



HOUSING ADVISORY COMMITTEE

Housing Advisory Committee Meeting

Session 5 – Thursday, March 13, 2025

11:00 a.m. – 12:00 p.m.

Location: Teams

MEETING MINUTES

- I. **Land Acknowledgement, Keeley Moloney.**
- II. **Approval of session four minutes from February 11th, 2025, Julia Bedding:**
 - a. The minutes were reviewed and approved.
 - b. Julia will post the approved minutes to the HAC website.
- III. **Marketing & Review Consultation, Fatima Baqir & Chelsea Bennett:**
 - a. Jen introduced The Scion Group, a consulting firm that is working with Student Housing to develop a marketing plan and conduct a marketing review. As discussed during the last Committee meeting on government mandates, Student Housing is expanding their offerings and welcoming upper year students back into residence for the first time in ten years. Through this review and plan, our goal is to tell our story well, and transparently.
 - b. Fatima explained that The Scion Group has a longstanding relationship with Trent. They have conducted multiple studies over the last 10 years, mainly market and demand studies. Our goal in the past has been to assess what the demand for housing is and what student's preferences are for unit types and amenities. With the shift in enrolment, we are now focusing on a new recruitment plan and setting the marketing strategy for Student Housing at Trent.
 - c. Fatima and Chelsea facilitated a discussion with the student members of the Committee and gathered their feedback and perspectives on their experiences in residence. The following discussion questions were posed:
 - When you chose to come to Trent, why did you choose to live in residence rather than finding somewhere off-campus?
 - How does the college system play a role in residence? How did that appear to you as a new student? Was it confusing?
 - In looking at the experiences you had with college-specific and housing-specific programming as a student living in residence, would you consider that to be an

attraction and retention factor in terms of keeping students in residence or encouraging them to return?

- Are you able to differentiate between the housing community and the college or cabinet community, or do you see too much overlap?
- In terms of Student Housing's websites and social media channels, what was your experience with navigating those? Did you find that they were easy to use and that they served their purpose?
- Some of the feedback has been that students are not resonating with residence programming beyond their first year, and that there seems to be greater connections to the programming that is offered by the colleges themselves. What is it about the college programs that seem to draw more people in?
 - Do you have any feedback that would help guide our program recommendations to help connect with more returning students?
- d. Throughout the discussions, it was highlighted that residence programming seemed to be geared towards first year students, and some students seem to have less knowledge of the upper year residence offerings at Trent. As students find their friends and community within residence, they seem to become less reliant on residence programming. This sparked a discussion about how residence programming differs and compares to the programming offered by the colleges and cabinets.
- e. If Committee members have any additional feedback for Fatima and her team, they may send it along to the Secretary to be shared. Student Housing expects to receive a formal report from Scion in late spring. Based on the report's findings, the department will focus on making intentional changes for the fall of 2026.

IV. Approve Terms of Reference, Jen Coulter (attached):

- a. Jen reviewed the small adjustments proposed for the Terms of Reference for next year.
- b. This included position changes, name changes, and representative number changes. In the past, the Committee has included all the VPs and Presidents from the student associations on the roster, but that was not necessary. Going forward, we will instead look to include just one representative to meet the expectations set out by the Terms of Reference.
- c. A decision was also made to hold four sessions during each academic year, rather than five sessions. With elections still ongoing into the month of October, it is a struggle to finalize the roster and hold the first session during that same month. We instead will schedule our first of the four sessions in November to allow a bit of breathing room in creating the Committee roster and finalizing the schedule as the elections wrap up.
- d. Committee approved the terms of reference

V. Renovations Update, Jillienne Simone-Burns (slides attached):

- a. Back in November, Jill presented Student Housing's projected updates and renovations plans. The following items are what we now have confirmed:
 - Continuation of the window project in towers A-F. Last year, all of the stairwell windows were completed. In 2026-27, the west towers will be done. Due to the history of the building, the windows are not standard sizes and differ from room to room. This means a lot of customization is required and takes a lot of time and resources.
 - Sanitary and storm piping updates in Lady Eaton will be completed over the summer. This project has been prioritized as it was identified as a critical update during a recent engineering study.
 - Some of the Gzowski bedroom doors are starting to deteriorate and cause issues, so this is another project we would like to prioritize. This next summer we will be looking at securing approval, materials and a contractor for the project. We will need to align the timeline with the needs of Conference Services.
 - Furniture and fixture updates: We are in our final summer of updating the roller blinds in the residence rooms in Gzowski. Along with the furniture renewal project, we are in our second out of 3 summers. This work will be done on our 6th floor.
 - In our fall Skyfactor survey, we received a lot of feedback on our laundry machines. Some of those units will be replaced over the summer.
 - Champlain and Lady Eaton will get updated ResNet service and we will slowly continue this in our other residence buildings. We want to stay on top of the latest and greatest technology.

VI. Annual Satisfaction Survey Data, Kate MacIsaac (slides attached):

- a. In November, we sent out a residence satisfaction survey. This is a brief synopsis of some of the results.
- b. We distributed this survey to 1,631 students and gave them 3 weeks to respond. We had a 34% response rate. This is an excellent response rate for the survey size.
- c. Question themes included: Satisfaction with the student staff interactions, hall programming, facilities services, safety, security, dining, community, environment and learning.
- d. Our respondent's demographics included a lot of female identifying, heterosexual and white students. We also saw lots of representation across varied ethno-racial backgrounds and gender identities. These students had various unique needs such as mental health and neurological conditions. That is something to consider as we look at needs around programming, support and accessibility.
- e. The recommendations that we receive as a result of the survey are generated by Skyfactor, based on established benchmarks. They take the responses that we receive as an institution and use predictors of student satisfaction to come up with priority areas

for us to focus on. On the survey, a 1-7 Likert scale was used to collect responses, with 7 indicating very satisfied.

- f. Top priorities identified by Skyfactor (areas that received a mean response under 5, under slightly satisfied):
 - Supporting students with resolving conflict.
 - Connecting students with academic services.
 - Connecting residence programming with academic success.
 - Room assignments: ease of process and quality of choices, noise level.
 - Services provided: Laundry came up a lot as Jill had mentioned.
- g. A well-performing area that we should look to maintain is our safety and security. Students reported feeling moderately or very satisfied in that area.
- h. For the open-ended questions, something we asked students was what they liked most. Convenience and community were the top answers. We also received a lot of comments related to food and affordability in housing.
- i. In terms of the most helpful contacts our students found on campus, Residence Life Dons were most frequently mentioned, as well as our Service Centre Assistants.
- j. As this residence satisfaction survey was launched, we also launched one for our student staff. We received 29 responses from these staff members spread across the different colleges. Performance on all the factors was excellent compared to the benchmark standards for student staff satisfaction. Skyfactor generated these recommendations for maintaining and improving:
 - Maintain: Job demands and satisfaction. Students felt they were compensated well for the time and effort they were putting in. The category that was best performing was supervisor support. Our student staff feel like their goals are being supported in their work, and that they are treated with respect and fairness.
 - Improve: Training and programming. More Durham-specific training was requested. More training on meaningful conversations and community development experiences. This aligns well with the need to improve some areas around programming as discussed earlier in the meeting.

VII. Closing Remarks & Thank You, Jen Coulter

- a. Please accept our sincere thanks for all the time you have spent with us this year! We appreciated your feedback and your help as we developed policies. Please check your emails and junk folders for a gift card to thank you for your time! Wishing you all the best as you wrap up the year.

Terms of Reference

Background

The Housing Advisory Committee (HAC) is a subcommittee of the Colleges and Student Services Committee (CASSC). The HAC is an annual standing advisory committee to Student Housing.

Purpose

The HAC is a consultative body for Student Housing. The committee will consider the student housing experience and provide recommendations for enhancement of the program. HAC is charged with formulating feedback and/or recommendations regarding off campus supports, programs and services delivered in residence, residence capital and renewal projects, and residence policies, for decisions by the housing leadership team.

The committee votes on the approval of the residence fees in alignment with the residence and dining fee memorandum of understanding between the University and student governments.

Scope

HAC is advisory in nature. This committee is designed to provide the housing leadership team with points of consideration to inform effective decision-making. The committee discusses and makes recommendations on issues that impact undergraduate, graduate, and off campus housing experiences in Peterborough and Durham.

The scope of the committee is limited to the work of Student Housing. Due to the nature of the work, this committee may also discuss issues that are related to other areas of the university (e.g., food services, security). These discussions will be documented and passed on to the respective departments for consideration. The committee will focus on broad issues impacting the larger student housing population. At the end of each meeting, housing leadership team members will stay after the conclusion of the meeting to assist with addressing issues that impact individual students (e.g., human resource related concerns, maintenance concerns).

Process

The committee, will:

- Consider safety, diversity, equity, inclusion, sustainability, and a positive student experience with respect to all practices of Student Housing.
- Make clear, concise, and actionable recommendations to the housing leadership team.
- Produce an agenda and minutes of each meeting and post the minutes on the Student Housing website.

Membership

Committee members are intended to represent a cross-section of students. Assigned by the Office of Student Affairs, representatives are appointed for one year term (academic year).

The HAC is co-chaired by the Director, Housing Facilities & Operations and the Director, Residence Life & Education.

The HAC has the following representatives or designates:

Representing	Position
Residence Students	<ul style="list-style-type: none"> • College Cabinet representatives (5)
Residence & Off Campus Students	<ul style="list-style-type: none"> • TCSA Representative (1) • TGSA Representative (1) • TDSA Representative (1)
Colleges	<ul style="list-style-type: none"> • College Principal (1)
Housing Leadership Team (non-voting)	<ul style="list-style-type: none"> • Senior Director, Student Housing (1) • Director, Housing Facilities & Operations (1) • Director, Residence Life & Education (1) • Assistant Director (2)

Decision Making

The HAC is a consultative body and makes recommendations to the housing leadership team. The housing leadership team is responsible for making operational decisions related to the residence experience, considering the feedback and recommendations from HAC.

Robert's Rules of Order is applied as necessary for major changes impacting the student experience and for room fee approvals subject to the university's memorandum of understanding with the student unions regarding residence and dining fees.

Meeting Frequency

Meetings will be scheduled for 60 minutes for a maximum of 4 times per year between November to March. Generally, meetings are closed to encourage open discussion. Invited guests will be considered as agreed upon within the group.

Reporting

As a subcommittee of CASSC, the HAC will report on the progress of the committee as requested by the Chair of CASSC.

Housing Advisory Committee – Renovation Updates

Thursday March 13, 2025



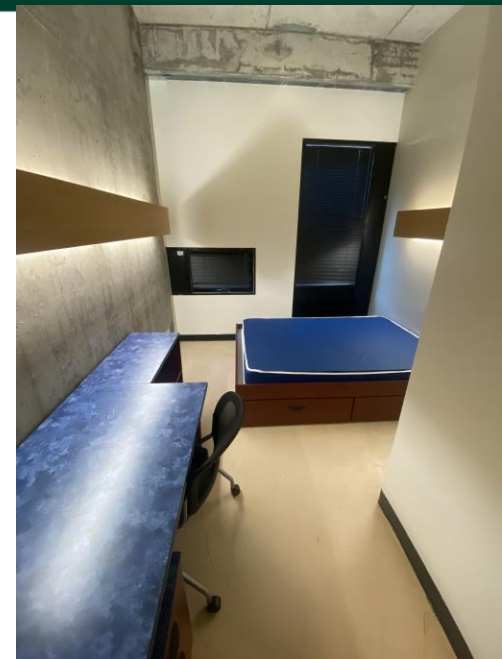
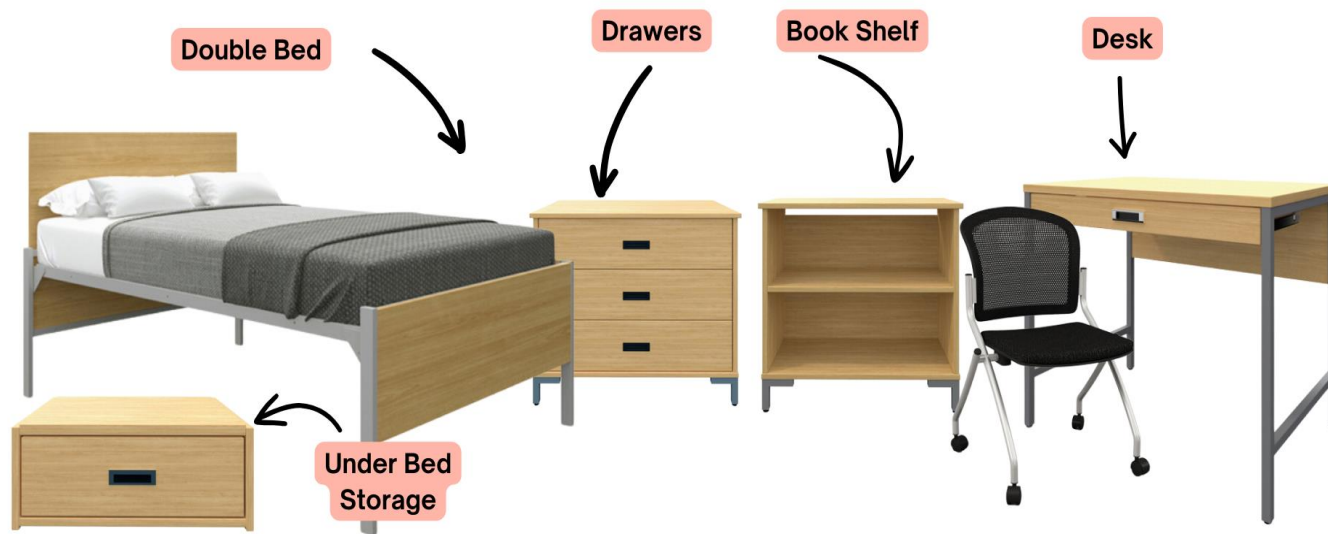
Projected Projects with the PMO

- Champlain West Bedroom Windows (continued from Summer 2024)
- Lady Eaton (South + North) Sanitary Piping
- Lady Eaton (South + North) Storm Piping
- Gzowski Bedroom Door Replacement – *Pending Approval*

Projected Furniture & Fixtures Updates

- Gzowski 6th Floor Roller Blinds
- Gzowski 6th Floor Bedroom Furniture Renewal
- Laundry Machine Replacements
- RezNet Updates
 - Champlain College
 - Lady Eaton College

Gzowski Bedroom Furniture Refresh



CHALLENGE THE WAY YOU THINK

Resident Satisfaction Survey

2024-25

The survey

- Distributed to 1631 students from November 12th to November 29th
- 559 responses = 34.3% response rate
- Questions include satisfaction with:
 - Student staff and hall
 - Programming
 - Facilities and services
 - Safety and Security
 - Dining
 - Community Environment
 - Learning

Demographics

N = number of residents who responded to the question

PND = Prefer not to disclose

All demographic questions presented were “select all that apply”

Response by Residence Building

Residence	Number of responses	% of Total
Champlain College	46	8.2%
Champlain Annex	39	7.0%
Durham Residence	21	3.8%
Gzowski College	100	17.9%
Gzowski Annex	38	6.8%
Lady Eaton College	108	19.3%
Lady Eaton Annex	47	8.4%
Otonabee College	120	21.5%
Trill College – Crawford	1	.2%
Trill College – Wallis	6	1.1%
Trill Annex	32	5.7%

Response by location:

Total: 559

Durham: 21

Annexes: 156

Trill: 7

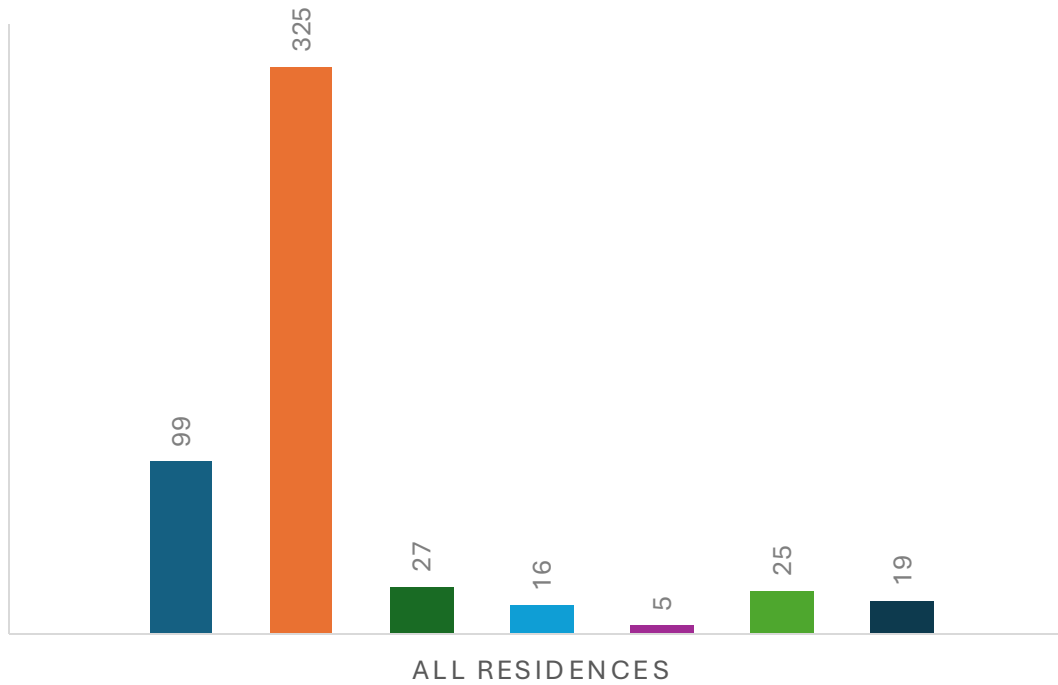
Symons: 374

Did not respond: 1

Demographics

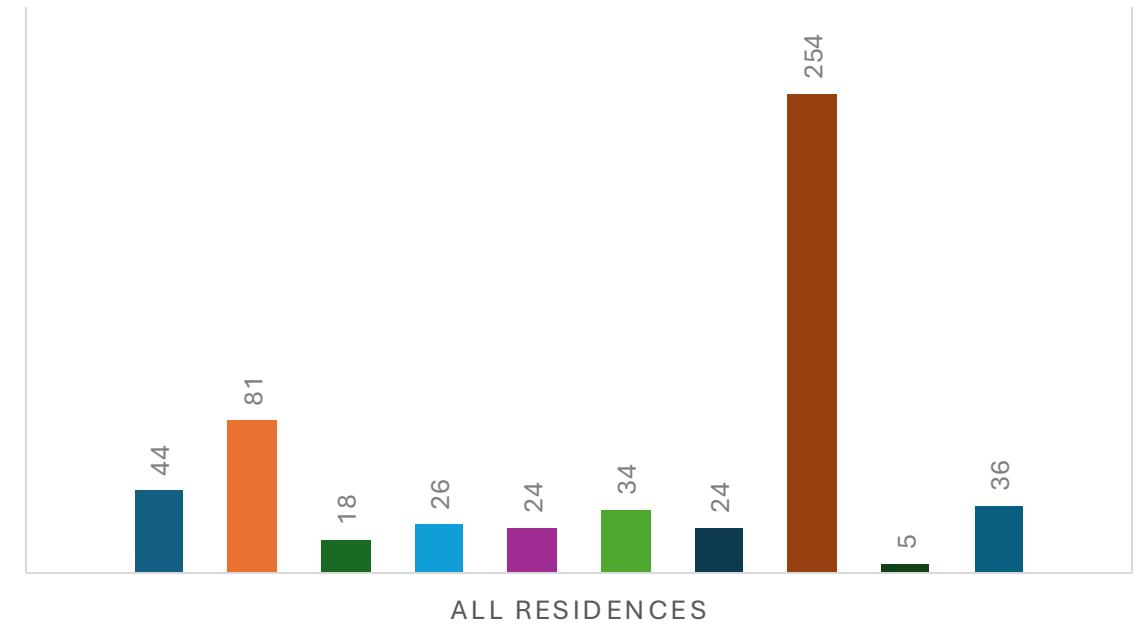
GENDER IDENTITY (N=465)

■ Man ■ Woman ■ Non-binary ■ Genderqueer
■ 2S ■ Transgender ■ PND

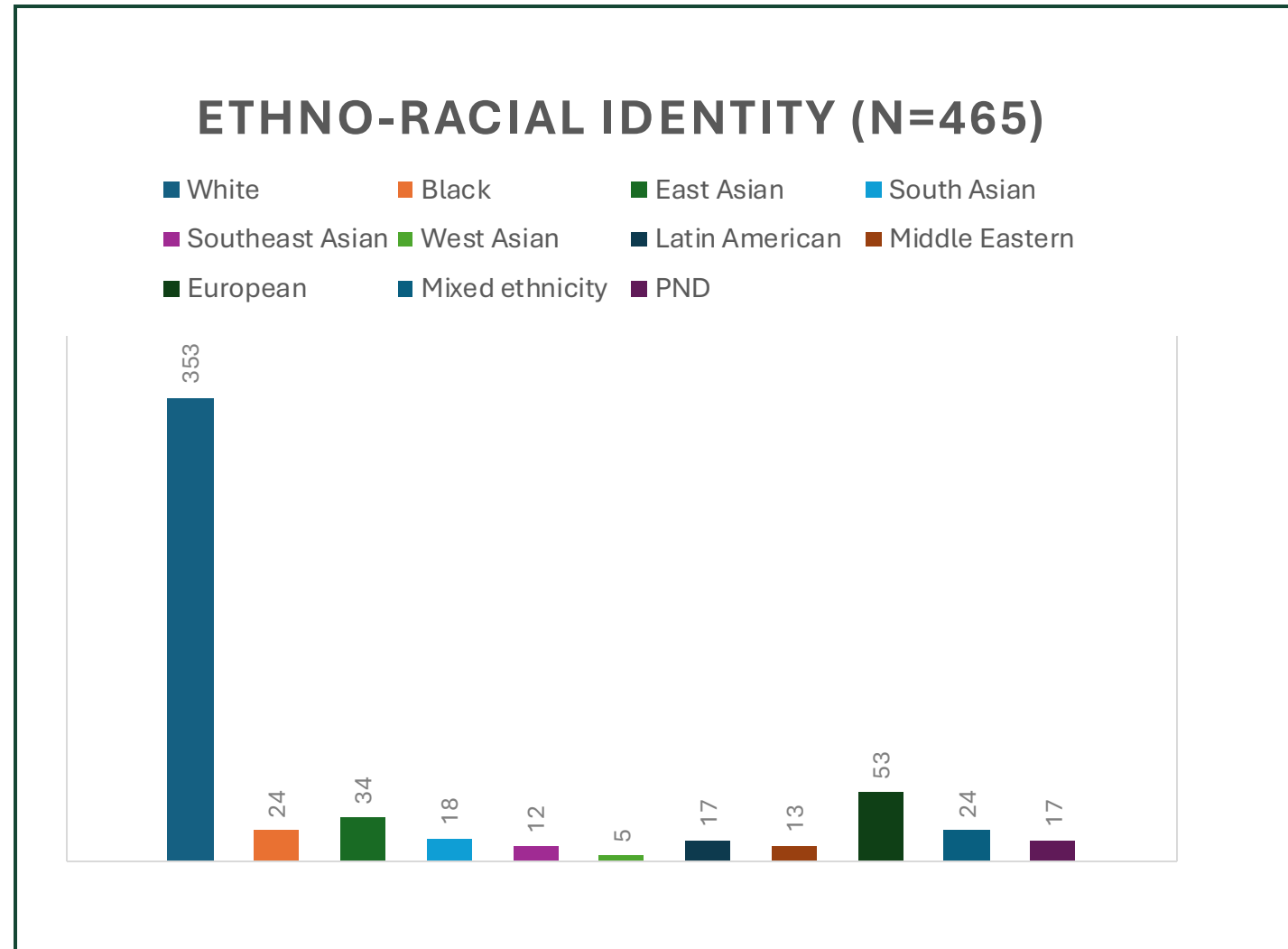


SEXUAL IDENTITY (N=461)

■ Asexual ■ Bisexual ■ Gay ■ Lesbian
■ Pansexual ■ Queer ■ Questioning ■ Heterosexual
■ 2S ■ PND



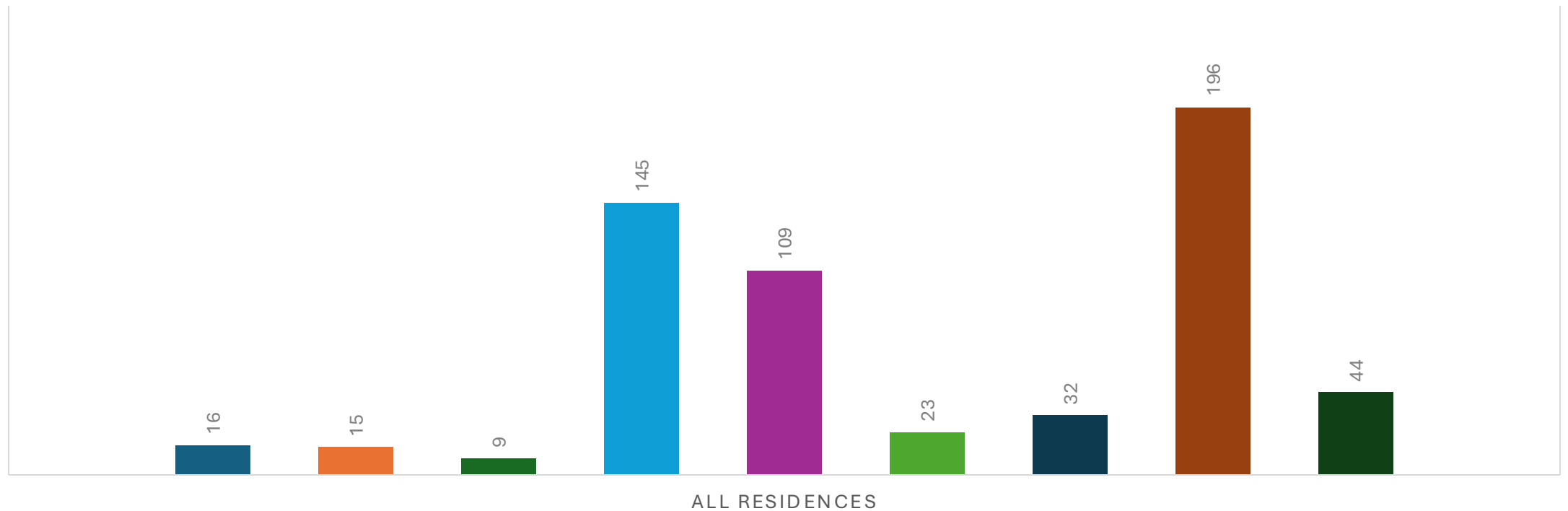
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MEDICAL CONDITIONS (N=448)

■ Physical disability ■ Visually impaired ■ Hard of hearing ■ Mental Health ■ Neurological ■ Chronic Health ■ Another condition ■ N/A ■ PND



Skyfactor Recommendations

The areas are selected based on their prediction of resident satisfaction and impact on resident satisfaction.

Respondents ranked on scale of 1 to 7, where 1= Very dissatisfied, 7 = Very satisfied

Top priorities: Lower performance, high impact

Learning: Personal interactions (mean response = 5.3)

- Meeting other people
- Living cooperatively
- Resolving conflicts*
- Improving relationships

Learning: Academic Success (mean response = 4.5)

- Apply class content*
- Explore academic interests*
- Explore career interests*
- Connect with students in your courses*
- Connect with faculty*
- Use campus resources to support academics*

* Mean response is under 5 (slightly satisfied)

Top priorities: Lower performance, moderate impact

Satisfaction: Room assignment (mean response = 5.4)

- Ease of process*
- Quality of choices (housing style, location, amenities)*
- Roommates
- Room type (single, double, suite)
- Building

Hall/apartment environment (mean response = 5.5)

- Ability to study in room
- Ability to sleep in room
- Degree of privacy
- Noise level of community*

* Mean response is under 5 (slightly satisfied)

Top priorities: Lower performance, moderate impact

Satisfaction: Services Provided (mean response = 5.1)

- Internet connectivity
- Laundry room facilities*
- Common/community areas
- Cable TV*
- Postal Services
- Services Centres

*Mean response is under 5 (slightly satisfied)

Maintain or Improve: High performing, moderate impact

Satisfaction: Safety and Security (mean response = 6)

- Security of possessions in room
- Feeling of safety in room
- Feeling of safety in residence community
- Feeling of safety walking on campus at night

Note: All mean responses in this category were slightly satisfied or moderately satisfied

Open-ended questions

What do you **like** most about living on campus?

- Convenience: Close to classes, food, services, bus stops (100+ responses)
- Community: Friends, connections
- Independence/own space
- Safe place
- Walking/exercising/gym

How can we **improve**?

Word Frequencies

- Food-related: 101
- Affordability-related: 41
- Laundry-related: 30
- Noise-related: 29
- Maintenance-related: 22

Who has helped you the most...

- "The folks in the annex student center have been very helpful"
- "My don has helped me the most. She is incredibly helpful when needed, and easy to talk to."
- "I feel like the maintenance people have helped drastically for us. They are always quick to respond to any issues and are very polite and understanding of any issues we have. So far, my experience with them has been great and they have always been very helpful."
- "Shannon the flatbread pizza lady, she always makes my day each time i go there. She remembers who i am and makes me so happy."

Word frequencies:

- Don: 202
- Service Centre: 12
- Food Service: 5
- Maintenance: 4
- RLC: 4
- Others: Academic advisors, food services, caretaking

Student Staff Survey

Residence Life 2024-25

Response by College

College	Responses
Lady Eaton	4
Gzowski	9
Champlain	3
Trill	5
Otonabee	4
Durham	3
REO	1
Total	29



Skyfactor Recommendations

The areas are selected based on their prediction of staff satisfaction and impact on satisfaction.

Respondents ranked on scale of 1 to 7, where 1= Very dissatisfied, 7 = Very satisfied

**Performance on all factors was “excellent”!

Maintain or Improve: Training

Training provided the skills necessary to:	Mean response	Relevant Comments: What is one thing you would like to improve? What did you like most?
Enforce policies	6.1	“The training needs to better especially regarding fire safety and how certain experiences need to be handled like when to involve TUFERT, Security, or the RLC.”
Perform administrative duties	5.7	
Interact with students	5.7	“Learn more about how to create engaging communities.” “I would have liked some more guidance on how to have meaningful conversations with each student.”
Plan events/programs	5.4	“I love hosting events for the students, helping introduce them to new friends”
Maintain personal behaviour standards	6.1	
Overall, to what degree was your training effective for you to be able to be successful at this job	5.9	“I think that having more time to digest and translate the content into the Durham context would be beneficial as a team.”

Maintain or Improve: Job demands and satisfaction

How satisfied are you with your student staff position regarding:	Mean response (1=very dissatisfied, 7=very satisfied)	Relevant comments: What is one thing you would like to improve? or What did you like most?
Number of hours worked	6.0	"I feel like I am barely working because the shifts are so much shorter. Going from 12 hours to 3 hours was a huge adjustment."
Your privacy	6.0	
Your room accommodations	5.7	
Constraints on leaving campus	6	
Balancing academics and job	5.7	"I would put much more focus on how to maintain mental health while also balancing 'work', school and free time."
Renumeration	6	"... the compensation has made the job significantly more appealing, I'm not necessarily sure whether I would have worked another year if the wage remained the same as it did previously."

Supervisor Support

How satisfied are you with your primary supervisor regarding:	Mean response (1=very dissatisfied, 7=very satisfied)	Comments Respond to questions: What is one thing you would like to improve? or What did you like most?
Setting goals	6.6	
Prioritizing responsibilities	6.5	
Setting clear expectations for your performance	6.6	"...the deadlines and expectations of dons is clearly set out and allows for me to plan ahead and succeed in my role."
Treating you with respect	6.7	"As a Durham Don, I enjoyed the agency I had in how I worked with my floor and residents."
Fairness	6.7	
Availability	6.4	
Supporting you in your work	6.7	"I like how supported I have felt in the role, my RLC is always helping to make me feel better about certain scenarios and what my next steps need to be when I am unsure."

How can we improve?

Training

- More Durham-specific
- More focus on community engagement and CDEs
- Less sitting, more practice and experiential
- Fix broken links
- More training on meaningful conversations

Programming

- Practice developing programming for peers in training
- Calendar of due dates
- Educational basis for events can be a barrier

Some really nice comments

“I have completely found anew part of myself. In second year when I came to August training, I was afraid to talk to anyone new and was super unconfident in my abilities. In the last year and a half in my position, I have gained so much confidence. I feel fully confident in my job, my tasks and my abilities to make connections.”

“I think the members of my team have truly made the experience. They are so supportive and getting the opportunity to meet and work along side them has made the experience so much more enjoyable and fulfilling.”

Questions?