

Community Liaison Committee Meeting
Tuesday, June 7, 2016
American University – Founders Room, SIS Building
7 p.m.

Introductions & Opening Remarks

The meeting of the Community Liaison Committee (CLC) was opened by AU Vice President of Campus Life Gail Hanson, who convenes and leads the meetings for American University. She opened the meeting by welcoming neighbors, representatives of neighborhood organizations, and local Advisory Neighborhood Commissions (ANCs).

Gail Hanson called the meeting to order and opened the floor to New Business and Open Discussion of Neighborhood Issues. Hearing none, she moved to the update on AU's Zoning Modification and asked Linda Argo to begin the discussion.

Assistant Vice President for External Relations & Auxiliary Services Linda Argo said that prior to the ANC3D meeting last week, it was agreed to postpone discussion of AU's amended request for modification until July. She said that during the next weeks, AU will continue discussions with commissioners and neighbors who will be affected by the modification. She then explained that in its request to the Zoning Commission, AU asked to delay until fall 2017 the requirement that it have on-campus housing available for 67 percent of its full-time undergraduate students. The request was prompted by the expected delay in the completion of the new East Campus and the resulting inability to meet the zoning requirement by the beginning of the fall semester. She added that the modification also would allow use of off-campus housing that is master-leased – currently, limited to the Berkshire Apartments - to be considered "on campus." AU will present the details of the zoning modification request to the ANC on July 6, followed by a hearing at the Zoning Commission on July 14.

Tom Smith, ANC3D Chair, said the controversial piece of the initial request was housing AU undergraduate students at Wesley Seminary. He added that Wesley also was required to include it as a modification to their campus plan. After discussions with concerned neighbors, AU decided to drop its request to house 55 students at Wesley. He added that the neighbors agreed that Wesley can continue to provide housing on campus for non-Wesley graduate students. He also said that the ANC recognizes that construction delays require modification of Campus Plan Condition 5 which requires the university to have on-campus housing in place for a specific percentage of their full-time undergraduate students. The concern of the ANC is that the condition is supposed to operate as a cap on the number of full-time undergraduate students. He said that the language of the condition, in effect, has not worked. He said that since the current campus plan went into effect, there has been a 10-percent increase in the enrollment of full-time undergraduate students. He commended AU for working with him and members of the community. He said that enrollment is an important issue for the ANC. He said there was a need for a check on undergraduate student enrollment growth, and that during the last campus plan cycle, AU exceeded its undergraduate enrollment projections. He said that the housing percentage requirement did not work, and that it prompted more construction of student

housing. He said that an effort must be made to approach enrollment and housing in a synergistic fashion.

Kathy Silva asked if AU does any research or canvassing of neighborhood buildings to find ones that have low rents. She said that Vaughn Place is always asking for more people to rent there. She asked if AU has approached them to make any sort of leasing agreement.

Gail replied that AU has not, and added that AU has an off-campus housing service that lists properly licensed properties, where the university would want students to live.

Assistant Vice President for Housing & Dining Programs Chris Moody said that AU has contracted with a company that helps students find appropriate places to live off campus – especially international students.

Jeffrey Kraskin noted that the proposed amendment to the zoning condition changes the 2016 requirement date to 2017. He asked for an explanation as to what is happening mid-year to open up housing, and also what within the requested modification guarantees that enrollment won't keep creeping up as it has under Condition 5.

Linda Argo said that there are no guarantees about enrollment in the zoning modification request or in the zoning process, only projections.

Jeffrey Kraskin asked if there is a commitment in the zoning order that there shall not be more than 6,400 undergraduate students at the end of the current campus plan.

Linda Argo replied that the number was a projection based on information available at the time.

Chuck Elkins asked for an explanation of the language of the modification request regarding housing provided through a master lease to be considered “on campus housing” through 2022. He asked if that means that this allows AU to house freshmen and sophomores under a master lease through 2022.

Linda Argo replied that this language allows AU to use the number of beds that AU master leases and count them towards 67 percent requirement capacity for undergraduate students on campus.

Chuck Elkins asked whether AU could continue to house additional freshmen and sophomores if another master lease was set up until 2022.

Gail Hanson said that AU has to have a housing inventory to accommodate 100 percent of freshmen and sophomores. She said that most sophomores will be housed on East Campus and that it would nearly meet demand. A master lease would only be for juniors and seniors to meet the 67 percent requirement.

Chuck Elkins asked why the amendment year states 2022, and not 2017.

Gail Hanson said that it is intended to go through to 2022 – the end of the current campus plan.

Tom Smith explained that the current campus plan does not include off-campus housing under a master lease. Under the modification, he said that the concern is that as the housing inventory increases, there might be an increase in enrollment. He added that unless AU can get its enrollment under control, it would have to build additional housing in a future campus plan.

Gail Hanson said that it is important to recognize that the only way AU grows is if the first-year student population grows. If freshmen targets are limited, then the overall population will not increase. She said that the enrollment trend is not increasing, and that AU's undergraduate enrollment model is not a growth model.

Jerry Gallucci asked whether AU's business model is *not* one of endless growth.

Gail Hanson said it is not. She added that the segment of the business model that is growing is the online master's programs, for which there is a high demand. Online students spend little, if any, time on campus.

Linda Argo said that the current campus plan includes another 200-bed residence hall. The intent is not to grow the undergraduate population, but to house more students on campus, stop tripling, and ease out of the master leases.

Tom Smith said that AU told the Zoning Commission in 2011 that the undergraduate population would not grow beyond 6,400, but that in five years, it has grown from 6,100 to 6,700. If AU maintains an enrollment around 6,600, they would have to build more than one new residence hall. He said that enrollment is a real problem.

Jessica Herzstein said that lowering targets is not translating to actual freshmen and sophomore numbers. She said that she would like to see a bigger commitment to have fewer students.

Ben Tessler said that it would be nice to see AU exercise "conditional acceptances" as a way of better respecting the 6,400 limit.

Gail Hanson replied that "conditional acceptances" would pose ethical issues in enrollment and admissions standards.

Vice Provost for Undergraduate Enrollment Sharon Alston noted that at a recent conference attended by 30 other colleges, at least one-third reported exceeding their enrollment target numbers. She said that achieving target numbers is a combination of art and science. She said that AU deals with students who apply to as many as 15 universities, and AU's decisions also are subject to the decisions of other universities. For example, when NYU reduced enrollment targets, it affected other schools in the applicants' overlapping pool of universities. She said that AU actually has reduced its rate of admissions – in terms of percentage and actual numbers – and that between fall 2015 and 2016, there is a negative difference of well over 1,000 students in terms of the number of offers extended. AU's admit rate this year was 26 percent out of 19,000

students who applied for admission. She said that what AU cannot always control is the number of students who accept admissions offers.

Jessica Herzstein said that the community does not care about AU's admissions rates, only the number of students.

Sharon Alston replied that she understands the community's concern, and that AU is making good faith efforts by reducing its admit rate by 17 percent since 2014, and that AU works very hard to predict the yield rate accurately. She said that projections are based on history, but that AU is entering new territory with many new programs being offered.

Jeffrey Kraskin asked what caused AU to reduce its offers of admission, and why did AU wait until 2015?

Sharon Alston said that AU wanted to reduce the number of undergraduate students coming into the university. She said that in fall 2010, the admit rate was 53 percent, and that AU has taken unprecedented steps to decrease the rate every single year since then. She said that she cannot predict the admit rate for 2017 without knowing who is in the applicant pool. She added that this year's entering class is smaller than last year's entering class.

Gail Hanson said that the PowerPoint presentation (illustrating Dr. Alston's points) will be sent to all attendees.

Tom Smith asked whether the community should simply accept that AU's efforts result in higher enrollments than what they are telling the Zoning Commission, and asked whether it was good faith effort when the student population went from 6,100 to 6,700 and whether the school knew this would happen.

Sharon Alston reiterated that the university is making good faith efforts to meet enrollment targets and to meet the conditions of the campus plan. However, other factors played a part – projections relating to the percentage of students retained, students studying abroad, etc. She said that there are a lot of moving targets in the process.

Tom Smith said that when AU first requested the modification, his colleagues at the ANC were concerned about the enrollment. He said that his colleagues would not be happy with what the group is being told by the university at this meeting. He said that there needs to be a better understanding/explanation of what type of commitment AU is prepared to make, as the university has exceeded projected enrollment numbers significantly.

Gail Hanson said that at the time the campus plan was presented, AU anticipated that undergraduate enrollment would hold relatively constant and planned modest growth in graduate student enrollment. AU is under performing in projected graduate enrollment targets and, overall, is well under its total enrollment cap.

Tom Smith said that the community's concern is that every time AU builds housing, it is on the periphery of the campus immediately adjacent to the neighborhood. He said that they would not be as concerned if the buildings had been constructed within the campus.

Bill Krebs asked if there are admission pockets that AU doesn't control, and whether there is an "admissions czar" who supervises all the different enrollment factors at one time. He also asked if there is a way to admit one group before admitting another group – i.e., if AU is the primary or the secondary choice for students, early decision students, financial aid students, etc.

Sharon Alston said that in making admissions decisions, AU tries to meet its enrollment objectives – bringing the most talented students to the university, students who demonstrate the school's values, students with the propensity to be here, etc. AU wants to be able to support students through merit awards and financial aid.

Bill Krebs asked if AU is successful at capturing the more competitive students.

Sharon Alston said that AU admits students who are strong academically and that its programs are attracting them. Krebs asked if AU can slow admissions to the less competitive/borderline students.

Sharon Alston said that there is an increase in early decisions (36 – 37 percent), and that students are being asked early to make a commitment. About one-third to 38 percent of students have come to AU as part of the early decision process. She said that it allows the university to make dramatic decreases in offers to other students. As for a "czar," the provost is the chief enrollment officer.

Bill Krebs asked if there was a target number of admissions that AU was trying to hit for 2016.

Sharon Alston said that the fall 2016 target was 1,700. For fall 2017, it will be 1,600.

Bill Krebs asked whether the pipeline of students would decrease if AU had hit 1,700 for fall 2016. He asked what the actual target was that AU hit for 2015 and 2016.

Sharon Alston said that for 2015, the target was exceeded by 100. For 2016, AU might be shy of 1,700. She also said that the transfer student target is a separate issue.

She said that one of the other factors to be considered is retention of students. She said that we may have 1,700 incoming freshmen, but as many as 11 percent may leave. She also noted that retention rates have been higher.

Bill Krebs said that what is missing in the presentation is a pipeline analysis.

Gail Hanson said that a pipeline analysis is difficult because, as it concerns transfer students, the year they come into the pipeline affects the numbers – some come in as freshmen while others as sophomores or juniors.

Chuck Elkins asked what AU is trying to hit – is AU trying to achieve the 6,400 target, and in what year?

Gail Hanson said that Sharon Alston is trying to hit the freshmen targets.

Linda Argo said that the projections that have been provided show that the undergraduate student population is dropping gradually starting in 2016 through 2019 to about 6,450 by the end of campus plan.

Chuck Elkins noted that this is a business, and asked if there were a penalty applied to AU for each additional student above 6,400, would the target not be hit sooner? He said that there did not seem to be a financial penalty, and that if there were, AU might be able to hit the targets.

Gail Hanson said that AU is invested in quality, and that any budget exercise is a balancing of commitment to quality (expenses) with revenue. She said that the school wants to set revenue targets without sacrificing quality. She said that as the chief student affairs officer she is concerned about the quality of life for AU students. AU is interested in managing the target numbers as well, because it wants to maintain a certain quality of life for students.

Jerry Gallucci asked if the community can we get a copy of the budget.

Gail Hanson said yes, it is online, and we can provide the link.

Bill Krebs said that in recent years, lots of kids are taking five years to get their undergraduate degrees, and asked whether that should be dealt with as well.

Gail Hanson said that there are a lot of factors that affect progress towards degrees. Certainly the cost of attendance supports moving through on time. But students may take more than four years for a variety of reasons – study abroad, internships, fifth-year master's programs, etc.

Tom Smith asked whether AU gets enough replacement transfer students to compensate for the 10 – 11 percent attrition rate from the first-year class.

Sharon Alston said that AU admits, on average, about 200 transfer students every year. This falls a little short of compensating entirely.

Tom Smith asked if AU looks at a 400-person difference in total, taking into account attrition.

Sharon Alston said that the data she was quoting referred to students who enter in the first year and then come back the second year. This year, the returning-student rate was 89 percent.

Gail Hanson asked Linda Argo to turn to the slide illustrating enrollment trends to try to draw the various pieces of this conversation together.

Linda Argo explained the campus plan population slides, and the “full-time undergraduate students by class” slide. She also said that the freshmen target for fall 2016 is 1,700.

Bill Krebs asked about the difference between the 1,700 target and the actual enrollment of first-year students.

Linda Argo explained that 1,700 is the number of first-time, first-year students at census in late fall. The total number of freshmen includes transfer students classified as freshmen who add to the class number.

Sharon Alston said that students' class status (freshmen, sophomore, junior, senior) is tracked by credits earned.

Linda Argo said that the growth seen over the past four years is important for housing considerations. It also shows how big the classes are that are going through the system.

Jessica Herzstein asked if there is a document that shows actual enrollment numbers.

Gail Hanson said that AU does not publish its enrollment data, but that it is an obligation within the campus plan to make an annual enrollment report to the CLC. AU gives a preliminary report to the CLC in the fall (September) when the enrollment number is still volatile, and a final report in December.

Bill Krebs asked if fifth-year students are included in the report, depending on the credits they have earned.

Sharon Alston said that there are also transfer students who come to AU in freshmen status. They will be included because of the number of credits earned.

Gail Hanson said that after the first year, students are counted by the number of credits they have completed. Only first-time, first-year students can be counted by the number of actual bodies. Other classes' numbers are counted based on credits completed.

Jeffrey Kraskin asked what number is actually used for housing as it relates to the Zoning Order requirement for housing 100 percent of freshmen.

Linda Argo said that, when looking at full-time undergraduates at the end of fall semester, it is not only newly admitted freshmen, it also includes other students transferring in as freshmen.

Jeffrey Kraskin asked whether the breakdown shown is what is used to figure out housing.

Linda responded, yes. She said that simply taking the number of students classified as freshmen in fall of that year says nothing about housing need. AU must have the capacity to house 67 percent of its full-time undergraduate students by fall of 2016 per the 2011 campus plan.

Gail Hanson added that AU must have housing capacity for 100 percent of first- and second-year students.

Jeffrey Kraskin asked – even with the modification and with every bed available – how AU plans to meet the housing requirement in fall 2017. He asked how AU plans to have enough beds to meet the numbers that are projected.

Linda Argo said that this would be address in the construction and contingency planning portion of the meeting.

Gail Hanson asked David Dower to provide the Construction Project Updates, including the material Linda Argo just referenced.

Assistant Vice President for Planning and Project Management David Dower reviewed the progress of East Campus construction: Building 2 on New Mexico Ave. is now enclosed. At Building 1 on Nebraska Ave., the sides of the building are still being installed. Building 3's façade and windows have been installed, and the roof is being finalized. In Buildings 4 and 6, the buffer buildings, precast panels are being installed. There are two cranes on site, and one has been moved to the buffer zone. The smaller crane is working on Building 1. Once that is complete, the crane will be moved to Building 2.

Jerry Gallucci asked whether moving the cranes would cause any damage to the trees that are growing in the landscaped area next to Westover.

David Dower said that parallel to the site fence by Westover, AU was required to install erosion control measures. He said that there is a fence there that prevents cranes from damaging tree roots or affecting the trees. When AU landscapes the buffer, the Department of the Environment will have to approve the removal of the fence.

Ben Tessler asked if David Dower could show which walls facing Westover are brick.

David Dower replied that nearly everything facing Westover will be brick.

Dower reviewed the status of East Campus Buildings 2 and 3: The garage is complete. The structure and pre-casting is complete. The ceiling work is ongoing, and the buildings will be “weather-tight” by the end of June.

David Dower then addressed Jeffrey Kraskin's earlier question about what is causing the delay. He said that construction has run into difficulties in the building interiors that will prevent AU students from occupying the buildings in fall 2016. He said that some central systems on the campus - fire, chilled water system, steam, utilities - come in and start at Building 1 and are tied to things outside of Buildings 2 and 3, where they are experiencing challenges inside. He said that they are still trying to work through the issues.

Jeffrey Kraskin asked if these buildings would be occupied at any time in 2016.

Dower replied that Buildings 2 and 3 could possibly be occupied by November or December, but more likely spring of next year. Students may be able to move in before Thanksgiving break. However, given the difficulties being faced, even spring semester may not be certain.

David Dower then reviewed East Campus Buildings 1, 4, 6 slide: Bldg 1 is near completion. Pre-cast will be done by next week. To make the building “weather tight” will take until September. Once that is complete, then the interiors can be worked on, but that is what is pushing the date further into January or February. Buildings 4 and 6, the structure is complete and pre-cast is expected to be completed by August. It should be enclosed fully by September or October. Landscaping will follow.

Ben Tessler asked whether, as a good will gesture, outside work could be stopped on Saturdays during the summer months, since students will not be occupying the buildings until later in the year.

David Dower said that it is a challenge because the workers are trying to get as much work done as possible. He said that it is in everyone’s interest to get the precast work completed by August, and the windows installed soon thereafter. Once the façade and windows are in, all other work will be indoors or on the other side of the buffer buildings. Given the amount of work that needs to be done, he said that he cannot make that commitment. He said that he understands the concerns and complaints from the neighbors, and for that reason, the workers are building as fast as they can.

Ben Tessler asked how the buffer is affected if the workers take Saturdays off, and whether AU can guarantee that the landscaping will be completed by this fall if work continues on Saturdays.

David Dower said that, while he cannot make any guarantees, what is certain is that until the façade is up, there will be no landscaping.

Ben Tessler asked what the likelihood is of the buffer being built and landscaping being done in September. He asked if this too would take until next spring. If so, then it makes sense for the neighbors to get a break from workers being on site during Saturdays in the summer.

David Dower said that the difficulties requiring the modifications all have to do with the interiors – not the exteriors of the buildings. He said that he is confident that the facades on the buffer buildings will be completed by August. He said that then windows and caulking will be installed. He said landscaping will happen in the fall - the ideal time. He said that it is important for work to continue on Saturdays because that is when set-up work is done for the following week. He said that if work stops on Saturdays during the summer, then landscaping work will not begin in the fall – mid to late September, October, or November.

Dennis Paul asked what the garage doors will look like.

David Dower said that he would check on what kind of doors they will be, but that the way the grade into the parking garage works, the doors rarely will be closed.

Gail Hanson asked Chris Moody to address the contingency housing plans for fall 2016.

Assistant Vice President for Housing & Dining Programs Chris Moody explained that whenever AU has a project set to open in August, the university always has a Plan B.

(East Campus Contingency Plan slide shown)

Tom Smith asked whether the purpose of the planned triples (shown on the slides) was to compensate for East Campus not opening on time, and if those are above and beyond the 330 that are listed in the projections.

Chris Moody replied that 330 is the actual number of triples.

Jeffrey Kraskin asked what happened to the 13 beds when the stated structural capacity is 3,565. Previously that number had been 3,578.

Chris Moody said that some students would get single-occupancy rooms where there is an unoccupied bed. So technically, the number can be increased to 3,578.

Tom Smith noted that the university was supposed to reduce triples by half and that the numbers were not adding up.

Chris Moody said that in the case of East Campus, there is some level of self-selection. Fewer people ask for something they have not seen yet (the new housing).

Bill Krebs asked where the students who would have been assigned to Wesley have gone.

Chris Moody said that what was being shown were “real” numbers, and that the number would keep whittling down as fall approaches. He said that Wesley would have enabled AU to house visiting students proximate to campus.

Jeffrey Kraskin asked what happened to the one-semester visiting students.

Chris Moody said that AU would help those students find places to live off campus, and added that some would live in the Berkshire Apartments.

Jeffrey Kraskin asked if the one-semester students are housing under the master lease.

Chris Moody replied that they may or may not be.

Tom Smith asked if the structural capacity number includes triples.

Chris Moody replied no, and that only triple occupancy rooms will have three people.

Tom Smith asked whether structural capacity would have been 4,155 if East Campus had opened.

Chris Moody replied yes. He said that AU will still try to meet first-year students' demands for triples. That allows some flexibility to house one-semester and transfer students.

Tom Smith asked whether there would not have been triples if AU had met the East Campus deadlines.

Chris Moody said that he would have tripled by choice to offer transfer students more housing.

Tom Smith asked if the current housing demand would have been less than 67 percent.

Linda Argo said yes, and that 67 percent requirement relates to capacity.

Tom Smith said that the university would have had higher capacity than demand.

Chris Moody said that there would always be demand.

Gail Hanson said that the university usually opens at 102 – 103 percent occupancy in its residence halls overall. There is movement throughout September, and that percentage comes down.

Tom Smith said that with maximum housing capacity on campus, there would be 335 triples.

Chris Moody said that it is possible to go as high as 400 triples, but that it is something that he avoids.

Jessica Herzstein said that at the last meeting (Special CLC Meeting), there were errors pointed out in the housing summary projections, and asked whether the current information could be filled in.

Linda Argo said that she would look into that.

Gail Hanson said that there would be an opportunity for further discussion and updates at the landscaping meeting on June 22.

(Spring Valley Building slide)

David Dower said that the primary occupants of the Spring Valley Building will be: MS in Organizational Development – Key Executive Program, International Accelerator Program, SPEXS, School of Education, OLLI, and other administrative functions such as Accounting, Contracts & Procurement, Project Management, Registrar's Office, and Enrollment Services. There still will be 25 classrooms – 10 tiered and 15 flat classrooms, and all the classes are upper level – for upper classmen. The way the Registrar is scheduling classes, students will stay mostly in the building, so there is not much expected traffic to and from the main campus. In terms of renovations to the building, floors 3 to 6 will only undergo heavy mechanical maintenance – replacement of cooling tower – and carpeting and painting. As for the lower floors, the first moves are planned for July through September. Enrollment will be located on

first floor, Fulfillment and Office of Information Technology on the second floor, and Archives and Special Collections on the first and second floors. All old bookshelves from library will be removed.

David Dower said that there will be 2,000 square feet of retail space on the first floor. The intent is to take out windows and provide exterior doors for the retail space.

Linda Argo suggested a subsequent conversation with the community about the best use of the retail space. She said that given the limited footprint, the space does not lend itself to traditional retail, and the configuration does not facilitate substantial food preparation. She said it would be optimal use of the space to have low-prep food service, such as salad or sandwich concepts. The space opens up to the front patio which will accommodate outside dining. She said that the space has not yet been offered for lease.

David Dower said that the kitchen in the former law school cafeteria would likely be mothballed. The dining space will serve as a student lounge.

Jeffrey Kraskin asked whether a Registrar's office would increase traffic.

David Dower replied that it would not increase traffic as the office would be only for back-office functions.

David Dower said that, in regards to the new WCL, the curb-cuts, sidewalks, and landscaping will be done by the end of the week.

Gail Hanson asked Dan Nichols to address the agenda items under Transportation & Parking.

(Transportation and Parking slide)

Executive Director of Risk, Safety, and Transportation Programs Dan Nichols said that with WCL now in Tenley, his office would take responsibility for the Spring Valley Building parking enforcement. He said that the parking enforcement staff would be increased.

Dan Nichols added that only the upper deck of the garage in the back of the Super Fresh site would be for faculty, staff, and students.

Dan Nichols said that after the move to the Spring Valley Building, it would take some time for parking to find its average level. He said that the expectation, based on responses from planned occupants, is that 50 percent of the people working there want to have parking. He said that the university is encouraging greater shuttle use by increasing its frequency.

Jeffrey Kraskin asked how many people account for the 50 percent.

Dan Nichols said that it amounts to about 375 to 400 people – of which, probably 200 are staff.

He said that a new parking management system has been contracted that integrates student, faculty, and staff information. This allows Public Safety to write citations and run tags to match people on AU's rolls. He said that this is a significant advance and that it should dissuade people from parking on the neighborhood streets. He said that the system works through a Lexus Nexus system that allows it to tap state records databases.

Dan Nichols said that transportation patterns have shifted, and that once East Campus opens, patterns will shift again. A shuttle assessment was done to see whether AU is prepared to accommodate the shifting patterns. The assessment produced a number of recommendations: start a new shuttle route east of Massachusetts to serve the Berkshire/Avalon apartments etc. This would provide advantages and challenges. By serving those populations, pedestrian traffic would be reduced on Massachusetts Ave. However, to make the new loop, the shuttle would have to go to Macomb St. – Wisconsin Ave. – Newark Street and back to Idaho Street. He said that the advantage of going through Cathedral Commons is that the shuttle gives access to students to the shopping area near Giant. He said that logistics would still need to be worked out.

Claire Craik said that Westover would support the extended shuttle service.

Tom Smith asked if the university was talking to residents along Macomb Street.

Dan Nichols said that there has been no discussion yet, but that the community's concerns might be another challenge. He said that one of the recommendations is to have a shuttle running east on Massachusetts Ave. and left through Glover Gate, allowing people on East Campus to be picked up, as that also would alleviate pedestrian traffic. He said that if everything works out, there would be both clockwise and counter-clockwise circulation through campus. He said that these options still need to be considered further, and diagrams would be distributed prior to any final decisions.

In response to a question about a shuttle to the Spring Valley Building, Dan Nichols said that the Spring Valley buses will continue to run on their current schedule. An express shuttle will supplement the standard one. As a result, Spring Valley and Katzen will get double service.

Jeffrey Kraskin asked where OLLI students will park.

Dan Nichols replied they would park in the Spring Valley garage spaces, and would have to follow all AU parking rules.

Dan Nichols explained the new U-Pass program which will provide full time AU students – undergraduate, graduate and law – with unlimited use of Metro bus and rail when school is in session. Student will pay a flat transportation fee of \$130/semester. AU is the first institution in DC to partner with WMATA to implement this plan.

Gail Hanson thanked Dan and asked Michelle Espinosa to make the annual report on Student Conduct Off Campus.

Associate Dean of Students Michelle Espinosa said that the annual student conduct report runs May to May. She reviewed AU's initiatives to communicate with students and neighbors about the procedures and protocols that are followed to address disruptive student conduct. Orientations are held for fraternity, sorority, student athlete, and sports club groups. Students living in houses where there have been reports of misconduct are asked to come to the orientation as well. There is an additional targeted communications to all students. AU continues to work with tenant associations and an increasing number of property managers to mitigate any adverse impact of student conduct in their properties.

Chuck Elkins asked if all students can be required to attend the orientations.

Michelle Espinosa replied that she was not sure if that is possible, but that AU is looking into better, more creative ways to reach students who are not members of affiliated groups. She said that students living in the 20016 Zip Code are targeted, as well as students moving off campus.

(Complaint Flow Chart Slide)

Michelle Espinosa said that the complaint response process has remained the same, but some revisions have been made to the information card, following suggestions from the CLC last year – 911 information was added, for example.

(Helpful Info slide and Neighborhood Reports Received slides)

(Neighborhood Reports by Type Slide)

Michelle Espinosa said that there has been a reduction in the total number of reports. However, reports about single-family homes have increased, while apartment complaints have decreased. Public street activity – including Rockwood Parkway – has increased. She said that students in homes with more than one complaint are referred to Student Conduct. She said there were 18 different complainants this year and 12 anonymous calls. Nineteen of 50 calls were made to Public Safety. Seventeen of those went to MPD also.

(Student Conduct Referrals and Sanctions slide)

Michelle Espinosa said that reports of noise dropped dramatically this year, but reports involving student safety and disorderly conduct and alcohol increased. She said that the threshold for referring students to Student Conduct is being lowered. Thirty-eight individual students were referred to Student Conduct this year – some of the 38 were extended from last year. Accountability for student organizations also has increased.

(Reporting Options slide)

Michelle Espinosa said that reporting options remain the same – Public Safety and MPD and Dean of Students Office, online reporting.

Dan Nichols said that the response by Public Safety is the same for apartments and single-family homes. He said that Public Safety officers will go to all these areas.

(Fletcher Gate slide)

Gail Hanson said that a smoking shelter has been installed at Fletcher Gate to mitigate smoking in the neighborhood. She said that a sign recently has been installed at Fletcher Gate informing people not to turn right, to be good neighbors, and to not congregate in the Rockwood Parkway neighborhood. The resident staff in the south residence halls also have been asked to integrate this information into their communications with students.

Tom Smith said that it would be helpful to have a meeting about Fletcher Gate-related issues before the fall semester.

Gail Hanson said that the sign has just been installed and communication has just begun with south campus residents – perhaps it would be a good idea to wait and gauge the effects of these measures before scheduling a meeting.

Dennis Paul suggested to Dan Nichols that when school starts in the fall, there could be someone assigned to Fletcher Gate for a few weeks to make sure no one makes a right turn onto Rockwood Parkway. Nichols said he would look into this.

Gail Hanson also reported that we have addressed the concerns about several students who had key fobs to use the gates on University Ave.

Michelle Espinosa said that a number of student athletes had gate fobs to access athletic facilities. Public Safety has deactivated the fobs, and the students no longer will have access to the gates.

Gail Hanson said that the *DC 20016: You & AU* postcards will be mailed to neighbors in the 20016 Zip Code in August. She asked if there are any changes neighbors would like to make or any new information they would like included. She said that the university would add MPD 911 and information about the neighborhood course audit program. The card also will include more information about accessing the student conduct complaint form through the Dean of Students Web site.

Tom Smith asked if any information could be shared about the neighborhood audit program. He thought the program was limited to people who live in the 20016 Zip Code, but had overheard an offer to accommodate a community leader living outside the Zip Code.

Gail Hanson said that the program has only small participation, so capacity is not an issue. It is advertised as available to anyone over age 60 living in this Zip Code. She said she would look into Tom's concern and promised to send the program link to the CLC-List, along with the meeting slide deck and link to the university budget.

Attendance*Community:*

Jessica Herzstein, Neighbor
Elliot Gerson, Neighbor
Kathy Silva, McLean Gardens
John Timmer, Embassy Park HOA
Chuck Elkins, Wesley Heights
Betsey White, Wesley Heights
Claire Craik, Westover Place
Ben Tessler, Westover Place
Dennis Paul, NLC, SVWHCA
Tom Smith, ANC 3D
Jeffrey Kraskin, SVWHCA
Jerry Gallucci, Westover Place
Bill Krebs, SV & WH
Allan Pollock, Fort Gaines
Pat Pollock, Fort Gaines
John Wheeler, Ward 3 Vision
Jeffrey Keller, Westover Place
Teresa Guzman, Westover Place
Antonio Cafoncelli, Westover Place

American University Staff:

Sharon Alston, Vice Provost for Undergraduate Enrollment
Linda Argo, Assistant Vice President for External Relations & Auxiliary Services
David Dower, Assistant Vice President for Planning and Project Management
Gail Hanson, Vice President of Campus Life
Dan Nichols, Executive Director of Risk, Safety, and Transportation Programs
Chris Moody, Assistant Vice President for Housing & Dining Programs