

Dartmouth Student Government Student Issue Survey Report March 2023



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Contents

Background	2
Dining	3
Residential Life	6
Mental Health and Safety	10
Technology	16
Transportation	18
Dartmouth Student Government	20
Discussion	25

Background

Dartmouth Student Government (DSG) is the official representative body for undergraduate students at Dartmouth College. The body consists of a campus-wide elected Student Body President (David Millman '23) and Vice President (Jess Chiriboga '24), various executive members, 24 elected senators, four from each housing community per class year, and additional appointed representatives. The main purpose of DSG is to advocate for and raise the voices of the undergraduate student community.

In order to properly fulfill this role, DSG issued a Student Issue Survey to the students during the fall of 2022. The survey contains sections related to residential life, mental health and safety, dining, transportation, and technology. It includes 35 questions, created and edited by Senators JJ Dega '26, Jack Wisdom '26, as well as President David Millman '23 and Chief of Staff Kiara Ortiz '24. The question types vary from multiple choice, select all that apply, open-ended, and likert scales. It was first distributed on Monday, November 7, 2022, and closed on November 18, 2022. No questions within the 'Mental Health and Safety' section were required. Each student was compensated with a \$5 Amazon electronic-gift card that was distributed shortly after the survey was completed. The Qualtrics survey was programmed to strongly minimize the ability of students to retake the survey or claim a gift card without completing the survey.

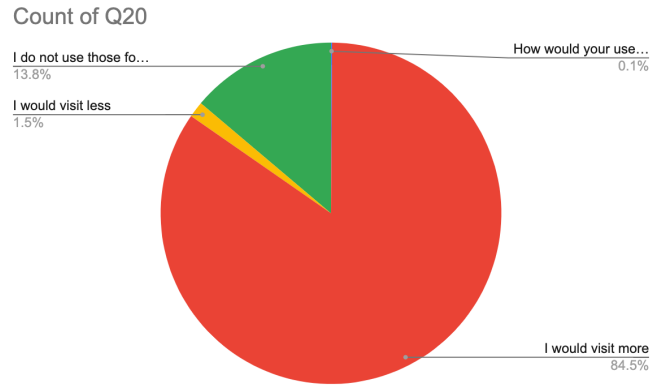
The goal of the survey was to garner critical perspectives of the student body to guide advocacy with the Board of Trustees, administration, and alumni. DSG aims to properly serve its constituents by prioritizing their needs, voices, and experiences. Over 1,331 students completed the survey. 29% of respondents are '26s, 22% are '25s, 23% are '24s, 22% are '23s, and 4% are '22s. This report contains the main findings and trends from the survey responses. No trends were actively ignored or not included; this survey is intended to provide the most honest information provided by students.

Dining

Dining at Dartmouth remains one of the crucial parts of student life. However, students face numerous issues with dining on campus ranging from food insecurity to healthy eating. We included this part of the survey to understand what students are thinking about dining overall and identify which aspects students feel need to change the most.

Questions and Important Findings:

- ❖ **How effectively do meal equivalencies finance meals across dining locations given current menu prices? (n=1153)**
 - Mean: 1.90
 - 1/2 - extremely dissatisfied, somewhat dissatisfied - 76.33%
 - 4/5 - somewhat satisfied, extremely satisfied - 4.68%
- ❖ **How likely are you to utilize the 24/7 Food Pantry located in the basement of Dick's House? (n=1134)**
 - Mean: 1.82
 - 1/2 - very unlikely, fairly unlikely - 78.39%
 - 4/5 - fairly likely, very likely - 11.64%
- ❖ **How satisfied are you with the following across Dartmouth Dining locations? Feel free to further explain below.**
 - **Healthiness (n=1158)**
 - Mean: 2.84
 - 1/2 - extremely dissatisfied, somewhat dissatisfied - 41.71%
 - 4/5 - somewhat satisfied, extremely satisfied - 30.91%
 - **Variety (n=1154)**
 - Mean: 2.77
 - 1/2 - extremely dissatisfied, somewhat dissatisfied - 44.8%
 - 4/5 - somewhat satisfied, extremely satisfied - 29.03%
 - **Quantity of food options (n=1155)**
 - Mean: 2.99
 - 1/2 - extremely dissatisfied, somewhat dissatisfied - 37.23%
 - 4/5 - somewhat satisfied, extremely satisfied - 37.92%
- ❖ **How would your use of Ramekin, The Fern, Back of the Napkin, etc. change if they offered payment with meal swipes? (n=1161)**
 - I would visit more - 84.67%
 - I would visit less - 2.15%
 - I do not use those food options and still would not if they offered payment via meal swipes - 13.18%



❖ **If there were a new vending machine in your dorm, choose the things you want to see in it.**

- I do not/would not use vending machines - 21.64%
- Drinks - 21.42%
- Snacks - 29.78%
- Instant food (like ramen) - 28.1%

Qualitative Data:

- ❖ "I like how there is collis bolocco on mondays and wednesdays -- I think collis could feature other local restaurants as well."
- ❖ "It would be great if we could use DBA or swipes for local restaurants."
- ❖ "Late night meal swipe options near the river"
- ❖ "RAMEN AND MARUCHAN IN VENDING MACHINES PLEASE"
- ❖ "I wish we had more personalizable meal stations (e.g. noodle soup bar, burrito/rice bowl bar). Lack of customization makes it really hard to eat healthy and manage portion sizes. Foco has a salad bar, but I don't always want to use a swipe just for a salad, and the Hop doesn't let me make my salad on my own. Collis stir fry station is great, but I can't control my portion sizes. I do like Boloco, but it's here so infrequently and runs out too fast."
- ❖ "Pls bring the farmer's market back to campus in spring!!"
- ❖ "If vending machines are added, I would want them to be able to use dining dollars, otherwise they are essentially useless."
- ❖ "I wish items at Novack and other similar places had more nutritional information included on them or in a more available spot. These items include the wraps, sushi, salads, etc that are not prepackaged. These often have ingredient information but lack info about calories, protein, etc."
- ❖ "We need more options available at night. We need more options that are healthy, but not just like plain fruit or vegetables. For example, having poke bowls would be cool. The prices are so unfair. Freshman year, I could buy a Collis smoothie with a breakfast swipe. Today, the price of a Collis smoothie is more than a lunch swipe."

- ❖ “Make meal swipe specials a thing again. Freshman year ('22) a meal swipe would get you like a breakfast sandwich and a coffee at collis as a deal.”
- ❖ “There are not enough dairy free options!”
- ❖ “Too expensive fruits!! I wish I could have more fruit options outside of foco as well”
- ❖ “Chicken Tender Queso should be covered by a meal swipe”
- ❖ “The basic meal plan shouldn’t have time of day limitations on swipes. It’s a huge inconvenience to those who may live off campus, at Summit, but still are on the meal plan. Multiple trips are needed to access enough food throughout the day instead of allowing students on the basic plan to use their two swipes in any given meal period.”
- ❖ “We need more money. Or lower prices. This is insane.”
- ❖ “Dartmouth Dining should partner with a couple local businesses so that we can use DBA there...”

Survey Recommendations

- ❖ Annually increase meal equivalencies in line with inflation at dining locations.
- ❖ Allow undergraduate students to use meal swipes at all dining locations.
- ❖ Dartmouth Dining should try to add more options, especially for dietary restrictions like halal and vegetarian, at locations outside of Foco.
- ❖ Increased Dartmouth Dining collaboration with local businesses and more fast food options in Hanover.

DSG Winter Achievements in This Area

- ❖ Created a Dartmouth Dining advisory council that will meet with senators biweekly to discuss methods for improving dining in the future.
- ❖ Helped establish Foco Late Night, which operates from 9:30 PM - 1:30 AM, daily.
- ❖ Successfully advocated for the usage of meal swipes at snack bars, lower cost of fruit cups, water stations at Foco at Late Night, the return of a \$10 burger special, and the institution of more specials.
- ❖ Established a connection with the Hanover Co-op to work to provide more gift cards and discounts to students.

Summary

Our survey has resulted in several findings. A large majority of students answered that meal equivalencies are very ineffective in financing meals across campus. A large majority of students also answered that they would use alternate dining locations more if they all accepted meal swipes. Most students also reported that they are very unlikely to rely on the food pantry. Students reported a wide range of answers when it comes to the variety of food, the healthiness of food, and the quantity of dining options on campus. It appears that students are very unhappy with the utility of their meal swipes, but more split on the quality and quantity of food on campus.

Our data is mostly in line with what has been highlighted by concerns already raised by multiple students to DSG and through other mediums. As prices rise while meal equivalencies have remained constant, most students find meal equivalencies unaffordable to make purchases at dining locations. An overwhelming majority of students would use locations like Ramekin, Fern and Back of the Napkin (which currently only accept DBA) if they accepted meal swipes as well. This is possibly because students rely on meal swipes to make most of their purchases, especially those on meal plans like Ivy Unlimited. A significant proportion of students are not satisfied with the variety in dining. While most students are unlikely to use the Dick's House food pantry, a significant portion (over 10%) stated that they would be likely to use it. What is more surprising is that the majority of students find dining at Dartmouth healthy.

Residential Life

Housing availability, dorm quality, amenities, and living conditions have been an ongoing topic of concern for students, faculty, staff, administrators, and the Board of Trustees. Recently, the Board of Trustees in 2021 authorized a [new infrastructure renewal fund](#), in addition to planning an apartment-style living construction project, [The North End Housing Project](#), a proposal for 128 units of brand-new apartment-style housing for undergraduate students, about 1 mile away from the heart of campus with shuttles constantly running for transportation. Both of these come at a time where students have reported mold and lead paint in dorms, and a fear of not getting any housing at all.

Our housing section consisted of several questions to ascertain opinions of the student body on ongoing projects, infrastructure, and upkeep.

Questions and Important Findings:

- ❖ **How satisfied are you with the general condition of your dorm? (n=1092)**
 - Mean: 3.40
 - 1/2 - extremely dissatisfied, somewhat dissatisfied - 23%
 - 4/5 - somewhat satisfied, extremely satisfied - 53%
- ❖ **How affordable is laundry at Dartmouth for you? (n=1099)**
 - Mean: 2.49
 - 1/2 - extremely dissatisfied, somewhat dissatisfied - 64%
 - 4/5 - somewhat satisfied, extremely satisfied - 15%
- ❖ **How satisfied are you with the functionality of the washing/drying machines in your dorm? (n=1085)**
 - Mean: 2.20
 - 1/2 - extremely dissatisfied, somewhat dissatisfied - 68%
 - 4/5 - somewhat satisfied, extremely satisfied - 17%
- ❖ **How accessible is a community water station in your dorm? (n=1094)**

- Mean: 2.93
- 1/2 - extremely dissatisfied, somewhat dissatisfied - 45%
- 4/5 - somewhat satisfied, extremely satisfied - 39%
- ❖ **If you are someone who uses menstrual products, how likely are you to use the menstrual product dispensers on campus? (n=1081)**
 - Mean: 3.18
 - 1/2 - extremely dissatisfied, somewhat dissatisfied - 28%
 - 4/5 - somewhat satisfied, extremely satisfied - 41%
- ❖ **The North End Housing Project is a proposal for 128 units of brand-new apartment-style housing for undergraduate students, about 1 mile away from the heart of campus with shuttles constantly running for transportation. Read more here (<https://home.dartmouth.edu/news/2022/06/plan-student-housing-moved-west-side-lyme-road?page=2>) (n=1094)**
 - Mean: 2.51
 - 1/2 - extremely dissatisfied, somewhat dissatisfied - 56%
 - 4/5 - somewhat satisfied, extremely satisfied - 27%
- ❖ **How supportive are you of the North End Housing project (given distance, location, shuttle, quality) (n=995)**
 - Mean: 3.05
 - 1/2 - extremely dissatisfied, somewhat dissatisfied - 29%
 - 4/5 - somewhat satisfied, extremely satisfied - 34%
- ❖ **Would you want to live off-campus as an upperclassman in general? (n=1104)**
 - Yes - 56%
 - No - 44%
- ❖ **Would you choose to live in the North End Housing project as an upper class student? About 400 students would live there for about the next 7 years. (n=1104)**
 - Yes - 22%
 - No - 44%
 - Maybe - 34%

Qualitative Data:

- ❖ “Water-filling stations in all dorms would be nice, and it’s worth noting that many dorms have problems with their laundry machines, to the point where friends of mine have shared that the laundry machines in their dorms aren’t even functional.”
- ❖ “LAUNDRY MACHINES IN SOUTH MASS DONT WORK. WASHERS GET YOUR CLOTHES TOO WET[sic] AND IT TAKES MULTIPLE CYCLES TO DRY IN THE DRYER.”
- ❖ “north end too far, would not trust shuttle to be on time/constant/have space. would have wealthier students renting closer to campus and less wealthy students being farther away which isn't ideal”

- ❖ “would be nice to regulate dorm temperature, would probably also save a lot of energy, right now people just leave their windows open while the heater is boiling their rooms”
- ❖ “Either topliff is missing a water dispenser or they hid it really good. Either case it’s miserable”
- ❖ “Although I see the eventual need to expand Dartmouth's buildings farther from the center of campus, I can't shake the feeling that creating undergraduate housing far from hanover hurts the idea of dartmouth as a tight-knit community. One of my favorite aspects about Dartmouth is its walkability and feeling like a basecamp to the world. There are many other locations I personally would have favored putting a dorm than so far away. Also, very few students have cars, so that walk is quite far.”
- ❖ “The North End Housing project's location is simply too far to be convenient. One of the best aspects of Dartmouth is its walkability, and this project puts that advantage in jeopardy.”
- ❖ “I wish there were menstrual products available in the residence hall bathrooms. It’s inconvenient to have to run to a academic/library building every time I need something, and it’s awkward to “stock up” when I am at those locations. Also, not all bathrooms at those locations are stocked all the time, which puts me in really uncomfortable situations when I need a tampon and I don’t know where I can find one.”
- ❖ “Laundry is SO expensive. I don’t really have 6-9 dollars a week to spare, but I also can’t go without clean clothes, can I?”
- ❖ “For the North End housing project, I'd like to see an expansion of ensuite bathrooms, especially single rooms with bathrooms. Those of us with certain chronic conditions need privacy and space to store medications, etc.. and those kinds of spaces are very limited on campus.”
- ❖ “I currently live in Juniper and shuttles take too long to travel, I would want shuttles every 10-15 minutes instead of every 30 minutes and a more efficient route. It takes me 20 minutes to get to campus when it should take half the time.”
- ❖ “The housing system makes it extremely difficult to find roommates if all of your friends live in other houses. A short term solution would be implementing the ability to find random roommates (as now, without a roommate group, students are required to try to get a single dorm), and a long-term solution would be allowing roommate groups to be allowed outside of housing systems.”
- ❖ “Some dorms have nice ice machines and I wish this was more consistent across dorms. Some have nice pebble ice and some have ice that’s too large to fit in some of my water bottles. As well, some dorms don’t have a filtered water station, which would be nice to have as both the water and ice contribute to helping me stay hydrated.”
- ❖ “So many of the dorms are just dumpsters. Remodeling can’t come soon enough. Big problems with environmental hazards, whether it be mold, lead paint, or just uncleanliness that impacts my allergies. I had to fight tooth and nail to get residential life to do anything to help me. Residential operations also doesn’t take care of the dorms. Every term I’ve been in a room with something broken or missing even though previous occupants reported the problem. I once tried to get them to replace a leaking radiator and it took me asking

numerous times to finally get them to do it, although by then it was near the end of the term.”

- ❖ “The laundry situation is abysmal. It is, frankly, appalling that Dartmouth continues to announce "historic" investments in new renovations, but cannot maintain a functional washer-dryer system. Due to never-ending machine breakages, and machines that lack full functionality (clothes are soaking wet because the drum does not spin properly), doing laundry takes hours and is incredibly taxing. I always report machine issues to the app, and nothing ever gets solved. This should be Student Assembly's most pressing priority.”
- ❖ “My biggest concern with the new housing project is transportation. I do not have a car, so I am worried about being able to return home late at night, for instance, or wasting a lot of time if there is a low frequency of shuttles.”
- ❖ “My biggest question is how the College defines "constantly running" in relation to the shuttles for the North End Housing Project. In order for this style of housing to be appealing to me, the shuttles would have to run until at least 4am with at least two departures every hour.”
- ❖ "The North End Project is a devastating mistake and I strongly advocate against it. The College administration has not thought hard enough to what the Dartmouth student experience that we have all grown to love will look like with the project. The College has failed to conduct a proper survey and identification of the real popularity of the project and intends to blindly push the project through ignoring all ""data"" behind whether the project would be something actually wanted.”
- ❖ “The laundry machines suck. They don't wash properly, they smell, and they are incredibly expensive. I spend over \$50 a term to wash my clothes and they aren't even washed properly. Moreover, it is a lot of time. I need to dedicate about 6 hours a week to wash.”
- ❖ “I am already annoyed that we have to pay for laundry, but the fact that we have to pay for laundry that doesn't even work is just infuriating. I routinely pay 150 - 250% of what I should be paying because I have to wash or dry loads multiple times. The driers are always too weak and never work.”
- ❖ “A mile away from campus? Absolutely not. Jesus house your kids on campus. Disgraceful”
- ❖ "I heard that the tap water in old buildings have traces of metals/other hazardous substances in it? this is quite concerning in terms of safety, and we do not have a filtered water station in my dorm.”
- ❖ “Laundry is also unaffordable- we are given printing funds each term- can we have a similar thing for laundry? or even share the printing funds? I have never come close to \$60 in printing. Also, Res Ops is not very responsive or prompt to work orders. Our one washing machine has been broken all term, and hasn't been fixed yet despite multiple work orders being placed.”

Survey Recommendations

- ❖ Ensure there are enough transportation resources available for students who are living off campus

- ❖ Provide extra funding and stipends for laundry
- ❖ In order for the North Housing Project to be a success, student input has to be strongly considered and be directly included in the planning process
- ❖ The water and ice machines in the buildings should be updated and placed in all buildings.

DSG Current Winter Accomplishments in This Area

- ❖ Town Affairs Liaison Nicolás Macri '24 and Deputy Liaison Daniel Cai '26 drafted a report that was endorsed by DSG supporting the North End Housing Project. They presented this in person to the Hanover Zoning Board of Adjustment (ZBA), where several members spoke in favor of the project.
- ❖ We host monthly meetings with Residential Operations to discuss all issues regarding residential life.
- ❖ We have met with the provost and EVP to discuss free Laundry and changes to the current CSC ServiceWorks laundry company.

Summary

The biggest identified issues are laundry, water stations, and transportation. Students have reported feeling financially burdened by the price of washing and drying their clothes, that many machines are broken and never fixed, and that the dryers don't work well even when functioning. Another problem is many dorms have no water station for the students to have access to filtered water, so they resort to using bathroom tap water. Lastly, many students who rely on public transport to get to campus report a lack of consistent shuttles and desire more frequent shuttles.

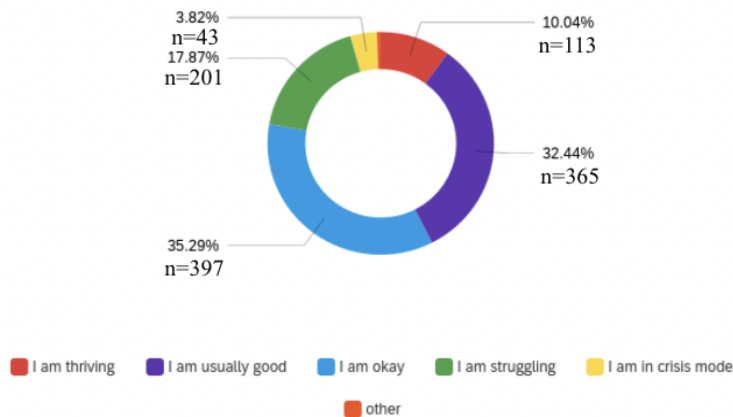
We have worked so far to ensure that menstrual product dispensers are available across campus, and appointed a Town Liaison to help advocate for changing zoning laws. We would recommend that the laundry machines reduce their prices and ensure that all machines are not actively broken, that all dorms have access to water stations, and that public shuttles make more frequent trips.

Mental Health and Safety

Rigorous coursework, a fast-paced term system, and heightened student involvement often place a strain on students' mental health and well-being. Issues of safety can also affect students' well-being. The aim of this survey section was to gain a general understanding of what specific areas most affect students' safety and mental health and to then identify the areas in which Dartmouth can further support students in these critical areas while also gaining a general understanding of what specific areas affect students' safety and mental health.

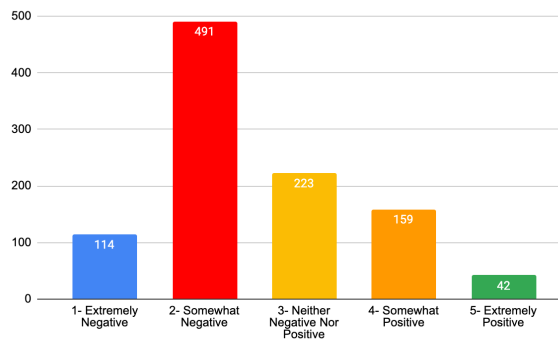
Questions and Important Findings

- ❖ **How are you feeling?**

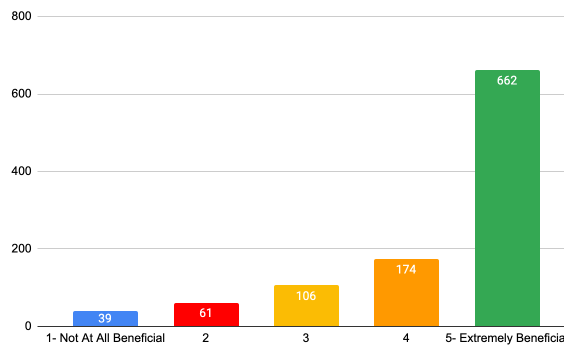


- ❖ **62.0%** (n=650) of respondents feel that they somewhat or strongly agree that they belong at Dartmouth.
- ❖ **29.8%** (n=310) of respondents noted that they somewhat or strongly agree that the administration is supportive of their mental health.
- ❖ **The extent that the following areas either somewhat or extremely positively or negatively affect the respondent’s mental health was as follows:**
 - Academics: **19.3%** (n=201) positive, **58.2%** (n=605) negative
 - Athletics: **30.7%** (n=313) positive, **10.9%** (n=111) negative
 - Sleep: **40.7%** (n=422) positive, **40.7%** (n=422) negative
 - Physical Health: **43.9%** (n= 454) positive, **29.5%** (n=305) negative
 - Relationships: **59.3%** (n=611) positive, **19.1%** (n=197) negative
 - Living Situation/Housing: **45.8%** (n=473) positive, **20.5%** (n=212) negative
 - Relationships with Professors: **52.8%** (n=545) positive, **7.9%** (n=82) negative
 - Campus Culture: **37.6%** (n=386) positive, **34.6%** (n=356) negative
 - Food Security: **41.9%** (n=429) positive, **19.5%** (n=200) negative
- ❖ **To what extent would you find a “Mental Health Day,” a day of pausing classes once every term, beneficial to your mental health? (n=1046)**
 - Mean: 4.30
 - 1/2 - extremely unhelpful, somewhat unhelpful - 9.56%
 - 4/5 - somewhat helpful, extremely helpful - 80.2%
- ❖ **In your opinion, how significant of an issue is gender-based violence here at Dartmouth? (n=1031)**
 - Mean: 3.53
 - 1/2 - extremely insignificant, somewhat insignificant - 9.56%
 - 4/5 - somewhat significant, extremely significant - 52.8%
- ❖ **In your opinion, how is Dartmouth addressing gender based violence? (n=1028)**

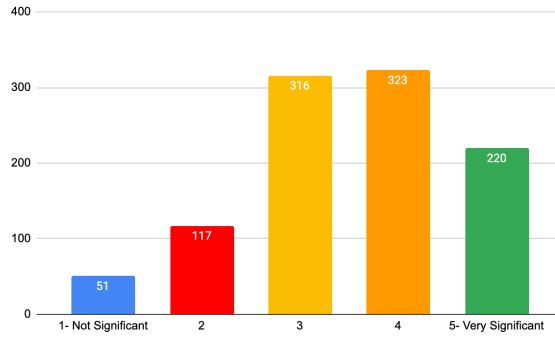
- Mean: 3.01
 - 1/2 - extremely inadequate, somewhat inadequate - 32.7%
 - 4/5 - somewhat adequately, extremely adequately - 32.4%
- ❖ **The percentage of respondents who note that the following resources would be very or extremely useful to campus is as follows:**
- SafeRides (the ability to contact someone to drive them back to their desired location at night) would be beneficial to campus: **63.2%** (n=657)
 - Adding dorm locations as stops on the Campus Connect bus: 56.8% (n=586)
 - More access to sun lamps: **44.6%** (n=451)
 - Private rooms in the library to do virtual therapy appointments (*i.e.*, UWill): **55.1%** (n=564)
 - 24/7 dorm key access to all dorms on campus: **58.9%** (n=605)
- ❖ The extent that the following area either somewhat or extremely positively/negatively affects the respondent’s mental health was Academics: 19.3% positive, 58.2% negative



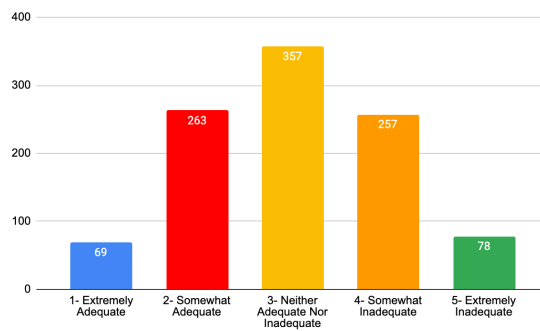
- ❖ 80.2% of students would find a “Mental Health Day” of pausing classes once a term beneficial for their mental health.



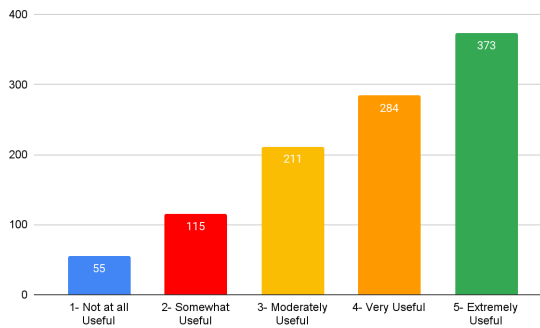
- ❖ 52.8% of respondents feel that gender-based violence is a significant or very significant issue at Dartmouth.



- ❖ 32.4% responded that Dartmouth is adequately addressing gender-based violence on campus and 32.7% responded that Dartmouth is inadequately addressing it.



- ❖ The percentage of respondents who note that **SafeRides** would be very or extremely useful to campus: 63.2%



- ❖ The percentage of respondents who note that **adding steps to the Campus Connect Bus** would be very or extremely useful to campus: 56.8%
- ❖ The percentage of respondents who note that **adding private rooms in the library to do virtual therapy appointments** would be very or extremely useful to campus: 55.1%
- ❖ The percentage of respondents who note that **24/7 dorm key access to all dorms on campus** would be very or extremely useful to campus: 58.9%

Qualitative Data

- ❖ “Better access to in person therapy with the counseling center. You should NEVER have to do an appointment or a triage session over the phone. Also online booking and a cleaner platform for this would be huge and much better than the outdated and clunky system that currently exists.”
- ❖ “there needs to be more opportunities for stress relief rather than just telling people to destress”
- ❖ “Mental health day sounds nice in principle but professors will assign the same amount of work and just try to cram that one extra lecture’s material into even less time (or use X hours). Really what we need is for every course syllabus to have 20% less material because we have 10 week terms instead of semesters. Obviously that’s not feasible though so a day off would be nice if there was the specification that students would not be expected to do work on that day.”
- ❖ “I think there could be huge benefits to 24/7 key access to dorms however also believe there to be even large consequences, especially regarding sexual and gender-based violence.”
- ❖ “would like to see the college take more substantive action in approach to our culture of burnout.”
- ❖ “I think a day of mental health is not really enough given the fact that students grapple with a lot of mental issues that can’t be settled in a day. Maybe two days starting Thursday getting into the weekend. And please tell professors that a day of mental health means a day of mental health not a day of midterms or essays.”
- ❖ “I strongly believe good cognitive behavioral therapists are one of the best tools for improving mental health. What's great is not every student will need those therapists for the whole time they are here. Dick's House is already full of super nice medical staff. I appreciate Dartmouth getting more access to therapy for students, and I hope Dartmouth will continue to monitor the quality of that therapy, as well as attract a few great professionals to the Hanover area in the same manner through which the Dick's House staff were attracted here.”
- ❖ “SAS needs an overhaul. completely dehumanizing process to request accommodations”
- ❖ “better trauma informed therapy, or dartmouth helping to mediate getting students to in person therapy off campus (i.e. in leb, if you want in person therapy it really depends on if you have a car and can drive there)”
- ❖ “A system that doesn’t penalize students for seeking help. Students shouldn’t be behind for the entire term after briefly stepping back to take care of their mental health.”
- ❖ “I’d also like to see Dartmouth move towards fostering a culture that champions well-being over excellence in academics”
- ❖ “Be more inclusive. I've heard many complaints from others and myself that the option to meet with a counselor or therapist of color is almost non-existent. The same applies to having LGBTQ+ counselors of varying gender identities.”
- ❖ “Free transport off campus (so that students can escape the Dartmouth bubble for a weekend).”

Survey Recommendations

- ❖ Schedule at least one “Mental Health Day” into the academic calendar for each term beginning in 2023, but ensure that this is not a day professors use for assignments
- ❖ Reinstigate a re-envisioned safe ride program
- ❖ Expand 24/7 dorm key access to all dorms on campus
- ❖ Lobby UWill to include a link to book two rooms in the library
- ❖ Search for increased private well-being spaces for students to process emotions
- ❖ Look at potential structural academic changes to help students succeed
- ❖ Explore how campus can institutionalize mental healthcare and provide more specialized treatment on campus
- ❖ Examine and discuss the administration’s responses to mental health and gender-based violence incidents

DSG Current Winter Accomplishments in This Area

- ❖ Partnered with Dartmouth Library to make private rooms available for students to take teletherapy appointments
- ❖ Mental Health Committee Co-Chair Jess Chiriboga '24 secured a \$10,000 grant and the Committee worked to design and establish a tranquility room in the Student Wellness Center! The remaining funding is being used to build a meditation garden and enhance outdoor wellness.
- ❖ Advocated and succeeded in expanding the Campus Connect Shuttle to loop around campus, adding in additional stops near all major dorm locations for free. Hours run until 2:30 AM every 30 minutes.
- ❖ The Mental Health Committee drafted and publicized their recommended changes to the 'Medical Time Away' policy.

Summary of Student Findings

The survey results received were generally expected: Dartmouth can and should do more to help support students, as less than 1/3 of students feel the administration is supportive of their mental health. Academics was the area reported to negatively affect respondents’ well-being most significantly, which is understandable at an academically rigorous school such as Dartmouth. The finding does suggest, however, that supporting students’ well-being should focus on their academic challenges. Importantly, the program that students supported most is the offering of “Mental Health Days” during the term in which classes would be canceled and work would be structured to give students a true break from school. Other recommendations include NRO classes, extended deadlines to withdraw from a course without penalty, smaller class sizes, and more consciously-paced coursework overall.

Aside from academics, connecting campus and improving campus culture found great support in the survey results. Reinstating SafeRides, in which a student can request a ride to return to their desired

location at night, received overwhelming support as the most popular program suggested. Adding more stops to the Campus Connect Bus also enjoyed majority support. The second-most popular program suggested expanding 24/7 dorm key access to all dorms on campus, which will be especially important during Winter Term to ensure students can find safe, warm spaces. Comments on this program centered around its effect on safety.

With regard to structural changes, students wish for greater access to therapy and safe spaces for their use. Respondents applauded the addition of 24/7 teletherapy access through UWill this term, and would also like to see an expanded scope to include on-campus therapists. In the short term, students support library rooms designated specifically for teletherapy appointments. Many respondents also suggested increased general spaces for mental healthcare as well as spaces for processing emotions privately, as that might not always be an option in the dorm environment.

A majority of students agreed that gender-based violence is a significant issue on campus, but respondents were split on the issue of whether the administration adequately addresses it. The qualitative responses suggest that the programs directed at prevention are both important and effective at creating and increasing awareness. Dissatisfaction, therefore, derives from the administration's response to the perpetrator's actions and the lack of support after events occur.

Technology

As a high-ranking research college, Dartmouth relies heavily on technology inside and outside of the classroom. Whether that be for assignments, Zoom classes, or printing materials, the functionality of technology is critical for the learning of all students.

Questions and Important Findings

- ❖ **Please indicate how likely you are to agree with each statement regarding technology**
 - 45.09% (n=1069) of students are unsure how to request help regarding technological services
 - 83.33 % (n=1061) of students agree that the WiFi connection on campus is inconsistent
 - 49.974 % (n=1065) of students agree that Green Print works well for them while 20.27% of students chose a neutral answer
 - 64.02% (n=1063) of students claim that the technological orientation is sufficient for students.
 - 90.71% (n=1067) of respondents agree that there is sufficient technology within classrooms.

Qualitative Data

- ❖ “wifi does not work on the green”

- ❖ “Computer Shop so expensive”
- ❖ “Wifi access and the dead spot at West end (no cell service) near ECSC and Irving”
- ❖ “The wifi is so unreliable, and GreenPrint is so finicky. It hasn’t gotten to the point where it’s become a Problem with a capital P, but it sure is frustrating to have to deal with those little issues all the time.”
- ❖ “Lack of outlets and eduroam being awful”
- ❖ “Eduroam doesn’t always work for me”
- ❖ “More outlet availability for computer charging. Maybe phone quick-charge stations in collis? More charge cord loaning?”
- ❖ “Prices for getting a device fixed- Ex: 80 dollars an hour for getting a laptop fixed”
- ❖ “Convert chalk boards to white boards!! Less waste and mess.”
- ❖ “There is no service in A Lot which means I have to program the GPS at a spotlight after I leave a lot”
- ❖ “Printers are not being fixed in a timely manner.”
- ❖ “Wifi is very inconsistent. Tech help in ITC and computer store have been very unhelpful in my experience. They are always backlogged and can never get to my problems in sufficient time - the wait is always weeks long. I also have to keep following up with them - they are not proactive in getting back to their customers.”

Survey Recommendations

- ❖ Students are requesting internet connection and service on the Green, in dorms, across library buildings, and expanded to A-Lot so that GPSs can effectively be used
- ❖ Quicker response time to work orders and more centralized access to printers.
- ❖ Computers are a financial burden and we should find a way to allow stipends to fully cover the cost of technology
- ❖ Students have suggested converting whiteboards to chalkboards, having an on-campus tech person in the library, more outlets located in the library, student life buildings, and classrooms
- ❖ Ensure that DartHub is able to handle the mass volume of students intending to select courses through the Add/Drop process

DSG Winter Accomplishments

- ❖ Engaged with ITC to make WiFi on the Green a reality, expected to come in Summer 2023
- ❖ Student Government & ITC Partnership resulted in Canva Education Subscriptions now available for free for all students.

Summary

In summary, the primary concerns within the survey are WiFi and printing. Of students who wrote a free response, 83% noted WiFi connection to be the largest technological issue on campus. Though ITC has recommitted to revamping Dartmouth’s internet connections, there are significant improvements that still need to be made. The internet connection is deemed unreliable, causing

students to rely on personal hotspots in order to complete course assignments. To note, the connections are not consistent across campus, or in rainy weather conditions. This causes disruptions to students' ability to complete assignments but also causes safety concerns. Furthermore, students are requesting a more streamlined process for issues encountered with printers to be addressed. There are multiple cases where printing requests are not met and students need to be able to officially report these problems.

Furthermore, DartHub is not able to handle the mass volume of students who are selecting courses during the Add/Drop period. This causes additional stress for students, as not everyone has the capacity to wait hours for the system to reboot. This causes unfair disadvantages for students who need to complete major requirements.

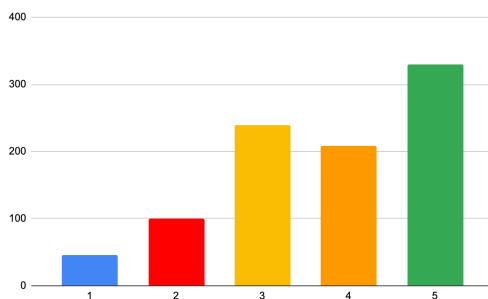
Lastly, because technology is an integral aspect of Dartmouth's academic life, every student is required to own a computer that meets the college's standards. This can cause barriers for many students. Though there is a technology loan available to those on financial aid, it is still expensive for students. We request that Dartmouth find creative solutions for all students to access free technology and repairs.

Transportation

Dartmouth is expanding and transportation is becoming a critical aspect of student life, especially for those who are living in Summit on Juniper. With discussion of the North End Housing Project, students are concerned about remaining connected to campus. Besides this, students believe on-campus transportation should be available to all students for medical conditions and general safety concerns.

Questions and Important Findings

- 84.8% (n= 1062) of students would find the reinstatement of the safe ride program helpful



- 91.46% (n=1061) of students would benefit from free vouchers for the Dartmouth Coach
- 19.85% (n=1065) of students currently have a car on campus, while 18% plan to bring one and the vast majority of respondents (62%) do not plan to bring one.

Qualitative Data

- ❖ “please give Dartmouth coach vouchers for student - transport is a HUGE expense
- ❖ wrote on mental health section - desperate need for transportation services for injured, etc”
- ❖ “A shuttle to A-lot or otherwise closer student parking would be a priority for me”
- ❖ “It would be so awesome if we could get Dartmouth vouchers for the coach. It's honestly really expensive and adds considerable costs to the transportation to and from Dartmouth especially when I have to fly across country every time I go to and from home.”
- ❖ “Walking home at night is a big stress in my life and I have talked to a lot of students about it being a stress in their lives too. I've had a car follow me and an adult man get out to talk with me. I put off walking home and have slept on friend's floors to avoid it.”
- ❖ “More affordable, close parking would be very helpful”
- ❖ “Parking on campus is unaffordable. I have a car but I can't afford to keep it here or park it on campus have more stops to west leb or leb”
- ❖ “I understand the safe rides were a drain on SNS's resources (especially when they felt they were being used as Ubers), but maybe there could be a system of like, each student gets 1 safe ride per term, or something like that?”
- ❖ “Please make dartmouth coaches to nyc and boston cheaper and more accessible! also what is the possibility for rides to WRJ for the train?”
- ❖ “Advance transit should run on weekends! and after 6!”
- ❖ “Please bring back safe rides, and have it be accessible to students living off campus!! I have been harassed so many times on my way home and it's terrifying.”
- ❖ “BIKE LANES. PLEASE DEAR GOD BUILD SOME BIKE LANES. AND NOT JUST THE PAINTED BIKE GUTTERS ON THE SIDE OF THE ROAD I STG”

Survey Recommendations

- ❖ More transportation for those who are injured, 10 days with DoSS is not enough
- ❖ Shuttles to and from A-lot
- ❖ Weekend transportation available
- ❖ More parking closer to campus
- ❖ Safe rides that do not involve DoSS because of triggering experiences
- ❖ Safe biking lanes

DSG Winter Accomplishments

- ❖ Advocated and succeeded in expanding the Campus Connect Shuttle to loop around campus, adding in additional stops near all major dorm locations for free. Hours run until 2:30AM every 30 minutes.
- ❖ Conversations with DoSS and the Department of Transportation for the reinstatement of safe rides

Summary

The survey results indicate that students are concerned about transportation on campus. Students are requesting more accessible routes, considering most students do not have a car on campus and

do not plan to bring one. Students claim that parking is very expensive and inaccessible and are requesting more spots on campus. Additionally, students are requesting cheaper bus tickets for the Dartmouth Coach, or free tickets in general. DSG can only offer 100 free tickets to students who have \$0 EFC, but this is nearly sufficient for the rest of campus. We request that free bus tickets be included in financial aid packages to mitigate costs for students. Furthermore, students want a more robust AdvanceTransit system that is able to operate on the weekends and past 6 PM so that students can have the option to travel outside of Dartmouth.

Additionally, to promote a more safe campus environment, students want more late-night transportation options. Examples include shuttles to A-lot or a return of the safe-ride system. There should be more transportation options on campus so that students are able to reach their destinations without feeling unsafe.

Dartmouth Student Government

In this section of the survey, we asked students about different aspects of Dartmouth Student Government (DSG) and their opinions on certain topics relating to DSG. Students were not required to answer these questions to finish the survey, as they were optional; the total number of answers differs for each of these questions. Thus, all data analyzed in this section of the survey is qualitative. The questions asked were:

- ❖ Do you think Dartmouth Student Government should have a member on the Board of Trustees?
- ❖ What do you want to see Dartmouth Student Government pursue in the future? (initiatives, problem-solving, ideas, etc.)
- ❖ What could Dartmouth Student Government improve in its operations, outreach, etc. (anything)?

1. Do you think Dartmouth Student Government should have a member on the Board of Trustees?

General Tally

- ❖ Approximately 577 people said YES.
- ❖ Approximately 60 people said NO.
- ❖ Other responses mention not having enough information to say YES or NO.

Specific Answers

- ❖ “Yes. Student representatives are core to planning done by the board.”

- ❖ “No. The Board of Trustees is about running the College as a business which to me is different from running it as a school. I think the student government would just be useless on the Board.”
- ❖ “yes! it's insulting to students that there isn't one already”
- ❖ “Honestly, not really. The student body is diverse and has many different opinions on nearly everything. I worry that one student would paint an incomplete picture of campus life, no matter who that is. I could be convinced, however, if it was a democratically elected student who pledged to fight for all students, not just their own beliefs.”
- ❖ “yes for sure, the trustees are not connected with the real problems on campus”
- ❖ “I don't think I know enough about the board to have a strong opinion on this. But I do feel that having student representation in the room during big decisions that will impact students is important.”
- ❖ “Yes absolutely. I don't really understand how the Board of Trustees, who have so much influence on what goes on on this campus, does not have any representative of the actual student body. I would love to be represented there by someone other than a rich old white man or woman.”
- ❖ “It could be helpful if that board of trustees is able to advocate on student issues to the board”
- ❖ “I suppose. I don't think that the student should have the same role if this comes to fruition. But it might be helpful to have current students there to vocalize public sentiment amongst students, and to be aware of what the trustees discuss. But that might be a lot of pressure for one student alone.”
- ❖ “No strong opinion right now, although this seems like a good idea. I feel like I don't know enough about the argument or what the benefits would be.”
- ❖ “I don't think there should be a member but maybe someone should attend meetings to offer the student perspective”
- ❖ “Yes, I think so. Sometimes it seems like the Board of Trustees doesn't prioritize student issues, and I think having a student voice on the Board could be useful.”
- ❖ “I do not know if this practice is common at other institutions, but I currently feel it is one that is not needed. Typically the Board of Trustees will hear from people who are in roles more connected to students on the campus. Therefore if the leadership associated with the Board of Trustees doesn't address anything related to Student government issues, the student government may need to adjust their approach.”
- ❖ “Yes, absolutely. I believe that the Board has our best interests in mind, and that they make many efforts to understand what the student experience is like today, but still — they will not get as full a picture as they could by offering a student position.”

**2. What do you want to see Dartmouth Student Government pursue in the future?
(initiatives, problem-solving, ideas, etc.)**

General Summary of Answers

- ❖ More surveys, more town halls/student open forums
- ❖ Sustainability, in general
- ❖ More water machines in dorms
- ❖ Student engagement, along with student interaction
- ❖ Financial aid reform
- ❖ Formalizing a coach voucher program
- ❖ Catalog of previous class syllabi
- ❖ Housing issues, generally

Specific Answers

- ❖ “BIKE LANES”
- ❖ “Main thoughts: 1) Coach vouchers would be amazing (also a great way to foster non-frat community activities). 2) Dining plans make you pay \$16.3 for a meal swipe that we can only use for \$5.75-10. That is absurd. Either make this more fair, or stop making us pay for meal plans (let us just use money).”
- ❖ “Conversations that bring together athletes and non athletes, and people heavily involved in the DOC and people less involved in the DOC and/or more involved in Greek life — people have a really wide range of experiences at this one place which is great but I also think it means sometimes we don’t appreciate the unique benefits and challenges of those large social and physical commitments in one another Dartmouth experiences.”
- ❖ “Pressing administration or whoever is in charge of this to address and resolve the identity-based violence and threats made towards students of color. Going beyond a statement of “We here at Dartmouth value and support inclusivity,” how about something that actually shows that students of color have a place here and threats against them are taken seriously.”
- ❖ “Solve campus disparities. It feels like if you are part of Allen House or School House you are doomed to be the worst dorms for all your Dartmouth career compared to North Park or East Wheelock”
- ❖ “** I forgot to put this in the housing slide, but could River dorm students get card access to Irving + Thayer at night? It is 1) a close study space 2) a warm-"cut" for when it is freezing
- ❖ Safe rides service on campus”
- ❖ “Fixing laundry machines and getting recycling bins in all dorm buildings (to empty our individual recycling into)”
- ❖ “A Mental Health Day each term!”
- ❖ “More variety for food options across campus, especially for vegetarians. Also, more purchasing power for meal swipes - at locations that take DBA, prices are increasing to the point where the value of our swipes are basically being eroded.”
- ❖ “Improve dining, renovate the old dorm rooms or lower the rent. Feels unfair paying the same rent but having different level of access”

- ❖ “making on campus dining options affordable again, actually recycling on campus, safe sink water in old buildings, laundry fund, consistent mental health days would be great and some way to stress to faculty how important this is”
- ❖ “I would like to see stronger leadership and rallying from DSG on opposing the North End Project and making students 1. Aware that this is a proposal in the works before everything is finalized. 2. Make students consider the potential impacts on the social dynamics of campus, especially when so many upperclassmen are forcibly removed to off campus. I believe it will be easy for administration to point to the sheer number of students who have to reluctantly move to the North End as support for the project when in reality they are unable to live in closer housing (non-Dartmouth owned) due to finances.”
- ❖ “Hold more opportunities for students to give feedback. Prioritize work involving transportation, mental health, low-income student initiatives.”
- ❖ “parking on campus!!! It's actually criminal how expensive and unaccessible it is to park on campus and the fact I have to move my car every two hours. Basically I end up paying \$10 a day for parking. That's actually unreal.”
- ❖ “More mental health days, more time flexibility when withdrawing from classes with the "W", offering more affordable and healthier dining options like other Ivy League schools do, etc.
- ❖ “fix the wifi, add signs for the campus connector stops, come up with an actual schedule for the connector instead of just telling time until next bus comes”

3. What could Dartmouth Student Government improve in its operations, outreach, etc. (anything)?

General Summary of Answers

- ❖ Promoting what DSG does better
- ❖ Greater transparency, students want to know more about the “behind-the-scenes” (e.g. displaying meeting agendas)
- ❖ Greater use of social media
- ❖ Suggestion box/periodic optional anonymous digital survey
- ❖ Offering more opportunities for student feedback
- ❖ More in-person outreach
- ❖ More organized displays of weekly accomplishments/projects
- ❖ More fun events (at Collis, the green, etc.)

Specific Answers

- ❖ “I really appreciate how frequently you all solicit feedback from students. Maybe sending updates about what key discussions or initiatives that have been started to a student government list Serv that people can subscribe to? Maybe not the general campus list Serv because then those updates are easily overlooked and lost”

- ❖ “be more communicative with the students on what is going on behind the scenes”
- ❖ “Reach out via something other than email more often, maybe an app. Communications get lost for me because they’re buried in 100s of other emails.”
- ❖ “More opportunities to get to know student leaders?”
- ❖ “Maybe the meetings should be more advertised and public so that students feel engaged... and there might actually be more candidates for Student Government positions.”
- ❖ “I feel like I don’t know too much what Dartmouth Student Government does/ what kind of influence they have. I would like to see what the organization has done that worked to show that it really does have an impact.”
- ❖ “I think the Dartmouth Student Government is somewhat artificial and seems disconnected from the student body. It seems like a new creation with very limited powers unlike the institutions seen at other schools (UVA, UC-Berkley, Princeton)”
- ❖ “Uh, I liked using this survey to vent. I feel like all the issues are problems I’ve had myself.
- ❖ unfortunately the admin sucks and never listens to students, imo as a 23. I think Student Gov is crushing it this year and doing everything the stagnant admin lets them, keep it up guys”
- ❖ “Transparency -- continue taking the steps y'all are taking! But would love to see more about the decision making process”
- ❖ “Address washer/dryer maintenance and continue to ask these questions through similar (but shorter) polls.”
- ❖ “Have meeting every now and then similar to a town hall meeting where regular students can voice their concerns in person or just know what the DSG is working on.”
- ❖ “When hosting events where people can get to see political figures (such as Bobby Seale), they need to be hosted at places where many people are able to come so that no one has to miss out just because of a limited number of seating.”
- ❖ “I believe sending more surveys like these are good, but instead of sending them via email where it can get lost, QR codes of these surveys can also be a great way to make it more accessible to students.”
- ❖ “Watching you guys actually make accomplishments has been really inspiring. Keep showing administrators that if they don’t listen to us there will be consequences.”
- ❖ “It’s not directly apparent what the student government does. This survey is the first I’m hearing about most of this stuff.”
- ❖ “I have no idea who's on the student government and I think more accountability to the student population would be helpful”
- ❖ “Open forum for suggestions or running google form that they bump every week”
- ❖ “more dartmouth coach vouchers”
- ❖ “A peer mentor system for all incoming first years with an upperclassmen (1:1) might be really helpful for peer support”
- ❖ “I'd like to know more details about the progress of certain issues rather than just learning about big events. Maybe this could be done through instagram stories?”
- ❖ “So far I think the student government has been doing a great job with communication.

- ❖ teletherapy has been a really great thing, keep it up”
- ❖ “Love that the president and VP are very visible, would love to get to know more board members so we can reach out directly to people for specific parts of their work
- ❖ working with DDS/places in town for more accessibility and variety for food options on campus”
- ❖ “Maybe coming to people instead of having them come to you would be effective? Like having a rep meet with each dorm or something to hear people's concerns/update them on what you all are working on”

Summary

Overall, it seems students would like to see more transparency in DSG and more outreach, in many different forms. All of the projects DSG is currently pursuing are generally supported. Most people who decided to answer the question regarding a potential DSG Board of Trustees member are in favor of having a member of the Board of Trustees of Dartmouth Student Government, and there are strong specific arguments for and against this trustee position in the survey.

There are some conflicting thoughts on other topics, such as the North End Housing Project, and it will most likely be best if DSG reads all of the specific answers to these questions to gather a better idea of what people think on specific issues that could then be judged via condensed surveys via social media. Overall, DSG appears to be in a good place with a great deal of positive feedback from students.

Discussion

This survey provided significant insight into what the student body is thinking. With over 1,331 responses evenly distributed amongst class years, DSG is confident that these results are representative of campus. These results will be distributed to the stakeholders of Dartmouth’s campus with the intent of providing student voices so that the college may proceed in a fashion that benefits students.

In regards to dining, students request that Dartmouth Dining annually increase meal equivalencies in line with inflation at dining locations, allow undergraduate students to use meal swipes at all dining locations, add more options, especially for dietary restrictions like halal and vegetarian, at locations outside of Foco and increase collaboration with local businesses and more fast food options in Hanover.

For Residential Life, students want to ensure there are enough transportation resources available for students who are living off campus, provide extra funding and stipends for laundry, consider student input for the North End Housing Project, and provide water and ice machines in all dorms and

revamp the ones that currently do not operate well. Students want to ensure that if there will be dorming locations away from campus, the planning board directly consults with students to ensure its success.

The Mental Health and Safety Section was the survey's largest section and garnered the most responses. Students would strongly appreciate at least one "Mental Health Day" scheduled into the academic calendar for each term beginning in 2023. Students would appreciate that this day be scheduled in advance so that professors are able to respect it and not have assignments due. Furthermore, students are asking for the reinstatement of a safe ride program, expanded 24/7 dorm key access to all dorms on campus, private rooms for therapy appointments, increased well-being spaces on campus, and more institutionalized long-term mental health care on campus. Lastly, students want more rededication to gender-based violence protocols.

The last two sections of the survey were dedicated to technology and transportation. For technology, students want improved internet connection and service on the Green, in dorms, across library buildings, and expanded to A-Lot. Additionally, students ask for more financially accessible technology, having an on-campus tech person in the library, more outlets located in the library, student life buildings, and classrooms, and the assurance that DartHub is able to handle the mass volume of students intending to select courses through the Add/Drop process. Within the transportation aspect, students request more transportation for those who are injured, shuttles to and from A-lot, weekend transportation available, more parking closer to campus, safe rides that do not involve DoSS because of triggering experiences, and safe biking lanes.

DSG will utilize the results of this survey to continue to advocate for the students; we have already completed the majority of our goals this year and will continue to keep fighting for students. We ask that the Board of Trustees, Administration, and Alumni consider the results of this survey and to consult DSG when making decisions that will impact Dartmouth College.