cultural information about many other counties. In the past, Food Services and Aramark has alternated menu items from other cultures and Latin counties. If there are specific menu requests or cuisines, please contact Food Services or Aramark as they are open to including as many different cultural foods as possible.”

Department of Public Safety

- **“Why are some emergency booths not working?”**
“We check the pole phones each night to insure that they are working. Sometimes we have lights on the poles that are not lit. The phone device still works. We have a contractor that comes on a regular basis to perform maintenance on the units.”

Information technology

- **“Can we get longer hours in the Megalab?”**

“The Megalab’s current hours of operation are complimented by other labs on campus such as the Library, Guinn Commons, the one in the Student Center and the one in ASB. We try to provide access to a variety of labs through this distribution across the campus which also allows us to maximize resources and minimize operational costs. In light of this distributed accessibility and variety of hours, can you tell us what students are not able to do or get to? This would help us re-examine our current operations. (Maybe we need to increase our publicity on what is available and where.)”

Facilities management

- **“There seems to be several irrigation puddles near the ASB and The library. Will these be prepared?”**
“The lawn irrigation system sprinkler heads have been adjusted.”
- **“Can more lighting be put between the residence halls and the library?”**
“The TWU campus police inspect the existing campus lighting daily to inspect for burned out lights. Twice each month the burned out lights are reported to TWU Facilities Management and Construction for repair. To address the potential need for additional light poles, a lighting evaluation subcommittee to the TWU safety committee will evaluate campus-wide exterior lighting needs.”