



Quality of Life Sub-Committee Report

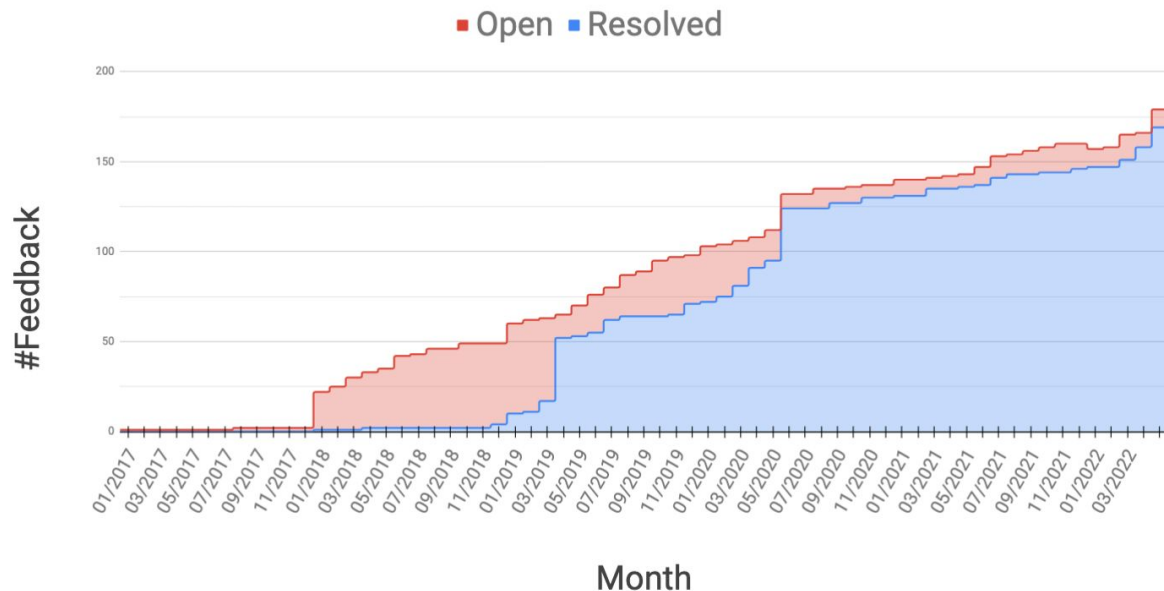
20 May, 2022

Aleena Rafique, Richard Cavanaugh

QoL Feedback Overview

**13 new issues received during last month.
11 issues resolved during last month.**

UEC Feedback



(*) Includes items we don't publish

Open

(*) Excludes items we don't publish

| COUNT of Category | Responsible | |
|--------------------|-------------|-----------|
| | QoL | Total |
| QoL | 10 | 10 |
| Grand Total | 10 | 10 |

New feedback since last meeting

New Issue (and Resolved)

- Request for updated information about Fermilab Taxi/shuttle service
- Feedback:
 - Request for more information on the Taxi/shuttle service to be put on the website that currently lists it (<https://fess.fnal.gov/parking-bus-and-taxi-services/>). It would seem like it needs updating (TBDs on the webpage). Specifically I think it would be important for users/affiliates (especially those using the accommodations at the village, and those taking shifts in Wilson Hall or Test Beam Facility) to know the hours in which the service is available (weekdays/weekend), and what is the expectation for wait times if one calls the number. If those hours can be adjusted to cater to at least "day" shifts (i.e. being able to get to the location of the shift by 7:30am/8am and leave by 5pm/5:30pm, it would be great.
- Follow up and Resolution:
 - Contacted Steve Whiteaker, who contacted Mike Pfaff (directly manages the Distribution team, including the shuttle services):
 - Our current hours of operation for the shuttle begin at 7:30 am and conclude at 3:30pm. Calls made between 3:15PM and 3:30PM may not be able to be accommodated if we do not have the staffing on hand to cover the vehicle. The shuttle is operating on an on-call basis at this time by calling (630)840-4225.
 - Currently our anticipated wait times are between 10 and 25 minutes depending on time of day and location of staff. We do not currently have a shuttle bus driver that is designated to operate our bus so when a call comes in we need to dispatch a driver. At times the driver may need to return to our office and then take the bus to the pick-up location which can take some time. We plan to have a dedicated shuttle bus driver in the coming months.
 - Coming out of COVID closures, we are evaluating the demand for the shuttle service. As the demand increases to a substantial level, we will revisit the need for extending the hours of operation to 4:30pm. In our tracking of calls we have had minimal requests for calls after 1pm, and therefore feel that this schedule should accommodate for the time being.
 - Website that lists that information <https://fess.fnal.gov/parking-bus-and-taxi-services/> also appears to have been updated

New Issue (and Resolved)

- Request for updated information about Fermilab Taxi/shuttle service

- Feedback:

- The website (<https://fess.fnal.gov/parking-bus-and-taxi-services/>) has several “TBD” which should either be filled in or removed. Presumably these were placeholders for schedules. If the service is really just on-call, as indicated on the website, then the TBD should be removed as should the signs by the elevators.

When a person calls the shuttle service now, they are told that “a shuttle is coming.” We have heard several stories of people waiting for 30-45 minutes or making multiple calls and not being given a wait time. They should be given an approximate wait time during the first call so that expectations are set at an appropriate level. If there is a long wait time, then that’s understandable. We just don’t want people waiting around without any idea of what is going on.

- Follow up and Resolution:

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New Issue (and Resolved)

- Questions about public transportation to Wilson Hall
- Feedback:
 - Now that we have students coming on-site, and not everyone lives in the village, it would be good to have guidance on how to get from Wilson Hall to an exit. For example, previously (pre-COVID) one could order an Uber to the hall (or other text service). The new rules prevent this. There is a shuttle bus which goes to Geneva. Does this also drop off at the gates? If not can it be made to? We have several students coming on site who do not own cars or who cannot drive, and we cannot expect them to walk for an hour just to leave the site. This is especially an issue in the colder weather.
- Follow up and Resolution:
 - Contacted Kim Pearce: Pace has a call and ride option, which is listed at (click on the “Transportation” tab): <https://get-connected.fnal.gov/life-at-fermilab/> .
 - Lori Limberg (Security): Ubers are still allowed. They will need to notify the SOC at x3414 when they are expected. This information is listed on the Fermilab Security page (internal to FNAL): <https://eshq.fnal.gov/atwork/em/security/>

New Issue (and Resolved)

- Comment about Annual Users Meeting

- Feedback:

- "I noticed that the email announcing the Annual Users Meeting was implicitly discouraging on-site participation by declaring only a limited number of spaces were available for in-person attendance. I can't imagine this is because of COVID mitigation protocols, since lab occupancy has been extremely low even after the site was opened on Feb. 28. In my mind, the problem is that not enough people are coming on site to Fermilab not that too many people are coming on site. In fact, I find it hard to believe that even if we encouraged people to come to Fermilab for the Users meeting that we would ever end up in a situation where we couldn't safely accommodate everyone in Ramsey auditorium, but maybe I am wrong. In any event, if the reason for limited in-person attendance is related to the lack of on-site hosts, I would like to volunteer to be a host for users who want to attend the Users meeting in person, and I would also be happy to recruit more hosts for this purpose."

- Follow up:

- Contacted Sophie Middleton: Message from the chair of Users Meeting: The issue was that we may only have < 100 people capacity on-site for the Users meeting. Given we now have > 180 participants the wording seems fine. We were worried about oversubscription. We were also skeptical but we chose to word the email like that to avoid people saying they were coming just because they might and then not turning up, when others who register later may not have a chance to come on-site.

New Issue (and Resolved)

- Request for information about Fermilab Bikeshare Program
- Feedback:
 - We would like to understand a little bit more about the bike share program and its use (<https://get-connected.fnal.gov/recreation/bikeshare/>). How well used is the program, quantitatively? How many bikes are available at each location at various times of the day? Can this be a mode of transportation which is counted upon for people who need to be on shift?
- Follow up:
 - Sent email to Jeanne and Jessica Jensen:
- Resolution:

The Bike Share program is used mostly by people who are living in the village right now. We have 25 bikes in circulation. The bike's location varies, we do not "stock " the bikes. They are moved by bike users as needed.

The best places to find an available bikes are in the Village and Wilson Hall. Those have become the hubs by default. Concerning shift work, if someone is staying in the village, then there is a reasonably good chance of finding a bike. Right now, with the limited amount of people onsite- absolutely, you will find an available bike at one of the 4 locations in the village at any time of the day.

One thing to note, the approval process is manual. If people wish to join the Bike Share Program, they need to already be badged, register at least 24 (business) hours in advance and need to have completed the [recreation waiver in FermiWorks/ WorkDay](#), so that I can approve them. It doesn't usually take that long for approval, but if say, someone registers at 8 PM on Friday, I am not likely to know about it until Monday.

- Several reports of complaints about onboarding with FermiWorks
- Paraphrased Feedback:
 - Regarding renewals of the Fermilab accounts every six months for non-US citizens. Many mentioned that, previously, the reminders were sent a month in advance and this was not sufficient time for people having busy schedules (professors etc). Now the notice time has been extended to two months, which is appreciated. However, users are still struggling to imagine the need of the extensive onboarding every six months in FermiWorks. A couple lines of the reporting is copied below.
 - It would be nice if there was clear feedback like an email automatically generated that you finished your Inbox items in FermiWorks and then people know their ticket can proceed, otherwise they have been given instructions it cannot and they need to go back to FermiWorks and hit Submit a few more times.
 - People also don't consult the extensive tutorials that the Campus Access & Experience Office has provided. Rather, they simply try, fail, and then do nothing.
- Follow up:
 - Contacted Kim Pearce:
 - They do not have to complete onboarding every six months...they only complete onboarding every time they have to do a renewal request.
 - If they put a full year on their request, they will not be asked to onboard again until they submit another request. If they have to fill out another request and complete onboarding before the 1-year mark, it is because they put a shorter time on their request. Here is the link that explains how they can look up their requests in the system: https://fermi.servicenowservices.com/kb_view.do?sysparm_article=KB0014311
 - If they have remote access and then fill out an onsite-only request, they will be prompted to log in and complete two more documents, since those are not completed in the remote onboarding steps.

New Issue

- Request to improve the cafeteria availability
- Feedback:
 - A general request for an improvement in the cafeteria availability and staffing. Right now the staffing level of the cafeteria is very low. This leads to long wait times during peak hours (sometimes of 30-45 minutes). Ideally, there should be equal or more capacity than demand and wait times should top out at 15 minutes. Because of the reduced hours, there is an inability to provide coffee for official functions after ~2pm. Additionally, the menu right now is so small as to make the cafeteria an unappealing option. Because of the small menu and the reduced hours, few people will use the cafeteria. This is a cycle that we need to break out of. People will use the cafeteria if it is more open. Is there a plan or timeline for making this happen?
- Follow up:
 - Contacted Steve Whiteaker (who forwarded on): “On behalf of our organization, I’d first like to apologize for any negative experience you’ve encountered at the WH Cafeteria. I can say that, to this point, the feedback has been relatively positive and we’ve been increasing our customer base.
 - The cost of keeping someone past 1:30pm for coffee service wouldn’t be in the best interest of the subcontractor’s profitability, as the overhead would far exceed the sales potential. Taher does provide catering, which is available at most times. I believe there are some groups currently utilizing this option for coffee service for their meetings and events. This service can be arranged by contacting FermilabDiningServices@taher.com
 - Currently, the Lab’s reduced onsite population limits the options relating to the food service. It’s been a delicate balance of providing food options, while considering the overhead expenses (FTE & perishable inventory). The WH Cafeteria is a subcontracted service, so we have to be sensitive to their viability. We plan to expand, once the onsite populations begin to return back to pre-pandemic levels. Until then, we will continue to look for creative ways to provide quality food service. “

New Issue

- Request to increase cafeteria staffing
- Feedback:

I'm sure you are aware of the problem, but I'd like to reach out to see if you can do something about the issue with the cafeteria service.

It looks like the management of the cafeteria is limiting the number of employees working due to the limited number of customers. I have witnessed multiple incidents of people waiting for over 30 and 40 mins to get their lunch, due to the lack of peoplepower. I think the employees do their absolute best to cater to the circumstances and are not to blame for the issue with the service, it is just not possible for 2 employees to cater for the number of people that now would be using the cafeteria. As a result several people decided to start going out for lunch, causing the number of meals served to decrease, since one cannot count on the cafeteria service. I really hope it is possible for the lab to complain on this management approach and require that staffing of the cafeteria is adequate to provide service to the people who we are encouraging to come back in person. The current level of service is not really acceptable, and the responsibility is not of the two employees who try their best to prepare food on the fly during peak time. Thanks for your help!

- Follow up:
 - Witnessed it myself during DUNE collaboration meeting week at Fermilab
 - Discussed with John and Steve in QoL meeting:
 - In the beginning, there were not many customers so the number of employees decreased from 3 to 2. If the demand remains high for some time, the number of employees will be increased eventually.

New Issue

- No vegetarian salads/sandwiches at cafeteria in Wilson Hall
- Feedback:

I would like to point out that the new dining system does not offer a "no meat" option for salads and sandwiches in the computer. Since these are made fresh I'm sure people can just ask, but the menu should be considerate of dietary restrictions and offer an option to go without a meat and proceed to next stage.

- Follow up:
 - No updates yet!

New Issue

- Problem with Microsoft Exchange account renewal
- Feedback:
 - Passing along another complaint. This is the problem of someone with a native @fnal.gov Exchange account the renewal doesn't complete, Microsoft deletes the account in 30 days: "I lost all my e-mail history. It actually amazes me that they did what they did while there was open active application for renewal and the reason it took so long was because e-mail to confirm my identity ended up in spam folder of Fermilab person whom I put on the form."
- Follow up:
 - None yet.

New Issue

- Request for updated status information about supply for new badges
- Feedback:
 - What is the status of the supply chain issues for badges with chips in them? We have reports of people who are taking on-site shift who don't have a chip. This means they need to request keys for the ROCs from the security and communications office each time they go on shift and those keys need to be returned at the end of each shift or when leaving the site for lunch. Also, when the supply issue is resolved, will there be a process for chipless badges to be replaced with chipped badges without waiting for a normal badge renewal cycle?
- Follow up:
 - None yet.

New Issue

- Problems with attending in-person appointments for rebadging
- Feedback:
 - We've had a few instances when the process for a person coming on site for a badging office appointment goes awry. The people are not let through the gate because something was wrong in the system (users office side). The people aren't told because it has something to do with their ID/name not being associated. What is the recourse when the person does everything right (renewal + FermiWorks + badging appointment) and the breakdown is on the FNAL side? In one instance, the person happened to be with an employee and they needed to sit at the gate for 30 minutes while a series of people were contacted through text and email, eventually making it to the security office where the person given a temporary pass. Why did the gate personnel not just contact the security or users office directly? Why was it up to the individual to make contact through this complex chain? If a person doesn't fill out all of the forms, we get it, they won't be allowed on site. We simply want to understand the recourse for people who do everything correctly and are still denied access.
- Follow up:
 - None yet.

New Issue

- Status of escort privileges by badged person
- Feedback:
 - "When will escort privileges by badged persons resume? Wouldn't this have fixed and/or helped with the issues with in-person appointments for rebadging?"
 - What is the status of the installation of the card readers in Wilson Hall? We'd like to get an idea of when the public will be allowed back into WH."
- Follow up:
 - None yet.

Open feedbacks

Open Issue

Just a moment before this message below came through, I got a call on my cell phone from Batavia Ill. It was marked as “Potential SPAM”. I refused the message, and then I saw this email.

This seems like a minor glitch in the system. If the caller had been identified, I guess my carrier wouldn't have marked it as potential SPAM. So you might contact the Emergency Notification guru and see if you can arrange for the outgoing call to be listed better with caller ID.

Begin forwarded message:

From: Fermilab Emergency Notification System <noreply@everbridge.net>

Subject: Kirk Rd. and Wilson St. closed due to accident

Date: March 21, 2022 at 3:54:53 PM EDT

To: "xxx@bu.edu" <xxx@bu.edu>

Reply-To: Fermilab Emergency Notification System <noreply@fnal.gov>

Fermilab Emergency Notification

Please note that Kirk Rd and Wilson St. is currently closed due to a severe automobile accident. Use Pine St. or Batavia Rd. gates to enter or exit the Batavia site. A message will be sent when the area is all clear.

- Sent an email to Jim Niehoff and David Esterquest from Emergency Management office

Open Issue

- **Follow-up:**
 - Reply from David Esterquest (ES&H Emergency Management Specialist): The phone number associated with Everbridge is the main Fermilab number 630-840-3000. So when a mass notification is being sent the caller ID is the 630-840-3000 phone number. The best means to ensure they receive a message is to have this saved as a recognized, or identified contact and also have an additional contact pathway listed in Everbridge.
- **Follow-up discussion from UEC General meeting:**
 - Emergency notifications are important communications from Fermilab to employees and users. Every effort should be made to ensure that everyone concerned receive those communications and Fermilab should not rely on end users to correctly configure their phones to receive such messages.
 - Aleena has contacted the submitter to inquire if the telecom service provider might be at fault (hypothesis being that the provider may have detected and flagged a mass text message broadcast originating from 630-840-3000).

Open Issue

- Complaint about the W&C seminar from Feb 11
- Paraphrased Feedback (see previous meeting for full text):
 - On that “International Day of Women and Girls in Science”, I walked away from the talk feeling infuriated and hurt. From the speaker choice, to the talk, to the dismissal of racial and/or gender minorities during the talk, to the unprofessional behaviors in the audience, there are so many things that have gone wrong. Fermilab really need to make sure that such disasters don’t happen again, and also take appropriate remedial actions now.
- Follow up:
 - UEC recommend: (1) Zoom etiquette policy, (2) consult future DEI talks with DEI office.
 - Heard back from Kevin that they will look into DEI approval before any DEI related seminar
 - Kevin mentioned that a code of conduct similar to the theory seminar lists could be adopted.
 - **Code of conduct (Theory seminar):** The Theory Seminar is a scientific seminar and thus questions and discussion are welcome. The goal of discussion is to enhance the quality and understanding of the science. Even when questions are hard and probing, we will, however, insist that they will be asked and answered with respect and civility. We value voices of all backgrounds, accents, pitches and volumes, both among our speakers and in the audience. Scientific claims are judged by their content and rigor, and not by the confidence of their proponents.
 - Sent a reminder email to JETP contact “Stefan Hoeche”. He also agrees with the suggestions and plans to implement them moving forward
 - Ready to be resolved?

Resolved feedbacks since the last meeting

Resolved (Old) Issue

- Rent increase in the village
- Paraphrased Feedback :
 - Represented 5 open feedback items, dating back to July 2021
- Follow up:
 - Recommended that Fermilab onboarding be improved to provide clarity regarding rent rates and changes
 - Asked about possibility of a URA grant for this purpose
 - URA encouraged the UEC to pursue this
 - Message from Steve: We've posted the current housing rates on the housing website, as requested. They are not public, but on our internal site. Please use the link below.
<https://fess.fnal.gov/housing/on-site-housing/>
 - Sridhara and Aleena are currently drafting a grant proposal and submit to the URA

Resolved (Old) Issue

- Rent increase in the village

- Resolution :

- First, let us apologize for being so late in getting back to you. During this time, we have been exploring all the possible ways to understand the reasons for the rent increase and to find alternative ways to help students (and postdocs) in any possible way.

The reasons for the sudden rent increase are the following.

There has not been a rate increase in a long time therefore the rate increase was high. There were many units that needed maintenance. It was necessary to increase the rent to this high amount to keep the village system operational. The housing office first performed a market rate study and found that they are not in line with the current market value and that was the reason they lacked revenue. However, UEC has discussed that the process should be more transparent and residents should be given advance notice of at least 6 months if this amount of rent increase is expected in the future to which they agree.

UEC worked on other alternatives in response to the rent increase. These are given below.

- UEC suggested exploring the possibility of an income-based rent increase. It turns out that the management of the income-based rent implementation will require a full-time person hire, which leads to a strong possibility of decreased revenue. Therefore, it won't be possible at this time.
- UEC suggested that Fermilab onboarding can make sure that the incoming grad students have enough clarity to accommodate their cost of living. For this purpose, UEC has recommended posting the rent on the website for more transparency and clarity for all users. The housing office kindly agreed and the current rates are now posted on the following internal webpage (<https://fess.fnal.gov/housing/on-site-housing/>).
- UEC is also exploring the possibility of getting URA funds for some students who visit Fermilab. We are also working on developing a criteria to apply for these funds. Once these URA funds will be approved and available, residents will be notified.

I hope this information is useful. Please let us know if you have any follow-up questions.

Resolved (Old) Issue

- Potholes on roadway entering Fermilab in front of the Batavia gate
- Feedback:
 - The roadway entering Fermilab in front of the Batavia gate is starting to accumulate a serious number of potholes. I'm aware that there is a maintenance cycle for the Fermilab roads and I'm wondering how long until that entrance will receive some attention. Additionally, I know that there is periodic maintenance to make sure the road and the train tracks are level. Is this a Fermilab initiated activity or something that is done by the railways? Either way, the difference in elevation is beginning to be significant and I'd like to see this fixed before it starts to become a serious problem for cars entering and exiting the laboratory.
- Follow up:
 - Sent an email to Mark Jeffers from FESS:
- Resolution:
 - The immediate issues of potholes have been addressed by grounds crews. For the longer term strategy, this area has been identified as a priority for general replacement as funding becomes available. Regarding the crossing, Canadian National manages that maintenance and it is scheduled by that organization. We can reach out and see if there is any update they can provide to us or if there is anything they can do to alleviate the raised concern.

Updated the QoL webpage with latest open and resolved feedbacks

- Open and resolved feedback webpage
 - <https://uec.fnal.gov/internal/qol-feedback/>
 - Need VPN connection if trying to access offsite

Open Feedback

| Date Received | Summary | Feedback |
|---------------|---|--|
| 05/17/2022 | request to increase cafeteria staffing | I'm sure you are aware of the problem, but I'd like to reach out to see if you can do something about the issue with the cafeteria service. It looks like the management of the cafeteria is limiting the number of employees working due to the limited number of customers. I have witnessed multiple incidents of people waiting for over 30 and 40 mins to get their lunch, due to the lack of peoplepower. I think the employees do their absolute best to cater to the circumstances and are not to blame for the issue with the service, it is just not possible for 2 employees to cater for the number of people that now would be using the cafeteria. As a result several people decided to start going out for lunch, causing the number of meals served to decrease, since one cannot count on the cafeteria service. I really hope it is possible for the lab to complain on this management approach and require that staffing of the cafeteria is adequate to provide service to the people who we are encouraging to come back in person. The current level of service is not really acceptable, and the responsibility is not of the two employees who try their best to prepare food on the fly during peak time. Thanks for your help! |
| 05/13/2022 | No vegetarian salads/sandwiches at cafeteria in Wilson Hall | I would like to point out that the new dining system does not offer a "no meat" option for salads and sandwiches in the computer. Since these are made fresh I'm sure people can just ask, but the menu should be considerate of dietary restrictions and offer an option to go without a meat and proceed to next stage. |
| 05/10/2022 | Comment about Fermiworks | Regarding renewals of the Fermilab accounts every six months for non-US citizens. Many mentioned that, previously, the reminders were sent a month in advance and this was not sufficient time for people having busy schedules (professors etc). Now the notice time has been extended to two months, which is appreciated. However, users are still struggling to imagine the need of |

Resolved Feedback

Access to my "resolved" tickets would enable me to create a list of on-boarding activities for new employees on my team. (The tech support triage folks are too overwhelmed to address this request. So I'm trying to gain traction by submitting to UEC).

| Date Received | Date Resolved | Summary | Feedback | Resolution |
|---------------|---------------|---------------|---|--|
| 07/19/2021 | 05/18/2022 | rent increase | I am very concern to know from housing office that my rent at dorm room (sharing kitchen and washroom) will increase ~32% from August however in the mail it was written 17%. I am not getting any reasons or justifications for this announcement at this challenging time. Since housing are not implementing the new amenities (free washing/drying etc) for the dorm room, that's why it is very unfair to hike the rent a lot like 32%. In 2019 it has increased 5% and again 32%. We understand the covid situation and any small increments between 5-10% is manageable. The reason of market value agreement is very unfortunate, because federal lab don't want to make any profit from us. Please let us know about your concern about this matter and how we proceed if we want to make any disagreement petition. | First, let us apologize for being so late in getting back to you. During this time, we have been exploring all the possible ways to understand the reasons for the rent increase and to find alternative ways to help students (and postdocs) in any possible way. The reasons for the sudden rent increase are the following. There has not been a rate increase in a long time therefore the rate increase was high. There were many units that needed maintenance. It was necessary to increase the rent to this high amount to keep the village system operational. The housing office first performed a market rate study and found that they are not in line with the current market value and that was the reason they lacked revenue. However, UEC has discussed that the process should be more transparent and residents should be given advanced notice of at least 6 months if this amount of rent increase is expected in the future to which they agree. UEC worked on other alternatives in response to the rent increase. These are given below. – UEC suggested exploring the possibility of an income-based rent increase. It turns out that the management of the income-based rent implementation will require a full-time person hire, which leads to a |

Summary of the Minutes from the QoL meeting held on 17 May, 2022

- This month, received 13 new issues and resolved 11 issues 10 total open items currently
- The new open feedbacks are mostly related to the Fermilab reopening including status on badge chips, problems attending in person badging appointments, Microsoft account renewal, cafeteria services.
- 5 of the new feedbacks have been resolved including the status of the taxi/shuttle service, information on the bike share program, concern related to transportation, comment about Users meeting
- There have been several reports related to onboarding in FermiWorks that is received and is currently open.
- One of the open feedback is regarding the emergency notification system.
 - Best means to ensure a user receives a message is to have this number saved as a recognized, or identified contact. We have asked submitter to provide details on which carrier he has so that Fermilab emergency gurus can contact and get an idea of why it went to SPAM from the company .
- One open feedback regarding W&C seminar.
 - UEC suggested looking into DEI approval before any DEI-related seminar; also, a similar code of conduct as the Theory seminar could be adopted also for the W&C. The W&C organizer agrees with the suggestions.
- The old resolved feedback is regarding potholes in front of the Batavia gate.
 - Email sent to Mark Jeffers. Steve replied that the immediate issues of potholes has been resolved.
- The old open feedbacks regarding rent increase have been resolved.
 - Sent a resolution text explaining the reasons for the rent increase and the alternative ways that UEC explored to help students.
- QoL webpage has been updated with all of the open and resolved feedback items.