Good Neighbors
A Community Conversation to Strengthen City-College Connections and Relationships

Tuesday, April 14th
Heberton Hall
Located near Keene Public Library
5:30 p.m. Doors Open
6:00–9:00 p.m. Full Program

Everyone welcome
Refreshments and onsite child care provided

Hosted by NH Listens in partnership with the Keene City-College Commission
GOOD NEIGHBORS:

A Community Conversation to Strengthen City-College Connections and Relationships

Tuesday
April 14, 2015

This event hosted by NH Listens for the Keene College/City Commission
Everyone welcome!

What is New Hampshire Listens?

New Hampshire Listens is a civic engagement initiative of the Carsey School of Public Policy at the University of New Hampshire. NH Listens works to strengthen New Hampshire communities by helping citizens participate directly in discussions about policies that affect their daily lives. Established in 2011, we engage state residents in local, regional, and statewide conversations on a broad range of topics to bring about informed, innovative solutions to complex issues. At the core of our work, we organize fair, nonpartisan discussions throughout the state, help communities establish their own local Listens organizations, and train facilitators for public engagement. If you are interested in more information, we look forward to you being in touch with us. We are always looking for thoughtful facilitators and local contacts in NH communities. Find us at: www.NHListens.org
Welcome and thank you for joining today’s conversation ~

We look forward to your questions, concerns, ideas, and hopes regarding the best ways to assure positive, mutually beneficial relationships between the City of Keene and Keene State College. Today is one part of a process to get input from the residents of Keene and members of the College community that can help to inform public officials and College leadership about the best ways to assure strong and trusting relationships. We will take the time to get informed together and then hear the priorities you believe are important as the City and College make decisions that impact, represent, and affect us all.

Tonight’s discussion—the overall framing, the specific questions, the data that are provided—was designed by members of the College/City Commission1, in response to a charge from Mayor Lane and President Huot. The Commission worked with New Hampshire Listens to produce this discussion guide. A basic principle that has informed the planning for this conversation is that the College and City are not two separate, distinct entities. The College is part of the City and wider community. That principle informs our approach to the questions in this guide.

Here is the general outline of our time:

- **5:30**  Registration
- **6:00**  Welcome and purpose
- **6:15**  Small group conversations
- **8:30**  Small group summary reports
- **8:55**  Next steps
- **9:00**  Closing

Please Note:

*We are delighted to have this event covered by the press, local bloggers, and others who wish to record community affairs. We want to balance your interests with our participants’ ability to express themselves in a safe environment, share an incomplete thought, or convey a personal story as a part of this process. We respectfully request that all representatives of the media (formal and informal) please ask permission to tape, photograph, identify, or quote an individual participant directly. Attendees who wish to film may do so from our designated film area. Filming may not be done of or by participants from within the small discussion group. This is so we can promote an open exchange of ideas. We are happy to work with media who want to film and photograph large group activities. Thank you!*

This guide is the same for all participants and facilitators. The facilitators will help guide the conversation but we are all responsible for making sure the group is productive. Thank you!

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1 The members of the College/City Commission are Cynthia Georgina, Councilor Phil Jones, Councilor Emily Hague, Dick Berry, Paula Jessup, Ted McGreer, Marcia Kayser, Rhett Lamb (Staff), Chris Hrynowski, Mike Welsh, Bart Sapeta, Dottie Morris, Caitlin Licence, Margaret Rice, Andy Robinson (Staff)
Detailed Outline

5:30  Sign-in and Refreshments

- Welcome and sign in at registration table
- Please find your small group circle to meet your facilitator and fellow participants.
- Please take a few minutes to review the background information starting on page 7.

6:00  Welcome and Overview of the Conversation

- Welcome from City of Keene Mayor Kendall Lane and Keene State College President Anne Huot
- NH Listens Moderator Bruce Mallory

*The goal of this conversation is to get informed together and to share our feedback and priorities for next steps. We hope the conversation can lead to shared understandings about expectations, connections, and opportunities for strengthening the community-college relationship. A summary report will be created from all small group discussions and shared with participants, City and College officials, and the general public.*

- About the process: This conversation is--
  - Designed to focus on what is important to you related to the relationship between the City and the College, especially ideas you might have about making that relationship as positive and productive as possible.
  - Designed for participants to be here the whole time (do what you need to do to be most present: Feel free to take a break or step outside for a phone call if needed).
  - About a constructive focus and looking forward to desired actions and solutions.
  - Intended to increase input and information on complex decisions being made by our community leaders.
  - Organized to allow the greatest possible time for everyone to both speak and listen, which is why we use small facilitated groups where ideas can be explored, differences understood, and preferences for action expressed.

- Group agreements for a productive conversation;
  - Share air time
  - If you disagree, consider asking a question rather than arguing to prove your point
  - It’s OK to disagree, but don’t personalize it. Stick to the issue, not the person who is disagreeing with you
  - Speak up if the process doesn’t seem fair
  - Speak for yourself, not for others and not for an entire group (use “I” statements)
  - Personal stories stay in the group unless we all agree we can share them outside of the group
  - We all share responsibility for making the group productive
  - Be respectful and use respectful language
  - Respect the facilitator’s role
  - Listen first.
6:15  **Introductions in small groups**

- Your small group has a neutral facilitator whose role is to:
  - Help with the process and keep time,
  - Serve as a reminder of our agreements to be fair and respectful,
  - Make sure everyone gets a chance to participate, and
  - Record key information for the Summary Report

- Reminder: Your group will need someone to **report out** to the large group at the end.

- Introductions: Please share your:
  - Name,
  - A hat or two you wear in the Keene community, and how you are connected to the topic of the City--College relationship
  - One thing you love about living in Keene and/or attending or working at Keene State College...

6:30  **Community Values**

- Discussion prompts
  - As a Keene resident, what do you value most about the College?
  - As a KSC student or staff member, what do you value most about the City of Keene?
  - What do you think are the greatest threats to those values?
  - How can the City and College together take actions that support the values that are important to you?

7:00  **Information Review**

Take the time to look over the information section starting on page 7 related to the City and the College. For our purposes, we will be asking you “what do you notice?” or “what is most important to you about this information?”

Take a few minutes to read and ask clarifying questions.

**Brainstorm:** To get started, spend time getting the most important issues on the table. Don’t worry about the details at this point, just make sure the **primary issues have been named.** Again, **what do you notice** and **what is important to you regarding the information provided about the City and the College?** What are the key topics you hope to discuss this evening? Going forward, what steps can increase mutual trust and community understanding?
Key Questions and Priorities

Consider the framing of tonight’s conversation—Good Neighbors: A Community Conversation to Strengthen City-College Connections and Relationships.

Spend some time discussing the key issues and their importance to you. Keep in mind the values and information you have just been discussing.

It might be useful for each person to speak briefly about their perspective and key questions. The following questions may be helpful to prompt your thinking (but you will likely not have time to address each one individually; the group might choose 2 or 3 of the questions below to focus on):

- What are some expectations that neighbors of the College might have regarding the impact of the College on their neighborhood?
- What are some expectations that the College might hold for how neighbors and the City in general interact with the College?
- What are the best ways for neighbors and the College to communicate with each other, both informally and formally? What would you like to know about the College and the City?
- How can students be encouraged to see themselves as members of the community, enjoying and exercising the rights and responsibilities of all Keene residents?
- What role can landlords play in assuring strong, positive relationships between the City and College?
- What is the place of traditions and special celebrations in creating positive, enduring relationships between the College and larger community?
- How can a strong City—College relationship strengthen the cultural and economic life of the wider community?
- Are there specific issues that need attention that affect City—College relationships (e.g., new forms of social media, the impact of alcohol and drug use, adjudication of violators of community norms and laws, etc.)?

Spend time here exploring differences and commonalities in your group. What questions remain? Has anyone gained insights or new understandings? Any new ideas to note?

Final Priorities

Based on your group conversation, “Are there any common-ground thoughts or ideas in this group? If so, what do we want to say at the end of the evening? If not, what diverse points of view do we want to convey?”

A single consensus is not required, but if one emerges, or perhaps if the group wants to put forward two or three primary points of view, that is fine. These will represent your key recommendations or findings.

Your group will need to prioritize its top insights and/or recommendations to report out to the large group and select someone to speak. The reporting out should include no more than two or three specific statements. To arrive at this point, the group should take a step back and look for both the unique ideas and those that seemed to recur. Group ideas together that seem to be related, but don’t lose track of the unique ones.
The **written** small group report will convey a more complete view of your group’s ideas for the final report (this will be taken directly from the flip chart notes and will be included directly in the report as finalized by your group). You will likely not have time to represent **all** of your ideas in the large group report out (two minutes!).

**8:30**  
**Reporting Out**

**NH Listens moderator Michele Holt-Shannon**

Each group will be asked to provide a **VERY BRIEF summary** of their most important findings, concerns or recommendations. If you are asked to speak for your group, please be brief and share what has been compiled *by your group*, including common ground and divergent views. (You will have two minutes!)

**8:55**  
**Wrap up comments**

- Please fill out the evaluation – it matters to us! We read these and always work to incorporate your feedback. Thank you!
- Next steps

**9:00**  
**Closing**

**Thank you for participating!**
INFORMATION SECTION

The following pages contain background information relevant to tonight’s conversation. The materials include:

1. The official charge of the Keene College/City Commission
2. An analysis of the economic impact of Keene State College on the city of Keene
3. A map indicating the location of non-owner occupied housing in Keene, including rental units occupied primarily by college students
4. A brief summary of the community forum held by the City Council on December 2, 2014 in the wake of the October Pumpkifest
5. Data summarizing the number of arrests and other incidents involving college students as well as others during the

Keene College/City Commission
Steering Committee Charge
November 18, 2014

The Commission is established by Keene State College President Anne Huot and City of Keene Mayor the Honorable Kendall Lane with the goal of improving the quality of life for all residents of Keene, including Keene State College students, while recognizing the diverse needs of varied demographic groups, the unique characteristics of our City, and the opportunities that exist for collaboration across organizational boundaries.

Objective
The Commission is intended to be:

- A lasting framework that facilitates long range planning and short and long term resolution of mutual concerns.
- By creating a standing framework, both entities benefit from having a structure in place to also deal with emergent issues.

Commission Composition
Representatives from broad sectors of the community will be appointed by the Mayor of the City and the President of the College.

Commission Charge
- Identify stakeholders, working to engage them and the rest of the community to collaborate and guide this process;
- Recommend areas of work in consideration of community input and College and City priorities;
- Oversee working groups that will be created to identify, review and recommend successful and innovative strategies to address issues of mutual concern related to the areas of work;
- Develop a final report detailing recommendations for each focus area for presentation to stakeholders and City and College leadership.
Accountability
Following receipt of the report the executive committee comprised of the leadership of the College and the City will assess the recommendations, implement them as appropriate and provide the Commission with regular progress reports.

Initial Areas of Focus
A kick off meeting to gather input from the various stakeholders was held in March of 2014. At that time four initial areas of focus were identified – housing and neighborhoods, infrastructure and parking, citizenship, property (tax base). The Commission is asked to focus its initial work on citizenship with particular attention to the relationship of the community with the students attending Keene State College.
Keene State College’s Economic Impact on the City of Keene and Cheshire County

Keene State College has a profound academic, social, and cultural impact on southwestern New Hampshire. This study measures the economic benefits that the College brings to the City of Keene, its surrounding communities and the state of New Hampshire.

Keene State College contributes an estimated $165 million a year to the City of Keene and the surrounding area. The College contributes an estimated $352 million to the state of New Hampshire annually, including direct and indirect economic impacts.

Keene State College’s impact on the city of Keene extends beyond the financial. The community service activities of Keene State’s students, faculty, and staff – estimated at over 67,000 hours annually – are worth more than $1.4 million, using a national standard rate for valuing community service provided by the Independent Sector.

**Keene State College** is a vital economic force in the City of Keene, Cheshire County and the state of New Hampshire. Keene State’s mission is “to prepare promising students to think critically and creatively, to engage in active citizenship, and to pursue meaningful work.” Fulfilling this mission benefits the New Hampshire economy through the development of a skilled and educated workforce. In addition to the College’s $117.6 million operating budget and the spending power of 5,600 students, the College provides jobs to 870 people, and draws federal and state money into the area for grants, research, and scholarships.

The College’s full- and part-time employees and contract workers living in New Hampshire receive over $42 million in compensation. The Bureau of Labor Statistics estimates that the average person spends 76 percent of his or her discretionary income on items such as housing, food, clothing, entertainment, transportation, child care, household services, furnishings and supplies, personal care, and health care. Using this percentage, Keene State employees spend more than $32 million for goods and services, primarily in Keene and surrounding areas. Additionally, health insurers pay an estimated $5.6 million in benefits to New Hampshire medical and dental care providers. Keene State’s 5,600 students spend about $32 million per year in the city of Keene.

The College offers many cultural, athletic, and alumni events that draw visitors to the area throughout the year. More than 20,000 people come to Keene State College for such activities as Homecoming, Parent Family Weekend, Alumni Reunion, Commencement and new student orientation. These visitors spend more than $1.5 million in the area.
The College purchases over $7.3 million worth of goods and services from New Hampshire vendors and spends another $10.6 million annually, also from New Hampshire businesses, on capital projects such as building construction and renovation. The College provides payments to the City of Keene for library services, the development of pedestrian and bicycle paths, and police and fire protection.

College graduates earn more than non-college graduates, and they spend money where they reside – as a result, the College is responsible for a portion of the increased earning potential for Keene State’s graduates who reside in New Hampshire. This indirect economic impact is valued by University of New Hampshire economists at $172.1 million annually. The College also contributes indirectly to the local economy through the community service activities of students, faculty, and staff. This contribution is valued at $1.4 million annually.

Every dollar contributed directly to the local or statewide economy recirculates. For example, students purchase goods and services from local merchants, and those merchants then pay staff and order new stock. To calculate this effect, the conservative standard is to assume that each dollar contributed directly recirculates only once. The indirect impact as a result of recirculation is $89 million for dollars spent in New Hampshire by the College and its students and employees.

Keene State College adds to the economic vitality of the city of Keene and the state as a whole. The College contributes $165 million annually directly and indirectly to the local economy.

The College also contributes an estimated $352 million to the state of New Hampshire annually from direct and indirect economic impacts. Direct economic impacts include employee spending ($32m), medical and dental benefits ($5.6m), visitor spending ($1.5m), College purchases ($7.3m), capital projects ($10.6m), and student spending ($32m), for a total direct annual impact of $89 million. Indirect economic impacts include skilled workforce development ($172.1m), community service ($1.4m), and recirculation of direct impact dollars ($89m) bringing the total indirect impact in the state to $262.5 million.

Keene State annually purchases about $7.3 million worth of goods and services in the state of New Hampshire and spends approximately $10.6 million on capital projects.

Local community groups – including religious and nonprofit organizations, schools and school districts, city and state governance committees, and special interest groups – use Keene State’s facilities and grounds for their meetings and events, at little or no cost.

Keene State College faculty and staff contribute $30,000 to the local area United Way. In 2012, Keene State employees gave more than $42,000 to support scholarships and many programs offered by the College.

This study was prepared by Cathy Turrentine Director, Institutional Research Keene State College 229 Main Street Keene, NH 03431-1506 603-358-2117 cturrentine@keene.edu

The information report is based on records from fiscal year 2012.
Summary of comments made at City Council Forum, December 2, 2014
(the full report is available at http://ci.keene.nh.us/pumpkin-festival-forum-summary-report-now-available)

These are the most frequently mentioned comments (more than 10 speakers), arranged by topic

1. COMMENTS REGARDING PUMPKIN FESTIVAL 2014
   • Pumpkin Fest unrelated to the rioting acts that took place (34*)
   • It is not a Pumpkin Fest problem but a KSC problem (28*)
   • Enormous thanks to and support for actions of emergency personnel (27*)
   • Social media/out of City promoters played large role in riotous events (11*)
   • KSC students expressing disgust and anger about PF 2014 (10*)

2. SUGGESTIONS ON HOW TO MOVE FORWARD

   A. RELATED TO THE FUTURE OF THE PUMPKIN FESTIVAL
   • PF is no longer a fun event and should be discontinued as it has become an attractive nuisance (45*)
   • I would like to see PF continue (44*)
   • Classes should not be in session and the campus/dorms should be closed for PF (16*)
   • Nonprofits truly rely on the event to provide numerous services throughout the region, without it, community might not be able to benefit from these services (16*)
   • Moving to another location will not help, the date and event attracts “them” (14*)
   • PF should continue to go on because it put Keene on the map, it’s a long-standing tradition in our community, and it’s a fun, friendly, family event (11*)

   B. IN GENERAL
   • Disorderly/disruptive behavior fueled by alcohol is a year-round issue (40*)
   • Community meetings are needed on a regular basis to discuss issues between college and community (12*)
KEENE STATE COLLEGE RESPONSES TO PUMPKIN FEST

Information about Keene Police Department arrests resulting in formal charges of individuals who contributed to the events of Pumpkin Festival 2014, and statistics around the magnitude of the emergency personnel response is not yet available. The College/City Commission will have the opportunity to request a report on this topic in the future, but such information is not available at this time.

In order to inform the discussions this evening, Keene State College is sharing the following information about Judicial Actions Related to Pumpkin Fest (October 17-19, 2015). These figures are current as of February 22, 2015.

177 students were found responsible for 242 violations of the Student Code of Conduct. Students received sanctions ranging from official warnings (lowest level) to dismissal (most severe).

Examples of sanctions:

- 39 probation
- 18 fines
- 14 restitution
- 4 deferred suspensions
- 12 suspensions
- 2 dismissals/expulsions
- 1 withdrawal with a suspension/expulsion level case pending

Student efforts:

- Increased service to the community
- Hosted dinner for fire, police and fire marshal’s offices
- Unanimously supported fee increase to hire Alcohol and Other Drug Counselor
- Will participate in the review of the conduct process and policies

Plans:

- Establish AOD Committee
- Review conduct process
- More vigorously enforcement of conduct code off-campus
- Additional conduct staff
- Expand and enhance relationship with City and Landlords
- Full-time staff for student and community relations
- Culture change – led in collaboration with student body
Appendix C: Small Group Notes

Group A

Community Values – Re: good neighbors

- Feel safe where you live and with who is around you.
- Honesty – acknowledge “self-interest” of the community and the college and they may be different – i.e. expansion
- Sense of community – want more
- Vibrant downtown and merchants
- Friendliness – people smile and greet and courteous
- Wellness and health of whole community
- Service within the community – volunteering among citizens and students
- Education of our youth and life span
- Aesthetic, cleanliness – look of the downtown and neighborhoods
- Opportunities for work – students (city internships) to city (college)
- Role of college students in M. region with younger generation – 50% are first generation college students
- Courtesy, mutual respect, understanding
- College brings vitality – keeps us young, thinking challenged by substance abuse behaviors
- College brings cultural diversity
- Accessibility friendly city, area, college

Community Values – Challenges on Supports

- Press can contribute positive or negative – contributes to beliefs
- Media – how to use to our advantage moving forward
- ACTION: “yik yak” and use of negative votes to make something disappear (ie organizing a riot)
- Absentee landlords—with accountability for renters, commitment, relationship with tenant
- Lack a cohesive message/brand that promotes city and college – a positive identity “If we don’t take control of our identity, the newspapers will.”
- Pumpkin festival – like behavior happens most weekends starting on Thursday (is common) in our neighborhood (threat and threat downtown)
- Pumpkin festival was good branding for a while – then got too big and too much attention – attracts massive amount of people, Keene is a destination
- Alcohol abuse – include people who aren’t a part of college – nothing to do so drink (action)
- Intolerance – ksc is bashed a lot and it hurts. Automatically assume the worse – bias towards students neighboring (relationship)
- College doesn’t control students.. people think college does (knowledge vs. opinion)
- Get use to this being a college town or a town with a college
- Students don’t feel safe walking downtown at night -- harassing young woman

Key Topics You Want to Discuss – RE: moving forward

- Understand what happened re: festival... responsibility, accountability, what is the reality? Will never know.
• Perception vs reality
• What is a story we compare to
• We have to let this go to move on – how to get closure?
• The big issue is substance abuse – that drives the behavior without alcohol etc we have a wonderful relationship and we share a lot
• Media captures the sensational
• Action: create opportunities for collaboration among college and full time residents
• Action: how develop collaboration with absentee landlords – have college involved
• Community and College: City has proven to create culture – set expectations for behavior is tobacco for kse and for the community at large
• Action: (look at this again) city kept 2002 IS issues re alcohol, absentee landlords, goals for citry and college
• Sometimes change – number of tenants in an apartment, city/college collaboration, code enforcement office, college liaison
• Rde ordinances? – re bars
• Rde responsibility of comm. Money
• KSC RA’s – what are they preparing for?
• Issue of “entitlement”
• Knowledge of what KSC is going
• Setting expectations for students re: behavior, responsibility, accountability
• Students are around with deeper addictions
• A majority of students don’t abuse
• KSC parents are a part of problem and solution

New Topic

• Expansion of college – sprawl
• College – we can do more with students who live on campus – build more student housing
• Communicate what college is doing, how community can participate/support

The Community We Want

• Mutual respect for people and their lives, awareness of you impact, re: noise
• We are one community working together – a brand – students are part of this community, nurtured etc from day 1
• Students know they have relationship, connection, are valued in community – create more and tighter bonds and connections
• Role for call students – mentors caring; outreach
  - “community adopting a residence hall”
  - Shadow committee – engage students – a role in our community/ownership
  - Value of social network
• Communication on opportunities between city and ksc among community – how to get media on board – how to get positive actions reported on, to report on actions of majority
• Substance abuse goes down when you feel you belong
• We have students who can’t go back home
Sharing stories of change across generation – mutual benefit
Actions for mutual benefit – hi tea call open up
Food, sex, animals, attract people
We have a lot happening already that if we expanded a bit, more inclusive, we’d make and change more visibly
Our college is in a town/city... not walled off
A program to label all of this with a name/logo “we are Keene”

Priorities:
• Publicity – positive, kept on majority vs minority
• Adopt a student – mentor (MH, retention)
• Community action on substance abuse – community – not just at ksc (heroine)
• One community initiative – to build on this – working together to make a difference – leverage what we already have going on
• Need closure to pumpkin festival from mayor or college president – so we can move on and let it shine

Group B

Values:
• KSC Students as a resource in the community
• KSC Students bring a vibrancy to Keene
• KSC Students being diversity of culture
• Organizations, businesses, and people in Keene and the community are a great resource to the college
• Town provides a beautiful place for students to live
• Willingness of KSC to be more engaged in working with the community
• Keene State – provides employment, brings business
• Keene has one of the best adult learning programs in the country – Cheshire academy of lifelong learning
• Keene state has programs open to the community (+) candidate (political) come here

Greatest Threat
• Lack of respect from a small number of students
• Lack of proper response
• Lack of communication on all sides
• Isolation – immersed in college life and not always aware of life outside of campus – need to work on developing a sense of community with college students in Keene
• Perceived lack of accountability from college staff – small number feel like they can get away with stuff
• Keene community is getting older, ksc is bringing in millennials – different way of viewing life
• College needs to crack down on the small percentage of kids that are too disrespectful to the residents of Keene (behavior)
• Lack of policy, both from city and college – need to create between communication
• Where is the city with ordinances – what do we need to do to get them in place for the college and the community

Value Threats

• As KSC has continued to grow both in number as well as in terms of occupation in neighborhoods (at 25% of Keene populations - number gets larger, the degree of the problems has grown – if students are in neighborhoods, shouldn’t there be more done to integrate them into community.
• Institutional research site at Keene – research showed that percentage of females, some male, felt unsafe on campus in Keene – the feeling of being unsafe walking downtown was repeated by a couple of members in the circle
• Feat of a lack of action – need real action put in place – need structure that is institutionalized not politicized

Actions to Values

• Administration needs to reign in students so that the 5% are not so negatively impacting the town residents
• Need more understanding around what the limits are in terms of being able to control student’s behaviors off campus.
• Need understanding of impact of people in neighborhoods with student housing,

Value Actions

• 95% of students that are not causing any difficulties need to have a voice
• Create an environment where land lords, students, college administrators make clear what is tolerated
• Monadnock voices for prevention – talking with bars and students about controlling the amount they drink
• Know what is being done? What can be done?
• How do students and community learn about what is in place
• Proactive use of guest policy

Key Questions and Priorities

Housing

• 70% off campus living – feels too high
• There are new dorms going in for freshman and upper classman
• Trying to get back to freshman and sophomores living on campus
• Need to consider zoning going forward
• Conscious effort needs to be made to integrate the students into the community, to isolate

Concrete steps:

1. Students have more opportunities to be involved in city projects and have opportunities in business – business internships
2. Civic engagement – move ksc in direction of housing students – do mandatory community service
3. Citizenship awards - collaboration between college and town – recognize students that are doing something
4. Off campus violation should result in community service
5. Put a restorative justice program at KSC
6. Don’t reinvent the wheel – look to other communities that have found ways to handle the situations that are created by the 5%
7. KSC recruit stents that are leadership focused that are willing to stand up and speak with the 5%
8. On pumpkin fest – should have policy that there are no retail sales of alcohol during that weekend
9. More focus on substance use programs
10. Students who adopt at street, make it more than just keep it clean – maybe knock on doors and meet neighbors – change language don’t call them a student call them a resident
11. Create a gathering between students and town residents facilitated by a faculty member to have a more structured but informal meeting o that both can get to know one another
12. City make a livable wage – make rental homes affordable to families – have more students back on campus

Final Priorities:

1. Integration: creating avenues for students to build personal relationships with people in the community (both on and off campus. Examples: garden tour on campus, community service off campus, students as neighbors – adopt the street being more than cleaning the street but developing relationships with neighbors, more visible leadership roles.
2. Address the 5% of students causing difficulties by: giving the 95% a bigger voice of intolerance by doing a social norms campaign, stricter college policies around behavior, create a restorative justice program so students understand consequences of actions and accountable for them.
3. Improved communication on all sides so people understand what can be done and what can’t be done.

**Group C**

**Community Values**

- City – commitment to nonprofit service
- Resident – ksc impact on economy – largest employer in town region
- Perspective students bring to Keene
- Respect for heritage – we build on it
- Students – appreciate the opportunity – we build on it
- Bring outsiders to Keene – see what’s going on. The CD marathon
- Students – Keene is a sense of place – Keene is home base – town and college together
- College encourages students to do internships – students offer their work to community
- Commitment to civic engagement – look whose here tonight
- Strong family value – comm. Family

**Values**

- Downtown is special to college and town
Great options in town
Neighborhood responsibility – we care for all
Value of the arts in college town and region
Value being informed – newspaper
Research at college – benefits community

Threats to these values

- The events of the pumpkin fest were embarrassing to residents
- Community struggles to hold on to young professors
- Population – paper/social media – is its own threat – what we say about students
- 22 bars between the two circles
- Drug
- Failure to see these issues and how they affect the community
- We all have a piece of it – property owners, businesses
- Lack of trust the city has with the college
- Funding of higher ed - higher lack of it by legislature
- Region values education and state (the rest of it) does not
- Safety is threatened – by students, students don’t feel safe in the city
- Communication is breaking down between college and town
- Connections on levels have and have nots - connected to haves
- Electronic disconnect – erodes values – social media is a threat
- Electronics – phones - everyone is on them and people aren’t connecting
- Keene state island needs to be taken out of the language
- Students come out to party
- Homeless group had been more aggressive – we are not talking to others
- Landlords – hard to work with

Key Questions and Priorities

- Debts/Credits -Loser/ winner
- Communication – final bullet
- Landlord issues – disorderly house ordinance written in lease, off campus orientation, student/tenant rights. 40% are first generation
- Students come to college ill prepared
- Self-medication – drugs/alcohol – 1st 30 days on campus are most dangerous for female students
- We all have roles in the community – many care about the college and community
- We don’t know how to help – we want to help but don’t have structures
- Alumni are assets – connections need to be strengthened – mentors
- Consequences on behavior
- How do we help so we all know how we are connected
- Disorderly houses – 10 places
- Generally an incivility in our society
- By standard effect is significant
- Joint Events
- CD Marathon
- Film Fest
- Earth Day
- NHDI Dance
- Johnathan Daniels
- Cohen Center
- RCAN College and Manufacture

- Not all agree with this assessment “it’s not a formal relationship”
- Rejuvenated PR to highlight college/town relationship – 75 too hours of comm ser. By students
- Informing the community
- We have an opportunity now – name recognition

Final Priorities:

- We all have a role and responsibilities towards creating a better living environment for all
- Communication/connectivity is perceived by from our own point of view, what do we do together, how do we help new students (mentors, 1sr 30 days are important
- Positive steps to make change – rejuvenated PR – we need to come to a common understanding of the problem – where is our common ground

Group F

Hats:

- Alumni
- Landlord
- City councilor
- Student body president
- Housing inspector/police officer
- Born/raised in Keene
- Work in Keene
- Live close to school
- Resident/work here
- Resident
- Teacher/radio host at college
- Close relationship with campus
- School board/former city council
- State rep / former teacher at Keene
- LT resident
- City planner/resident
- Keene listens
- Mayor
- Director of student conduct/student

Things you love:
- Opportunities that provide learning
- Heart and soul downtown
- Safe to grow up here
- Warm
- A small/big town
- Feel of small town
- Downtown which includes Keene state
- Love everything here – city/attending classes at college
- Memories of learning at college (swimming)
- People care about community
- Downtown
- Vibrant economy
- People/willingness to participate, come together on important issues
- This collaboration makes Keene unique
- KSC
- Loves the school – believes/ supports liberal arts

Value Most @ College

- Gem of city
- Lifelong learning
- Arts it offers
- Caliber of knowledge coming out of KSC
- Economic engine for community
- KSC has some students from out of state
  - Brings people
  - Not connected to community
- State rep is a graduate of KSC
- Youth is feeding into leadership of city
- Community outside KSC is rising
- KSC provides youth energy/vitality
- KSC future students are
- Students change vibe in city
- City can survive without college – we’ve been here a long time

Threats

- Alcohol abuse x 3
- Lack of respect of personal property/neighborhood (within last 2 years) x 2
- Social media encourages bad behavior
- Alcohol abuse/nature of drinking
- Don’t want to push too hard on students/need to balance
- Alcohol abuse not just a college issue

Value

What can we do:
• Reward responsible behavior of students – recognize good things/service

Information Review:

• Issues:
  - Upcoming issue: students will be leaving off campus housing – land lords will use tenants
  - Student housing – Ksc should provide it/ oversee it (both on and off campus)
  - Off campus housing should not be a right but earned
  - Students penalized for bad behavior – should be pulled back on campus
  - KSC is a business – needs students
  - Tax issue – KSC when it takes land lessons town tax revenue
  - Can we limit student population – there has been a creep in student population
  - People own housing in Keene but don’t live in
  - New housing is drawing students away from existing rentals that are substandard – what will happen to those properties? How can we revitalize to get families in there?

Best ways to repair student/resident relationship?

• Don’t put alcohol consumption in the face of residents – broken bottles/alcohol centered event/property damage
• Have student sponsored clean ups – not Justas crisis response
• Promote accountability consistently in students
• Create opps for students to be responsible – internships, community service, work in community
• Students should introduce themselves to neighbors to provide contact info – part of orientation / communication between students and neighbors
• Vise/versa – neighbors introduce themselves to students/ welcome to community

Ways city/college can revitalize the neighborhoods

• KSC implemented an off campus living orientation – mandatory attendance or fined
• Have community meeting oriented outreach for residents living with college students
• Residents at living with college students - contact info for residents/ who to call
• Repair resident/student relationship – students are being abused/punished in community
• Schedule more classes on Friday to lessen drinking on Thursday

City/college relationship/issues

• Sour relationship has lessened opportunities, such as student internships
• Common interests of city and college in transition including KSC students into local jobs – common interest is threatened by current state of affairs (business doesn’t want to have student they are seeing).
• Outreach has to go both ways
• We need to change conversation – not all KSC students are bad/ highlight the position experiences

Priority/Issues

1. Addressing alcohol issues
- Enforcement of existing laws including communication violations (landlords/college need to be informed when infractions happen & parents)

2. Improve communications between neighbors/students
   - Must be two way
   - Showing/modeling respect (on both sides)
   - Include neighbors in opportunities to learn how to live with students/improve relations

3. Job/employment
   - Explore/create/improve opportunities for students and employers to meet/stay to work

4. Housing
   - The proliferation of off-campus housing needs to be addressed – get more students back on campus
   - Value of students in community is recognized – bring vitality offset by night time problems – believe it’s different types of students
   - Encourage investment in properties to revitalize housing stock to get families back in
   - City needs to address/revisit disorderly house ordinance
   - College needs to instill/enforce code of conduct
   - Clarify city/college policing roles for public
   - Extend blue line phones off campus into areas of city (connecting to 911)

Top 3 priority Issues

1. Housing –
   a. Address the proliferation of off campus housing – get students back on campus
   b. Recognize value of students in community – bring vitality
   c. Encourage investment in revitalizeing properties – get families back in

2. Improve communications between neighbors and students
   a. Communication must be 2 way
   b. Need to model respect on both sides
   c. Include neighbors in college opportunities that are aimed at creating positive relationships with students such as orientations

3. Jobs/employment
   a. Explore/improve opportunities for students and employers to meet
   b. Encourage students to stay/work/play

Group G

Values

- Safety – this has changed
- Safety re: fights, disturbances, not just the college, weapons, substance use, we close earlier, crime
- Diversity and activities
- Economic impact of college
- Openness and respect – for a young person, and now that is less so
- Vitality, creativity, diversity
- Transparent government/accepting of participation
• Culture of fear is a threat
• There are four college and they bring to our community
• Going to college in my own hometown is a great opportunity
• Transparency is a value – need to sustain/maintain this
• Challenges and change but less threats
• “the trap of blame”
• Increase in number of bar/restaurants and locations

Key Issues: What Stands Out?

• How to talk with students who live in neighborhoods
• Trouble spots/peer perceptions
• Role of landlords
• Lack of acceptance of students in community – assuming the worst
• Some students avoid certain areas
• Respect – mutual respect -How can we have impact here?
• Positive impacts (balloons) – encourage community members to welcome students in neighborhoods and to business as well

Root causes:

• How housing is structured and available
• Substance abuse – on and off campus number of calls – what are the numbers?
• Lack of communication with neighbors/landlords – step before police interventions – meeting neighbors – proactive KSC staff (advisors)
• Misperception that this is all students – it’s not
• Focus – be practical
• Be careful with blanket generalizations
• Inexperience with personal freedom

Substance Use:

• Understanding the numbers
• Hiring alcohol/drug education
• Protocol –
• Culture of use – need more focus on accurate messaging
• Education that shows consequences – many of these issues are community and social issues, not just students.
• Misinformation that college doesn’t address use.
• Has to be a collective effort
• Barriers – social media, group FR, unrecognized student orgs, landlords
• How are we organized and staffed on and off campus to deal with issues (treatment, city offices and code enforcement, law enforcement

Focused resources:

• Landlord accountability
• Working with students most likely to offend
• Landlords disrespecting students and the city
Pack mentality, peer pressure, addressing high school mentality
Mandatory program for off campus hiring
What are the consequences – 1st, 2nd, and 3rd offense
Remote privileges
Off campus consequences (city is looking at ability to enforce)
Current review of policies and impact of codes off and on campus consequences
College and city learning from each other
Current noise curfew is 11:00 but no one knows about it
Fairness of consequences matters (more on candles than drinking) system wide proportion on consequences
Young adults – need to understand that component
Need very thoughtful attention to consequences – with tolerance
Developmentally appropriate conduct process

Final Priorities
Communication – structure for not blaming whole groups/building relationships
Substance abuse – this is part of it and need broader solutions
Narrow the focus – analyze the resources and staffing and consequences
Landlords- and off campus living issues, shared responsibility
Realistic and mutually agreed upon expectations for each other
More city involvement – code e
Student self-respect
Realistic mutually – expect
Respect for college
Narrow focus with resource analysis
SA
Community in conversation to deal with blame and respect
Landlords take in crime

Group H
What do you values most about the college?
- Relationship with Keene
- Career path
- Location
- Close to other attractions
- A lot of opportunities – large variety

What do you value most about the City of Keene?
- It’s a great place to raise kids
- Relative small size
- Ideas can come to fruition
- Community groups come together to make things happen
• Many effective fundraisers
• A college town
• A very small tow
• Very clean
• Welcoming, positive, friendly

What are the greatest threats to those values?

• Heroin
• Social media
• Print media
• Resistance to change
• Drinking culture
• Feeling of mediocrity
• Lack of pride
• Lack of diversity
• Absentee landlord
• Lack of investment
• Taxes – steep tax base

What actions can the city and college take together to support these values?

• Publish the positive

Landlords;

• Active management and participation
• City voluntary inspection program
• Boarding house ordinance
• Parent involvement holding students accountable
• Limit size of gatherings – requiring police detail?
• Fines
• Parking
• Housing – need rent to be affordable – need home to be in good condition
• Social media accountability and responsibility
• More Friday classes
• More than one freshman seminar
• Change driven by students

Publish and promoting accurate information

• students gain acknowledgment (credit) for attendance/involvement in community affairs
• change in culture – build pride and self-esteem in Keene state
• community service – requirement during orientation
• breaking pumpkin record change it from a local festival
• infrastructure – can’t support huge festival – geography

Suggested Community Builders –

• music festival
- art walk
- taste of Keene
- green space development
- events that welcome Keene residents to campus
- raise expectations – academic/behavior conduct
- invite community to freshman convocation
- be proactive – engage people
Appendix D: Summary of Participants Evaluations

Participant Demographics:

- Participants ranged from age 21 to 78 years of age, with an average age of 54 years old.
- 11.9 percent of participants were people under 30 years of age.
- 12.2 percent of participants identified as students and 28.9 percent of participants were retired.
- 57.5 percent of participants identified as men, while 47.5 percent of participants identified as women.
- Participants were mostly college educated, and a majority had earned a graduate degree or higher. 16.7 percent of participants had earned a bachelor’s degree, 52.1 percent had earned a graduate or professional degree, and 20.8 percent had attended some college or had earned an associate’s degree. 8.3 percent of participants had earned a high school degree or GED, and 2.1 percent had earned an 8th grade education.
- Political perspectives in the room leaned toward the left. Nearly half of participants (48.9 percent) identified as liberal or somewhat liberal compared to only 12.8 percent who identified as conservative or somewhat conservative. 38.3 percent of participants fell in the middle, identifying as political moderates.

Feedback on NH Listens Processes from Participants:

- 93.9 percent of participants agreed or strongly agreed that the facilitator was prepared.
- 91.8 percent of participants agreed or strongly agreed that the facilitator made sure everyone took part in the conversation.
- 97.9 percent of participants agreed or strongly agreed that the facilitator did not impose his or her ideas or values on the group.
- 81.3 percent of participants agreed or strongly agreed that the information in the discussion guide was useful to the conversation.
- 95.9 of participants agreed or strongly agreed the group talked about the most important issues related to the topic.
- 89.9 percent of participants agreed or strongly agreed that everyone had an equal chance to express his/her views.
- 85.7 percent of participants agreed or strongly agreed that they learned new things about this topic from other members of their group.
- 83.3 percent of participants agreed or strongly agreed that the conversation helped them to become better informed about the issues.
- 77.1 percent of participants agreed or strongly agreed that because of the conversation, they had a better understanding of people who they disagree with and their opinions.
- 93.9 percent of participants agreed or strongly agreed that their perspectives were respected in the conversation.
- 83.7 percent of participants agreed or strongly agreed that they understood how the results from the conversation will be used to inform next steps.
• The majority of participants (73.9 percent) felt that the time allotted for the conversations was just the right amount of time, while 2.2 percent felt it was not enough time and 23.9 percent felt it was too much time.
• 89.8 percent of participants agreed or strongly agreed that they were glad they participated in the community conversations.
• 83.7 percent of participants agreed they would attend another community conversation on this or a different topic, and 16.3 percent thought they might attend another conversation. Zero percent of participants indicated they would not attend another conversation.
Appendix E: How NH Listens Collects and Reports Findings

NH Listens bases this kind of community development work on small-group facilitated dialogue (typically eight to twelve participants per group) that produces specific findings. Depending on the topic, the findings might be at a more general level, articulating broad sets of values or criteria for decision making, or quite specific recommendations, such as concrete steps for action. Whether a dialogue is constructed as a one-time event that stretches over several hours or multiple events occurring over several weeks, participants typically move through a four-stage process supported by the facilitator.

These stages include:

1. Introductions and personal stories about how participants relate to the focus topic of the dialogue (including their prior experiences with and opinions about the topic)
2. Review of the available data on the topic to ensure common, comparable levels of knowledge among participants
3. Analysis of the topic and its multiple dimensions, leading to selection by the group of a small number of key issues (three to four) that serve as the basis for subsequent discussion from which the group generates concrete actions and recommendations
4. In-depth discussion of the selected key issues and articulation of a final set of views, values, or recommended actions directed at relevant decision makers

Throughout the dialogue, facilitators and participants document the conversation on large flipcharts and identify recurring statements or themes. That is, the information that is gleaned from each small group is inductively analyzed, moving from specific comments made by group members to general statements that represent the shared ideas and perspectives of the group. Both agreements and disagreements are recorded, to ensure that all points of view are heard and documented.