The Undergraduate Council of Students

UCS

Fall Report 2021

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Key Points

With a response rate of 37% and survey methodology that has been reviewed by survey research experts, administrators, and students, the Fall Action Poll is representative of an engaged student body. Here are our key findings and responses:

- Many students were unfamiliar with University services. A large proportion requested more timely responses from services.
  - The Undergraduate Council of Students (UCS) will work on organizing and distributing a list of University resources each semester.
- Students were dissatisfied with Counseling and Psychological Services (CAPS), especially due to the unavailability of appointments and slow response times. A large plurality of students reported having depression, anxiety, or other mental health concerns in the past year, and many of these students have not used CAPS.
  - We reached out to CAPS twice but did not receive any response.
- Most respondents faced issues with laundry machines and restrooms.
  - The laundry contract is currently up for renegotiation; all machines will be replaced with newer models. Facilities Management reports that they maintain a 7-day cleaning schedule and encourages students to contact them with any issues.
- Most respondents were dissatisfied with understaffing at University dining halls, calling for improved working conditions for dining services workers.
  - We reached out to Dining Services but did not receive a response regarding understaffing.
- Student respondents were particularly interested in improving outdoor lighting and expanded access to buildings at night.
  - Brown is creating an Uber-like app for the on-call shuttle.
  - UCS is working with Campus Life to provide students with card access to more academic buildings at night and on weekends.
  - UCS is working with the Department of Public Safety to identify areas with insufficient outdoor lighting.

- Students living in South Campus wanted night-time and weekend access to Keeney Gym and the Watson Institute.
    - The Watson Institute is currently reviewing card access; Keeney Gym should be open by next semester.
- Students believed that remote-accessible classes improved their ability to access classes.
    - Dean Rashid Zia of the College assured UCS that Brown was working to promote remote-accessible classes.
- Most students on financial aid viewed the Summer Earnings Expectation, laundry, and storage during breaks as key financial barriers.
    - Dean James Tilton of Financial Aid clarified that Brown will reduce the Summer Earnings Expectation for students without an expected parent contribution and has halted its increase since 2018. Additionally, students on financial aid are guaranteed a CareerLAB internship that covers the Summer Earnings Expectation and can apply for a departmental waiver.

Introduction

The Fall Action Poll is part of a long tradition of survey administration by the Brown Undergraduate Council of Students (UCS). As the Brown UCS Constitution states, the purpose of the Council is to "represent students and the interests of students in all matters of university life and all areas of university operations." The Poll's objective is to gather qualitative and quantitative data from students that will support UCS in determining, prioritizing, and advocating for student needs.

The Poll represents the perspectives of the student body with a 36.5% response rate (2,480 out of 6,792 undergraduate students), demonstrating an above average engagement with the student body compared with recent Fall Polls. The following report is divided into five sections: Introduction, Methods, Results, Discussion, and Action. Survey data has been comprehensively analyzed and reported, and student organizations and university services have been engaged to identify potential solutions for issues.

Please email ucs@brown.edu if you would like to view a more detailed breakdown of data or have any questions or feedback.

Table 1: Student Engagement with Recent Fall Polls

Characteristics	2021	2019	2018	2017
Response Rate	37%	39%	13%	28%

There was no Fall Poll in 2020.

Authors:
- John Lin '23, Co-Polling Director, Editor-in-Chief of the Fall Report
- Lucca Paris '24, Co-Polling Director, Editor of the Fall Report

Acknowledgements:

Methods

The 2021 Fall Action Poll was systematically designed, including conceptualization, drafting, review, and analysis. An anonymous survey was conducted among the Brown UCS General Body, a representative sample of the Brown undergraduate student body, to determine important topics for inclusion in the 2021 Fall Action Poll. A thematic analysis of responses identified dining, health, safety, affordability, accessibility, and student government as major topics. Survey questions were accordingly adapted from previous Fall Polls and solicited from student governmental organizations. The survey instrument was designed using Qualtrics (Provo, UT) and can be found here.

A survey methodologist, university dean, 22 additional UCS Cabinet and Executive Board officials, two CCB officials, two UFB officials, and 10 other students critically reviewed the survey instrument, which was revised based on their feedback. The survey was emailed to the Brown undergraduate student body listserv on November 10, 2021 and was closed on December 10, 2021.

Statistical analyses were conducted using Stata (StataCorp, College Station, TX). Descriptive statistics were used to characterize student responses for each question. When possible, 2021 data were compared to data from previous years. Descriptive statistics and χ^2 tests were used to compare responses based on demographic and student characteristics. Significance levels were set at $\alpha = 0.05$.

Student organizations and university services were contacted to share Poll findings and explore next steps for UCS, the University, and student organizations. Findings were summarized for each section, and priorities for UCS initiatives were identified.

Table 2: Summary of Findings (Quantitative)

Question	Responses, n (%) N = 2480
How satisfied are you with the following services provided by the University...	
A. Health Services?	
Not used	569 (23)
Very dissatisfied	70 (3)
Somewhat dissatisfied	236 (10)
Neutral or no opinion	277 (11)
Somewhat satisfied	590 (24)
Very satisfied	384 (15)
Did not respond	354 (14)
B. Counseling and Psychological Services?	
Not used	1156 (47)
Very dissatisfied	210 (8)
Somewhat dissatisfied	287 (12)
Neutral or no opinion	214 (9)
Somewhat satisfied	187 (8)
Very satisfied	59 (2)
Did not respond	367 (15)
C. Facilities Management?	
Not used	503 (20)
Very dissatisfied	124 (5)
Somewhat dissatisfied	394 (16)
Neutral or no opinion	272 (11)
Somewhat satisfied	545 (22)
Very satisfied	278 (11)
Did not respond	364 (15)
D. Student Accessibility Services?	
Not used	1401 (56)
Very dissatisfied	93 (4)
Somewhat dissatisfied	82 (3)
Neutral or no opinion	270 (11)
Somewhat satisfied	148 (6)
Very satisfied	132 (5)
Did not respond	354 (14)
How could the University improve these services?	

What issue(s), if any, are you concerned about at University dining halls? Please mark all that apply.	
Low quality of food	1056 (43)
Long waiting times	1115 (45)
Restricted use of meal credits (e.g., only 2 swipes per hour)	948 (38)
Understaffing	1293 (52)
Lack of allergen information	256 (10)
Insufficient allergy-friendly options	207 (8)
Insufficient vegan or vegetarian options	448 (18)
Insufficient seating area	327 (13)
Insufficient composting stations	356 (14)
Other	277 (11)
No issues	72 (3)
What aspect(s) of University Dining Services, if any, are you satisfied with?[a]	
Do you think you are familiar with most or all of the University services that could be helpful or relevant to you? (e.g., E-GAP Fund, academic coaching, Counseling and Psychological Services)	
Very unfamiliar	312 (13)
Somewhat unfamiliar	664 (27)
Somewhat familiar	807 (33)
Very familiar	106 (4)
Did not respond	591 (24)
Do you approve or disapprove of the way President Paxson is handling her job as president of Brown University?	
Disapprove	502 (20)
Neutral or no opinion	1088 (44)
Approve	278 (11)
Did not respond	612 (25)
How satisfied are you with the following student government organizations?	
A. Undergraduate Council of Students (UCS)	
I'm unfamiliar with this organization	291 (12)
Very dissatisfied	56 (2)
Somewhat dissatisfied	116 (5)
Neutral or no opinion	823 (33)
Somewhat satisfied	425 (17)
Very satisfied	173 (7)
Did not respond	596 (24)

B. Class Coordinating Board (CCB)	
I'm unfamiliar with this organization	281 (11)
Very dissatisfied	52 (2)
Somewhat dissatisfied	102 (4)
Neutral or no opinion	730 (29)
Somewhat satisfied	463 (19)
Very satisfied	255 (10)
Did not respond	597 (24)
C. Undergraduate Financial Board	
I'm unfamiliar with this organization	715 (29)
Very dissatisfied	93 (4)
Somewhat dissatisfied	132 (5)
Neutral or no opinion	723 (29)
Somewhat satisfied	156 (6)
Very satisfied	64 (3)
Did not respond	597 (24)
What could UCS, CCB, and/or UFB improve on?[a]	
Please select up to four types of events that you would be interested in:	
Dances & Talent Shows	753 (30)
Relaxation Events	835 (34)
Movie Nights	827 (33)
Arts & Crafts	679 (27)
Gaming	358 (14)
Community Service	638 (26)
Off-Campus Events (Ice Skating, Dave & Busters)	1156 (47)
Academic & Professional	810 (33)
Other (i.e., CCB collaboration with certain student organizations)	100 (4)
Please list any of your preferred artists or performers for Spring Weekend (a student-organized concert)?[a]	
What are your thoughts about Spring Weekend? Please mark all that apply.	
Not familiar with Spring Weekend	459 (19)
Not interested in Spring Weekend	105 (4)
Excited to attend Spring Weekend	1183 (48)
Spring Weekend is too expensive for me (i.e., tickets are $20/day)	239 (10)
I am concerned about COVID-19 safety at Spring Weekend	272 (11)
Other concerns or thoughts	49 (2)
What changes would you like to see on campus regarding safety?	

Please mark all that apply.	
Improved outdoor lighting	1003 (40)
Additional blue lights	239 (10)
Extended on-call bus services during the day	649 (26)
Expanded bus services at night	686 (28)
Expanded access to buildings at night	970 (39)
Increased safety patrols	247 (10)
More crosswalks	329 (13)
Other	79 (3)
Have you experienced anxiety, depression, or other mental health concerns in the past year?	
Yes	1140 (46)
No	475 (19)
Prefer not to say	181 (7)
Did not respond	684 (28)
Which of the following item(s) present(s) a financial barrier to you? Please mark all that apply.	
Textbook for classes	400 (16)
Laundry	607 (24)
Storage during breaks	571 (23)
Summer Earning Expectations	542 (22)
Events and club activities	223 (9)
Other	65 (3)
Which physical spaces on campus do you think need to be open for more hours to students? Please mark all that apply.	
Brown Center for Students of Color	266 (11)
Graduate Center Gym (Bear's Lair)	278 (11)
Watson Institute	499 (20)
Keeney Gym	397 (16)
Center for Information Technology (CIT)	244 (10)
Orwig Music Hall	228 (9)
Other	204 (8)
Please describe your living circumstances.	
On Leave	9 (<1)
Remote	8 (<1)
Off-Campus	357 (14)
On-Campus Dorm	1440 (58)
Did not respond	666 (27)
What services have you encountered issues with in your dormitory?	
Laundry machines	1275 (89)
Restroom	750 (52)

Kitchen	393 (16)
Common room	331 (27)
Tap water	426 (30)
Other	122 (8)
Do you feel that remote-accessible classes help(ed) you improve your ability to access classes?	
Strongly disagree	94 (4)
Somewhat disagree	123 (5)
Neutral	399 (16)
Somewhat agree	518 (21)
Strongly agree	632 (25)
Did not respond	714 (29)
What is your semester level?	
0	25 (1)
1	542 (22)
2	533 (21)
3	40 (2)
4	302 (12)
5	40 (2)
6	282 (11)
7	31 (1)
8	9 (<1)
9	2 (<1)
10	3 (<1)
11+	13 (1)
Did not respond	658 (27)
What is your racial/ethnic background? Please mark all that apply.	
African American or Black	169 (7)
Asian	562 (23)
Hispanic or Latino	225 (9)
Native American or Alaskan Native	20 (1)
Native Hawaiian or other Pacific Islander	10 (<1)
White or Caucasian	990 (40)
Other	50 (2)
What gender identity do you most identify with?	
Female	958 (39)
Male	730 (29)
Non-Binary	72 (3)
Did not respond	720 (29)
Describe your educational circumstances. Please mark all that apply.	
Taken Gap Semester(s) During College	190 (8)

Resumed Undergraduate Education	27 (1)
Transfer	60 (2)
Reserve Officers' Training Corps	13 (1)
International	205 (8)
Receives Financial Aid	800 (32)
First-Generation	267 (11)
Do you identify as having a disability as defined under the Americans with Disabilities Act?	
Yes	157 (6)
No	1502 (61)
Prefer not to say	69 (3)
Did not respond	75 (3)

[a] This question was only shown to respondents who reported dissatisfaction with a University service and/or student government body.

Table 3: Summary of Findings (Qualitative)

In addition to free-text response questions, respondents were given the option to provide a free-text response to many multiple choice questions. A qualitative analysis was then run on such data to locate any potential trends and common responses for each open text inquiry. Responses that repeated answer choices were labeled accordingly as 'Emphasized Responses.'

Question	Common Responses
How could the University improve these services?	□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ Health Services: 　○　Increased number of appointments 　○　More timely response to student needs and requests 　○　More resources supplied to this service (out of concern for overworked employees) 　○　More substantial/helpful advice to students 　○　More welcoming staff 　○　Wider range of services 　○　Online Scheduling 　○　Better communication and transparency about what this service can offer as well as costs (through social media, websites, a hotline, etc.) 　○　Improvement to the quarantine process (higher quality food, better blankets, more care in deciding who is quarantined and who is not, etc.) Counseling and Psychological Services: 　○　Increased number of available appointments 　○　Increased length of appointments 　○　More resources supplied to this service (out of concern for overworked employees)

	○ Quicker response time for requests for help ○ Next-day appointments ○ Care more specialized to each individual patient ○ Increased number of therapists and psychologists ○ Increased focus on longer-term therapy ○ Easier ways for CAPS to aid in locating psychological care outside the University. ○ Online scheduling ○ Better communication and transparency about what this service can offer as well as costs (through social media, websites, a hotline, etc.) Facilities Management: ○ Quicker response time of facilities management ○ Better upkeep of restrooms ○ More resources supplied to this service (out of concern for overworked employees) ○ Better upkeep of washing and drying machines ○ Better communication and transparency about what this service can offer as well as costs (through social media, websites, a hotline, etc.) Student Accessibility Services: ○ More inclusive prerequisites for receiving housing accomodations ○ The ability to pull in more than one other individual in the housing process ○ More resources supplied to this service (out of concern for overworked employees)

	○ A more streamlined and easier process for obtaining accommodations. ○ More support from SAS towards students during the accommodations process □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □
What issue(s), if any, are you concerned about at University dining halls? Please mark all that apply.'Other' (free text)	□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ ○ Underpayment and overworking of dining staff ○ Lack of variety, especially at establishments such as Andrews. ○ Too expensive meal plans ○ Insufficient Halal/ Kosher options ○ Lack of nutritionally balanced/ healthy food options ○ Insufficient hours of operation for dining halls (i.e. closing time for Ratty too early and opening for Jos too late) ○ Lack of options for dining on weekends ○ Plastic Utensils and Containers cause unnecessary waste ○ Insufficient nutrition information, pricing information, and menu information (on dining.brown.edu/ brown app) ○ Fairly common food and beverage shortages ○ Lack of late night options *Emphasized Responses* ○ Lack of quality, especially compared to pre-pandemic times (many responses cited feeling sick after a dining hall meal). ○ Too many restrictions on the use of swipes (For example, they can't be

	used by other people, only 3 allowed a day, etc.) ○ Lack of quality vegetarian/vegan options ○ Inability to use meal swipes at certain locations (i.e. Blue Room) □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □
What aspect(s) of University Dining Services, if any, are you satisfied with?[a,b]	□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ ○ Staff is very friendly ○ To-go containers and options (i.e. Ivy Room and Andrews) are convenient ○ Staff works extremely hard ○ Dining environments are fairly clean ○ Portions provided at dining halls ○ Seating areas and atmosphere ○ Desserts ○ The ability to use flex points at locations such as Blue Room ○ Sandwiches at Andrews/Ivy Room/Barus and Holley/Blue RoomIvy Room Smoothies □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □
What could UCS, CCB, and/or UFB improve on?[a,b]	□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ UCS: ○ Should pursue projects with more visible/tangible outcomes to student body ○ Should push more for student interests (and not so much for the corporation) ○ Should speak out about dining workers CCB: ○ Should increase accessibility for events in terms of time, how many

	people the event can cater to, how many people would enjoy the event, etc. ○ Should host more events as well as publicize events more UFB: ○ Should pursue more equitable and broadened funding to university clubs (such as more funding to service clubs/ more funding to lower category clubs) ○ Should work to supply faster response times for funding requests Across all Organizations: ○ Should work to become less bureaucratically complex and increase transparency with student body about different processes and organizational structure ○ Should connect with the student body more. ○ Should increase organization and professionalism of emails (as well as reduce frequency of emails). ○ Should strive to be more inclusive and accessible overall □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □
Please list any of your preferred artists or performers for Spring Weekend (a student-organized concert)?	□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ Top 10 Requested Artists: 1. Doja Cat 2. Taylor Swift 3. Mitski 4. Olivia Rodrigo 5. Phoebe Bridgers 6. Megan thee Stallion and Remi Wolf (Tied)

	7. Lil Nas X and Kanye (Tied) 8. Clairo 9. Glass Animals 10. Frank Ocean □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □
What are your thoughts about Spring Weekend? Please mark all that apply. 'Other concerns or thoughts' (free text)[a]	□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ ○ A general feeling of disappointment in terms of past performers and acts. (Artists have not appealed to the general student population/ have been too niche in the past) ○ A visible desire for more student body involvement in picking artists ○ A wish for tickets to the event to be free or at least cheaper. ○ Voiced concern over the use of substances hindering the feeling of the weekend/ expressed need for more alternatives during the event. ○ A general request for an in person celebration (However, there appeared to be a split on how extreme Covid restrictions should be.) □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □
What changes would you like to see on campus regarding safety? Please mark all that apply.'Other' (free text)[a]	□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ ○ More security presence on Thayer Street ○ More focus on enforcing safe driving standards around campus (i.e. crosswalk signals, speeding cameras, etc.) ○ Shorter wait times for on-call buses/shuttles

	○ The fixing of sidewalks (especially sidewalk, or lack of one, near Barbour Hall) ○ The disarmament of DPS officers ○ Increased access to and increased advertising of Safewalk *Emphasized Responses* ○ Increased access to campus buildings for all students both in terms of who can access certain buildings and when those buildings are available to access, especially at night ○ Increased radius of off-campus shuttle services for students (both fixed route and on-call) ○ More on-call buses and shorter wait times □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □
Which of the following item(s) present(s) a financial barrier to you? Please mark all that apply.'Other' (free text)[a]	□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ ○ Dining options on campus/ food in general ○ Access to technology/ supplies necessary to fully explore classes and clubs of interest (ie. Tablet devices, art supplies, etc.) ○ On-Campus Housing during break ○ Tuition ○ Travel to and from campus ○ Medical Needs (i.e. medication, medical evaluations, psychological services outside of CAPS, etc.) □ □ □ □ □ □ □ □ □ □ □ □ □ □ □
Which physical spaces on campus do you think need to be open for more hours to	□ □ □ □ □ □ □ □ □ □ □ □ □ □

students? Please mark all that apply. 'Other' (free text)[a]	Many students expressed a basic interest in academic buildings in general being open later as to provide more study spaces for students. However, specific buildings included:
	
	   ○ Nelson Fitness Center
	   ○ Dining halls
	   ○ Barus and Holley / ERC
	   ○ UFLi Center
	   ○ Life Sciences Building
	   ○ Sarah Doyle Center
	   ○ Nelson Center of Entrepreneurship
	   ○ Granoff Center
	   ○ Campus Center
	   ○ Libraries (especially of weekends)
	   ○ Blue Room
	   ○ Old/New Watson
	   ○ OMAC
	
	□□□□□□□□□□□□□□□□□

What services have you encountered issues with in your dormitory?'Other' (free text)[a]	□□□□□□□□□□□□□□□□□
	
	   ○ Lack of access to water filtration devices within dorms
	   ○ Pests within and outside dormitories (i.e. rodents, roaches, etc.)
	   ○ Lack of proper temperature regulation (especially with too extreme levels of heat)
	   ○ Unsanitary Bathrooms
	   ○ Elevator issues
	   ○ No sidewalk outside Barbour
	   ○ Problems with doors (such as doors getting jammed, losing their knobs, being too loud, etc)
	   ○ Lack of hot water for showers
	
	□□□□□□□□□□□□□□□□□□

What is your racial/ethnic background? Please mark all that apply.'Other' (free text)[a]	□□□□□□□□□□□□□□□□ ○ Mixed ○ Jewish ○ South Asian □□□□□□□□□□□□□□□□□
Are there any other issues or concerns that you would like us to address?[a]	□□□□□□□□□□□□□□□□ ○ Garbage pickup and food-delivery schedules were cited as detrimental to student sleep schedules ○ The idea of more Brown imposed/endorsed programs around climate change was requested ○ Cramped living spaces were cited as a problem (i.e. Forced triples) ○ The lifting of the mask mandate was requested ○ Increased water quality in dorms was requested ○ Lack of diversity in professors was noted ○ More bike racks were requested ○ Inadequate Title IX Office was cited ○ Improvements to the Fall Action Poll were cited (i.e. the restructuring/ rewording of questions such as Q15 and Q17 to allow for more inclusion and clarity) *Emphasized Responses* ○ The need for laundry machines to be fixed was again stated often ○ Increased access to Keeney Gym was reiterated □□□□□□□□□□□□□□□□□

[a] As this question received few responses, findings should be interpreted cautiously.

Table 4: Comparison of Fall Poll responses in 2019 and 2021

Disclaimer: Question stems and response options may have varied between years. The 2019 report did not disclose the percentage of students who did not respond to each question, did not ask about the Undergraduate Finance Board, and worded each question differently.

Approval/Satisfaction Ratings	2019	2021
President Christina Paxson		
Disapprove	24%	20%
Neutral or no opinion	41%	44%
Approve	35%	11%
Did not respond	--	25%
Undergraduate Council of Students		
I'm unfamiliar	8%	12%
Very dissatisfied	2%	2%
Somewhat dissatisfied	5%	5%
Neutral or no opinion	24%	33%
Somewhat satisfied	46%	17%
Very satisfied	15%	7%
Did not respond	--	24%
Undergraduate Finance Board		
I'm unfamiliar	--	29%
Very dissatisfied	--	4%
Somewhat dissatisfied	--	5%
Neutral or no opinion	--	29%
Somewhat satisfied	--	6%
Very satisfied	--	3%
Did not respond	--	24%
Class Coordinating Board		
I'm unfamiliar	--	11%
Very dissatisfied	2%	2%
Somewhat dissatisfied	13%	4%
Neutral or no opinion	42%	29%
Somewhat satisfied	35%	19%
Very satisfied	8%	10%
Did not respond	--	24%

Discussion

When interpreting results, it is important to note that each subgroup analysis will not include students who did not answer both questions. Therefore, percentages will be higher in subgroup analysis than in the overall analysis reported in the Summary of Findings. Furthermore, comments from relevant University services and administrators have been paraphrased below for brevity but do not reflect official UCS positions.

University Services

Satisfaction with University services varied greatly among student respondents. In general, suggestions for all services included improving communications about what each service offered and providing more resources and funding for each service out of concern for overworked workers. Many students also reported issues with the quarantine process.

More respondents were unfamiliar than familiar with University services, an issue that may have been exacerbated during the COVID-19 pandemic and remote learning. Brown University has an office dedicated to helping students who have "any conflicts, concerns, issues, or questions, impacting [their] work, life, or study at Brown" known as the Ombuds Office, which can help connect Brown students with the resources that they need. A possible solution for Brown to address this broader unfamiliarity with University services is to provide funding for the Ombuds Office to hire several student workers to organize an awareness campaign so that more students are aware of their work. Additionally, educational materials provided during orientation could include a list of University services, their contact information, and their descriptions. The Meiklejohn Program Leadership was contacted, and they responded helpfully with relevant collections of University resources.

Health Services had the highest satisfaction rating, but student respondents wanted to have more appointments, quicker responses, more helpful advice, more welcoming staff, and online scheduling. Based on a discussion with three representatives from Health Services leadership, Health Services reported that appointment frequencies and response times should improve as

COVID-19 declines. Additionally, Brown Health Services currently provides more appointments, including on weekends and at night, than many local clinics. At this time, online scheduling is not planned, as calling Health Services allows nurses to triage care appropriately, offer medical advice over the phone, and maintain consistent care with the same provider across visits. Students can also use the Patient Portal, an online secure messaging system, to contact their providers.

Counseling and Psychological Services (CAPS) was the only service with a higher dissatisfaction than satisfaction rating, even as it was one of the least frequently used services for students. This finding is especially concerning, as the percentage of student respondents reporting mental health concerns in the past year (46%) was higher than the percentage reporting using CAPS (39%). Respondents wanted more and longer appointments, quicker responses, next-day appointments, individualized care, more staff, a focus on long-term therapy, assistance finding therapists outside the University, and online scheduling. We contacted CAPS twice to request a discussion on these issues, but no response was received in four weeks.

Student Accessibility Services (SAS) also had a high dissatisfaction rating despite being the least frequently used service. By and large, student respondents reported many issues with the housing accommodations process, particularly with new limits on pull-ins. After SAS was contacted with this information, SAS reported that "in the past… situations could arise where the Office of Residential Life was unable to meet its commitment to accommodate other students with approved accommodations or students may have been assigned to residential spaces to which they were not otherwise eligible to live, based on semester level."

A plurality of student respondents was somewhat satisfied with Facilities Management. Their main critiques included the need for timely responses, better upkeep of shared restrooms, and better upkeep of washing and drying machines. However, 89% of on-campus dormitory residents reported that they had faced issues with laundry machines, and 52% had faced issues with dormitory restrooms. Based on a discussion with Facilities Management representatives, they acknowledged wait times but explained that this is inevitable due to the high volume of requests for a campus of this size. Work orders are prioritized based upon the nature of the request, with

health and safety receiving the highest priority. A QR program for service orders is in development for the Fall. Many service issues, such as laundry machines, fall under the purview of Residential Life. Due to the COVID-19 pandemic, campus cleanliness has become more resource intensive. Facilities Management maintains a 7-day cleaning schedule for all common areas and communal bathrooms within each of the dormitories. Those students living in a suite with a private bathroom can obtain cleaning by making an appointment. Students should contact Facilities Management if any sanitation issues arise.

Students' primary issues with University dining halls were understaffing, long waiting times, low quality of food, and restricted use of meal credits. Students also reported frustration with the underpayment and overworking of dining staff, the reduction in dining options, and insufficient Halal/Kosher options for meals. However, there were aspects of dining halls that many students, when prompted, expressed satisfaction with. These included the friendly and hardworking staff, clean dining environment, and dining hall atmosphere. Furthermore, 'to-go' boxes, desserts, and the versatility of uses for flex-points were also referenced in a positive light. Finally, although food quality was identified as a dining-related issue by many students, a smaller number praised this aspect of the dining experience when prompted. During a discussion with a Dining Services representative, it was explained that the quality of food was related to the need to cater to the diverse tastes of Brown's large student body. A student satisfaction survey has been conducted by Dining Services to identify issues. If students are interested in proposing any changes to available meals, they are encouraged to contact Michelle Blais (michelle_blais@brown.edu), who currently serves as the Director of Wellness and Nutrition.

Institutional Approval

Students were mostly neutral or did not respond to the question about President Paxson. However, more students disapproved of her than approved. By contrast, CCB and UCS had +23% and +17% net satisfaction ratings, with more students approving than disapproving. Approximately the same number of students were satisfied and dissatisfied with UFB (net -0.1%), and UFB had twice the "I'm unfamiliar with this organization" rating compared to UCS and CCB.

Overall, respondents reported wanting more transparency, less bureaucracy, more inclusivity, and more engagement with the student body. However, several students wanted less emails. Respondents also provided specific feedback for each student government organization:

- Students suggested that UCS should pursue projects with more visible and tangible outcomes for the student body, should push for student needs rather than corporate interests, and should speak about dining workers. We spoke with President Summer Dai of UCS and each UCS Committee Chair about UCS' current role on campus. Our findings have been summarized in the *Action* section of this Report.

- Students advised UFB to be more equitable in funding, especially for service clubs, and to provide more timely responses. UFB was contacted twice but did not respond after four weeks.

- Students requested that CCB expand access to events (e.g., expanding time slots and increasing the number of students allowed to attend) and suggested holding more events and publicizing events better. CCB was contacted twice but did not respond after four weeks.

Student event planners at CCB, the University, and student organizations should be aware of student body preferences for events. Top choices among the overall population included off-campus events (e.g., ice skating or Dave & Busters), relaxation events, academic & professional events, and movie nights. More detailed breakdowns of this data have been shared with CCB, SAS, the UCS Transfer/Resumed Undergraduate Education Representative, and relevant identity centers. Please contact the Poll authors if you would like a specific breakdown.

Table 5: Preferred events among Brown undergraduate student populations

Student Population	Preferred events (>45%)
Students who reported having	Off-campus events (64%), relaxation events (49%),

anxiety, depression, or other mental health concerns	movie nights (47%)
First-year students	Off-campus events (61%), academic and professional events (55%), movie nights (52%), relaxation events (49%)
Second-year students	Off-campus events (67%), movie nights (50%), dances & talent shows (47%), relaxation events (46%)
Third-year students	Off-campus events (63%) and relaxation events (47%)
Fourth-year students	Off-campus events (77%) and relaxation events (46%)
Black students	Off-campus events (73%), relaxation events (58%), movie nights (50%), and dances & talent shows (50%)
Asian students	Off-campus events (68%), relaxation events (51%), academic & professional events (49%)
Hispanic students	Off-campus events (70%), movie nights (54%), arts & crafts (49%), relaxation events (46%), and dances & talent shows (46%)
Multiracial students	Off-campus events (60%), dances & talent shows (48%), relaxation events (45%)
White students	Off-campus events (65%), movie nights (49%), academic & professional events (46%)
Students of other races	Movie nights (68%), relaxation events (65%), academic & professional events (58%), arts & crafts (52%), off-campus events (52%)
Students with a disability	Relaxation events (67%), off-campus events (60%), arts & crafts (49%), community service (47%)
Students who had taken a gap semester	Off-campus events (65%), movie nights (47%), relaxation events (46%)
Resumed Undergraduate Educations (RUE) students	Relaxation events (67%), academic & professional events (59%), off-campus events (59%), movie nights (52%), community service (52%)
Transfer students	Academic & professional events (58%), off-campus events (54%), relaxation events (53%), and movie nights (46%)
International students	Off-campus events (70%), relaxation events (50%), movie nights (50%), academic & professional events (47%)

Students on financial aid	Off-campus events (67%), relaxation events (49%), movie nights (48%), dances & talent shows (45%), academic & professional events (45%)
First-generation students	Dances & talent shows (79%), off-campus events (70%), relaxation events (50%), academic & professional events (49%), movie nights (47%)

Almost half of respondents noted that they were excited to attend Spring Weekend, although several students voiced disappointment in the artist lineup for past years. COVID-19 and cost were concerns for 11% and 10% of respondents, respectively. However, students on financial aid were more concerned about the cost compared to other students (21% [163/787] vs 8% [24/310]; χ^2=26.46, p<0.001). A more detailed summary of this data has been shared with Brown Concert Agency (BCA), who explained that the budgeting process is complicated but that they work to make the event as accessible as possible. It was also noted that Covid-19 restrictions are controlled by SAO specifically. Furthermore, many of the largest artists requested are not possible due to budget limitations. The agency prefers to introduce the Brown community to a multitude of new and upcoming artists instead of only a few famous ones.

Student Issues

In terms of public safety, student respondents were particularly interested in improving outdoor lighting and expanded access to buildings at night. A χ^2 test did not identify any significant differences in safety preferences based on dormitory areas, indicating that the broader campus suffers from outdoor lighting issues. A possible solution to such a problem could take inspiration from neighboring colleges such as Colombia, where Christmas-like lights are added to trees in areas without lampposts. To discuss proposals involving increased shuttle access, we consulted Elizabeth Gentry, Vice President of Business and Financial Services, who said that Brown will be transitioning the on-call shuttle from a call-based system to an app (8-10 weeks to implement the system) by next semester. We also discussed findings with Rodney Chatman, Vice President for Campus Safety, who recommended a UCS-Department of Public Safety (DPS) collaboration in investigating access to buildings, outdoor lighting, and driver-pedestrian safety. Additionally,

DPS is considering adding cameras to blue lights and using specialized beacon lights on police cruisers.

Furthermore, many students cited other issues not explicitly asked about in the survey. Specifically, many students voiced concern over the lack of safe driving around campus. To alleviate this issue, respondents recommended speeding cameras, an increase in traffic lights and crosswalk signals, and crossing guards as possible solutions. Furthermore, although it was included as an explicit option within the poll, many students used the 'other' option to again stress the importance of increased access to buildings on campus, both in terms of when they can be accessed and who can access them.

A large plurality of students reported having depression, anxiety, and other mental health concerns in the past year. Notably, 44% (494/1134) of students with mental health concerns have not used CAPS. More detailed breakdowns have been shared with relevant identity centers. Specific demographic characteristics associated with a higher prevalence of mental health concerns and higher utilization of CAPS included:

- Upper-year students had a significantly higher prevalence than first-year students (68% [824/1211] vs 54% [297/548]; χ^2=32.29, p<0.001), especially students who had extended their time at Brown (74% [29/39]). Upper-year students also used CAPS at a higher rate than first-year students (49% [608/1242] vs 36% [203/566]; χ^2=26.92, p<0.001)

- Non-binary and female students had a higher prevalence than male students (89% [63/71], 60% [374/701], 53% [659/1096]; χ^2=79.50, p<0.001). Non-binary and female students also used CAPS at higher rates than male students (67% [48/72], 49% [466/956], 38% [276/724]; χ^2=32.90, p<0.001).

- Black and Hispanic students reported a higher prevalence than White, Multiracial, Asian, and Other students (72% [82/114], 75% [84/112], 66% [489/744], 64% [224/352], 54% [235/437], 69% [22/32]; χ^2=38.58, p<0.001). Black students utilized CAPS at higher rates than Hispanic, White, Multiracial, Asian, and Other students (56% [65/116], 50% [59/117], 43% [331/770], 48% [300/631], 48% [15/31]; χ^2=12.37, p=0.030). Results for Native American, Alaskan Native, Native Hawaiian, and other Pacific Islander students cannot be reported due to their small sample size, which could risk confidentiality.

- Students who reported having a disability had a higher prevalence than their counterparts (89% [131/148] vs 61% [902/1473]; χ^2=60.23, p<0.001) and a higher CAPS utilization rate (68% [106/155] vs 42% [630/1498]; χ^2=53.37, p<0.001).

- There were no significant differences in prevalence or CAPS usage based on history of taking gap semesters, Resumed Undergraduate Education status, Transfer status, Financial Aid status, or First-Generation status. However, international students had a lower prevalence compared to United States-based students (55% [108/198] vs 68% [621/908]; χ^2=13.32, p=0.001) but similar CAPS usage. Results for Reserve Officers' Training Corps cannot be reported due to their small sample size, which could risk confidentiality.

In the directly preceding UCS Fall Poll (2020), most students listed access to University facilities and physical public spaces as one of their largest concerns. Therefore, this Fall Action Poll specifically asked about spaces that Brown students wanted to be more accessible. Watson Institute and Keeney Gym were the top choices among respondents, particularly students living in South Campus (i.e., Keeney Quadrangle to Perkins Hall), who were significantly more likely to request access to these two areas. Specifically, most students in Keeney Quadrangle, Wriston Quadrangle, or Graduate Center wanted access to the Keeney Gym (53% [64/121]), and most students in Barbour Hall, Vartan Gregorian Quad, Young Orchard, and Perkins Hall wanted access to the Watson Institute (69% [51/74]). These selections also reflect student desires for expanding access to recreation, fitness, and study spaces on campus, especially in South Campus. Additionally, most Black and Hispanic respondents (60% [103/172]) wanted BCSC to be more accessible. After discussion with director Edward Steinfeld, the Watson Institute is currently conducting a review of expanding card access or operating hours for its buildings.

The most common financial barriers reported by the overall student body included laundry, storage during breaks, and the Summer Earnings Expectation. A subgroup analysis for students on financial aid showed that the Summer Earnings Expectation (64% [426/665]), laundry (61% [404/665]), and storage during breaks (56% [371/665]) were the most commonly cited barriers. Likewise, textbooks for classes (29% [195/665]) and club activities (24% [157/665]) were less significant for most students on financial aid, indicating the success of Brown's textbook

initiative and the activity fee. In a meeting with Dean James Tilton of Financial Aid, he explained that Brown will reduce the Summer Earnings Expectation for students without an expected parent contribution by $1,000, to $1,700 for first-years and $1,900 for other students; Brown has not raised the Summer Earnings Expectation since 2018; students on financial aid are guaranteed a CareerLAB internship that covers the Summer Earnings Expectation and can apply for a departmental waiver. Vice President Eric Estes and Deans James Tilton and Rashid Zia are on a University committee to identify solutions for reducing student financial burdens.

In terms of accessibility, more students agreed (46%) than disagreed (9%) that remote-accessible classes helped improve their ability to access classes. Students who reported having a disability were significantly more likely to agree with this than their peers (75% [115/154] vs 64% [931/1458]). Dean Rashid Zia has clarified that the College acknowledges this and hopes that more professors will decide to provide remote-accessible courses.

A COVID-19 section was planned. However, due to similar polling conducted by the Brown Opinion Project, it was determined that this section would be redundant. To learn more about perceptions of COVID-19 at Brown, please check out the Brown Opinion Project's research on this subject.

Limitations

This survey was subject to the inherent limitations of survey research. First, all data were self-reported. Second, there may have been response bias among survey respondents, although respondent characteristics were similar to the demographics of Brown University's undergraduate student population. Third, self-selection bias may have been a concern because the survey was fully voluntary. However, our response rate was similar to the 2021 national average for college student surveys (30%).

Implications for Polling

The 2021 UCS Fall Action Poll had a similar response rate compared with previous Fall Polls, despite an extended survey period and major digital outreach efforts. However, interviews of organizers for the most recent Fall Poll in 2019 suggest that previous successful polls often used in-person polling booths, which was not repeated this year due to COVID-19. The current approach had the benefit of including remote students, although only eight responded.

Future Fall Polls should consider collaborating with OIR, as they have institutional experience with survey research. Additionally, Qualtrics allows for survey organizers to send confidential surveys and subsequent follow-up emails only to students who did not fill out previous surveys. This service would help UCS avoid sending too many emails to attentive students while still reaching the undergraduate student body. However, UCS does not have the mailing list necessary for this approach. We believe that a collaboration with OIR would therefore be helpful, although we were not able to secure this arrangement this year.

The 2020 Pre-Opening Decision UCS Poll similarly had a response rate of 36% with a remote approach, although they only conducted the poll for a week in late June/early July. It is likely that focusing polling on a specific issue that Brown students are passionate about (e.g., housing or dining) can significantly improve response rates without making major changes in polling methodologies. Questions should be proposed by relevant UCS committees and should not be repeated from the previous year's UCS poll or concurrent polls such as the _[Brown Daily Herald Fall Poll](#)_ (e.g., approval ratings for President Christina Paxson or Brown UCS).

The [October 2021 Brown Opinion Project poll](#) identified that most Brown students usually check "Brown meme pages" (55%), although substantial portions also review official Brown website and social media pages (29%), Dear Blueno (26%), or the _Brown Daily Herald_ (18%). During this poll, Dear Blueno was taken down, and we were not able to secure an arrangement with Brown meme pages or the _Brown Daily Herald_. We worked with the myBrown website, Brown Campus Life, over a dozen campus spaces, several large introductory classes, Today@Brown,

Class Coordinating Board, and some departmental newsletters to disseminate news about the Fall Action Poll.

This Fall Action Poll was the first-ever Fall Poll to include detailed subgroup analyses. This has, for the first time, shown major issues affecting specific Brown student populations. For example, previous Fall Polls only described how the overall population felt financially burdened by the cost of laundry, meaning that only 23% of respondents reported issues. Similarly, 24% of overall respondents to this Poll reported that this was an issue. However, the 2021 Poll went further by also examining financial barriers faced by students on financial aid, identifying that laundry was an issue for 61% of this subpopulation. Future polls should similarly conduct subgroup analyses.

Questions

Many questions remain for future polling endeavors by UCS or other organizations:
- Which areas on campus should have more outdoor lighting? Mark all that apply.
- Which areas on campus should have traffic lights? Mark all that apply.
- Which buildings on campus do students want to be open later and to more people?
- How do students usually find out about University services that may assist them? Mark all that apply.
- Should Thayer Street be closed to cars to promote pedestrian safety?
- If you work for Brown University, do you receive an hourly salary?

Action

President Summer Dai '22 emphasized that UCS is committed to serving and advocating for the student body. Her goal of strengthening communications between the student body and the administration is manifested through leading the efforts to, in collaboration with Vice President Sam Caplan '22, organize UCS town halls with, Dean Logan Powell of Admissions, Dean Brenda Ice of Residential Life, and Vice President George Barboza of Dining Programs as well as the Dining Staff Appreciation Event where UCS catered food and hosted the Brown Band to perform for and show gratitude for the BDS workers. UCS also strives to amplify student voices through offering UCS General Body meetings as a platform for students and student groups to voice concerns and collect feedback.

- Summer Dai '22 and Appointments Chair Joon Nam '23 organized two virtual Student Employment Fairs in collaboration with the Student Employment Office, Office of Financial Aid, and 20+ departments at Brown to increase student exposure to job opportunities on campus.

- Summer Dai '22 and Sam Caplan '22 have streamlined the student government elections process in collaboration with CCB and UFB leaders. They served as the Elections Chairs this year and decreased the barriers to running for student government offices by reducing signature requirements and shortening the campaigning period.

- Summer Dai '22 also invited administrators, including BWell Health Promotion, to UCS General Body Meetings to introduce and promote the resources available for students' mental and physical health and equipped UCS representatives with the necessary knowledge to better direct students to the appropriate resources.

Academic Affairs Chair Zoe Fuad '23.5 led the passage of a UCS resolution calling on the University to end the preferential treatment of legacy students in admissions, hosted town halls with Dean Logan Powell of Admissions, and co-created a student committee on admissions with the Office of Admissions. She also worked with Dean Rashid Zia to develop accessibility

guidelines for hybrid learning after the transition to in-person learning and with Students Against Koch Influence.

Health and Wellness Chair Emma Amselem Bensadon '24 has coordinated over a dozen wellness and sustainability events. Her committee has organized monthly Health & Wellness Weeks to raise awareness on different health and wellness issues, including the Sexual Violence Prevention and Response roundtable, the Wellness Fair, and the Eating Disorder Discussion-Q&A.

Campus Life Chair Mina Sarmas '24 has organized 20 airport shuttles during the Thanksgiving and Spring Breaks, arranged for menstrual product distribution, and—with Emma Amselem '24 and the Office of Sustainability—coordinated the winter clothing program. She is leading ongoing efforts to develop information for students moving off-campus and maintaining the continuous distribution of menstrual products.

Equity and Inclusion Chair Jai'el Toussaint '22 has, along with Emma Amselem '24 and local nonprofits, co-organized several intersectional mental health workshops relating to Black communities, sexual violence survivors, and college students.

Student Activities Chair Ricky Zhong '23 helped increase baseline funding from $0 to $300, ensured that clubs can access UFB funding a year earlier, and approved over 40 new clubs per semester.

Community Engagement Chair Ana Boyd '24 worked alongside student community advocacy groups (e.g., HOPE or SEE) to bring their concerns to UCS, UFB, and University administrators and collaborate on university accountability campaigns. She also facilitated meetings with Swearer Center staff to establish off-campus engagement methods to evaluate relationships between community partners and student government.

Polling Directors John Lin '23 and Lucca Paris '24 conducted the most comprehensive Fall Poll to date and communicated about student issues with University administrators.

Transfer/Resumed Undergraduate Education (TRUE) Representative Max Karpawich '23 passed a resolution calling for the University to collaborate with UCS in building a stronger TRUE community. He is organizing an online community for Brown TRUE students and leading the first-ever Brown TRUE student poll.

First-Year Representative Anaya Kaul '25 organized @brownfirstyears on Instagram to provide resources and support for first-year students.