

## APPENDIX B: ANSWERS TO OPENENDED QUESTIONS

COMMENTS HAVE BEEN EDITED FOR CLARITY, WHEN POSSIBLE

### **IN WHAT SINGLE WAY DID FIU BEST MEET YOUR EXPECTATIONS?**

#### Academics/Learning Environment:

- Ability to work and be treated by my professors in co-equal learning atmosphere.
- Academically challenged. Challenged to think in new ways.
- Academically...I feel that I received a great education
- Coursework and professors
- Enthusiastic attitude of faculty and fellow students
- Excellent courses that were challenging and current
- FIU contained all courses needed to earn my BA degree. It is a respected and known university, which helps the diploma carry some weight.
- FIU met my expectations because of its high degree of excellence; the educational services and faculty staff have contributed tremendously in making my dreams possible. Thank you!
- FIU is a great learning environment
- Giving me the knowledge I need to use for a position in my field
- I appreciated the overall quality of the professors. FIU has a reputation for being an easy college, yet the classes were challenging.
- I found the program to be challenging and also felt it was a good learning environment.
- I learned and grew as a person intellectually. I felt that graduating from FIU had a high degree of importance.
- I received a good education and never felt ostracized because of my age.
- It expanded my horizons in preparing me for the electrical engineering field.
- It was a conducive learning environment in terms of study centers and library hours available.
- I was given the basic knowledge to perform in my field of work.
- Never offer a course once a year and schedule it on a Saturday. School is meant to be attended Monday through Friday unless offered a couple of times a week
- Now that I am going to start a doctorate in Dentistry, I feel that the last two years here at FIU has influenced a lot in my decision to pursue a dental career.
- The classes offered were very informative and interesting
- Well, I best met my expectations in choosing to study history and political sciences. These two areas have offered so much knowledge that I love sharing with other people.

#### Convenience:

- By offering classes at a wide range of times so that I could continue to work full time and go to school full time.
- Convenience
- Everything is available on campus. Great gym and health services were very convenient.

- F.I.U. best met my expectations in the availability of computing resources (i.e. open computer labs for students to do their homework).
- Flexibility of night classes and Saturday classes.
- Flexibility via online learning
- I basically needed to graduate and obtain my bachelors degree the quickest way possible.
- I like the different class times and flexible schedules.
- It enabled me to obtain my degree while working
- Opportunity to earn a Bachelors degree
- With broad class scheduling, Web Services and a state-of-the-art library, FIU made it convenient for me to finish my bachelor's degree.

#### Cost:

- Cheap
- Cost
- I did not have to take student loans
- Provided education at an affordable cost

#### Diversity:

- Ability to interact with diverse students and teachers
- Diversity
- Gave me a diverse student body and large university setting to enhance my degree
- I enjoyed the variety of experiences available to me, from the social arena to school sponsored organizations.
- I gained a vast wealth of knowledge in cultural tolerance.... I am a Caribbean black, NOT AFRICAN AMERICAN, so I was accustomed to a particular culture, but I experienced culture shock and then moved on.
- I really enjoyed going to school in FIU's culturally diverse environment.
- Multicultural experience
- Teachers from different countries and experiences.
- The diversity of students that attend FIU allowed me to feel a sense of being home.

#### Faculty:

- At no point in time did I feel overwhelmed or lost with my courses, and I attribute that to the environment and professors at FIU.
- By having Dr. (Name). He appears to be the only one that cares about the program. He deserves a medal.
- Good professors who know how to teach. Rather than hardy ruff tuff kind who can teach, but can't make the students understand the concept.
- Great professors means great education
- High quality of instructors
- It is hard to point out one single way that FIU met my expectations. I would have to say that the faculty made the difference for me 100%.

- (Name), from the English department, met and exceeded what my expectations of a teacher at FIU could be like.
- Professors and courses instrumentally prepared me for my future career in education.
- Professors (Name) and (Name) made the entire experience worthwhile. Both are knowledgeable and easily approachable and very willing to help students succeed in the real world.
- Quality of Art History Instructors
- The dedication and experience expressed by the professors.
- The faculty I encountered in English surpassed my expectations of intellect and insight. Some of the professors I had teaching law courses were also extremely insightful and available to his/her students apart from class.
- The faculty at the Physical Therapy department is the best and always offered help and understanding, no matter when or where. The professors in the Hospitality Management program are great. They are very helpful and caring. They are the only things at this school that knows what they are doing.
- The professors
- The professors at SJMC were fantastic, however, other offices that were there to supposedly help students were more of a hindrance than anything else.
- The professors/instructors in my major were well prepared with lecture material and other educational activities.
- The professors in the School of Journalism are knowledgeable and highly respected. They give me the type of help and attention I would expect from a teacher.
- The readiness of all professors to be available either at their offices and/or homes to help me with projects or any other questions I had regarding the class. Their professionalism and commitment is really something to be admired and commended.
- The support I received from the professors

#### Location:

- Close to home
- For Hotel Management, FIU's location is great, coupled with the school's reputation.
- Location

#### Miscellaneous:

- Accepting payments. The comedy shows.
- Community services
- Continued growth through the four years I was there
- Excellent place for an internship
- FIU has excellent student and major advisors.
- FIU helped me realize my true major
- FIU provided me with all the requirements to meet my future goals.

- FIU's student culture. Students are encouraged to work and go to school. Most FIU students have work experience before graduating.
- Focusing on earning my degree
- Get in, get out, move on to bigger and better things (Graduate School at a well-recognized University)
- Great graduation
- Greek life is wonderful.
- I enjoyed the experience as a whole. There are many things to get involved in through FIU.
- I graduated! With a higher learning of what to really expect!
- I was impressed that FIU is working to grow by establishing the Law School, the partnership with the Smithsonian, the elevated Research status, the FM radio station, and the football team. I see that some of FIU's staff, faculty, administration, and students are really trying to make FIU the best that it can be at such a young age. These were the things that made me develop a sense of pride for FIU.
- It broadened my horizon in a practical, and at times, challenging way.
- It offered a degree in something not common among many schools, Hospitality Management
- It was a green campus
- It was a little more personal than had been coldly portrayed in high school.
- The campus
- The JUDO program at FIU is one of the few reasons I can look back on my college experience fondly.

#### Negative:

- By introducing me to the reality of the real world because of the lack of respect and organization shown in general by the staff.
- I expected more from the school. Mainly with respect to how the school treats their students. I felt that the school cared little of the students and more for themselves.
- It met my expectations in being a disappointment, and has continued to be so over the years. The University has turned into, BIG BUSINESS. The top bottom and middle line of everything in this school is the dollar flow; registration, financial aid disbursement

#### Programs/Departments:

- FIU's Hospitality Management program has given me the chance to earn a great degree from a school that's finally getting the recognition it deserves
- FIU School of Hospitality gave me tuition waivers that assisted me with my fees. If only they can assist me with my Masters then I would be a happy woman...
- Good hospitality program
- My department is excellent, and the teachers, as well as the coursework really gave me an exceptional understanding of my field and also the world around me.

- My expectations were met and exceeded by the wonderful professors at the School of Hospitality Management.
- Once I entered the international relations program, I knew what course I wanted to take in my life. This program has changed my life forever.
- Provided me with excellent knowledge regarding civil engineering.
- The ICAP program is really good and has excellent professors.
- The journalism department should be changed in one way: better equipment and more broadcast teachers.
- The quality of the International Relations department, its reputation, the low cost of FIU, and the Honors College curriculum.
- The School of Computer Science is full of brilliant faculty, researchers and managers. Everybody is efficient, and in control of their responsibilities. It is a wonderful place to work and learn as I did for the last four years. Other departments should take a lesson from the School of Computer Science.
- The Visual Arts Department exceeds any and all expectations. The professors are excellent. The department has been the one redeeming factor in my experience at FIU.
- They really taught me public relations.

#### Quality:

- I do believe that FIU is one of the best schools compared to many others across the US and Canada. It is true that it is not financially funded as old universities; however, I think that one day FIU will become one of the top schools across the US. Yes, FIU has met my expectations and fulfilled my dream, and I think that (from my experience in my major) that FIU has an organized academic system.
- I obtained a degree from a well-known university, and I met excellent students and faculties.
- It allowed me to get a quality education and campus experience in my hometown.
- Quality education at a reasonable price.
- Quality of education for cost and location

#### Student Services:

- Everything has to go through slow process - the paperwork. Use more computer techs to go through smoother.
- Financial aid department
- Financial Aid was helpful in my attending the university.
- I have had most of my interactions with the Housing department and I am extremely proud to say that the officials in this department are very professional. They provided programs that enhanced my educational experiences.
- In every which way except for the long delays at Financial Aid
- In the financial aid department.
- Registration accessibility – very easy to register for the courses I needed, when they were available
- The gym was nice.

- They helped me when I needed them in reference to financial aid

## WHAT ONE CHANGE WOULD YOU SUGGEST TO IMPROVE FIU FOR OTHERS?

### Academics/Learning Environment:

- Academics should come before athletics. If that were the case, then we would have 24 hr. computer labs (like every other school) before we invest in the football team.
- Admission Standards:  
Cut down on Admissions

Do something about the admissions process. The school is concerned with gaining a reputation of excellence, yet it all boils down to who you allow in your school. FIU should be MUCH more restrictive. Challenge the University of Florida.

Raise standards of students being admitted, our university is growing in reputation and continuing to admit some of the poorer candidates probably doesn't help us in terms of quality of students and their attitudes towards both school and scholastic achievement.

- Cheating:  
Cheating in some of the courses attempted is still rampant. The solution is to provide more options for students to attend outside help to class study. For example web access to notes about the class or assign Teaching Assistants to manage a study group

I am extremely upset with the lack of interest of professors to uphold the ethics of FIU, namely allowing thereby encouraging students to cheat on exams. I have brought this to the attention of a few professors, but they were unresponsive on their part. This has negatively affected my GPA

Cut down on cheating

Cheating is a major problem with the students at FIU. The problem is not just the students. When teachers do catch someone they usually give a slap on the hand, and it does not even affect their grade in the class. This leads to employers hiring FIU students who cheated their way through school, and cannot handle their duties. This reflects badly our future students and not to mention FIU.

- Class size:  
Recognize class location/offering - many classes are full due to lack of space yet I'm currently taking a class in a large auditorium with only about 20 students.

Reduce class size; although it is difficult to do, I think that students benefit more from it. / Reduce class size; offer more classes, graduating seniors should get preference in terms of overwrites.

Smaller class sizes in lower division courses

- Eliminate the core curriculum and let students focus more on their majors instead of classes that we don't want to take.
- Ensure all professors modify their exams from one semester to the next.
- More analysis in assignments, and less multiple-choice exams.
- More applied practical classes
- More emphasis on research.
- More flexibility of time in required courses.
- More hands on activities (equipment), more projects, i.e. more practical courses (specially in engineering). Also better lab instructors!
- More oral communication requirements
- Offer more classes out of the Broward campus.
- Please the students and no one else. Smaller classes and motivate the teachers to make learning more interesting. Fire the teachers that can't be fired.
- Quality:  
Higher quality education and more demanding course work

In large part, my experience at FIU was tainted by patronizing attitudes projected by professors and advisors who assume the worst about FIU students, namely that they are incapable. Perhaps their assumptions are rooted in truth, in which case the admissions office should make their standards more stringent. Otherwise, FIU would serve its students so much better if only the professors and academic advisors would push them to do more, to be smarter, to achieve more than society expects from them.

I would change how teachers challenge students and have the academic standard raised to a higher level. So that students leave FIU with an exceptional degree of academic success.

I would make the curriculum more challenging and enforce academic guidelines to improve the quality of graduates.

Make more competitive compared to University of Florida

The academic level needs to be raised i.e. demand more from students

- Scheduling:  
Don't make classes within the same major all available at the same times, this caused huge scheduling conflicts for me while I was in school.

Improve the number of classes for student that work. Sessions are limited and most of the classes are offer in the morning or afternoon without taking in consideration working students. Try to register in the summer is a nightmare because classes are not available

I would make more nighttime classes available. This is probably the #1 reason why I was not able to graduate sooner. I work 9am to 5pm and there were various

semesters where I was not able to register because the classes that I needed were not being offered at night.

Make more evening classes available for those students who have to work and also want to complete their education.

Offer more courses specifically at night, offer online degrees, shorter semesters

Offer more time options for classes and improve scheduling overall (less changes, cancellations, etc.)

To offer more courses during the summer

- Standardization of all tests, reports, syllabi, and anything else. I would suggest following Dr. (Name) system of try and try again until you get it right with essays, reports, and projects. Some of my classes, especially those for my major, were way too simple. I'm not here to just get a diploma but to squeeze the professor's mind (learn all I can). Anyone who is not here for that should not be here in the first place. The proper standards would eliminate these problems.

Advising:

- Advisement is at its poorest even with the SASS. I was readmitted and my transfers were never properly reflected on my SASS causing me to take extra credits.
- Advising, always heard that it is so frustrating that students rely completely on the advice coming from senior students
- Advising is overbooked, they are not helpful
- Advising, it really sucks. More time available for students from advisors. If we want to keep pace with technology, teach classes that involve such technology.
- Advisors should encourage students to take their core classes in relation to what major they believe they will study, so they waste less time.
- An online advising system
- Better academic advising that will ensure in lessened stress and wasted time for dedicated students.
- Better advisement for the lower level students especially at the freshman level. Got some poor advisement as a freshman, which ultimately made my entire time here a struggle. Fortunately, my Upper Division Departmental Advisors (HPER) advised me well and gave me focus as to what future actions to take for attaining my degree. So, yes, expert advisement along all lines is needed.
- Better advisor for Travel and Tourism Track

The advising department for the travel and tourism program needs to be better equipped to help out the students. Work experience should be added to all majors to help prepare you when you're graduating. There should be a program to help students get jobs after graduating.

- Counselors should assist students in their class schedules better. In my experience, counselors just told me what classes I had taken and what I needed to

take as if I couldn't make that determination myself from looking at my SASS report. I was never advised which classes should be taken in order to help me with another. This semester I was lucky enough to have Prof. (Name) to assist me and she was wonderful. She took time to really look over my SASS report and helped to get additional credits from my original transcripts. I received an Associate's degree many years ago and she couldn't understand why I was requested to take an additional English class. She helped me save time as well as money.

- Have advisors available to the working students; those that cannot be at FIU before 5pm. Be considerate to those that work full-time and realize that we are just as important as the other students

I would suggest extending the hours of operation for the advising office. It makes it hard to get in touch with a counselor when you work from 8:00 am to 5:00 pm. You have to ask permission from your boss and sometimes that is just not possible to obtain

- Hire advisors who will be responsive to the individual student's needs and eliminate the cookie cutter mentality, which is so prevalent today (at FIU).
- I think that academic advising isn't needed for every semester - part of being mature is being responsible on following upon you own goals and classes

I feel that once a student has become a second semester junior that they should not have mandatory advising prior to registration. I also feel that there should be more classes offered at different times in each department to accommodate for conflicting times with other departments.

- Make sure advising employees are well versed in all aspects of registration, transfers, CLAST, etc. I am older than both of the students working in the Journalism office and I found both of them to be out of touch, choosing to inform me that I needed the CLAST and that a Law and Ethics course I took years ago would be transferred in. It was not.
- More advisors for the business school. Also assigned appointment during the semester
- More advisors to better assist students especially within their majors. A program geared towards choosing a profession that you would probably not regret doing thus decreasing the rate of the change in major.
- Someone needs to encourage education more strongly among first and second year students, so that they can finish on time instead of focusing on that time as a popularity contest among Greeks and everyone else. Maybe if there was someone who advised students on a personal level as a requirement in that first year especially, then people would finish school sooner, and work on their self-esteem.
- Staff members and faculty should be more aware of students' curriculum because they misadvise us, (the students).
- The availability and quality of advisors!
- There should be more advisors, but really advisors for undergraduate students and not student advisors where sometimes they don't know what they are doing.

- Undergraduate advising should try to establish a connection between the students, core requirements and the intended major.

#### Biscayne Bay Campus:

- Academics:  
Be more flexible about the Biscayne Bay campus by offering more courses. Be fair you have students from north also. Be considerate in your decisions about the north campus

I strongly believe there should be more core courses and electives offered at Biscayne Bay campus. University Park is treated as elite, and Biscayne Bay...well you know what! I think the discrepancy between the two is rather blatant now, if not OBVIOUS, and it needs to be corrected. If you don't know. Much more, the 'classes offered' issue...that is just sad. ALL PEOPLE, deserve the best!

Make more courses available at Biscayne Bay Campus

More upper level courses in Modern Languages at the Biscayne Bay campus.

Offer more degree programs at North Campus in order to have a mixture of students on campus

The north campus should offer as many courses as the south campus. (Selection in terms of time schedule.)

- Better athletic facilities/activities for those who are interested at Biscayne Bay Campus
- Financial Aid:  
The financial aid representatives in the front office at the North Campus. They have been rude and uninformative since my first semester there. They are students who have no clue as to what they are doing and they do not belong there. Only professionals should be dealing with these issues. If it were properly directed, I would have spent a lot less time worrying about my financial issues and more time on my studies. This really needs to be addressed.

The people (student that were working there) in the financial aid office were terrible the entire time I attended FIU. This is a department that only professionals should be in charge of. EVERY single semester there was a problem that arose. This had a lot to do with the fact that the students really did not know what they were doing. This has caused me a lot of headaches and worries. For this reason, I will not advise anyone to go there. It caused too many problems. Something needs to be done to correct this problem on the North campus.

- Tear down the north campus dorms and start over. Those dorms are not up to par. Sometimes we would get brown water out of the tap. It's not right to ask students to pay so much for a dorm that is not worth it.

#### Facilities:

- Better laboratory facilities
- Continue to expand the university, and invest in technology!
- Expand campus; school is beginning to choke itself with location of new buildings and layout.
- I think FIU needs more buildings for classes. And DM where most of the faculty is needs some improvement. I like the DM building but it really should be improved externally.
- I would add additional classroom space instead of the football team. The trailer area would be a good place to set-up a TC building.

More classrooms

- Parking:

I believe a shuttle for parking is better than a garage, would assist the parking nightmare now not 3 to 4 years from now

I think that they shouldn't close down two major parking lots in the fall semester. They should try to work on construction during the summer and work on one project at a time. Lack of parking is the biggest complaint I've heard through my four years at FIU

PARKING, PARKING, AND PARKING. I was extremely disappointed at FIU my last two semesters there because of the parking situation and all the tickets given out. The parking situation was not, and I believe is still NOT being addressed appropriately or quickly enough.

The University really must do something to increase the amount of parking for the students, or it has to decrease the number of students enrolled. Considering that you will not decrease the number of students enrolled, then you must increase the amount of parking available. One way this could be accomplished is to decrease the number of faculty parking spaces, as it appears that many of those spaces go unused. Also considering the limited amount of parking for the students, you should also consider being more forgiving when students park in undesignated parking areas. The amount of tickets I see given out is ridiculous considering that it can take upwards of 45 minutes to an hour to find a parking space. For someone like myself, who lives an hour away, finding a parking space is a major waste of my valuable time.

- More computer labs

Purchase more computers in Computer Lab. Extend Computer Lab hours.

Upgrading the computers in all the labs.

Faculty:

- Educate some of the professors on how to relate to students and on how to relay important information regarding a certain class. Teachers need to know how to talk to their students and not to scare them away.
- Ensure that the professors, or adjunct professors have enough knowledge - particularly when teaching computer related courses like Publication Editing and Design in School of Journalism & Mass Communications - that they can effectively instruct students on all aspects of the course
- Faculty & Administration need to take a better interest in the needs of their student population. Politics have no place on a campus of higher learning. Some professors need to be available during the hours they say they are available!!! They need to return messages!!!
- FIU professors and administration should be more personable to students. By this I mean that a long-term relationship should be established to provide encouragement and help students also meet their career objectives.

More one-on-one professor-student relationships.

Overall a closer relationship between students and teachers.

- Get teachers with real world experience, not bookworm theorist!!
- Have less adjunct professors or treat them better

Too many adjunct professors who don't give letters of recommendation. In my last two semesters, 7 out of 8 of my teachers were adjuncts, and they would not give letters. I am having a terrible time with that.

- Hire great teachers that challenge and inspire the student body. Professors should love what they teach
- Hospitality teachers were very good. However, 98% of the teachers of the business department in general should be reevaluated. There are some teachers that should not be there.
- I believe more professor involvement is needed in campus life.
- I was very satisfied with the school and I highly recommend my field to everyone interested especially being a student of Doctor (Name). He is excellent!
- I would screen the professors, many I had were excellent, but even more were terrible. The experience a student has depends on the quality of teaching from the professor.
- More dedicated teachers.
- Professors need to pay more attention to students needs. Professors should have much less power in controlling one's future. There should be a testing preview dept. to verify accuracy and fairness of the faculty
- Professors should educate students for the real world. And should not be allowed to teach communism or mysticism as did several of the college of business professors. Very unprofessional

- Reevaluate the professors and hire much more profound individuals that would help students grow and give students a bigger challenge.
- Remind faculty members that have been on for a long time to have patience with questions dealing with aspects of school and major for the new students because they do not know.
- Some professors from critical classes in my area had some problems speaking English. That made the learning process a little difficult at times.
- The only real problem I have with FIU is with certain teachers grading policy. With a few of my Professors, whenever you take an exam, they just tell you the grade. I think they should give you back the test and let you see what you did wrong. If the teacher made a mistake on grading your paper you would never know.
- The professors need to be less research oriented and more class room educated
- The professor should respect the student more.
- There is a lack of pride in most of the faculty. If the faculty do not feel a sense of pride and cannot be cooperative with fellow co-workers, it becomes painfully apparent in their teaching and how the college runs. How are students supposed to be enthusiastic about their work when most professors (NOT all) have lowered their standards and do not seem enthusiastic about the material or the university themselves? It's a chain reaction through administration, faculty, staff, and down to students. (NOTE: I refer to MOST of the faculty and staff, certainly and thankfully NOT all.)
- You offer many courses but not enough of them with interesting professors. We need teachers who are/have recently experienced the industry. Not someone who can read what's going on out of a book.

#### International Students:

- Administration needs to do more for its international student population, at least in terms of merit scholarships to help financially
- Cheaper classes for International Students!!! (Not fair)
- FIU needs to be more accommodating to International Students. My experience transferring to FIU was a nightmare to the end.
- FIU needs to take the "International" out of its name as it does NOTHING to help its International Students
- Give more scholarships to international students. Not just when they enter the school but keep checking on the international students and award their hard work as well, not just the American students. I mean it is called Florida "INTERNATIONAL" University. Isn't it?
- Place more emphasis on the International in FIU. There is very little focus on International students, especially with the aim of managing their specific problems with immigration issues and insurance payments from home, which in turn affects early registration.
- Sometimes assist international students more in beginning

Miscellaneous:

- Better scholarship program
- Do not have solely spring graduation for some majors!!!
- Find ways to increase school pride.
- FIU is divided in its goals. Individuals with selfish and racially beneficial goals in mind. The university should represent all groups equally. It has failed to do this. There needs to be a more global perspective.
- FIU needs to improve its communication skills with new and current students. Student advisement, department enthusiasm towards students needs to improve drastically. Students need to feel as if they belong to an institution that cares to meet its student needs. Not one that loses its students in unnecessary bureaucracy. As an undergraduate, I felt as if the SASS feature was the most important advising tool available to monitor my education. Communication is the most important method to keep your students satisfied. I am proud of the education I earned at FIU, but I know it could have been a smoother experience.
- Football team would increase national recognition
- Generate some publicity about the school out of state. Actively recruit out of state students. Outside of South Florida FIU is unknown. If FIU uses its location, and niche as a relatively cheap, public university in South Florida then they could have enormous appeal to out of state (i.e. northern) students
- Get a medical school
- Get rid of greeks, they just want our hard earned money.
- I decided to move to Fort Lauderdale because FIU doesn't have a College of Dental Medicine, so I suggest you to build one as soon as possible.
- I think it would be beneficial to most students if the student catalogs were printed in separate booklets by campus, and not by category then by campus. It would helpful if core classes were offered early in the morning, I found it difficult to schedule at times because not enough classes that were required were offered first thing in the morning making it difficult to work and go to school.
- I think that somehow FIU has to be able to reach out to ALL of its students. There are 32,000 students at FIU and it's ALWAYS the same few hundred that do everything to try to better the school. It becomes frustrating and seems to go unappreciated. I thoroughly enjoyed my experience at F.I.U., with regards to what I learned and with regards to the interaction with, and personalities of, my professors and instructors and advisors, I have and will recommend F.I.U to colleagues and friends
- I would suggest, that FIU should focus their priorities on what they have already. Not to try to obtain other ways to gain funding i.e. the law department. FIU will always be a face value school and not a true college.
- Make sure that we don't take political correctness too far.
- More control of traffic
- My experience in FIU was very productive. I improved my English and I learned a lot about this culture as well as increased my knowledge in advertising, marketing, and public relations.
- NOT HAVING GRADUATION ON A WEEKDAY!!!!!!

- Offer more classes and larger variety of classes; improve student life; implement 24-hour study halls on campus throughout semesters; improve PARKING; set higher admissions standards, increase amount of technical skill-building courses in MIS; set higher admissions standards, increase amount of technical skill-building courses in MIS; set higher academic expectations of students, overall – make it more challenging! (I know you said ONE, but this is my chance to sound off!)
- One way?! More parking, more computer lab hours, more programs in computer labs (i.e.: Visual Basic FrontPage), more activities for non-Greeks (parties, festivals, outdoor movies) better advising, better communication between academic departments and colleges
- Phone numbers for departments in catalog
- Please listen to the students and actually pay attention to their complaints about tuition costs, parking fees, etc., they are legitimate.
- Spend funds on academic improvements and to aid in-class activities, not money to make a traffic circle on the east side of school.
- Stop being an "adult day care" for some of these kids (i.e. have you seen how people behave in the Graham Center lately?)
- Supporting Staff
- The athletic department needs to cater a little more to their athlete's needs.
- The one change that I strongly believe would change and improve FIU (especially in the fields such as Engineering, Business, Computer Science, etc...) is to provide classes that prepare students for working with companies after graduation. In other words, allow students to have the best possible variety of classes that would provide the necessary skills to work in the outside market. For instance, computer engineering companies ask for many things (i.e. database management, networking, hardware design, software engineering techniques, etc...) in which CE academic curriculum does not provide students with a single class to have such skills.
- There should be a concerted effort to establish a form of communication between the general student body and the administration. In my opinion the SGA only makes itself visible to the general student population during elections. I think the current "town hall" style meetings that have taken place recently between students and the president of the university is a step in the right direction.
- Turning FIU from a fashion show of a Commuter college, to a large-scale university. Designing the campus grounds without Frat row 100 feet from the campus classes is pretty silly. FIU needs to either accept its commuter status and provide more for commuters, like parking and the removal of large frat homes, or turn into an actual set university.
- Wider majors and Ph-D programs in Spanish.

#### Negative

- Adequate funding for proper equipment and experimental labs related to research at the University, particularly the School of Engineering. It is worthless to spend ridiculous amounts of money on beautifying the gardens and entrances to the campus if the students are ill prepared academically and practically for work once

they have graduated from here. It is all too sad to see some of the brightest minds in the nation not have the proper opportunities because the University is so many decades behind the current technological standards. I have been heartedly dissatisfied with the research experience I have gained here, after five years of research work in the School of Engineering.

- Change the god damn staff and cut out all the !@#%^\* red tape, get people who really care about the students and make them realize that they have a job because of the students not because of any other factor. Stop spending money on other things such as art and put that money in to new and upgraded equipment. Get rid of unproductive deans such as the SJMC's dean and assistant dean who do nothing and have no idea what is going on and could not care less about the students, only about their paychecks, which are too much in the first place. And hire more people like (Name), (Name), (Name) and (Name) who actually know what to do when the time comes and who are there for the students. And stop screwing the students over with idiots like that Cheryl in the Bursar's office. Lower the prices of food in the cafes and lower the prices of dorms, which are (and you know it) really ridiculous. Stop all that damn ticketing of student vehicles. I mean, does the school really need all that extra money from placing tickets on people's cars. Why not stop printing tickets and fire some of those idiot traffic police and save the money in the first place instead of trying to make it back at the student's expense. And who the hell ever heard about an access fee for students who already pay their tuition. Yet another way of getting even more money to give out over paid checks to foolish Deans and their assistants and so forth.
- Customer Service!!!! Accountability!!!! Hiring more staff!!! You can impress incoming freshman and parents during orientations and events such as Freshman Convocation but ultimately when they have to deal with administration, staff (cashiers, financial aid, registrar's) and the general run around encountered to get anything done here and the lack of accountability at FIU that's where you lose a lot of students. Most students within my four years here at FIU eventually adopted the attitude of "Let me get my degree and get out of this hell hole." So to garner school spirit and just generally get FIU out of the rut of being a "difficult" institution. I think you need to look at customer service, accountability and hiring of more staff to deal with this fast growing institution.
- Here's a big change. Make FIU have concern for its students. It appears that on FIU's list of priorities, the students are lost way at the bottom.
- I suggest that FIU discontinue their dime store professor hiring policy. I can honestly say that I never had more than five good professors while at FIU. The bulk of the educators I have had the joy of sitting through class, have either prescribed to the "regurgitate the book" school of thought, or the "A is only for the professor" school. Most of these professors do not care in the least for the needs of the students. The best professors I have had at FIU have been the ones that ARE NOT career educators. Those that have had years of experience in the field, and can relate that experience to the material they are teaching.
- I would change the admissions, the teachers and the over all school. I have had one problem after another thanks to FIU's stupidity. I am glad I'm leaving

- More than one! Get rid of all accounting teachers! Teach what needs to be taught to get a real job, along with the true necessities of life and a career!!!
- Overhaul of the administration system: registration, financial aid BURSERS, cashiers are all run by people who don't seem to know their jobs very well, don't seem to care at all, and always take the easy way out at the student's expense. If I could I would fire all of them and start from scratch.
- 1) Parking would be nice. It takes ten minutes to thirty minutes to find a parking space, and then you need to catch a cab to get to the building. Do you realize that some of the new construction is taking place on ground that was assigned for student parking?
- 2) Professors who can speak and write English would be nice
- 3) Offering more 3000 and 4000 level classes at the North Campus would be great for people who don't live across the street from the South Campus. It takes 45 minutes or more to reach FIU EAS building during the week.
- 4) Thinking before acting. For example, how can you give somebody an email account? I didn't ask for the account, and it would make no sense for me to look for an account. There is absolutely no thought given to anything, or anybody at this sickening university. If GOD blesses me to get out of here, I will not be coming back as a student. Coming to FIU was the worst thing I did academically. The school should allow growth to occur naturally. By focusing on unimportant issues, such as the football team, other areas are being neglected. In my opinion, the addition of a law school has had a negative impact on other aspects of the university, and it has not even opened yet. Even the faculty is complaining. I also have a problem with other issues that might not seem important to all, but I know there are others who agree. The recordings of bells are ridiculous. It is an example of how our money is wasted on little things. These little things add up and we students do notice. It scares me to think about what is going to occur in the future. I have visions of a law school, football team, and not much else. It's sad because this university has the potential to be so much more.

#### Programs:

- ACCOUNTING -- In my particular career field the academic program does not completely address the needs of employers in the public accounting industry.

I would make the accounting classes much more fair and get rid of all of the incompetent teachers that do not know how to teach. I would make sure all of the teachers get reviewed in order for students to receive the full benefit of being in school by making learning an interesting experience instead of a horrible, stressful one. GET RID OF THE BORING TEACHERS AND KEEP THE GOOD ONES!!!!!!!!!!

- ADVERTISING -- Implement the above-mentioned classes for Advertising Majors as soon as possible (i.e. classes that teach you how to use Photoshop, Quark, Illustrator, Freehand...etc...). Without practical graphic-building skills, we're likely to get 'laughed out the door' in today's marketplace
- ARCHITECTURE -- Getting the new School of Architecture building started so that the architecture students have more appropriate spaces (studios). This would

enhance the program. Students would be more eager to work. It would also help me decide to come here for my Masters of Architecture, because that is the main reason I wouldn't do it here. For architecture you need studio space to keep your materials and equipment, and to come in and out of freely. A place where you feel comfortable.

Hire professors who are practicing in the field. In the School of Architecture too many times our instructors are full time professors. Most professors have never worked as an architect. I find it wrong that people who are not architects themselves decide if we are to be architects. Their credibility is always questioned, and rightly so. My best professors were the ones who were practicing architects; the feedback and knowledge received from them were always considered valuable. So, if I would change one thing to improve FIU it would be to hire practicing professionals who want to teach, not professionals who have to teach.

- **BIOLOGY** -- More money put into research programs for the biology department to give students who want to pursue careers in research experience and understanding of what they do.
- **BUSINESS** -- Within the College of Business, have more courses at night. The workforce that attends FIU at night is growing tremendously and not enough courses being offered. I should have graduated at the end of Summer B but I cannot because of the limited courses being offered.
- **CHEMICAL ENGINEERING** -- Bring more recruiters for Chemical Engineering Students, as I did not have many alternatives from desirable companies in my field. They came to Career fair but were not aware of the Chemical Engineering program so they were not recruiting for chemical engineers. I was disappointed because they were not even taking resumes for other positions as well. These companies were Dupont, Johnson and Johnson, and Proctor and Gamble. Also the chemical engineering lab needs to be outfitted appropriately to handle the use of chemicals and disposal of chemicals and the lab needs sufficient computers so the students can use the computers for entering data (Computers are too old for that). Also the chemical engineering students need to be exposed to more opportunities to participate and encouraged to participate in paper presentations with organizations like AICHE and ACS and a good thing might be a mandatory paper in one of the earlier classes such as chemical reaction engineering to allow students to begin networking with people from other groups and chemical organizations. These are positive experiences that I saw that most people who looked at my resume they liked. I was just disappointed that I had not participated in events like that earlier than I had. It might have opened more doors for me career wise and experience wise. I feel this should be one project perhaps in the junior year (preferably) for all students and it should be mandatory by one of the chemical engineering classes. Believe me it does a great deal of good. Plus it will be nice for the students when the school gets more attention from employers and encourages competition and representation of FIU.

- **COMPUTER ENGINEERING** -- Computer Engineering Department needs a MAJOR Overhaul of courses offered to them. 1) The time courses are offered is most of the time conflicted with the courses offered at University Park Campus 2) More students in a class than expected has students standing in classes at times. Planning should be done in such a way that courses are offered in large rooms. (If you can't provide another section for the same course), or offer the course by multiple instructors 3) Computer Engineering Electives are bunch of crap courses, add course with respect to Networking, TCP-IP Communications, and the current web design technologies 4) Engineering Building needs more computer labs with working structure of network and printers 5) If you read these comments and we the students have some say in your decision making process...then please for god's sake, do something about parking in the Engineering Building. Hope you consider these suggestions and effectively implement a better program to educate the masses.
- **ENGINEERING** -- The change that I would suggest would be to supply the engineering department with more professors.
- **HOSPITALITY** -- In the Hospitality program I would have more real life situations for students to analyze and study. It was so sterile and isolated.
- **JAZZ PERFORMANCE** -- Redesign the jazz performance curriculum. It is neither sequential nor complete.
- **JOURNALISM** -- As a student of Journalism & Mass Communication. I wish I would have never majored in that department. They do not help the students and I believe do not help. I feel like they don't care. I got a comment from one of the heads of the departments and she said to me, "You are still here at FIU?" In those six words I felt like I was coming to school for nothing because my department does not care! I pay for my college and work full time and also attend school full time. I felt like they did not care. And the communication to students is horrible, I really feel I should have gone somewhere else for Communications.

Introduce a grammar course for all Journalism majors and get rid of the grammar test! Just because an FIU professor made it doesn't make it fair. Too many excellent students are forced to miss semesters or leave FIU because the test is purposefully tricky and not designed to gauge knowledge of grammar. In addition, the practice tests are loaded with sarcastic responses to missed questions that teach students absolutely nothing. If you make a test that forces students to cram three times a year, give review questions that are helpful. /Please, please, please go over the grammar text requirements. It's too stringent!! I feel the last semester should not include the last test requirement (a score of 85 or higher). If possible, it should be met sooner/I suggest that the exit exam for grammar test be given at least two semesters before you graduate

I would increase the number of classes in the journalism school so that students could have a more flexible schedule.

School of journalism and mass communication courses should be offered at University Park/Move the SJMC to University Park or at least offer more SJMC courses there.

The School of Journalism is excellent when it comes to theory, but when it comes to practice it's sad. To see that broadcasters won't have a first encounter with equipment, and will depend on the internship to do so.

- MATHEMATICS -- I personally think that the department of math needs more funding in order to provide more help to the students including math major

The math department needs to be improved!

- MECHANICAL ENGINEERING -- Organize and improve the Mechanical Engineering Department. The department lacks vision and focus. The faculty needs to be better trained as teachers.
- MIS -- I would ask for the way in which classes are thought for MIS majors were more hands on and focused on what employers are looking for.

Let the MIS the opportunity to do "hands on" practice and not so much theory in order for students to be more prepared for the work force.

Offer more technical courses for MIS majors

- NURSING -- I was very disappointed with the BSN transitional courses. The advisors were really lousy. Things you were told to do one semester, the next semester you find out some someone else it was incorrect.
- PHYSICAL THERAPY -- In Physical Therapy major, organization, and consistency is needed for staff/professors. Have professors who have the patience to help, instead of insulting your intelligence. Office employees who don't mind doing their job.
- PSYCHOLOGY -- I love the way that FIU has everything on-line. You can do virtually anything on-line, but the Psychology departments web page is short of being horrible. First of all there really is not a psychology undergraduate web page. The link takes you directly to the Psych graduate page. It is not comprehensive and you've got to do everything by either calling or coming in. There is not even a faculty page with phone #s and e-mails. I had the opportunity to take some business courses for my major and I found their web site to be excellent. They have everything you need at the click of a mouse. The Psych department needs to get with the program and update their systems. We are in the new millennium and I'm afraid the Psych department has been left behind!

I think that the department of psychology should have internship for seniors so that they can gain outside experience in psychology field.

To make changes on the courses catalog to allow more variability in elective classes for the major of psychology.

- SPECIAL EDUCATION -- More hands-on activities when it comes to special education.

- Have a Criminal Justice Ph.D. program and start a Law School soon.
- Offer a greater variety of area studies (class topics) within the French and International Relations departments.
- The computer system and the organization between departments.
- The department of Urban and Public Affairs does not have a particular building in which classes are held.
- To have more programs to get doctorate degree in the Spanish field, for instance, Doctorate degree in Linguistics and others.

#### Student Life:

- Add a few more activities at night Have GC in the evening with more entertainment. Evening students were more likely working during the day so some extra entertainment would be a good stress reducer.
- Develop ways and excitement about becoming involved with school activities. Advertise or "talk them up" more, so that the students are aware that they exist and are encouraged to join.
- Discontinue \$1 beers at Gracie's during normal school hours. Students miss class to hang out and drink at the blue tables, a vortex of time.
- FIU should try to become more of a traditional university in the sense of campus life and a feel that everyone is part of the Golden Panthers. FIU should emphasize in changing the university from a commuter school to a more on-campus style university.
- Improve student life--there is no atmosphere of student life here outside of the Greek system
- Increase on campus activities. The vast difference between the north and south campuses should not exist.
- I would suggest that they offer more opportunities for the commuter students to get more involved in the school. As a student who resides on campus, I have built up a strong sense of school spirit and I feel that the commuters need to develop more of this spirit
- More funding should go to Student Organizations and Honor Societies.
- More school spirit
- More social activities
- Stronger Student Government and promote more student activities on campus. I hope this will help and please accept my best regards, and I wish FIU and all its students and faculty a successful and brilliant future.

#### Student Services:

- Better customer service from every department in the university.
- Cafeteria hours are short and food is expensive
- During my experience at FIU, I felt any paper work required for the university through university offices (SASS; registration, etc) were tiresome and slow.
- Get the record dept and registration departments in order. Because they are disorganized and not available to student easily

- Have class schedules ready more in advance of registration
- Improve the efficiency of operation; far too much of students' time is wasted due to poor organization in offices and other locations.
- Improve the system for registering for classes and inform students of the exact procedures in advance more thoroughly.
- I would like records, data, transfer info, and complaints about faculty members to be attended to in a far more organized fashion. Many friends have complained about the disorganization within the University, though I have not experienced this personally.
- I would suggest more timeliness and organization with administration/student support services. Communications via letters etc. are often neglected, or directed to the wrong individual.
- More accommodation to part-time students. Making more activities and access to administrative services outside of regular hours. Both within colleges and university-wide services.
- More emphasis towards improving Career Services
- More organization from the administration as a whole. I have had several errors made on my academic record and grades, which caused me plenty of aggravation trying to get fixed. One of those errors almost did not allow me to graduate this semester because my catalog year had been mistakenly changed without my knowledge, making it seem that I had not taken certain lower division requirements. A little organization and attention to detail by the whole staff would have probably made for a much better experience at FIU for me.
- Must enhance the quality of service to students, especially the service provided by outside of academic department, such as administration, registration. Most of the time, employees are rude and do not show the care toward students. Another matter that FIU must improve is bus service. Most of the bus drivers are so rude against students, but not to faculty. The bus maintenance is very poor as well. This is a critical problem because students are late for classes.
- Need consistent information one person tells you one thing then two weeks later another person tells you something different
- People relations
- Probably more resources for better customer service at financial aid and the registrar.
- Residency status qualifications
- To change, I would say have stronger career services, as well as have recent publications/books in the library
- Tuition payment via phone (with credit card) without incurring further cost, and shorter waiting periods/lines such as when paying for tuition or books
- Financial Aid:  
I had a very bad experience with (Name) in the financial aid office. Due to a verbal mistake that she made, I lost my scholarship for my last semester at FIU while I maintained a 3.9 GPA.

I would make sure the people answering the phones in the financial aid office is giving out correct information because I was misled by an individual which in turn caused me to lose 2 full scholarships to FIU.

Provide further guidance for students on financial aid and improve overall organization of the financial aid department.

The financial aid office has a lot of employees that are not willing to help the students and become very agitated quickly. I believe better staffing in the financial aid front office would improve FIU. Overall, they were the department I had the most trouble with considering financial aid is a complicated matter.

The Financial Aid/Scholarship department needs to be heavily improved. The remodeling is very nice but the staff needs to be more knowledgeable and available one on one. Many questions cannot be answered standing up at the front desk.

This is ONE change. I received a scholarship to help me pay for school. As I was told by the people that handle scholarships in Financial Aid and as I experienced myself Even if FIU gets the check before classes begin why does it take so long for students to receive the money. This money, let's not forget is for to help the student pay for school. Why can't FIU, in light of the scholarship, temporarily waive the fees? Instead of dropping all my classes? To whom does this make sense? FACT: FIU receives the check from the funding firm, and then writes a check to the student. Either give the money first to the student or waive the fees until the check clears FIU's bank and FIU takes its sweet time to write a check to the student (at least 14 days). Then the check clears the student's bank, and the student can pay for school. But you know, just as well as I've experienced, that by this time a minimum of 25 days have passed and the typical student, me, has been dropped from all my classes, in addition most professors refuse to teach dropped students. If anybody cares, please fix this process.

- Housing:

Housing Department. Students should have access to view the rooms or apartments prior to having to sign the Housing Agreement. Also, the Housing Agreement terms should be on the Internet advising students to read these terms carefully before signing the Housing Agreement. The personnel at the Housing Department should be more helpful and trained to be "kind" to students.

During Spring 2001 the Housing Department ordered the Cashier's Office to take over 75% of my financial aid to pay for a Housing Agreement (in the amount of \$1668.00), which I had cancelled in less than 24 hours. I NEVER USED ANY HOUSING FACILITY and they took away \$1,668.00.

Many students have complaints about the service and treatment received from the personnel at the FIU Housing Department – University Park. The Housing Agreement policies should be reviewed and properly communicated to students

