



LOYOLA WORKING GROUP

UPDATED RECOMMENDATIONS

The Loyola Working Group hosted the *Loyola Working Group Update and Consultation* event on March 11, 2020 from 9 to 11 a.m. in the Loyola Jesuit Hall and Conference Centre. The event was facilitated by Working Group members and two graduate students from the Human Systems Intervention program.

64 people attended the event, broken down as follows: 11 students, 11 faculty, 38 staff and 4 members of the senior administration.

Six tables were organized to reflect the six themes of recommendations drafted by the Working Group: Transportation, Food, Facilities, Communications, Building a Community, and Student Services. Each table included students, faculty and staff from different departments and units.

Participants were invited to participate in prioritization activities at tables. They had the opportunity to give feedback on a pre-assigned theme and on a theme of their choice. Parking Lots were also available for participants to add recommendations or edit existing recommendations.

METHODOLOGY

PRIORITIES LEVEL 1 are the recommendations that participants placed predominantly (5 occurrences and more) in the following categories: Most Urgent – Most Important, Less Urgent – More Important, More Urgent – Less Important. * indicates more than 10 occurrences in these categories.

PRIORITIES LEVEL 2 are the recommendations that participants placed predominantly (less than 5 occurrences) in the following categories: Most Urgent – Most Important, Less Urgent – More Important, More Urgent – Less Important.

PRIORITIES LEVEL 3 are the recommendations that participants placed predominantly in the category Less Urgent – Less Important.

The order in which the recommendations are listed reflects their number of occurrences.

Additions/edits from the Parking Lots are highlighted in bold.

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TRANSPORTATION

PRIORITIES LEVEL 1

SHUTTLE BUS

1. Explore with the city the possibility of creating a metro drop-off spot and add dedicated buses between the Loyola Campus and the metro. *
2. Coordinate the shuttle bus schedule with Friday and weekend class schedules, and also with the exam schedule, especially on weekends.
3. Add a fixed schedule (instead of communicating “every 30 to 35 minutes” or “next one leaves at...”) and consider an easy schedule, e.g., “leaves every 30 mins on the hour.”
4. Establish a functional tracking system and add functional digital screens at both bus stops to display bus schedule, bus location and university information (services, activities and events).

PRIORITIES LEVEL 2

SHUTTLE BUS

5. Create a shelter downtown and redo the shelters to accommodate the average size of the line.
6. Use the Concordia app to track the shuttle buses and inform the community of delays or broken buses. Create a text messaging alert system that people can subscribe to.
7. Communicate a phone number to report any safety concerns on the bus and at the stops.
8. Coordinate lunch hours and break times between drivers.
9. Ensure that drivers are trained on adapted transport and **that some seats on the shuttle bus are reserved for people with reduced mobility.**
10. Evaluate the security concerns and the costs of having Wi-Fi on the shuttle bus and communicate the status of this request to shuttle users.
11. Better advertise the shuttle bus phone number (ext. 4636), especially at the bus stops.
12. Consider opportunities for community events being advertised on the inside and outside of the shuttle bus.
13. Align drivers' instructions with the schedule posted. (They often don't seem aware of the posted schedule.)
14. Better coordinate shuttle bus scheduling with city buses and trains.
15. Add shuttle buses at busy times of the day (especially in the morning) and around events.
16. Add more signage on the bus for people who need a seat.
17. Add better signage indicating what passengers are permitted to bring on the bus.

CITY TRANSPORTATION

18. Talk to the city to move back the night bus stop.
19. Designate a staff member at Concordia to liaise with the city on public transportation issues.

BIKE

20. Improve and increase access to change rooms, lockers and showers on both campuses. Have a discount shower rate for those biking but not using the secure parking and shower access for those who pay for the secure parking. Work with the PERFORM Centre and Le Gym on this matter.
21. Add more bike parking on both campuses and a covered, secure bike parking at Loyola.
22. Talk to the city about making some repairs to the de Maisonneuve bike path.
23. Better advertise the bike path and make a map available on the website.

CAR

24. Create a comprehensive carpooling system and dedicated carpool parking on both campuses. Better promote the existing options.

PRIORITIES LEVEL 3

SHUTTLE BUS

25. Review the routes based on traffic and construction in connection with the City of Montreal / STM routes.
26. Avoid having several shuttle buses stopped at the same place and time.
27. Ensure advance warning for changes of schedule during the summer, exam period, etc.
28. Create a system for drivers' coordination and communication with each other during scheduled routes.

CITY TRANSPORTATION

29. Promote city buses and train options on the Concordia website and app. Identify on a map where on the Loyola Campus you can get public transportation and where to buy a pass.
30. Convey to the city the needs of West Island residents commuting to Loyola.

BIKE

31. Promote *le Petit Vélo Rouge*, the bike repair student group at Loyola.
32. Create a winter bike storage on both campuses at a reasonable fee.

CAR

33. Add electric car charging stations on both campuses.

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FOOD

PRIORITIES LEVEL 1

1. Allocate and then create a new community eating space for students, faculty and staff. This should be a central space where people can eat with others outside their department to build community. *
2. Designate a place where a pub could be established. *
3. Add vending machines around campus to provide 24-hour snack options that include healthy food and meal replacements.
4. Create a function of the Concordia app that would locate food options at Loyola (e.g., outlets, vending machines, community kitchens, microwaves, etc.) with hours and availability.
5. Better promote the free food options on campus.

PRIORITIES LEVEL 2

6. Integrate mobile food options such as coffee carts and food trucks.
7. Review the contracts with food providers to cover summer hours, evenings and holidays, and better serve the community at other times when demand is high.
8. Add microwaves **and kettles** everywhere on campus (in the Hive or in the smaller cafeterias around campus in Hingston Hall, the Communication Studies and Journalism Building and the Administration Building). Consider setting up a place with wall-to-wall microwaves and sinks (like on the seventh floor of the Henry F. Hall Building).
9. Consider community food-sharing initiatives such as the fridge project that addresses food waste and provides alternatives for people looking for food on campus.
10. Add more options and variety to the all-you-can-eat format at the Buzz Dining Hall.
11. Add food options to the G-lounge (possibly using kiosks) and appoint a food coordinator to ensure sustainability of any student food initiative or coop in that space.
12. Organize community events around food (e.g., **community cooking classes**, turkey at Thanksgiving and spaghetti lunches on Sir George Williams Campus). Offer advance ordering opportunities and organize a food fair each term. One Centraide food event could be organized at Loyola (the samosa sale, for example).

PRIORITIES LEVEL 3

13. Create an interactive map of food options available within walking distance of campus.
14. Establish a food court concept to create variety in offerings and costs. This should give a range of choices from full meals to snacks.
15. Advertise food options to the neighbourhood and other schools nearby.
16. Involve student associations and Recreation and Athletics in creating food options as a fundraising opportunity (team-sponsored food stands, for example).
17. Better promote the booking process for the Community Kitchen at the residences.
18. Explore additional options to eat outside in the summer (e.g., putting up a tent) and create a terrace feeling.
19. Ensure that any new space created at Loyola includes options for food.

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FACILITIES

PRIORITIES LEVEL 1

1. Create **accessible** community spaces for students, faculty and staff to make connections. Address the need for more multipurpose spaces on campus for the community to meet.
2. Renovate the bathrooms across campus and add more **accessible and** gender-neutral bathrooms. Also, better advertise the location of gender-neutral bathrooms.
3. Develop an inventory of all rooms available on campus and a comprehensive digital booking system, in collaboration with the Time & Space project.
4. Refresh the campus and improve its general maintenance, **with a particular focus on accessibility and security**.
5. Renovate the Vanier Library in phases.
6. Either renovate the existing Residences at Loyola or build new ones.
7. Renovate the gymnasium in the Recreation and Athletics Complex.
8. Add community spaces to eat, cook and buy food on campus, and look at existing cafés on campus (e.g., the CJ Café) for opportunities for expansion.
9. Renovate the Guadagni Lounge with particular attention to physical accessibility and sound proofing.
10. Add better signage everywhere on campus with a plan to develop digital signage. Also, create opportunities for the community to get involved in some creative signage projects.

PRIORITIES LEVEL 2

11. Increase the electrical capacity of the campus in phases. Also, conduct a study to assess the internet network across campus (similar to the study of electrical capacity).
12. Revamp the current space used by Student Services and the Dean of Students Office in the basement of the Administration Building (AD) on Loyola Campus.
13. Create a Facilities website similar to the IITS website where news and ongoing projects can be communicated to the community.
14. Implement a service ticketing system with a client interface for Facilities similar to IITS.
15. Update the key system at Loyola to switch to a swipe card system in phases.
16. Add air conditioning to the Residences and a plan to develop it across campus in phases.
17. Encourage some short-term and pilot Facilities projects at Loyola.
18. Add a Facilities representative in the Office of the Provost to convey the needs of the academic sector and those of Student Services.
19. Develop community-building projects to enhance the grounds and facilities of the campus (e.g., the tree-planting initiative).
20. Add large classrooms to the campus to make class scheduling easier.
21. Implement a specific process for students to report Facilities issues.

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COMMUNICATIONS

PRIORITIES LEVEL 1

1. Install digital signage and/or touch screens across campus. *
2. Develop an inventory of all rooms available on campus and a comprehensive digital booking system, in collaboration with the Time & Space project. *
3. Conduct audit of current communications channels and tools in place at Loyola, **and consult all Loyola stakeholders (students, staff, faculty and alumni) in the process.**
4. Develop a toggle on the Concordia app with a Loyola map showing places where you can eat, cook and buy food, and transportation-related facilities such as bike racks and showers.
5. Create a committee for Loyola Campus signage with Loyola Facilities Management and University Communications Services (UCS), and have a broader discussion on signage and identity across the university.
6. **Rethink our social media communications to better meet the needs of the Loyola community** (e.g., create a separate Facebook account for activities, events and games at Loyola).
7. Identify a dedicated campus-wide Communications person for Loyola who would be responsible for coordinating communications on the campus.
8. Create an internship for graduate students in Communications and Journalism to be part of communications projects at Loyola (e.g., the new Facebook page, feeding website and digital screens, creative signage, etc.).
9. Develop a Loyola-specific web page that features all departments, activities and events.

PRIORITIES LEVEL 2

10. Define responsibilities in terms of feeding Loyola content (following the same process as is done for Sir George Williams Campus content). **Make sure to include a process for student associations to feed content.**
11. Feature our alumni at Loyola in a way that is respectful of the past and highlights our aspirations for the future.

PRIORITIES LEVEL 3

12. Promote and offer training on a collaborative digital tools (e.g., Zoom) that can be used to organize remote meetings with colleagues at other locations (collaborate with the Digital Strategy project on this matter).

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STUDENT SERVICES

PRIORITIES LEVEL 1

1. In the short term, revamp the current space used by Student Services and the Dean of Students Office in the basement of the Administration Building (AD) on Loyola Campus. *
2. In the long-term, create a clearly defined, welcoming and centrally located space for all Student Services on Loyola Campus. **If possible, relocate student associations' spaces to this new space.** *
3. Find new spaces for the Student Advocacy Office, Student Success Centre, Access Centre for Students with Disabilities (ACSD), Birks Student Service Centre, Sexual Assault Resource Centre (SARC), Financial Aid and Awards Office (FAAO), the International Students Office (ISO) **and career services (Coop, CAPS, internships and experiential learning).** *
4. Revamp the café space downstairs in the basement of AD, and add a front desk for Student Services. *
5. Either renovate the existing Residences at Loyola or build new ones.
6. Create a Wellness Hub for health and wellness services on the south side of Loyola Campus.
7. Develop an online booking system for appointments with student services (especially the ones that are currently only present on Sir George Williams Campus).
8. Explore a different model for the delivery of student services on Loyola Campus **and ensure students are included in the service design process.**
9. Add a kiosk for Student Services in the Richard J. Renaud Science Complex (SP) or in the new building.
10. Explore the feasibility of holding exams for Loyola students on Loyola Campus.

PRIORITIES LEVEL 2

11. Add better signage so students can easily find their way to --and around --the Student Services area, including digital signage.
12. Ensure consistent times and availability of student services are offered on Loyola Campus.

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BUILDING A COMMUNITY

PRIORITIES LEVEL 1

1. Host events of importance at Loyola (especially outstanding speakers). *
2. Establish annual programming of regular and consistent events at Loyola, **with a particular attention to EDI initiatives**, including but not limited to: speaker series, winter carnival, **spring festival**, food fairs, research fairs, **alumni homecoming**, and Centraide events. *
3. Create community-building opportunities for mixing staff, faculty and students across the university to enhance **and green** the Loyola Campus (e.g., the tree-planting event) and to unite the campus around a good cause. *
4. Establish a Loyola community-building working group that will meet once a month in the year 2020-21. Include a member from Advancement and Alumni Relations in the working group to better engage Loyola alumni into community-building strategies and activities. *
5. Increase and better communicate the already existing events, activities and games at Loyola. Encourage departments and units to accommodate their staff, faculty and students to participate in those activities. *
6. Implement recreational activities outdoors in the summer and winter to use the green space on campus. Add indoor recreational equipment to organize activities inside the buildings across the campus (e.g., chessboards and table tennis). *
7. Create an incentive fund for units and departments to encourage community-building events and activities at Loyola. *
8. Highlight different groups of Loyola members on a regular basis (one “theme” per month or per term, e.g., veterans, great scientists, etc.).
9. Establish a Loyola Day or Week once a term to celebrate the Loyola Campus and showcase what is happening there.
10. Encourage a more systematic organization of team-building events and retreats at Loyola (instead of at downtown hotels) using incentives and better promotion of options.

PRIORITIES LEVEL 2

11. Collaborate with the Concordia Student Union, the Graduate Students Association and departmental student associations to help with student initiatives.