



RICHMOND

THE AMERICAN INTERNATIONAL

UNIVERSITY

IN LONDON

RAIUL MINI - STUDENT FORUM

Monday 11th February 2019

Time: 6.30 p.m.

Location: Lecture Hall 1, Taylor Library, Richmond Campus

Present: SGA and Student Body.

Name Change

1.1 Students were not consulted about the name change to an effective extent.

Maintenance/States & Facilities

1.2 There is not enough communication between staff members and students.

- “A lack of response” ex. There was a broken window in one of the rooms. Student was not informed when someone would come in to

repair it. Furthermore, a cleaner who went to the student's room had left their door open.

1.3 When maintenance arrives to fix or install something, they leave behind items or create more damage and inconvenience for residence.

1.4 Maintenance system is not effective – overly complicated/ students are locked out and struggle to login and log maintenance requests.

- It takes a long time to fix simple problems e.g. a bulb needed replacing in one of the rooms since the beginning of the semester. However, no one has fixed it although a maintenance request has been filled.
- Simplification of maintenance request e.g. the old system you pressed on a link and fill out a form – much more convenient and easier to use.
- On maintenance it sometimes states that it has “completed” jobs, but it has not done so, or they have made it worse.

1.5 Damage of personal property e.g. Student was told they can leave clothes in their room in Red House during a leakage however this has caused mould. They had to throw away their belongings.

1.6 Key Card on the door of Montford building does not work when it rains. Students were told by security they cannot do anything about it, emails have been sent but they have not received any response.

Park View

- 1.7 Students are against the idea of selling the building as there are not enough accommodation spaces as it is.
- 1.8 It will affect the amount of accommodation that can be given to students; some of the scholarships that students have are based on living on-campus. They are dependent on living within residence.
- 1.9 The study abroad students that come here are disappointed – telling others which makes it less likely for more students to come.

Study Abroad

2. Students feel that “study abroad students are being prioritised”.
- 2.1 Full degree students feel if they could they leave Richmond they would.

The only reason for staying:

- Location
- Community
- Double Degree

Decision Making

- 2.2 Film and Media will merge into one degree, but film students were not informed at all. Media students found out only because of the consultation regarding it.
- 2.3 As students are not being informed as much as they should, a potential idea is to send the student body the Academic Board meeting minutes.

2.4 No theatre area for theatre students.

2.5 Picnic tables – happy that students don't smoke on the steps as much as before.

Reslife

2.6 Overall Reslife is good.

SGA

2.7 Events – inform students more in advance. Due to the lack of bulletin boards it is difficult to create awareness on events.

2.8 SGA email is sent to junk, this is an I.T. problem. Students can click on the email and click to receive SGA emails to the main inbox.

Fixes

2.9 The TV in the common room does not work/ there needs to be heating.

3.0 The boy's bathroom needs fixing – only 4 shower heads 'work' at most. The shower holder took 4 months to fix.

3.2 Last semester, "the shower holder was broken, I put in a request to have it fixed. In response, they asked if it was necessary".

3.1 Montford want to have their own mailbox not to travel to the main campus.

3.2 Laundry Rooms are not practical, the dryers are not all working, it needs to be updates. Only 3 working dryers on the main campus and lower cottage use them as well since theirs does not work.

3.3 In Montford, maintenance was installing a shower however they broke something else.

3.4 More water machine to be installed upstairs on the main campus to make it easier for students to have access to drinking water.

Wifi

3.5 “Never stays on Richuni”.

3.6 “Does not work”.

3.7 “There is no wifi in Danube, the excuse given was that the walls are too thick”.

Clubs

3.8 Try and have the football team to go pro and try to generate funding.

3.9 Do not allow reservations on rooms that the booker does not even then use as it is unfair for those who need the room.

Library

4.0 Students are not able to find the books they need, there are no labels to indicate where the book they are looking for is.

4.1 Need more seats in the library upstairs.

4.2 Extend Café Hours, the university can hire the students.

Food

4.3 Starbucks Kensington - “Coffee isn’t good”.

4.4 In both campuses, “there are never any vegan options”.

4.5 In the café in Richmond there is cross – contamination. When making sandwiches the staff member wears the same gloves handling both meat and vegetable ingredients.

4.6 Allergy forms are filled out by students however only some are accommodated to. A student has filled out a form 3 times and still does not feel accommodated.

4.7 Starbucks on both campuses charge soy milk which is “unfair” for lactose intolerant. Other Starbucks cafes does not do this.

4.8 A student has had food poisoning 3 times last semester.

4.9 More food during the weekend, Saturdays to have breakfast and Lunch. Even if it is ordered in.

5.0 Create a common kitchen and have more options within vending machines besides sweets.

5.1 Create a credit base system with payment plan, instead of wasting it as it.

Some students use their meal plan just to buy a drink, which is a waste.

Instead, students should be able to charge just for the drink and then be able to buy their sandwich and side later if they wish to.

Gym

5.2 Machines are broken: treadmill.

5.3 The rowing machine does not function correctly.

5.4 Students want a squat rack.

5.5 There are no signs to explain how each machine works, students can hurt themselves. Need signs to be put up.

Fire alarm

5.6 Fire alarm went off in one of the residences; student sent an email regarding this at 2pm and it was only fixed at 8 am the next day.

Academics

5.7 Times of classes are inconvenient.

5.8 Have online classes as an option e.g. Transitions.

5.9 Not enough electives open/available.

6.0 There are a list of classes that do not run but are on the academic plan which is misleading.

6.1 Students want more double major programmes without having to pay extra.

6.2 There are required courses that never run which creates problems.

6.3 Maths workshop hours have been deducted; students want this to be extended again.

6.4 Writing workshop is only 1 day in Kensington; students want this extended.

6.5 There should be 2 people per class course.

6.6 Within Montford - when the Washing Machine/Dryer is used, it rattles everything.

Communication

6.7 There needs to be more communication with maintenance, specified timelines on when issues will be fixed.

6.8 Communication with professors/adjunct professors need to be improved as they hardly respond.