

**Office of
Planning and Institutional Effectiveness**



**Research Report 2003
Student Satisfaction Survey
Fall 2003**

**University Park Campus
PC 543**

Miami, FL 33199

Telephone: (305) 348-2731 Fax: (305) 348-1908

www.fiu.edu/~opie/cqis/index.htm

Office of Planning & Institutional Effectiveness

The *Student Satisfaction Survey* is one survey in the series of Continuous Quality Improvement Surveys instituted by Florida International University's Office of Planning and Institutional Effectiveness. This is the third survey report from the Student Satisfaction Survey to be systematically distributed to a large number of students as part of the Continuous Quality Improvement process. The information in these Continuous Quality Improvement Survey Reports is distributed to members of the University community and will be used by the appropriate departments to enhance continuous quality improvement efforts.

Every effort has been made to ensure that the data contained in this document is accurate. For further information about this and other Continuous Quality Improvement Survey Reports, visit our website at www.fiu.edu/~opie/cqis/index.htm, or contact Yasmin LaRocca at larocca@fiu.edu or the Vice Provost for Planning and Institutional Effectiveness at 305-348-2731, (FAX) 305-348-1908. You may also visit the Office of Planning and Institutional Effectiveness at University Park, PC 543.

TABLE OF CONTENTS

Table of Contents	1
Executive Summary of the Fall 2003 <i>Student Satisfaction Survey</i>	3
 I. Summary of the Fall 2003 <i>Student Satisfaction Survey</i>	
A. Introduction	5
B. Methodology:	
Survey Design	5
Sampling Design and Response Rates	6
<i>Table 1 Headcount Enrollment and Returned Surveys by College/School</i>	7
<i>Table 2 Headcount Enrollment and Returned Surveys by Gender and Race/Ethnicity</i>	7
<i>Table 3 Headcount Enrollment and Returned Surveys by Class Level</i>	7
Statistics	8
 II. Graphical Analyses of Survey Items With Levels of Highest Agreement and Disagreement	
A. Items With Highest Levels of Agreement	9
B. Items With Highest Levels of Disagreement	11
 III. Survey Item Subscales	
A. Overall Analysis of Subscales	14
<i>Table 4 2002 Student Satisfaction Survey Subscales</i>	14
B. Item Analyses	14
<i>Table 5 Survey Items With Highest Levels of Agreement</i>	14
<i>Table 6 Survey Items With Highest Levels of Disagreement</i>	15
C. Academic Issues	16
<i>Table 7 2002 Student Satisfaction Survey: Academic Issues</i>	15
D. Campus Environment	16
<i>Table 8 2002 Student Satisfaction Survey: Campus Environment</i>	16
E. Campus Life	16
<i>Table 9 2002 Student Satisfaction Survey: Campus Life</i>	16
F. Communication	17
<i>Table 10 2002 Student Satisfaction Survey: Communication</i>	17
G. Services	17
<i>Table 11 2002 Student Satisfaction Survey: Services</i>	17
H. Safety	18
<i>Table 12 2002 Student Satisfaction Survey: Safety</i>	18
I. Emergency Procedures	18
<i>Table 13 2002 Student Satisfaction Survey: Emergency Procedures</i>	18
 IV. Experiences and Treatment of Protected Classes at FIU	
A. Experiences	19
<i>Table 14 Top Five Experiences By Student Groups</i>	19
B. Treatment of Protected Classes	19
<i>Table 15 "In the previous year I was offended by a faculty/staff member making a comment that I considered to be degrading to someone's:"</i>	20
<i>Table 16 "In the previous year I was offended by a student making a comment that I considered to be degrading to someone's:"</i>	20
<i>Table 17 "In the previous year at FIU, I witnessed discrimination by a faculty/staff member that I believed was based upon someone's:"</i>	20

<i>Table 18 “In the previous year at FIU, I witnessed discrimination by a student that I believed was based upon someone’s:”</i>	21
V. Significant Group Differences	
A. Differences Between Gender Groups	22
<i>Table 19 Demographic Information By Gender and Level</i>	22
Gender Demographics	23
B. Differences Among Racial/Ethnic Groups	23
<i>Table 20 Demographic Information By Race/Ethnicity</i>	24
Race/Ethnicity Demographics	25
C. Differences Among Age Groups	25
<i>Table 21 Demographic Information By Age</i>	25
Age Demographics	26
D. Differences Among Class Levels	27
<i>Table 22 Demographic Information By Class Level</i>	27
Class Level Demographics	28
E. Differences Among Colleges/Schools	28
<i>Table 23 Demographic Information By Colleges/Schools for Undergraduate Respondents</i>	28
<i>Table 24 Demographic Information By Colleges/Schools for Graduate Respondents</i>	29
F. Differences Between Campuses	31
<i>Table 25 Demographic Information By Campus</i>	30
VI. Conclusions from the Fall 2003 <i>Student Satisfaction Survey</i>	32
Appendix A: <i>Student Satisfaction Survey</i>	33
Appendix B: Comments from Students	44
Appendix C: Responses to Questions Regarding the Treatment of the Protected Classes	151

EXECUTIVE SUMMARY OF THE FALL 2003 *STUDENT SATISFACTION SURVEY*

This report summarizes the main findings from the Fall 2003 Florida International University *Student Satisfaction Survey*, a Continuous Quality Improvement study conducted by the Office of Planning and Institutional Effectiveness. This was the third student satisfaction survey to be systematically distributed to a large number of students as part of the Continuous Quality Improvement process. The survey design assured respondents of anonymity in an attempt to facilitate candor.

The *Student Satisfaction Survey* was placed online and data was collected during the Fall 2003 semester. The survey was announced to the students through several venues. A link to the *Student Satisfaction Survey* was placed on the student government website, the Continuous Quality Improvement Survey website, the Biscayne Bay Campus website, the FIU student website, and intermittently on the FIU homepage. In addition, a short message announcing the *Student Satisfaction Survey* ran on the scrolling marquee board in the Graham Center (student union) and on the message boards at the two main entrances to the University for several weeks. The Deans, Associate Deans, Assistant Deans, Chairpersons, and Program Directors were sent information regarding the survey collection dates.

Three thousand fifty-two students responded to the survey. It was difficult to calculate the response rate to the survey, because it is unclear how many students were actually aware of the data collection. However, over nine percent of the degree-seeking student population responded to the survey.

Responses may not add up to 100% because some respondents chose not to answer every question.

Respondents reported the highest levels of agreement to the following items.

- **In general, my instructor's grading policies are clear to me:** 85% of respondents agreed with this item, 7% of respondents disagreed, 8% of respondents were not sure
- **I am satisfied that my instructors have sufficient background knowledge for their assigned classes:** 84% of respondents agreed with this item, 7% of respondents disagreed, 9% of respondents were not sure
- **My professors use relevant course materials (textbooks, handouts, videos, etc.):** 84% of respondents agreed with this item, 10% of respondents disagreed, 7% of respondents were not sure
- **In general, I feel that attending classes is an important contributor to my learning experience:** 83% of respondents agreed with this item, 9% of respondents disagreed, 8% of respondents were not sure
- **I am satisfied that I have the opportunity to freely express my opinions in class:** 81% of respondents agreed with this item, 9% of respondents disagreed, 11% of respondents were not sure

Respondents reported the highest levels of disagreement to the following items.

- **Classes that I want to take are offered on a consistent basis:** 33% of respondents agreed with this item, 51% of respondents disagreed, 16% of respondents were not sure
- **I am satisfied that the pricing of food at FIU is economical for students:** 28% of respondents agreed with this item, 48% of respondents disagreed, 24% of respondents were not sure

- **I feel that I am kept informed of student government's actions/accomplishments:** 31% of respondents agreed with this item, 45% of respondents disagreed, 24% of respondents were not sure
- **I am satisfied that there is a diverse selection of food available in the cafeteria:** 47% of respondents agreed with this item, 31% of respondents disagreed, 22% of respondents were not sure
- **I am satisfied that the FIU administration efficiently informs students of policy changes:** 42% of respondents agreed with this item, 29% of respondents disagreed, 30% of respondents were not sure

The *Student Satisfaction Survey* was made up of seven subscales: Academic Issues (18 items, average level of agreement 67%); Campus Environment (4 items, average level of agreement 51%); Campus Life (7 items, average level of agreement 51%); Communication (5 items, average level of agreement 34%); Services (17 items, average level of agreement 55%); Safety (7 items, average level of agreement 52%); and Emergency Procedures (5 items, average level of agreement 91%). Respondents reported the highest levels of agreement toward survey items on the Academic Issues subscale. Respondents reported the lowest levels of agreement toward the survey items on the Communication subscale.

Included in the survey, was a list of experiences that students might have during the academic year at FIU. Some of these experiences were positive and some were negative. Respondents were asked to report on which of the experiences they had during the previous 12 months at FIU. The top three experiences reported by all respondents were: "Developed a social relationship with a classmate (72%)", "Had the opportunity for extra credit in one of my classes" (57%), and "Had a positive experience with group projects" (46%).

Overall, students responded very positively to the items in this survey instrument, most notably toward the items in the Academic Issues subscale. This survey can be utilized as a very important tool in determining the areas that are satisfactory to students and those that need improvement. Respondents reported relatively high levels of agreement toward the survey items that included classroom and academic quality issues.

I. SUMMARY OF THE FALL 2003 *STUDENT SATISFACTION SURVEY*

A. INTRODUCTION

It is vitally important that student feedback is elicited by an institution of higher learning on a comprehensive range of topics involving the University community. One such avenue of feedback is to request that current students provide feedback regarding their thoughts and attitudes about their experiences at FIU. Therefore, a Continuous Quality Improvement annual satisfaction survey has been implemented to provide students an opportunity to have a voice in shaping the future of FIU. This is the third annual report on student satisfaction.

This report summarizes the main findings from the Florida International University 2003 *Student Satisfaction Survey*, a Continuous Quality Improvement study conducted by the Office of Planning and Institutional Effectiveness. This survey was designed to measure student satisfaction with Florida International University. The survey design assured respondents of anonymity in an attempt to facilitate candor.

B. METHODOLOGY

Survey Design. The first systematic distribution of the *Student Satisfaction Survey* occurred in the Spring Semester of 2001. Although the survey provided valuable information, it was extremely long. Many respondents did not fill out the entire survey or demonstrated a response set to survey items. A response set generally occurs due to excessive survey length and is demonstrated by a respondent reporting identical responses on a number of consecutive survey items. Missing data and response sets threaten the accuracy and internal validity of the data; therefore, a number of the surveys had to be discarded and their data were not included in the results. In addition, a factor analysis and other data analysis of the survey items indicated that many FIU students believed that many items were not applicable to them.

After considerable discussion, it was decided that the most effective avenue to collect student satisfaction data was to design an instrument that would directly address the needs of FIU students. After several months of work (August – early November, 2001), the Survey Coordinator narrowed the survey down to 51 items. This initial survey was pre-tested with several student groups and feedback was elicited from them regarding the items. As a result of this feedback, several items were clarified.

The Survey Coordinator and the Vice Provost of Planning and Institutional Effectiveness were asked to meet with the Minority and Female Students subcommittee of the University's Access and Equity Committee in mid-November 2001. At this meeting, it was requested that several additional items be added to the *Student Satisfaction Survey* that would ask respondents to report upon their knowledge of the treatment of protected classes of students (age, disability, gender, national origin, race/ethnicity, religion and sexual orientation). The Survey Coordinator worked closely with this subcommittee, particularly the Director of the Office of Equal Opportunity Programs, Dr. Bennie Osborne, and added four additional items to the *Student Satisfaction Survey*.

Internal consistency refers to the degree to which survey item scores correlate with each other. The higher the degree of correlation, the more likely it is that the items are measuring true scores. When a new survey is developed or revised extensively, it is important to test the internal consistency of the instrument to ensure that it reaches a minimum acceptable level (i.e.

the survey instrument is valid). The index of internal consistency that is most frequently utilized is *Cronbach's coefficient alpha*. For survey research, the minimum acceptable level of internal consistency or reliability (*Cronbach's coefficient alpha*) is .70 out of a maximum 1.0 for a particular survey instrument. A subscale of survey items (Academic Issues) was submitted to a reliability analysis and it was determined that the *Cronbach's coefficient alpha* was at an acceptable level. Therefore, the final version of the survey was distributed in the Spring 2002 semester. After data collection, the final version of the *Student Satisfaction Survey* was subjected to internal consistency testing and the instrument's internal consistency was measured at .93, well above the minimum acceptable level. This measure is an indication of high internal consistency in the scores obtained by this particular survey instrument; therefore, it was determined that this survey instrument is reliable.

Sampling Design and Response Rates. The Student Satisfaction Survey for Fall 2003 was placed online using Survey Pro 2.0 survey software. Data collection was conducted during the Fall 2003 semester. The survey was announced to the students through several venues. A link to the *Student Satisfaction Survey* was placed on the student government website, the Continuous Quality Improvement Survey website, the Biscayne Bay Campus website, the FIU student website, and intermittently on the FIU homepage. In addition, a short message announcing the *Student Satisfaction Survey* ran on the scrolling marquee board in the Graham Center (student union) and on the message boards at the two main entrances to the University for several weeks. The Deans, Associate Deans, Assistant Deans, Chairpersons and Program Directors were all sent information regarding the survey collection dates and were asked to share the information with all of their faculty members so that the faculty members could announce the survey in their classes. The Schools of Hospitality Management and Journalism & Mass Communications sent an email to all of their students, which included a link to the survey. Lastly, all students who had filed intent to graduate forms for the Fall 2003 semester were emailed a special notice, which included a link to the survey.

Three thousand fifty-two students responded to the survey. It was difficult to calculate the response rate to the survey, because it is unclear how many students were actually aware of the data collection. However, almost nine percent of the student population responded to the survey. Table 1 depicts the Headcount Enrollment and Returned Surveys by College/School. Table 2 depicts Headcount Enrollment and Returned Surveys by Gender and Race/Ethnicity. Table 3 depicts Headcount Enrollment and Returned Surveys by Class Level. Appendix A (p. 36) provides the Fall 2003 *Student Satisfaction Survey*, with tabulated responses for each survey item. Appendix B (p. 48) provides all of the written comments from the survey respondents. Appendix C (p. 155) provides written responses to the questions regarding the treatment of the protected classes (age, disability, gender, national origin, race/ethnicity, religion, sexual orientation) at FIU.

Headcount Enrollment data taken from Final Frozen Files, Fall Semester 2003

Table 1

Headcount Enrollment and Returned Surveys by College/School

	Headcount Enrollment		Returned Surveys		Return Rate
College/School:	#	%	#	%	%
Architecture	323	0.94	37	1.21	11.46
Arts & Sciences	5,420	15.83	928	30.41	17.12
Business Administration	3,781	11.04	556	18.22	14.71
Education	1,919	5.60	381	12.48	19.85
Engineering	1,703	4.97	183	6.00	10.75
Health & Urban Affairs	2,949	8.61	407	13.34	13.80
Hospitality Management	756	2.21	91	2.98	12.04
Journalism & Mass Communication	794	2.32	115	3.77	14.48
Law	196	0.57	22	0.72	11.22
Advising/Affiliated/University					
College/Non-degree seeking	16,400	47.90	0	0	0.00
Unknown	0	0.00	332	10.88	n/a
Totals	34,241	100.0	3,052	100	8.91

Table 2

Headcount Enrollment and Returned Surveys by Gender and Race/Ethnicity*

	Returned Surveys Male		Returned Surveys Female		Headcount Enrollment Male		Headcount Enrollment Female	
Race/Ethnicity:	#	%	#	%	#	%	#	%
American Indian	10	0.3	17	0.5	29	0.1	38	0.1
Asian	62	1.9	73	2.3	610	1.8	676	2.0
Black/African American	86	2.7	228	7.1	1713	5.0	2917	8.5
Hispanic	520	16.1	1197	37.0	7771	22.7	10464	30.6
White	294	9.1	566	17.5	3057	8.9	4070	11.9
Other/Non-Resident Aliens	71	2.2	110	3.4	1490	4.4	1389	4.1
Totals	1,043	32.3	2,191	67.7	14,670	42.9	19,554	57.1

*Students were allowed to select more than one race/ethnicity category

Table 3

Headcount Enrollment and Returned Surveys by Class Level

	Headcount Enrollment		Returned Surveys	
Class Level:	#	%	#	%
Freshman	4,717	13.8	461	15.1
Sophomore	3,951	11.5	384	12.6
Junior	8,806	25.7	835	27.4
Senior	8,356	24.4	802	26.3
Graduate students	4,944	14.4	483	15.8
Not classified/Missing	3,467	10.1	87	2.9
Totals	34,241	100	3,052	100

The response rates were somewhat representative of the student population. It is difficult to know whether the student respondents were representative of each College/School, because many of the students who responded had not declared a major; therefore, they did not report an affiliation with a particular college/school. Of those who indicated a major: 11% of the students from the School of Architecture responded, 17% of the students from the College of Arts and Sciences responded, 15% of the students from the College of Business responded, 20% of the students from the College of Education responded, 11% of the students from the College of Engineering responded, 14% of the students from the College of Health and Urban Affairs responded, 12% of the students from the students from the School of Hospitality Management responded, 14% of the students from the School of Journalism and Mass Communications, and 11% from the School of Law.

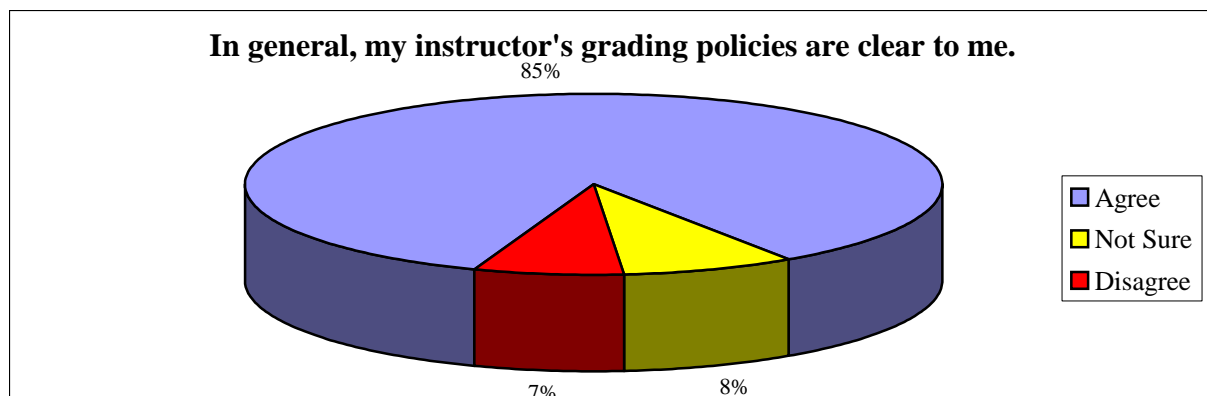
Females were over-represented in the survey respondents, 68% of the respondents were female as compared to 57% in the student population. Survey respondents were representative of their class level with the exception of unclassified students who were underrepresented in the survey respondents.

Statistics. The data were analyzed using the Statistical Package for Social Sciences (SPSS) version 11.0.1. In general, a five-point scale was used for the survey questions, with higher scores indicating more positive attitudes. A variety of simple statistics are reported such as percentages and mean findings (arithmetic averages). Correlations (also called bivariate relationships) are used to describe the relationships between two or more variables. In this report, the degree of correlation is denoted by “*r*” (Pearson Product Moment Correlation). A positive correlation indicates that as scores increase for one variable, they increase for another variable as well (or both scores decrease).

II. GRAPHICAL ANALYSES OF SURVEY ITEMS WITH LEVELS OF HIGHEST AGREEMENT AND DISAGREEMENT

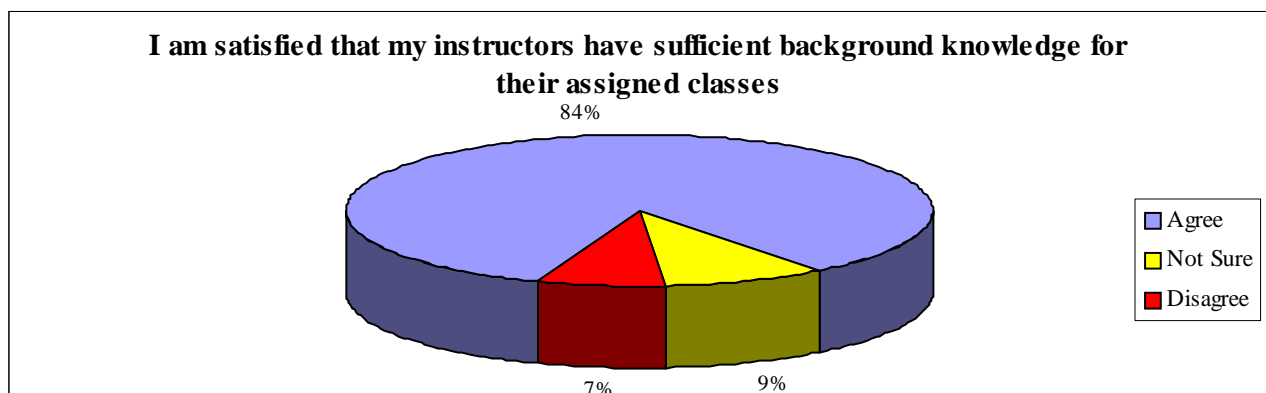
The survey respondents were asked to rate each item on a five-point scale that ranged from “Strongly Disagree” (1) to “Strongly Agree” (5). In order to portray the responses in a concise manner, the scale was combined and responses of one and two are shown as “Disagree,” responses to three as “Not Sure” and responses of four and five as “Agree.” There was also a category for those individuals who did not respond to each question. Percentages are rounded to equal 100%.

A. ITEMS WITH HIGHEST LEVELS OF AGREEMENT



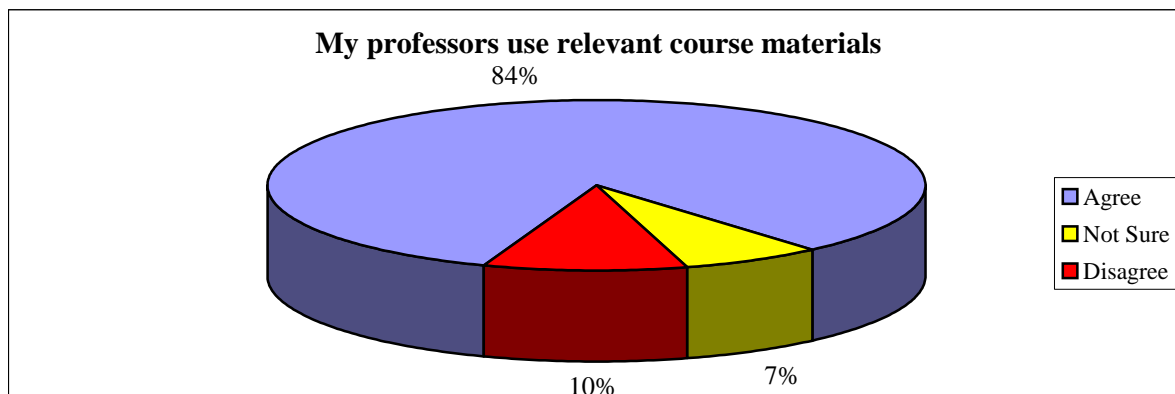
Eighty-five percent of respondents reported that they “Strongly Agreed” (27.8%) or “Agreed” (57.6%) with this statement. Eight percent of respondents reported that they were “Not Sure” whether they agreed or disagreed with this item. Seven percent of respondents reported that they “Disagreed” (6%) or “Strongly Disagreed” (1%) with this survey item.

This survey item had the highest correlations with the following survey items: “Classes that I want to take are offered on a consistent basis” ($r = .51, p < .001$), “In general, I feel that FIU meets my learning expectations” ($r = .40, p < .001$), “In general, I feel that required course materials are useful” ($r = .35, p < .001$).



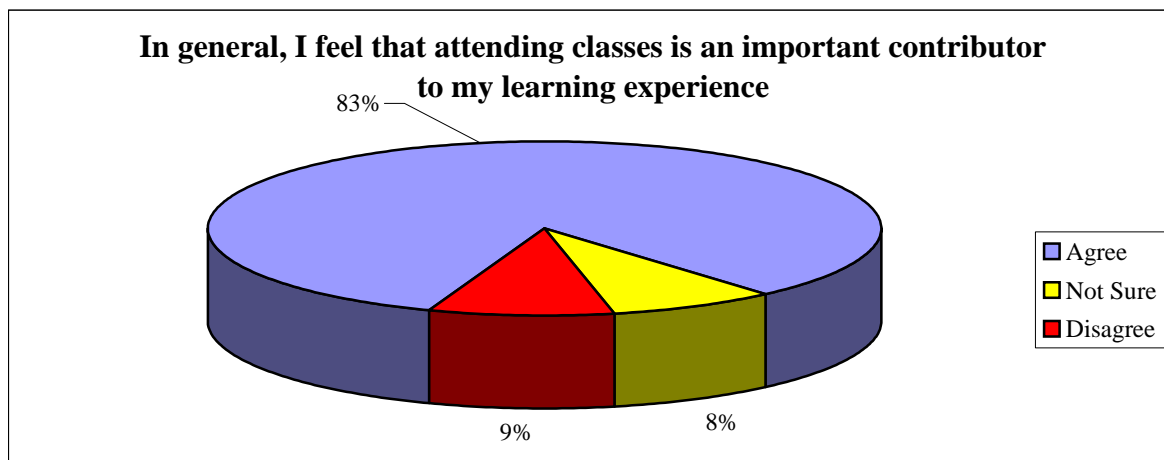
Eighty-four percent of respondents reported that they “Strongly Agreed” (34.7%) or “Agreed” (49.5%) with this statement. Nine percent of respondents reported that they were “Not Sure” whether they agreed or disagreed with this item. Seven percent of respondents reported that they “Disagreed” (6%) or “Strongly Disagreed” (1%) with this survey item.

This survey item had the highest correlations with the following survey items: “In general, I feel that my instructors have a genuine interest in my learning” ($r = .50, p < .001$), “My professors use relevant course materials (textbooks, handouts, videos, etc.)” ($r = .43, p < .001$), and “I am satisfied that I am given adequate opportunities to demonstrate my understanding of course materials” ($r = .40, p < .001$).



Eighty-four percent of respondents reported that they “Strongly Agreed” (23%) or “Agreed” (61%) with this statement. Seven percent of respondents reported that they were “Not Sure” whether they agreed or disagreed with this item. Ten percent of respondents reported that they “Disagreed” (9%) or “Strongly Disagreed” (1%) with this survey item.

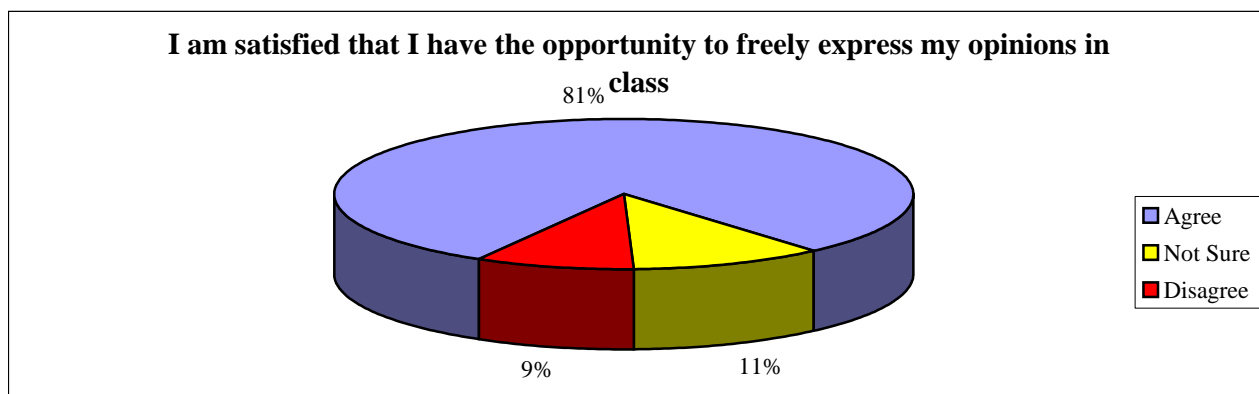
This survey item had the highest correlations with the following survey items: “In general, I feel that FIU meets my learning expectations” ($r = .46, p < .001$), “I am satisfied that I am given adequate opportunities to demonstrate my understanding of course materials” ($r = .45, p < .001$), and “In general, I feel that my instructors have a genuine interest in my learning” ($r = .45, p < .001$).



Eighty-three percent of respondents reported that they “Strongly Agreed” (48%) or “Agreed” (35%) with this statement. Eight percent of respondents reported that they were “Not Sure” whether they agreed or disagreed with this item. Nine percent of respondents reported that they “Disagreed” (6.1%) or “Strongly Disagreed” (2.4%) with this survey item.

This survey item had the highest correlations with the following survey items: “In general, I feel that FIU meets my learning expectations” ($r = .34, p < .001$), “I am satisfied that I have the opportunity to freely express my opinions in class” ($r = .33, p < .001$), and “I am satisfied that

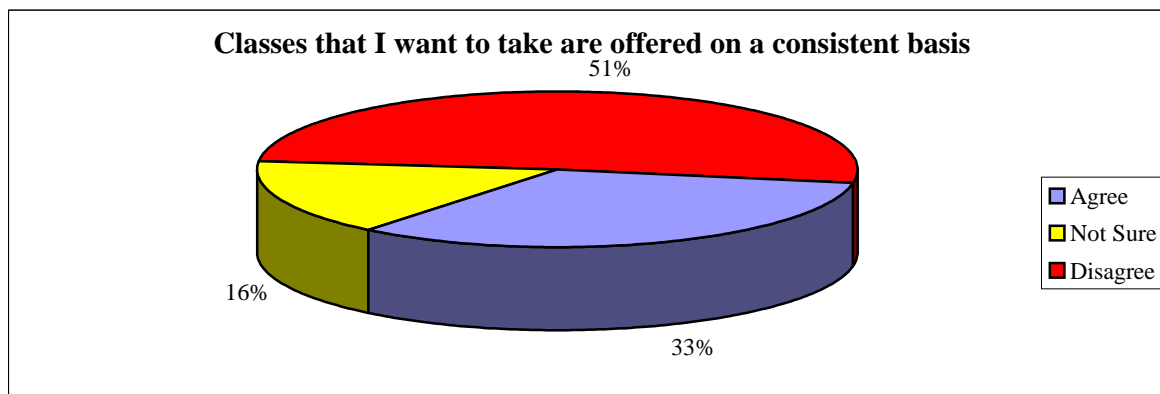
my instructors have sufficient background knowledge for their assigned classes ($r = .33, p < .001$).



Eighty-one percent of respondents reported that they “Strongly Agreed” (32%) or “Agreed” (49%) with this statement. Eleven percent of respondents reported that they were “Not Sure” whether they agreed or disagreed with this item. Nine percent of respondents reported that they “Disagreed” (7%) or “Strongly Disagreed” (2%) with this survey item.

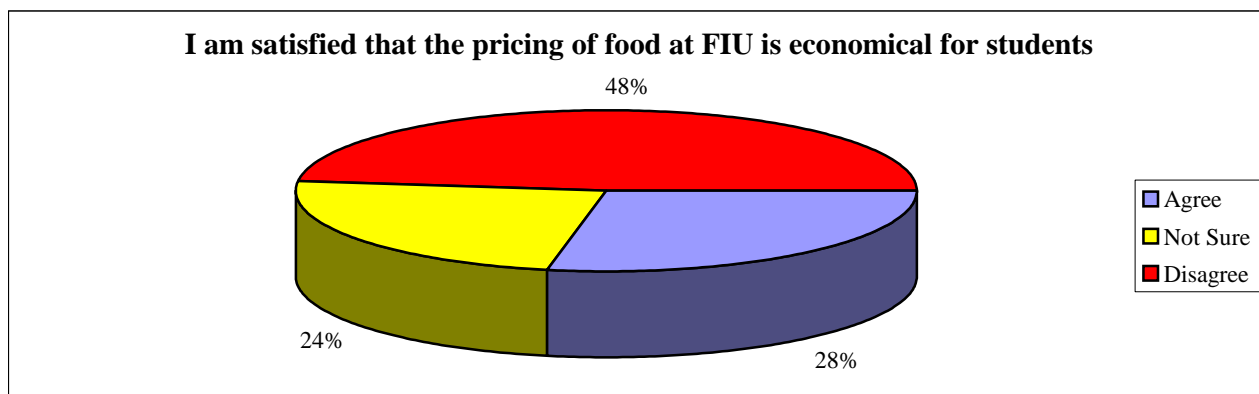
This survey item had the highest correlations with the following survey items: “I am satisfied that I am given adequate opportunities to demonstrate my understanding of course materials” ($r = .45, p < .001$). “In general, I feel that my instructors have a genuine interest in my learning” ($r = .44, p < .001$), and “I am satisfied that my instructors have sufficient background knowledge for their assigned classes ($r = .37, p < .001$).

B. ITEMS WITH HIGHEST LEVELS OF DISAGREEMENT



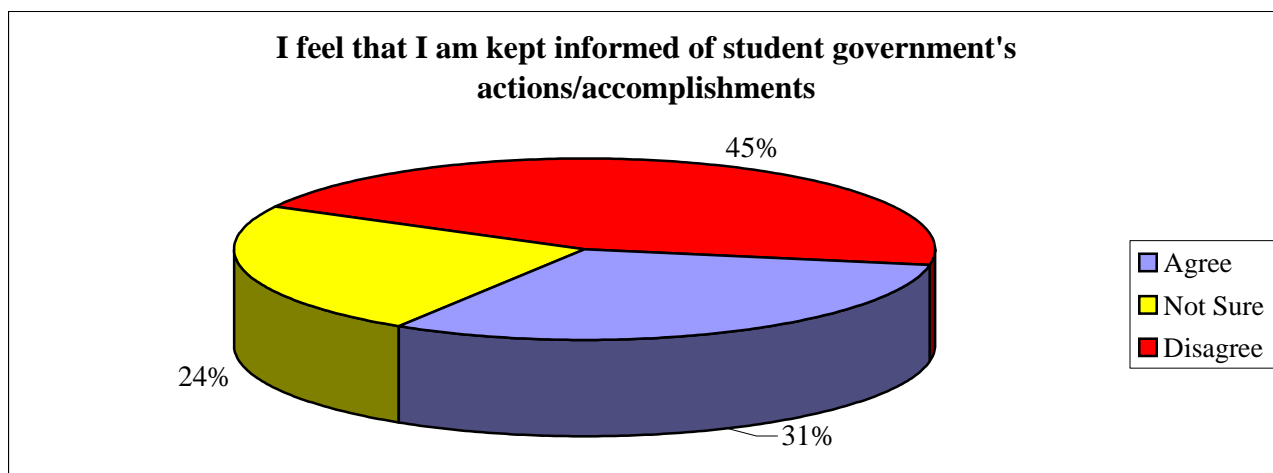
Thirty-three percent of respondents reported that they “Strongly Agreed” (7%) or “Agreed” (26%) with this statement. Sixteen percent of respondents reported that they were “Not Sure” whether they agreed or disagreed with this item. Fifty-one percent of respondents reported that they “Disagreed” (32%) or “Strongly Disagreed” (19%) with this survey item.

This survey item had the highest correlations with the following survey items: “I am satisfied with the diversity of courses offered in my major” ($r = .48, p < .001$), “In general, I feel that FIU meets my learning expectations” ($r = .33, p < .001$), and “I am satisfied that the FIU administration efficiently informs students of policy changes” ($r = .30, p < .001$).



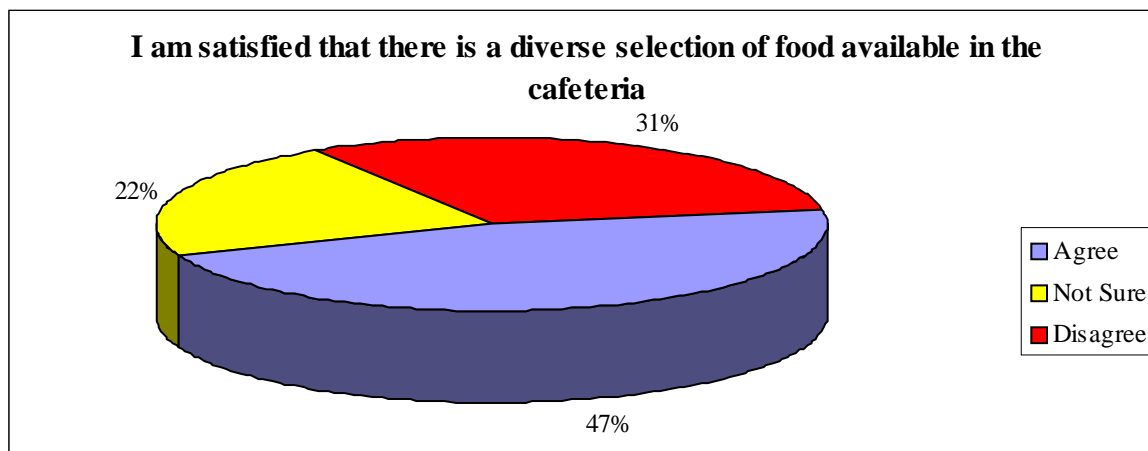
Twenty-eight percent of respondents reported that they “Strongly Agreed” (4%) or “Agreed” (24%) with this statement. Twenty-four percent of respondents reported that they were “Not Sure” whether they agreed or disagreed with this item. Forty-eight percent of respondents reported that they “Disagreed” (28%) or “Strongly Disagreed” (20%) with this survey item.

This survey item had the highest correlations with the following survey items: “I am satisfied that there is a diverse selection of food available in the cafeteria” ($r = .47, p < .001$), “I feel that FIU provides enough places for quiet study on campus” ($r = .30, p < .001$), and “I feel that FIU provides enough spaces for students to relax on campus” ($r = .30, p < .001$).



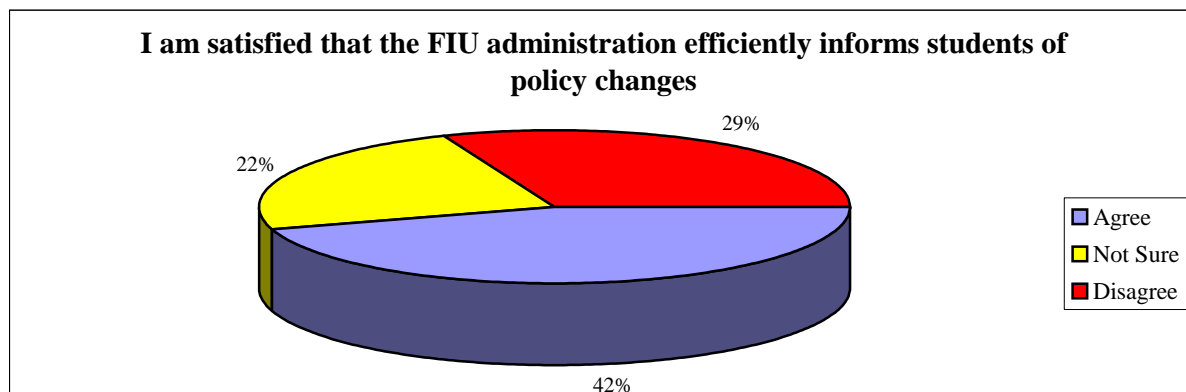
Thirty-one percent of respondents reported that they “Strongly Agreed” (6%) or “Agreed” (25%) with this statement. Twenty-four percent of respondents reported that they were “Not Sure” whether they agreed or disagreed with this item. Forty-five percent of respondents reported that they “Disagreed” (31.3%) or “Strongly Disagreed” (13.4%) with this survey item.

This survey item had the highest correlations with the following survey items: “I am satisfied that student government has been effective in implementing changes” ($r = .51, p < .001$), “I am satisfied that I have an adequate forum at FIU to express my concerns” ($r = .40, p < .001$), and “I am satisfied with the amount of publicity that accompanies campus events” ($r = .40, p < .001$).



Forty-seven percent of respondents reported that they “Strongly Agreed” (12%) or “Agreed” (35%) with this statement. Twenty-two percent of respondents reported that they were “Not Sure” whether they agreed or disagreed with this item. Thirty-one percent of respondents reported that they “Disagreed” (18%) or “Strongly Disagreed” (23%) with this survey item. .

This survey item had the highest correlations with the following survey items: “I am satisfied that the pricing of food at FIU is economical for students” ($r = .47, p < .001$), “I feel that FIU provides enough spaces for students to relax on campus” ($r = .39, p < .001$), and “I am satisfied that the sizes of the recreational facilities are adequate given the number of students on campus” ($r = .35, p < .001$).



Forty-two percent of respondents reported that they “Strongly Agreed” (9%) or “Agreed” (33%) with this statement. Thirty percent of respondents reported that they were “Not Sure” whether they agreed or disagreed with this item. Twenty-nine percent of respondents reported that they “Disagreed” (20%) or “Strongly Disagreed” (9%) with this survey item.

This survey item had the highest correlations with the following survey items: “I am satisfied that I have an adequate forum at FIU to express my concerns” ($r = .48, p < .001$), “I am satisfied that FIU promptly communicates the status of emergency school closings” ($r = .47, p < .001$), and “I am satisfied with the amount of publicity that accompanies campus events” ($r = .46, p < .001$).

III. SURVEY ITEM SUBSCALES

For every subscale, with the exception of the final subscale (Emergency Procedures), the scale of responses for each item ranged from 1 (Strongly Disagree) to 5 (Strongly Agree). The Emergency Procedures subscale ranged from 1 (Not Confident) to 3 (Confident).

A. OVERALL ANALYSIS OF SUBSCALES

Table 4 below shows a summary of the average levels of agreement for each of the subscales. The respondent students were most positive toward the items in the “Academic Issues” subscale, with an average level of agreement of 60%. Respondents were least positive toward the items in the “Communication” subscale with an average level of agreement of 43%.

TABLE 4
2003 Student Satisfaction Survey Subscales

	Level of Agreement
Academic Issues (Scale = 1 to 5)	67%
Campus Environment (Scale = 1 to 5)	51%
Campus Life (Scale = 1 to 5)	51%
Communication (Scale = 1 to 5)	43%
Services (Scale = 1 to 5)	64%
Safety (Scale = 1 to 5)	52%
Emergency Procedures (Scale = 1 to 3)	91%

B. ITEM ANALYSES

The following two tables (Tables 5-6) identify items in the survey to which the respondents reported the highest levels of agreement and disagreement.

TABLE 5 SURVEY ITEMS WITH HIGHEST LEVELS OF AGREEMENT	Levels of Agreement
1) In general, my instructor's grading policies are clear to me	85%
2) I am satisfied that my instructors have sufficient background knowledge for their assigned classes	84%
3) My professors use relevant course materials (textbooks, handouts, videos, etc.)	84%
4) In general, I feel that attending class is an important contributor to my learning experience.	83%
5) I am satisfied with the effectiveness of the FIU web-site	82%
6) I am satisfied that I have the opportunity to freely express my opinions in class	81%
7) I am satisfied with the effectiveness of the FIU web-based e-mail system	80%
8) In general, I feel comfortable with the presence of police officers on campus	77%
9) In general, I feel that FIU meets my learning expectations	77%
10) In general, my classes are free from disruptive students	76%

TABLE 6	Levels of
SURVEY ITEMS WITH HIGHEST LEVELS OF DISAGREEMENT	Disagreement
1) Classes that I want to take are offered on a consistent basis	51%
2) I am satisfied that the pricing of food at FIU is economical for students	48%
3) I feel that I am kept informed of student government's actions/accomplishments	45%
4) I am satisfied that there is a diverse selection of food in the cafeteria	31%
5) I am satisfied that the FIU administration efficiently informs students of policy changes	29%
6) I feel that FIU provides enough places for quiet study on campus	28%
7) In general, I received correct information from the advising center	27%
8) I am satisfied that I have an adequate forum at FIU to express my concerns	27%
9) I am satisfied with the diversity of courses offered in my major	26%
10) I am satisfied with the amount of publicity that accompanies campus events	26%

C. ACADEMIC ISSUES

The Academic Issues subscale consists of eighteen items. The items are listed below along with the overall level of agreement for each survey item. The average level of agreement was 67%.

TABLE 7	
2003 Student Satisfaction Survey: Academic Issues	
ITEM:	Level of Agreement
In general, I feel that FIU meets my learning expectations	77%
My professors use relevant course materials (textbooks, handouts, videos, etc.)	84%
In general, my instructor's grading policies are clear to me	85%
I am satisfied that I am given adequate opportunities to demonstrate my understanding of course materials	69%
In general, I feel that my instructors have a genuine interest in my learning	62%
I am satisfied that my instructors have sufficient background knowledge for their assigned classes	84%
In general, I felt that attending classes is an important contributor to my learning experience	84%
I am satisfied that I have the opportunity to freely express my opinions in class	81%
In general, my classes are free from disruptive students	76%
I believe that working on group projects with my classmates has enhanced my teamwork skills	54%
In general, I feel that required course materials are useful	64%
I am satisfied with the diversity of courses offered in my major	58%
Classes that I want to take are offered on a consistent basis	33%
My major allows me the opportunity to participate in research with a faculty member	34%
My major allows me the opportunity to participate in field experiences	53%
I am satisfied with the number of students in my classes	72%
I am satisfied that there is sufficient seating/space in my classrooms	69%
I am satisfied with the amount of technology used for the presentation of lecture notes, distribution of course materials over the web, and computer-aided learning/communication.	<u>75%</u>
Averages	67%

D. CAMPUS ENVIRONMENT

The Campus Environment subscale is made up of four items. The items are listed below along with the overall level of agreement for each survey item. The average level of agreement was 51%.

TABLE 8

2003 Student Satisfaction Survey: Campus Environment

ITEM:	Level of Agreement
I feel that FIU provides enough space for students to relax on campus	65%
I feel that FIU provides enough places for quiet study on campus	63%
I am satisfied that the pricing of food at FIU is economical for students	28%
I am satisfied that there is a diverse selection of food available in the cafeteria	47%
Averages	51%

E. CAMPUS LIFE

The Campus Life subscale is made up of seven items. The items are listed below along with the overall level of agreement for each survey item. The average level of agreement was 51%.

TABLE 9

2003 Student Satisfaction Survey: Campus Life

ITEM:	Level of Agreement
I am satisfied that the sizes of the recreational facilities are adequate given the number of students on campus	45%
I believe that it is important to show support by attending FIU events	70%
I feel that I am kept informed of student government's actions/accomplishments	31%
I am satisfied that student government has been effective in implementing changes	23%
I am satisfied with the diversity of campus clubs/organizations	61%
I am satisfied that I have the opportunity to actively participate in campus clubs/organizations	66%
I am satisfied with the selection of cultural activities at FIU	60%
Averages	51%

F. COMMUNICATION

The Communication subscale is made up of five items. The items are listed below along with the overall level of agreement for each survey item. The average level of agreement was 43%.

TABLE 10

2003 Student Satisfaction Survey: Communication

ITEM:	Level of Agreement
I am satisfied that FIU promptly communicates the status of emergency school closings	47%
I am satisfied that the FIU administration efficiently informs students of policy changes	42%
I am satisfied with the amount of publicity that accompanies campus events	47%
I am satisfied with the timeliness of publicity surrounding FIU events	45%
I am satisfied that I have an adequate forum at FIU to express my concerns	32%
Averages	43%

G. SERVICES

The Services subscale is made up of sixteen items. The items are listed below along with the overall level of agreement for each survey item. The average level of agreement was 64%.

TABLE 11

2003 Student Satisfaction Survey: Services

ITEM:	Level of Agreement
In general, I receive correct information from the Financial Aid Office	53%
In general, I receive correct information from the Registrar's Office	66%
In general, I receive correct information from the Cashier's Office	66%
In general, I receive correct information from the Advising Center	48%
In general, I receive correct information from the advisors in my major	58%
I am satisfied with the customer service I received from the Financial Aid Office	52%
I am satisfied with the customer service I received from the Registrar's Office	65%
I am satisfied with the customer service I received from the Cashier's Office	64%
I am satisfied with the customer service I received from the Advising Center	52%
I am satisfied with the effectiveness of the FIU website	82%
I am satisfied with the effectiveness of the academic web pages	78%
I am satisfied with the effectiveness of the web-based student registration system	81%
I am satisfied with the effectiveness of the kiosk-based student registration system	60%
I am satisfied with the effectiveness of the campus internet connectivity	70%
I am satisfied with the effectiveness of the FIU web-based email system	80%
I am satisfied with the effectiveness of the University (open)computer labs	62%
I am satisfied with the effectiveness of the academic department computer labs	55%
Averages	64%

H. SAFETY

The Safety subscale is made up of seven items. The items are listed below along with the overall level of agreement for each survey item. The average level of agreement was 52%.

TABLE 12

2003 Student Satisfaction Survey: Safety

ITEM:	Level of Agreement
In general, I feel safe on campus after dark	64%
I am satisfied with the outdoor lighting on my home campus	50%
I am satisfied with the number of emergency call boxes on campus	40%
I am satisfied that my car is secure on campus	61%
In general, I feel comfortable with the presence of police officers on campus	77%
I am satisfied with the response times of campus police to emergency situations	31%
I am satisfied that I would know what to do in an emergency situation on campus	<u>41%</u>
Averages	52%

I. EMERGENCY PROCEDURES

The Emergency Procedures subscale is made up of five items. The items are listed below along with the overall level of agreement for each survey item. The average level of agreement was 85%. Unlike the previous subscales, the scale for these items ranged from Not Confident (1) to Confident (3).

ITEM:	Level of Agreement
I am confident in FIU's ability to carry out emergency procedures in the following area:	
Bomb Threats	88%
Fire	92%
Physical injury or sickness	91%
Traffic accident on campus	91%
Emergency Weather conditions	<u>92%</u>
Averages	91%

IV. EXPERIENCES AND TREATMENT OF PROTECTED CLASSES AT FIU

Included in the survey was a list of nineteen experiences that students might have during the academic year at FIU. Some of these experiences were positive and some were negative. Respondents were asked to report on which of the experiences they had during the previous 12 months at FIU. There were differences in the types of experiences that the respondents reported. Some of these differences are listed below.

A. EXPERIENCES

Table 14 Experiences By Student Groups								
Groups:	Attended a movie on campus	Attended a multicultural event on campus	Developed a social relationship with a classmate	Had an unpleasant interaction with Student Services Staff	Had to use a dirty restroom on campus	Negative experience with group projects	Opportunity for extra credit in one of my classes	Positive experience with group projects
All respondents	28%	32%	73%	37%	44%	35%	57%	46%
Female	27%	33%	76%	39%	47%	24%	58%	34%
Male	27%	32%	39%	35%	41%	34%	56%	34%
American Indian	15%	22%	63%	44%	48%	33%	48%	19%
Asian	34%	34%	61%	41%	48%	39%	39%	41%
Black/African American	32%	48%	66%	41%	36%	29%	61%	48%
Hispanic	28%	31%	76%	36%	42%	33%	59%	48%
White	25%	27%	74%	40%	53%	38%	56%	48%
Other	34%	45%	77%	42%	49%	38%	65%	49%

B. TREATMENT OF PROTECTED CLASSES

In addition, respondents were asked to report on their perception of the treatment of the protected classes at FIU (age, disability, gender, national origin, race/ethnicity, religion and sexual orientation). Respondents were asked if they had been offended by comments from faculty/staff or students that had been directed toward students in these protected classes. Respondents were also asked to report upon perceived discrimination from faculty/staff or students that was directed toward students of these protected classes.

Some of the survey respondents did not respond to the treatment of protected classes survey items. However, those who responded to these questions and reported negative treatment of at least one of the protected classes (age, disability, gender, national origin, race/ethnicity, religion and sexual orientation) reported the following concerns.

Percentages were rounded to the nearest whole percent

Table 15

“In the previous year at FIU, I was offended by a faculty/staff member making a comment that I considered to be degrading to someone’s”:

	Protected classes						
Respondent Group	Age	Gender	National origin	Disability	Race/ Ethnicity	Religion	Sexual Orientation
All respondents	3%	4%	5%	2%	7%	3%	3%
Female	2%	5%	4%	2%	7%	3%	3%
Male	4%	4%	7%	2%	4%	4%	3%
American Indian	7%	7%	4%	4%	7%	4%	7%
Asian	4%	4%	13%	1%	14%	6%	1%
Black/African American	3%	2%	3%	3%	7%	3%	2%
Hispanic	2%	4%	4%	2%	6%	3%	3%
White	3%	5%	4%	2%	6%	4%	3%
Other	4%	5%	4%	3%	7%	5%	4%

Table 16

“In the previous year at FIU, I was offended by a student making a comment that I considered to be degrading to someone’s”:

	Protected classes						
Respondent Group	Age	Gender	National origin	Disability	Race/ Ethnicity	Religion	Sexual orientation
All respondents	2%	3%	6%	5%	8%	5%	7%
Female	2%	2%	5%	5%	8%	5%	7%
Male	3%	3%	7%	5%	9%	6%	7%
American Indian	15%	26%	19%	26%	26%	33%	26%
Asian	1%	1%	5%	3%	7%	2%	6%
Black/African American	4%	5%	7%	5%	10%	5%	5%
Hispanic	2%	3%	6%	5%	8%	5%	6%
White	2%	3%	6%	6%	7%	5%	7%
Other	4%	3%	8%	5%	11%	8%	10%

Table 17

“In the previous year at FIU, I witnessed discrimination by a faculty/staff member that I believed was based upon someone’s”:

	Protected classes						
Respondent Group	Age	Gender	National origin	Disability	Race/ Ethnicity	Religion	Sexual orientation
All respondents	1%	2%	2%	1%	3%	1%	0%
Female	1%	2%	1%	1%	3%	1%	0%
Male	1%	2%	3%	1%	4%	1%	0%
American Indian	7%	7%	4%	7%	7%	4%	0%
Asian	1%	3%	7%	1%	9%	3%	0%
Black/African American	1%	2%	2%	1%	1%	0%	0%
Hispanic	1%	2%	2%	1%	2%	1%	0%
White	1%	2%	2%	1%	3%	1%	0%
Other	20%	32%	30%	14%	55%	14%	0%

Table 18 “In the previous year at FIU, I witnessed discrimination by a student that I believed was based upon someone’s”:							
	Protected classes						
Respondent Group	Age	Gender	National origin	Disability	Race/ Ethnicity	Religion	Sexual orientation
All respondents							
Female	1%	1%	2%	1%	3%	1%	2%
Male	2%	2%	4%	2%	5%	3%	3%
American Indian	11%	11%	11%	15%	11%	11%	4%
Asian	1%	2%	4%	1%	6%	4%	2%
Black/African American	2%	1%	2%	2%	6%	2%	2%
Hispanic	0%	1%	2%	1%	2%	1%	2%
White	2%	2%	3%	2%	3%	2%	3%
Other	20%	26%	38%	18%	54%	28%	34%

V. SIGNIFICANT GROUP DIFFERENCES

A. DIFFERENCES BETWEEN GENDER GROUPS

Table 19 shows demographic information for male and female respondents. As expected, there were some significant differences in responses to the survey items by gender. This table is followed by a written analysis of selected demographic items and selected statistically significant differences in responses to the survey items by gender.

**Please note that some respondents did not answer every demographic item.
The following tables exclude Special Students who responded to the survey.**

Table 19

Demographic Information By Gender and Level

	Females		Males		Totals
	<u>Undergraduate</u>	<u>Graduate</u>	<u>Undergraduate</u>	<u>Graduate</u>	
1. <u>Age</u>					
18 and under	267	0	79	0	346
19-24	1062	77	445	37	1621
25-30	201	115	132	66	514
31-34	61	40	42	17	160
35-44	71	49	45	33	198
45-55	31	24	18	11	84
Over 55	<u>7</u>	<u>6</u>	<u>4</u>	<u>3</u>	<u>20</u>
Totals	1700	311	765	167	2943
2. <u>Class Level</u>					
Freshman	338	0	120	0	458
Sophomore	266	0	118	0	384
Junior	572	0	256	0	828
Senior	525	0	272	0	797
Graduate Student	<u>0</u>	<u>311</u>	<u>0</u>	<u>167</u>	<u>478</u>
Totals	1701	311	766	167	2945
3. <u>Class Load</u>					
Full-time	1360	192	600	110	2262
Part-time	<u>330</u>	<u>116</u>	<u>162</u>	<u>56</u>	<u>664</u>
Totals	1690	308	762	166	2926
4. <u>Employment</u>					
Not employed	547	59	251	16	873
Part-time on campus	165	165	67	40	437
Part-time off campus	578	578	242	14	1412
Full-time on campus	17	24	13	19	73
Full-time off campus	<u>382</u>	<u>115</u>	<u>186</u>	<u>76</u>	<u>759</u>
Totals	1689	941	759	165	3554
5. <u>GPA</u>					
No credits earned	159	44	63	20	286
1.99 or below	11	0	10	0	21
2.00-2.49	113	1	53	1	168
2.50-2.99	375	11	203	4	593
3.00-3.49	630	70	250	45	995
3.50 or above	<u>398</u>	<u>182</u>	<u>184</u>	<u>96</u>	<u>860</u>
Totals	1686	308	763	166	2923

Table 19 continued	Females		Males		Totals
	Undergraduate	Graduate	Undergraduate	Graduate	
6. <u>Home Campus</u>					
Biscayne Bay	339	48	115	10	512
Broward	2	11	3	3	19
University Park	<u>1322</u>	<u>241</u>	<u>589</u>	<u>130</u>	<u>2282</u>
Totals	1663	300	707	143	2813
7. <u>Race</u>					
American Indian/Alaskan Native	12	4	9	0	25
Asian	59	14	35	25	133
Black/African American	193	31	74	11	309
Hispanic	1057	130	453	63	1703
White	424	131	217	73	845
Other	<u>92</u>	<u>17</u>	<u>63</u>	<u>7</u>	<u>179</u>
Totals	1837	327	851	179	3194

Gender Demographics

- Male respondents were more likely to report that they were seniors (30% versus 26%) and more likely to report that they were graduate students (18% versus 15%) than female respondents
- Male respondents were less likely to report that Biscayne Bay was their home campus (15% versus 20%) and more likely to report that University Park was their home campus than female respondents (85% versus 80%)
- Male respondents were less likely to report their race/ethnicity as Asian than female respondents (1% versus 3%)
- Male respondents were more likely than female respondents to report that the highest degree they expected to receive was a Doctorate or professional degree (30% versus 26%)
- Male respondents were less likely than female respondents to report that they lived with their parents (46% versus 51%), equally likely than female respondents to report that they lived in their own home (20%), and more likely to report that they lived in a rented room, apartment, or home (25% versus 19%)
- Male respondents were less likely than female respondents to report that they lived over 25 miles from campus (16% versus 19%) and more likely to report that they lived within one mile of campus (9% versus 6%) or between 1-10 miles from campus (35% versus 31%)

B. DIFFERENCES AMONG RACIAL/ETHNIC GROUPS

Table 20 shows demographic information by race/ethnicity. As expected, there were some significant differences in responses to the survey items by race/ethnicity. This table is followed by a written analysis of selected demographic items and selected statistically significant differences in responses to the survey items by race/ethnicity.

Please note that some respondents did not answer every demographic item. In addition, American Indian/Alaskan Natives were excluded from further analysis because of the small number of respondents.

	American Indian	Asian	Black/ African American	Hispanic	White	Other	Totals
1. <u>Age</u>							
18 and under	3	16	28	250	69	23	389
19-24	16	72	168	975	433	109	1773
25-30	2	24	58	281	174	25	564
31-34	1	12	21	84	46	7	171
35-44	1	7	27	83	80	11	209
45-55	3	2	7	38	44	5	99
Over 55	<u>1</u>	<u>0</u>	<u>4</u>	<u>5</u>	<u>14</u>	<u>1</u>	<u>25</u>
Totals	27	133	313	1716	860	181	3230
2. <u>Class Level</u>							
Freshman	3	16	39	318	95	32	503
Sophomore	3	19	43	233	109	24	431
Junior	10	35	95	483	231	54	908
Senior	<u>5</u>	<u>24</u>	<u>90</u>	<u>476</u>	<u>206</u>	<u>46</u>	<u>847</u>
Totals	21	94	267	1510	641	156	2689
3. <u>Class Load</u>							
Full-time	21	115	253	1293	624	153	2459
Part-time	<u>5</u>	<u>18</u>	<u>57</u>	<u>412</u>	<u>230</u>	<u>28</u>	<u>750</u>
Totals	26	133	310	1705	854	181	3209
4. <u>Employment</u>							
Not employed	10	54	103	476	270	68	981
Part-time on campus	4	22	49	164	96	32	367
Part-time off campus	7	25	69	573	241	46	961
Full-time on campus	0	10	4	34	22	3	73
Full-time off campus	<u>6</u>	<u>21</u>	<u>86</u>	<u>456</u>	<u>227</u>	<u>29</u>	<u>825</u>
Totals	27	132	311	1703	856	178	3207
5. <u>GPA</u>							
No credits earned	1	17	32	175	79	20	324
1.99 or below	0	0	3	16	5	0	24
2.00-2.49	4	9	24	96	42	16	191
2.50-2.99	5	14	78	388	134	33	652
3.00-3.49	11	43	118	587	257	62	1078
3.50 or above	<u>6</u>	<u>51</u>	<u>52</u>	<u>447</u>	<u>337</u>	<u>49</u>	<u>942</u>
Totals	27	134	307	1709	854	180	3211
6. <u>Home Campus</u>							
Biscayne Bay	6	19	120	213	158	37	553
Broward	1	22	4	5	10	1	43
University Park	<u>20</u>	<u>93</u>	<u>176</u>	<u>1436</u>	<u>661</u>	<u>133</u>	<u>2519</u>
Totals	27	134	300	1654	829	171	3115
7. <u>Gender</u>							
Female	17	73	228	1197	566	110	2191
Male	<u>10</u>	<u>62</u>	<u>86</u>	<u>520</u>	<u>294</u>	<u>71</u>	<u>1043</u>
Totals	27	135	314	1717	860	181	3234

Race/Ethnicity Demographics

- Hispanic respondents were significantly younger than White respondents (7% over the age of 34 versus 16%)
- Asian respondents were significantly more likely to be graduate students than Black/African American, Hispanic, White, or Other respondents (29% versus 14%, 11%, 24%, and 13%, respectively)
- Asian respondents were significantly more likely than Hispanic or White respondents to report that they were full-time students (86% versus 76% and 73%, respectively)
- Asian and White respondents were more likely than Black/African American and Hispanic respondents to report a Grade Point Average (GPA) over 3.50 (38% and 39% versus 17% and 26%, respectively)
- Asian respondents were significantly more likely to be male students than Black/African American, Hispanic, White, or Other respondents (45% versus 28%, 30%, 34%, and 39%)
- Hispanic respondents were more likely than Asian, Black/African American, White, or Other respondents to report that they lived at home with their parents (61% versus 41%, 38%, 61%, and 37%, respectively)

C. DIFFERENCES AMONG AGE GROUPS

Table 21 shows demographic information by age. As expected, there were some significant differences in responses to the survey items by age. This table is followed by a written analysis of selected demographic items and selected statistically significant differences in responses to the survey items by age.

Please note that some respondents did not answer every demographic item. In addition, respondents over the age of 55 were excluded from further analysis because of the small number of respondents.

	18 and under	19- 24	25- 30	31- 34	35- 44	45- 55	Over 55	Totals
1. <u>Class Level</u>								
Freshman	323	128	3	3	2	1	0	460
Sophomore	23	346	11	47	46	30	6	509
Junior	1	570	133	47	46	30	6	833
Senior	0	469	190	52	67	19	4	801
Special Student	1	3	12	1	1	1	2	21
Graduate Student	<u>0</u>	<u>115</u>	<u>182</u>	<u>58</u>	<u>82</u>	<u>35</u>	<u>9</u>	<u>481</u>
Totals	348	1631	531	208	244	116	27	3105
2. <u>Class Load</u>								
Full-time	328	1380	357	84	91	28	10	2278
Part-time	<u>17</u>	<u>245</u>	<u>170</u>	<u>77</u>	<u>107</u>	<u>54</u>	<u>12</u>	<u>682</u>
Totals	345	1625	527	161	198	82	22	2960
3. <u>Employment</u>								
Not employed	171	504	106	36	46	18	3	884

Part-time on campus	42	188	69	22	16	6	2	345
Part-time off campus	121	597	101	22	21	9	6	877
Full-time on campus	3	31	19	8	8	4	0	73
Full-time off campus	<u>7</u>	<u>303</u>	<u>231</u>	<u>75</u>	<u>102</u>	<u>45</u>	<u>10</u>	<u>773</u>
Totals	344	1623	526	163	193	82	21	2952
4. <u>GPA</u>								
No credits earned	137	94	35	10	10	6	3	295
1.99 or below	1	16	2	1		2	0	22
2.00-2.49	8	117	29	7	8	1	0	170
2.50-2.99	27	400	106	27	29	4	3	596
3.00-3.49	87	613	155	60	58	22	6	1001
3.50 or above	<u>81</u>	<u>384</u>	<u>201</u>	<u>58</u>	<u>93</u>	<u>49</u>	<u>8</u>	<u>874</u>
Totals	341	1624	528	163	198	84	20	2958
5. <u>Home Campus</u>								
Biscayne Bay	41	289	91	34	39	20	6	520
Broward	0	2	6	1	8	3	0	20
University Park	<u>306</u>	<u>1279</u>	<u>391</u>	<u>117</u>	<u>143</u>	<u>56</u>	<u>16</u>	<u>2308</u>
Totals	347	1570	488	152	190	79	22	2848
6. <u>Gender</u>								
Female	267	1142	328	101	121	55	13	2027
Male	<u>80</u>	<u>482</u>	<u>198</u>	<u>60</u>	<u>78</u>	<u>30</u>	<u>9</u>	<u>937</u>
Totals	347	1624	526	161	199	85	22	2964
7. <u>Race</u>								
American Indian/Alaskan Native	3	16	2	1	1	3	1	27
Asian	16	72	24	12	7	2	133	16
Black/African American	28	169	59	21	27	7	4	315
Hispanic	249	975	280	85	83	38	5	1715
White	<u>69</u>	<u>432</u>	<u>174</u>	<u>46</u>	<u>80</u>	<u>45</u>	<u>14</u>	<u>860</u>
Other	23	109	25	7	11	5	1	181
Totals								
8. <u>Marital Status</u>								
Single or Divorced with no children	258	1210	391	103	130	55	11	2158
Single or Divorced with children	12	53	13	14	10	3	3	108
Live with my partner, no children	14	84	31	11	6	3	2	151
Live with my partner, with children	3	14	3	2	1		1	24
Married with no children	28	119	37	11	19	8	1	223
Married with children	<u>21</u>	<u>100</u>	<u>37</u>	<u>14</u>	<u>23</u>	<u>14</u>	<u>3</u>	<u>212</u>
Totals	336	1580	512	155	189	83	21	2876

Age Demographics

- Respondents who were *18 and under* or *19-24* were significantly more likely to report taking a full-time class load than respondents who were *25-30*, *31-34*, or *35-44* (95% and 84% versus 67%, 52%, and 45%, respectively)
- Respondents who were *25-30* were more likely than respondents who were *19-24* to report that their GPA was at least a 3.0 (67% versus 61%)
- Respondents who were *18 and under* or *19-24* were significantly more likely to report that they were not employed than those respondents who were *25-30*, *31-34*, or *35-44* (50% and 31% versus 20%, 22%, and 24%, respectively)
- Respondents who were *18 and under* or *19-24* were significantly more likely to report that they lived at home with their parents than respondents who were *25-30* (71% and 64% versus 28%)

D. DIFFERENCES AMONG CLASS LEVELS

Table 22 shows demographic information by class level. For ease of comparison, respondents were categorized into four levels: freshman/sophomore, junior, senior, and graduate students. As expected, there were some significant differences in responses to the survey items by class level. This table is followed by a written analysis of selected demographic items and selected statistically significant differences in responses to the survey items by class level.

Please note that some respondents did not answer every demographic item.

Table 22					
Demographic Information By Class Level					
	Freshman/Sophomore	Junior	Senior	Graduate	Totals
1. <u>Age</u>					
18 and under	346	1	0	0	347
19-24	474	570	469	115	1628
25-30	14	133	190	182	519
31-34	5	47	52	58	162
35-44	3	46	67	82	198
45-55	1	30	19	35	85
Over 55	<u>1</u>	<u>6</u>	<u>4</u>	<u>9</u>	<u>20</u>
Totals	844	833	801	481	2959
2. <u>Class Load</u>					
Full-time	756	621	596	305	2278
Part-time	85	210	199	174	668
Totals	841	831	795	479	2946
3. <u>Employment</u>					
Not employed	354	234	215	76	879
Part-time on campus	86	69	77	111	343
Part-time off campus	308	281	237	52	878
Full-time on campus	8	6	16	43	73
Full-time off campus	<u>81</u>	<u>241</u>	<u>249</u>	<u>193</u>	<u>764</u>
Totals	837	831	794	475	2937
4. <u>GPA</u>					
No credits earned	185	37	1	64	287
1.99 or below	11	6	4	0	21
2.00-2.49	64	55	49	2	170
2.50-2.99	144	236	202	15	597
3.00-3.49	254	294	334	116	998
3.50 or above	<u>173</u>	<u>204</u>	<u>211</u>	<u>282</u>	<u>870</u>
Totals	831	832	801	479	2943
5. <u>Home Campus</u>					
Biscayne Bay	117	169	172	59	517
Broward	0	2	3	15	20
University Park	<u>721</u>	<u>621</u>	<u>580</u>	<u>374</u>	<u>2296</u>
Totals	838	792	755	448	2833
6. <u>Gender</u>					
Female	604	572	525	311	2012
Male	<u>238</u>	<u>256</u>	<u>272</u>	<u>167</u>	<u>933</u>
Totals	842	828	797	478	2945

7. Race/Ethnicity					
American Indian/ Alaskan Native	6	10	5	4	25
Asian	35	35	24	39	133
Black/African American	82	96	91	44	313
Hispanic	552	485	476	194	1707
White	204	232	206	206	848
Other	<u>56</u>	<u>54</u>	<u>46</u>	<u>24</u>	<u>180</u>
Totals	935	912	848	511	3206

Class Level Demographics

- Junior, senior, and graduate respondents were significantly more likely to report that they were part-time students than freshman/sophomore respondents (25%, 25%, and 36% versus 10%, respectively)
- Graduate respondents were significantly more likely to report that they were working full-time than freshman/sophomore, junior or senior respondents (50% versus 11%, 30%, and 33%, respectively)
- Freshman/sophomore respondents were significantly more likely than junior or senior respondents to report that they attended the University Park campus (86% versus 78% and 77%, respectively)

E. DIFFERENCES AMONG COLLEGES/SCHOOLS

Table 23-24 show demographic information by college/school. As expected, there were some significant differences in responses to the survey items by college/school. This table is followed by a written analysis of selected demographic items and selected statistically significant differences in responses to the survey items by college/school.

Please note that some respondents did not answer every demographic item. Respondents who were double majors in separate colleges/schools were included under the College/School of their first reported major.

Table 23									
Demographic Information By College/School for Undergraduate Respondents									
	Arch	A&S	Bus	Ed	Eng	H&UA	HM	Jour	Totals
1. <u>Age</u>									
18 and under	7	147	49	33	21	42	7	4	310
19-24	23	460	293	196	82	196	51	82	1383
25-30	3	93	93	30	27	33	12	18	309
31-34	1	39	20	11	7	13	4	3	98
35-44	0	38	28	20	3	17	1	2	109
45-55	0	11	7	8	3	13	4	0	46
Over 55	<u>0</u>	<u>8</u>		<u>1</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>10</u>
Totals	34	796	490	299	143	315	79	109	2265
2. <u>Class Level</u>									
Freshman	9	180	69	44	30	64	7	5	408
Sophomore	8	116	72	51	18	60	13	13	351
Junior	8	251	179	96	47	117	31	43	772
Senior	<u>9</u>	<u>249</u>	<u>171</u>	<u>108</u>	<u>48</u>	<u>76</u>	<u>28</u>	<u>48</u>	<u>737</u>
Totals	34	796	491	299	143	317	79	109	2268

3. <u>Class Load</u>									
Full-time	29	642	367	244	107	264	63	87	1803
Part-time	<u>5</u>	<u>150</u>	<u>122</u>	<u>54</u>	<u>35</u>	<u>52</u>	<u>14</u>	<u>21</u>	<u>453</u>
Totals	34	792	489	298	142	316	77	108	2256
4. <u>Employment</u>									
Not employed	17	291	133	74	54	79	19	19	686
Part-time on campus	0	83	40	30	21	29	5	10	218
Part-time off campus	15	277	146	117	36	118	27	50	786
Full-time on campus	0	16	3	3	2	3	2	0	29
Full-time off campus	<u>2</u>	<u>128</u>	<u>168</u>	<u>74</u>	<u>28</u>	<u>86</u>	<u>25</u>	<u>30</u>	<u>541</u>
Totals	34	795	490	298	141	315	78	109	2260
5. <u>GPA</u>									
No credits earned	3	91	35	18	18	19	4	2	190
1.99 or below	0	5	1	2	5	5	1	0	19
2.00-2.49	3	45	37	17	9	29	5	7	152
2.50-2.99	10	167	153	74	25	61	17	29	536
3.00-3.49	13	257	171	114	54	122	32	48	811
3.50 or above	<u>5</u>	<u>225</u>	<u>92</u>	<u>72</u>	<u>32</u>	<u>77</u>	<u>20</u>	<u>23</u>	<u>546</u>
Totals	34	790	489	297	143	313	79	109	2254
6. <u>Home Campus</u>									
Biscayne Bay	0	79	67	55	7	73	61	74	416
Broward	0	0	2	1	2	0	0	0	5
University Park	<u>34</u>	<u>714</u>	<u>422</u>	<u>239</u>	<u>61</u>	<u>241</u>	<u>16</u>	<u>33</u>	<u>1760</u>
Totals	34	793	491	295	70	314	77	107	2181
7. <u>Gender</u>									
Female	21	550	305	252	48	242	62	92	1572
Male	<u>12</u>	<u>245</u>	<u>182</u>	<u>45</u>	<u>95</u>	<u>71</u>	<u>17</u>	<u>17</u>	<u>684</u>
Totals	21	550	305	252	48	242	62	92	1572
8. <u>Race/Ethnicity</u>									
American Indian/Alaskan Native	0	8	4	3	0	3	2	0	20
Asian	2	24	20	9	10	12	4	2	83
Black/African American	1	62	39	36	16	59	12	10	235
Hispanic	25	500	338	179	84	164	31	76	1397
White	6	242	100	80	31	66	38	25	588
Other	<u>4</u>	<u>52</u>	<u>24</u>	<u>22</u>	<u>16</u>	<u>21</u>	<u>4</u>	<u>3</u>	<u>146</u>
Totals	38	888	525	329	157	325	91	116	2469

Table 24
Demographic Information By College/School for Graduate Respondents

	Arch	A&S	Bus	Ed	Eng	H&UA	HM	Jour	Law	Totals
1. <u>Age</u>										
19-24	0	32	16	18	8	16	4	1	5	100
25-30	2	45	28	18	16	37	4	3	9	162
31-34	1	15	8	8	8	9	2	0	2	53
35-44	0	17	10	19	5	14	1	0	3	69
45-55	0	8	1	12	3	6		0	1	31
Over 55	<u>0</u>	<u>2</u>	<u>0</u>	<u>4</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>7</u>
Totals	3	119	63	79	40	83	11	4	20	422
2. <u>Class Level</u>										
Graduate Student	3	120	63	79	40	84	11	4	20	424

3. <u>Class Load</u>										
Full-time	2	97	31	32	25	58	9	3	11	268
Part-time	<u>1</u>	<u>23</u>	<u>31</u>	<u>46</u>	<u>15</u>	<u>26</u>	<u>2</u>	<u>1</u>	<u>8</u>	<u>153</u>
Totals	3	120	62	78	40	84	11	4	19	421
4. <u>Employment</u>										
Not employed	1	19	11	6	3	14	2	0	7	63
Part-time on campus	0	50	4	11	13	11	0	2	4	95
Part-time off campus	1	10	4	7	4	12	4	0	2	44
Full-time on campus	0	18	3	8	6	4	0	0	0	39
Full-time off campus	<u>1</u>	<u>22</u>	<u>40</u>	<u>47</u>	<u>14</u>	<u>42</u>	<u>5</u>	<u>2</u>	<u>7</u>	<u>180</u>
Totals	3	119	62	79	40	83	11	4	20	421
5. <u>GPA</u>										
No credits earned	0	15	3	7	7	11	0	2	9	54
2.00-2.49	0	0	0	0	0	0	0	0	1	1
2.50-2.99	1	0	1	1	1	3	1	0	5	13
3.00-3.49	1	25	24	15	9	18	4	0	2	98
3.50 or above	<u>1</u>	<u>80</u>	<u>35</u>	<u>53</u>	<u>23</u>	<u>52</u>	<u>6</u>	<u>2</u>	<u>3</u>	<u>255</u>
Totals	3	120	63	76	40	84	11	4	20	421
6. <u>Home Campus</u>										
Biscayne Bay	0	10	2	4	0	14	11	3	0	44
Broward	0	0	2	6	0	5	0	0	0	13
University Park	<u>3</u>	<u>109</u>	<u>59</u>	<u>68</u>	<u>9</u>	<u>65</u>	<u>0</u>	<u>1</u>	<u>20</u>	<u>334</u>
Totals	3	119	63	78	9	84	11	4	20	391
7. <u>Gender</u>										
Female	0	82	31	58	15	66	8	3	9	272
Male	<u>3</u>	<u>36</u>	<u>32</u>	<u>21</u>	<u>25</u>	<u>17</u>	<u>2</u>	<u>1</u>	<u>11</u>	<u>148</u>
Totals	3	118	63	79	40	83	10	4	20	420
8. <u>Race/Ethnicity</u>										
American Indian/Alaskan Native	0	1	0	1	0	1	0	0	0	3
Asian	0	4	6	2	12	6	3	0	0	33
Black/African American	0	3	1	7	4	17	2	0	1	35
Hispanic	2	45	30	43	12	29	3	1	10	175
White	2	65	25	35	11	29	5	1	10	183
Other	<u>0</u>	<u>8</u>	<u>1</u>	<u>1</u>	<u>3</u>	<u>7</u>	<u>1</u>	<u>0</u>	<u>2</u>	<u>23</u>
Totals	4	126	63	89	42	89	14	2	23	452

F. DIFFERENCES BETWEEN CAMPUSES

Table 25 shows demographic information by primary campus. As expected, there were some significant differences in responses to the survey items by campus. This table is followed by a written analysis of selected demographic items and selected statistically significant differences in responses to the survey items by campus.

Please note that some respondents did not answer every demographic item.

Table 25

Demographic Information By Campus

	Biscayne Bay	Broward	University Park	Totals
1. <u>Age</u>				
18 and under	41	0	307	348
19-24	292	2	1282	1576
25-30	92	6	392	490
31-34	34	1	117	152
35-44	39	8	143	190

45-55	20	3	56	79
Over 55	<u>6</u>	<u>0</u>	<u>16</u>	<u>22</u>
Totals	524	20	2313	2857
 2. <u>Class Level</u>				
Freshman	57	0	401	458
Sophomore	60	0	320	380
Junior	169	2	621	792
Senior	172	3	580	755
Special Student	4	0	17	21
Graduate Student	<u>59</u>	<u>15</u>	<u>374</u>	<u>448</u>
Totals	521	20	2313	2854
 3. <u>Class Load</u>				
Full-time	386	2	1633	2021
Part-time	<u>93</u>	<u>17</u>	<u>491</u>	<u>601</u>
Totals	479	19	2124	2622
 4. <u>Employment</u>				
Not employed	117	0	611	728
Part-time on campus	47	0	253	300
Part-time off campus	175	1	653	829
Full-time on campus	3	0	59	62
Full-time off campus	<u>135</u>	<u>18</u>	<u>556</u>	<u>709</u>
Totals	477	19	2132	2628
 5. <u>GPA</u>				
No credits earned	37	3	200	240
1.99 or below	3	0	16	19
2.00-2.49	28	0	125	153
2.50-2.99	96	1	448	545
3.00-3.49	164	5	713	882
3.50 or above	<u>147</u>	<u>10</u>	<u>626</u>	<u>783</u>
Totals	475	19	2128	2622
 6. <u>Gender</u>				
Female	369	12	1462	1843
Male	<u>107</u>	<u>6</u>	<u>664</u>	<u>777</u>
Totals	476	18	2126	2620
 7. <u>Race/Ethnicity</u>				
American Indian/Alaskan Native	6	1	19	26
Asian	17	0	81	98
Black/African American	109	5	159	273
Hispanic	199	5	1339	1543
White	145	9	614	768
Other	<u>37</u>	<u>1</u>	<u>133</u>	<u>171</u>
Totals	513	21	2345	2879

VI. CONCLUSIONS FROM THE FALL 2003 STUDENT SATISFACTION SURVEY

Over 3,000 Florida International University students responded to the Fall 2003 *Student Satisfaction Survey*, representing almost 9% of the total degree-seeking student population. Responses to the 2003 *Student Satisfaction Survey* increased by more than 1500 responses from the 2002 *Student Satisfaction Survey*. Responses to the 2003 *Student Satisfaction Survey* varied by gender, race/ethnicity, college/school, and class level.

The *Student Satisfaction Survey* was composed of seven subscales: Academic Issues, Campus Environment, Campus Life, Communication, Services, Safety, and Emergency Procedures. Respondents reported the highest levels of agreement toward survey items on the Emergency Procedures subscale. Respondents reported the lowest levels of agreement toward the survey items on the Communication subscale.

Included in the survey was a list of experiences that students might have during the academic year at FIU. Some of these experiences were positive and some were negative. Respondents were asked to report on their experiences during the previous 12 months at FIU. The top five experiences reported by all respondents were: “Developed a social relationship with a classmate” (73%), “Had the opportunity for extra credit in one of my classes” (57%), “Had a positive experience with group projects” (46%), “Had to use a dirty restroom on campus” (44%), and “Had an unpleasant interaction with Student Services Staff (Admissions, Financial Aid, Registrar’s Office, etc.)” (37%).

Respondents were also asked to report on their perception of the treatment of the protected classes at FIU (age, disability, gender, national origin, race/ethnicity, religion, and sexual orientation). Respondents were asked if they had been offended by comments from faculty/staff or students that had been directed toward students in these protected classes. Respondents were also asked to report upon discrimination from faculty/staff or students that they perceived as directed toward students of the protected classes. In general, the top responses to these survey items were comments or discrimination based upon race/ethnicity or national origin.

Overall, students responded very positively to the items in this survey instrument, most notably toward the items in the Academic Issues subscale. This survey can be utilized as a very important tool in determining areas that are satisfactory to students, and areas that need improvement. Respondents reported relatively high levels of agreement with the survey items that included classroom and academic quality issues. The area of communication is clearly an area where students are dissatisfied.

APPENDIX A: STUDENT SATISFACTION SURVEY

Responses may not add up to 100%, as some respondents did not answer every question.

APPENDIX A

Student Satisfaction Survey, Fall 2003

ACADEMIC ISSUES:

1. In general, I feel that FIU meets my learning expectations.

	<u>%</u>
Strongly Agree	18.4
Agree	58.7
Not Sure	10.3
Disagree	10.8
Strongly Disagree	1.8

2. My professors use relevant course materials (textbooks, handouts, videos, etc.)

	<u>%</u>
Strongly Agree	22.9
Agree	60.7
Not Sure	6.7
Disagree	8.5
Strongly Disagree	1.3

3. In general, my instructor's grading policies are clear to me.

	<u>%</u>
Strongly Agree	27.8
Agree	57.6
Not Sure	7.5
Disagree	6.1
Strongly Disagree	1.1

4. I am satisfied that I am given adequate opportunities to demonstrate my understanding of course materials,

	<u>%</u>
Strongly Agree	16.3
Agree	52.4
Not Sure	14.9
Disagree	13.9
Strongly Disagree	2.6

5. In general, I feel that my instructors have a genuine interest in my learning.

	<u>%</u>
Strongly Agree	17.8
Agree	44.2
Not Sure	20.4
Disagree	13.1
Strongly Disagree	4.5

6. I am satisfied that my instructors have sufficient background knowledge for their assigned classes.

	<u>%</u>
Strongly Agree	34.7
Agree	49.5
Not Sure	8.7
Disagree	5.7
Strongly Disagree	1.4

7. In general, I feel that attending classes is an important contributor to my learning experience.

	<u>%</u>
Strongly Agree	48.0
Agree	35.3
Not Sure	8.2
Disagree	6.1
Strongly Disagree	2.4

8. I am satisfied that I have the opportunity to freely express my opinions in class.

	<u>%</u>
Strongly Agree	32.1
Agree	48.5
Not Sure	10.7
Disagree	6.9
Strongly Disagree	1.8

9. In general, my classes are free from disruptive Students.

	<u>%</u>
Strongly Agree	28.2
Agree	48.3
Not Sure	9.2
Disagree	10.6
Strongly Disagree	3.7

10. I believe that working on group projects with my classmates has enhanced my teamwork skills.

	<u>%</u>
Strongly Agree	19.0
Agree	34.8
Not Sure	21.7
Disagree	15.0
Strongly Disagree	9.4

11. In general, I feel that required course materials are useful.

	<u>%</u>
Strongly Agree	13.8
Agree	50.2
Not Sure	16.2
Disagree	16.2
Strongly Disagree	3.6

12. I am satisfied with the diversity of courses offered in my major.

	<u>%</u>
Strongly Agree	16.4
Agree	42.0
Not Sure	15.9
Disagree	18.2
Strongly Disagree	7.5

13. Classes that I want to take are offered on a consistent basis.

	<u>%</u>
Strongly Agree	6.8
Agree	25.8
Not Sure	16.3
Disagree	31.9
Strongly Disagree	19.3

14. My major allows me the opportunity to participate in research with a faculty member.	<u>%</u>	21. I am satisfied that the pricing of food at FIU is economical for students	<u>%</u>
Strongly Agree	10.8	Strongly Agree	4.2
Agree	22.9	Agree	24.2
Not Sure	46.2	Not Sure	23.6
Disagree	13.9	Disagree	27.7
Strongly Disagree	6.2	Strongly Disagree	20.4
15. My major allows me the opportunity to participate in field experiences.	<u>%</u>	22. I am satisfied that there is a diverse selection of food available in the cafeteria.	<u>%</u>
Strongly Agree	18.0	Strongly Agree	11.6
Agree	34.7	Agree	35.2
Not Sure	33.1	Not Sure	21.8
Disagree	9.9	Disagree	18.4
Strongly Disagree	4.3	Strongly Disagree	12.9
16. I am satisfied with the number of students in my classes.	<u>%</u>	23. I am satisfied that the sizes of the recreational facilities are adequate given the number of Students on campus.	<u>%</u>
Strongly Agree	19.5	Strongly Agree	8.6
Agree	52.3	Agree	36.1
Not Sure	7.9	Not Sure	29.8
Disagree	14.2	Disagree	17.8
Strongly Disagree	6.2	Strongly Disagree	7.7
17. I am satisfied that there is sufficient seating/space in my classrooms.	<u>%</u>	24. I believe that it is important to show support by attending FIU events.	<u>%</u>
Strongly Agree	20.2	Strongly Agree	20.8
Agree	49.1	Agree	48.9
Not Sure	7.1	Not Sure	16.7
Disagree	16.6	Disagree	10.4
Strongly Disagree	7.0	Strongly Disagree	3.2
18. I am satisfied with the amount of technology used for the presentation of lecture notes, distribution of course materials over the web and computer-aided learning/communication.	<u>%</u>	25. I feel that I am kept informed of student government's actions/accomplishments.	<u>%</u>
Strongly Agree	25.8	Strongly Agree	6.1
Agree	49.5	Agree	24.9
Not Sure	9.1	Not Sure	24.4
Disagree	11.9	Disagree	31.3
Strongly Disagree	3.7	Strongly Disagree	13.4
CAMPUS ENVIRONMENT		26. I am satisfied that student government has been effective in implementing changes.	<u>%</u>
19. I feel that FIU provides enough spaces for students to relax on campus.	<u>%</u>	Strongly Agree	4.9
Strongly Agree	22.2	Agree	18.1
Agree	42.7	Not Sure	55.0
Not Sure	10.3	Disagree	14.9
Disagree	18.9	Strongly Disagree	7.1
Strongly Disagree	5.9	27. I am satisfied with the diversity of campus clubs/organizations.	<u>%</u>
20. I feel that FIU provides enough places for quiet study on campus.	<u>%</u>	Strongly Agree	11.7
Strongly Agree	20.1	Agree	43.7
Agree	42.5	Not Sure	29.1
Not Sure	9.6	Disagree	8.5
Disagree	20.5	Strongly Disagree	3.6
Strongly Disagree	7.4		

		In general, I receive correct information from:	
28. I am satisfied that I have the opportunity to actively participate in campus clubs/organizations.	<u>%</u>	35. the Financial Aid Office	<u>%</u>
Strongly Agree	18.5	Strongly Agree	16.7
Agree	47.1	Agree	36.6
Not Sure	24.7	Not Sure	20.8
Disagree	6.8	Disagree	14.7
Strongly Disagree		Strongly Disagree	11.3
		SERVICES:	
29. I am satisfied with the selection of cultural activities at FIU.	<u>%</u>	36. the Registrar's Office	<u>%</u>
Strongly Agree	15.2	Strongly Agree	18.2
Agree	43.9	Agree	47.9
Not Sure	29.6	Not Sure	13.8
Disagree	8.0	Disagree	12.6
Strongly Disagree	3.3	Strongly Disagree	7.6
COMMUNICATION:		37. the Cashier's Office	<u>%</u>
30. I am satisfied that FIU promptly communicates the status of emergency school closings.	<u>%</u>	Strongly Agree	19.4
Strongly Agree	12.6	Agree	46.7
Agree	34.6	Not Sure	15.4
Not Sure	41.8	Disagree	11.2
Disagree	7.8	Strongly Disagree	7.3
Strongly Disagree	3.1	38. the Advising Center	<u>%</u>
31. I am satisfied that the FIU administration efficiently informs students of policy changes.	<u>%</u>	Strongly Agree	14.7
Strongly Agree	9.0	Agree	33.5
Agree	32.6	Not Sure	24.5
Not Sure	29.5	Disagree	14.7
Disagree	19.7	Strongly Disagree	12.6
Strongly Disagree	9.3	39. the advisors in my major	<u>%</u>
32. I am satisfied with the amount of publicity that accompanies campus events.	<u>%</u>	Strongly Agree	22.6
Strongly Agree	8.9	Agree	35.4
Agree	38.2	Not Sure	20.1
Not Sure	27.1	Disagree	11.5
Disagree	19.9	Strongly Disagree	10.3
Strongly Disagree	5.9	I am satisfied with the customer service I have Received from:	
33. I am satisfied with the timeliness of publicity surrounding FIU events.	<u>%</u>	40. the Financial Aid Office	<u>%</u>
Strongly Agree	8.5	Strongly Agree	17.7
Agree	36.9	Agree	34.3
Not Sure	34.1	Not Sure	21.8
Disagree	15.9	Disagree	14.3
Strongly Disagree	4.7	Strongly Disagree	11.9
34. I am satisfied that I have an adequate forum at FIU to express my concerns.	<u>%</u>	41. the Registrar's Office	<u>%</u>
Strongly Agree	6.7	Strongly Agree	18.0
Agree	25.6	Agree	47.1
Not Sure	40.9	Not Sure	14.7
Disagree	17.1	Disagree	11.5
Strongly Disagree	9.7	Strongly Disagree	8.7
		42. Cashier's Office	<u>%</u>
		Strongly Agree	18.2
		Agree	45.5
		Not Sure	14.9
		Disagree	12.1
		Strongly Disagree	9.3

43. the Advising Center	<u>%</u>	Not Sure	18.3
Strongly Agree	17.1	Disagree	12.7
Agree	35.1	Strongly Disagree	7.0
Not Sure	23.6		
Disagree	12.1		
Strongly Disagree	12.1	51. I am satisfied with the effectiveness of the academic department computer labs	<u>%</u>
		Strongly Agree	21.2
44. I am satisfied with the effectiveness of the FIU website	<u>%</u>	Agree	34.1
Strongly Agree	30.8	Not Sure	30.4
Agree	51.3	Disagree	8.6
Not Sure	4.6	Strongly Disagree	5.6
Disagree	9.0		
Strongly Disagree	4.4		
45. I am satisfied with the effectiveness of the academic web pages	<u>%</u>		
Strongly Agree	24.5		
Agree	52.9		
Not Sure	9.6		
Disagree	9.6		
Strongly Disagree	3.3		
46. I am satisfied with the effectiveness of the web-based student registration system	<u>%</u>		
Strongly Agree	32.2		
Agree	48.4		
Not Sure	5.7		
Disagree	8.5		
Strongly Disagree	5.2		
47. I am satisfied with the effectiveness of the kiosk-based student registration system	<u>%</u>		
Strongly Agree	20.4		
Agree	39.5		
Not Sure	24.8		
Disagree	10.5		
Strongly Disagree	4.8		
48. I am satisfied with the effectiveness of the campus internet connectivity	<u>%</u>		
Strongly Agree	25.8		
Agree	44.6		
Not Sure	16.5		
Disagree	8.6		
Strongly Disagree	4.5		
49. I am satisfied with the effectiveness of the FIU web-based email system			
Strongly Agree	30.4		
Agree	49.7		
Not Sure	7.5		
Disagree	8.6		
Strongly Disagree	3.9		
50. I am satisfied with the effectiveness of the University (open)computer labs			
Strongly Agree	22.9		
Agree	39.1		

SAFETY:

52. In general, I feel safe on campus after dark.	<u>%</u>
Strongly Agree	18.5
Agree	45.0
Not Sure	18.6
Disagree	13.0
Strongly Disagree	4.9

53. I am satisfied with the outdoor lighting on my home campus.	<u>%</u>
Strongly Agree	13.6
Agree	36.4
Not Sure	28.3
Disagree	16.0
Strongly Disagree	5.7

54. I am satisfied with the number of emergency call boxes on campus.	<u>%</u>
Strongly Agree	10.0
Agree	29.8
Not Sure	37.5
Disagree	16.8
Strongly Disagree	5.9

55. I am satisfied that my car is secure on campus.	<u>%</u>
Strongly Agree	14.0
Agree	46.9
Not Sure	19.5
Disagree	13.1
Strongly Disagree	6.4

56. In general, I feel comfortable with the presence of police officers on campus.	<u>%</u>
Strongly Agree	29.1
Agree	48.1
Not Sure	12.6
Disagree	7.2
Strongly Disagree	2.9

57. I am satisfied with the response time of campus police to emergency situations.	<u>%</u>
Strongly Agree	10.4
Agree	20.8
Not Sure	62.2
Disagree	4.1
Strongly Disagree	2.4

58. I am satisfied that I would know what to do in An emergency situation on campus.	<u>%</u>
Strongly Agree	11.1
Agree	29.7
Not Sure	32.6
Disagree	18.7
Strongly Disagree	8.0

59. I am confident in FIU's ability to carry out emergency procedures in the following areas:

	<u>%</u>
Bomb threats	32.2
Confident	55.9
Not Sure	11.9
Not Confident	

Fire	<u>%</u>
Confident	50.0
Not Sure	41.9
Not Confident	8.1

Physical injury or sickness	<u>%</u>
Confident	48.4
Not Sure	42.9
Not Confident	8.7

Traffic accident on campus	<u>%</u>
Confident	53.1
Not Sure	37.4
Not Confident	9.4

Emergency weather conditions	<u>%</u>
Confident	53.9
Not Sure	38.0
Not Confident	8.1

EXPERIENCES:**60. Please indicate which of the following experiences you have had in the previous year at FIU (Check all that apply).**

	<u>%</u>
Attended a campus play	16.4
Attended a concert on campus	21.8
Attended a multicultural event	32.2
Attended a movie on campus	27.4
Attended a sporting event	35.0
Developed a social relationship with a classmate	72.2
Felt a sense of isolation/disconnection to the campus community	35.8
Had an opportunity to hear a faculty member discuss his/her original research	33.4
Had an opportunity to work on a research project with a faculty member	10.2
Had a positive experience with group projects	45.5
Had a negative experience with group projects	33.5
Had the opportunity for extra credit in one of my classes	56.5
Difficulty locating classes in online class schedule	31.7
Had an unpleasant interaction with Student Services Staff (Admissions, Financial Aid, Registrars Office, etc.)	36.9
Been offered illegal drugs on campus	3.0
Had my vehicle vandalized on campus	5.0
Had to use a dirty restroom on campus	43.9

Witnessed a violent act on campus (shoving, hitting, etc.)	5.6	Race/ethnicity continued	%
Witnessed an incident of (what you believed to be) sexual harassment	4.5	Asian	.3
		Hispanic	56.1
		White	28.1
		Black	10.4
		Other race/ethnicity:	
		Arab	
		Bi-racial	
		Brazilian	
	%	Caribbean	
61. In the previous year at FIU, I was offended by a faculty/staff member making a comment that I considered to be degrading to someone's: (Check all that apply)	2.8	Continental African	
age	1.8	East Indian/Caribbean	
disability (physical, learning)	4.3	European	
gender	4.7	Greek	
national origin	6.4	Haitian	
race/ethnicity	3.3	Jamaican	
religion	2.7	Middle East/Middle Eastern	
sexual orientation		Multi-Cultural/Multi-Racial	
		West Indian/Caribbean	
		Western European	
62. In the previous year at FIU, I was offended by a student making a comment that I considered to be degrading to someone's: (Check all that apply)	%		%
age	2.4	67. Please indicate your age	
disability (physical, learning)	2.9	18 and under	11.7
gender	5.0	19-24	54.7
national origin	5.7	25-30	17.8
race/ethnicity	8.1	31-34	5.5
religion	4.9	35-44	6.7
sexual orientation	6.6	45-55	2.9
		Over 55	.7
63. In the previous year at FIU, I witnessed discrimination by a faculty/staff member that I believed was based upon someone's: (Check all that apply)	%	68. Please indicate your class level	%
age	1.2	Freshman	15.4
disability (physical, learning)	.8	Sophomore	12.9
gender	1.9	Junior	28.0
national origin	1.7	Senior	26.9
race/ethnicity	3.3	Special student	0.7
religion	.8	Graduate student	16.2
sexual orientation	0	69. Please indicate your current class load	%
		Full-time	77.0
		Part-time	23.0
64. In the previous year at FIU, I witnessed discrimination by a student that I believed was based upon someone's: (Check all that apply)	%		
age	1.1		
disability (physical, learning)	1.1		
gender	1.5		
national origin	2.3		
race/ethnicity	3.2		
religion	1.7		
sexual orientation	2.0		
DEMOGRAPHIC ITEMS			
65. Please indicate your gender	%		
Female	68.4		
Male	31.6		
66. Please indicate your race/ethnicity (Check all that apply)	%		
American Indian/Alaskan Native	.9		

70. Please indicate your current Grade Point		76. I am currently employed (Check all that apply)	
Average (GPA)	<u>%</u>	Full time off campus	<u>%</u> 26.1
No credits earned	9.9	Full time on campus	2.5
1.99 or below	0.7	Not employed	29.9
2.00-2.49	5.7	Part time off campus	29.7
2.50-2.99	20.2	Part time on campus	11.7
3.00-3.49	33.8		
3.50 or above	29.6	77. I am currently employed in a job relevant to my field of study.	<u>%</u>
71. Please indicate which campus you consider to be your home campus	<u>%</u>	No	34.2
Biscayne Bay	17.6	Yes	54.9
Broward	.7	78. Please indicate the type of employer you work for	<u>N</u>
University Park	77.7	Advertising	16
Center for Engineering and Applied Sciences	4.0	Armed Forces	7
72. What is the highest degree you expect to receive?	<u>%</u>	Aviation	11
Bachelors degree	27.2	Childcare	6
Certificate	0.2	Computers/Technology	39
Doctorate or professional degree	26.9	Construction/architecture/engineering	49
Law Degree	0	Criminal Justice/law Enforcement	8
Masters degree	43.5	Distribution	8
Certificate/Specialist degree	2.1	Education	421
73. I currently reside	<u>%</u>	Electrical Company	5
On campus	9.7	Entertainment	5
I live in my own home	19.0	Financial Institution	86
I live in a rented room, apartment or home	21.1	Fitness Industry	10
I live with my parents	49.4	Food Industry	88
Other		Government	67
Live with my in-laws		Health Industry	175
Other relatives		Import/Export	21
I live in a hotel		Insurance Industry	43
I live with a partner		Law Office	61
My business provides my lodgings		Manufacturing	12
74. About how far do you live from the campus of FIU that you primarily attend?	<u>%</u>	Media	25
I live 1-10 miles from campus	32.3	Non-profit Organization	8
I live 11-25 miles from campus	36.4	Real Estate Sales	23
I live on campus	9.0	Sales	246
I live over 25 miles from campus	17.8	Travel/Hospitality	62
I live within one mile of campus	4.6	Other	482
75. I am	<u>%</u>		
Living with my partner with children	0.8		
Living with my partner with no children	5.3		
Married with children	7.3		
Married with no children	7.8		
Single or Divorced with children	3.7		
Single or Divorced with no children	75.1		

79. Please indicate your major	<u>N</u>	<u>N</u>
ACCOUNTING	104	HEALTH OCCUPATIONS EDUCATION 2
ADMIN ADULT ED	12	HEALTH SCIENCES 26
ADULT ED & HUMAN RESOURCE DEV	3	HEALTH SERVICES ADMINISTRATION 17
ADVANCED ATHLETIC TRAINING	1	HIGHER EDUCATION 7
ADVERTISING	38	HISTORY 20
ANESTHESIA (CRNA)	1	HOSPITALITY MANAGEMENT 63
ANESTHESIOLOGY	2	HOSPITALITY STUDIES 17
ARCHITECTURE	32	HOTEL MANAGEMENT 2
ART	17	HSA 2
ATHLETIC TRAINING	4	HUMAN RESOURCE DEVELOPMENT 19
ATHLETIC TRAINING AND DANCE	1	ICAP 5
BFAIN SCENEIC AND LIGHTING DESING FOR	1	INDUSTRIAL & SYSTEMS ENGR 8
BIOLOGY	124	INDUSTRIAL TECHNOLOGY 1
BIOLOGY EDUCATION	2	INFORMATION TECHNOLOGY 12
BIOMEDICAL ENGINEERING	20	INTEGRATED COMMUNICATIONS 1
BUSINESS ADMINISTRATION	84	INTERIOR DESIGN 4
CHEMISTRY	53	INTERNATIONAL BUSINESS 69
CHEMISTRY	1	INTERNATIONAL RELATIONS 54
CIVIL ENGINEERING	21	INTERNATIONAL STUDIES 1
COMMUNICATION DISORDERS	1	INTL DEVELOPMENT EDUCATION 1
COMPUTER ENGINEERING	41	ISE 1
COMPUTER SCIENCE	65	JOURNALISM 75
CONSTRUCTION	1	JURIS DOCTOR 22
CONSTRUCTION MANAGEMENT	23	LANDSCAPE ARCHITECTURE 1
COUNSELOR EDUCATION	10	LATIN AMER/CARRIBEAN STUDIES 6
CREATIVE WRITING	2	LIBERAL ARTS 8
CRIMINAL JUSTICE	78	LIBERAL STUDIES 27
CURRICULUM AND INSTRUCTION	7	LINGUISTICS 7
DANCE	5	LITERATURE 1
DIETETICS AND NUTRITION	14	MANAGEMENT 66
EARLY CHILDHOOD EDUC	25	MANAGEMENT INFO SYS/INTL BUS 2
EARTH SCIENCES	4	MANAGEMENT INFORMATION SYSTEM 67
ECONOMICS	18	MANAGEMENT INFORMATION SYSTEMS 1
EDUCATION	43	MANAGEMENT/INTERNATIONAL BUS 3
ELECTRICAL ENGINEERING	32	MARINE BIOLOGY 5
ELEMENTARY EDUCATION	79	MARKETING 47
ENGINEERING MANAGEMENT	3	MASS COMMUNICATION 9
ENGINEERING, OTHERS	14	MASTER INTERNATIONAL BUSINESS 3
ENGLISH	64	MASTERS BUS./GENERAL 17
ENGLISH EDUCATION	10	MATHEMATICAL SCIENCES 1
ENGLISH EDUCATION	1	MATHEMATICS 10
ENTREPRENEURSHIP	2	MATHEMATICS EDUCATION 6
ENVIRONMENTAL ENGINEERING	2	MBA BUSINESS ADMIN. 1
ENVIRONMENTAL SCIENCES	3	MECHANICAL ENGINEERING 16
ENVIRONMENTAL STUDIES	20	MHSA AND MPA 1
EPIDEMIOLOGY	1	MPH 1
EXCEPTIONAL STUDENT EDUCATION	3	MSN 1
EXERCISE AND SPORT SCIENCES	4	MUSIC 5
FAMILY AND CONSUMER SCIENCE	1	MUSIC EDUCATION 12
FINANCE	77	MUSIC TECHNOLOGY 1
FINE ARTS	4	N/A 4
FORENSIC SCIENCE	4	NURSING 97
FRENCH	3	OCCUPATIONAL THERAPY 15
GEOLOGY	4	PAGE 1
HEALTH INFORMATION MANAGEMENT	10	PAINTING 1

	<u>N</u>		<u>N</u>
PARKS AND RECREATION ADMIN	3	TOURISM STUDIES	2
PHARMACY	8	TRANSLATION-INTERPRETATION	1
PHILOSOPHY	13	TRAVEL & TOURISM	11
PHYSICAL EDUCATION	3	TRAVEL & TOURISM MANAGEMENT	3
PHYSICAL THERAPY	17	TV MANAGEMENT	1
PHYSICS	7	TV PRODUCTION	8
POLITICAL SCIENCE	57	TV PRODUCTION / SOCIOLOGY	1
PORTUGUESE	1	UNDECIDED MAJORS	83
PRE MED	1	URBAN MASTER	1
PRE- OT	1	VISUAL ARTS	8
PRE/MEDICINE WITH SCIENCE DEGREE	1	VOCATIONAL INDUSTRIAL EDUC	1
PRE-ARCHITECTURE	1	WOMENS STUDIES	4
PRE-DENTISTRY/HEALTH SCIENCES	1		
PRE-EDUCATION	2		
PREMED	1		
PRE-MED	7		
PRE-MED (BIOLOGY/HEALTH SCIENCE)	1		
PRE-MED(CHEMISTRY)	1		
PRE-MED/ENGLISH	1		
PRE-MEDICAL PROFESSIONS (PHARMACY)	1		
PRINT JOURNALISM	1		
PSYCHOLOGY	176		
PUBLIC ADMINISTRATION	33		
PUBLIC HEALTH	19		
PUBLIC RELATION	43		
READING	5		
REAL ESTATE	1		
RELIGIOUS STUDIES	2		
RESTAURANT/FOOD SERVICE MGMT	2		
SCHOOL PSYCHOLOGY	3		
SECONDARY EDUCATION	2		
SEX THERAPY	1		
SOCIAL SCIENCE	1		
SOCIAL STUDIES EDUCATION	2		
SOCIAL WELFARE	1		
SOCIAL WORK	39		
SOCIOLOGY/ANTHROPOLOGY	18		
SOFTWARE ENGINEERING	1		
SOW	1		
SPANISH	9		
SPANISH EDUCATION	1		
SPECIAL EDUCATION	28		
SPEECH LANGUAGE PATHOLOGY	4		
SPORT MANAGEMENT	1		
SPORTS MANAGEMENT	4		
SPORTS MGT. CRIMINAL JUSTICE	1		
STATISTICS	2		
STUDIO ART	1		
T V MANAGEMENT	1		
T.V. PRODUCTIONS	1		
TAXATION	1		
TELECOMMUNICATION	1		
TELECOMMUNICATIONS/NETWORKING	1		
TELEVISION	1		
TELEVISION MANAGEMENT	5		
TELEVISION MANAGEMENT/JOURNALISM	1		
TELEVISION MEDIA MANAGEMENT	1		
TELEVISION PRODUCTION	5		
THEATRE	5		

80. Which of the following campus clubs or organizations are you involved with (Check all that apply)?	N
Fraternity or sorority	127
Honor society	346
Professional association	186
Student government	74
Other:	
amsa	1
ASME Honor society	1
Billiard Club	1
campus bible fellowship Honor society towers	1
Caribbean Student Association	1
Caribbean Students Association	1
CBF	1
cheerleading	1
DASO Honor society PEACE	1
Golden Key	1
Grad Student Assoc	1
Graduates Student Association	1
GSA	1
Health Information Management Student	1
Homecoming Committee	1
Honors College	1
Invitational Scholars Club	1
ISA	1
Judicial committee	1
Multicultural Club	1
NSCS and Golden Key	1
PRSSA	1
SPC	5
SPC Honor society Panther Power	1
SPS	1
sswa	3
stonewall	1
Student Alumni Association Honor society Gear Up	
Honor society Project MASTT Honor society	
VISION	1
Student Programming Council and Panther Power	1
STUDENT SUPPORT SERVICES	1
Track and Field Team	1
Travel and tourism club	1
two clubs in my department	1
81. What is the highest level of education that your parents attained? (Check one for each parent)	<u>N</u>
Less than a high school diploma	340
High school graduate	924
Associates degree	336
Some college	568
Bachelors degree	876
Masters degree	453
Doctorate or Professional degree	

APPENDIX B: COMMENTS FROM STUDENTS

Do you have any additional comments or suggestions? (Comments were edited for misspellings but not for grammar or content)

Academic Issues – Convenience

- I feel that more classes, especially for senior student, should be offered at night since many are working or are trying to obtain a good job within their major between the hours of 7 to 5:30 pm.
- When scheduling classes for each semester please check for the ones that student need and be given at different times. Some of this courses are better if given at least two times a week. I think it will be less stressful.
- It is very hard for students who work full time and have families to go to school. Not enough courses offered. No parking available. You need to develop a program for working students.
- I find that as a student attending mostly night and evening classes, the selection of classes (especially for criminal justice majors) is not enough. I have had to take time off from work to attend classes some semesters. Although it wasn't a major problem for my employer, I can sense the tension it caused in the office. I, as I know other fellow criminal justice majors do, would like to see a bigger selection of night and evening criminal justice classes offered at BOTH campuses.
- Open up more classes at better times. Like for BSC 2023, this semester you had like one class at 5pm.
- I don't think that there are many classes for students that work full time during the day. There should be more classes available for us. You cater mostly to the morning shift. Also some teachers have different opinions towards the e-folio they contradict themselves. One wants it one way and the other doesn't they should be more informed.
- need more classes offered in the daytime, not at night or weekends!!!!
- There should be more variety of evening classes offered.
- F.I.U. is a great school, I wish that more courses were offered in various settings, and that nonsense classes that have nothing to do with my major be re-taught. All in all we also need more vending machines around the school as not to have to walk far to get to one.... like around the library....when the long hours of studying need a little break.
- The parking situation is completely out of control. There are way too many people in my classes. Two of my classes have over 150 students.
- More Saturday classes need to be added. There are no organizations for full time working students (or at least I am aware of none).
- FIU needs more courses, more availability of a course, more variety in the times offered for a course.
- The number and locations of classes offered with my major is very limited. It makes it difficult to go to school, while working. I feel the lack of courses per semester is making it difficult for me to graduate.
- **WE NEED MORE PARKING SPACES, AND MORE CLASSROOMS!!!!!!!!!!!!!!...ALSO KEEP NORTH CAMPUS BUS FARES LOW!**
- There should be some more public phones on campus, as well as easier parking, and in GC an elevator to the third floor
- My biggest concern is a poor variety of night classes that is offered.
- HR courses should be taught more frequently and on convenient times.
- It would be nice if there were more classes available for my major.
- Offer more classes needed for program, with additional times

- I think that the way classes are scheduled is a little unfair. This semester has gotten a little better. Most required classes are offered at times that are impossible for working students. All classes should be offered at night at least once a year to ensure people can take them. I would have graduated already if that would have been the case. I still have one more semester due to that. Since professors have seniority they get to pick and choose the times they want to teach, not thinking that us, the students, the paying customer, has different needs. Students should be consulted about class schedules.
- THE PARKING SITUATION IS ONE THING I AM SINCERELY NOT PLEASED WITH AT MY SCHOOL. THE FACT THAT ON CERTAIN DAYS OF THE WEEK I HAVE TO COUNT ON GETTING TO CLASS AT LEAST 30 MINUTES PRIOR TO CLASS TO ENSURE THAT I WILL HAVE A PARKING SPACE IS TRULY UNDESIRABLE. ANOTHER AREA WHERE I CAN SEE SOME ROOM FOR IMPROVEMENT IS THE AVAILABILITY OF CLASSES. AS A FULL TIME WORKER, IT IS EXTREMELY HARD TO FIND A CLASS THAT WILL FIT INTO MY WORK SCHEDULE.
- The school needs to cater to people who have to work a 9 to 5 and they don't why is it that.
- OPEN MORE CLASSES IN THE BROWARD AREA
- Please make note that in a discipline such as Human Resources and possibly others such as this one, it is important that a wide variety of courses are offered all semesters and not "every other semester" or "once a year"
- I think more classes should be available at night for students who work in the morning.
- I think that classes should be offered at a variety of times to satisfy the working student, especially during the summer. Many core classes are offered in the middle of the day and for those who work 9-5, it is virtually impossible to register for those classes required to continue on to your major. During the summer, more classes should be offered in the evening time for the same reason.
- Most of the journalism department courses are offered at times in which students that work like myself can not attend... This contributes to a longer period of time for graduation or a major change...
- There should be more class times available, more parking for students and calendars given to students with dates and deadlines
- offer more classes for after work hours since most students work. Make registration process more student friendly, MDCC is way ahead of FIU in this area (more choices, more options, and not an extra charge to use a credit card to pay for example).
- FIU does not always offer enough evening classes for business majors, and there should be more business advising available especially for those that only live by the BBC campus, and hold full time Jobs. It is very inconvenient trying to get in touch with an advisor and you the student has a full time work schedule.
- Need to offer more courses at various times. Need to offer more elective courses.
- We need more of a course selection for those individuals who work full-time.
- If FIU claims to cater to students who work full time, then more classes need to be made available to those students and course registration should give such students preference for night and weekend classes. Also, registration, financial aid, cashier's offices, etc, should have hours that accommodate students who work full time. Keep in mind that most full time jobs run from 8-5 weekdays and that it can take a minimum of 2 hours to get to FIU from downtown. Having the offices open until 7pm, as a result, is not sufficient!

- Please consider offering more core courses/prerequisite classes at off campus locations, especially at Broward Pines campus. Bear in mind the working student when scheduling these classes. thanks
- I think that there should be more courses available to students during spring and fall, it's hard when a course is only given during one term and not the other (for example, human anatomy should be given, both in fall and in spring, and as well as summer) it's understandable that recreational classes can only be given once in a while, but classes pertaining to one's major should always be available.
- I have had a really bad experience with FIU due to the horrible class schedules. Classes pertaining to my major are either not being offered in the upcoming semesters or have only one open class. I believe it is extremely unfair and some action should be taking. If the class is needed for my major, and FIU requires me to take it as a prerequisite, than it should be offered every semester with more than one listing. As a freshman I constantly have counselors speaking to me. They say that students don't graduate in four years, that it takes them longer. The only ones to blame is the administration at FIU. Its not that the students want to take longer, in fact they are trying to finish. Its FIU's fault for not offering the classes on time and MAKING the students prolong their graduation. FIU's administration should really look into accommodating all their students because in reality we are paying for it.
- There needs to be more variety of classes other than the core classes available in the evenings for Political Science majors.
- getting classes that I need in the late afternoons is a major problem. I am usually forced to take things that do not interest me but can be used towards my degree. because of some required classes were not offered in the evening, I will have to attend an extra semester to get my degree.
- Why are there no daytime social work classes offered? It is a hardship for me to travel to the South Campus. I am not the only student that has been faced with this problem? I am quite sure that if the administration were to add one or two social work classes at BBC in the mornings, the classes will be filled immediately. As a student I would appreciate it if you looked into the matter. Nevertheless, I am satisfied with the experience at this Institution....
- The Broward Campus does not offer classes needed (required) And I registered with the understanding that at least once a year the required class would be offered. In Social Work Communities and Organizations has NOT been offered at the master's level in over a year and according to my advisor may never be offered at the Pines Center. If one is restricted on a means of transportation, registered at FIU when in Ft. Lauderdale east or west Pembroke Pines, and required classes are not offered at the only campus you can attend, what exactly does one do My advisor at the Pines Center, tried to seek alternate classes, computer based class or some type of modification but the department head seemed to have no options. If I was not so far into the program and was in any type of a rush to finish my degree, I would be fuming. I hope that the class I need as well as all required classes for the future completion of my degree be offered at least once a year at the Broward Campus.
- I feel that FIU needs to create greater availability of classes and times of classes because its terrible when you don't work because you are dedicating all your time to school and when registration time comes around, all the classes you need to take are FULL! It is a very big inconvenience, especially when you only have a limited amount of classes left to take and you don't have many options in terms of other classes to substitute for the ones which are full or at a very inconvenient time.

Academic Issues – Departmental

Accounting

- The advising services, especially accounting undergraduate, is atrocious. I have never had a good experience with this department. The staff in this department is condescending, unfair, and extremely unhelpful. Due to the frustrations I have endured with this department I am quite certain that I will attend another institution for my master's degree.
- The accounting advisor should have more compassion towards students who work and should be less offensive. She is very discouraging, I dread visiting with her to choose classes for upcoming semesters.
- During the last 2 years that I have been an Accounting major, I have had only bad experiences with the Accounting Department. The staff is extremely uncooperative and rude. They answer students' questions with attitude and look down on the students that have the "courage" to ask a question. The current and the previous advisor have been equally rude. I have spoken to a number of accounting students (at least 50) and all of them have said that they dread having to see the advisor because the advisor is always UNCOOPERATIVE AND RUDE. In my opinion, the staff in the accounting department (including the advisor) needs to be told that they are there to help the students.
- Professors (accounting specifically) should make us buy only the books we will actually need for an specific class, and ask in the exams all the material that we must know and understand, not what could have been if ...
- Please get better teachers for the accounting program.
- I am not satisfied with the customer service received in the Advising Office for Accounting.
- Accounting was my first major but I had bad experience with the Professor. I think they do not care about the student. A high percent of the students that passed classes 4101 is because they attended to see this guy that seem to have inside information or something, every body know who he is including the Accounting professor too. He charge about \$60 per class and he has a class per week in a hotel. I was very unhappy to learn that to pass this class I had to attend to this other classes. I think professors should give students the necessary information and skill to understand the classes without students having to pay extra money to someone else to pass the classes. One professor is too fast and it looks like he likes to fail students. Another professor is a nice lady but does not have the skill to teach this class, she get lost and sometime she even doesn't know or understand what she is trying to teach. A third professor relies too much in PowerPoint, students do not understand him. I think the school of Accounting is a monopoly, and I am writing this because I hope it get revised, and this include the advising office (advisors) secretaries every body. I which you could go as an student and ask for information. They do not let you put a foot in side of the office, as soon you open the door a lady ask "what do you want". In general please revise this school. I change mayor because the school of accounting in general was a nightmare.

Art

- The relationship between the different arts should be organized academically, improving the interaction of theatre, dance, music, and visual arts and motivating multimedia

productions, FIU would create a center of culture that could be a big benefit to the city of Miami.

- Increased funding for the Visual Arts department, and also new facilities that include studio space not only for graduate students, but for BFA candidates currently in their junior/senior year. The dilapidated structures currently being used by the department are clearly hand-me downs from other departments within the University. Also, moving the department closer to the main part of campus would make it easier for BFA and MFA students to access the library, cafeteria, student services, registrar, financial aid, and the bursar's office.
- FIU needs to provide better facilities for the art department. We are working in unsafe conditions, totally isolated from everything else. We are paying the same money for tuition, but we never see the facilities. Art departments are 20 years outdated. The art world is growing and changing at a rapid pace and FIU needs to keep with the times. Specifically we need a professional computer lab for all the digital media that's being produced today. Classes are overcrowded and there are too many adjuncts teaching advanced students. Also, there are some teachers who are abusing the tenure system by totally slacking off with their duties and responsibilities as professionals. We need major help!.

Architecture

- The architecture department I believe is unfairly judging students in their portfolio to enter upper division design classes. They basically choose only students with a GPA higher than 3.0. I spoke to over 30 students who were accepted and each had a GPA of 3.3 and above. I believe the portfolio was meant to judge one's talent and be used to choose the best designers, not as an application to an honors society. Otherwise the portfolio is useless and a waste of time.
- THE SCHOOL OF ARCHITECTURE NEEDS TO HAVE MORE PEOPLE AVAILABLE FOR ADVISING. I FIND THE CLASS TIMES AND AVAILABILITY ARE OFTEN INCONVENIENT. MANY CLASSES SHOWN IN THE COURSE BOOK ARE NOT OFFERED. ALSO, EITHER MORE PEOPLE SHOULD BE ALLOWED IN THE ARCHITECTURAL DESIGN CLASSES, OR MORE CLASSES SHOULD BE OFFERED. IT IS CLEAR TO ME THAT FIU HAS ACCEPTED MORE PEOPLE THEN IT HAS THE CAPACITY FOR.

Business

- This comment is in reference to the Business school. At the beginning of this semester I was told that I could not register for the classes of my choice because I was not fully admitted into the school. Although the classes I was registered for had no pre-req. I was given the answer of just taking other classes which I was not required to take. Telling me basically to waste my money on useless classes. I think this rule is completely useless, all it does is cause the students headaches as if they don't already have a lot to deal with. I should be able to register for whatever class I wish as long as I have completed the pre-req classes. I am the one paying for the class in the end.
- I have had several negative experiences with the business advising department. I have on numerous occasions been given wrong or incomplete information and have also found it extremely difficult to make an appointment to meet with these advisors. This has become an obstacle to my timely graduation. In my senior year I am being forced to take freshman level science and English courses because I was never told that I had not yet

met these requirements. I am a transfer student and had no other way of knowing this information except through advising. As a result, I will not be returning to FIU for graduate school. I am already looking elsewhere.

- The business school offers a small number of classes compared to the size of its student body. And almost all the classes that are offered by the college of business are once a week, 3 hours per session. These classes are never carried out until the end, and in my opinion this methodology affects the student's learning experience, and affects the teacher's ability to teach a good class (in my opinion classes should be twice a week). I also want the administrators of the college of business to know, that there are students that do not work, and we would like to take classes in the morning.
- yes the business advisors have no concerns for the wellness of the students. They are allowed to come and go as they please. This university is known for the business program hence, there are many students in that field so there should be more advisors as well as advisors who are actually happy to do their job not just trying to cross students off the day's list. I have spoken to many students who feel the same way.
- Please hire more advisors for the college of business and offer more business classes in the afternoon 6-9pm.
- Business advising is horrible, needs better organization & more advisors. Need to offer more classroom based business classes. I don't appreciate the shift to online classes. They are not as good as traditional face-to-face classes and the extra cost is unreasonable. We need more guest speakers related to our majors like other universities do. For the business department, we should have guest speakers from the business field or experienced business people.
- THE ADVISING IN SCHOOL OF BUSINESS IS TERRIBLE AND UNFAIR. YOU CAN OBVIOUSLY TELL THERE IS NO ONE THAT YOU CAN REPORT PROBLEMS TO ON CAMPUS. THERE SHOULD BE A DEPARTMENT WHERE STUDENTS CAN GO IF THEY FEEL THEY ARE TREATED UNFAIR.

Computer Engineering

- relevant programming languages should be taught. Java is not as relevant as Assembly, Python, C#, and all other languages which are actually useful for programming things other than internet based items. Java pales in comparison to many of the languages I just listed.....portability being its only usefulness.....please offer better programming courses, with better professors, and relevant projects/uses for the skills we learn in those classes

Education

- I feel that the Dean of the College of Education needs to be more responsive. Also, I feel that if a student is doing research for a doctorate, then the ability to defend the dissertation should be left to the committee and not one individual.
- I believe that the college of education needs to start working together to communicate properly to the students. It seems that policies and expectations are always changing within the college and no one takes the time to properly communicate new ideas to us, the students or half of our professors. The college could also benefit by having real professors teaching the courses instead of "doctorial students" who have no idea how to teach us... other than to follow a syllabus that was not clearly explained to them or us. I also believe that if the college wants to give us good teaching experiences they should work out the problems in the program before they make us start things and have to

change them, quite a few times in a semester, because the college had not worked out all the details.

- Within the Education Department there seems to be much confusion about what program you're in. Since I am going back to school for certification, I am not in a program. All the other people I've met also doing certification have different courses listed by their advisors. There does not seem to be consistency in what we're all told by various "advisors". Also, Is there or is there not a MAT program for elementary education? I can't seem to get a clear answer from my professors.
- I think that the College of Education is very disorganized. I have noticed that they ever give adequate information and teachers do not even know how to answer questions. The field experience hours are not helpful at all. All we do is sit and observe or help the teacher run her errands. Also, the DO Education needs to stop changing their policy and requirements for graduation every YEAR! Everyone has taken classes that do not count anymore. It's a waste of our time and money.

Engineering

- THE QUALITY OF THE COURSES GIVEN AT GRADUATE LEVEL FOR CIVIL ENGINEERING IS VERY LOW.
- I believe the College of Engineering has been isolated from the FIU community. It receives very little attention when compared to other colleges like business or architecture. The Engineering facilities are simply depressing and though most of the faculty are great, some of the them are almost incompetent. Besides, having to move from campus to campus is extremely annoying. However my major concern throughout the four years I have spent at FIU is the academic level that there is in the classes. FIU is lucky to have some faculty who would probably be better off at another university, but prefer to stay here out of commitment and the love to their professions. The problem is that many of the students just come to the college of engineering to get a degree making the least effort possible. As a result professors can't demand quality and hard work because these students will complain or give them a bad evaluation at the end of the semester. Since nobody answers the professors evaluations objectively, those who give out easy grades get a good evaluation, which deteriorates tremendously the academic level of the college. I have seen people who graduate knowing almost nothing, having taken the same course 3 or 4 times, complaining and raising false accusations, just to get a passing grade and receive a diploma. Even at interviews, some professionals have told me they have seen FIU graduates that are almost clueless. Engineering is not easy%3B it requires a lot of hard work, but if the professors are so obstructed or afraid of demanding from their students, FIU will keep graduating a good amount (not all of course) of incompetent engineers.
- The main campus classes were nice and challenging, the engineering was a little disappointing and somewhat corrupt. There was a lot of disparity from one professor to another. I had many classes with unqualified professors, hopefully it'll change someday and make engineering a proud place to study
- It is important to me that this comment presented to you is considered with the seriousness it deserves. As an engineering student I am completely disappointed that the Engineering department cannot find competent professors for the classes that my degree requires. Signals and Systems, Communication, Electronics I and II, Computer Design, and Microcomputers have been my worst disappointments since I feel that I was deprived from 80% of everything I was suppose to learn from this classes. The professors assigned show either no sign of knowledge of the material or how to properly teach the

course. It is insulting that students must constantly correct them, us the ones that are supposed to be learning from the professors. Tests have had to be annulled or otherwise the whole class fails. These complaints which I write to you right now have already been addressed independently and as an organized group with the dean of the Computer and Engineering department and I'm sad to inform you that not much has changed. There should be other means of effectively evaluating the performance of this so called professors other than the student evaluation. Students can have a say but I believe that there should also be a group of educational experts that make sure that proper and effective measures of teaching are used. If the quality of education is really F.I.U.'s priority their main and first concern should be how well classes are being taught. I am more than willing to provide more information if you are interested on this matter. I am a concerned student who desires to at least get her money's worth when it comes to education.

- FIU has been an absolute disappointment! The Computer Engineering Curriculum is great, however the faculty is THE WORST. I have a few credits more to finish and I have not learned anything and I have excellent grades! We have submitted the students surveys informing on how bad this situation has turned out and nothing has happened! Faculty at the Engineering Building is a true joke! Every semester we pay tuition to listen to a "someone" to read off the book! I'm going to inform the local News channels as soon as I get a chance! Overall 2 & 10!
- 50% of the faculty in the Electrical Engineering Dept.(especially undergraduate level) are both, academically and research experience wise, incompetent to teach. I have had to take upper level classes taught by Teachers assistant, Lab technicians, community college teachers. Even teacher who do have Masters degree themselves do not have a thorough understanding of the subject they are teaching regardless of their degree & s they have. Weak understanding of subject material is propagated through these teachers. Finally, teachers often fail to teach with mathematical rigor which is necessary for understanding Engineering subjects.
- It would be nice to have some recreational activities at the Engineering Building such as ping pong, a TV set, a game room, etc.

English

- The offerings at the English Department should be expanded for part-time, after-business hours students like myself.

Health Services Administration

- I am very disappointed in which the way CHUA administration handles the Health Information Management major. One professor is not only rude, arrogant, but extremely unhelpful to students in this major. Her attitude towards teaching and the students is appalling and I am very upset to have stayed in the program. The education is poor, and the needs of the students are far from being met. This is a shame because FIU is a top school, and I chose to attend FIU because of its status. The HIM program should be completely redesigned, beginning with its program director!
- I am extremely disappointed in my chosen major and how this program is run. I am paying for an education, and I feel that teachers are there to help you not to hurt you or make your life difficult as a student. One professor treats us like children, and at times we feel ridiculed, she's not helpful at all!! If we have questions, at times she will laugh in

your face. She has an attitude of "your a student, and I know I am better than you". Its very disconcerting, and I would've changed majors but I didn't want to start something over. I am not the only student who feels this way, and it's very sad to think that almost everyone in our graduating class will be going for the masters degree in something other then HIM.

- I feel that the HIM program has a lot of improvement to be made in regard to its professors, the director and the course content. I honestly would not recommend FIU to anyone interested in studying HIM. I also do not think that FIU put its students interest first, I honestly think its all about money.
- THE HEALTH INFORMATION MANAGEMENT PROGRAM IS LACKING A GOOD SOURCE OF ADVISING, BETTER TEACHING SKILLS, THE FIRST DAY OF CLASS CLASSES ARE NEVER WHERE THEY ARE SUPPOSED TO BE, BOOKS ARE NOT ORDERED ON TIME. IN ADDITION, THE GRADING SCALE FOR THIS PROGRAM EXCEEDS THAT OF OTHER MAJORS SUCH AS PHYSICAL THERAPY OR ANY OTHER RELATED HEALTH FIELD AT FIU, (I.E. A%3D98-100) (WE ARE NOT MED STUDENTS!!!!!!)
- FIU Human Resources Department should consider hiring more students as SUS employees to attain work experience

Hospitality Management

- I think that computer lab in the HM building needs someone who can actually handle problems. I experienced and witnessed that the person who works in the computer lab could not help students who had problems, and was pretty impolite whenever I asked for help. Another thing is that I do not feel that I could get help from/in the school whenever I have problems.
- I feel for a school that is called "hospitality and tourism" management, there are virtually no on campus recruitment from any tourism organizations at all.. with tourism in the name of a school, we desperately need more jobs for tourism students. please work on this. It is an embarrassment to have the word tourism in the school when there no jobs in tourism being offered here. (With one exception Carnival cruise lines). What ABOUT ALL THE GOVERNMENT AGENCIES or tour operators in south Florida?

Mass Communications/Journalism

- I feel that the rules in the school of Journalism and Mass Communication Have gone too far. Not every student can meet the requirements but that does not mean that they are not capable of doing the job. Throughout my time at FIU I have learned to hate my major. If it wasn't because I know it is something I am good at, through experience, I would of changed majors.
- the advising department in the school of journalism and mass communication should be train better...most of then don't know how to advise and make the student take courses that they really don't need. But of course since is not their money they really don't care.
- I would like to see more cooperation from my advisors in helping me obtain an internship. I recently received an excellent opportunity to intern at a local Spanish news station (channel 51, owned by NBC 6), which I found through my own personal contacts and incentive. However, I needed a letter from the school saying I would receive credit for it. I was told by advisors that I would not receive such a letter because I was too inexperienced in my field. They mentioned that since these type of opportunities were previously offered to all students, and some had behaved irresponsibly, that they basically

ruined the chances for those who would follow. I understand that the school doesn't want to look bad and that they need to keep good relations with the stations and such, but is it fair to shut down ALL students? I even emailed and left several messages to the Journalism Dean, and she never replied to any of my emails/messages, instead she sent the head advisor to respond to me with of course a no. I believe someone should take a look at the system that is being used and try to create a happy medium for both students and the faculty. I was extremely unhappy after being refused this opportunity, as I was explained by the station that interviewed me, that I would have been trained in each and every assignment that I would have been given. I feel as if my chances to gain experience were being sabotaged by the same institution which was encouraging me to go out and gain experience in internships and such. I receive at least an email a day from the journalism dept. regarding internship openings, and now I just laugh at them, it's as if I'm being teased. Please help! A frustrated student.

- I am very upset with the School of Mass Communications and Journalism. I feel that their poor advising has caused me not to graduate on time. They constantly change the rules and do not advise the students till way after the rules have been changed. The class offerings are VERY POOR. I think certain class (the high demand ones) need to offer more seating and be offered in the day and the night. There are several students who are trying to work full time and attend school full time, but they can't due to classes being offered at 1100am. I'm sorry to say that if I decide to do a Masters in Communications I will not be obtaining one from FIU.

Nursing

- I would like better coordination between the nursing school, and their calendar of events. I was handed a pamphlet when I went to the orientation that said the deadline to apply for the spring semester of 2003 was on October 15, 2003. I applied on September 09, 2003, and was told that registration finished on the first of September. Now because of that I have to wait until fall of 2004. By then I should have been almost half way through the program if information was updated more often.
- SCHOOL OF NURSING NEEDS MORE RESOURCES FOR STUDENTS TO PRACTICE, SPECIALLY FOR FIRST YEAR STUDENTS, AND SMALLER CLASSES, SO THE PROFESSOR CAN TEACH BETTER AND HELP MORE.

Psychology

- Professors in psychology should not try and run away from the areas of psychology related to psychoanalyses. I have noticed that because (in my opinion) they do not understand completely people such as Freud, they tend to want to avoid it. At times maybe pushing his theories aside by saying maybe that he was just a "pervert". To try and explain psychology through simple research is in my opinion an understatement of the human mind. The beauty of psychology is the complexity of the mind. In my opinion to be a success in psychology you have to be able to understand mans cognitive ways. Understand things such as why an Oedipus complex would come to be. Research is just but the second step, once proving an idea comes up. The important start is what made Freud what he is still today(a person whose ideas have withstood the test of time): The ability to understand those underlying factors of our psyche.

- I believe more relevant advice and help should be given my Career Services in reference to graduating Psychology majors. Also, graduation seniors should be aided in finding internships or relevant jobs.

Public Administration

- I am glad this is being done, but I think the Public Administration program needs a lot of work. The advisors are never available to help you.
- FIU Really needs to add more courses. My major Public Administration has a limited number of classes, this frustrates me and prevents me from graduating in a timely manner.

Statistics and Math

- I think that overall FIU is a wonderful institution. The only problem I have is with the math teachers in the school. Who some of them are not very familiar with the content of the class.
- The Mathematics Department needs change. It's seems that most professors are miserable and dissatisfied with life in general. Sometimes it seems that 'they' are out to get you, making the class impossible, at the same time discouraging you from advancing in your school work. Just because they have a PH.D behind their name, doesn't mean that they could teach! Thank you for your time! Student
- there is a need for research opportunities that are geared for undergrad students in the mathematics and computer science departments....currently, the research labs are for grad students who are on a completely different level than undergrads and near impossible for an undergrad to understand what is going on in the labs....MORE RESEARCH OPPORTUNITIES FOR MATH MAJORS.....

Academic Issues – Environment

Budget Cuts:

- I don't understand why faculty have a Xerox machine ban while there is a new football team, why the south campus has had a substantial makeover and not North, why, in my department there's one listing for a graduate Lit class in the spring on BBC campus(and it's during one of our major required workshop classes) yet south campus has about 5 or 6 Lit classes for the spring term. Overall I am happy with FIU, just lately, with budget cut scare I wonder where the monies go and why. The teachers have always been exceptional, it's the administrative side of things I wonder about.
- Lately, the bus fare has gone up 25% and tuition has also increased by 7%, which I think is fair considering that FIU budget has suffered deep cut ever since 9/11. However, I hope this price increase is not the beginning of things to come.
- I feel that the budget crisis has hit on campus activities, specially those from SOC. I also have bright futures and if this program disappears then the same thing will happen with me and other friends at FIU.

Language Issues:

- I have a problem with the fact that 80 percent of the FIU staff I have dealt with cannot speak enough English to communicate with me. As a student of Linguistics, I agree

with the importance of bilingualism and multilingualism. However, it is more important that people working in a particular country should be able to communicate efficiently in that country's most predominate language.

Academic Issues - Faculty

General Issues:

- I have attended many institutions of higher education, and have several post graduate degrees. FIU is among the poorest. The faculty & staff are clearly quite uninterested in the general well fare of the students. I suggest serious inquiries be made into how to resolve this before no serious student will consider attending this institution.
- You need to include more specific question and space for comments about the professors and please, pay attention to the classes evaluations we do and make some changes and adaptations when it is appropriate.
- Some teachers should be more considerate with people that work full time.
- I would like to see faculty that know HOW to teach material. It is one thing to have a PH.D that knows material and it another thing to find one that knows how to convey the material for students to understand. I find that many of my peers including myself suffer at the hands of professors that don't know HOW to teach material correctly. It has come to a point were if I feel the material comes straight from text other then lecture then I wont attend class. But don't take my word for it, compare class averages between professors of the same class and ask yourself why one class got a higher average then another. Not the best evaluation but it sure is a start. P.S: this can happen to text books as well, some departments pick books on poor judgment and students take the blunt of the consequences. early transcendental is a hardcover disaster! Don't believe me Ask (Math Dept.) what they think of the text!
- Hire teachers that care about students learning, not just finishing a curriculum. They should also have a heart!
- We need to get better instructors that care for student's learning what they teach!!!
- I would like to see more hands-on learning in classes. I understand the theory and concepts better when a professor teaches it using real-world examples and in-class demonstration. My programming teacher shows us code examples and works through programs in class. He also runs them so we see how they work and can ask questions then. He also has his lecture notes on the web and is very easy to reach by e-mail. I believe he is the model of the type of professor FIU should have. Too many of my classes are pure lecture of material almost strictly read from the book with no additional insight given. It is the professors that do this that make we wonder what I pay for with my tuition.
- We need a better variety of teachers in the advanced CE classes. I feel that I have not learned much in this last year. We should have qualified teachers
- I wish those certain professors that fail most of their students every semester could be taken into consideration by the staff.
- On the whole I have found Associate Professors and Instructor level professors to be more interested in teaching and in students in general than full professors at FIU. The full professors seem to be more obstinate and less interested in students' progress. Perhaps they are more focused on politics and research projects.

- Some teachers should not be teaching at FIU. There should be more screening in my opinion. I understand there is a shortage in teachers, but this really affects me and every other student who has to go to classes.
- Hire better professors. My math professor is the worst. She knows nothing about how to teach a student, or even how to answer his/her questions. I asked a question and got a very disrespectfully raised voiced answer.
- my Spanish teacher is not a good teacher...
- The only suggestion I have is that the university needs to look at the class surveys more in dept and replace instructors and or professors with bad ratings. I still can not understand how a professor is late the day of the final by 1 hour penalizing every student in the class by not giving adequate time to complete a fill in the blank test and that person is still teaching at FIU. Then you have instructors that care about your studies and those professors are mistreated by the administration because there loyalty to students. I hope the administration at FIU takes a hard look at their staff and replaces the bad ones with quality people. I know the University's President wants FIU to be the best.
- I am concerned about the way the professors at this university remain unchecked even after being repeated graded a POOR. It reflect badly on the university who seem to don't mind having POORLY prepared teachers. Also I think many professors here lack social skills need to be a good teacher.
- Yes. Deeply disappointed in professors trying to explain the end of term grading and problems, if any. Very poor email correspondence on their part - neglect and total disinterest. A letter to the Dean of the department will be forthcoming from me
- I AM NOT SATISFIED WITH THE MATERIAL OFFERED IN MATH AND ENGINEERING COURSES. I BELIEVE PROFESSORS ARE NOT PREPARING LECTURES PRIOR TO CLASS, THEREFORE PROVIDING ERRONEOUS INFORMATION TO STUDENTS. PROFESSORS SHOULD BE EVALUATED FROM TIME TO TIME BY ANOTHER PROFESSOR (IN THE SAME FIELD OF STUDY) IN ORDER TO MAINTAIN ACCURACY OF INFORMATION. ALSO, PROFESSORS SHOULD BE MORE SPECIFIC OF CLASS EXPECTANCY.
- Higher teachers that are a)more able to convey information b)more enthusiastic about teaching c)speak better English. Do not allow grad students to teach junior and senior level courses. A minimum number of years of life experience may be an important determining factor in allowing someone to teach.
- Some of my past teachers are not very good when it comes to replying to emails. Being that I do not live on campus and I do travel 30-40 minutes to and from FIU, I find it imperative that my teachers are able to communicate with me through email. If teachers are issued FIU email accounts they should check them frequently. Also, this semester I chose a certain teacher based on the university statistics provided on the FIU website. When the first day of class arrived it was a completely different teacher who is impossible to understand. I cannot drop the class because it was one of the sections that was offered and I need it to graduate.
- I am exploring the possibility of a PhD with several departments but I am not getting my phone calls returned, is it a policy that professors don't call students back?
- I am longing to finish, some professors make your too miserable on campus.
- I believe being a professor should be taken seriously by the person holding the position. Personal opinions should not be given strongly to the class, because the students have a

disadvantage of giving their opinions without fear of being reprimanded. Personal experiences with other racial or ethnic groups that put that group in a disadvantage with the class, should NOT BE SHARED IN CLASS. A professor should be open to ideas and comments from all students as long as these comments do not have a racial intention or nature. This should be applied to all professors equally. And the students should have the option of reporting any incidents which they may find offensive to two or more officers or departments perhaps even the Dean. This idea is applied in many Sexual discrimination policies in the workforce. What if the offender is the supervisor himself? What if the offender is someone who is an officer? All these things should be considered.

- I feel as though one of my professors has no interest in teaching. When asked a question by a student he turns and asks the same student to explain what part of the question they understand then asks the class to comment. At no time does he actually answer the question himself.
- Teachers should desist from having students acting as secret agents to obtain information from classmates, in regards to their exams, and then use such response to assigning final grades. This is unethical.
- don't hire incompetent or aloof professors!
- Get rid of or penalize professor who have the lowest evaluations. They are here to get a paycheck not because they really like to teach.
- I have a concern about the grading criteria in my chemistry lab 10321. My teacher/ta is only giving out A's to the top 5 in the class regardless of your percent in the class. He stated that even if 5 people all have a 99.25 and you have a 98.725 you don't receive an A in the class. In my opinion this way of grading is not fair and does not encourage the students at all. In my opinion the grade received in the class would not be a very good reflection of your work.
- Some of your professors do not deserve the privilege to be teaching here or at any institution of higher learning,
- Professors should not assign expensive books to students if he or she does not or will not use them for the course. Ex MCB 2000 Lecture and we have no use for it except to collect dust. I think there should be clear guidelines set for students who wish to complain about a specific professor, because some classes feel in unison about specific courses and may not know how to carry out properly those guidelines to express their disappointment.
- I believe that FIU should take into consideration teacher's evaluations that are filled out by students. Primarily, because a person should not be teaching if they do not stimulate interest in the course. Also, if they are not knowledgeable enough in their field. Because some teachers at FIU should not even be teaching.
- Yes! I have a professor who is very disorganized and because of that I find the class to be a waste of my time and money. I understand that this is college and I as a student I must read the material before coming to class but if he is the professor shouldn't he also read the material before coming to lecture and base (his) lecture notes on the readings this is something he does not do well. Any way I just believe that all professors should be ORGANIZE because when they are students like me have a better chance of getting an "A" in the class than a "C"
- The people who hire the professors for FIU should take a look at the evaluations given by the students. Why is it that the same teachers receive poor ratings for years!!! and

yet continue to teach at FIU? If students are paying for tuition, and telling you that they basically did not learn anything and the teacher did not know their material you should listen to them.

- Teachers should stick to what the class is assigned to accomplish and stick to their syllabus... there is no reason for someone registered in a composition class to be required to do speeches
- I believe that professor could be only be a teacher, not some of them are involved in other charges, like try to teach, be a Dean, teach different class, this is not good for the students because they only want to hold his position to be Dean and the group sooner or late feel frustration because is not the same when the students have a real professor that teach only not to be many things and them students, make a comment with the rest of the student that is not fare because when you have only a professor they be more dedicate to the students they explain to you ,gave to the students some opportunities, like do work for extra credit do research be more helpful for the young and older students, the other way the students do not get the warm of his professor and do not feel happy. It's not the same, how did you see is the President of the University, teaching some class, good for his pocket but not for the students, because sometime. they let the student feel his rank. thank you .
- FIU needs more consistency in its staff. Some professors are excellent others are a shame.
- I believe that we really need to look at the ability of our professors in teaching the material needed for the fees students pay. I am paying for classes, and have to pay for additional assistance just to understand the material. If the instructors were better teachers then this would not need to occur. In addition, my choice of education was based on FIU's ranking%3B however, I am not completely satisfied with the results from the classes I have taken so far with this institution.
- Adjunct professors are poorly prepared and, for the most part, very poor teachers. I have had almost NO good experiences with these part-time "teachers".

Language Issues:

- just one! it is very difficult to understand some professors that have very heavy accents. this leads to not understanding the material covered in lectures.
- I don't want to sound rude but I have experienced classes with professors who have an accent. It just makes the material a lot harder to learn when your trying to first understand the professor then the material. After a while it gets annoying asking the professor to repeat his/herself and sometimes you are unable to get through the material by doing that. I would prefer to have a professor who didn't have an accent.
- Most of the Prof. on the University Park Campus can't speak proper English. Some students are not bilingual, so it is not very convenient. Why does the university hire staff members that can't speak English?

Administrative Issues – Advising

- I strongly believe that it is necessary a huge improvement in the advising department. I think that advising is a service (obligation because we have to go even tough we don't want to) that is not really helpful.
- I BELIEVE THAT THERE NEEDS TO BE REVISION DONE WITH RESPECT TO THE ADVISING DEPARTMENT, THEY FORGET THAT WE ARE THE STUDENTS

THAT NEED THEIR HELP NOT THEIR CHILDRENS TO GIVE AN ATTITUDE TO, (i.e.) THE ACCOUNTING ADVISOR , SHE DOES NOT SEEM TO REMEMBER WHAT HER JOB REALLY IS, WE ARE THE STUDENTS OF FIU AND THE REASON WHY YOU HAVE A UNIVERSITY!!!

- I feel that the advising center and advisors are ill equipped to handle as many students as they do. The accounting advisor is rude and unhelpful. I do not get the feeling that the counselors are there to help the students so much as they are to receive their paycheck. Maybe they are overloaded with students and that is why they lack patience and assistance. It is extremely difficult to get answers from them. I strongly believe the accounting advisor is a poor counselor to us students. In addition, there should be more than one advisor! In total, I have had bad experiences with many of the student services staff at FIU. They are generally unhelpful as well as unfriendly. There needs to be some major reconstruction in the staffing.
- Advising needs to have more flexible hours on Monday.
- Advising at FIU is terrible !!!! They are ruining the motivation of students and the positive outlook students have towards FIU. It is very easy to pay for our classes but it is practically impossible to get anything else done at FIU. ADVISING is a joke. Getting a question answered is a nightmare !!!
- I feel that FIU, overall, is a great school and I was pleased with it until this year. As of Summer 2003, I have had several problems with the Advising office, so much so, that I am considering transferring out of FIU. The advisors do not know what they are doing, or do not take an interest. Either way, they are of no help to students and, in my case, actually ended up delaying my graduation and forcing me to change my major because of incorrect and incomplete information. I think this is something that should be looked into for the sake of the students. Other than that, I think the faculty are exceptional and really go out of their way to make sure that the students comprehend the material. Thank you for letting me voice my opinions.
- I am also panning on doing a second major in visual arts and it is incredibly difficult to get a hold of someone who knows the required courses and how things work in general, in order to get a diploma. I also wanted to comment that many of the classes for my major are offered at the same time or overlapping times on the same days... this frustrates me because I like to take about 15 credits
- I respectfully want to suggest that the Advising Department needs a lot of improvement. Specially the departments of advising at individual schools and colleges. The school of Architecture for example, makes it very hard for a student to receive detailed information, and rarely is one greeted by a attentive and happy advisor. The College of Business Administration has the same problem, it is extremely difficult to receive help without one feeling like you are being an inconvenience. In general, it is difficult to speak to an advisor over the phone or online, and appointments are difficult to obtain within a week's time.
- I have enjoyed my stay at FIU. I will recommend the school to my friends. On another note: the advisors don't seem to provide good guidance to students. At least, it was my case.
- If it is possible, please make sure the advisors from Undergraduate Studies and advisors/faculty from another department are reading from the same page and not send a student all around campus looking for answers to questions that should be easily answered within their job descriptions

- There needs to be better communication between advisors and administration. I was told that if I dropped a class I wouldn't have to worry about the grade. Now it has turned into an F and it is ruining my GPA. My schedule is going to be full next semester so it will be hard to take it over again.
- I have been trying to contact my advisor since July and I have not heard from him. I need to get advised but have no help.
- I am extremely concerned about the lack of advisors available for all students. It is highly impossible to get advised, weekend appointments, or online advising should be an option. I work full time and do not have the opportunity to simply ask for a day off to be advised. Hours for the advising center should be extended to later hours and/or weekend hours. Registration is a hassle, I despise FIU's advising center.
- I am very disappointed in the advising I have received. Although my advisor is a wonderful person, she is never available and does not return my calls or e-mails. I had to advise myself this semester and I still do not know if I am taking the correct classes for my major. When I was initially advised, I still left the office confused, and after speaking to the advisor again, I was still unsure of what classes I was taking. There was also much confusion about my major and whether or not I was in the correct program or not.
- The Business Advising Office needs to be made more accessible to students. I do not feel that I should sleep outside the door overnight in order to get an appointment for that day. They should be able to take appointments by phone and trust that students will show up. The online advising is not very helpful and the waiting is too long.
- The Academic Advising Office is a joke. If you go there to receive any answer about lifting a hold they have you fill out a paper choosing what classes you want to take and send you on your way. If you ask them when you come back to retrieve your copy of the paper stating you filled it out they become very rude and tell you to come back when ever. Academic Advising is a complete waste of time and an inefficient process that is incredibly time consuming.
- More availability for advisors - always two weeks full schedule. Pretty hard to get to for a FT worker.
- The advising center for both undergraduate advising and business undergraduate advising sucks!!!! They change rules and requirements on the spur of the moment and they do not wish to help in orienting the students. They have become just as bad as HMO healthcare. They are drive thru advisors. Shame on you all!!
- I am overall satisfied with my F.I.U. experience. The only thing that I have a problem with is the lack of communication between advising and registration. Also the undergraduate business advising could use some serious revamping. I felt that I was getting advised better at Miami Dade Community College then I am here...Thank you
- Academic advising in the Public Health Dept. is very sad. There is either no one to advise or people who advise that have no experience with my major.

Administrative Issues – Cashier’s Office

- The cashiers website does not work, so one cannot find out what his or her status is financially on the web.
- The Cashiers at BBC are the rudest people I have ever come in contact with. They play in the internet, when I am standing in line. You leave feeling degraded. They approach the window like you are interrupting them doing something of great importance when they do a lot of nothing. They have NO customer service skills.
- I have two major suggestions: 1) I often feel that the heads of FIU do not truly care about pleasing the students. A lot of the time, it seems that they are trying to create all the traditions that more established universities have, but they do not realize that the students have to have pride in their university before these traditions can truly take effect. In a way, they are looking out more for themselves and trying to make a name for FIU rather than caring about what the student’s needs and wants are. 2) The fact that the accounting systems between all the offices (most importantly Controllers, Cashiers, and Housing) are not all integrated causes difficulties for a large amount of students. There is a lack of communication that is CRITICAL between these offices, and money often gets lost in the system. Personally, I have been waiting for a refund from 2 summers ago, which I have been waiting for since April 2003, and it is now October 2003 and I have yet to receive the money. I have called Cashiers at LEAST twice a week since April and have spoken to 2 different supervisors on several occasions, and still have not gotten received my refund. I have noticed from talking to other housing students that there are many problems when money gets transferred back and forth between Housing/Controllers/Cashiers, and I think it would be a great help if ALL the offices were under one integrated system where all the offices could access the information, regardless of what office the money is currently in.

Administrative Issues – Financial Aid

- you should have more privacy for financial aid issues, etc.
- Overall my experience at FIU was fine. The only area that I had a lot of difficulty was with the Financial Aid department, which was what made my experience stressful throughout my entire attendance at FIU.
- can I get some scholarships?
- I believe if anything needs improving at FIU, it would be your Financial Aid System. Academic scholarships are giving to incoming freshmen, but what about the rest of the classes FAFSA is not an accurate indicator of financial need. It fails to recognize other bills in a person's life and a student has to put the parents' income tax return information until age 24!! Personally, it would help me a lot if some sort of academic scholarship can be given to the rest of the hard-working students who HAVE BEEN at FIU.
- FOR YEARS, FINANCIAL AID HAS CONSTANTLY LOST PAPERWORK, DELAYED APPLICATIONS, ETC. IT IS ABOUT TIME THEY GET THEIR ACT TOGETHER AND CUT DOWN ON APPLICATION PROCESSING TIME.
- Scholarships for part-time students
- As an International Student, I wish to have more opportunity to work on campus and more opportunity to enroll in Scholarship or Financial Aid

- I found the distribution of loans badly managed. My loans are late do to processing issues with random searches, computer glitches, and governmental buck passing. Because of this I have yet to receive my loans and have had problems keeping up with school materials and housing.
- Two years later I still regret that I transferred to this university (due to financial problems) The rude, disorganize staff working in the financial aid and cashier's office, has made my experience at FIU one of the most unpleasant ever. As a responsible adult who prepares ahead of time, in order to avoid chaos - the misinformation given to me and mishandling of my files at the financial aid office has frustrated me to the point where I was seeking outside help. A simple transmission of my aid request was overlooked over and over again during this past summer, after I made several calls a week to check my status - and this resulted in me receiving my aid (loan) two weeks after school was over and three weeks after I borrowed money from my uncle to pay for my rent!! Receiving my funds this fall semester was an even greater challenge, probably due to the incompetence of the cashier office. Two weeks before I finally received my aid (loans), I borrowed money from my sister to go to the urgent care center, to see my doctor with a follow up, and to pay for the medication my doctor prescribed me. . .thanks FIU
- The bureaucracy with financial aid is horrendous. Something must be done to make the process of applying for and receiving financial aid easier and more user-friendly. For example, last year (2002) I received a "loan acceptance" form in the mail. This year, I did not and it took me three months into the semester to realize I had to fill out and submit a loan acceptance form on my own. This type of inconsistence, along with other problems, makes the entire financial aid process very stressful.
- Every time I have phoned the South Campus Financial Aid office a very sweet and nice woman named usually answers the phone. She has ALWAYS, and every time, given me WRONG INFORMATION regarding financial aid. I usually have to speak to someone else to get the correct information--so it's a dangerous situation and she should not be answering phones or giving out information.
- I suggest that even more scholarships be offered to out of state students because as the name states Florida "International" University. I think all is geared towards in states
- Financial aid needs better organization in providing feedback to students. I spent weeks before fall semester communicating with financial aid trying to find out why I haven't received my loan check for 3 weeks they told me it was on its way. Only to find out at the end of September there was a form that wasn't sent out! Why did they wait so long to tell me? This is very frustrating when a student depends on this money to attend school. Other than the need for a more efficient financial aid office, the school has been a wonderful learning experience.
- In general I am satisfied with my program and FIU. However, I have some MAJOR CONCERNS WITH THE EFFICIENCY AND COMPETENCY OF THE FINANCIAL AID OFFICE. I have still not received my correct financial aid for the year. My concerns have not been addressed, even though I have tried every possible route. I have emailed people, gone into financial aid repeatedly, called and still I get different answers and the run-around. I am very disturbed by the apparent lack of communication within the office and their communication with me. The complete lack of concern or expediency by the financial aid office needs to be rectified. I personally will reconsider attending FIU next year if I have to go through this again next semester.
- I believe, from the unexpected and unpleasant experience I had with Financial Aid this semester, that they should give more effort to students. Send letters of reminders of

missing papers on time for the student to correct or fill out documents for instance. Like a lady in the office told me, "it is the student's responsibility" sure, I agree but they should too give more of an effort to help the students. I don't know if I was spoiled in M-DCC but they always let me know if I was missing documents or had to fill out something ahead of time. I expected that kind of quality on FIU's Financial Aid office as well. Unfortunately, that was not the case. Please help others who are coming in to this wonderful University, as I have already learned my lesson! Won't happen again. Thank you for your questionnaire.... it is extremely important what we think and believe because we are your assets to this University!

- I highly suggest our Financial aid office takes a look of how FSU takes care of its students. I know we have different Universities with different cultures, but we can learn from each other.
- Financial Aid office in the beginning of the semester is very backed up...hire extra help!
- The financial aid office is very disorganized and does not provide students with essential funds in a timely manner.
- Problems with receiving financial aid check. Was told that there is no way to monitor whether checks had been received.
- Technology base, FIU is lacking. The financial system at FIU is horrible! The system is worst than other public Universities throughout the state. I believe that FIU should give deferments to students who are on verification of Financial Aid until the process is complete and then financial aid will then pay for the classes, since USUALLY, those who are on financial aid need to it in order to pay for classes. If we could pay for our classes ourselves, we would not need financial aid. Many other public State Universities (such as University of Florida and Florida State University) use this method of determining tuition fees until financial aid verification is finalized, I think FIU should do this too.
- Overall, my FIU experience has been satisfactory. However, some improvements in the financial aid office and the cashier's office could be made which would support students in their educational endeavors. For instance, a change that has drastically affected students this year is the distribution of student financial aid. The University disburses financial aid monies in two installments. However, all of the tuition is being deducted from the first disbursement, leaving a very small amount of money for living expenses- this produces a hardship on students who rely solely on financial aid for living expenses. Perhaps if tuition were deducted initially, then the remaining balance of awarded monies split into the two disbursements, this would be a more equitable distribution of the funds. In addition, with the exception of a few staff members, the financial aid staff do not communicate well, it is usually very challenging to have a conversation regarding the status of financial aid matters. I am very grateful to Debbie Johnson, who has always been helpful and appears to have a good understanding of student needs and the financial aid programs. She is an asset to the Financial Aid Office, if all staff were as knowledgeable and helpful as Debbie, I believe the office would run smoother. Thanks!
- Financial aid definitely needs to improve! It seems that they are always behind on paperwork, and therefore the students are the ones who suffer. Either someone needs to hire more people, or a new system needs to be developed.
- **THE ABUSES OF FINANCIAL AID ARE IMMEASURABLE IN THEIR DESTRUCTION OF THE HUMAN SPIRIT!!! THEY LIE AND CHEAT YOU OUT OF EVERY PENNY THEY PROMISE EVEN IF YOU HAVE PROOF IN PRINT! THEY ARE RUDE AND INEPT FOOLS THAT WILL NOT ATTEND TO ANY OF YOUR NEEDS AND ALL STUDENTS INCLUDING MYSELF ARE CONSTANTLY AT**

WAR WITH THEM TO RECEIVE THE PETTY PENNIES THE ELITIST SCUM ALLOW ME FOR EDUCATION!!! YOU NEED TO DEVELOP A CULTURE OF PROMISE AND RESPECT THAT IS HORRIFICALLY ABSENT FROM EVERY DAILY INTERACTION WITH FIU!!!

- The University would benefit from a more integrated Financial Aid system including access to more financial aid information and paperwork through the internet. Also, the students and the university would both benefit from internet enabled payments without fees because it would not only limit the lines at the cashier's office but it would expedite payments and disbursements to and from the university. I believe that this is the single area that requires A LOT of improvement.
- The Financial aid staff is terrible. I do not feel that they have been helpful at all. Also, undergraduate advising at UP advised that I take several classes that I should not have taken, including the wrong level Spanish class. I feel the overall staff is unwilling to help, they do not return promised phone calls, and have never heard of customer service. I am very disappointed and frustrated.
- Financial aid staff needs to get their act together. I have had nothing but problems and delays because of continuous discrepancies and wrong information received from staff. I keep on hearing from other students just to expect it, because this is the way it has always been at FIU. I think is very sad that people have just settled for mediocrity. I would think that FIU should try to encourage not only excellence from their students but from any member of its staff as well.
- Your Financial Aid Office staff is incompetent and lazy and very very unorganized!!!!!!! They always mess up my papers EVERY SINGLE YEAR!!!!!!!!!!
- The Financial aid office is absolutely, unorganized and unprofessional. The people that work in the office are not very helpful or knowledgeable when you have a question regarding your money. People in the office seem to have attitudes when you call with a simple question! This shouldn't be that way, if you call and are polite they treat you as though you are not important. When it comes to getting back money the school and financial aid seem to be dragging their feet, and don't want to help you find your money or other money that may be available to you! The communication between the financial aid office and the students needs to be more current. Many people have had problems with Financial Aid this semester that should signal to the powers that be that there is a problem! Some one really needs to check in with the Financial Aid office and make some changes!
- The Financial Aid Office is ridiculous. They always mess up something. I still haven't received my refund check, and most people I know haven't either, and it's the middle of the semester! Financial Aid deducted money from my financial aid, but did not notify my about this change. In general, Financial Aid has always made mistakes, misinformed me, and given me crappy service and an attitude. The worst part about Financial Aid is that after they know that they made the mistake, they really don't try to make up for it, and have a "oh well attitude." Financial Aid should try to put some urgency top give people their refund checks, some people like myself, depend on that money for living expenses. I took out more money in my loan to cover my living expenses, and it the middle of semester and I still haven't received my refund check! So what is the whole point of me taking out extra money to cover my living expenses? That is all I have to say for now.
- Integration of Fin AID office with email services to be able to notify students on the exact status of loans/grants/etc. in order to avoid missed payments. Or The information that is displayed on the website should be more detailed.

- I'm having a problem with Financial Aid. The fact that I live in Greek Housing did not transfer to their office and my loan was cancelled. I'm still waiting for the check after it was reinstated. I've spoken to four staff members and I haven't heard a single apology! Not one person has acknowledged that the University has made a mistake. My budget for the semester included having that check in by now. Please look into your approaches to customer service. Thank you!

Administrative Issues - Health Services

- Need to be treated with more respect by the people in the health center as well as the International Student services office. They have no idea how to talk to adults at the health center, and at ISSC, they treat everyone as if they are terrorists because we are students from another country. We need a more humane service from that office, there is no care or understanding of our situations, we are all treated like criminals whenever they have to inform us of anything, it is done in a threatening manner, for example the change of I-20 forms to SEVIS ones, at the meetings they had the picture of a bomb exploding on all the slides they used to explain the new form, which was in poor taste!! The workers there need training! The health insurance plan for international students is another big robbery, we need better service with that.
- Yes, I had a problem getting through with the Health and Wellness Center-I was put on hold for about eight minutes-just sitting there and then I felt that my questions weren't answered with politeness or very clearly. I wanted to make an appointment and was told I would have to call back. I was not happy at all because appointments are encouraged yet the people on the line were very willing to help me make one. thank you--

Administrative Issues - Housing:

- There are NO questions about On Campus Housing. I am very upset with the situations that arise due to poor communication and incompetence between housing staff and the rest of the university. I have had a problem every semester with housing, and I have been here for 7 semesters now. I think that Housing questions should be included in these surveys, cause they housing staff seem to think they are beyond the university's standards of conduct that are held to the rest of the departments.
- I am strongly unsatisfied with university housing. The rent is high and some of the staff response very slowly to resident's concern.
- University Housing The rent of campus apartment is too expensive. And the Housing Agreement is a little unfair for new students who are from another country or state, since they have few choice except campus housing before they come here.
- The housing office is in my opinion the worst office on campus. They have poor customer service skills and at times appear not to know what their job is. They have consistently harassed various students and need to be properly censured.
- I think you need to ask in this survey about our housing experience for student that live on campus and how we feel about the folks in Housing and Residential Life.
- Housing Office Sucks! They always try to rip you off with every little excuse they make up. My experiences living on campus has been terrible.
- I believe housing costs should not exceed tuition costs so much. Much more students would probably stay on campus, including myself

Administrative Issues – Other

- The tuition rate for International Students is somewhat too much compared to locate or even out of state
- Administrative Services should improve such as cashier, registration, and parking spaces
- Employees from the various offices at FIU should be a little more considerate and not treat students as if they are bugging them by trying to inquire about their problems. Not all of them are like that, occasionally you will find nice helpful employees, but most of the time you will encounter someone who obviously has no desire to be where they are, but stay because they are getting paid. Overall, though, FIU has not been an awful experience and I thank those who have been helpful. :)
- get rid of the bureaucracy - issues dealing with registrars, admissions, registration - they all seem to function independent of each other
- The support staff treats the students like numbers. This MUST be changed to accommodate each student as an individual.
- I am not impressed with the attitudes of the staff at Florida International University. Wherever you go to find assistance, you are always shoved off to someone else's office (which is the wrong office of course) and you start the whole process all over again--getting you no where. I think that people should be more friendly--students are stressed out enough trying to graduate and PAYING their salaries, they don't need to put up with rude attitudes from FIU employees. Also--I am very, very frustrated that the sis.fiu.edu web site is constantly down over the holidays. First off, people need to register for classes, and second, we need to find out how much we owe. I know that when December 29th comes at 5:00pm and I still don't know how much I owe for classes--you all will assess me with a late fee for something that I had no control over. Please update your systems, at a less BUSY time--thank you so much for all that you do for me FIU.
- I feel that a good amount of the employees at FIU do not really understand the needs of the students and just give us an answer that is incorrect or send us to another office or department and we end up going in circles all over the campus because no one knows what is going on. I have discussed this with plenty of FIU students and the majority of them feel this way too. Customer satisfaction does not appear to be a priority for some staff members. It feels as though it takes a lot of struggles to get anything resolved.
- When I first was trying to get accepted by the university, I had a very unpleasant experience with staff at the testing center. I wrote an email in regards to this to the supervisor. The response was that it was being looked at and I never received an updated response after numerous emails I had sent. Very unpleasant experience which made my first impression very unpleasant and negative. Personnel should follow through and respond when stated. I am still upset over the incident.
- It would benefit the University if the students felt that the VP's and the President of the university actually care for the students and what is in their best interest. Also some course on professionalism and business ethics to be offered to all FIU employees, that is something this University lacks greatly.
- Financial aid does not help to make enrollment or registration any easier or less stressful. The student basically does it on his & her own. I don't appreciate how Student Services seems to know nothing about other departments (Financial aid v. registration etc) and how the student is left to make sure the things that are supposed be done by Student Services, get done.

- My overall experience at F.I.U. has been a positive one. The majority of problems have occurred within administration(cashier's office, financial aid, etc.)offices. There seems to be a lack of communication between staff members and students. In order to take care of a problem you are sent to several people, back and forth, before anyone can give you a straight answer.
- Educate your staff better in their respective fields. No one seems to know how to do their job, especially in Financial Aid, Registration and in the Veterans Affairs office.
- So far, I have found my experience with academic advising, class scheduling, and other assistance to be very unorganized and unhelpful. I do not always receive assistance in a timely manner and get very frustrated with the department's lack of knowledge or organization.
- Registration is extremely inefficient and very time consuming for the student. It should be simplified in a manner that students can consider advising as an option, not as a mandatory requisite for registration. Also, the department of parking and traffic has serious judgment issues when giving parking citations to students parked in faculty spaces with dozens of open faculty spaces around the students car, but no student spaces available. As far as the whole financial aid/ cashier/ bursar's offices... they send students back and forth between departments to solve a problem that they do not understand. Better training is necessary and more consideration in the design of the system is needed in order to better serve students in a more objective and timely manner. Honestly, my experience at FIU has been okay, but my impression of the school would have really been more positive if those departments would have better training, knowledge and staff members working there. If I would have known how FIU was going to be throughout my college career, I would have chosen another school... I have taken classes at Broward Community College, and their system of registration, financial aid and cashier was surprisingly much more efficient than FIU's. I cycled through their system in less than 15 minutes and was out of their with my schedule and fee payment receipt with a parking decal and student ID. Hopefully, someone will do something about the system, as it is absurd and is degrading FIU's image. Concerned Student
- I have been both employed here at FIU and a student as well. I know the importance of customer service on both sides of the spectrum. Unfortunately, I have come across rude employees at the Registrar's Office and Cashier's Office. Whenever it is necessary for me to have to go and ask questions, I cringe thinking about the treatment I will get and if they are going to provide me with the correct information. I really believe that this issue needs to be addressed or students or going to continue being unhappy. Thank you for providing this survey--I can see that it may be a step to something positive.
- The employees in the registrar's office should really learn to be polite. Not all students have a bad attitude, and some of us pay for what other students do. They need to be patient and professional as some students are, including myself. They need to make sure that they don't loose student documents and that they have the correct information in the financial aid office. This is crucial to the well-being of our career.
- financial aid and registration provides the lease amount of customer service and assistance possible.
- There is a big problem of communication between the office of the registrar and the financial aid office. More than one time they gave me wrong or incomplete information. My experience in FIU was damaged by all the problems that I encountered with this two offices. I would love to talk about it to somebody in a high position at the university.

- I believe that the offices of financial aid, registration, and advising are very misinformed when it comes to basic information. They send you everywhere to find the answer to your problems only to return back to them because you've been told all across campus you have to go to the original place. It can get someone very mad when all they need is a simple answer to a simple question, and it happens ALL the time.
- The financial aid, registrars, cashiers, and admissions offices should be more informed and should communicate with each other better. I lost a scholarship because of misinformation from the financial aid and admissions offices.
- To make sure that school administrators and advisors are giving out the correct information and are knowledgeable in that area
- Departments at FIU never seem to be on the same page. When one needs something taken care (e.g. tuition waiver), one has to go to many different offices only to be sent to another office.... Not enough infra-structure to handle the amount of students FIU has come to accept.
- I know the school is trying their best but financial aid and human resources offices often confuse me. One person tells me one thing and the other another. I never know what is going to come next and information comes to be late.
- The Financial/Advisor/Cashiers and Registrars office are not well informed and therefore give out the wrong information constantly.
- the administration sucks.

Administrative Issues – Parking

- The parking situation needs to be remedied.
- Thank you for attempting to fulfill parking needs.
- The parking is not good at all. But the go-kart drivers help the situation some.
- One thing that is an issue, is that the new parking garages are taking too long and parking is an issue. There are times where it takes me one hour to an hour and a half.
- We need more parking, or mass transit.
- The parking situation is horrible and unfair and needs immediate attention. I park in a rock field that you spent the time to place borders in, but did not pave it. Also the advising center and its employees are unhelpful and need immediate revising of its operations. I feel completely unsatisfied with my situation at F.I.U and I have made a decision to leave
- Need more parking space in addition to the one currently being built.
- Parking is a key factor in the future of this school. There is just not enough of it.
- The parking is a big time problem right now.... I understand you guys are working on it right now by making the garages, but at the same time you decide to close like 3 parking lots to do this, the problem is that you guys closed too many at the same time... also, I am an architecture major, and we have to carry lots of materials for class, and the closest parking that we could get, which is the one in front of our building, is only faculty, I don't think that is fair, b/c faculty are not the ones carrying all those materials, we are the ones making the projects, not them.... and if you guys know this year the parking has been a very controversial issue, then try to understand a little more the students when they get a ticket, remember there are way more students than parking. I know that you guys will get it fixed, and if we are having the patience with it, you guys should do so with us.
- You need to fix or get new elevators for the parking garages. They're either always out of service or the buttons to call the elevator are messed up such as it is now and people's

with disabilities need to use the elevators. Also, you need to add MORE parking spaces for students. You're building another parking garage but that is only to accommodate the new buildings being built, it is NOT adding any additional parking. I have to usually arrive over 2 hours ahead from when class is going to start just to make a line to try and find parking in time so I won't be late to class. The situation is grave! Also, the lines for buying food at the GC Center are also ridiculously long.. we need more cashiers and servers so we can have enough time to actually eat the food instead of swallowing in a hurry. Need also a bigger variety not just Subway and Pollo Tropical. As to the prices even in the cafeteria, ridiculously high... the same goes for the bookstore and books.

- Parking and getting to class on time at University Park is a stressful experience. After 10 min of circling one or more parking lots and than being fortunate enough to beat someone to a parking space, I have to walk another 10 minutes to my class. Why don't we build taller buildings with accessible garages on lower levels of those buildings. Your attention and assistance with this headache would be GREATLY APPRECIATED. Thank you for asking...
- We need more parking spaces on campus, parking can be very stressing at FIU. I strongly believe one of the major weaknesses of the university is the parking situation.
- The parking lot in front of the Graham Center (GC), next to the bus stop should be made bigger just like the blue and yellow garage. A lot of unnecessary students park there and people who really have class in GC cannot find parking spaces.
- WE NEED MORE PARKING!!!!!!!!!!
- the parking fines are horrible to poor students, stop giving them out!
- The Parking Facilities available at this time are poor at best. While new Parking facilities are being constructed, Parking Officials should be available to assist students to Park rather than issue tickets in an inconsistent manner.
- we need a better system for parking!!!! desperately
- The Parking situation is horrible and the traffic out or in the lots is congested because limited, often only one, exit/entrance to the lot. The grass/gravel lot is hazardous to smaller or low cars with those big chunks instead of small gravel. It is unaffectionate called the mud lot with a little rain and is difficult to walk through to your car without galoshes/ waders.
- There's terribly not enough parking on the University Park campus.
- The parking issue is one of the most annoying frustrating part of my day. In case somebody hasn't noticed, the population of the school is growing very rapidly. Add to that, a lot of parking spaces have been eliminated due to construction. There is an absurd amount of parking meters, which if you are one minute late, you are liable to get a ticket. You shouldn't receive a ticket if you don't have a decal. I am taking 16 credits, already for my major, and I have a lot of things on my mind besides getting a decal. I pay enough money for that decal, and yet, even if I had the decal, finding a decent parking space on campus is almost impossible. The parking situation is so bad, that not only do you have to pay for a decal, but in order to get to class on time, you have to find parking an hour before, because besides parking over a mile a way, you have to either walk, or wait for the little cart to come pick you up. I've received several tickets for parking on the side. Parking was so bad, that not even the parking meter spaces were available, and I had to park somewhere regardless so I wouldn't be late to class. That's just not fair and should be talked about. I didn't find any concern for parking on this survey. Just something to think about. Thank you.
- do something about parking and don't just build garages a mile away from school.... gpa... chemistry... don't ticket us because we don't want a 20min walk to get to our class 5- 10 min is ok.. but most days I park in Tamiami park... the grassy area. I have a 15min walk...

give me a break I would be better off walking from my apartment. Another thing, i know you want FIU big and all but stop building I came here because of a beautiful campus and green grass... guess what I don't see that any more and I can't wait to get the hell out of the school now.. it is nowhere close to being the same place as it was when I got here. my suggestion is stop building until you get more land... and the lake by everglades hall and the new executive building, no one will be able to see it anymore with the art museum that we already have so why build another one. you might as well get rid of the lake completely. Soon no one will know it is there. A Hope my suggestions help.. you asked for them

- We need parking. Thanks
- I believe that the parking situation in FIU is horrible. It is impossible to find parking space, which obligates you to park illegally, and beside all the inconveniences to the student, you also get a ticket for wanting to attend class on time. I believe FIU should accept the amount of students it has parking space for, if not, the parking situation will never be solved.
- yes.. the parking garages.. we should have our fees lowered during the construction of the garages.. why? because being a senior I wont get to use the garage ever.. moreover, it makes it nearly impossible to find parking now with all the construction going on. there needs to be a solution asap.. this is seriously retarded..thank you for listening!
- The way you are handling parking is deplorable, to say the least. You have absolutely no regards for working students who usually have no more than 10 minutes to find parking and walk to the other side of the campus to attend class IN A TIMELY MANNER. Instead, you issue parking violations during the worse parking crisis in FIU University Campus history. My opinion about the entity which governs this is the lowest it can possibly be.
- The parking situation is intolerable. I do not think one should pay parking tickets because of the University's lack of parking spaces. The parking and traffic department should be more lenient and understanding of the student's situation. Moreover, once you park on the additional parking which is usually very far from the buildings you need to go, the people who are there in the additional parking to drive students, should be allowed to travel to some buildings that are further away from those parking lots. I find they are only allowed to drive you very short distances and I usually wind up walking a great deal to get to class.
- PARKING (
- Parking is impossible, there is a strong need to either build more parking spaces or being more flexible with students the first days of classes. Campus patrols are giving tickets without consideration of the lack of parking spaces. Please, be more flexible with students, we already pay a high amount of money, give us a brake from time to time in regards to parking. Thanks for listening!!!!
- The parking situation is seriously unbearable. I not only live far from campus but I also have to spend about half an hour looking for a parking. I understand that the school is building new garages but it was not wise to close off both locations at the same time.
- Please build the parking garages faster in University Park Campus. The parking situation is really getting out of control. Having to hunt for a parking spot is not part of the college experience. I've seen parking garages built faster than a year!!! I know your trying real hard with transportation of students from the parking lots to the buildings, that's working. My only complaint with this university is the transition period between building the garage was not well thought out. Ideas for correction (1) Pave the poorly made rock pile that you call a parking lot%3B this will alleviate stress on the students and their cars. The rocks do damage the tires and car suspension. (2) This is a more

economically efficient idea, by putting a traffic control cop out in parking lot 1 during high peak traffic times to maintain traffic flow for those who come and go from the lot. It can take about 15 minutes or more just to get out some days. (Usually around 1 45-2 o'clock) Thanks for reading my complaint, if any of these ideas come to be, well I'll be pleased. Thank you and have a nice day!

- Parking is horrible! Therefore tickets should be waived!
- More leniency should be given in regards to parking. Considering that parking space has been reduced and there are more and more students every day, parking tickets should be given under extreme circumstances, but not because there was no parking available and the student parked on the grass or the side of the road. It's give and take.
- Too bad you did not inquire about parking space availability in your questionnaire. It is simply deplorable. Clearly, there's a new garage under construction, but it will not suffice given the number of students attending this campus.
- More parking spaces!!!!!!!
- Parking is excessively scarce and parking tickets are being placed unfairly for this reason.
- The parking situation needs immediate attention! It is not fair for students to have parking lots closed and spaces blocked off for the sake of construction. The wellbeing of the students should be the first priority when altering the parking situation. It is ridiculous for one to spend 30 minutes looking for parking or to miss class due to lack of spaces.
- Since the parking situation at University campus will not be improved until the construction on one of the new garages is finished, FIU parking and traffic should be more lenient towards those who park in unmarked spaces. When spaces have been exhausted students have nowhere else to park and cannot afford twenty dollar parking tickets. FIU is a commuter school and should accommodate the majority of their students instead of trying to make more money off of those individuals.
- **PARKING!!!!!!!!!!!!!!!!!!!!!!** Please create more parking spaces, **SOON!!!!** Have more transportation terminals(from parking to specific buildings) Be more flexible with the parking procedures...
- do something about the parking situation
- Additional parking would make everyday a lot less stressful. I find registration time hard because the classes that I am able to attend (mornings) fill up fast, sometimes before even my time to register!
- there seems to be a huge problem with parking available for students. I do realize that there is much construction in effect to relieve this problem in the future, but the proper department should consider looking into more immediate solutions. I find it unfair that part of our tuition goes to paying for parking that we are not getting, not to mention extremely hypocritical for the university to enforce strict parking laws when there is insufficient parking for our continually expanding student population. the proper authority should consider being more lenient as far as parking violations go until the parking situation is resolved. maybe we should fine the university every time a student spends over an hour looking for parking and is unsuccessful finding a parking space, even a distant space, from where their classes are scheduled. maybe then the university would begin to understand how expensive and frustrating the entire situation actually is.
- I live on Biscayne Bay Campus but I primarily attend University Park, FIU's parking is the worst! It takes about 15 minutes just to find parking. Rather than go through this frustrating, rage road producing, ridiculous procedure every morning, I have reluctantly decided to pay for parking in the Visitors parking. Which is ridiculous, considering that I've already paid for parking in my tuition for the semester. Why would FIU decide to destroy not just one but two parking lots at the same time, the ones that are being replaced by the rec center and the new parking garage, I mean parking was already hell to

begin with, now it's like we have to scramble, like a scavenger hunt, for parking, which makes us totally late for class, then our professors bitch and moan, as if they don't realize that parking is horrible. Too many cars not enough spaces, and please don't say there is, yeah there's parking waaayyyyy across campus by the Stadium, Wertheim, the fair, but seriously who wants to hike across campus, by the time you get to class, your huffing, puffing, and sweating, it's ridiculous, ugh!!! There's not enough parking, and you know it, I understand that's why your building the garage but goodness it's taking too long and why have it occupy our space, you guys really need to rectify this situation, get it together, hopefully the new parking garage is done by the spring semester, but it doesn't look like it, Point blank: There's not enough parking!!!!!!

- I think PARKING is a HUGE, HUGE problem!!! When you are building parking garages, you should not ticket, it is unfair, and besides the parking at FIU is horrible, I have missed many classes because I have not been able to find parking! It needs to be taken care of QUICKLY, and SOON
- Don't saddle the students with the payment of the parking construction. We are paying way too much when you add it all up. And we don't even get thanked for it!
- fix the parking situation more efficiently
- Parking was horribly around the education building. I was very glad when they painted the extra spaces. Thank you
- FIU really needs to work on the parking and forget about building more buildings and parking garages that are miles away from where you need to get to.
- Parking is a major problem. We pay very good money to go to school at your university and if you cannot take care of the parking, then please stop giving us tickets. We pay for classes, books, and food. When we come to school, we cannot be late for class because we will be penalized for being late to class, and all the money we spend we should have a place to park without waiting 30 minutes. The majority of employers provide a parking spot for their employees so that they may arrive at work on time. I am aware that you provide staff & faculty parking- please, provide student parking---- we are your customers. Thank you.
- Parking at FIU University Park Campus is a big issue for me. I must arrive anywhere between a half hour to an hour before my class starts to be able to get decent parking. Otherwise by the time I park my class is half way through. More effort should be put into making parking better rather than security officers or school police hassling and ticketing students for parking on the grass when they are just frustrated and trying to get to class.
- I SUGGEST THAT THE METERS ARE REMOVED FROM THE PARKING LOT OF THE EDUCATION BUILDING. I FEEL THAT ONE ROW OF METERS ARE NECESSARY, BUT NOT FIVE. FOR EXAMPLE IF YOU ARE COMING FROM YOUR FIELD SCHOOL AND YOU GET STUCK IN TRAFFIC AND YOU HAVE TO GET TO CLASS ON TIME, BUT THE ONLY PARKING SPOTS ARE METERED, AND YOU NEED YOUR QUARTERS FOR WASHING. YOU DON'T HAVE A JOB BECAUSE YOU ARE TAKING 18 CREDIT HOURS AND U HAVE TO COMPLETE 80 FIELD HOURS BEFORE THE END OF THE SEMESTER. THE TEACHERS HAVE SIX ROWS OF CLOSE PARKING AND THEY GET PAID FOR COMING HERE EVERYDAY, BUT WE PAY TO COME HERE EVERYDAY AND WE HAVE INADEQUATE PARKING.
- The parking situation at FIU is horrible.
- Parking should get better after the garages open up. As of now the additional parking lots help out a lot especially the free transportation.
- Parking is always a hassle and I got a ticket for not having my decal.
- Do something about parking!!

- More parking spaces, and I don't mean at the other end of town!!!!!!
- The Parking at the University Campus is not adequate enough for the night classes. When the semester first started, I spent over half hour trying to locate a parking space.
- It would be nice if we had more parking spaces on campus, I understand that a lot of the campus is under construction. I don't feel that it should take me thirty five minutes to find parking space. thank you
- I believe that until the parking lots are finished, that the police at FIU should lay off ticketing so heavily. especially if someone is parked in a meter and are gone for about 20 minutes AND HAVE THEIR LOADING PASS ON THE DASHBOARD that allows them 30 minutes!!! This is totally unfair and I plan to fight it. Moreover, I have tons of friends who, aside from my experience, have also complained about the ticketing as well. As if we had anywhere else to park!!! Would the police rather us not come to class at all%3F If FIU's main concern is education, the policemen who represent the school should lay off ticketing every car in their field of vision. I am infuriated with the parking situation in this school. This is my second semester, and since I started attending FIU the situation has been the same -- nowhere to park. And then professors wonder why there are so many absences!!!
- Parking is a hassle. However, the efforts to facilitate the students' access to the building and back to the parking area are appreciated.
- Yes, I think that it is unfair that I should have to pay parking fees when I neither own a car or have a driver's license or car. In fact, I think it borders upon extortion. Why should I pay to subsidize parking for other people? I cannot myself afford a car. I could have used that money for a more productive purpose!
- Parking situation needs serious improvement.
- I believe that the University park campus is excellent for the exception of parking spaces. The campus needs more parking spaces as soon as possible.
- do something about the parking situation ASAP!!!
- Please address the parking situation at UP Campus, there are not enough spaces for students on campus. This discourages us from going to class because we are stuck driving around aimlessly looking for a space. We are then ticketed after we are forced to park in the grass, faculty parking, or metered parking (our only available options). And of course on top of all this we are late to class. Please fix this problem for the students of FIU.
- Hurry up with the parking garages. Please!
- Here is a suggestion. I think that students should be allowed to park in the faculty/staff or administrative after a certain time such as 6:30 pm. From my experience, there are many empty spaces under this category after 6:30 pm. Maybe FIU should consider making an exception for this situation so that students won't get a ticket.
- Please fix the parking situation ASAP!
- Please do something about the parking. Everything else I can deal with.
- PARKING !! PARKING!! PARKING!! I find it wrong and even unethical that the university is unable to provide adequate parking for all its students after they have the audacity to charge you for it during registration. Maybe the university should be less money hungry and stop accepting more students than they can accommodate. They are ruining their own reputation throughout the community with this problem.
- I THINK THAT THE PARKING SITUATION BY THE PCA BUILDING IS QUITE RIDICULOUS. I HAVE RECEIVED TWO TICKETS IN THE LAST MONTH. WHEN I ARRIVE AT SCHOOL THERE IS NOT TIME FOR ME TO WALK FROM BLUE OR GOLD GARAGE AND MAKE IT TO CLASS ON TIME. THE PARKING OFFICERS ARE TICKETING HEAVILY AND IT SEEMS TO ONLY BE AROUND

AREAS UNDER CONSTRUCTION. THERE SHOULD BE SOME PROVISIONS MADE FOR THE PARKING IN AND AROUND THE CONSTRUCTION AREAS.

- Available parking on campus is sometimes very difficult to find at the times I go.
- The parking enforcement is an office full of Neanderthals that does not understand when they make a mistake.
- I find it ironic that you have omitted one of the most glaring problems at FIU, at least in the Biscayne Bay Campus. This is an issue that should be addressed, parking (or lack thereof) affects everyone on campus. What is being done about it?
- Parking in main campus, in front of the engineering building is a total disgrace, they gave all the spots to faculty and security are having a blast placing tickets on all the cars they can so they can make as much money as possible out of the situation, students should not be held responsible for some bad administrative decisions, we didn't ask for a parking garage to be built on the busiest semester of the year...
- YES!!!! It's understandable that parking for students is an issue right now because of all of the construction that is going on...however, more than half of the left over existing parking seems to be designated for faculty and staff which leaves VERY LITTLE parking spaces for students...therefore, we must park wherever we can find space in order to be on time to our classes...so DON'T give parking tickets to student's (with student parking decals) park in non-parking spaces...it's all that's left! It's your fault there's not enough space, not ours! Besides, tuition, books and other materials are expensive enough! Do you really need to give out parking tickets too!!
- Parking for residents should be improved, because if we have to carry something to our dormitories and there are no spaces close to our buildings we have to walk a lot. Particularly parking for the University Park Towers
- Please do something about the parking, I think is the only major concern.
- The parking situation needs serious improvement, especially during the first weeks of school.
- I believe that FIU should improve parking and the lighting of the same.
- Improve Parking
- PARKING TICKETS ARE UNFAIR!!!
- fix the parking problems, it is unfortunate that evening students pass 20 to 30 empty faculty spots that will still be empty at the end of the evening and have to circle the parking lots for 30 to 60 minutes to find the one or two student spots still empty
- Parking stinks. Open up more temporary parking spots until the new garages are finished.
- Parking on campus is terrible!!!!
- Parking on campus is ridiculous. There are just not enough spaces. It is the biggest hassle at FIU that I have to deal with on a daily basis.
- The parking situation really needs to be addressed. It is ridiculous how little parking there is compared to student body. The cops should not give as much tickets and be as picky with students when they know there is absolutely NO PARKING! This is really a big stress factor on students. I've spent over 30 mins trying to find a spot and gotten to class late many times.
- The parking situation is horrific. It is very disconcerting to arrive at school and have to deal with such a cutthroat environment, on top of the fact that it leaves you entirely unenthusiastic and exhausted after spending 20 minutes or more looking for a parking space. Something needs to be done.
- With all the parking problems, there should be clear signs on what grass parking is permitted and on what grass parking is not permitted! And if there aren't signs up on what grass it is OK to park, there should be no tickets issued.
- Parking situation needs to be addressed.

- Parking is very difficult and most of the time take me anywhere from 30 minutes to 45 minutes to find a parking space.
- While it is being improved, parking is a mess at University Park Campus. There should be questions about how people feel about parking on this survey. Also a question on what method of transportation is used to get to the campus.
- I think that there should definitely be more parking-I see that the new parking garages are being built-excellent! A suggestion for the time being- the parking spaces around the staff & faculty parking in front of the Architecture building that are in grass and mud- it would be great if there was concrete or a solid floor instead of the mud. I am satisfied with everything else. FIU!
- Additional parking is very much needed in University Park.
- ...plans to improve parking any time soon?
- FIU needs more parking space. It is very hard to find parking space.
- More parking garages are imperative!!!!
- MORE PARKING!!!!!!!!!! THE SITUATION IS HORRIBLE...I GET A MINIMUM OF 4 NAILS A MONTH IN TIRES FOR PARKING ON THE WHITE ROCKS IN FRONT OF THE CONSTRUCTION SITE ON THE NORTH ENTRANCE BY THE PHYSICS DEPT, BUILDING!
- IMPROVE THE PARKING SITUATION
- FIU really needs to improve parking. One time it took my friend an hour to park. We were late to class.
- UP needs more parking spaces
- WE NEED MORE PARKING WHILE THE CONSTRUCTION IS IN PROGRESS
- MORE PARKING!!
- I think there needs to be more parking for students living on campus (that is convenient for us). If that's not possible, when giving tickets, they should be lenient towards on-campus residents if we park in certain spots where we shouldn't, for example the faculty parking or metered spots. I think we are entitled to those parking spaces.
- The parking situation at the South Campus is horrible. I understand that you're doing construction, and I don't mind walking a little to get to my class, but what really gets me upset is seeing dozens of faculty spots open in lots right near the building I'm going to when I had to park in a lot a mile and a half away.
- I am very satisfied with my experience in FIU, but I think the department of traffic has been very hard on students. We do not have enough spaces available to park, there are many spaces for faculties available, we should be able to park in there without receiving tickets, this is unbelievable! where do you want us to park? Two buildings away from our classes? the majority of us work full time and are always running to be on time to classes, so is not fair that we receive tickets when there is not parking available. Please do something about it.
- Yes. It is surprising to me that a class action suit has not been brought up against FIU for the disfunctionality, hardship and unfair parking penalty practices incurred by students at FIU due to FIU charging students for parking services that practically are non-existent.
- Parking is horrendous! The availability of courses is very poor!
- you need to improve the parking system at Biscayne bay campus to be just like the one by the graham center at university park. you need to extend the meter time of more than 2 hours and give us the option of having an all day ticket like at the parking lot by the graham center.
- Add additional parking to the campus. While the parking garages are being built don't ticket students for parking on the grass because there isn't any other place to park.

- Parking is horrible! I work in the Education Building, and it is impossible to find a space at 10.00am. I feel that I already paid for parking with my tuition, and should therefore get a space. If no space is provided, they should not give out tickets, since we all have already paid for parking.
- One of my concerns at this moment is that as student that I am, I pay each semester for parking lot and unfortunately for the past year and a half there is not enough parking lots close to buildings where I am taking classes, and always have to walk a lot before I reach my room. administrator should take this into consideration when we register for classes and get a discount for parking. Also people that are working given a ride from parking lots to buildings are never available.
- Please arrange for better parking situation.
- I hate the parking at school, there are too many students not enough parking...
- FIU needs to take care of their students more by giving us more parking spaces. It's ridiculous to come here everyday and not be able to find a decent parking spot. We (students) pay too much money and get screwed over by too many departments on campus to have to deal with the problem of finding a good place to park. FIU needs to quit constructing more buildings in the little bit of open spaces on this campus. It's making the campus look cluttered and ugly. Plus, we students suffer because FIU takes away parking either to build something or to make more spaces for faculty/staff. This needs to quit.
- The parking situation needs to be improved. It is amazing how the institution accepts more and more students but does not provide accurate space for such numbers. To top it off the institution has the audacity to give students tickets and the such.
- Parking at FIU has always been a serious problem. Especially now with the construction work and the addition of faculty spots (by taking away student space). On top of that, patrol has no mercy in giving out tickets for 'illegal' parking. I wonder if FIU expects students to park on top of each other...
- fix the parking situation
- We need more parking!!!! FAST! It stresses me out so much to have to worry about grades, assignments, exams on my way to school, and when I do get to school, to add to that anxiety, I have to worry about parking. Parking at certain times is just horrible. I have experienced waiting in my car for almost 20 minutes to find a spot. Give us a break!
- Parking must be improved!!!
- We need better parking
- I think FIU is consistently improving and I'm proud to be a student at this institution. My only source of frustration at FIU is parking but I do realize that the campus is dealing with the situation and progressively improving it.
- Do something about the parking! I've seen cars double-parked in the garages, triple-parked and illegally parked in the lots. So, put a rush order on that new garage, make it bigger than the gold and blue (more than 5 levels) and you should also limit the number of cars on campus. You should also look into renovating the gold and blue garages by adding more levels.
- Please fix parking. It is a horrible mess.
- the parking sucks! you should let us park on the grass. How do you expect us to go to class when there is no where to park?
- Parking sucks
- REMOVE SOME FACULTY SPACES IN THE PARKING LOT FOR ADDITIONAL STUDENT SPACES. ALSO, ALLOW STUDENT PARKING IN FACULTY SPACES AT NIGHT FOR SAAFETY REASONS.

- I feel there is not enough parking spaces for the students who live on campus and who don't live on campus. There are too many spaces for the teachers. I feel the school should make a few parking lots just for teachers and the rest for students. You shouldn't split up the parking lots between students and teachers. Also, the parking lot between University Park Towers and Everglades should be no parking spaces there for teachers, the whole parking lot should be for students who live there. Many students and I can't figure out why there are parking spots for teachers in that parking lot.
- **FIX THE PARKING PROBLEMS. YOU CONTINUE TO NEGLECT EVEN AFTER A PERSON WAS HOSPITALIZED BECAUSE OF A DISPUTE OVER A PARKING SPOT. THIS IS A SERIOUS PROBLEM AND MUST BE ADDRESSED IMMEDIATELY.**
- Do something about parking!
- The situation with parking at University Park is terrible!!!! You have to drive around about 10 - 15 minutes sometimes to find parking, and you also have to walk at least 3 blocks to get to your classroom. The restaurants inside the University should accept credit cards. The restaurants should accept these cards as people don't carry cash now a days.

Administrative Issues - Registrar's Office

- services provided by Registrar's Office are TERRIBLE!!!!

Administrative Issues - Registration

- The web-based registration should have a better way of having more people onto the server at once. It always seems to shut down, and the fact that one can not register until a given time due to their class status, isn't good, due to the fact that by the time we have to register, most classes are already closed.
- different registration dates for students create tension, animosity give seniors the first available times. Add night classes for business classes and 4000 level classes
- The registration system for classes is absolutely horrible, as I'm sure many students have complained about. I am a sophomore and I have to wait an extra semester to start taking my nursing courses because each semester there have only been one of each of the science classes I have to take. And of course I have lowest priority as a sophomore. Now I have to go to the Biscayne campus and Miami Dade college and University Park in Spring 2004 and fall 2004 to finish one semester late. I figure that with all the tuition increases and a new tax every semester there would be some way to upgrade this system to an equal opportunity one!!!! I can assure you that this is a problem that concerns the majority of students!!! That is my only complaint about FIU, everything else here is great! The registration process and the unfairness of it all ridiculous. How about developing a system based on the priority of students that really want an education and a future, those with good grades! I'm sorry for whoever has to read this but this is what it is for I guess. The advisors are wonderful, the activities are fun and diverse, the faculty is extremely qualified and I couldn't care less about the parking. Just please do something about the registration system, anything!!!
- Registration by appointment isn't effective
- registration is a bit difficult

Administrative Issues – Safety

- Please put in and advertise a program for escort to walk people back to the dorm or their cars after dark. It is scary to walk home by myself at 3 in the morning.
- Please keep light on at night around the new Paul Cejas Architecture Building, we stay there until very late and they have been off sometimes in the past. Thank you for building more parking garages, they are very much appreciated. Keep up the good work!
- Well it would be great if you guys had some guards that like .. were on bicycle or something to patrol the campus at night because a friend of mine was followed one night and luckily she came upon a group of people who walked with her.. Just something to consider.. Other than that you guys are doing a great job
- more lighting on campus after hours! leave the lights on longer! Past 10:40 pm!
- Please provide a constant security patrol in each parking lot to control the parking traffic. Either that or just have more parking spaces. People get frustrated when they're late to class and they can't find a space. And that aggression can turn into violence. This occurred to me on Oct. 28, 2003. I had asked a student heading toward their car if they were leaving so I could park in the empty space and he agreed. While I had my blinker on to turn into his space and while he was heading out a man just pulled in front of me and curses at the guy because he had told him that I was waiting for the space. As soon as the guy left his space the man just parked in my space! I told him that I was waiting for that space and that he had no right to just take it. Well he started cursing at me loudly and said that he was sick of circling around and that he was staying put and not going anywhere. He even threatened me if I do something to his car. So as frightened as I was I kept looking for another space and ten minutes later I found one (now I was twenty minutes late to class). I passed by his car and jotted his license plate number and car description but there were no patrols/security around to tell them something so I proceeded to go to my class, which I was late for. So please take this into consideration when dealing with on campus security. I mean they are everywhere when they have give tickets but not around when you really need them.
- Make sure all of the major walkways to parking lots are well lit for the women walking to their cars at night.
- There is a need of a public telephone by the bus stop ...(Public metro-bus). In case of an emergency there is nothing around to make a phone call.
- The area by the back of GC (facing the fountain) is very poorly lit at night.
- There doesn't seem to be much security presence on campus after dark. The parking on University Park campus gets worse every semester... The lighting in some areas of the UP campus is lacking... speeding on campus is also another issue.
- The University Park campus is terrifying at night, at least for me. I will not stay late by myself again.
- Someone stole money from me when I was at the Gym last summer. They took it right from my bag.
- Do something about the rate of car theft at this school. My car has been stolen once, and broken into twice on campus during the middle of the day and nobody sees anything, yet there is always someone around when a ticket needs to be given out because a meter has run out, or someone has parked in faculty parking and they are not faculty.
- The safety on the campus is horrible. My classes dismiss at 10:30 and there are no lights. To be female on a campus the size of FIU, without the proper safety available, it makes an unsafe environment. This issue needs to be addressed

- Was almost attacked by another student who wanted to fight me. Don't know why? But this was the only incident I experienced.
- I would like to see better lighting at night. As a visually impaired student I can't drive so I have to use public transportation. The walk to the bus terminal is long and not well lit in some areas. I have used the campus security to provide me with a ride to the terminal, however because reservations cannot be made ahead of time but only after I get out of class, I may not get to make the bus on time, since the last one leaves at 8:00pm and I am forced to take an alternate route which takes me two hours to get home. As a pedestrian I would also like to see some sidewalks for the students that have to walk to and from the terminal. Presently we have to walk on the street sharing it with cars and buses. There is also a busy intersection on the way to the terminal with no pedestrian walkway, therefore drivers will rapidly drive by in spite of the fact that someone may be waiting to cross. This is especially hazardous at night.
- For me, the biggest issue is safety in the parking lot. One of my classes ends at 10:30 p.m. and walking back to my car is always freaky. There are not so many lights on at Biscayne Bay Campus, and sometimes, I'd rather park in the faculty parking and risk getting a ticket to avoid walking back late at night to my car. :(I'd love it if there could be some changes) thanks for listening.
- I believe F.I.U. has a lot of potential and has also come a long way. My main concern would be the lack of lighting in the University Park campus at night. When I go to the library I am terrified to walk to my car when it is dark.
- The vehicles in the parking lots should be better monitored, because someone stole the valve cap covers from the tires of my car while I was in class.

Biscayne Bay Campus

- I would suggest that more money and more attention should be paid to the North Campus (Biscayne Bay). It is aesthetically unappealing and the basic upkeep is not impressive. I feel like my concern for the campus to become better has been ignored, while the South Campus exceeds basic requirements. Just because the majority of the people who go to the South Campus tend to be more well off than the North, doesn't take away the fact that we pay the same tuition rates. Therefore, we deserve equal treatment.
- I would like there to be more classes offered at Biscayne Bay Campus. our campus is neglected. too much emphasis on UP. I know of several people who would much rather attend classes at BBC. if all my classes were offered at BBC, I would have no reason to go to UP. in fact, I wouldn't have even consider going to UP.
- Biscayne Bay campus needs more renovation and attention. when I first began to attend BBay my first impression was: This campus looks ABANDONED!! university park is a kingdom compared to BBAY!! Biscayne Bay should receive the same renovations that University Park does!!!
- My first concern is that F.I.U. does not offer enough of evening courses at the Biscayne Bay Campus. Whenever I register for my required courses I can never find variety of classes that are being offered at: 6:25 p.m. or later, such as: Arts, History, Physical Science and etc. I live and work close to the Biscayne Bay Campus and use the Metro Dade Transit for transportation. I leave my job at: 5:00 p.m. and I do not have the time or a vehicle to travel to the South Campus. If F.I.U. continues to offer fewer required/business courses at the North Campus, I will not have any other choice but to attend another University. Please help!!!!!! My second concern about F.I.U is that it uses all of its funds that to upgrade and beautify the South Campus and omits the Biscayne

Bay Campus. I believe that it is not fair to any of the students that attend the Biscayne Bay Campus to attend a school with such a bias of the distribution of funds. Why is my money being used for the South Campus and not the Biscayne Bay Campus?

- I think there should be more computers available to the students in BBC library containing all programs (word, PowerPoint, etc). In the first floor the computers have the programs but all the computes are occupied and the one on the second floor you could only access the internet. so one has to wait until somebody finishes with one of the computers. I once saw a line of people waiting to get to a computer. Also, the food in the cafeteria in the BBC campus is extremely over priced. I think I prefer to starve that eat there. They should also have a variety of food available to the students and the faculty. The cafeteria should at least open at 7:30 or 8:00 for breakfast. They should also check there drinks because some of them are expired and they don't even know it. When there is an event on campus they should give students and of course faculty priorities and then let the outsiders come in. Many of my classmates and I were not able to attend the speech given by Angela Davis because the whole was there. I did not find that fair. The money that is paid to those comes from our tuition and yet students were not allowed. TO make it worse Florida Memorial College was let in before I or any other student was let in to see the speeches. My attendance there was a grade.
- Biscayne Bay Campus should be treated equally compared to University Park Campus. Biscayne Bay Campus should have more things and more representatives because we are ignored enough as it is without University Park getting more representatives for SGA.
- Fix the Biscayne campus with better outdoor facility and indoor sport field.
- I believe that the campus police do not spend enough time around the housing area on Biscayne Bay. There is a lot of outside noise such as people with their car radios on very loud and parked under the overhang of the building, as well as drag-racing in the parking lot. Many students have called downstairs to the front desk of housing and they do not do anything to correct the situation
- Thing on BBC have to become better.
- The Biscayne Bay Campus needs to be treated like part of the University and not like an offside. The BBC deserves some of the renovation money that the REST of the university receives. We need it more than the University Park campus. Instead, FIU has just thrown it off to the side like some outcast. How embarrassing is that?
- It would be nice if BBC campus was treated equally to UP. I sometimes feel like I'm attending separate colleges when I attend class at BBC. Things that are available at UP isn't available at BBC.
- I feel that the BBC is highly neglected and that activities here do not even compare to those at the UPC. The facilities are old and run down and are not even being remodeled. Although I do not know of any future plans for the BBC, I would hope that it would be brought up to par with the UPC. BBC is a beautiful campus, but aside from that it is lacking in many aspects such as space, housing, computers, food court (which is about less than 1/3 of the UPC cafeteria). I realize that more students attend UPC, but that does not mean that BBC should be neglected all together. I have lived on both campuses and see many big differences I hope to be resolved for future students.
- everything is at south campus and if it's not there now it will be soon. I sometimes wonder if this campus is slowly being shut down. I don't like south campus and it's atmosphere and I don't want to pay 2 dollars for a long ride over there or waste my own gas and use the miles on my old car to drive there. and I know I'm not the only one. this problem needs to be fixed.
- We need more computer labs and more classes offered at the Biscayne Bay Campus.

- I feel that the restrooms at the Biscayne Bay Campus need to be renovated. They smell and are repugnant.
- Bathrooms look and feel old and run down in Academic I and II. Also, need more lighting on campus as well as Emergency Poles in the main parking lot.
- I feel that the Biscayne Campus needs more funds. It is not fair to the student body when we hear of all the renovation when our Health Clinic is still in a mobile home. Thank You
- The food variety at the Food Court in Biscayne Bay has to change. As of now it is horrible, there is really nothing to choose from. There should at least be a chicken place such as Pollo Tropical or Chicken Kitchen. Also UP gets all the good stuff, I feel like BBC is the step child.
- Although, in general, FIU seems equipped with the facilities needed to promote and aid learning, I have been very disappointed in the discrepancy between what the North and the South campus offer. I reside and attend classes primarily on the North campus with the exception of one class, and I have noticed that the quality of the facilities on the North campus is inferior to that of the South: the classrooms are older, the bathrooms are dirtier, the library is less comprehensive, as well as the course selection, the cafeteria is extremely dissatisfactory, the gym is limited, the quality and quantity of events and the list could continue.
- more classes at the BBC campus to avoid the long trip to UP!!!!!!
- Biscayne Bay Campus is a great campus in that it is small and not congested. Try to keep it that way.

Campus Environment

- I have frequently heard homophobic Caribbean music which chants phrases which refer to burning gay men with fire, played in the student union as well as at other campus social functions. Is burning a man any less violent cause he's gay? Are the lyrics any less hateful/harmful than to hear music chanting about killing women/black men?
- Need more study areas around campus.
- 1. More lighting is needed on campus. There are areas that are dark between the Chemistry building and the parking lot. A A2. There should be better drainage for the rain. Both the parking lot and the sidewalks flood after even a short shower. A A3. There is a need for more outdoor tables where people can study on nice days. There are rarely any free tables near the library they are usually filled, often times with smokers. It would be great to have an outdoor seating & study area where no smoking is allowed. A A4. The temperature in most of the classrooms and often the library is too cold. The auditorium in the Chemistry building is excessively cold.
- There should be a way to better promote school events such as music concerts or comedy shows, more campus life not so much run by nor directed by the sororities and fraternities, there is some sort of biased emotions when it comes to them. Buildings should be open late, some colleges never close their buildings.
- We need more vending machines that accept the panther card. I think that there should be more clubs and they should be advertised in a better way.
- I would appreciate more quiet places to eat lunch on campus as frequently the loud music in the GC building is not pleasant or conducive to digestion.
- More internet terminals are definitely needed. More study rooms should be available for students to study in a closed environment. More trees, trees, trees please, it's is very hot and students don't like to stroll along the campus because there isn't very many shaded areas to do so!!!

- Of all the construction going on at my campus, I feel we need more classrooms, not more offices. I have a class in a trailer, which I find ridiculous considering how much they keep raising tuition.
- Have you ever been to W1, W9 or W10? The conditions are disgusting. The cleaning crew doesn't even clean- they only refill the toilet paper (if we're lucky). The walls are painted by the professor and/or the students (not a job for either of us). And the floor is so dirty that every time I leave the studio there is a layer of filth over my skin. I pay money for my education- please- I'm not asking for new uniforms for my football team or a brand-new building. I just want a clean working environment. thank you.
- some of the classrooms are tooooooo cold. I have to sit in class with my legs up under my sweater, and with the hood on. What do you guys think we live up north? I have to sweat walking around campus, and then I go into class and my sweat freezes. I just don't think it needs to be that cold...epically in CP.
- The campus is extremely dirty. The trash bins are always overflowing and the bathrooms are filthy.
- There needs to be more lighting at night along the west side of GC. At a certain hour, the south exit to GC is closed and it is necessary to exit and go around to get to the parking garage. It is extremely dark and desolate in this area and it feels extremely unsafe around 2 or 3 in the morning when I am done with my studying....Another issue has to do with the elevators and escalators in the library. It seems that the escalators are always out of order and the elevators are extremely full and take a long time....Finally, there needs to be some regulation of the air conditioning on the 3rd floor of the library. Most of the time it is FREEZING beyond any reasonable temperature
- Classrooms are run-down and shabby while the grounds are being immaculately maintained

Campus Food

- Even though FIU's cafeteria has great options of food selection, I feel that Gracie's Grill can often be a bit over priced.
- I feel that the Breezeway cafe should be open 24 hours a day. There are many times when I would need something from the Breezeway, and I do not have a car to travel off campus, and I would not feel comfortable walking. I know I could ask a friend with a car, but that is not always convenient.
- It will be a good idea to put some food establishment in other buildings than the Graham. Campus is too big, to get any food a 10,15, or 20 minutes break is not enough, and machine food is not always good.
- I love FIU. I particularly enjoy the environment in the library. FIU is great. details: In terms of food options in the GC: there ought to be some more vegetarian options for meals than beans or falafel.
- I think that all restaurants on campus should accept credit cards and or debit cards.
- Please make the food on campus more affordable for the students. You can charge faculty whatever you want but it is not fair to POOR students to have to pay so much for their meals. I have heard many people make comments in the line to buy food at the various places on campus.
- The people at the food vendors, especially Pollo Tropical and occasionally Gracie's Grill, are rude to the students. However, I still continue to go to Pollo Tropical despite this fact because they have prompt service. With a busy schedule speed of service is important.

- I wish that there were places to eat on campus after 9 o'clock. As a graduate student my classes do not end until after 9. Therefore I leave my classes hungry w/ no place to eat. Also there is that nice coffee place in the library, while we are late night studying, it would be nice to be able to walk down stairs and grab a cup of coffee rather than walking to GC. If that is not possible how about adding some vending machines, and a coffee machine. Thanks
- I am extremely sick of having beans and rice from "island cuisine" everyday.
- Food is horrible and expensive. The Oasis needs to be bigger and better for everybody's sake. And the cafeteria's food is a shame to our Hospitality program. The campus is well maintained and beautiful though.
- Develop more questions on cafeteria satisfaction
- Please add more restaurants. A Burger King or McDonalds would be good. Also, I would like a place where I can eat a large breakfast. I cannot eat the breakfast offered in the cafeteria because I am lactose intolerant, and I cannot eat their eggs with cheese.
- We need more food places in GC to choose from. How about a burger place? Like Wendy's or Burger King or McDonalds? I'm getting really tired of Pollo Tropical everyday and Subway's line is ALWAYS too long.
- Please, try to lower the prices of the cafeteria because we are students not rich. We are struggling to pay tuition, books, apartments ect. and in my personal case I have to buy two times a day my meals because I spend the whole day on campus and it is really expensive and it would be good if you give more special prices on students meals.
Thanks

Campus Life

- I am an adult returning to further my education I have not found any type of activities or programs for me.
- Interest groups should be promoted more, but focused on the interest itself and not on how good it would look in your vita (i.e. ACM's case).
- I feel that school spirit is an issue that may need to be tackled. Sometimes it seems that FIU is the "College-that-wishes-it-were-one." This is due, mainly, to the fact that most people attending FIU do not live on campus, and that FIU is mainly a commuter's school. This should change over time, as the football team becomes more experienced. From what I understand, FIU is still a relatively young college. I also feel that a lot of the students are a tad "superficial," as in they don't really have any actual opinions. They're just here to go down the 'assembly-line' of getting a degree and working in the "real-world" rather than enjoying the opportunity to gain a higher education... but this is a problem amongst the students, rather than FIU. I also have a bit of a disliking of the core curriculum, and would like to have more opportunities to over-ride having to take those classes.
- I am really offended by all of the Greek organizations, their attitude is uncalled for and offensive. They are no better than myself and any other "non-Greek" student!
- This is probably one of the few universities that I have seen that there is not a lot of student life. It is probably because everyone just goes to class, and goes back home or to work. But still, I believe something can be made to improve this issue.
- I really wish that FIU would advertise more parties and special events. Because I really wish to be able to be more part of FIU, but I never hear from the events and if I do it is only for people that are in a special club. So I would like to see more events where anyone could go to.

- I really enjoy FIU, but some times I don't like how there are not that many students who come to the UP campus and live on the UP campus. I love living on campus, I think that it should be included in everyone's "real college experience" but it's hard b/c most students live here in Miami, so I understand.
- I would like to be involved in clubs at FIU, but they make it impossible for a student that works during the daytime. They always hold meetings at 3 pm. I think they should have meetings after 5 pm. There are many of us that would be involved if the times were more flexible.
- I strongly feel as though the FIU Campus Organizations are run to appease the FIU Latin community.
- I don't feel like I go to a college at FIU, I feel as if I go to class, and that is it.
- Often times I feel that the activities surrounding the student center (GC) make those who are not members of sororities and fraternities feel unwelcome and uneasy. GC should be less like a club and "cool place" and more like a University setting. One cant even get something to eat without having a bunch of flyers pushed on you for "The best party this year!". I think to myself, "do these people have class, or do they just hang out here all day " I believe there is a time and a place for everything, but we are here to learn, not to improve our very important social life!
- I DON'T THINK THE SCHOOL PROVIDES A WARM ENVIRONMENT. IT FEELS KIND OF COLD SINCE FEW PEOPLE SPEAK TO EACH OTHER.
- movies shown on campus are always at night so for people who only take classes in the morning/afternoon they don't get as many chances to participate
- I feel that there aren't enough events for students working 9-5pm. Most school events occur during working hours. I would participate in my school activities if given the opportunity.
- I think the University Park Campus should also honor African American cultures, and many others instead of just Hispanic Heritage all the time. African History Month shouldn't be the only month that African Americans should get honored. It shouldn't just be the Biscayne Bay Campus that holds and makes the African Heritage events on a regular basis. Let all the cultures feel University Park Campus is for all and not just for Hispanics. I'm not the only one who feels this way because many others have also voiced the same opinion. I also feel that the African American Fraternities and Sororities don't receive the same benefits or privileges that the other groups receive. I think the school needs to get someone in charge of Greek life that will treat all the fraternities and sororities as an equal. Or they need to have two people in charge making one for the African American Greeks, and one for the other Greeks. There is no reason why one thing should be ok for one Greek group and not for another.
- Yes, I think that the students here have no school spirit what so ever. It's nothing a winning football season can't help, maybe having weekly concerts or something. There is way to little events going on at FIU, so when students are done with class, they go home and watch T.V., because take it from another student, FIU is boring. I think that we need some fun in our lives to even up the studying.
- Try to emphasize less on "Greek life" and more on real life. It's ridiculous that the college experience is 'supposed' to be based upon how many keggers and football games one attends, something that is especially reflected in the GC building nearly every day.
- make FIU a more enjoyable environment, I want to have fun in my college years

Communication

- FIU has an incredible wealth of events and opportunities to offer its students, but during my years at the University, I've found there is no clear way to find out exactly what opportunities there are, and that I often miss out as a result. Also, FIU's website (both at home and on campus) is consistently notoriously slow-loading. It's about time that a) FIU moves to clean Cascading Style Sheets (CSS) based web development, and b) that FIU creates more of a "portal" type site that involves community interaction (something TheFIUWeb.com tried and failed to do on its own) and allows students a 24 & 7 link to everything they can do at FIU.
- More communication with the students would be good, specially if a class is cancelled a weekend before school starts.
- As a doctoral student currently working on my dissertation proposal, I find it very frustrating that the deadlines for submitting forms and & or the proposal change frequently and we as doctoral students are not informed of this.
- FIU should send students their grades and reminders about the academic calendar. As a part-time student for the past few years, I have to look hard to find when registration starts/ends, when classes start, etc. I have paid late fees more than once because I had no clue about the schedule. A postcard or an email would be helpful. Regarding grades, I sometimes can't get my grade for weeks after it is posted because the system is down when I want it or I forget. This non-communication is a major turn-off, especially for a part-time full-fee student such as I. I have been frequently tempted to drop my program because of the hassles of dealing with the university.
- I started FIU this term and I would like to say I have taken an active role in being apart of the school, however that is not the case. I would like to be able to take part in the activities being offer but I do not find out about them until there are over . I am a Hospitality student and that is where I spend most of my time in the HM building. I would like to see more advertisement of up coming events and activities being offered around the campus other than the HM building. I don't usually have time to go activities building to see what is going on. With more ad around the campus it will be more informative than just having the poster posted in the activities building.
- I have not been able to find information about guest speakers that are going to speak at FIU. I saw about two posters with information about a speaker but if I had not walked in to GC I wouldn't have see it. I feel that there should be more publicity when there are guest speakers at FIU. Thank you
- The Biscayne Bay campus lacks information on university activities. Information is only provided in the WUC and no where else. We are kept blind to what is occurring in the south campus. The Beacon is not distributed on a timely basis either. Regarding teachers-reading from power point presentations is not teaching. Teachers need to be prepared to give lectures. Parking sucks as always.
- Make communication between the university and students more efficient.

General Negative

- More Parking!!!! Stop raising tuition!!!! Advisors are awful!!!!!!
- I feel that student evaluations of professors are ignored. On-line classes are far too expensive.
- Actually, I do have some comments. I think that the learning center should give out an appointment for a longer period of time at least 45 mins to an hour for those who don't

comprehend as easy as others. Also, some of the professors for let's say college algebra should know at least various ways of teaching the subject.

- As a graduate student having come from a different institution for undergrad, I can honestly say that my experience from FIU has been nothing but negative and has been worse than I've ever expected. I have experienced problems ranging from administrative errors, advising issues affecting my registration, TERRIBLE outdated professors who care more about failing students than teaching them, and inability to navigate through the most unorganized website I've ever seen. If I don't transfer to UM before this program is over I can assure that I would NEVER recommend this school to anyone, nor would I ever send my children there. I love my undergrad institution and happily make alumni donations every year. FIU will never get from me a cent more than the tuition I've paid. Colleagues, friends and family are amazed when I share my experiences with them.
- Parking is terrible....and it is incredible that tuition goes up and still the cashiers and financial aid offices have funds to spend on 20 inch monitors for every single computer.
- University Park campus should take seriously into consideration Biscayne Bay campus suggestions
- There needs to be a huge improvement in the communication between the offices of financial aid, registration, and the cashier's office, not only amongst themselves but also with the students. I find myself having to double check everything I turn in to one of these offices to make sure they didn't lose my paperwork and set me behind as they have successfully done every year I have attended the university. I am also extremely discontent with the lack of resources and motivation in the School of Journalism and Mass Communication. In fact, if it weren't because I was 2 semesters away from graduating, I would have probably transferred to another university. The incompetence level and bad communication is almost ironic to see day after day in this environment, considering our field.
- I have 3 complaints:(1) I attend the Biscayne Bay Campus primarily. Last month at BBC (when we had heavy rain for a while) I left my headlights on. By the time I got out of class my battery was dead. I phoned FIU's information they connected me to campus police. They arrived promptly, however the police officer (I can't recall his name) told me that they were no longer allowed to give jump starts. He said they had cordless battery charges, however our campus only has TWO, which at the time were (and more than likely, still are) broken. He, himself told me that he filed a complaint about it with his boss months before my incident, and no one has made any changes. My second complaint is about two African American women at the Cashier's Office at Biscayne Bay. The Caucasian woman and the Hispanic gentleman who work there are very friendly. They aren't exactly rude, however they are not the friendliest people in the world. The people at Registration and Financial Aid are accommodating. They answer all your questions if they can't answer it, they make an attempt to find someone who can. But the women at the Cashier's Office roll their eyes when you ask them questions, and they make it seem like they're doing us a favor by taking our money. My 3rd and final complaint is about Biscayne Bay's Traffic Department. I have a class which starts at 7:50 pm. I asked 2 different people who work with the department if we can park in the faculty section after 7pm. Both of them told me yes. I've been parking there every Tuesday and Thursday evening since the semester started and today I got a ticket.
- THE ISSUE OF VARIETY OF FOOD ON THE CAMPUS IS URGENT, PLEASE OBSERVE THIS. THE ARCHITECTURE BUILDING COMPUTER LAB IS NOT MEETING THE STUDENT'S NEEDS.

- students should definitely have a job service where the department list job opening and keeps students posted via email.....opportunities can go by and the student will have no idea of what revolves around him/her.
- Watch University of Miami. They are pretty organized. More accessible. More university life.....example Computers in the library. Printing (it is so easy, don't charge)
- 1. The printmaking room needs stools. The desks were replaced (which was badly needed the old ones were literally falling apart) but are now too high for the chairs available to us. Art classes are 3-6 hrs. long and it would be nice to have a place to sit and work. A A2. When it rains, the figure drawing studio floods. Water enters from beneath one of the walls. A A3. The path leading up to the printmaking room is pitch dark at night, and is the only way into the building. A light is definitely needed. This is one of the reasons I don't feel safe on campus at night. A A4. Update the Art Ed. information on the SASS reports to match the new program requirements currently being implemented.
- more parking spaces. bring burger king back on campus. cheaper lunch, cheaper meal plans for those who don't live on campus, and would not benefit from the meal plans offered. Thank you.
- About 200 student classroom : Please Add better acoustic add micro to hear other students question , since is not fun hear only the answer from the teachers. please add more feed back from t & a (they should return the homework or quizzes
- I believe the dining area in GC had more diversity before the new dining area. The prices were better because of the variety of food available. Before, students could get a slice of pizza and a drink for three dollars, now students can't even get into the dining area without paying %245.99, and sometimes the food available isn't to their liking. Also, the computer labs on campus are horrible. Different computer labs in different buildings have different methods of working. One computer lab requires a student to save their work onto a certain file before printing and another will print directly to the printer. Unfortunately the lab assistants are not always readily available to help the students figure this out. The library seems to be the easiest place to use the computers but there are not enough computers and often the computers that are there, don't work. Finally, the parking situation is out of control. The students and teachers pay for parking every semester and yet there isn't any parking available for them. I don't believe people should pay for services that are not being rendered.
- Please, could you make more easy the register process? It is terrible. Please, could you give more specific information about each course? It is crazy to know what you need to take and when by yourself because by adviser it is a dream.
- Hopefully theses Survey would make changes. I can only hope they will...usually they do not.
- When events are scheduled to start, they should begin. Waiting 15-45 minutes for an event to begin is a waste of our valuable time. Also at the first football game, students entered the stadium at the opposite end of where they were supposed to sit, and then there weren't any signs telling where student seating was. Then the ushers yell at you for sitting in the wrong place. How are we supposed to know%3F (the seating wasn't the same as last year either, I asked.) If it's student seating, then it should be reserved for just students because students do not know how to control their language around smaller children and that's not setting a very good example%2F impression for FIU. Campus theft is a BIG problem. in the dorms, and most especially car vandalism. Security cameras and better lighting might help deter vandals at night. I know that progress is being made, but a main attraction about

FIU is the landscape, ducks, wildlife, and numerous trees. More buildings is progress, but please don't ruin the atmosphere in the process. Just a couple of thoughts...

- To create a more congenial, pleasant place to congregate it would be nice NOT to have blaring music in GC. If we want a respected academic institution, we need to create an atmosphere that is fun but not out of high school. As far as "supporting events at FIU", more emphasis needs to be placed on hiring professors who can teach than worrying about "events". The film and music festivals are great (I haven't gone lately because I have small children). Relaxation on campus -- how about outdoor areas where we could sit under trees with benches, and other possibilities. Food prices are a little high. More vegetarian options needed in the cafeteria (salad bar is good). **More action, less paper shuffling, needed from administration resolving difficult issues.
- FIU needs to begin to understand that a University is not run like a traditional business, that success is not based on revenue, or scores, or even surveys like this one. FIU has failed thus far in creating a sense of community on campus among both faculty and students. This is driven largely by the plethora of non-traditional students and younger students who continue to reside with their parents. A proactive approach is needed to draw students into campus for events other than classes. Movies, concerts, comedians, etc. may appear a likely solution. However, they are all fatally flawed in that they are passive activities. None of these require interaction among students. A switch toward interactive activities is key. In addition, on other campuses around the country the Greeks plan events that are attended by all students, not just other Greeks. the university and the Greek life office should encourage such programming.
- The women's bathrooms in the CP building smell like urine. Also, there are landscaping and security "golf carts" that REALLY slow down traffic. The drivers of those vehicles need to be instructed on how to get wherever it is they need to go without getting in the way of campus traffic.
- Parking is and has always been a BIG MESS, metered spaces are prime spaces and should be shared with PAYING students, I hope Gracie's Grill does not have any funding from State and/or Federal levels because their services are beyond pathetic- much of the establishment is run down and/or not working, their inability to entertain would have their doors closed in the real business world in a blink of the eye. Finally, students should NOT have to remind Professors that their time is up. Nothing is more irritating than to have Professors hold the class LONGER than scheduled ON PURPOSE! EVERYONE should stick to the schedule.
- Our advisors should help us look for any internships available for us, with respect to our majors.-The Green Library and all other facilities at FIU 'campuses' should be for FIU students ONLY!!!! I dislike the fact that any one can use the Green Library and not even pay a cent for tuition.-Why do the students in the Honors College of the University park campus have access to computers that are comparatively more potent, than those offered to all other students in the PC 400s' room
- Parking is a major problem at FIU...we need more quiet study places, as a suggestion perhaps more picnic tables around the grass areas.
- Improve the efficiency of the FIU beaurocracy.
- I know that the staff tries to hear all the comments and deal with them, but I think special care needs to paid attention to organization within office's like cashier's etc. Just from personal experience where they lost my tuition check and rudely implied that I was lying about paying. Also attention needs to drawn to International student tuition continuously rising. This school depends on it but at the same time its motto is based on diversity and the

there are a lot of international students on campus. What would FIU do if more than half of them couldn't afford tuition? We are the ones who give the school a name supposedly.

- Upper division classes should be MORE flexible, 150 students in a class is ridiculous, metered parking spaces are prime spaces in term of location and should be available to the PAYING students also without the extra fee, the old Gracie's Grill is pathetic-used to offer free buffet and music with a wide selection of beverages and possessing WORKING equipment.
- On the instructor evaluations, having 'Excellent, V.good, Good, Average, and Poor' isn't very balanced in my opinion. If you're like me, you look at the words, but others will see it as a 1-5 system, and put 'good' because it's in the middle, even if they think the answer should have been more 'average'. In addition, I have deliberately not attended the lectures of bad professors, and so have missed out on evaluating the instructor. I know many of my fellow students did not attend lectures because they did not feel they were valuable, for example. If there is a way to do an evaluation outside of class, then I don't know about it, and I think it would be a good idea if it was available somehow. I also don't know who reads the comments to the instructors - do department heads read them, or just the instructor. Many instructors will be able to recognize students' handwriting, and that is discouraging. Another example- a professor consistently let the class out 15 mins early, and if the dept head doesn't know about it specifically, then all the comments in the world probably won't change anything.
- make sure the lights we do have are in working order...especially outside the cp building where it is very dark. More PC's....too much empty space on level 5 ...such a long wait. All the vendors prices(for food) could be a bit lower for students. It is taking advantage knowing that there limited to what is being offered
- The bureaucracy of FIU is very poor. in order for me to get my classes straight for the semester i had to take 2 days off of work to come in for an entire afternoon just to get my things straightened out. in order to attend FIU you have to really want to go because the non academic problems make life a living hell. I wish faculty/ staff was more accommodating to our needs for example just to get my financial aid correct I had to go to 3 different offices 3 different times. and I had to make the line each time. that was a lot of my time that I will not get back.
- This survey did not discuss satisfaction level of the Traffic department at FIU. The parking situation is unreasonable. I am beginning to think that the University is scamming students out of money by not providing sufficient parking so they can make money off citations. Also, There are not enough shuttles if you chose to park near the Youth Fair Grounds to take you back to campus even though there are signs announcing the shuttle service. If you don't have a cell phone to call for the shuttle, you have to walk a great distance.I tell all freshmen starting at FIU that the general attitude of Student Services Staff (Admissions, Financial Aid, Registrar's Office, etc.) is what can I tell you or who else can I send you to so that I don't have to take care of your problem.%94 The constantly misinform students or just keep referring them to another department. I always recommend Miami-Dade Community College to freshmen and I explain to them that they will be treated with more respect there. FIU faculty, staff, employees etc. forget that the students are the customer and they have a job to do. It seems customer satisfaction and FIU contradict each other. ...
- There are very few classes offered at the graduate level in biology in the evenings. Education majors who are teaching cannot find classes to meet degree requirements.....Classes are not cross listed so that a graduate student knows he/she is walking into an undergraduate class with 60 students. The only difference an 'extra project'

to get the graduate credit. Had I known this earlier I probably would not have taken course.When you combine these two factors it is incredibly frustrating for the graduate student.....Why should I as a graduate student living off campus have to pay for non applicable services?

- The departments need to have a general idea about other department, so in the future you can be referred to the right area, Example the register's office with the veteran's office (benefits received. When upon arrival to the school a lot of confusion had happened, at the most stressful time no one seemed to know what they were talking about. It is bad when the student knows more information than the people that are suppose to be helping them.
- UP Housing is great. The Mall Modules are difficult to learn in because the class is so spread out. BBC classrooms need serious maintenance (i.e. desks are broken, paint falling off everywhere, no markers and erasers for the marker boards). The BTM Co. did a better job with the commute from UP to BBC than this new company.
- Nope.. FIU's better than I expected...but bbc is treated unfairly... not enough funds for the different events and organizations..
- I feel like to much importance is place on being involved on campus. I go to school mon-thurs from 8-1pm and work from 3-8pm so I don't have time to be part of something that is so far from where I live. also, I feel that certain professors on campus are not invested in the students well being. they go out of their way to make a class difficult and make students struggle with reading up 130pg from 1 class meeting to the next. professors should be made aware that students have other classes besides theirs and that a heavy homework workload is excessive.
- First of all, I would like to say that there are a few professors that I have found to be fair and good teachers. I am not just an ANGRY student. I am about to graduate and I have kept my observations to myself due to he fact that any time I have tried to resolve an issue, I have encountered dead ends. I have wasted more time running around on campus dealing with incompetent persons who have not done their job right, and try to make you out to be at error, when it was their error to begin with. (i.e., Financial Aid Office).... I would like to add that older students that attend FIU are not treated with respect. ...Counseling that is supposedly available is a joke. Especially a counselor that tells you, "You should know what you need to take."...Grading in many instances is subjective and unfair. I have had several courses where students who have done nothing, have received higher grades. A recent incident, I received an A-, and 3 students in my class receive A's when they didn't participate in ANY Part of the 20%25 class participation. I got A's on papers, A on my presentation, and the only remaining category was participation. I participated 150%25. This is a clear case of whether or not the PROF. likes you. ...Many of the teachers seem to be lazy, and do not really care if a student works hard or not. It is a popularity contest. ...I feel that overall, FIU is not a good university, and is built around SHOW. ALL SHOW, NO GO. ...Professors support one another, patting each other on the back so that no one will loose their job. It is an easy way for them to keep their cushy positions....It seems that the University as a whole, is a joke. ...The Graham center is ridiculous as an entrance to the University. Most of the time the isles are blocked by students who do not move for people coming through. The loud reggae and Rap music is not conducive to an academic atmosphere.... and I have NEVER seen this behavior at any other University. I could elaborate on many issues. I would NOT recommend FIU to anyone entering school, unless they want a 3rd world atmosphere that reinforces low grade behavior in society. The FACELIFT and money put into the Presidents house and making FIU look better than it really is, is another part of the facade that eventually will be caught on to.

- The food on campus should be cheaper. I don't think there is enough to do on campus. its hard to find a study area that is quiet on campus.
- Add more computers to the computer labs. Improve on campus technology. Do something more effective with the Freshmen Experience class. It is a waste of time and money, however, we as freshmen realize that it is profitable for you. Why is there a 70% failure rate with the college algebra classes? It is clear that you use both College Algebra and Freshmen Experience as a way to gather additional income for this learning institution. If approximately 70% of students drop or fail college algebra, and all of the incoming students are required to take freshmen experience, you are making approximately \$2400 extra per student. This figure takes into account only those who live in this state alone! Not out-of-state tuition charges which are even higher. What Crooks! You make us students pay for blank paper and scantrons! You should be ashamed of yourselves! However, you should be applauded for the business that you run. FIU is essentially a legal Enron Corporation with the facade of a learning institution. An institution that supposedly does everything it can to prepare Florida's youth for the work force. This crafty scheme I applaud you for, but I do not feel that it is professionally appropriate or beneficial for the majority of the student body. And, with all of the FIU administration back slapping that goes on at Freshmen Convocation, this is even more disappointing. In front of parent's and grandparent's and aunt's and uncle's, you praise the university and make note of its achievements. All impressive when one has not experienced life at the university for a period of time. Then, within the first semester, one begins to see the inner-workings of the university, the faults, the deception the fraud and even the corruption that takes place in the name of higher education. Please take this into account and see to it that every effort is made to revise and change these policies. No matter what it entails. Thanks for your cooperation.
- We need better parking!...We also need to have more classes offered in the Business Dept. that are geared towards those of us who work full time and have no way of attending classes that begin before 5:30PM. They seem to have become quite scarce in the last couple of years.
- People working at F.I.U should be a little more helpful when students ask a question and should not presume we know the answer. If we knew the answer why would we need there help. Some of the staff should have more patience, be less rude to people and if they cannot then they should not work with the public. Thank You
- This school is a disaster. The advising is a mess, the classes are too expensive for what they are worth, books are too much money to just throw away, and most importantly, I have yet to meet an employee of the university that really cares about their job or helping others.
- More flexible classes on Human Resources mgt for worker students. You offer class that only not working students could have for summer and spring 2004. I can't stop working and can't graduate because your final classes for Hr. mgt is in the morning/or online (which I believe is an scan to get more money from the students. Your administration is stealing from the students and enabling them to graduate based on your restrictions.
- Parking on campus is a problem. Registering for courses online is not an easy task, especially when many of the classes are closed by the time one registers at the "given appointment time". I believe something should be done in order to make this process run smoother for students.
- I think your registration process is unfair and obsolete. The appointment date you have established by social security is very inappropriate. By the time is my turn to register all my

classes are already closed. As a result, I usually need to accommodate to schedules frequently cause me conflicts with my employer. I also think that FIU takes advantage of student textbook need. How come we buy textbooks and the following semester the same textbook is obsolete. I have been in the situation where I almost have to quick my schooling due to your expensive system. Not every student is a financial aid receiver, I think you should consider them too.

- Your phone system and financial aid offices stink. I have had to wait so long for you to disperse my funds, even after I know you had them. For those of us who are unable to work while in our program, and depend on this money to eat or keep a roof over our heads, this is devastating. And to think that we have to beg for OUR MONEY I would NEVER recommend FIU to anyone.
- The price of food on campus is outrageous. The old cafeteria was inexpensive, quiet and conducive to study. The new buffet cafeteria is expensive, noisy and generally unpleasant to be in. The Graham Centre is like a circus during the day, generally with music playing so loud you cant even talk to a colleague over lunch....I'm an international student on a visa, employed as a Research Assistant and receiving a tuition waiver. Every semester I must spend at least one day running between Registrars, Cashiers and International Students Offices trying to lift hold and remain on a valid visa. I get paid less than the average Graduate Assistantship in Florida SUS1 Institutions. My tuition co-pay goes up by 15-20% every year yet my salary remains constant. This is a research university that does not respect its researchers the graduate student body. The graduate students pump millions of dollars every year into the university and see little in return for it, whilst the instate undergraduates avoid tuition increases.....In short, I would not recommend graduate study at FIU to anyone until the university begins to
- My scholarship and grant were reduced because I am taking 11 credits and considered a part time student. But I am also taking 3 credits at Miami-Dade because a class that I need is not offered at FIU. I do not think this is fair because I still need to pay for books at Miami-Dade but it is hard for me to pay for books because my financial need grant was reduced. I really need the money. I think FIU needs to put the student first, not money. I also think that the people who work in the Cashier's Office, Financial Aid, Registrar's Office, and the advisors should be informed about their respective areas. I have been misinformed numerous occasions by all of these areas. I also think you should fix the online registration. It is ridiculous to register at a specific time on a certain day.
- The website always indicates the same high/low temperature and when e-mailing the web master about this the e-mail gets returned b/c the mail box is full For comment is ignored.....Also, would like a higher quality and healthier food choice on campus.
- I don't agree with the constant liberal thought on campus. I also find most of the professors in science and math courses to be rather terrible in their ability to give good testing.
- Remove the offensive music videos from common areas, and limit the Jerry Springer-like T.V. viewing. How about public TV only Maybe not. Have more healthy food options that are not fast food, maybe a student run co-operative. Have more gathering areas for students in each department (lounges), because lab doors are locked and there is no communication between labs. Have more food options on the weekends.
- Do not get rid of the piano area in GC, and fix the first e flat below middle c. Change the carpets in GC piano area. Don't charge 10 dollars every semester for a photo ID when a student might already have one, and there is nothing to maintain with a photo ID. Change the policy on the appeal process of a parking ticket, a democracy of voting from different officers would be better with the student present, and a "judge" to hear the case, instead of

the current appeal process which is unfair. Make more parking spots. FIU should focus on making printing up something at the various computer labs free, including the provision of free paper, and not charging 8 cents with the use of a copy card.

- stop forcing students to go from one campus to another just because the classes are not offered on both campuses. BBC also needs beautification and activities that will permit students to stay around after class. Financial aid workers should be rated and monitored for the service they offer is horrendous. Counselors should held liable if a student was misinformed.
- Parking is absolutely nightmarish!!!! I think the campus police should be SIGNIFICANTLY more lenient towards parking violations as long as there is no danger in the manner in which the car has been parked. I think the administration showed little regard for students and faculty and a severe lack of foresight when they decided to close THREE parking lots at the same time for construction. The cashier's office has demonstrated a complete inability to do anything worthwhile or anything that requires some level of responsibility or rational thought by an employee. I think the entire department should be fired because of the extreme inability to perform the daily tasks involved with their positions.
- relying on the web causes to many complications for students to find out what they need.....tuition is to high!!.....stop trying to milk us for every penny we got.....we're students not trying to educate ourselves not put ourselves in financial debt.....do something about the over crowded parking!! please take into consideration!!!
- There needs to be a greater effort to get some cohesion among graduate students and to expand graduate programs to fit the needs of an extremely large commuter population as well as expanding school services to this same population e.g. keeping health clinic open later and copy center and bookstore.
- Students need to receive care and concern from the university(admissions, faculty, staff. A dedicated student life is very vulnerable therefore little curtsy from university will go long way. thanks for giving me the opportunity to express these final comments.
- FIU should accept credit cards at the registrar office, paying with credit over the phone adds unnecessary fees. High cost of parking, even though we pay for it, there is no parking spaces closer to campus buildings. To add more counselors at time of registration, I waste half day of work just trying to register, since we need permission from an advisor.
- F.I.U. is trying to become it's own nation. Pretty soon we'll be paying tea taxes too. This is in reference to how FIU is seen as a money sucking vacuum. I'm a financial aid student and in order to be able to go to FIU, even with financial aid, I have to have a part-time job to pay for every little thing FIU can think of charging me. This includes idiotic parking ticket I shouldn't have to pay due to the fact that FIU is at fault for not having enough parking spaces for STUDENTS. I'm fed up with FIU parking, do something about it.
- NEED TO WORK ON PARKING SPACES. I ALWAYS FIND PROBLEMS FINDING A PARKING SPACE. YOU SHOULD BE MORE CONSIDERATE WITH THE PARKING TICKETS. WE DON'T HAVE ANYWHERE TO PARK, WHY ISSUE A TICKET%3F DO THAT AFTER ALL PARKING BUILDINGS ARE FINISHED. 2.- THE FOOD IS REALLY EXPENSIVE. IT IS MORE EXPENSIVE THAN EATING OFF CAMPUS, SPECIALLY JAVA CITY. THEIR PRICES ARE OUTRAGEOUS AND ABUSIVE. A SMALL CAFE LATE COST ALMOST THREE DOLLARS!!!!
- There should be more parking at University Park and some web design classes should be offered during the day. Right now there are none being offered during the day.

- The parking transportation is very helpful. The food is very expensive for college students, and the lines are too long. Also, I live in Davie, and the Computer Science courses are only offered at University Park, an hour drive.
- My experience at FIU has been generally great. However, I have a few comments:1. The food is too expensive for what they serve. I often have to travel off-campus for this reason. For example, in Gracie's grill, a Cuban steak (with fries and a drink) comes out to about \$2.47. On the other hand, nearby you can get a better serving for \$2.45.2. Parking3. The library has way too few study rooms and laptops.4. The gym is too crowded and small
- I would like to see more research opportunities available to undergrads as well as a more varied course offering within my major (computer science). The library should be open 24/7. This is especially so during study periods when the library closes at 4am and reopens at 6am. For two hours the space is completely wasted. When the library closes at 1am, many students are still inside. Many other universities of FIU's size have 24/7 libraries. Also, more computer classes like those in the library (computer with projector) should be made available in the Computer Science building for CS students. Of all the students that need it at FIU, Computer Science is lacking with computers in the classroom.
- Because parking is such an issue and most people are too lazy to walk, there needs to be more transportation vehicles from the far lots in order to avoid fights, accidents, and student tickets. Also, the general campus involvement is waning, especially for sports. I think the problem is lack of advertising -- usually I don't know about a sporting event until the day of and then its too late for me go
- - Parking in FIU is getting worse by the years, you should not charge all students parking fees, only to the ones that have cars. A - You are charging students for classes before even meeting the professor, only one week to make a decision, what happens in the case that there is not meeting class in the first week of semester?
- please do something with the computer lab. They want to put pre-paid card on all of the printers. Instead of us just supplying the paper, we need to pay for copies (.8 cents). (give me a brake) FIU has become too materialistic. And whaz up with the PARKING? Where are we supposed to park? To much faculty spaces available, and not enough for students. Is FIU more concern about pleasing the Staff or the Student? After all, we do pay, you know. Thank you.
- More parking spaces. Make it clear which phone number to call for questions (I once was passed along 6 times before getting the right place to get my out of state status changed to in state)
- For the comments that I marked "Not Sure," what I mean by the comment is that I am not fully satisfied with the services or the situation they are questioning me on. It does not mean that I do not understand the question. I believe that a "main problem" that students have is the registration process as well as the rising tuition prices. You should survey in greater detail the satisfaction of students with the Admissions office, the Registrar's office, the registration of classes, the availability of classes, etc.
- There are two major concerns which have bothered me the last four years of my educational experience on FIU's University Park campus. I was hoping that the issues would be remedied by the time I graduated, but that does not seem to be the case. The lighting throughout all of the campus at night is completely inadequate. It saddens me to think that this situation will only be rectified once a student or faculty member becomes the victim of violence. The other issue which is not only an inconvenience, but a clear deterrent to attending class on a regular basis is the lack of available parking spaces for students. Although the campus is undergoing construction in order to add additional

spaces, the administration has failed to realize that in the meantime, the same number of students are scheduled to be on campus while we are short over 400 parking spaces. In addition to the lack of parking spaces, fines are being imposed in an aggressive and consistent manner. As a graduating student, I understand the importance of attending class on a regular basis. I must honestly say that at times, I have considered missing class only to avoid the parking situation. While the parking situation is a matter of convenience, the lighting issue is a matter of safety. For the sake of all members of the FIU community, please provide for the safety of everyone on campus.

- more handicap parking, designated smoking area for people eating in the buffet, designated bathroom area for people eating in the buffet, outdoor eating area for people eating at buffet, beer on tap in Gracie's Grill, and lower the buffet price to \$245.00 with tax
- FIU needs to think about their parking situation. Since I have been at FIU, I can only complain about two problems. The first of my problems is advisement! It's absolutely horrible. People need to speak to advisors NOT TA's. The second problem that I have faced at FIU has been the parking situation. This is absolutely disgusting. There is nothing like driving around for 45 minutes looking for a parking spot which all students pay good MONEY for! When FIU hold conferences for at the university, they feel that it is in their best interest to close off half a parking lot for those attending it! Why doesn't FIU fill the requirements of parking for those students who attend class daily I have had a lot of good experience at FIU, but these little problems make my life and many others harder. When people ask me to rank FIU between 1-5, five being the highest and one being the lowest, sorely I always reply 2! Remember, it's the little things that matter in life!
- I would like for FIU staff to treat out of state and international Students with a little bit more respect. Through out my experience at FIU I have experienced first hand and seen it continuously done to other out of state and international students unfairness and rudeness from not faculty and staff members, but also from in-state students towards their fellow students from a different country or state within America. Above all what I care the most is that FIU should take student evaluation of FIU faculty more seriously. For example if a teacher's evaluation is continuously below average than that teacher should be put on probation, because he/she deserve not to be part of FIU community.
- Most other subways in the area are cheaper than the one on campus - and much friendlier and cleaner (scratching head and face then touching food without changing gloves) *V. hard to get into science classes and lower div classes even for upper-class students *online access is very slow- a headache at very least
- The University Park and Biscayne campuses need better intercommunication about the info. given out regarding financial aid. Also, the advisors in my major need to be trained on how to advise students on a one on one basis. The group advisors meetings do not work if they treat everyone as if they all have the same needs. I'm a transfer student and my whole schedule almost got messed up thanks to one of those group advisor meetings. They told me I needed to take classes I didn't need and I only found that out by having a one on one discussion with an advisor who took the time to ask if I had received an AA degree (which I did). My first scheduled grad. date was Spring '06 and after the one on one meeting it is Spring '05.
- The parking situation has become intolerable. If there are not enough spaces for cars and overcrowded classrooms, there should be a limit as to the number of students that are going to be admitted. The campus environment is not one which endorses learning, rather it seems that students are ready to go to a party. The campus looks like a club instead of a university.

- It would be nice if Professors and Advisors answered e-mails when they are sent to them by there students. I have a Professor whom I e-mailed three times and she never responded, she didn't even say anything in class about the e-mails. My ex-advisor never responded to the two e-mails I sent him and I found out from another student that he is no longer my advisor. A Professor who has a very hard time speaking English is now my advisor and I was never informed of this change which really upset me. I also feel that FIU should have informed me of the change in advisors. I had some questions that I needed answered and now I have to delay my plans because of this. I will be writing a letter to the school newspaper, the Dean of the College of Education, and quite possibly the Herald and Sun Sentinel.
- YES I THINK IT IS PRETTY BAD THAT YOU CHARGE FOR FEES TO STUDENTS THAT ONLY COME ON A BI-WEEKLY SCHEDULE, FOR PARKING AND WE CANNOT USE THE PARKING GARAGE, ALSO FOR OTHER ADDED FEES WHEN THE STUDENTS HAVE NO INTENTION OR TIME TO USE THEM SUCH AS THE GYM/EXERCISE HALL.
- I would like to say that FIU has an unsatisfactory registration system. (the appointment dates are inconvenient) and that the math department needs improvement because too many people are failing basic math courses for years and nothing's being done to correct that. I also have a positive comment. The housing facilities are great, in my opinion, FIU has the best on campus housing in Florida.
- Lower the bus prices or give us better buses. If you increase tuition by one dollar. One Dollar! You can make the bus free. I think it is ridiculous that we have to pay for the bus. Don't waste money on stupidity. Laying bricks and installing rail in AC1 is the biggest waste of money I have seen in a while. What was there before was ugly, but it wasn't bothering anyone. Last thing. I don't appreciate the fact that there are certain classes I have to take that aren't offered. If I am mandated to take a class by FIU, then why isn't it available?
- I am an International Student who feels that International Students are not given the respect that they are due at FIU. We apply to FIU with a budget in mind give, or take a couple of dollars but every year our per credit fees increase by more and our Insurance as well, which is very unfair to those of us who came in with a set budget. Regardless of the fact that fees are subject to change, the incremental increase is far too great to swallow. There are over 3000 Int'l students here at FIU but the ISSS office is minute and the customer service leaves a lot to be desired at times. On another note, there is insufficient interdepartmental communication within the university. The student usually has a hard time finding answers to very simple questions at one particular office and is sometimes directed to more than one office for help in simple matters.
- Suggested improvements for the engineering center 1. Provide areas where students can relax.2. Provide more quiet study areas.3. Lower the price of food at the Panther Pit.
- It seems to me that the university accommodates the schedule thinking more on the professors than on the students. In addition I would like to see more parking spots for students, I found very unfair that the university charge a fee for parking but does not warranty a spot for parking. However there are free faculty's parking spots at any time. It will be nice also, to have more classes open at night time since, many of us have to work during the day beside leaving far from the Engineering campus. One good option is to open more classes in Broward county.

- The parking is the biggest problem at the school and I do not feel that anything was done for the students to provide parking this semester. Overall, I am very dissatisfied with FIU and my department COE!
- Lab classes are too much work and too many hours to only be worth one credit. Financial Aid should let you know that if you have the Florida Prepaid Plan you do not need a loan. And the checks that are sent to your house to pay for the loan should not say "Awarded" they should state exactly what they are for. This would save time, confusion, frustration, and money.
- Parking is terrible, but getting better I must admit. Idea of golf cart transportation is a good one. There must be a way to get Subways line to move quicker.
- Honestly, FIU is a great school in terms of academics. But the parking problem is terrible, and the students are generally rude (i.e. telephones ringing during class time, talking while the professor is talking, walking in and out of class during lecture, talking on cell phones in the library, etc). Those two reasons are the main reasons why I'm transferring out of FIU after 2 semesters.
- I feel faculty and staff should remember that students does not equal children. Students here are not treated like adults at all times. When a professor assigns something in class a student is an adult and is responsible for their work. When financial aid/cashiers office etc. speak to a student they act like they are speaking to a child without any courtesy at all as one would give an adult (like another faculty member). I have received barely anything but frustration in the last 3 years at FIU. Unfortunately, one expects better things at a university than a community college. A students time is not valued. Classes are added/deleted from your major as if one had nothing better to do.
- In my opinion, Fraternities and Sorority fees are too high. Although public safety on campus is really good and the response time in case of an emergency is great, police officers should be seen more often around campus, more importantly at night.
- We urgently need more quiet study areas and computer labs for students. What is offered in the library is inadequate. The sixth floor of the library is always full. The other floors are too noisy for quiet study. The computer lab on the second floor of the library and the one in GC are always full. I don't know where else to go. The school lacks information regarding this. Perhaps a sign on the lab doors listing the locations of the other computer labs would help. Some of the staff at the Registrar's office are not well informed.
- Correspondence between the financial aid office and the student is ridiculously slow. AI was appalled at the news of the termination of the men's soccer team, being as soccer is a far more INTERNATIONAL sport than football. Parking at FIU is a serious problem. Housing students are not paying outrageous amounts of money to have to hunt down a parking space on a daily basis.
- Get rid of the piano in the UP Piano Lounge, too many annoying people "attempt" to play it and annoy those trying to sleep/study/chat with friends. Improve the booths at Gracie's Grill. Make more computer labs.
- Clearly the university is emphasizing on-campus residency and de-emphasizing commuter students. The discrimination is clear and on-going and very distressing. This isn't an opinion as several professors have agreed with these statements. FIU is a state school whose reason for being is to serve the community. FIU is not Stanford South though it appears that that is your goal. \$9.7 million for a football program while not allowing professors to copy handouts is obscene. If I had any other alternative, then I would not attend FIU, and, sadly, I believe that you don't care whether I attend or not because I am a

part time commuter student. I am not the type of student you want and your attitude is clearly conveyed to me each and every semester I have attended.

- The prices for food is outrageous and there definitely needs to be more leisure space for study and computer usage.Also, classes need to be offered more. For example, there are hardly any theatre classes in the summer time.
- Maybe a better Summer selection. I'm not saying that you have to have five of every class but at least one good higher level class. Also, there is a room in Vertes Hall that is horrible! It is loud and the teacher has to shout to be heard and it leaks. Very bad conditions to learn in.
- The University's continued move towards the web, while a good option, should never be intended as the primary means of student interaction with offices such as Financial Aid, Registration, etc. I have had several situations involving the financial aid process where I needed to speak with a human being, but that is not an easy thing to do as things are right now. The phone sometimes rings with no answer during office hours, and the person on the other end seems more determined to get off the phone than to actually help in any way. The website can't possibly have answers to every situation, so it is important for students to have an actual person, who cares and knows how to help, to talk to....Another problem I am finding is that not enough upper level classes are being offered in the areas of English and Religious studies in the evenings. Although I am currently unemployed, I am in the process of finding a job, and evening classes are going to be the only way I can continue school. There are many students I know who have the same problem. Religious studies, actually, has very few classes offered period. ...Overall, however, I am very happy with the professors I have encountered so far. All have impressed me with their knowledge in the areas of the class.
- I think it is unfair that FIU charges students for parking regardless of weather or not they have a car. Buying a parking decal should be optional and not a required fee.I think that the lighting on campus could be more effective. There is a lot of wasted light creating light pollution. The parking areas could be better lit with less wasted light.I think that there should be more formal review of the progress graduate students make on there thesis%2Fdistrtation from outside reviews. That if there is a problem between a student and his or her major advisor then there is no place for the student to go. The student is just stuck to resolve the problem by themselves. I feel the department and University does not make the student feel comfortable registering a complaint.
- The Presidential Lecture Series is very good. Please keep on bringing relevant speakers to talk about today's most pressing issues....I would like to see a wider variety of cultural events and the creation of more public places. Public places such as coffee tables and/or common resting areas where students can hang out and interact.
- PARKING is really frustrating. Classes that are only offered once makes it extremely difficult for students having to work full time. Some of the basic classes that are only offered twice are extremely difficult to attend because of lack of control. Professors often do not hear or see everything going on, and it makes it very difficult for those of us really trying to do our best to listen. Even when I sit in the first row it is extremely frustrating. Can there be one additional class for example the General Biology & Chemistry classes to be held 3 times a day
- 1 - Some required classes are only offered once a year, that is OK but, unfortunately they seem to be offered at exactly the same time and same semester. Example: this spring: STA3112 and CHM2200 both at 2:00pm on Tuesday and Thursday. Speaking with the department heads doesn't help at all, they only give a big runaround about funding. 2 - I'm

really tired of hearing professors talk about the lack of department funds for copying relevant course material, this leads to printing the material out on my home computer at my expense. Maybe there could be one less area of new construction on campus and we could all get copies of our syllabus.

- Let the students park after 5:00pm in the faculty parking as the reduction in parking because of construction is very limited or you need to walk very far (don't even bother with the golf carts. Furthermore, it is hard to understand how a university of such magnitude can have an active and powerful recycling program sham on the administration?
- Certain courses for Graduate students need to be revamped. At graduate level students expect the highest quality. For an MBA class the pre requisites require a real need. Certain classes give no value at all. Classes are not tailored to suit the working professionals. We definitely need flexibility.
- Implement the same system of panther id card to be used at the library. It is very difficult to work on projects and go through a hazard to print a document. Get a new printing card, finding a computer, printing the job...etc. The desk lacks stapler removers, staplers and other supplies. The printers are of bad quality. There are not enough computers for the demand of students in the computer labs at FIU. Parking is really bad, usually 15-20 minutes are spent to find a free spot.
- this school is too expensive for full time students and full time employees, therefore rates should be lowered for upcoming semesters. registration should be easier, how come the first week of class everything is full?, beside it is expensive, there are no openings, hello!, advisors should be more careful and dedicated, that is what they are getting paid for, not to tell students the wrong thing.
- The school should offer more regular classes and not so many online courses. Or due to the fact that with an online course the school saves money for example in electricity and the wear and tear of a class room, FIU should lower the price.
- Customer service skills need to be worked on in some areas of the University. Unfortunately, many of your student employees believe that student customers need them and not the other way around. If they are not taught proper customer service skills, the attitude that they display to fellow students will be the attitude they display to clients and customers in the workplace when they complete their degrees.
- I think your cashiers office are quick to help you pay your tuition but when they made a mistake they give you a hard time to give you back your money. Also how some professors are professors. Some of them do not know how to teach. I took about four class that the professors had no clue how to teach and I learned nothing and the sad part is that two of three of those classes were my final major classes.
- As a freshman, I really haven't had the opportunity to explore many of the things offered by the university. I honestly don't feel part of the campus life since I am only there for two hours of the day. I am never aware of things that are going on within the school nor do I find out how to participate. I also think that parking is an important issue that should be addressed. I have found that parking is very difficult in certain hours of the day and have had to cancel certain classes or appointments due to unavailable parking. It really becomes a hassle.
- parking is a problem, PLACES to STUDY we need more library needs later operating hours for those that work mornings, printing should be free!!! why is it that MDCC can do it and FIU can't

- Need to improve financial aid procedures and educate staff about the general practices and procedures of other departments. If they do not know they do not extend themselves to help students find the answer or another option. The financial aid staff are rude and inconsiderate, in person on both campus and on the telephone. They have lost my documents before and given me inaccurate information as to the availability of staff members, causing me to waste my time waiting for someone who was not even working. FIU's automated directory telephone system is the WORST I have ever experienced. I have never been put on hold for so long without ever speaking to a live human being. And I have never encountered so many busy signals and disconnected lines. FIU needs to build a recreational, student center for students to relax and socialize. Once students finish classes, the commuter student just leaves and does not stay and enjoy the campus and open themselves to other events. Maybe student government or who ever should research other colleges and universities, you should probably start at Nova Southeastern Univ. in Davie. There was not much of a campus life but they had nice student center. thank you
- The business advising program is not satisfactory it is very difficult to see an advisor. When you do see an advisor some, not all, don't give you the right advice. Also, class availability is unsatisfactory, I personally work (as do many FIU students) and need to take night courses and they don't always offer certain classes at night (night meaning past 6:00). Also some times certain classes aren't offered at all. Example Real-Estate classes are always offered every semester, even though it is major offered at FIU. Sorry I carried on too long, but I feel that these are few things in the business department that need to be addressed.
- I find it an atrocity that, to me at least it seems, this school, its interests, and attitudes seem to be in the hands of the fraternities and sororities. Cases in point: "GC" is a battle ground, especially during "rush". 30 - 40 males brimming with a sense of their own sense of self-importance, who are all too happy to treat you as if you are not a person. On MORE THAN ONE occasion I have had "confrontations" with random "Frat-ites" who apparently feel they can simply stand in the middle of a doorway, thoroughfare, or really any walkway. GOD FORBID, you stand up for yourself and say "excuse me, could you please move", because all you get are nasty looks%2Funder the breath comments, or get knocked to the ground by his friends. I also find it offensive when organizations on campus have their elections and events and litter the campus with plastic coated non-recyclable flyers. I wonder how our homecoming and SGA elected "representatives" feel about the paradox that their crappy flyers and ads will be around long after they themselves have found their graves...Lastly, I find it disheartening that the arts form part of the basis for how we define ourselves as a collective people, yet is constantly dismissed and under appreciated. The authorities of this school seem comfortable using art to solicit money from wealthy patrons, however, doesn't deem it necessary to support the art program at FIU. Bad class scheduling, not enough diversity in class choice, not enough under paid faculty, and dilapidated facilities are a scourge on this institution. We have the most renowned sculpture garden in the United States, and the university can't even spare 500 dollars in scholarships to students during the spring reviews of their artwork. How long will ignorant attitudes pervade this university before someone has the courage and the position to say, "ENOUGH IS ENOUGH."
- The number of students should not be more than the facility able to serve. Parking lots and cafeteria are very over crowded. GRE or other requirements should be increased to maintain a good balance. The University Park campus with its recent developments reaching its limits. In some locations are already over developed. We should preserve the natural beauty of the campus.

- I feel that FIU has such a large student body, that we are treated as a number, not a person. The customer service skills of the majority of the departments that I've had to deal with are pretty poor. It is very hard to get someone on the phone that can truly help you, and when you do get someone on the phone, they either don't want to help you or don't know what they are talking about. Often times, I feel that I am given the runaround whenever I have a problem with registration or with financial aid. I am VERY UNSATISFIED with my advising group (advising group for Health Services Administration-undergraduate). I find it extremely difficult to get in contact with the Director of Student Services, and every time that I have made an appointment to be advised by her, I always get advised by someone else, be it a student or someone that is working with her that semester. On the other hand, I would like to say that the Coordinator for the Invitational Scholars Program is a great asset to FIU! I have worked with her since I began my educational career with FIU in 2000 and she has always been a great help. She is very easy to get in contact with. She's always on the ball with her responsibilities, making sure that she informs all the students under the Invitational Scholars Program about upcoming events and deadlines. Not only does she know everything about this program, but she has also given me good advice on financial aid issues and registration issues. She is truly great!
- Homecoming weekend just past at FIU and in a class of about 50 of us, none of us knew what was going on. I think a better job at displaying the events on FIU should be implemented. I also have a lot of negative attitude toward registration. There is not enough classes offered for my major and most of the time they are on top of each other (offered at the same time and same day). I have also experienced my classes being dropped or switched after many days from my registration date. I understand that it certain circumstances this needs to happen but it has happened too often for me and it is inconvenient.
- (1) There is a high need for sufficient parking spaces, and for tolerance in avoiding giving tickets to those who must park in illegal places (but not dangerous) whenever parking is not found. A(2) As a "research" university, FIU's library should be open 24 hours.
- Computer's room capacity should be increased. Some classes are just too large to handle ex. Introduction to biology.
- Over all the university campus could hire more people at admissions. I had a particular hard time enrolling because the staff their lost my paper work over and over again. I really don't hear much of on campus events until it is too late or the event occurred. I do think more publicity on campus of event you'd be a lot of help.
- I think standards for admission need to be reviewed. I don't mean to be petty, but some of these students are ill equipped for university level courses. Is it the university's objective to educate those who are able, or to just receive the funding from those that are not. Also please look into more diversity training for incoming students. It gives the student body a whole level of classiness, as well as being educated in differences.
- Please fix the drains and walkways--its impossible to get to class w/out walking on flooded grass/walkways/mud. I also suggest you get rid of the Financial Aid Department staff along with the Cashier's, Registrar's, and Human Resources Office staff--they are often rude, ignorant, and unhelpful. Please continue to invest in the Health and Wellness Center as its services seem limited.
- ***Student Government is supposed to be the voice of the students (all students)and they should attempt to reach the students more often, not only when petitions, rallies, or cram jam events are being held. Maybe having a column reserved in the Beacon or an electronic marquee in GC forum might help. A A***Target all institution events to off campus and

commuter students, advertising to Greeks, social organizations, and Housing students is great, but they include less than half of FIU students, in addition its those students that are already involved that will automatically be attending events. A*** Parking and Traffic really needs to regulate soliciting on students cars. Too often are cars cluttered with flyers that often get messed up with the rain. *** Please create more parking for housing students their are approximately 1,800 housing students on the University Park campus, yet there are not even 800 parking spots designated for housing students. *** Lower the price for housing, Currently a student can pay for housing and a meal plan for one semester at a northern school for approximately the same price of what it costs to pay for a room in FIU for one semester. A*** If you want a larger attendance at football games, start off small... Yeah you might want to move up in division but by playing all of these nationally ranked institutions and losing to all of them, you are discouraging if spirit and student attendance even further. Once we get in the habit of winning, then it's time to move on to playing better teams. A*** The marching band practices too too much, but they are practicing all of the wrong things, the band should be as much of a visual entertainment as it is an audio one. A*** For the most part, only housing residents use the meal plan, so why is the dining hall located all the way in GC, where it has to compete with chain restaurants. Not smart, not only is it located inconveniently, but it also doesn't cater to students on the run who wish only to grab food to go and face it FIU students are busy students. A*** For the time being create more parking, because commuter students largely hate coming to school because there is no space for them to park their cars. We currently have approximately 34,000 students that attend FIU, and how many parking spots do we have??? A*** Update your technology in various offices, especially those that deal with students financial information, this past year I received notice that I supposedly owed FIU \$600 dollars from the previous three semester, yet I never ever had a Cashier's hold, this institution is a business and education is your product, if the students which are the consumers does not trust your business, it will decline quickly. A*** Do whatever it is you have to do, but attempt to buy out Tamiami Park, I love FIU and it has enormous potential, seeing where we are now and compared to where we were in Sept of 1972 when FIU first started is amazing. Nevertheless, for a school that is ranked in the top 25, for the largest student body in the nation, we have an awfully small campus. A A*** Create more entry and exit ways, please attempt to enter the campus in the morning or exit the campus at around 3-5pm and you'll understand what I mean. A*** Add a DECA chapter to the school of business, it is a great source for business students to gain experience and network with business executives. A*** Create more traditions, even if they start off small...like yearbooks or an FIU hall of Fame for those leaders that have contributed to the development of FIU. Also, let students be college students, FIU is pretty anal when it comes to everything. I know that too often their are liability and security issues involved but sometimes in the sake of fun and school spirit we should allow certain things because this is what is going to make FIU more traditional. A*** Stop trying to take funding away from the Biscayne Bay Campus, that campus does not have anywhere close to half of the amenities that the UP Campus does, nor do the students and student organizations receive sufficient recognition. In the end we're all FIU students not BBC or UP students! A*** Please retrain, FIU police because too often when a Resident Assistant calls for help in assisting with large parties that often include alcohol, they seem to think that the R.A.'s are the law enforcers. A*** Please do add more call boxes, because lets be real people don't only get attacked in Parking lots. (Plus all of our parking lots are located in the outskirts of the school, I don't know about you but I'd hate to be attacked lets say in the DM building or between the library and the chemistry building. A*** Attempt to create greater promotion and recognition for other sports teams other than basketball and football, it is not the players fault that their sport

might not get great attendance they still put in just as much effort if not more. A*** Build community!! Publicize to the non-FIU community, this is a great recruiting tool and a great way to have the Miami community be more supportive of all FIU events. Kudos, on starting the homecoming parade in Coral Park Middle school the residents of that street really enjoyed that. A*** Encourage faculty to be more supportive of students and events on campus. Create a committee of students or ask SGA to do so. A*** Have FIU talents like the Dazzlers, Golden Idol, cheerleaders, and other FIU students perform in Large events like at half time for the dolphins or invest on having FIU students perform for some MTV programs, support more large events like the FOOD and WINE festival ---this is a great way to let ourselves known to the rest of America. A AOK THIS IS ALL, IM SORRY, BUT IM ALL ABOUT THAT CONSTRUCTIVE CRITICISM.

- The service in FIU needs a severe improvement. There is limited organization, making it extremely difficult to register, pay fees early and is irritating to students. The professors are very helpful, but administrative staff in the financial and registrars office are rude and generally serve to frustrate students rather than help them. Overall, I have found the University to be very disorganized and I recommend benchmarking on some of the processes and procedures used by the larger state universities that tend to run much more smoothly. ...Good luck.
- Yes, FIU has been lacking more and more in its services and courtesies offered to the students though the institution continues to raise prices. FIU is becoming all about quantity instead of quality. The Biscayne Bay Campus students go almost unrecognized throughout the institution, it is most appalling that employees in Administration Offices do not even know the name of the BBC student government president, I can only imagine what little knowledge they must have of our campus. I am writing this in hopes it will not go unnoticed but I am sure that in FIU style my comments will not even be noticed since negative comments usually go unheard even though there are important to the institution's growth. I've been going to FIU for almost 4 yrs and when I graduate FIU is not even on my list of University's to recommend to individuals nor do I wish to come back to pursue a higher degree at this institution unless it shapes up and starts to treat students as VALUED customers and not just another way to make money to fund UP programs and buildings and administration pockets.
- I believe customer service is lacking in some areas on campus. Some places that I've had unpleasant experiences or witnessed general lack of knowledge more than once is the cashier's office, third party billing and the BB bookstore.
- I have found that most in-state FIU students are fairly stupid as well as lazy. my high school classes were far more challenging than any class I have taken here. although I have had mostly good experiences with FIU professors, and been surprisingly impressed with them all around, all but one of my student teachers / ta's have been worthless. the fact that many of my professors say the school will not allow them to give students handouts is absurd. you should make it clear to out of state students that this is a commuter college and that is more closely resembles a community college than a respectable university. This realization is quite a shock to unsuspecting out-of-staters and probably results in a lot of students leaving the univ. I like that alcohol is allowed in the dorms and I like that they have adequate living space and kitchens. The BBC campus is run down and needs to be fixed. although I hate to admit it, a halfway decent baseball, basketball, or football team would make this univ. a much more attractive one. the academic issues section of your questionnaire is far too general to draw any relevant conclusions from. the organizational skills of some departments are comparable to those of kindergartners. Hospitality should

not have canceled the Switzerland program. I have good friends of many different ethnicities but where are all the white people.

- 1) FIU should have a larger server for student registration. A2) There should be someone overlooking the construction workers at the UP campus b & c many of the workers stand and watch rather than working to finish the project faster. A3) In the teacher evaluation website there should be a link to the professor's webpage. A4) The Table of Contents for the Undergraduate Catalog is poor and should be greatly improved. A5) Need more computers in the computer labs. A6) BOOKS ARE RIDICULOUSLY EXPENSIVE!
- Please, make the registration process a pleasant activity instead of a hassle. It would be great to open more classes for the different courses offered, instead of one or two that only allows 60 students to be registered. Also, take into consideration that people work, and when the classes we need are just offered during the day, it's impossible for us to meet our requirements. Thank you.
- I am continually surprised at the amount of Professors hired with PhD that don't know how to teach. I really think the school should consider auditing the classes more often. Also, I have been at FIU for one year and have yet to see a counselor. I have made appointments only to find out the day of my appointment that they were not going to show up. Everyone's time is important, I have to take days off to conduct any business with FIU administration offices. Another issues is that it seems that every administrator I talk to has an attitude, I'm paying for my classes and I am not rude to any one that I speak to, but when asking a question or if I need guidance no one is willing to help at FIU. I realize that the majority of the students attend classes during the day, but do you think FIU can leave some lights in the parking and walking areas for those students that attend at night
- 1. The Financial Aid, Registrar's Office, and Cashier's Office on the University Park campus should try to be more helpful to students. When encountered with a problem or a question, they should provide assistance instead of deferring students by sending them elsewhere for an answer. Such has been my experience. A2. On the University Park campus, parking is a major issue. PLEASE TRY TO DO SOMETHING TO HELP! This does not include driving around and ticketing students who park elsewhere because there is nowhere else to park. A3. The cafeteria food on the University Park campus is too expensive. WHY? We are college students. The only reasonable places to buy food are Pollo Tropical and Subway. A4. Adding a Starbuck's to the University Bookstore was a classic move. Thumbs up for that! A5. Why are the books so expensive? Most of the time, I price textbooks that I need at the University Bookstore and then price them at the bookstore across the street. It is always cheaper across the street. In some cases, I've even saved \$20 on a textbook. You do realize that by overpricing your textbooks you are losing business right???
- I think there is a lot of improvement that needs to be done to the engineering center building. Cafeteria is open just a couple of hours around noon, is expensive and there is just that one option, there is little places to study, and everybody ends up studying in the dirty tables of the cafeteria, there are no places at all for relaxation/recreation. Most of the people I have spoke with about this topic stated that they strongly dislike that building.
- I would like to speak to someone about my experience at FIU. Someone who can do something about it and make it go from a bad experience to a good one. I have a lot of work to do to prove my self now that my GPA has gone bad. But believe it or not I have an associates in Business with a GPA of 3.3. I've sacrificed a lot to be at this school and honestly I'd like some justice and some reciprocity and I'd rather love my armada then hate it. Right now thou I'm very bitter about what has transpired and also the fact that I can't

seemed to find employment on campus no matter what I do. It's wrong in almost any situation for someone to have a Smear campaign put against them. But it is seriously wrong when you work for your own School and someone decides they don't like your style or your personality and make sure that you can't get anymore work or opportunities for the rest of your college career. I'm saying this because I have nothing to loose except my education and my life at this point and unless I do something about what has happened to me in this environment then its not going to be that nice living my life afterward anyway. I plan to go on to law school and I'd honestly really rather not spend the next few years in hate thinking of ways I can build a case against the school I graduated from and then come back and SUE FIU when I become an attorney. One thing for sure, my drive never ends and even thou I've had the roughest time possible and its affected me. I'm a survivor. And I will see a brighter day. No matter what kind of effort it takes. Thanks

- A couple grievances: The parking problem has yet to be resolved. Books in the FIU bookstore are overly expensive, I ceased purchasing textbooks long before that. There are TOO MANY required core courses (the pink sheet). I feel that many of them are indeed interesting, but serve little to no practical purpose. Their number should be reduced, not eliminated. At the very least make them optional. Other than that, I am thoroughly enjoying FIU, it is an excellent school. Although as I am attempting to finish my core courses and focus on my major, I am becoming frustrated with so many difficult courses that have nothing to do with my major and do nothing for my ability to compete in the workforce. Please keep the recreation courses around, as they are an enjoyable respite from academia. I especially enjoy courses such as Weight Training and Scuba Diving. I am currently enrolled in the basic Scuba program, and plan on taking the advanced courses as they are made available. Thank you for your time.
- To whom it may concern at the BBC campus...The computer lab is too small and is always crowded (AC1). The AC vents need to be cleaned. The food in the vending machines are out dated and stale (hint 3rd floor). The water that comes from the fountains are warm. We need another entrance to the library from the second floor. the printing paper situation is ridiculous. The money that students pay for tuition, at least 5% of it should go toward buying printing paper.
- While I appreciate what FIU is trying to do with this survey I think it is a bit long. I only finished it because I was curious to see where it was going. In addition some of these questions are not applicable to all persons, for example regarding car safety on campus%3B there was an assumption that all or most respondents had a car. An option should have been left for those to whom such things did not apply.I would also like to add my concern about the limited food options available in the Biscayne Bay campus cafeteria, especially when compared with those available at University Park. The options at UP are more varied and appeal to a greater variety of tastes, not to mention encompass more healthy options. Interestingly enough there is a shameful proliferation of snack machines at Biscayne Bay which is comparable with the equally shameful proliferation of snack machines at University Park. In addition the cafeteria at BBC closes earlier than the food court%2Fcafeteria at UP and I do not understand why, given that there are many students who attend evening classes at BBC and would appreciate having an option of something other than the fare available from the snack machines to eat after 6pm.....Another recent occurrence that disturbed me was the change to a new bus company. This communication of this matter was handled very poorly by the department responsible. All students were told was that bus fares were to be increased from a particular date, any further information was to be sought from the Parking Department. I do not understand why we could not also have been told that this increase was to do with the

company change. In the first week of this new bus service, a number of commuters missed the bus since one of the "new" buses was not clearly identified as part of the "Golden Panther Express" service. Indeed it was painted in University of Miami colors and some of these students believed it to belong to that university and therefore did not board. Had students been informed that there was to be a change in the bus service, they would have been on the look out for something new and therefore avoided such problems. Departments need to maintain better customer relations practices with staff, faculty and students who patronize them. (But I guess that is part of the purpose of this survey.).....Finally in the instructions for questions 44-51, there is a typographical error, "effectiveness"....

- Yes! I think the way that the Business advising system is set up is an insult to the students. I, like many other of my classmates work outside campus and have to commute to school at night to attend. I feel that the advising is set up for students who do not have a job. I think that the way that business advisors set up appointments with students is a nightmare. The whole "show up at 5am to sign a piece of paper outside the advisor's trailer in order to set a future time slot for them to see you" is a disgrace. It is very inconvenient and time consuming. With the way that the university boasts about having the latest technology to assist students, you would think that they would come up with a less primitive way for the business students to get advising. I've witnessed students sleeping in front of the trailer at 530am in order to get a time slot for the advisors to see them. And god forbid that you call the business advisors. The 10 minute-long recording that comes on could be narrowed down to say "Sorry, we can't, no, better yet, we won't help you unless you wait outside our trailer at 530" in the morning. And if by chance you happen to be able to stay awake by the end of that message, you get an advisor on the phone that tells you that he or she can't help you either, and that you should try chatting on-line, which is one of the most backed up chatting services I have ever seen. Please do not take this the wrong way. I am not putting down the advisors. they are very efficient at what they do (if and when you get to actually talk to one).People know this is a commuter school. Most of the students I've met have at least part-time jobs. There is no way for some of us to take time off our jobs to get advising.Another thing that does not help is the limited amount of business classes offered at night and in the Summer. And no it does not help the students when the school schedules classes at 5 o'clock. Most people that work full-time don't even get to leave the office by 5 o'clock, much less drive through rush-hour traffic, hopefully find a parking spot that is not a mile away from class, and be on time for the lecture. I feel that it would be very beneficial for students if these classes were pushed back at least until 530 or 545pm.These are issues that I find are the very challenging for students who go to school and also work for a living.I hope someone actually reads this and gives it to somebody who can help challenge these issues for the benefit of the student (who pay a mountain's worth of money to attend this institution).
- FIU is a commuter school, so cater to commuters. More parking spaces closer to buildings. Integrate in class because not everyone has time to go hang out in GC
- In general, I feel that my instructors have a genuine interest in my learning Most don't really care, they just give their lessons, I have had bad experiences with some, good with others. Most Classes are closed by the time I try to enroll. there are Not many options, and the online curses are in my opinion, terrible option and a waste of my money. Online courses are also more expensive, and less productive. I have not met nor been offered and faculty related individual or activity, since I started 3 years ago. I'm really not interested anyway but since you asked. Some classes are too big, and the rooms are too small, and uncomfortable. The pricing of food in the cafeteria is pretty high, example: the salad bar...not really economical if you ask me. I don't believe in "support". I don't feel like I

have much in common with others, and I don't go to any campus events, since they suck in my opinion. This is the first time I have been asked to express my opinion. I have never been allowed to see an advisor. Last time I had to settle for an online advisor. Every time I go the front desk secretary is the one that gives me the advise, because all the advisors are "busy", you guys are bureaucrats, but that's ok. Well I hope this serves as a helpful explanation. thank you for asking by the way the prices are way out of control in the book store, and I won't buy anything I don't really have to buy, which means from a customer point of view, the school is ripping me off. The school is not "economical" so stop using that word because it is an insult to the people. I ended up dropping 2 of the classes and was able to bring down my tuition. Who won? Well, at least I got my money back. Some pretty bad teachers: I would never take another class with one lady, she is in it for the money, she doesn't teach. Another reads PowerPoint presentation, come on. This is really bad for FIU, if the education is poor, all I'm getting out of here is a degree for my collection. I hope I can go to NYU in the near future. Thanks

- Financial Aid Office: Get your act together. You've screwed me over really good once. Water fountains need to give cold water. The improvised parking lot looking over 8th street needs to be maintained in good conditions, far from what it is now. Parking at UPC sucks, but I bet you already knew that. Go FIU Panthers!
- Why don't we have the parking problems?...Some of the professors may good be good in their areas, but not good at dealing with students. They made students upset about their assignments and grades, even though some of students got high scores.
- FIU needs to get their act together in many ways. Some of its policies (i.e.- mailing out students' fin. aid checks) are costly and absurd. It costs the Univ. .37c a pop for each check mailed, two times a semester this is time and money that could be saved if students were treated like adults and allowed to get their money. God forbid we're 2 minutes late in paying the fees, we get screwed, but the university can take two weeks in releasing our loan funds. Don't ask me for money once I'm an Alumnus.
- 1. The library needs to be respected. Students should not be allowed to talk on cell phones. Even with the study areas on the higher floors (which has greatly improved the library), we need more silence. People use the library to chit chat not only on cell phones but with each other, which makes it very difficult for the real students to concentrate. If the rules are that there be no talking, then they need to be enforced. 2. The food services at FIU are horrible. The quality of the food is fine, but the actual service given by the employees is an embarrassment to any visitors who come on campus and sees those employees as representatives of FIU. The food staff seem very unhappy and are extremely rude, they never say hello or have a nice day, or even thank you. The exception to this is Gracie's Grill where the new manager has made it a point to put the customer first, as for Subway, the coffee shops, and Pollo Tropical, I refuse to buy from them.
- Administration faculty, specifically from the cashier's office as well as all the others should be more courteous and helpful. They should never, as they currently do, turn away a student or refuse to aid them for ANY reason. They should make sure important policies and ordinary procedures are communicated to students so they do not have to call and pursue them to find something out that they should have been communicated in some form. Also, the lack of reporting of campus activities is alarming.
- We need more parking space available and more computers printers at FIU labs, out of 30 computers we get only on printer per lab room....Better maintained projectors for film/movie sessions in classrooms they tend to fail quite often, poor quality sound, out of focus or simply not working.

- It is discouraging to see that every time there appears too many more students than professors at FIU. There is a serious parking problem at FIU's University Park campus and students are forced to park in places where there are no parking spaces and STILL they are given parking tickets! If this is the case, and we are going to receive parking tickets, then the administration should pay for them since it is their fault/PROBLEM that not enough parking is available for students. I am aware that there is a new parking garage being built, but it was definitely built during the wrong semester, it should have been built during the summer where not as many students attend FIU. Students should NOT receive parking tickets in the meantime, the only alternative to not parking in a place where you will receive a ticket is not going to class because you didn't find a parking spot! No, that's not right! Since the university is not providing us with sufficient parking places, then our only option is to just park wherever we can fit our cars since there is no parking spaces available for the amount of cars that enter FIU daily!
- In my lower level classes I have experienced some atrocities and I believe they need to be acknowledged. The behavior in my core classes (especially auditorium classes such as biology lecture and chemistry) were shocking. Cell phones constantly going off and the students would answer them in class and carry on a conversation about how they are in class but it is boring. Unbelievable. My other major concern was the advising. I don't think the advisors know what they are talking about. Every time I was to see an advisor, I was shifted in another direction (usually resulting in misguidance). If we are required to meet with advisors, we should have trust and confidence in them, not doubt and second guesses as to whether what they are saying is true.
- I understand the cost effectiveness of having primarily web-based or automated phone services, however these do not provide sufficient service to students. It is frustrating to hear a recorded message stating that the university is moving exclusively to the web to provide more efficient services. It is great to have access to information online, especially for someone like me who is very comfortable using computers. However, I'd also like to be able to call and speak to a live person in case my question cannot be answered on the web or I am not in a position to access a computer. I feel that this push has limited the effectiveness of administrative services and is worsening the relationship between the university and the student body. On another note, as an out of state student, I am painfully aware of the vast discrepancy in tuition costs of in-state vs. out-of-state tuition. I went to the University of Massachusetts as an in-state student so I have now been on both sides of this issue. The problem is not that there is a difference, the problem is that the difference is so great. My tuition is almost 4 times that of an in-state student. This is a huge deterrent for out-of-state students, who decide not to apply or attend thereby reducing the competitiveness of the university and actually reducing net revenues. If the out-of-state tuition were not so great, more out-of-state students would come, increasing the demographic diversity of the university as well as the proportion of students paying a higher tuition and providing the school with more money to improve services, classes, and jobs.
- FIU needs to be more welcoming and receptive to out-of-state transfer students, like myself. I've experienced a very cold attitude in dealing with the proper and fair transfer of completed credits from my previous California institution to FIU. I have completed all of my lower-division requirements and despite this, a Dean and his advising group are reluctant to credit me for those classes. I pay steep out-of-state tuition, and feel as though FIU would just like to squeeze more money out of me that I don't have (I'm on financial aid and had to take out large student loans, by making me take classes I already took. I will go to a higher authority and hope that I may resolve the problem. However, someone

needs to rectify the system and realize that you cannot exploit students this way. I want to be able to share with my network of friends and family about the great experiences I had while at FIU, not caution them about the unfairness and lack of a viable transfer system. I'm very happy about the program I'm enrolled in (IR), just wished my transferring of credits was fair game. Sincerely, FIU Transfer Student

- I wish the financial aid office was better informed about advising students with questions and getting a definite answer. Also, housing should be better informed as to who has paid and how much is owed. I always get letters that I owe a thousand or more dollars when I don't owe anything or I owe 65 dollars. Also, obtaining our financial aid checks before school starts would be nice, that way students can have enough money to buy books.
- I think that the undergraduate advisors should be more aware of the dates and deadlines such as those as the register of School of Architecture. I also think that the Faculty of Economics was not organized this summer, and I Kept coming at the time they said, and lost my time over and over. until I gave up to try to see someone who could help me get my second major sheet signed.
- I think there are high prices for books specially. \$16 for t-shirt, and \$100 Books...Although, I had the money to register I wasn't able to find the right classes. Your online-courses are unrealistic, and a rip off, specially MAN , \$1100 for two courses, under strict conditions. No thanks I dropped... Oh yeah, and I was charged \$30 dollars for returning books and videos late to the library, now I won't borrow them anymore, I returned all the books and videos, so I paid for bringing them late, but taking them is free, very logical, and \$30dollars, what is this blockbuster? Over all I dislike FIU, and I'm just here because it is the only one I can afford, and the closest. I feel the university administrators know this, so "it is a take it or leave it" choice I think your food stand in the library is another rip-off, and it sucks, that coffee stinks expensive and bad. Initially, I registered for 4 classes(\$1700), 2 on campus 2 online. After I realized the terms and conditions of the teacher's courses, and the price for 2 online classes, I immediately dropped, and I ended up paying less than \$700. In other words, I got my money back. Thank you but no thank you. Will my future kids come to FIU? I don't think so. I don't even think the will be in Miami, the way FIU is teaching people. AI am happy by the fact that I can learn by the book, and no thanks to FIU, hope to get my degree and leave your campus as soon as possible. Oh and the meters on the parking lots are an insult. I don't know who your staff is, but I consider myself an equal, and if I'm paying why do I have to be looking for parking for 30 minutes and park far every time when faculty staff parking spaces are empty. AI don't even come to school, unless I really have to. Not worth it. Just one more thing if you want to increase tuition do it now because is the last time I will give you money.
- the cops are rude and some people in advising are just rude, they don't know how to give out the right information, the parking is really bad even though the students pay for parking they cant find a space...every day a student has to search for parking for an average of 30 mins. that is ridiculous!
- I understand FIU has a low tuition rate compared to other schools in Florida, however, the increase in tuition was not reflected in better services for us, students. Another issue is paper. It is an absurd for us students (specially for me, an international student) not to have access to printer papers at school. Sincerely, I believe FIU can be much better than it is right now, simply by raising the standards of acceptance, instead of raising tuition. I have no ties with FIU. FIU has no soul. I consider myself someone trying to get a good job FIU is just an instrument for that.

- Just stop wasting my money, for crying out loud. I don't want to get too stereotypically bitter on some soapbox here, but I'm working more jobs full time than I care to count on two hands, during hours that I'd rather be sleeping, to pay thousands and thousands of dollars a year to you guys, and for what? Half a dozen professors to tell me that we don't get our syllabus printed on paper this year cause the school did have enough money for it? For classes that fill up 6 hours after they open for registration, and 5 hours before I even get off whatever job I'm working that day? Every semester I come back to this school I remain dumbfounded at the complete half-assed way this place seems to be run. And I'm not blaming the faculty/staff either I see the burnt out looks on their faces each term as I'm stuck trekking from office to office to campus to other campus back to some office that I've been to five times already to clear up some stupid paperwork error that made me miss registering for another class I paid for that filled up in the meantime. All this while I'm still stuck in some outdated computer lab which doesn't even have the software for the class we're taking (and get stuck "learning" for the first two weeks off of someone's personal laptop), and continue to write out check after check for it. And you're supposed to be teaching other people how to run a business? I'm at a loss of who to be dissatisfied with, other than FIU as a whole. Maybe if less time is spent worrying about football advertisements and more time is spent worrying about your paying customers, I'd have a much smaller soapbox to me standing on. Good luck, although I'm not sure which one of us needs it more.
- In T.V. Production: There are not enough classes offered. People are constantly fighting over overrides If you miss one class, you can be delayed for a whole year. This has already happened to myself and several of my peers, and has been extremely frustrating. Something has to be done. You need to offer multiple classes each semester, and for that we need more equipment and teachers,,, We (the students) are also having to pay additional costs to attend these classes, which have previously been taken care of by our tuition. Many students have changed their majors in order to graduate on time, and not deal with the inadequate program, it's been awful!!
- Financial Aid Assistants are a bit rude over the phone, and in general any call you make is "let me transfer you". The way that the departments or schools are divided is sometimes bothersome, I live almost 25 miles away from the North Campus when the South Campus is blocks away. I work full time 9-6PM and sincerely the schedule that the journalism school has is not meant for working students, an example of the disorganization they have is this semester, the JOU class intro to journalism that so many students have to take was offered Mondays and Wednesdays at 7:50 PM only one class, other classes are at 10AM or 2PM. The parking is so tedious, if I have class at 9:00AM I have to get there no later than 8:15 to make it to class on time and be able to decently park. The teachers, some have no need to be teaching, they are either too old or have no interest whatsoever in really teaching. the last thing the campuses at night are dead, it seems and feels that FIU only cares for the day students, there are some of us that have to go at night. Thanks for reading these comments if someone does, I had the opportunity and I had to let it out. Again thanks.!!!
- The parking is horrible. Sometimes I have to get here 1 hour before class in order to just find parking! I also think the night time lighting is horrible and as a female student I personally feel it is a threat to my safety. I have never even seen a police officer on campus and don't feel the campus is adequately secured. I suggest some more lights and definitely some police security. I also think there's not enough diversity in the food distributors on campus. Basically there's the choice of coffee (which is quite good), Pollo tropical, Pizza, or Subways. Is it just me or are the obvious choices being ignored Such as a McDonalds or

Burger King! Maybe even a Taco Bell I know that all those places have establishments close by but, students don't always have the luxury of leaving campus and losing their parking place in order to go out for lunch. We had a Burger King and a Taco Bell at UM and I enjoyed buying lunch from them very much. Especially since I HATE chicken and BEANS (which is all you can really get at Pollo Tropical!) please I know we have a diverse student body but some traditional American fast food places would be greatly appreciated. On a further note, it seems like FIU's student body is not perceived as intellectual as that of UM's student body. I think the school could do a lot to change that. I attended UM for my undergraduate years and see no difference in intelligence but I do see a large difference in the degree of conduct. For some reason the undergrads seem more roudy and don't seem to have much respect for the learning environment. It is as if they don't respect the school to the degree that it deserves. I think a PR campaign or some sort of perceptive psychological warfare on this issue will vastly improve our "standing" in the Miami community. Finally I'd like to note that the professors at FIU, in my opinion, are superior to those that I experienced at UM. The law school's staff is just amazing and I do not regret, not even by an iota, my decision to attend FIU's law school. I had my doubts while applying, but I am now a true believer and a staunch supporter of the FIU law school.

- There have been many improvements but many more needed. Resources feel so limited when compared to other schools. Friends at Duke, UF, U of M, etc. all have more opportunities for on-campus jobs, advisement, easier registration and better access to all types of resources. Students at UF register for classes months sooner, they have tons of access to help at the registrar's office, make changes in majors, address, and apply for jobs and financial aid with far more ease and far less bureaucracy. It is ridiculous that there is not even tutoring or assistance for Statistics if taken over the Summer. Most students at FIU cannot afford a private tutor. Furthermore- I'm sure the adjunct professors at FIU are more than qualified to teach, no matter what country they are from- but PLEASE make sure they speak enough English to be able to teach a class. There is a Professor in the Statistics Department that has an accent so thick- he is incomprehensible, has a speech impediment, and is partially deaf. He gets absolutely irate when students do not understand him. This is absolutely unacceptable. Students should not be made to feel humiliated and yelled at for not understanding their own professor. I'm sure the professor is quite intelligent. This means absolutely NOTHING if the students do not understand what he is saying. ESPECIALLY when there is NO SUMMER Statistics tutoring offered!!! I know for a fact that over 90% of the class complained about this professor in their evaluation. As far as I know that same professor still teaches here. This is ridiculous....On the good side- there is a most intelligent, perceptive, helpful and empathetic person in this entire school. This woman has got to be the most exceptional person in the entire school. If one is able to get to see her, because she is extremely busy- she is a fountain of resource and knowledge. She is warm, patient, friendly, and goes out of her way to help many students, long after everyone else has gone home. This school would accelerate past any potential competitors if the President hires at least 100 more people like her. Thank you for this forum to share.
- Parking is quite possibly the biggest problem at FIU. Every student literally hates parking on campus for the first four weeks and then dislikes it afterwards. Financial Aid Office rarely answers the phone. I also feel that there are not enough front-desk representatives to help move lines more quickly or answer a ringing phone. Food on campus is not astronomical. However, beverages appear to be extremely expensive. I. I think the cost of beverages should be lowered.
- I enjoy FIU as a school in whole. I have enjoyed my classes and never had problems with a professor or with registration. My only concern is with the financial aid office and with

the bathrooms on the Biscayne Bay campus. I have had problems with financial aid every semester and every phone call. I am not sure what computer system you use for administrative purposes, but there must be a section for notes to be added to people's files. I work for a local private university and I know we have to add notes to every student's file that we help with an issue. That way when the student calls back, the next person knows the details so the student does not have to explain their situation over and over. Also, the bathrooms on the Biscayne Bay campus are not fit for homeless people to sleep in. As a matter of fact, the smell like homeless people do sleep in them. I see your efforts for improvements on that campus, they do not go unnoticed. But maybe you could at least throw some bleach in their to help get rid of the stink. You have to hold your breathe just to use the restroom.

- Make this place more selective and THEN you can consider raising the tuition
- Though some classes for the advertising program are available @ the University Park campus, the full program should be available. Also, for people who can only attend class on Saturdays, it's difficult trying to connect campus activities organizations events since it's mainly in and out. Having 2 small children working full time, it's difficult to do but I would love to be able to take advantage of everything the campus has to offer. In addition to, since I hadn't attended class in a while, I found it a little overloading trying to figure out which class I needed to take. When I had visited the counselor when I first transferred, I was very confused as to what I needed to take and what I could get exempt from since I had 90 credits to begin with. Actually, I am still not clear on things but I don't have the time to see a counselor during the week.
- I have been going to university park campus for 3 years and every year there has been some kind of construction on campus. I find this very annoying, and purposeless since professors are being laid off and the number of classes is becoming less and less. I realize that money is set aside in the budget for construction only but FIU needs to find a way to reroute that money to pay for the things that the university really needs. and I don't even want to get started on parking.
- I would like to see the services offered by the Office of International Students improved. Also, the front desk at the Health Care Center at University Park could be more friendly.
- I think that the customer service from certain offices should be improved. Encourage students to use the grass areas outside building, I think they are awesome for relaxing and studying, specially in nice clear days.
- Not enough is being done by FIU to resolve the parking issues. Furthermore, not enough classes, events or functions are offered at the Biscayne Bay campus. Also the cost of attending the Pines Campus is prohibitively high.
- My comment is regarding the labs. The university do not have enough computers in the labs. in the business lab they have 1 big room with like 35 computers. And a small room with 8 computers. The 8 computers are always busy, and so is the big room with the 35 computers which are for computers classes. It is incredible that a big university like FIU do not have enough computers. The price of the school is higher than MDCC and they have more computers and huge labs. Also, the registration process is not easy at all once you choose the classes most OF them are closed
- 1. Need more parking (grass & dirt areas - parking lot 6 - need to be paved like a real parking lot, not having students park & walk in the mud) A A2. Need more choices in the cafeteria, and more space to sit and eat. A A3. Library Floor 2 is often too noisy, someone needs to walk around and keep level down, we are often unable to study

- Housing students have no forum for raising their concerns to the administration and are poorly represented within Student Government. In addition, international students are also treated with scant respect by University officials, the blame being put on US Law. Granted things are tougher legally - but this indicates a need for a higher level of customer service and response to internationals, not a harassed, hurried and lazy approach to handling their concerns.
- Why is tuition being raised all the time, and at the same time I'm seeing new very expensive un-necessary new computers at the administration's office. For example, 21 inch flat panel monitors. Each of those monitors is at least 2000 dollars. Let's say there are 200 computers in the administration.. Administration does not need those monitors. I hope some one with some sense gets this email. Book Loans Advances are being placed in the ID, so guess what! Now I'm forced to buy my books at FIU Bookstore where books are extremely expensive.
- Accept credit cards in more places... I am going to go broke just on charges for using the ATM. More places like the Piano Room. The bookstore is WAY over-priced... but I guess you can't do anything about that, since it's book smart. MORE PARKINGGGGG!!! (can't stress this enough). The trailers by the College of Business are BADD, bad lighting, bad seating, some of them don't even have proper air conditioner. Honors college teachers should be reminded that it is a PRIVILEGE, not a punishment, for them to be teaching at the Honors College, and to make it a learning experience for the students, something different than the other classes, not a hassle. Group projects are too impractical for college students, most of us have jobs and different classes and making our schedules match is almost impossible. The elevators in the parking garages don't seem to work all the time... either that or there's too little of them, or they're too slow. Some lakes are way too dirty. It looks bad. More QUIET (emphasize the word quiet) study places are needed, urgently. More outdoor tables/chairs etc... but in the SHADE! (after all, we do live in Miami).
- I think the campus should be more diverse. For example, there are no white people there. Also, there's no parking. Also, FIU charges too much for internet and hybrid classes.
- I commend the effort to alleviate the parking problem, however the effort seems too little too late. The construction, especially at the University Campus, has caused additional problems, and I am not sure that it is sufficient to meet the demand from the students. Also, the Biscayne Bay campus needs more funding, attention, and more parking spaces. I feel that there needs to be a larger number of classes offered, because many times I have gone to register for a class (once my appointment time arrives) to find that all the classes are taken. That is very frustrating especially for someone who works full time. I also think that there should be more focus on the Criminal Justice Department, especially in class offerings, which are very limited! Thank you.
- I believe that it is unfair that tuition expenses and fees keep rising, but the same level of education stays the same. I see all the new buildings that are being erected on campus, but I don't see a better system for scheduling classes. I think that the University needs to look into spending some of its money into making the students life and the hassles of scheduling a little bit better. I have heard already of several times the FIU network crashing. I think its ridiculous for so much money to be going to waste. The students and the future of the University are being hurt by this. I as a concerned student would like to finish my bachelors, but no longer return to work on my masters at FIU. The hassles of parking and scheduling has made me change my mind about which university to look at for better treatment and service.

- The amount of space given to questions regarding discrimination in this survey is ridiculous. Also, I have never attended such a poorly run institution in my life. Out of the three colleges I've had experience with, nowhere else have I run into so many difficulties as FIU. For the most part, your staff is incompetent, and your computer systems seem to cause more trouble than anything else. The professors at FIU may be knowledgeable, but many seem to have trouble relating the material to students. Had I known what I now know, I probably would have never transferred. I feel that FIU produces graduates, but not scholars, for that would involve learning, something that many students feel is missing at your school.
- FIU and its constituents must redirect efforts toward satisfying students rather than administrators, etc. FIU is victim to a great deal of negative word-of-mouth each day, which is ultimately caused by poorly run departments and unprepared administrators. There is a clear and blatant disregard for student needs and expectations. As students, we think very little of those whom we should essentially admire. I, for one, will NOT return to FIU for my graduate degree. In fact, UM quickly admits FIU grads like myself into their programs and provides scholarships to satisfy tuition requirements. Doubtlessly, I consider that attending FIU was a grave mistake and deeply regret it. None of my family members nor offspring will attend this school, especially considering that the bad treatment does not result in a valuable degree in the first place. I earned a full-paid scholarship to any public school in the nation, and now wish that I would have redeemed elsewhere. This university certainly receives very bad reviews from many students. Maybe having over 30,000 students is not the best idea if you cannot adequately cater to all their needs.
- I think that they should offer an advertising class on the US-Hispanic market and Latin America. Most of the agencies in Miami target the Latin community and this would be an effective course to learn from and actually use in the real world.....Also they should spend some of FIU's money on the Biscayne campus. The university park campus has all the new buildings and that's where all our money goes to. The Mass. Comm. program is only offered at the BBC campus we never see our money actually implemented in any of the BBC facilities.....Also they need to have a better system for Writing Strategies. That class can make everyone's college experience a total nightmare. I suggest a better tutoring system offered and if we are paying for the class why do we also have to pay for the tests. They should be included with the tuition for that class if you already in it.....Thanks I'm glad I got to state my opinion. I never really fill these out, but I thought this one was important!
- People in your departments don't talk to one another. Sometimes I receive mail 2 weeks after the postmark. Financial aid is disorganized and dysfunctional and never have any clue what is going on. I've had financial aid people from different University's call FIU financial aid and they have been just appalled by the way FIU's financial aid is run and cannot believe how horrible and difficult it is to deal with them. Also, the Mass Communications department on Biscayne Bay Campus is horrible and treats its students like crap. They don't care about the students as individuals, just as a whole. Also, the new cafeteria at University Park is too expensive, and is definitely not worth it. The old cafeteria was much better. The fact that you can't just go in and sit with your friends like you used to had killed the appeal of the cafeteria all together. The only reason to eat there is if you are a freshman on a meal plan.
- The Biscayne Bay Campus should be brought up to the level of professionalism and comfort as the University Park campus. I have noticed many minor improvements that are affecting the overall quality of the environment. Many students recognize these improvements such as the improved appearance of the WUC, fresh paint in other areas of the campus, laptop workstations in the library etc. Also, once in the SJMC major, time

conflicts are very hard to avoid. Class should be offered more than at just one time slot so that students who work can have more flexibility.

- The parking situation has been absolutely horrible this semester. It was fine last semester and it seems like an unreasonable number of new students have been admitted. I spend 30 minutes driving to school and I often have to spend an additional 30 minutes looking for parking. I completed two undergraduate degrees at FIU between 1994 and 2000 and I have never seen it like this before. Something needs to be done about it.....I also do not like using my SSN for all of my student records and assignments. FIU should be more concerned about potential problems with identity theft.
- More computer lab space. More and better parking. Departmental seminars, lounges, and quiet study areas to provide opportunities for in-major interaction with students, faculty, and professionals employed in particular field. Last and most important: MORE TEACHING/RESEARCH ASSISTANTSHIPS OFFERED TO GRADUATE STUDENTS (PhD. AND masters alike). FIU expects to become respected as an academic/research institution, but does not provide enough teaching/research experience for its graduates.
- I am uncertain that any surveys conducted by this university are actually taken into account when making policies. I would also like to note that this survey does not address the parking and construction issues that students are asked to understand and cope with. Current students will not see the results of all this construction, and I fail to see the sense in requiring the current student body to "look forward to the future" while the current quality lacks. FIU may be moving forward, but its at the expense of its students.
- Honestly, FIU is a good school but has to improve on a lot of issues. Things like: Parking The expensive Bookstore Better pay for the Professors so they can stay at FIU and not leave to other Universities. The need for Fulltime Professors vs. Part-time or Adjunct Professors. Less secretaries and more faculty, in the academic departments.
- I just wish the Administration would stop running FIU as a business. The university has a lot of potential and just needs proper leadership. Don't be afraid to raise the bar when it comes to faculty quality. There are many quality professors that are overshadowed by the ones that shouldn't be even teaching high school.
- Not enough opportunity reaches students to support sports in the regular routine of students. Recreational and university sponsored visits to places should also be encouraged. University should offer concessions and discounts to students in every aspect, let it be food, books, or entertainment. We often find some miscommunications and errors in the data-bank of the student and one is left solving them, rather than learning what one came here for. The official processes should be made easier and little more lenient for the students. Key banks and university park campuses are quite far from the engineering campuses. for a small work we need to shuttle here and there. If the facilities are segregated and near to one another, it would profit not only students but also the university as a whole to benefit with better productivity and output. I appreciate what college does and more than happy and proud being part of it.
- If the first half of the survey was conducted on a class by class basis for some classes I have complete opposite opinion then on other classes...so its a very general response. Regarding quiet study space...would be nice to see a study place in the GC. I'm in the 5th floor of the library on a regular basis, it would be nice if they put in maybe 1 more computer per row (4 more in total)...the line / wait time would be shorter...and their is sufficient space to add 4 computers. Regarding the safety of my car...up till 10/16/03 I never had any worries of my car but that day on the 5th floor of the blue garage the whole front bumper of my car was stolen...and it was not an aftermarket or modified bumper, it

was the original bumper (2002 BMW M3)...and for them to have stolen the bumper it must have been planned in advance and my class schedule known....not a random criminal act (felony)...If the OIR would like to contact me for questions regarding my answers to this survey, or my opinions on other matter, I would be glad to help.

- Would like more course opportunities each semester in my major. I am attending University Park campus for first time in my five years at FIU. Parking situation is difficult. Dark. Scary. The map that was provided to me was awful, unreadable. Signage to get to buildings is poor. Didn't know how to get anyplace.Registration is difficult every semester. Cashier's office is terribly slow at Biscayne Bay campus. Often just one window is open and lines of 20 people or more are common. Cashiers are surly, unpleasant, unhelpful.
- The parking is terrible at the beginning of each semester. It is almost impossible to find a parking space. I suppose that it will improve with the construction of the new parking garage.....Also, I disagree with the idea that we will have to pay for printing in the labs. It's ok to bring our own paper, but to pay for each page we print in black and white is not fair.
- I have two complaints: 1)Not enough parking spaces 2)Not enough classes given on the evening
- I would like to see more publicity on job availability for students with good computer skills and irrelevant jobs they are in now. PLEASE! Advertise about more jobs and the Tuition is getting REALLY high. and Bright Futures should stay!
- I think choosing to come to FIU was the biggest mistake I have ever and will ever make. I think the school is totally worthless and a waste of Public funding and an even bigger waste of space.
- I have been completely disappointed by this sorry excuse for a University since orientation and have had nothing to good to say about any part of this horrible institution which I feel is a complete and utter waste of public funding.
- The financial aid office is absolutely terrible. the space is too small for the amount of people that go there everyday. The employees are great but there is only 4 stations and most of the time only 2 stations are being worked on hence the never ending line in the financial aid office. The Cashier Registrar are VERY RUDE! Food on campus are very expensive and quantity are very small. The kiosk are horrible, they never seem to work. They are there for convenience, it would be really nice if they ever work. Parking is HORRIBLE, how can FIU expect their students to excel when by the time they get to class they are already frustrated enough from having to race people and drive in circles around the parking lot. A logical example would be to get there earlier but its really not, I get to school 2 hours before my class starts and I still have to race all the way up to the fourth floor and get a spot or drive around in circles for a good 10-20 minutes. Some students decide to wait by the elevators which causes more traffic and accidents are more likely to happen considering that we have to over take the cars waiting in front of us to get around and at the curb we and the oncoming traffic can't really see each other.
- I think that FIU is very disorganized when it comes to information throughout the whole university. You ask one person something and they themselves are not sure of the answer. Then they ask someone else and they do not know either. When you go into different offices for help they ask how they can help you and a typical response from a student is "They said this but they were not sure. I hope you can help me out and to give me the run around but what can I expect... Its FIU!" Most people that I have talked to are very dissatisfied with the disorganization there is in the university and within the academic

department themselves. We all understand that its a big university but its not fair to the students to be running around the campuses especially if your major is in north campus and not resolve anything for weeks. Information given between the north and south campus are very different from each other and you never know whose advice to take !

- *Get true high-speed internet in the dorms & apartments (it is very slow) A*In dealing with the financial aid office, I was given the run-around. It has taken me a year to get the scholarship that I was promised.
- FIU faculty and staff need to be more efficient and effective when addressing student issues. I am disappointed with the advisement office for the Public Administration department. I recommend a training program to assist faculty and staff achieve a faster response time to students. After all, we the students are purchasing a service that FIU provides. Therefore, FIU should conduct itself in a "good business" manner.
- I am profoundly disappointed (yet not surprised) with the efficiency and progress of the registrar's office as well as the policies used for registering. I don't believe there should be a preference on who registers first depending on their class level. It should be on a first come first serve basis. Due to this, it puts sophomores and juniors at a great disadvantage, one so large that it may take longer to finish a degree due to the unavailability of classes and the pigheaded ways of certain professors regarding overrides. My personal experiences this past year came down to only being able to register for 2 courses on the day that I was assigned...2 COURSES! I was allowed to register 2 DAYS before registration ENDED! I couldn't believe that a well-renowned school with a good reputation forces such suffering and inadequacies upon their students as a result of the university being unorganized, impractical, and most of all...overpopulated! Putting all this aside, an additional complaint is how most staff members haven't the slightest clue of what to say to the students regarding academic issue or what not, particularly the academic advisors. I have had countless experiences where I have needed help for one thing or another from certain offices in FIU (registrar, academic advising, campus life...etc.), and have been unable to resolve my problems (or figured it out for myself) because the people working in these offices don't know what I'm talking about, nor have any idea where I can go to resolve it. This only proves that the people who fill these positions are not qualified, uninformed, and oblivious to the needs of the students and what goes on around them. I can only wait for the day I leave this god-forsaken place so I no longer need to put up with the regression of Florida International University. P.S. (Funny, FIU raises tuition, thus FIU has lots of cash. What does FIU do? BUILD! Instead of providing better resources and TEACHERS for the departments students struggle in the most (science, math)AND THEN BUILD, FIU decides to sacrifice student satisfaction and convenience of parking, entrances to certain buildings, oh yea....and cleanliness.)GO FIU!
- F.I.U doesn't care about its students.
- My biggest discontent about FIU is the red tape with paperwork. It takes forever to get paperwork pushed through and sometimes not accurate. For example, I have had two incidents now with the financial aid office. Both times I have received inaccurate financial aid packages and/or never received my award. The problems have been resolved but have taken a lot of phone calls and time to fix. Also, I have now been trying to declare my major for a year and the paperwork is still "being processed." Meanwhile, each semester I have to deal with holds before I can register because my previous major does not match the one I am doing the course work for. The internet connectivity on campus can be a pain at times. It goes down a lot. The email doesn't work a lot of times both on and off campus. And it's really frustrating when pages go down (i.e. sis. fiu.edu) for updates. The upstairs floor in the Graham Center (the classrooms) experience a lot of outside noise from events going on

downstairs or outside. I wish the music and commotion would be lower so that it cannot be heard from the classroom. The physics department needs more funding! The equipment in the labs are old and inaccurate. When comparing the physics department to the chemistry department, I feel that the physics department is so poor, financially. Chemistry labs seem to have more new, high tech, more accurate instruments. The food on campus needs to vary a bit more. For example, when you go to a snack vending machine there's nothing remotely healthy! I wish more fresh fruit would be readily available outside the cafeteria for those students like me who doesn't have time to eat a meal on campus. On a different note, I love the registering online, it is so convenient and easy. But I wish there were some way of paying online (like with a credit card). Miami Dade College has an excellent and convenient way of paying online and maybe FIU can implement something like that. And I LOVE the laptops that the library is offering. It is really good for doing homework online while sitting on a desk instead of at a computer lab its time limit of use of 3 hours is very fair. There needs to be more laptops in the library! And finally, I love the kiosks. They are extremely handy and useful. I wish there were more of them around campus.

- It would be nicer if tuition was cheaper...policy needs more professors and less TA's...
- The Student Services offices need to communicate with each other. As a transfer student, I did not receive adequate assistance from financial aid in fact, employees of the office were down right rude to me on the phone, as if I was bothering them by daring to ask questions and follow up on my application award status. There needs to be more efficient service I was accepted to FIU in April and was not awarded till the middle of August. Also, don't bother sending Hepatitis/Meningitis forms with residence hall agreement since you don't need it I sent it back and thought everything was fine when I went to register I had an immunization hold and couldn't register. The woman I spoke to on the phone barely spoke English, so I couldn't understand her (I don't speak Spanish). I had to call three times to get the correct information (after trying countless times to get through) and by time I was able to have UM transfer my MMR record, it was a week after I was supposed to register and I couldn't get all the classes I wanted I had to rework my entire schedule. Also, the deadline for housing payments is too soon-I had to tap dance with the payment plan because I hadn't been awarded yet and Financial Aid wouldn't call the Housing Office and tell them they were still processing my application, so to wait on charging me the money. In fact, there were several times this summer and this semester that I wished I would have been able to stay at UM and not come here what I saved in tuition I paid for in Tums. However, someone in the Housing Office was incredibly helpful and the only one I ever spoke to (in any office) to give me correct information. Kudos to her. Another person in the meal plan office was also very helpful. Just about everyone else was either downright rude or didn't speak English.
- I would like to see FIU build taller buildings which occupy less ground space and enables us to have lots of green space I would also like to see the food court areas more spread out (ex. maybe a mini-food court near the new law school building). And parking garages where large parking lots exist. I believe the construction on the buildings should focus on height so that we can have room for beautiful gardens. And I am also appalled by the amount of litter from the flyers students hand out around campus which makes it seem like it snowed on the grass. FIU needs to either restrict flyer distribution (it annoys us anyways) or employ grounds keepers that will clean the campus walkways and grass. Also, the outdoor trash cans (around GC and Library especially) are always full, with garbage flying everywhere. I also think that clubs and organizations should have it easier when reserving classrooms for their meetings.

- FIU should not admit students exceeding the parking capacity. This is a very important consideration to take if you want to avoid additional incidents in the future like the ones we have encountered in the past. Being the fact that I am also an educator, I think that nothing is accomplished by forcing the students to read 9 books for just one class, especially reading ahead for a scheduled quiz that the material was not even covered in class by the professor. There is no objectivity in hiring individuals holding doctorate degrees if the same has no ability whatsoever to transmit to the students the information they have acquired through the years in a more humanistic approach. The only positive results that is achieved by employing this debatable method is the absolute destruction of the students' GPA. This is an insult, especially to the adult education! There is no need to do that!!! Another improvement that FIU should do is to isolate adult education with the rest of the population! There are a lot of individuals that are coming back to the university to complete bachelor, master, and doctorate degrees. Most of these persons have not graduated from high school yesterday and they just do not need that tremendous amount of writing, reading, homework, reports, projects, or group presentations to be done like most of our teenagers do. We have already been educated enough on those fields. We already know how to write, read, and communicate effectively!!! I just hope that these matters are considered and evaluated very, very seriously, before that institution reputation is totally destroyed and either new or existing students are forced to transfer themselves to other private universities due to the above described policy and/or behavior. Sincerely and respectfully, A very worried and concerned student!
- 1. More computer labs and some computer training for students. A2. The religious Studies department needs and Islamic expert, I was shocked to find out that there are no courses in the religious studies department on Islam. A
- Yes, I think that FIU should not require you certain classes to graduate, that they are not able to offer. For example, I need just a handful of classes to graduate. But if I do not take them by next semester, which is Spring, I must wait until Fall, which is almost more than half a year, to take one last class to graduate. It is a waste of time and is ridiculous to have to sit by and wait months to graduate, merely because FIU did not have the class or only had one class with 20 seats available, leaving you out. Not everyone on campus has a scholarship to live off of. Some of us work not one job but two and have very hectic lives. It is not fair to the students who put so much time and effort into graduating and then have to sit by without a decent job to pay FIU back for all the classes, just because the classes FIU requires you to take, are not there or are not enough. It is extremely frustrating. Also, it is annoying to see GC being reconstructed so many times and then told that another class cannot be offered because there is no money to pay the professor. Constant renovations have been done and fees such as parking continue to rise, although I am at Biscayne Bay and therefore do not benefit from any of these fees. Lastly, most classes I take now, require me to not miss a single class or else risk having my grade lowered. Although I realize some students never come to class, there are those of us that attend every class, but sometimes run into a real emergency (not just getting a cold) and cannot attend to it because we must be in class. Class is not to be ignored, but also, the students are adults and I think that if some students want to waste their time not coming to class, so be it. It will show on the final. But I hate having to feel repercussions of the system, when I attend every class, but could not attend to a real emergency that involved a crime, merely because my grade would be lowered and eventually, I could either lose the class or risk my grade in it.
- we need more parking and cheaper food at GC

- More parking spaces or at least allow one to be fully constructed before closing off parking lots. FIU has had good parking in the past and there is no reason why they shouldn't be able to continue it. Another thing is the with regards to resources (computer labs, paper in the computer labs, etc). More money should be spent on academic resources. Why should we be paying for paper in the UTS labs%3F When you have other universities such as FSU supplying their students with paper (minimum 30 pages per day). Tuition is going up ridiculously and yet there are improvements with regards to academics which is why we are all here to begin with, to receive the best education possible and graduate saying that FIU did care about our academics.
- A major problem is of course, Parking. Until the garages are completed, we need more shuttles. I have never even seen these shuttles that we are supposed to have. Also, I think there are too many handicapped spaces in the garages, 2 on each floor is enough most of the time, they are empty. Also, the bookstore refunds are not even 20% of the original cost of the books.
- We need MORE computers on campus. The ratio of computers to students is ridiculous. Also, instead of charging for printing, we should be able to bring our own paper to ALL computer labs, including the library....Also, we definitely need more parking. Every year, there are new buildings, but fewer parking lots.
- The new buffet cafeteria is not very economical to students and you are not allowed to go in and sit and have lunch with someone if you are not paying as well. It is a waste of space. There is not enough computers that work on campus. The library is packed always, the one in GC is the size of a box. The computers are always down. The timing of huge construction projects when semesters begin is not very good. The book store, everything on campus is very expensive. We are paying more tuition, more money for a football team when there are other more important services on campus that are lacking. We need to prioritize what is really important for academics and services to students than football games. FIU was a commuter school that put students first. I think it's great to increase our status to a research university, however, if we are going to spent so much money on a football team, we should be willing to spent it on other services as well.
- FIU needs to provide more resources to all of their students - graduate and undergraduate. It is nearly impossible to find an open computer on which to do research/class work. Graduate students also need more space available to them in order to conduct the research necessary for completion of their degrees.
- I was initially told that most FIU instructors were very good but upon one semester at this school I have found that of my four professors, only one causes inspiration to attend class and learn. The others are either not open to ANY suggestion and will speak down to one, cause extreme fear in students by embarrassing them thus causing low attendance, or just excruciatingly boring while not covering the proper class material. I am very disappointed with the school thus far and hope that my next semester holds something better. As far as the website is concerned, www.fiu.edu is very good at informing most times, if you are computer savvy. It is confusing if you are not. But the horrid system is the FIU e-mail. It simply does not work sometimes, is extremely slow when it does work, and in my case it changed my password back to the default after I had already changed it in the past.
- **URGENTLY NEED MORE PARKING SPACES!NEAR CONSTRUCTION SITE...- NEED MORE CLASSES IN THE AFTERNOON AND AT NIGHT...-MORE LIGHT NEAR PARKING PLACES, CONSTRUCTION AREA**
- Overall, I enjoy FIU. I would like to see improvement in the parking situation at the beginning of the semesters. (less stress)Also, I would like to see much better service from

the Financial Aid/Registrar/etc. Dealing with these offices when you actually have a problem is a nightmare. One of my friends was dropped from the doctoral program because she graduated with her Masters - all because of an error that did not get corrected (despite her requests). Unfortunately, these types of oversights seem common (everybody I know, including myself) has had some sort of snafu at one time or another with much stress following. Also, it would be nice to see a grad student area/bar/lounge - something lower key than what Gracie's offers.

- I understand that there needs to be changes to the school, but I find the construction taking place very distracting and annoying. I also stopped attending the gym at FIU because every time I attend there are several machines broken and I am bothered by the fact that I pay my own tuition for these services that cannot be properly provided. Parking is also a major issue and I understand that there is a garage being built, but the university just appears to be so overcrowded that it has taken me up to 1/2 an hour to find a decent parking spot where I don't have to pay a meter.
- I basically hate this school. I feel that education has become so expensive it is incredible and to come to a campus that seems like a daytime club is a total disrespect to our pockets. I am a student on fin. aid and loans who has only been here for a year and can not wait to get the hell out. I feel some professors are unprofessional and have not respect for the students they are teaching, whether that is in the material they teach, the clothes they wear, or the way they carry the class. Another thing is the fees we are paying....what the hell is this? Really, we are charged all these fees for first of all service...what service, everything sucks here and employees treat us like crap. We (the students) call for information and nobody knows anything, they put us on hold and don't ever get back on the line. A new thing is the construction fee....If you are going to build ask the government for money and do not take it out of our pockets, we pay too much and we are poor people trying to get an education and move on in life, I think it is enough, you have topped the top, now STOP THE CHARGES! PARKING? Mission impossible!!! I do not understand why you block the students parking to provide parking for all these people that come to attend events that you plan and do not benefit us in any way. We pay too much money for some visitors to come take out parking which is already hard to find and leave us with no parking at all making us late to class or not motivating us to attend the freaking classes that we are paying for. It is ridiculous and inconceivable. The school is being a little inconsiderate in that part and should provide other parking to these VISITORS rather than take out parking. I have receive like 5 tickets because of events you have and the parking is blocked for, or because there just isn't enough space for all our cars, since there isn't, then you should understand and not ticket us not even the city parking tickets are that bad, they are \$18 freaking dollars, WE ARE STUDENTS, BOOKS ARE EXPENSIVE AS HELL, WE DO NOT HAVE ENOUGH MONEY AND THE BOOK LOAN DOESN'T EVEN COVER BOOKS FOR 2 CLASSES!!!!!!...TERRIBLE SCHOOL. TERRIBLE SERVICES. NOTHING EVER CHANGES!
- Having attended two schools in the past, the University of Illinois and Boston University, I can say that attending FIU is more like attending high school than college. Couple that with a horrible financial aid office (I've sent two email to financial aid regarding the status of my aid package for the current term, and still have not received a reply) I have to say that I have no feelings of pride in regards to this school. I feel sorry for the person who calls me after I graduate asking me to donate money to this school....I have a 3.98 GPA and have not received a dime from this school. P.S. - am I the only one who doesn't like walking through duck shit? Do the sidewalks here ever get cleaned - doesn't seem like it.

- Yes, provide stronger education. I don't feel professors are focusing on our education, I don't feel that we can connect/get to know the professor because of the enormous size on classrooms. I feel that the education provided in FIU in general is weak. I am going to graduate school with a very low sense of what Psychology is. The only experience I have truly received has been completely outside of a classroom, and that is independent research and independent field experiences. Need to provide more resources for internships in this area of study. Thanks.
- More lights by the GC rear exit by the fountain. Take away some of the ugly outdoor "art". More covered walkways to shelter from the sweltering hot cancerous sun, and rain. Do something about the ducks. People hurt them, and they also poop everywhere. More food options, and healthier foods. Especially in the cafeteria, their food is always so unhealthy. Everything is either fried or drenched in butter. Talk about artery clogging. Sometimes even the salads are gross. I once found some hair, and a dead fly in my lettuce. The people that work there need to be taught food sanitation. I see some of them doing pretty nasty things, i.e.- serve food while eating food with their fingers. They need to stop picking at our food. Basically make sure everyone is doing their job.
- I feel and have been told by officials on this campus that the main goal of the university is to make money no matter the strain it places on the students. I feel that there are many policy changes affecting the students that are not clearly communicated and which affect our ability to graduate. Graduate policies have been changed several times with no communication to the students. I am now here another year just because policies were changed and I have to wait to file forms regardless of if I finish early. I feel that the number one goal of a university should be customer service and I sadly feel that goal is far from FIU's top priority.
- The department of History is suffering greatly in classes offered. That definitely needs to change in order to better accommodate History majors. Also, Humanities classes are only offered at the Biscayne Bay campus and that, too, presents various problems. There are classes that I feel I should take that are considered Humanities courses, such as Latin, that are not offered at my home campus at all. Thank you.
- Administration needs to be more efficient. FIU needs a system that is more "international-student friendly", as it's name suggests. There was a rumor that FIU is going to change its name to eliminate the idea of catering to international students. I believe that instead of abandoning that aspect of FIU, it should give it more attention. Students also want to see some harmony between advising from the various people in departments. It's great that students can be given opportunity to contribute to FIU's functioning (e.g. advising, registrar's, etc.), but if students are to work on campus providing some of the services, they need to be trained properly in providing accurate information to other students. Example, advising has been a problem expressed by many students.
- FIU SUCKS
- Yes, I became very disappointed with the service that FIU offers for student concerning the computer labs. There is no sufficient computer available, and they are crammed in a small room. The other problem that I have is that starting this fall semester you guys implemented a few for each page that gets printed, and I think that is not fair and is an insult to me and to the rest of the student body at FIU. Because first of all FIU increased the tuition of Graduate and International students by 17%, and now we have to pay for every page we print in the labs and the price for printing is outrageous. I mean if FIU is going to raise tuition they should at least have free services that are essential to students who come from a low income family. Please give me a break

- The courses being offered in the MPA program should not be geared only and offered in a lot of instances only to government (especially county) employees bearing in mind that the program is being advertised for people who are in government and non-profit sector I think it borders discrimination and possibly a lawsuit. We are all in the same program, paying same fees and should be treated as such. As it stands, MPA courses are being offered on county premises and students who are not employed with the county cannot do those courses or in some instances have to wait until county employees have registered and if there is SPACE AVAILABLE then they MAY be accepted in the class. That, to me is utmost discrimination.
- I suggest F.I.U treat the students as customers seeking quality goods from a retailer. The faculty needs reinforcements in their daily operations.....Many students isn't happy out here.....many can afford to leave, but few as my self, can't do that---so we stick it out.....
- I am a full-time student. My graduation date has been pushed back two semesters because of the lack of space in prerequisite classes. I am not the only student to have this experience. There must be a way to avoid it from continuing to happen. Also, the vandalism to my car consists of flyers placed on my car and then baked on by the sun. I have extreme difficulty removing it. Finally, my bad experience with group projects is that the number of students per group are too large and trying to coordinate out-of-school time is almost impossible. Thus, some students are excused by the group in order to complete the assigned project. I believe groups should not be any larger than 3 students or class time should be set aside to complete these projects. Thanks.
- just can't believe this survey. When I first saw it I was so excited, yet nowhere does it ever come up about the parking situation. But still, I do give you guys credit for at least PRETENDING to care. I doubt anything will change. Another thing about FIU, those damn parking idiots. I was in a car accident and they gave a ticket for not having a decal the first day I drove my mom's car. Can you believe that in some places on campus, the METERS are closer than the handicap spaces. Also, why in the hell does the meters only take quarters? Not even in the Beach or Miracle Mile does this exist Of course, FIU only cares about money and always will. People never regret there decision coming to this school until its too late. You're probably asking, "Why don't you just leave then?" As many people do ask me. But where am I supposed to go? I can't afford to live anywhere else. Anyways you asked! Later.
- The admissions process was an absolute nightmare and FIU faculty and staff do not seem to answer their emails.
- If we owe the college money it is very quickly deducted from our accounts. However, if the university owes the student money it takes forever to receive a check. Also, the cashier's office at Biscayne Bay is lead by very rude individuals. They don't like helping the students. In addition, the Biscayne Bay campus is treated like a step-child compared to South. That is very unfair!
- I feel at times that the staff AT FIU REALLY doesn't care about the Students, but only about their paychecks
- stop screwing over the out-of-state kids
- classes are never sufficiently offered, no parking, bus to bbc takes terrible route, communication program is terrible, labs are always full, no paper, FIU no longer sponsors film festival, film program is terrible, TV classes are scarce, FIU wasted all its money on football at student's expense, some good professors though.
- I believe that a great effort has to take place in FIU to better the services for the students in terms of making procedures a lot easier for students. Some times, when I have something

to accomplish (example taking a proctored test, or filling an application of some sort) I actually feel like those that are supposed to be helping us only want to see us fail. The staff at FIU really has to work on their attitude when dealing with students. I understand that the staff has a lot of work and that many people in the real world are just plain rude. However, there are a lot of us that do not deserve the long faces and attitude of the staff. If we go to them its because we need help. Besides they get paid to help us, they should do it willingly and nicely as long as they are being respected. Many of us students treat many on the staff with respect in order to receive respect in return. I very sorry to say that students many times don't receive the respect that they deserve.

- FIU NEDS TO GET IT TOGETHER ON BISCAYNE BAY CAMPUS. FROM MY EXPERIENCE THERE HAS BEEN MORE MONEY PUT INTO EVENTS AT SOUTH CAMPUS AND NOT NORTH CAMPUS. WEAK AND VERY LITTLE EVENTS DOES NOT GIVE STUDENTS, ESPECIALLY ON-CAMPUS STUDENTS A GOOD EXPERIENCE. ALSO, SOUTH CAMPUS IS KNOWN AS THE SPANISH CAMPUS AND NORTH- THE BLACK PEOPLE CAMPUS. NORTH CAMPUS HAS A COZIER FEEL BECAUSE IT IS SO SMALL, BUT IT IS NOT AS GORGEOUS AS SOUTH. NORTH CAMPUS ALSO NEEDS TO OFFER MORE PROGRAMS AND CLASSES LIKE AEROBICS AND TAP DANCING.
- I have been very disappointed with the FIU website. It is constantly freezing and kicking students offline, especially during registration. I also feel that enough is not done to accommodate students' schedules. Some classes are only offered in the Spring for example and that could delay anticipated graduation dates, etc. Having to pay before classes begin rather than one week into classes is also inconvenient because there are never enough spaces open for students to take what they need to take and then there is the worry of the override and late fee, etc. I feel it's a way for FIU to get extra money out of many people who may not even be able to afford it.
- I wish there was a book club on campus. I would like to see more quiet places to relax or study. Also the new all you can eat restaurant is too expensive just like everything else sold on campus. It would be better if the restaurant had a no refill section where you could have one serving for less money. Sometimes I just need a small meal. the study abroad system is far to spread out. All programs offered should be centralized - not spread all over campus with different departments. There should be more scholarships available for non Hispanic and non black students. It offends me that most are based on race!
- THE UNIVERSITY AND ITS STAFF WOULD DO WELL IN REMEMBERING THAT STUDENTS ARE THEIR BREAD AND BUTTER. SO MUCH OF THE SCHOOL IS RUN AS AN EFFECTIVE "BUSINESS" OR "PEOPLE PROCESSING" CENTER. IF STUDENT LOAD IS GREAT, AND BUDGETS ARE SMALL, SERVICE WILL ALWAYS BE LACKING. REMEMBER WHEN BUDGETING FOR X,Y,OR Z PROJECT, HOW THIS WILL ENHANCE THE EXPERIENCE OF STUDENTS "FIRST", THEN ITS IMPACT ON STAFF. WITHOUT THE STUDENTS, THERE WOULD BE NO SCHOOL, ADMINISTRATORS, OR TEACHERS.
- The registrar's office sucks! It's horrible! The people working there are completely incompetent and some can barely speak English! Also there is a geography professor that speaks English but you can barely understand what he's saying. I would like it if there could be better English speaking staff on this campus. Thank you.
- More scholarships opportunities should be made available to international students seeing that they pay three times as much as local students. Furthermore administration staff should learn how to be more empathic and attentive to their special needs.

- I would like to point out two things that are of grave concern to me: 1. The minimal amount of computer labs that are available at the University Park campus. For such a large school, the minimal amount of computer labs available is ridiculous. I waited an hour to access a computer recently and there was a two hour wait for laptops, which are also in short supply at the library. I then had to purchase paper and luckily got a computer at the lab in PC. Really more investment should be made in establishing more computer labs available to students. 2. I often have to arrive to school 30 minutes early to get to class on time because of the extreme lack of parking available on the huge UP campus. I see that they are building parking garages but by the time those are completed, I would have graduated. There is just as much faculty parking that is left empty throughout the day while I have to "hunt down" a parking spot in order to make it to class on time. I don't want to get towed or ticketed by parking services so almost all of the time I am late to class if I don't arrive early enough after fighting traffic coming from North Miami because of the little amount of Master's level Social Work classes offered at the Biscayne Bay campus.
- I believe that the parking is a serious issue. I also feel that there are several staff members that do not really help the students at all. I feel that several staff members are rude and treat students badly.
- FIU needs to be more diverse on certain issues. They need to bring more minorities...other than the Miami Hispanics to campus. They need to work on their office personnel. They need to stop hating on the football team for tuition going up...maybe a memo on why tuition goes up. I mean they don't see all the friggin' buildings going up? And why not have parties in the ballroom? GC is to friggin small! And more poetry nights, and how about we don't give props to just organizations and more love to the students who pay just as much money to be here and just don't want to conform to the blue and yellow paint! Shoooooot I don't want to forget how to dance! I don't want to speak to people I don't like and act like I care about how hard you worked on something. And why do the Homecoming people plug all the things they are involved in? Do they do anything besides get a crown? I mean maybe you should make them use all those plugs for something worth while...make them do some community service. And why are there so many friggin rules when living on campus? We pay 3 grand to live in the Towers! And I can't listen to my music? I can't smoke in my room? I can't have someone come in with out signing them in? Man shit that happens in this piece happens due to the people who live here not the people who are coming in. We pay 3 grand for a room with patches on the wall that didn't get painted and we can't put up friggin' thumbtacks?! And they raised housing for the repairs that were needed....my room still has shit wrong! Gees! Anyway fix that stuff...and we can be friends :) Be blessed!
- I am upset about the loss of open spaces on campus due to constant construction. I am also unhappy about the inconvenience due to the detours it entails. Also, please require all campus merchants to accept credit cards.
- Why when I addressed an issue of inappropriate behavior, I never received a reply to my email addressing my concerns. ...And why haven't you addressed the deplorable parking issues students face each semester?
- It seems there was a lack of class availability this semester. I was forced to change my entire original schedule around. I have to attend school and night and in the morning. Furthermore, it seems unfair to have grades solely based on tests, when effort can be determined by other means. There is a lack of involvement from students outside the Greek system due to the fact "outsiders" don't have much of a voice.
- Financial Aid is unclear and unspecified. Why do we have to re-apply for loans, and why are loans so small (\$2600 is not enough to survive). What is the ratio of students that do

not accept loans in following semesters that did accept loans in previous semesters? I don't think that loan re-application is necessary for students that have not yet graduated. Also, T.V. majors do not have informed advisors. Each advisor has their own rules about which classes we are allowed to take. There are not enough T.V. classes for the demand. Why can't TV. majors take advertising classes? Are there not such things called TV. commercials? journalism advisors version of well-roundedness is biased and relative. They want us to take electives in the arts and sciences, but some would argue that advertising is an art, but because it is labeled as journalism, TV. students cannot take advertising classes. Why also is the TV. department so inadequate with connecting students with the job market. I had to find my own internship and my own job. Also, I do not think that Bert Delgado should be the head of the TV. dept. Many would argue that his own head is in a dark place. He is also rude and un-helpful. The television dept could use a facelift, and it would be profitable for the school given the demand. Especially in a television market rated at #17 in a country of about 250 markets. TV. dept. should be expanded. Thank you.

- Admissions is so slow...International Student Services is not student-friendly...The students at the University Park have more opportunities so they get more scholarships
- Transportation needs to be made available for students living on Campus without a car. The Shuttle service should be provided at least 3 days per week....The stairs in the AC1 building need to be washed/scrubbed/cleaned. It is filthy!...More up to date computers need to be placed at the Lab in the Dorm. The few that are there are VERY slow (old). The rent is really high at the dorm, provide more up to date computers. The Lab also needs to be cleaned at least once a week - it is also filthy!...Payphones are never working at the dorm - they need to be removed or replaced.....
- FIU wastes way too much money on non-academic things such as the SGA, tuition is too high, and you have to live under a bridge to get a pell grant.
- The campus life on the Biscayne Bay campus is terrible. The college experience at the north campus is not even comparable to that of the south campus and it's pathetic. There's an incredible lack of campus activity and Greek life on the north campus, leaving me with no sense of belonging at Biscayne Bay other then to go to classes, eat, and leave. Also, there is a substantial lack of class times offered at this campus. I was forced to take all morning classes this semester because of this as majority of the classes I took were only offered on one day. When I attend the Biscayne Bay campus, I feel like I'm at a big high school, not a college campus. I reside near Aventura so commuting to University Park is not an option for me. For the two years I've been at this campus, I am disappointed with this negligence the north campus receives. I can't wait to finish this year and get out of here to go to a campus with a real college life. It's really a shame.
- We definitely do need more of a sense of community on campus, better parking, cheaper cafeteria food (it's only a bargain for people with the meal plans), and updated electronic facilities outside of the Library. We should also see about the duck problem - they are aggressive, and pollute the campus environment with their feces everywhere. The ducks have adapted greatly to their surrounding, if they see a brown bag, they literally attack you via flying at you, snapping at you, or jumping on you whether your standing or sitting. People also feed the ducks to support this behavior, and these ducks are not even of any endangered species (which would be a better idea to have about campus, a duck that may not be endangered but is populated to a lesser extent then this species).
- Get the calendar straight. Allow "web mail" to be FORWARDED to a student's existing e-mail account, otherwise it may not get checked frequently (because it isn't so great). The gym should be bigger. And for some reason, there is ALWAYS a golf cart backing up on

campus and making a loud beeping noise. And the registration process needs to be glitch free (way too many technical problems). Also, when searching for a class by day/time, show all the classes offered on that day/time, instead of requiring a keyword search to be entered. E-mail me if you need clarification on any of these items:

- Don't allow our school to become overcrowded! Make more available parking!
- Please step up security in the parking lots. There have been enough cases of damaged cars, stolen parts, etc. Also, I think that printing should be free if students bring their own paper, both in computer labs in and outside the library. Thank you. Finally, and most importantly, I feel that the most important expenses (such as providing a department with enough money to distribute handouts to students) are being pushed aside and priority is being given to things of less importance (such as building fraternity houses, the football team). Thank you, I appreciate your pursuit of the student opinion.
- FIU needs to improve its campus life considerably and be better able to address the problem of parking prevalent all over campus. FIU needs to work towards a traditional college without jeopardizing the rights of students. FIU focuses too much on the administration and not enough on the student leading to poor management of resources.
- I think that a good for the parking issue to be resolved is to **PROMOTE CARPOOLING** instead of surrounding the school with giant parking lots. 99% of the students I see coming into school come alone. Also, I think there should be a better place to meet and talk than the commercially saturated ones in GC. The all you can eat buffet does not promote a socially relaxed mood because everyone has to pay to even walk in there. Perhaps tickets can be issued and non-diners can still talk to their friends who are eating lunch? Ah, and I think there should be more independent food alternatives such as "Smoothie Time" which is the only place on campus for healthy food. Thank you.
- Make more laptops available for students to checkout in the library. We also need more space to study and more computers in the 2nd and 5th floors for students to use.
- maybe you should start to care about what goes on at your school especially at bbc because all any of you care about is up because that's where all your money is.
- I feel FIU has a long way to go before it fully meets the demands of all its students...it seems as though unless you are in a fraternity/sorority or student government, or spend time in GC, you're out of the loop on anything going on around campus...also, I feel it is ridiculous to keep the library open until 1:30 am except Friday and Saturday nights...not everyone goes out and parties, some people actually want to get work done and the library is the most motivating place to be, but if you go after 10:30 PM on a Friday, you're out of luck and I don't feel it is fair. I feel lighting on campus is inadequate, many areas are very dark at night, especially now that the time has gone back an hour, especially in the parking lot across from the FIJI house by the blue garage. I think there are many areas in need of improvement. Selectivity with who is allowed in, it appears that FIU is Miami-Dade x2. Last, but not least, class selection. It seems if you're not a business major, you're basically screwed for decent classes. There should be wider selections for all majors.
- There is not enough parking on campus for students. Also, the idea of having all information on the FIU website is inconvenient and unreliable. Some students may not have access to a computer at all times and even if access was available, at times computers crash or websites are down due to heavy traffic during peak hours. During drop dates and deadlines if a website is down, a student has to wait until the appropriate time to go to campus and drop the class. This is extremely inconvenient and is not a wise decision on FIU's part. The phone system should be brought back once again!

- Suggestions * Please, do not raise the tuitions so frequently. * There is a huge problem with parking, since there are various places that in the past were parking lots and now they are constructions sites, you are exposed to parking tickets. * I have a HUGE COMPLAINT how come if you have paid your tuition, if you need to go to a computer lab, you need to pay for printing a document
- Please get the PCA building cleaned out of all the bird doodoo at least before the important lecture by famous architects. And The Workshop of this building (PCA) is supposed to be open 24/7 to accommodate those of us who need to work there at odd hours during the week end. There is a urgent need for parking space on campus. Last but not least all the fast foods shouldn't be placed only in the food court so that student don't have to walk all over campus to get food.
- I feel that quality teachers have lost their jobs and they have been replaced by unqualified teachers students comments do not mean much to the administrative office.
- You guys forgot to ask if students are satisfied with the amount of classes you offer, the prices students pay for parking without having a car, health fees having our own medical insurance plan at work, student ID is done once and students still have to pay for it every time we register, plus "GYM" which I don't need nor use and won't use. I hope you would have this in mind and do something about it, thank you for this chance you are giving students to express themselves.
- The parking situation is terrible. I've never experienced worse. I also find that there aren't enough lab seating for those who are taking a class that needs a lab. Meaning, 500 students in Earth Science and 200 students allowed space for the lab. Also, would there be any way to increase the amount of credits for lab? Most universities and colleges give two credits for a lab (given that you are in there for 3 hrs.). Thank you that is all.
- It is ridiculous the type of services students get from the business advising office. There are full of people that are irresponsible and don't care for respecting and genuinely helping the students. It's like, we pay FIU to provide us with advising that is suppose to help us, but yet we feel like we have to suck up to staff in the advising office just to get some information and get the amount of respect we SHOULD be getting. Also, tuition went up but yet the classes are still packed, full, and we're still not able to get the classes we want. Parking is still a mission, we spend more time looking for parking than anything else. as for right now, I WOULD DO ANYTHING IN MY POWER TO CONVINCE PEOPLE NOT TO GO TO THIS UNIVERSITY AND I WILL CONTINUE TO SPREAD BAD THINGS ABOUT THIS UNIVERSITY UNTIL THINGS PROVE TO ME OTHERWISE.
- When employees of the university deal with students, they need to be much more service oriented. This is a school an educational institution. The least they could do is act with courtesy and be helpful. If they are not, the administration should find someone who will be. Please remember parents and students themselves are paying tuition to attend this school that is the whole point. Perhaps some of the employees are better suited to work in a prison.
- The student services need to more integrated, and the temporary or (if any) high/peak volume employees employed in these student services need proper and consistent training to provide the most current information possible. Also There web sites need to be kept updated, with an outlet for important questions(beyond a FAQ page). Preferably an interactive website for information, or a dedicated person for each student service department that can be reached through a phone line (NOT just an automated phone menu that tells you that all lines are busy after five minutes going through recordings). What is most lacking in this university is that each department has no communication with others,

and most information given to students is inconsistent and often wrong. I suggest that there also be more people to handle these peak times, or a streamlined process that can efficiently handle the amount of students that try to use these offices during these times. For each Office there should be a person who can answer general questions, who is knowledgeable about the proceedings of other service offices, which would eliminate some of the people waiting in line for specific and detailed questions or processes. Too many times have I had or heard of people either receiving wrong information, and/or going through a bureaucratic 'runaround' between different offices shifting the problem to another office. Also there needs to be implemented a complete computerized process for financial aid, from application to disbursement (with an updated website), including direct deposit (If University Employees are encouraged to have this available service, why cant the university provide it to their constituents) I believe there is TOO MUCH bureaucracy that make these offices too inefficient, too many people that processes must go through for approvals, where the manpower could be reallocated to absorb the steadily increase of entering students. There are state universities that have entering classes the size of the total student population here that are far more efficient than here, with greater available information feedback. How do you expect this university to grow if you cannot handle the amount of students currently attending?

- I don't like this school at all. the food in the cafeteria sucks and the people who run it do not even understand English. this place is run like a high school
- Start spending some money for the benefit of students, such as new Lab equipment and materials. Stop wasting it on projects, like the new Law School, trying to lure more students and "prestige" to the school. You wanted named recognition when you took on the Miami Film Festival. Look where that got you, in the red. The president needs to make up his mind, and not try every idea that pops into that little head of his. You call the University a research center, but where are all the break through research papers If you plan on being a Research University, spend some money on ideas that would be beneficial to the University and their respective research communities. If you don't have enough money, then improvise. Virginia Tech didn't want to spend money on a supercomputer so they spent only a fraction of that buying new a couple of hundred 64-bit PowerMacs and networked them together, forming a "supercomputer"--that's practical and frugal. Students aren't going to come if the environment is not up to their standards. Get my point.

General Positive

- It was a pleasure more surveys please
- I would recommend FIU to anyone. Keep up the good job!!!!!!!!
- thanks for the concern about our educational wellbeing! it is very, very appreciated!!!
- GO GOLDEN PANTHERS
- I really do enjoy attending FIU. The environment is always upbeat and there are plenty of things to do as far as a college social life goes. Also the faculty and staff are all extremely caring!!!!!!!!!!!!!! Thank you all.....a very proud FIU student
- There are wonderful teachers. They have made attending classes and studying enjoyable. You should encourage more teachers to get to know their students. Animal Behavior and the corresponding lab were amazing classes. More funding should go into these types of classes and more specialized biology classes should be made available.
- I am overall pleased (perhaps, if I may say so, surprised!) at how well this college is run. The people (both students and faculty) are friendly and helpful, and there are always things going on for taking the night off of studying for.

- I went to UM for four years and graduated from there. This is my first year at FIU and I'm happy to say that there is very little difference between the two schools. There are only two main differences I find. The FIU gym is not very good (the bathrooms, showers, and size need to be improved) and the FIU student body has a slightly lower level than at UM. Sometimes students ask dumb questions in class and there's usually annoying chatting in classes. Everything else is very good. The teachers are good and the campus is diverse.
- I love FIU!
- In general, the experience of going to classes at FIU (either campus) has been enjoyable, however the experience I and others have had with advisors has been terrible. They generally don't give the correct information to the students resulting in wasted time from taking unnecessary courses and, of course, wasted funds. The website is absolutely deplorable. There isn't a student to which I've spoken that doesn't consistently comment about not being able to find anything on it and much less finding a faculty's website (which they all should have) unless it's given to us by the professor herself. It is very obvious that there were several separate projects and websites that were loosely glued together under the fiu.edu umbrella and that should change. The registration process, even though primitive and lackluster, works. I hope these comments give you an idea of what things need to improve. Thanks,
- Go Panthers! :)
- Let's Go Panthers!
- I have an excellent opinion about the institution
- I'm glad I made the chose to go to F.I.U., this is my first semester, and I'm really pleased...
- FIU has had been an amazing experience for me. However, being an older full time student, it really seems as though the events on campus are geared more toward the younger students. The average student is approximately 26 and is a nontraditional student. Why aren't these students targeted to get involved? It appears that FIU administration is more concerned with their younger students, not the student that is considered to be the norm. Transfer students are really cheated also. That starts as early as orientation. Transfer students aren't exposed to all that FIU has to offer. They are basically left to fend for themselves and find things on their own. How does that benefit the university or the student? I purposely will not continue my education at this institution because of that. I want to be at a school where I can feel like a part of the student body.
- I am currently completing my student internship for Elementary Education and am proud to say that I feel very well prepared, thanks to the College of Ed. I hear many other interns (from other schools) saying that they don't feel prepared enough. The program was worth the work.
- I plan to continue my education at FIU
- I never use the computer labs at FIU, but when I needed it one day, the printer was broken. I also believe that there are excessive fees for a copy card. Besides this, I really like FIU a lot!
- My experience at FIU has been great so far. I have one more year to go. I have gotten help with something I don't I cannot discuss because a flyer was posted up in GC and it has helped me.
- **KEEP UP THE GREAT WORK!!!!**
- My overall experience at FIU has been exceptional. I am proud to attend this institution, and this is re-affirmed every semester in the classes I attend by my professors and peers.

- I have had very supportive professors who showed genuine interest in the students' learning process.
- I hope to be able to do some research with a couple of my professors to get me ready for graduate school. Otherwise I am enjoying this opportunity being given to me to further my growth through learning. I am always excited to attend my classes!
- This is my first semester, and I am excited to be here at FIU. I am impressed with the rate of improvement around the campus in all aspects. It seems like as soon as we (students) think of something that needs improvement, we hear about the plans that are already in progress. Great job to all involved!
- I am very comfortable at FIU.
- I have been really surprised with FIU. I believe that this is the best university in Miami. And I'm glad I got the opportunity to attend this university.
- I can not wait for my next few years at F.I.U.
- I am very happy in FIU!!!
- I think FIU has improved a GREAT DEAL since I came in (Fall 2000). I commend the additions in construction, new programs, traditions, and approachability the university has with its students. Some areas need work, but I have no doubt they are being taken of. FIU absolutely needs more publicity in newspapers, through their programs, research, accomplishments and student activities. This will help pull high school students to FIU, word of mouth isn't enough.
- During my education at FIU in the past 4.5 years I have seen FIU grow in so many aspects. Although there is still a lot more that could be improved, FIU has accomplished a lot in many aspects (specially in the last couple of years) considering what a young institution it is. The university leadership has excellent vision and they are taking the institution in the right direction.
- FIU is the bomb!!!!
- I am pleased with FIU and hope it continues improving as it has up to now.
- FIU has a very comforting environment.
- FIU is up and coming to well known Universities. FIU has really come far and very proud to be a student here.
- FIU IS A GREAT SCHOOL
- I love the piano lounge, although starting to get crowded. Why do people think FIU is a private school?
- Go FIU! Let's do our best to create awareness in the community of our institutional advances.
- I have not witness any emergencies on campus therefore, my response to that question was "not sure". otherwise everything else is pretty good!
- I am very happy at FIU.
- FIU is a great University with healthy diversity that is not found in many places around the world.
- Fall semester 2003 was my first attendance at FIU. I really enjoyed the atmosphere, attending classes, and most of all it was a pleasure listening to knowledgeable instructors presenting the course material.
- The faculty in the Sociology/Anthropology and Religious Studies Areas are simply superb. Each one brings with them an incredible amount of knowledge and experience as well as the ability to transmit their ideas effectively. I am grateful to each of them for the opportunity to be in their presence and I am continuously humbled by depth and breadth of their expertise. I have thoroughly enjoyed my time at FIU both as a staff member and now as a degree-seeking student.

- I'm enjoying my time at FIU and all the teachers I've had are great, so just keep doing things the same way you've been doing them and I'm sure everyone's experience at FIU will be as good as mine has been these first two semesters.
- FIU is a great campus I think it offers the students a lot of opportunities and extracurricular activities.

International Students

- I am NOT satisfied with the customer service at ISSS. It seems that they do not want to help us (international students) and they DON'T have time to answer our questions. And we need to be in contact with them very often to make sure that we are doing everything right, according to the law and make sure that we are not out of status! And I also believe that they should give to international students a social security number (when we get here) and also let us work part-time from the beginning (so we don't have to wait 9 months to do so). Just because my family can afford my studies here, doesn't mean that I can not help them with my expenses...and the only way we could do that is working. Thank you for your attention.
- as an international student...I believe we should be taken into consideration more often. Just because we are international does not mean we are rich, and it does not mean we are going back to our countries, therefore we should be treated with a little bit more respect. We bring in 4 times more money than any other student on campus and nobody knows the troubles we have to endure financially. Also as far as the school of hospitality mngt, they should have some sort of internship program in which there are companies who save positions just for us. we have to do 1300, and it is really hard to get a job-again being an international student- that not only guarantees us that we will learn something but that we can actually enjoy. I personally feel extremely restricted, and bombarded with all these laws, and deadlines of 'YOU BETTER PAY 3 MONTHS IN ADVANCE YOUR STUDENT INSURANCE OR ELSE YOU WILL HAVE A HOLD FOREVER!' and we need help with the OPT applications.. like we are supposed to know how many times the laws change and nobody tells us how much time it takes for it to be processed and when should we do it...the list goes on and on.....if you want further comments let me know I will be more than happy to express my opinion....
- ISS assistance is terrible, they should be sent to school to learn a little bit about customer service.
- Advising for International students at FIU has become worse than ever! You do not even accept international transcripts at all, or know how to read them. You do not deserve the name of Florida INTERNATIONAL University.
- Overall I am very pleased with the experience at FIU. However, I believe that there is room for improvement with the International Student's office staff (not the advisors, the reception staff).
- do something to Decrease tuition for international students...It is ridiculous for us to pay all this money and not getting our full money's worth. Especially those who lie on campus.
- I like FIU but I think the school has become totally about making money and I think that the people they are taking out on are international students. Why is it we have to pay 6900 for 5 classes when other students pay only 1400 for 5 classes. Moreover, the ISSS office has not regard for the students the deal with. The only thing you ever get from them at the end of a sentence is "If you don't you will be out of status". All we international students ask for is some form of fairness. We pay top dollar to be here.

Additionally, the business department is not really doing their job. Or should I say some of the people in there are not doing their jobs. How can changes be made to the course schedule affect people who are under another catalog and we were not informed of this. This caused students to do classes that they are not going to get any credit for at this point. That is 1400 out the door because that is what we international student pay for one class. Things need to be done to police the police in those different departments. Classes offered at BBC and the new price of bus tickets: Another thing that has to be changed is the fact that not enough classes are offered at the North Campus. Students have to take the bus between BBC and UP yet the bus are scheduled so far apart that you have to be at the other campus over one hour and a half before your class. Nevertheless, the price of the bus ticket went up from 2.00 to 2.50. We were told that the new bus company is charging FIU more money so they will be passing the cost off to us. My question is why is it that the Beacon stated that the different bus companies are still bidding. We are getting charged higher prices yet they do not even have a decision made on which bus company they will use. And the list goes on.

- Lower tuition for international students.

Miscellaneous

- There should be more assistance in setting up jobs or even internships. The web based system is not enough.
- The North campus bus service is TERRIBLE, the new bus company effective this week of October 19 is awful, they are rude, disrespectful and DO NOT care about the students, they have left early than the time posted on the schedule making a lot of student miss class. The Coach USA people were GREAT, they cared and were nice and punctual. I also feel the bus should be included in tuition, it is not fair that we are penalized buy paying what is now 12.50 for a bus, when we have NO CHOICE but to go up there. It should be included in EVERYONES tuition. I am going to call the new bus company to complain as well.
- Will this survey help in making FIU better for students and if so, will students have a greater say in what goes on?
- FIU is a pretty great university, but some problems I have found are with the fact that it has the reputation of "accepting anyone." I know that, while 90% of my classes don't have disruptive people, there should be a little more care taken so that the bunch that simply want to get their degrees and go instead of actually wanting to learn aren't students here.
- I find it extremely absurd that students should have to pay money in order to print pages in computer labs. Why can't we just stick to the old system where we simply had to provide our own paper?
- During my stay at FIU I have found that the quality of professors is very good, and the potential for learning and obtaining a high intellectual level of class discussion is always present. However, I feel that the quality of students is very low, and that prohibits the school from truly obtaining a worthwhile university environment. It is sad to see a good subject class with a good professor have to restrain itself due to the fact that the students are ignorant of the subjects discussed and worse are completely disinterested in learning. This is especially true in freshman and sophomore level courses, but it also apparent in higher level courses. FIU should make a serious effort in improving the quality do student that is admitted to improve its academic levels. What good is having a new

football stadium and many parking garages if the quality of the institution is not up to par? This is quite a serious problem in FIU. I remember being in Origins of Latin America and facing a class that didn't even know what the Andean mountain range was. That is completely unacceptable in a college environment. Another major complaint is the lack of emphasis paid to the humanities in FIU. I am an art history and anthropology major, and when I look at the catalog I am always impressed and enthusiastic about taking all of the courses offered, however when it comes to registering the great majority of those classes are never offered. What good is having a good theoretical course offering? Why disenchant the student? Now one thing that I will thank FIU for is giving the students ample opportunity to study abroad. As of this moment I am studying in Mexico City, earning great experiences, but at the same time, I see even more clearly the deficiencies in our school. I meet local students and see how elevated their academic and intellectual levels are in comparison to FIU's, and that is both sad and pathetic on our part. Being a university in a multicultural city in a third world country with all the opportunities that come being in a university we should be at a much higher level than where we are. Do you think it correct that I should be ashamed of the fact that I do not know as much about the world as the world knows about me? I hope that my taking the time to write this is not in vain. I sincerely hope that someone will read this and agree, and more than that will stir into action. Our lacking nature cannot be cured in a matter of days. It will be a long and arduous effort, but worth while if we truly take it into effect and face our own selves in a critical nature. Thank you for your patience, but I ask for more. A AA student

- It takes about five trials before I can sign on to FIU web mail
- I hope you take this survey seriously and actually look at the responses.
- I disagree with paying to print. I also think that the computer labs in PC need more than one computer and printer that is solely for printing. I waited 35 minutes to print in the PC, just print, not use the computer.
- don't like the fact that tuition keeps increasing every year and we don't get more things in return...and the fact that tuition increases like 18%25 for international students and only about 7%25 for in-state students...international students, like myself, don't have the opportunities and benefits for scholarships, loans, and financial aid, and it is becoming really hard to pay more and more every year
- **COMPUTER LABS COULD BE BETTER. THE COMPUTER LABS ARE OFTEN CROWDED AND COULD USE MORE HARDWARE SUCH AS SCANNERS AND MORE PRINTERS.**
- I am a transfer student from Miami Dade and I can only speak for transfer students. The admissions process is need of a serious revisions and the financial aid department should be one of the main focus points of improving this university. That is the one department that has continuously given me delays and problems that I felt should have been handled all at one time but instead were discussed with me one after another. Papers have been continuously lost in that department and that should just not occur in a department that is so critical to students. The end result being that the whole process was and still is extraordinarily time consuming and irritating. The main problem with the department is that when you go there they give a feeling that you mean nothing to them and that you are just another number. It is extremely difficult to get accurate info from that department. Ask the same question to two different people and you will get two different answers and sometimes neither one is the right answer. I understand they are understaffed and this needs to be addressed%3B Maybe hiring temper counselors during the registration periods might help. Unfortunately, I do not possess the answer to improving that

department but I can definitely state that there is a serious problem there that needs to be handled as soon as possible.

- The school needs a unified method of printing. I can't stand having to have 4 different copy cards and having to bring my own paper. Please unify the system. I also get tired of waiting hours for a computer that I can print from.
- It would be very helpful if access to some of these organizations were made more conducive for participation by disabled students. I would be more involved if it were not so difficult, and have been involved prior to becoming disabled. I am frequently discouraged by my inability to be an effective student based on mere physical limitations that should not be a factor in my educational experience.
- I live in Boca Raton, which is about 70 miles from the campus. I am usually on campus from 9:00 am till 8:30 pm at night. During my long day at FIU I sometimes feel the need to relax. Maybe even relax on an inclined chair and just calm my nerves. Also, as a practicing Muslim I am required to pray five times a day. It would be very nice to have a designated room or a place where I can say my prayers. Usually I go to my car in the hot sun to offer my prayers. Thanks.
- I am a FEEDS student living in Atlanta, GA.
- I just hope that advising goes well. This is my first semester here. I transferred from the University of North Florida. I had such a hard time getting information to the Health and Immunization Department. The first time I had UNF fax my records to them they didn't process it. When I found out, I had the lady at UNF fax it numerous times, but for hours their fax machine was too busy to receive. (They need two fax machines) It wasted time for me because I couldn't do anything until that hold was taken off. I had to go to the school and drop it off myself and I live thirty minutes away. My mom is also going to FIU and they messed up her address, delaying her loan money. I had a hard time with the way school registration works online. At UNF, you log in to your specific webpage of information. That way, you can get all of your information through one login and register for classes through it. FIU's way is making the process way too complicated and strenuous. Please visit their site at WWW.UNF.EDU I suggest you contact someone on the web design board and give them that web info. The bathrooms are messy and many of them need to be renovated. And I just hope some of the potholes in the roads are fixed too. I pleased with the price of parking decals. Thanks
- Have a great day!
- I sometimes experience lag when accessing the FIU website. Also, the department websites are not always actively maintained, and I feel that the information available online may be misleading or even incorrect by the time that I read it.
- This survey was too long.
- some classrooms should be repainted b/c the walls are distracting because they are dirty
- Please expand Library study space
- yes, all other Universities I know of offer free printing in their computer labs. I do not see why it is so difficult to be able offer paper for the students. I know we pay student fees and this should be a part them. I want to do class work on campus but I feel it is ridiculous to have to bring our own paper or even pay for it. We pay so much in books and fees we should get something out of it!
- I would love you to inform the students (by a campaign) of the importance of the hygiene.... like washing your hands after using the restrooms.... flush the toilet after using them etc.....
- My experience at FIU has been pleasant. I have learned and prepared myself for the future. I feel that sometimes there is a lot of red tape in choosing classes as compared to Miami Dade Community College however over the time that I have been here I have seen

improvements on this area. I feel a little bit distant from the whole FIU experience due to the fact that I mostly assist the Engineering Center. Thank you for this survey and for all the experiences that you have provided.

- hi dear: as an engineering student I want to make a comment about the engineering campus needs some entertaining activities , I can't believe that there isn't one TV in the campus. as a student who spends most of her time in the campus I think we need a room where students can relax there. the campus is dead when it comes to fun activities, we need some life in the campus to make studying more enjoyable.
thanks
- I actually noticed at UM the staff gets to see videos on how to treat people who come to FIU and students. Many times I deal with students who are employees here and they behave extremely rude. Sometimes staff people also think they can treat me rude. I have been diplomatic and dealt with the behavior appropriately and civilized and eventually such people behave correctly. Yet, at first I would have thought of leaving the university. What is incredible are the professors. They have great interest in the students and that is what was the reason for me to stay here. Yet, I think staff and student who work and study here need better training on how to treat students who may ask the wrong question, make a mistake, forget something, not know all the rules, ... They might be speaking to a potential donor or friend of one.. one never knows.
- It seems to me that the student body is composed mostly of students who were incapable of entering another university. At times, it is embarrassing how students just barely get by in classes where the professor has *already* lowered the standards, and they continue until they finish their degree. Many students I have encountered can barely express a complex thought in a coherent and grammatically correct manner. It makes me feel like my hard work is for nothing, since I will be receiving the same diploma that these students will receive.
- I was very disappointed when I went to the head of a department (earth sciences) asking to be given some kind of forum where I could show opposing views on some of the theories being taught. She told me she didn't have time to look at the materials I wanted to show (materials put together by PhD's and the like). She told me to go to Student Government to see if they could help me. I contacted them and they never responded. I feel FIU is not open to opposing views to what is being taught, even if the opposing views are well backed up by documentation and professionals in the field in question.
- This may sound crazy but give it some thought. I attended the lecture of the Dean of Architecture at Yale and he had mentioned that one of the problems with the lay-out of FIU's campus is the fact that the road system is simply a large circle. I've always thought this was a problem also. When walking back to my car that night, I thought of a great solution....have a street go though the middle of campus, connecting both sides of the circle. The street would begin right next to the GC ballrooms, run next to GC, and then go straight through the middle of the library, run almond side or over (via bridge) the lake near DM then eventually end near the Housing Quad and new Rec. Center. I know it sounds crazy. But I think if its done carefully and thoughtfully, it could add great convenience, look great, and help make FIU more of a campus than can be driven through, rather than the shopping mall it seems to be now, where we park our cars after driving around campus then walk to the buildings. Please consider this
- Is there a possibility of having transportation for construction management students in Miami Dade (south mostly) to the Pines Campus
- Where can I see the results of this survey? And, what is the main reason for doing it?
- The new building of Architecture is terrible...you need to do something!

- I think the biggest problem FIU has is the webpage. It is very difficult to navigate. I really have to search the subsections to find what I'm looking for, and sometimes it's not even the section I wanted. Even in my advising sessions, advisors have had a hard time finding what they were looking for through the website.
- I PREFER GOING TO NORTH CAMPUS, BECAUSE OF THE MORE PERSONAL ASSISTANCE THAT STUDENTS ARE ABLE TO RECIEVE FROM TECHERS.
- I am very dissatisfied with the number of computers that we have available for students. The computer lab is too small. The FIU web pages, and email system are of poor quality and is often not working properly.
- For the four years I've been at FIU I've studied dance. Because the facilities for dance are so far apart I have felt disconnected with the faculty and students in the program. The Vh100 dance studio is not properly equipped for dance and as a result many of us have acquired serious injuries that have effected us over time. My hope is for money to be put into making the facilities for dance better and closer together so that the students stop getting discouraged. These two things will help make the dance department stronger that will in turn bring honor to FIU.
- I would like to participate more in an organization that will help me with my major or minor. if there are any advertising organizations please contact me.
- Update the graduate studies information. A professor said in a seminar that the example in the handbook for dissertation proposal was a terrible example.
- To whom it may concern.....I would like to make numerous suggestions but, my main concern is when the rainy season begins. It becomes a difficult task to jump over the gigantic puddles that accumulate all over the University Park Campus. For this issue I suggest a better drainage systems, as well as the police directing traffic during this hard season to put up with.....Thanks a lot!
- FIU should know better than to recognize such scientifically unsupported categories as race. There is no scientific basis for race, it only a tradition coming from the justification of slavery. That is a tradition that FIU must shed...if it is to be a legitimate international university, it must shed these fallacies in recognition of one's culture and ethnicity.
- I do not like the honors college seminars, I believe that they are mindless chatter with no direction or synthesis of ideas. The discussions are led poorly by the instructors. I would like more structure and better guidance of the discussion by an intelligent professor.
- 1. Many of the classes at the college of education are A overcrowded, considering the physical space of classrooms in the A ZEB building (especially the Reading Lab). A A2. The parking lots near the college of education are also extremely A overcrowded.
- The survey should have an additional row for "not applicable," because not all the options provided apply to all students....In terms of student involvement with on-campus activities, bear in mind that sometimes the schedules of these events/meetings are at odds with students' schedules.
- FIU needs a graduate student center!!!! Almost every decent university has one!!!
- Access to books - taking out -- from the law library for graduate students not in law. The policy is elitist and hurts students who are doing thesis & doctoral work in interdisciplinary fields. Parking, parking, parking. More courses and teachers in the English department.
- Regarding technology I am not satisfied with the time & money I have to spend each semester downloading & printing materials for the classroom, or being online for class administrative tasks. I have enjoyed several classes where class material has been enhanced by the use of web links, etc, which I think is great. But my complaint is that I have to print everything in order to read it (syllabi, articles, WebPages, text, etc) or I have

to check each professor's website several times a week just to stay up to date with the class - all of which takes time, money, computer, & internet access. I have DSL at home but it still takes a long time to do these things on a regular basis - I usually spend 3-4 hours a week online for classes, but I have spent upwards of 7 - 8 hours per week just printing out documents for class reading. I would rather be spending my time studying than online, & I would rather spend a little more money to get the printed material for the whole semester than have to deal with printing up stuff every week. Perhaps there is a way to manage class WebPages better - a system where when a professor makes a change to the webpage of interest, the students in that class are notified via email so they can check RE Cultural Activities. How about some truly cultural experiences besides salsa dancing & run of the mill movies SPC & Campus Life need to expand their repertoire & display some more maturity in the choices of activities How about independent films Folk music or in-house musicians nights (Like the Meditation class offered by the Wellness center).

- I disagree with charging students for printing in the computer labs. I also think there should be more computer labs.
- I think that the academic advising center is very unclear when it comes to transient student credits. They are also NEVER available to assist those with issues in transfer credits. One incident: I spoke with an academic advisor about taking a core class that was full at FIU at BCC. They said for me to fill out the transient form. I did. They said to get it signed by an advisor, registrar, etc. I did. Then the core class didn't transfer. I asked why, and I was told that core classes cannot be taken elsewhere. I presented her the transient form and she responded "we don't look over what courses you take, we simply just sign the form" ... then WHY ARE WE SIGNING THE FORM%3F! This ruined my entire acceptance into my major, and I'm still dealing with the issue. Your academic advisors need to get their facts straight about how to go about taking a class as a transient... I am deeply disappointed to the point where if this does not get resolved, I am leaving the school.
- the fact that we don't have paper is awful b/c the FIU web site is not set up well enough to handle the amount of students that go on it
- 1. Stop charging the extra fee for online classes. This fee has kept me from taking advantage of this opportunity....2. Find a way to better manage the FIU website. I am always coming across dead links, web site availability issues etc. If a website was managed this way for a private business it would loose customers. ...3. Work on Financial Aid. I have attended two other universities, and both were vastly better equipped to help students and to provide aid in a timely manner.
- The bathrooms on the Biscayne Bay campus is deplorable. It had nothing to do with the cleaning staff, they do as much as they can. The bathrooms need some serious upgrade. It horrible to think that with the dollars spent for education we can't have nice, clean bathroom facilities. Also, too many of the clubs or organizations cater only to day student. A vast majority of the FIU student population is full time working adults and would love the opportunity to be involved and enhance their resume while attending classes but the opportunity to do so is seriously limited. Thank you for this opportunity and hopefully this survey will help in addressing some issue that must be changed.
- For FIU to give a better opportunity for students to find jobs relevant to their majors.
- Access to golf carts must be monitored closely. They are being used unnecessarily. They are taking over the walkways. Walkways are for students walking to class, not employees zooming around picking our their friends.
- The school needs more recruiting. I went to a recruiting event in the summer and it was horrible. There is no use of going to school if you cannot get a job afterwards.

- I really don't think that students that enroll in online courses should have to be forced into working in groups. I speak for most students that take online courses when I say that we are taking classes online because we have at least one full-time job and we don't have time to meet with other students who may more free time on their hands. I personally have a full time job which requires me to travel constantly and my only option for finishing my education is to take online courses (Which by the way I don't understand the reason for charging extra). I understand that group projects are good for students to learn how to work in teams and that experience will then allow them to work with other people in the future when they get out of school and get jobs. But the problem is that people like me don't need to do that in school because we already have jobs!
- Work out on reaching out to all the students through the various means possible. You will find students will be much happier if you just listen to their concerns and make them feel involved in the decision making process. I can guarantee that. Attempt to get the average students also involved not only the leaders at FIU. Trying doesn't hurt anyone. It only serves to help.
- Don't raise the bus fairs.
- E Pluribus Unum "The menace to America today is the emphasis on what separates us rather than what brings us together"
- I just started taking classes this fall. I am very new.
- I have not been notified through email of any Deans Lectures for my major. I have received email from the Hospitality Management school regarding other subjects. Other students are notified by email of these lectures (though I've heard they've only gotten 1 week notices most times which makes changing work schedules nearly impossible.) I have missed one due to this and will now have to watch a 2 hour video of the lecture or receive an "F" grade. Also, I basically feel the lectures are a waste of my valuable time and are just a forum to brown-nose well off business leaders and shamelessly promote the Wine and Food Festival (which I personally love and volunteer for). Also, there is no consideration for students work schedules. We should at least be given a schedule of these as soon as the semester starts so we can change work schedules as they approach. Another point is that I am going to school less than part time and it is currently mandatory that everyone attend every lecture. I will end up having to attend 3-4 times as many lectures as full time students. There should just be a set amount of lectures we need to attend and we should be allowed to pick and choose which to attend throughout our schooling.
- I am a distance student at the St. Petersburg College, University Partnership Center. I am an FIU Student!! Let me repeat, I am an FIU Student not a St. Petersburg College Student, however there are occasions that those of us in St. Petersburg feel like we are, "orphans," and are more closely aligned with St. Petersburg College, than our own home University. Challenges faced by St. Pete Distance Students: The technical problems that affect distance students are not being investigated or treated seriously, from my stand point at least. Video and audio problems continue to detract from the classroom experience. Profs. do not make eye contact with the camera, so we do not know to whom they are addressing. (they look at the monitor thinking that the camera is there, rather than looking up at the camera and addressing us directly) There are some wonderful Profs. who have grasped the distance technology issue and have made for some interesting and thought provoking courses, we need more like them. FIU camera technicians are poorly trained and are not paying attention to what the Prof. is doing or saying. (Technicians have actually been sleeping in the control booth. Is my tuition paying for his sleeping time%3F) The camera view does not change to reflect the change in the material that the Prof. is using. (white board or just walking about lecturing) The

camera is never focused on students at the Miami campus when there are Q%26A sessions with the Prof. We never see our fellow students in Miami, why%3F (They used to move the cameras so we could see our fellow classmates) The microphones in the Miami classroom do not pick up the questions asked by the students, so often times we have no idea what is being discussed and by whom. (unless the Prof. repeats the question and answer) The camera focus is poor and most of the time medium to small text is unreadable. EXAMPLE: When viewing web sites or text documents from the Profs. computer. The Technicians in St. Petersburg are doing a good job and have tried to work out "bugs" but there seems to be a lack of follow through from the FIU technicians. Perhaps a conference between the technicians on Biscayne Bay, University Park %26 St. Petersburg campus's is needed, or better yet, have the FIU technicians take a trip to St. Pete to see what we see %26 hear!! (or don't see %26 hear) On examination or test days, the Profs. have often times forgotten to send the testing materials, or have not allowed enough time to make sure the materials have arrived by the testing time. Maria Greene is the contact person at St. Petersburg, however, there are times that Maria has never been sent the materials. The availability of books is a problem for several students. This issue was to have been taken care of already...not so. Communication between St. Petersburg FIU students and the administration has declined in the past few months. Enrollment in the distance program is on the decline and the satisfaction level of the current students in the program is certainly starting to wane. Something needs to happen now before the program falls apart. Please consider these issues as areas of improvement, not as criticism. We as distance students pay additional moneys in order to take courses via two way teleconference, all we ask is that we get the educational experience that we deserve. We appreciate that there are programs such as this, that allow us to attend the University and complete our field of study at a convenient time and location. Thank you for taking the time to listen to my concerns.

- I am totally unhappy with the service provided distance learners. Each time I called for assistance I experienced either no answer to the phone call or email or was provided wrong information or was told to come to the campus and accomplish my task with the campus being a 5 hour drive away (Tampa). I find most Professors intolerant of distance learning to the point that we were ignored most of the time and I wasn't provided adequate consideration with problems when I identified them to the Professor.
- For first time students the orientation needs a lot of work - also there should be more info. or an individual person should help to give detailed info. on how to register, how to do all of the paperwork for loans and etc. The people doing to the orientation need more enthusiasm, and more info. available to them so that they can give it to the students taking the 4 hours out of their day to come to this.
- Thank you for giving students this opportunity.
- The fact that religious and cultural organizations were left out of question 80 says something. I know all cannot be included, but it certainly says which ones you all consider important.
- my biggest consent is the FIU website, it is very complicated is not user friendly is almost impossible to find anything. I recommend to revised in order to be useful for students
- HRD graduate program is not meeting my expectations. We need to introduce some HRM issues.
- This survey is much too long, especially if you are sending it to an undergraduate population. There really needs to be a halfway-decent restaurant on the North campus. In the evening, when all the grad students in my field come, we can only get leftover

Subway from the little food mart. What is with the wireless internet, it barely works where it is supposed to, yet it works in oddball places, like my classroom in AC1.

- The doctoral classes need to be added to the Kiosk-based registration without the permit or overrides.
- It is very difficult to obtain open classes without the aid of a college catalog. I recently transferred from BCC to FIU and I am not able to find a printed copy of the College catalog. I feel that all incoming students should be presented with a copy of the catalog for their use.
- graduate assistantships are very low. I tell my grad. student friends not to come to FIU
- we need to have the library open for more hours specially on the weekends.
- I hope that this survey is taken seriously. I have been in FIU for four years and I have seen no improvements yet.
- Tuition for a non-resident is absurd, for the amount of money we spend at FIU, we could be attended UM for a little more money. Furthermore, increasing tuition by 15% is an abuse. Tuition must be more reasonable.
- I think this type of survey should be done more often. I also feel that is not only doing the survey but actually paying attention to the concerns of the students.
- Employees at FIU should be nicer to people asking questions on campus.
- No except that this is a very good idea. An anonymous survey, if used the right way, can be really helpful.
- most of the answers above such as information on clubs I answered I don't know because I don't know of many clubs other then sga and fraternity/sororities, so I couldn't answer. Lastly, its probably been said a thousand times but why can the school make fliers for tutoring but not make syllabus' for teachers?
- Need more parking, more parking, more parking. Have the cashiers office respond to my several requests for a \$2428.00 refund based on a e-mail received from paybyphone.com.
- FIU should have more language classes.
- I believe this survey is extremely important to all students because it allows us to voice our opinions on things that are of essential value to our education, for that I thank you. I would also like to suggest that perhaps students should be encouraged more to learn and that they are not at the university to only attain a career but also an outlook on life. That in some classes or departments there should be recognition of people that are outstanding within their classes.
- I have written evidence of unfair treatment at FIU, but I was unable to receive fair treatment.
- I think that the student organizations should bring more information about how to join.
- More free stuff!!! More videogame tournaments por favor.
- I love FIU (UP) Campus. The only thing that frustrates me is when dealing with academic schedules, and finding syllabus for all subjects online.
- Please, please work on the financial aid system. My Research Assistantship contract papers were lost in the dean's office for a month. When we found out they were missing, the department resubmitted them. When I went to financial aid because the tuition part had not been put on my award letter. I was told that that they were getting paperwork everyday and mine just arrived so they would eventually get to it. The fact that it was submitted on time didn't matter. It is now the end of October and I still have not been reimbursed for my tuition. This is ridiculous. I have been told that before I can get the money, a check has to be issued by the bursars office to financial aid who has to send it back to bursars before they can cut me a check. This system is inefficient to say the least. On the bright side. My department is fantastic! They are knowledgeable, helpful, and

know how to teach. (In comparison with those who only work at a university to do research, I appreciate this very much.)

- This is my second semester at FIU. Overall, I am pleased with my experience in LACC and in the Political Science Department, however, I am very disappointed by the size of the graduate classes. Two of them have almost thirty students. My upper division undergraduate courses at a state university were about half the size.
- The abstract art on campus is an eyesore! Please replace with something more attractive to the majority of students. Perhaps you should conduct a survey to find out how many people actually like this type of art and which to look at it everyday.
- Make the survey shorter next time.
- Your registration packet is not relevant to adults re-entering college after many years out of school. There should be a contact person for this demographic.
- more considerations need to be taken to accommodate students with disability. some classrooms are not equipped with desk and chairs to accommodate such students
- The size of the computer lab in GC is ridiculously small. It should have multiple rooms like the ones found in PC. I find the new policy of charging students to use the printers in the computer labs is ridiculous. As long as the student provides their own paper they should be allowed to use the computer for free. If they do not have their own paper, then they should be charged per page.
- I would like a more competitive environment
- An experience with a student teacher was very unpleasant. She was a terrible teacher and stated that the only reason she was doing it was because she had to teach or grade someone else's papers, so she chose to teach a class. It really made me want to quit going to FIU.
- I am disappointed in some of the changes in FIU. Most specifically the issue with the copies. Copies of additional information that professors need to provide us with can be important.
- Now that there is a new shuttle service between Biscayne Bay & Univ Park campuses, please make sure the buses leave on time (not 10 minutes early as they have occasionally done so far). Many students rely on the shuttle, not only to get to campus on time for class, but also to catch a connecting bus to get home or to go to work. Thank you.
- I do believe that the M.I.S program should be more difficult. Recently, a programming course was omitted from the program. Why? I don't know. I think more math should be included in the program. Maybe a Business Calculus II or more Accounting. I do believe that if the program is hard it makes my degree credible just like it makes the school and program a serious one. I am planning on graduating next year and depending on how serious I see this program get I will choose to do my master's in M.I.S here or at another University. Please, take my comments into consideration. My vision will be to have a serious program where students can feel proud and feel confident when they enter the workforce. Thank You...
- I think that this is a very good way FIU can know in which areas they need to improve. I hope you REALLY used this survey to help us(students) to really get the best from FIU.
- Advise online Professors to be more understanding. To allow students to do extra credit. Taking a course without a Professor explaining the material is extremely difficult. An extra credit should be honored if requested, in order to give the student the opportunity to raise their grade.
- I would like to suggest that the FIU SGA organization consider establishing a "student make your own movie" club where students who are familiar with writing movie scripts can make their Directing dreams come true!!

- The library needs to stay open later Fridays and Saturdays. I think it should stay open until 1, like the rest of the week.
- more extra credit easier math classes
- More evening classes for students who work full-time or more overrides, as I have experienced that at least 30% drops. FIU should be very proud of it's cleanliness. Well manicured and groomed. Restrooms are exceptionally clean for such a huge population, with the exception of the GC Building.
- I understand that some of my problems are because there are so many students in the school that FIU cannot make smaller classes which does not allow the teacher/student relationship. I am Hispanic so I do not have any prejudice against other Hispanics but I have experienced specifically with math classes that the teachers do not know how to speak English or have heavy accents that makes the math more difficult that it has to be. Overall, I do enjoy my time at FIU and I would recommend it to future college students.
- I feel that a school that is moving toward a complete online system, should enforce that in all aspect and their teachers should too. This school is based on students on the go, they should not be penalized for taking online classes, by paying extra. A great example of a university which is entirely web based and it benefits their student is the University of Florida.
- Some of my bad experiences in the academic issues part of the questionnaire refer to some of the professors I had. However, I have also had the privilege to work with eminent scholars in my area. Since your questions ask for a "general" evaluation I could not express both experiences correctly.
- there is one annoying student who dominates all graduate level courses in the college of journalism by asking stupid questions, and attempting to teach the course from his chair. it would be wise if the professors, or division heads, had a policy for students such as this so that all students don't have to suffer though his idiocy. ex to advise him after class that they hold office hours for his stupid questions. he takes up about half of my class time talking about issues that affect him and the professors do nothing to stop this.
- I think that the admission process should be re-evaluated. To much weight is put on present and future data, and not enough interest on your previous degree/grades/performance.
- I had a negative experience with public safety. I was putting gas in a State Vehicle in Motor Pool at 4:55 p.m. At 5, the gates closed in motor poll and I could not get out. There was a sign to call Public Safety so I did. They let me know someone would be right there to unlock the gate. 20 minutes later no one, so I called back. They apologized and said that there was another more important emergency and the 2 cops on duty where there. They had wrote down my number but did not call me to make me aware that I would have to wait longer. We have 35,000 students on campus and only 2 active duty police officers at 5 p.m. Well I waited an hour until a cop finally came to unlock the gates. I was very disappointed.
- The Lab for COP 2250 or 2205 utilized for class exercises is just too small. Two or three students per computer terminal is insufficient to finish class lab projects on time. In addition, the lab class time of 45 minutes is insufficient time for a large size class, less for a class where 2 or 3 students are working with one computer.
- (1) Web mail System is too slow, I preferred the old system (Eudora) A(2) We need to stop forcing students to use Microsoft only products I.e. WEbCT insists on IE, so does PeopleSoft. We should be using more Linux Based Machines We should be using OpenOffice.Org, Not MS Office. A
- Do I get paid for this?

- We need more computer labs. Thought I know this will cost more. Besides I know that every year you guys raise tuition. So might as well use the profit to build new computer labs. Every time I want to use these "facilities" they're always full.
- For the Web Site I have one comment. The times when the servers are backed up are the worst possible. It should be done between 12AM and 7AM. Right now it is set between 7PM and 11PM that is when most people either get home from work or from school. If you really think about it none really gets on at 8AM but everyone does get on at night. Well thanks for the opportunity to say my thoughts. c/o 07 WooHoo Go Panthers!!!!
Monday 8am - 7pm and 11pm - 2am Tuesday 8am - 7pm and 11pm - 2am Wednesday 8am - 7pm and 11pm - 2am Thursday 8am - 7pm and 11pm - 2am Friday 8am - 7pm Sat %26 Sun 8am - Midnight
- DEVELOP A WICCAN COMMUNITY GROUP. THANK U
- Is it true that the nursing dept will be moving to the south campus?
- make requirements to get into a particular school/major apply to newly entering students, not the ones that are working towards them before they are changed.
- I am a transfer student. I was told by FIU staff that they feel transfer students are important. FIU does not make me feel important. Needless to say, I'm taking my 3.85 GPA elsewhere.
- 1. A COLLEGE THAT IS AS DIVERSE AS FIU SHOULD HAVE A YEARBOOK. WHY DON'T FIU HAVE ONE? A2. GRADUATION IS VERY IMPORTANT TO THE FAMILIES OF THE GRADUATES. FIU SEEMS TO HAVE NO REGARDS FOR THAT BY OFFERING COMMENCEMENT EXERCISES ONLY ON WEEKDAYS ONLY DURING WORKING HOURS. MOREOVER, GRADUATION IS NOT ASPOrts EVENT, SO WHY HAVE IT IN THE ARENA? IT IS SAD THAT THE PRESIDENT AND ADMINISTRATION OF FIU CANNOT SHOW MORE RESPECT TO THEIR OFFER THEIR GRADUATES AND THEIR LOVING FAMILIES AND FRIENDS WHO SUPPORTED THEM THROUGH THE ROUGH TIMES BY GIVING THEM A DECENT PLACE TO HAVE COMMENCEMENT. AFTERALL, NO STUDENTS, NO GRADUATES, NO SUCCESSFUL FIU.
- FIU is a great university but, I just think that it is a little bit expensive to attended at FIU. For an example, I think it is ridiculous to make us pay every semester for our school ID. They charge for everything, is bad enough that I have to pay \$900. for like 3 classes. I think they should be more considerate.
- I do not agree at all with having to pay to print off of the computer. It's bad enough we have to provide our own paper. That just adds insult to the injury. I was upset to discover that needed handouts were not provided for the students and we had to provide our own paper. The least you could do as an educational organization is provide the ink and technology to help equipped the students. When can we get a break
- Recognize that there are many students on campus that are over 35 and start doing activities for them.
- In my major, (Parks and Recreation Management)I would like to see more assistance from the faculty/staff. To help the students with finding internships and assist us in providing a more comprehensive program to better prepare us for the field as an practitioner. give us practical experiences, guest speakers in the field, and I would like to see more field trips. Possibly to professional conferences and meetings.
- I feel the college community caters too much towards certain ethnical communities: Hispanic, Caribbean, African, and Christian. I am aware that this is due to the majority of students being from these ethnic groups, however I feel if the University claims to be 'international' it should equally represent all ethnic groups, not just those prevalent in its

student body. Barring that, the university should change its name to "Hispanista Universidad de Miami"

- Students have no idea that the FIU police have a number to call in case of an emergency. It is necessary to make students aware that calling 911 will only delay them access to help in an emergency!!!! The lack of parking on campus is insufficient!!! There is more parking for faculty and staff than there is for students!!! Students who park in meters as a result of the lack of student parking are ticketed. Yet, people who park in student parking lots and in the garages that do not have decals are not ticketed! The Parking situation is unfair and frustrating to all students. We should be provided with a welcoming environment to the campus after all we are there to further our educations and prepare for our future.
- I reside close the Biscayne Bay Campus. Many students rely on the transportation between the two campus. Lately we have been having a LOT of PROBLEMS. The drivers are leaving people behind. The drivers are taking longer than the scheduled time to arrive at the other campus. The bus drives were very inconsiderate with the passengers and students, and they put the radio very loud. I think FIU should settle the problem with the bus company, and realize that most students take the bus because otherwise, we would no be studying at FIU. Please take a very good look at the transportation system. We would appreciate a closer consideration on that!
- Make an online survey to evaluate the ethical procedures of the Physical Therapy Department for past, present, students. Then terminate the faculty members who have discriminated sexually harassed students.
- Thank you for your questions.
- nothing now hanks
- Flu's career center should cater more to Graduate Student job placement especially in the social sciences. A
- Extend the hours of operations on the FIU website in regards to registration.
- BECAUSE ANTI-SEMETISM IS SO STRONG AT FIU, I DO NOT EXPECT THAT ANYTHING WILL BE DONE ABOUT THIS.
- Not at this time.
- Just that I think this is a very good initiative on the part of the university. Hopefully, it will not be one of those things where nobody sees any results. I look forward to reaping the benefits of this research. Thanks.
- Kiosks should be able to provide other types of information, notably access to the FIU event calendar, webct (or teacher's websites), and web mail so that students can have quick access to necessary information when they are away from a computer. Accordingly, there would have to be more kiosks (and maybe a time limit).
- I am happy to do this questionnaire.
- yeah..school's done in 5 weeks!!! yeahhhhh
- We should never stop working to improve our education and university!!
- the volume of the music in the Graham Center (University Park) during shows or activities should be reconsidered.
- Lately, I have been very dissatisfied with the busses. Nobody seems to have a clue as to what is going on with them. All I know is that we are now being charged extra money for reasons that I believed were because we were going to be using a better service. Instead, there has been one normal-sized bus and one 25-seater van to take students to and from either main campus. Last Friday (the 17th) I was actually LEFT at the South Campus (my car was at the North) because the van was too full. Luckily I found a ride with someone, who went out of her way to take me back! Someone from Parking Traffic knew about the situation but on Monday, that small van was still being used. People are being left on

BBC and missing classes/exams, and I hardly call that fair. ESPECIALLY since this fare increase was more or less a surprise for us that came in the middle of the semester (it would have been helpful to know BEFORE Fall started so some of us could choose classes accordingly). If we're paying more, we should be getting at least the same good service that we got before, NOT some little van and the possibility of being left behind. Honestly, it doesn't seem like Anybody cares about this problem, either.

- I think that its really good that the university is taking much consideration of what the students think. I also think they need to see what they do about campus parking. But so far they have a pretty good job.
- The parking is awful. DM needs to be remodeled in the inside (the rooms). That building is dirty and dusty. People get sick every time they go in there. IT should be at least as updated as GC.
- Not necessarily an incident but, rather a question that I hope someone will be able to answer for me Why are there only Cuban flags on the second floor of the FIU Library This is a State University and we have a very diverse population attending and working at FIU. I personally felt offended by these flags that represent a Communist Country! I am appalled that throughout the entire school and library it seems that the only culture that is acknowledged is that of Cubans.
- The school needs to implement with the tuition, that whatever you pay when you are accepted that is what you pay throughout the time you are enrolled at the school. Because the tuition is getting ridiculous for the international students!!!! It is as if the school is trying to run the international students out of the school or something. Please try to do something with the TUITION!!!!
- Before there is any major incident of discrimination in the university that involves someone's safety, make the sexual discrimination clause inclusive of sexual orientation. It is unfair for faculty not to share the same benefits that all of Dade county does under the human rights ordinance and it is unfair for professors to feel uncomfortable with being open about their sexuality for fear of being harassed or dismissed because they do not have tenure. In addition, it is unfair that students are not aware that they do have protection against this form of discrimination because it does not qualify as discrimination. Stop talking about stopping the hate on campus and start doing something about it. Other universities in Florida, state universities have done it. Why cant FIU?
- improve the management, PLS.
- I attend at the Stephen P. Clark Building Downtown. Sorry if this skews your numbers.
- Do not charge students for printing services in the computer lab, this is suppose to be included in our tuition. Either don't charge or lower tuition.
- I believe things are beginning to get better in the Public Health Department. I would have liked to have more diverse courses in my area of epidemiology. Also, the certificate in epidemiology is still not completed. I only have 1 semester left and was promised when I began attending the school it would be in place. I am hoping this will indeed happen before I graduate.
- I think that the kiosks should be maintained more often the paper for the printers should be regularly restocked. Also, there should be more shaded sitting areas outside, because it's usually to hot to study outside in the hot sun. I would also like to comment that the lady in charge of Financial Aid @ Bisc Bay was wonderful and very helpful!!
- Some of the questions are too general, which means you are going to receive from students the answers that you want to hear Agree. Regarding the questions that require short answer, most of them won't be answered because we are used to very little writing, and some of us, don't have time to do that. You should make a more specific survey.

- I feel that I might be graded down because I can't attend the dean's lectures. I attended the 2nd one for 1 hour and was told I wouldn't get credit. I work in a busy resort and need to work full time to make money for my bills and gas to get to school Monday-Wednesday. I scheduled my classes in a way that I wouldn't have to drive 35 miles each way everyday. I think the dean's lectures are good to give students inside on their major but making them mandatory to pass a class isn't fair.
- The worst experience I had is regarding joint classes for undergraduate and graduate students. When the teacher is not a good moderator, the graduate students attempt to run the classes by literally (I've witness this), verbally dismissing undergraduates' questions to the teacher. There divisiveness, a strong sense of superiority among many (not all) graduate students that undergraduates must bear for the whole semester.
- Thank you for doing this survey. I feel there is no where that I can voice complaints from academic ones to small incidents (e.g. very few footpaths from 8th street or to the bus stop) There should be a forum to discuss both academic and utility kind of complaints.
- I consider that adjunct professors should be hired based on their knowledge and experience and not based on who they know. I think is also important to evaluate the professors every once (every semester) in a while and not just when they are hired. I should also point out that most of the professor I have had are excellent and they care for students and do not show favoritism of any kind.
- I would like to put a remark on two needs: the need of more quiet student areas, and more computers with more different locations to access. Other than that, I do feel very satisfied with FIU. The only question that I didn't find in this survey was about parking place. We do need more spots! Parking at FIU is time consuming and problematic.
- I wish to suggest that more psychology classes should be offered in an Education Degree. There needs to be an understanding and connections with children to better serve them. Psychology can help to compromise and compassion.
- My experience at FIU has been wonderful. I completed my undergrad studies here, and am about to complete my graduate coursework this semester. However, I am HIGHLY UPSET that my Master's degree will not state my major, but rather an unrelated field. I did not go through years of sport management course work to receive a degree in physical education. It does not look good to employers, and an institutional degree is supposed to help you in getting further work, not help employers eliminate you due to conflicting information.
- We should have the opportunity to intern anytime while we are seniors, not only when we are taking a TV class. Several students were not able to intern due to fulltime status....Please work on this.
- To please spend more time considering the special needs of your distance learning students. I am often feeling that I am not a significant member of the FIU community and feel as though the school totally disregards us actual students.
- the tennis courts should have a wall if a single person wants to play and the cafeteria should have later hours
- this is way tooooooooooooooo long...make it shorter next time, I have to many classes to be taking this survey !!!
- Something should be done about the amount of seats available in TV Production classes. There should be more classes to accommodate the large number of students rather than one class in which no one ever gets to use the equipment. The computers in the editing rooms are also outdated and so slow that it is almost impossible to get any work done.
- this was a good idea!!!
- shorten orientation! it was a complete waste of my time and money, not to mention a waste of my parent's time. take a hint from other universities, 2 full days of annoyingly

perky people and bombardments from clubs you would never join, is way too long. the only helpful thing was the last half hour of each day.

- I would like to say that I feel that I have an extremely incompetent English teacher, I don't understand how someone whose English is poor and literary knowledge seems to be nearly nonexistent can become a college professor. Also, I have heard rumor of doing away with the Florida Bright Futures Scholarship, I feel this is one of the most ridiculous ideas, more than half of the school relies on this money to go toward their education. Personally, I know could not afford to attend FIU without Florida Bright Futures unless I applied for student loans. Removing Bright Futures is a huge mistake.
- Not entirely sure on the last question on whether or not my father got a Doctorate or a Masters. I dislike how the School of Music works... the schedule is way too harsh.
- there is a major discrepancy in the price of soda from the vending machine and the price in the panther stop, I don't mind paying the extra 7 cents for tax to get cherry coke in a 20oz bottle but I see no need for the price to be 1.25 plus tax, its cheaper, per ounce including the tax on the bottle, for me to buy 2 cans from the machine. the prices in the panther stop should match but not exceed that of the vending machines.
- The biggest disappointment I have with FIU is the absence of a recycling program. Many offices and students are very wasteful with paper. I have questioned many students and employees and the majority responded that if there was a recycling bin in the classroom or office, they would be more than willing to recycle. I have also heard many complaints(as I am sure you have as well), about parking availability. I have often observed the sprinklers around the residence halls running during the day. To preserve water, they should be turned on at night or early morning, when the sun and wind will not affect the amount of water the landscape is receiving. Thank you for caring about our opinions.
- I have been trying for almost two years to get my University of Florida credits from 1977 posted to your system and every time I go I am told no problem, but some how it never gets done. I work full time and can not spend hours of wasted time on this. Why is it so difficult to convert my credits to the new alpha numeric codes?
- You say this survey is anonymous yet the majority of the Demographic answers aren't.
- this Survey is to long.
- Make this survey smaller. Classes are too crowded
- Change FIU's name to Miami State University. And yes, Miami is not a state but there are several schools that are name for a city that have state in the name, for example San Diego State University.
- I believe web based classes should offer professor assistance if needed, otherwise why even bother calling it education? you take the web based class, fail and have no answers to the questions you do not understand. ...
- WHY NOT? My comment is about being in class every day having homework for the next class, but that next day not one of my teachers would ask such question in class who has questions about the assigned homework?... I think from revising the homework in class, we can learn from our mistakes and understand better the material . Nevertheless, it's about the teachers giving homework to the students and there is no feedback from the students to professors. Therefore, we don't really learn anything from the teacher besides reading the book, trying to solve the problems if we can't, we got to seek for tutoring by a classmate or by the professor if his/her office hour is convenient to us.... Yet, I am the only one suffering from that. I hope you guys do something (have meeting or send a via to the departments to talk to the professors so that the students don't collapse before they know it, and by doing this the school will get more graduate which means the better the reputation.

- Need to make admissions more competitive. The overall quality of student at FIU is the lowest I've seen out of all the schools I've attended (2 others) - another state school and a private school.
- I am sorry for not answering all of the questions, but I would like to protect my identity.
- YES!! Please look into the Health Information Management program, now located here at UP. It SUCKS. You can take a look at evaluations of the Director and see that she is doing an overall terrible job. The grading scale is totally unfair and the students wish they had never entered this program. This would be a lovely opportunity for some Quality improvement to occur. Namely, firing the Director.

**APPENDIX C: RESPONSES TO QUESTIONS
REGARDING THE TREATMENT OF THE PROTECTED
CLASSES**

Comments were edited for misspellings but not for grammar or content

In the previous year at FIU, I was offended by a faculty/staff member making a comment that I considered to be degrading to someone's:
(Please describe the incident or incidents)

AGE:

- I often received condescending and patronizing attitudes relating to my age,
- The comment itself seemed to be oriented somewhat at the way the professor carried herself with younger individuals. I, being only 21, was talked down to with insults and embarrassed in front of class many a times even when it was obvious to the class that it was the instructors fault. I said AGE in the choice because I, as well as other students, have noticed that older students in the exact same situation were spoken to and corrected with respect. Their feedback would even be taken into consideration and applied, while any younger student giving the same feedback would be told to quiet down as they knew not what they were saying.
- Professor made an inappropriate comment about my age I am an adult student who has come to FIU to finish my BA.
- I don't care about the name, and this didn't happen this year but last. F.I.U owes my family dollars. My brother contacted them in which the Cashier Woman, and I use the term woman extremely loosely, basically did not believe my brother because he is young 21 at the time.
- Sometimes the instructors make comments on older students taking classes. They are hired to teach classes not make judgments on other peoples lives. Maybe there are reasons that people could not finish their schooling earlier. Additionally, not everyone fits into the ideal student image. I.e. 18yrs old%3B parents pay-no financial aide%3B no kids%3B joins fraternity/sorority etc. It is offensive to hear comments about women. Some instructors do make comments that are very male chauvinistic. They need to keep this at home not all people find this funny.

DISABILITY (Physical, Learning):

- When I answered a question slower than my professor intended me to do it, he remarked, What are you? Stupid? however I have no disability
- Prof. yelled extremely loud at a student last semester and belittled her in class because she kept speaking up in class, however, this student had a learning disability in which she could not control many of her behaviors. Nonetheless, this student withdrew from the University shortly thereafter.
- Professor continuously degraded a student in one of my classes. She was outspoken, but the teacher yelled at her and told her to stop talking in front of the class. Leaving the student embarrassed and degraded causing her to drop out of the program.
- One of my professors would scream, and laugh at you whether you are disable in class. She even stated that we were not exceptional once.
- A professor explained after the person left the room that she was sickly and feeble due to a disease this person had. The professor continued speaking about this persons disability as if offering an excuse for the person leaving the room, although no one really asked for the professors opinion.
- Thinks that the person has a learning disability. Disabled so the person will not pass the exam.

GENDER:

- A professor suggested that my major was a better field for males.
- the teacher could not keep his eyes off the young girls. made a remark when one of the young students asked a question by playing with a lock of her hair. he said now how can I refuse you your request when you ask me that way.
- The professor made a comment about my figure, stating that he could not keep his eyes off of me while I was giving an in class speech. He also asked me to come back to his office to discuss my grade. He did this to some of the other girls in the class as well.
- In one class, the professor made a sexist remark regarding the often common misconception of a woman's place in their home life.
- That women are not capable of doing certain things in life.
- Professor of the biology dept. is very sexist in his lectures for general bio - the examples he gives of rather neutral biological processes are often sexually loaded and degrading to women. I find his comments distracting and not conducive to learning the material for this course. I enjoy funny professors, even ones that rant and go on tangents but, will make a inappropriate self-serving comment that he finds witty that does not facilitate learning of the course material and finish with, Come on guys, back me up. I find this behavior unprofessional and detrimental to FIU'S push to meet and surpass top academic standards.
- A math professor made a rude comment based on my gender female.
- Sexist teacher, human bio lab started with 3 males and 20 odd females. By the drop deadline all the males including myself had either flunked out or dropped because of the conditions.
- A professor noted that girls who dressed trendy and wore make-up in his class wouldn't pass because they weren't smart enough, and the only thing they were good at was applying make-up. Other classmates were also appalled.
- Professor flirting with girls in class.
- I was in a certain professors class who was constantly biased against women and even admitted to being so.
- A professor from the Mathematics department, made a foul statement about a young lady. I will say no more...
- Some not all professors consistently comment on my looks, my gender, and think it is ok to make sexual jokes outside of class.
- Sometimes some instructors feel that men can do things better than women or women are treated differently from men depending if a proof. is male or female.
- professor of modern genetics often made comments degrading to women.
- my teacher was making a remark how the women in the volleyball video games breast are better than real life and continued talking about it in the middle of lecture with many of the guys in the class - laughing. He probably thought this was appropriate because he is a math teacher and video games are created by mathematical functions.
- Art teacher jewelry making commented about me possibly making a gold bra that I could wear.
- this professor went on and on about how women should stay at home and take care of the house, constantly made comments about women on campus that they look so sexy in the tight clothes, constantly made sexual innuendos, among other things. This professor made no effort for the students to understand what he was talking about, he actually never really taught the class he just commented on his life with his wife and all this other crap that was irrelevant.
- Referring to women as somewhat inferior and requiring high maintenance

- A businessman/ professor continued to say that men held most managerial positions without ever stating that each day more and more women are breaking into the field. He said this as if it were never going to change%3B as if men were just better for this job. Needless, to say more women occupied seats in the classroom. A liberal professor assumed a student was from a certain race/ethnicity because of an opinion she expressed. This professor also criticized the U.S. for many of its national traits.
- A teacher that will remain nameless made sexist comments towards women. He always put women down saying that they belonged in the kitchen. Every class he made a derogatory comment against women and about sex and I wasn't the only one offended or bothered about it. We discussed it amongst classmates. He was arrogant, disrespectful, among other things. I did not enjoy one bit being part of that class.
- Comparison between a woman's womb to Homestead during a class discussion

NATIONAL ORIGIN:

- I think some English speaking professors discriminate students just because English is not their first language. It has happened to me in the past. You could all the projects, actively participate in every class, do well in the mid-term and in the final and yet get a grade lower than A. For these students the A does not exist as a grade with these professors. In the same class more than one, some other students do not attend classes in a regular basis, the professor does not even hear their voice during the entire semester, do not complete projects, do not do well in exams and still get better grades just because they speak the language. I know this is hard to prove but I have suffered it more than once. The purpose of my comment is just to make faculty members and executives aware of what a segment of the majority of students feel. This, evidently, has consequences for us when applying for jobs because not all of us go back to our home-countries.
- The professor degraded Irish, Latin's...Don't remember the exact words
- Saying that certain nationalities are stupider then others.
- My professor made a comment on Mexicans and people from Peru being short and laughed at it, not knowing that I was Mexican American.
- was told by English department that there is no way that I should have a good grade in my English class because I am not from the united states, even if I have lived here the last 11 years and she would not know I was not American if I did not tell her.
- A classmate wanted the topic for his argumentation/persuasion paper to be based on the economic situation in Columbia, his native country, and the professor replied along the lines of nobody really cares about what's going on there its not important.
- Professor made a joke about Colombians and the cartel that I felt was unnecessary.
- I HAD A CONFLICT WITH A PROFESSOR FROM THE ENGINEERING DEPARTMENT WHO OFFENDED ME BY QUESTIONING THE TRUTH OF WHAT I WAS SAYING BECAUSE OF MY HISPANIC BACKGROUND AND COUNTRY OF ORIGIN.
- One faculty mentioned that regardless of GRE scores/experiences only students who were born in the USA are eligible to get scholarship offered by the Department/Deans Office
- Spanish teacher from Spain saying bad things about the people that speak Spanish not spoken in Spain.
- I was offended when a professor was arguing that cocaine production was the leading economic activity in Colombia.

- Professor spoke of immigrants and their effect on society here as degrading. Specifically noted that he would drive all those people that don't belong here to the airport himself, with their bags so they can leave his home! The worst experience I had @ FIU was with this professor as many classmates will concur.
- An engineering professor constantly pointed out that books, research materials, journals from certain countries the USA, Germany, England were more reliable i.e. more superior to materials from other countries Japan, India etc. A clear insult to non-Caucasian intellect.
- A professor praised her country, while basically being condescending to my country. It was not personal, but something being spoken to and directed at the class in general, who can be considered all the same nationality. The professor is of a different nationality than the class and does this sort of thing on a regular basis.
- In PDS III the instructor kept making fun of French people, with some of the examples he used in his lecture. While I was not offended by it, I think it was not appropriate. One of our classmates is French.
- All terrorist are from the middle east or Asia. We need to battle overseas to protect our home and target those nations and everyone in those nations. Was the comment
- My Professor is always saying mean and disrespectful things to my class about Mexican people even when one of the people in my class is Mexican and he is aware of that.
- During the class, professor expressed his bad image about my home country in front of all other student, and made a really unpleasant joke about it even though he knew that there were several student from that country. We all got really upset and agreed on how uncomfortable situation that was. We wanted to talk to someone about that incident, but we did not know who we should talk to.
- That all international students are the same... that they wait till the last minute and think that they should get special treatment.
- while my teacher does not blatantly say anything derogatory some of his comments about the economic situations in south America and the intelligence of them in correcting the problems has not been encouraging.
- There was a comment made in class that I took as a joke, but a student from that country may have found offensive. The comment was in regards to communism in Cuba and the idea that the destruction in Cuba wasn't solely Castors fault because Cubans were complacent and took his abuse.
- They all complain about Cubans...knowing they have them in their class.
- Prof. disparaged film makers in third world countries: She was surprised they could accomplish anything at all since they are all so poor and live in mud huts.
- Now is not a good time to discuss the incident. A confrontation with a particular instructor will undoubtedly reflect on my grade. I'm currently enrolled in a class where my nationality is being offended on a recurring basis. It is a shame however, that educators would allow their personal bias to reflect on their professionalism.
- a girl explaining chem. lab procedures told the class not to come looking for the TA because he doesn't have an office and all Chinese look the same anyway everyone with my group just looked at each other like...
- Making fun of Americans and the United States by a Latin America Geography female professor.
- A Faculty member in Financial aid office referred to a Black Haitian student as your people do those kind of stuff.

RACE/ETHNICITY:

- I had a teacher who during lecture referred to anyone who was Hispanic as Joses.

- There is an accounting professor that seems not to like Hispanics.
- I was made to feel uneasy by the professor when he continually talked about the prejudices that his race had suffered. Obviously, I had nothing to do with that, but yet was made to feel real uncomfortable.
- The instructor asked how I perceived him, and I said Honestly, I think you are rude and arrogant. He then told me in front of the class that Most white people have that perception of me. I am the only white - non-Hispanic student in the class.
- HISTORY TEACHER REFERRED TO SOMEONE IN THE TEXT BOOK AS A CRACKER.
- A Professor at Biscayne Bay Campus makes comments implying he thinks everyone who is white is racist, and treats us as such. This makes me feel highly uncomfortable as I am white and am far from being a racist. I dropped his class because of this.
- I had a terrible experience with a Professor. He is an extreme racist. I tried everything possible to get him noticed by the higher authority in FIU, but I only arrived at dead ends. I feel that the assistant dean in the North Campus was making me run in circles so that I can continue ending up at the first place I started. For that I dislike FIU and I tell people not to come here. I just want to graduate and have nothing to do with this school ever again. You guys are harboring a racist teacher in an International University. You should be ashamed of yourselves. Sorry for being so harsh but this teacher hurt me and will continue hurting other students. For me its too late because the grade is already on my permanent record.
- I wasn't really offended... It just made me wonder what this professor meant. In an a Multi-cultural class, the professor asked the class ,Who considers themselves to be racist? Students seemed to hesitate-- Does he mean racist or prejudiced? Well the professor declared that he was racist. He went on to say that he was mugged. The professor never elaborated as to whether or not he is racist, sometimes stereotypical, or prejudiced.
- One of my professors said that she loves it when Native Americans blame the white men for all their troubles, such as drugs, and alcoholism.
- I had a professor use the word nigger in class, and although it wasn't meant offensively, it was out of place.
- A professor assumed a student was Cuban in being very stereotypical since she was of Hispanic heritage.
- Professor is always making racial comments in class and his teaching skills seem to be prepared for only white students!
- Adjunct professor. I think, who taught race and ethnic relations, made it very clear his distaste for white males and spent a lot of time discussing the evils that most WASPS impose on society and on virtually every minority. I pretended I was native American just so I could be a minority because I felt uncomfortable in his class. I also had an A in his class, but he bell curved the grades and included extra credit in his bell curve, which made the extra credit not so extra.
- A professor will comment on how a given name origin had no relationship with the ethnicity of the student.
- Cultures discussed in class never include the Caucasian culture. It is only discussed as if it were in the way of other cultures. I am supposed to learn about everybody else's heritage and not discuss my own. Instruction is so caught up with being multicultural that it leaves out my culture. I am sick of it.
- a professor consistently making remarks to the class that would imply that he/she was racist and/or prejudice.
- A professor who holds an important position at FIU has made me and a few others feel that we cant express our opinions without being attacked by members of her race and

herself in class. It feels as if you can only say positive things about her race and negative things about the majority class or members of minority class who are not of color.

- A guest speaker referred to non-Hispanic whites as crackers.
- A French professor has said very degrading things about Latinos and Muslims who have immigrated to France.
- one professor starts criticizing the Hispanic community.
- the professor was making bad comments about some ethnic groups
- Complete lack of regard for American and Caucasian students. Apparently if you were actually born in this country and don't speak Spanish, you have no culture worth recognizing, going by FIU standards. Don't get me wrong, I'm all for and appreciating all cultures especially for a university with International in its title, I wouldn't be going here and living in Miami otherwise, but when living in a city where I already am the statistical minority, I'd like the school I attend to at least have some respect for all races like they purport, instead of just the ones from other countries. Being white and from Brooklyn instead of some communist run island speaking another language, shouldn't excommunicate someone from attending seemingly 90% of all school functions which all try so hard to claim to be relating to culture.
- A professor in DSIS made several sexist and ethnic joke in bad taste.
- Well, my professor didn't like Hispanic students and when I said Hispanic students I am referring to students that just have been in USA for a year or less. She separated the class in groups, putting the people that she didn't like in one group. She used to tell us that we have many problems to write in English. The worse of it was that she didn't help us to fix this problem, what took many of her student, including me, to dropped the class at the deadline date of drop classes.
- I had a class where the professor was very biased in his racial statements made in class to the point that a student raised his hand and commented on it to the professor. The professor merely laughed and produced a haughty attitude. The professor made you feel, coming out of class, that white people were basically, the source of most problems. Or rather, anyone who wasn't black was the problem. He made it a point to remind the class of slavery issues, every day, even though the class was supposed to be a general Modern American Civilization course and not a class solely on slavery. It was extremely difficult to even comment in class, due to the looks the professor gave you and how he jotted down your name whenever you spoke. He made it very uncomfortable for students to learn. You came out of class more worried that a black person sitting next to you, hated you, than worried about your grade in the course, which was very low since the professor mostly gave everyone Fs on most papers and quizzes. I passed, but barely, even though I did all the reading, all the homework, all the papers and all the exams. His degrading remarks made the class a class you wanted to get out of, as soon as possible. I was miserable the whole time I was there. There was even a student who would leave class early sometimes, just so she would not cry in front of him because of his remarks. The professor later failed her.
- Because I am not from the dominant ethnic background Hispanic, I feel that some staff members, mainly Hispanic, would be more willing to assist other Hispanic students than anyone from another race such as African American or Asian.
- Professor whose white American use of hola chica and ahora to hispanics%3B with blacks she says things like hey girl,,, very condescending One of my professors also said that he'd rather be buried alive than be blind, referring to one of his students who had just stepped out. He also called woman girls and seemed to think less of women
- He said something that lumped all of one race together and it wasn't a complimentary thing but I don't remember what it was now.

RELIGION:

- some professors make comments on religion or the fact that there is no religion with stern faces and or comments.
- bashing on Arabs and Muslim Americans has become commonplace. especially as now there are more of them sitting at a table in GC representing the Muslim Student Organization.
- Speaking of the religion in Ill matter
- A teacher in one of my science classes expressed her views regarding Christians in politics and science fields, and why Christians ought not be in those areas? I believe the teacher was entitled to her opinion but should not have use the classroom as her platform for expressing it. If roles were reversed, i.e., had a Christian teacher used the science classroom to express his/her views on topics such as evolution, stem cell research or some other area where a secular view was that of the majority, it would have been looked at negatively by students as well as faculty. The teacher in the latter case may have been accused of propagating Christian agenda. Being a Christian in science myself, I took great offense to the comments made. The comments made were not only religious but political in nature, when the teacher went on to express her negative opinions about our current Government specifically the president, emphasizing the need for us students to get active in voting to ensure that people with these kinds of mentalities weren't placed into positions of such influence. The teacher herself is very thorough and good at what she does, but she had no idea how many, in a lecture hall of a few hundred may have been Christians. Therefore, she would have no way of knowing who she may have offended.
- The teacher made a specific religious group Christians seem like fanatics. There is a specific animosity against this group amongst the University, especially by the scientific community
- Marine Biology teacher criticizing the existence of God
- A teacher expressed her aversion towards Christianity
- The teacher says I have a good one, paused for a second and asked the questions to the class. Are there any Muslims in the class?... After a young lady answers I am, the teacher did not tell the joke...This happened earlier in the year while the conflict with Iraq was a hot topic. I know the student was not comfortable!
- The majority of my professors have attacked the idea of religion, especially Catholic theology. Oftentimes, their attacks are never on a theological basis, but merely political and subjective criticisms used to discount an entire system of belief. Such ignorant, and often false, information entices me to doubt their academic ability as professors.
- A professor made an offensive comment relating to Muslims and I have felt a preference by professors for male students as opposed to female students.
- I have experienced insults against white Americans, with derogatory remarks on their lack of culture and incidental lack of worth. I realize this sounds ironic, but it is true.
- During the last summer session 2003awaiting commencement of my class, International organization, I was approached by two campus police officers. I asked what was the problem, and was told that someone from the International Relations office had called to inform them, that I was standing there for too long a period. I have always observed students to be hanging out in that particular area. I strongly believe that because I am black why the cops were called.
- I dropped a course do to the teachers constant disrespect of my religion, for the short time I was in the course.

- A professor made a strong comment about OJ Simpson. Although I am not black, I felt extremely uncomfortable for the black students in my class. This was the only incident I have ever encountered from a faculty member.
- comment about Judaism during class
- I am of a minority Religion not so much as cultural and I feel that I am lumped in with all Caucasian as a mix but I am different. The Jewish religion is not really recognized as a cultural theme at FIU, you need to be born outside the US to be recognized as culturally diverse at the University. I would like to recognize old diversities too! Thank you
- the teacher taught how a certain religion was wrong how people are misguided by it.
- My Interracial-Intercultural Communications professor was discussing the Dali-Lama and the Tibetans and how they were forced into exile from their own country. She was talking about the process of how the Tibetans choose the Dali-Lama and the professor made a few comments on how she thought the whole idea of that culture was silly and basically insinuated that the people had faith in a process that was silly. I thought this was degrading to their entire culture, because it is a community whose whole culture is based on the religion.
- Professors today seem very tolerant of absolutely anything except traditional moral and religious values, such as those found in Judaism, Christianity, and Islam.
- The teacher told the students in his sociology class that creationism was false and had no merit and should not be taught by parents because its setting them up for disappointment.
- SUMMER 2003 I ENROLLED IN INR 3203 A REQUIRED COURSE FOR POLITICAL SCIENCE MAJOR AAMANY DEROGATORY REMARKS WERE MADE BY PROF. ABOUT JEWS. BEING A JEWISH WOMAN, I FELT HIGHLY OFFENDED, AND DROPPED THE CLASS. THIS INSTRUCTOR NOT ONLY STATED DEFAMATORY REMARKS ABOUT JEWS, HE ALSO ENCOURAGED THE CLASS TO VOICE THEIR OWN ANTI-SEMETIC REMARKS.AATHIS IS NOT AN ISOLATED INCIDENT AT FIU. OTHER PROF. IN OTHER CLASSES, HAVE ALSO MADE REMARKS ABOUT JEWS THAT PROVOKED ANTI-SEMETIC REMARKS.AAMY EXPERIENCES AT FIU LEAVE NO DOUBT IN MY MIND THAT THERE EXIST STRONG ANTI-SEMETIC SENTIMENTS BY STUDENTS AND INSTRUCTORS ALIKE.
- About three out of my six professors have made some kind of statement against Christianity. Most of the time it has little to do with what is being discussed in class, but the professor openly expresses his/her rejection of it. I don't hear the same comments directed at other religions.
- Most of my professors have at one point or another made a snide remark about the Catholic Church.
- While attending a class with in PA, she labeled me Mr. Hip-Hop. This offended me and made mad as hell. So I confronted her with the issue and she threw me off as if I was just a criminal for expressing myself. End result, she gave me a failing grade saying, Next time, dress like the other students in the class, mind you, I was the only young black male in that class.....
- My philosophy teacher has absolutely no respect for other religions and others beliefs.
- I was told that I could not apply for a minority scholarship for being Jewish. The scholarship didn't say Ethic minority. it just said MINORITY.
- Most teachers blame Christian values for political, gender and sexual issues that are discussed in class. For example%3A Religion is to blame for our negative views on sexuality.
- several professors have made fun of religious practices and beliefs in my classroom. I have been to a class were the only thing discussed were negative opinions about religious

groups and politics for two and a half hours. The professor in this class made it clear that she had contempt for religion. I have been given articles to read that blamed anorexia on Christianity and pushed existentialist philosophy. The class was supposed to be clinical in nature not philosophical or religious.

- Saying that there was no need to bring in such a vague and unnecessary term as God in the discussion. It offended the people that do believe in God.

SEXUAL ORIENTATION:

- professor degrading gay marriages and gay parenting
- An activity in my First Year Experience Class was demeaning to Gays/Lesbians/Bisexuals/Transgender in my opinion.
- Freshman experience class how a teacher came out and was telling us about her life and how she is a lesbian when we were discussing if we thought it was right or not and made students who thought it wasn't right for gays to have children uncomfortable
- This happens quite often - where staff members make jokes in their classrooms or allow students to make derogatory comments about gays and lesbians
- THIS YEAR. Classroom debate with a member of the PEACE GROUP. Classroom instructor for freshmen experience is a married lesbian with a child and vigorously challenged students who felt that gay and lesbian relationships were fine, as long as the gay/lesbian couples DID NOT have children.
- refer to homosexuality as sinful behavior
- In First Year Experience class a professor was degrading race by making jokes and same with sexual orientation... she made a homework assignment that we had to go to a store and try on clothes as the opposite sex and act as if we were homosexual
- I am a presenter for PEACE Peer Educators Advocating Cultural Enrichment the diversity initiative on campus. When going to presentations for first year experience classes, I have had professors request not to have sexual orientation come up in the topic. One of the prof. took my page of questions and crossed off every one that had to do with gays or lesbians and said she did not want her students to discuss that. I feel that while we do the presentations to enlighten the students, some of the prof. could use the diversity training as well.
- Heterosexist language in virtually all my classes.
- In a class the professor made statements that children who display interest in activities outside of their expected gender roles were likely be gay. They used the example of boys who like to play with dolls instead of trucks and even described them as abnormal. With no background in biology, psychology or even sociology the professor continued to make these statements and many other generalizations. This presentation of information left many students dumbfounded and reasonably upset.
- Professor singled out a gay student, so for that individual to be a spokesperson for all gay people.

UNCLEAR:

- Too many to list
- A There have been more than one .Mostly, they were disparaging remarks to a non-traditional student.

- Professor made inappropriate comments in the form of jokes almost each class session
- Certain members of the staff in the accounting academic advising office display a very poor attitude. They are usually abrupt and unhelpful, quite the opposite of other members of the student services staff. I was very displeased with their work ethic.
- one particular accounting professor was very rude, harassing, and intimidating.
- I was made feel inferior by an accounting advisor because I came from MDC.
- A professor was constantly stating sexual and sexist jokes during class time instead of teaching the material.
- A professor made a comment about a former students psychological problems...making a joke about it. Even though her name was not mentioned I found it unprofessional and not nice.
- Many of my profs believe it is funny to make fun of people in class based on the traits of those people
- rude. showed no care for the situation. indifferent. Didn't helped at all. Couldn't answer my questions.
- I seen a professor disgrace a pregnant girl in class and accuse her that shell never graduate because of her condition and that she will give up, bringing down her hopes in front of the whole class. I was offended by how another professor spoke about the different classes and how they effect their lives, he basically said all Hispanics of middle class were doomed to ever reach a 1st class society like the Americans because our value, and projected Miami as an example of failure, and spoke a lot about the KKK also which was VERY offending.
- An African American teacher of mine draws attention specifically to those members of her class which are also African American, and seems to favor their responses more than others. A homosexual teacher of mine constantly refers to his own sexuality during class discussions which do not concern sexual orientation.
- A professor made several harsh, inappropriate comments about the inadequacy of her students regarding their ability to creatively complete assignments and impress her. Furthermore, she very bluntly referred to her non-art-major students as being more capable of creating acceptable work.
- Some professors, specially the ones who have tenure, believe wont be fired for using words such as shit, and implying that a certain ethnic group could do better than others.
- A staff that talked disrespectful about Latin. A professor that made a incorrect comment about religion and race.
- It was not a comment directly, but more of an overall attitude towards the student body. I wont name names, but this involves just a few of the professors.
- the teacher admitted that half the class would fail, and it was a stupid decision to take calculus 2 during summer A
- Freshmen students are have been refereed to as children in the lower level classes and it seems the Professors believe that, they all live at home with their moms and can't do anything for themselves. Once an advisor missed an appointment and instead of just apologizing, he said I should understand since I'm Cuban. Many Professors in Biology say sexist remarks about women during lecture at some point in the semester. A
- Professors being rude to their international teaching assistants. Professors making inappropriate remarks to female students at an academic event outside the university
- In advising some lady made a These kids!! remark.
- Making me pickup up dirty nails from the trash. That faculty member did not have a right to make me do such a thing. And my current boss would not have made me pick something from the trash. It was a very humiliating situation. Faculty and Staff have disrespected other student ops workers around me as well.

- A professor has made lode and lascivious insinuations for about three years. I have ignored him because I am older and wiser, however a young woman may feel threatened. One professor when I asked him to clarify some conflicting information before an exam, yelled at me, and then proceeded to badger me.. I recorded on a hand held recorder. I have 12 pages of correspondence with him where at one point he told me not to waste MY time or HIS time with MY DRIVEL. I have saved on internet, all of the emails. I think the Professors at FIU have serious issues, and some should be evaluated during their employment.
- radical and ignorant
- a professor saying in front all the class that I did not learn because I use different color pens when taking notes. AI believe it was out of line and unnecessary to ridiculed me that way.
- Someone's decision within a sport or martial art in specific. The teacher degrades every sport except for the one he teaches especially if he knows your fairly well involved in your sport or if you show pride in your sport.
- Not intentionally, but I believe that people commonly have misconceptions of the physically challenged and the learning disabled. I also think people have misperceptions of what religion really is and that no one should be judged by their religious affiliations any more than by the color of their skin or any other aspect that has no relevance when it comes to civility and scholarship. I feel that overall the FIU community is open to all cultures, but I think some people not necessarily for malicious reasons simply do not like what they do not understand. Like any other university, FIU needs to continue to promote awareness, and I feel FIU as an institution is doing a pretty good job.
- World Nutrition class t.a. offended several students in the class, which has led several students to write a petition against the TA.
- I am a proud single mother has been extremely active in her community at FIU and take pride in my standard of excellence of high quality work and commitment to participate in class requirements. Unpredicted challenges arise which is the norm of a parents moral obligation. Such situations are out of the person's control and do sometimes affecting the minds ability to focus. That is human nature. University life is no longer about a student who is able to focus solely on their time and efforts in the class because Mom and Dad as unit have provided a sheltered nesting. We come with many other responsibilities which must be upheld. Unfortunately many of us are not students FIRST, but we set a standard to move ahead in life by way of a quality education. Should we be penalized when it is your choice to obtain a formal education and our responsibilities forces us to fall short in maintaining a standard of excellence? Professors need to be equipped with an open mind and the ability to recognize that some of us are not just student. Parenthood is an obligation not a choice. So when a parent chooses to attend school, consideration on an individual basis should be recognized in the students efforts to succeed and achieve excellence in their class progress. All classes should offer opportunity for extra credit independent work. I am enrolled into a class whereby my professor is not capable of understanding the concept of nursing a sick child cannot be predicted, ignored nor avoided regardless of whether there is an exam that day or the next. Time spent on such obligations cannot be recovered, but there can be a compromise Can a professor accurately judge a students merit and/or knowledge solely through formal testing and homework?
- Many times comments have been made by faculty in my major about people failing or them implying that some students just weren't good enough to make the grades needed for the program. I don't believe they should be allowed to abuse us psychologically. After all, we pay for the privilege of attending, and it is not socially acceptable elsewhere.

- Two professors made sexual jokes that I thought were offensive. They directly referred to sex.
- I rather not say, but it occurred in the Department of Chemistry
- counselor in south campus told me I was too dumb to go into medicine. That only the brightest MEN get into med school. He's white and I'm a black female. Financial aid sent me a check by error and put a hold on my registration. When I said I couldn't possibly come up with the amount of money in such short notice I was told "well, don't you know a friend that could GIVE you the money,? ask a guy". They also made me pay a late fee.
- A professor insinuating students having trouble in his class were of diminished mental capacity when he clearly is a poor professor.
- My English Prof. disliked everyone who wasn't just like him that liked all the things he liked. Those who were like him got special treatment and better grades,
- Professor made racial comments about Black people and religion.
- Political affiliation. I have witnessed at least two incidents in the last year where instructors have made unkind comments regarding the current US government administration, i.e., Republicans. These were not PoliSci classes. I believe that professors should keep their political agendas/opinions to themselves and keep them out of the classroom.
- Some faculty members will make comments or jokes that may be offensive. While I don't think I was that personally offended, I could see how others may have been. Also the use of non-professional phrases Shut up directed to the class are somewhat personally offensive.
- no comments, but the general behavior is bad.
- In the way that some staff treat new and transfer students is nasty, not polite at all and lack of information for students. thanks
- offensive to a profession
- Most of the time I don't feel that the professor is grading fairly.
- The teacher was talking about rape and he used himself and a student as an example. It was inappropriate and disgusting. The same teacher also made fun of an older student and claimed that it was ok to say the n word.
- One particular faculty member had until recently the annoying habit of sitting in his office, listening to Rush Limbaugh on the radio, and would laugh heartily or make comments in agreement with what was being said.
- Professor.... encourages his wife to keep dual citizenship in France/U.S., along with his son, in fear that if the U.S. economy fails, he and his family will be taken care of... Nazi son of a
- Staff responded in a condescending manner to my questions.
- Who cares. As long as a teacher isn't racist or biased, then where is the problem? Some students complain about the smallest things. Jokes. So don't believe all the responses your receive.
- I've had professors that are very bias, and have conveyed that in class
- A faculty member is negative to his/her student.
- A TEACHER THAT IS A HEAD CHAIRPERSON IN THE DEPARTMENT OF EDUCATION, WHO TEACHES A CLASS ON TUESDAY AND THURSDAY, HAS CALLED THE STUDENTS STUPID.
- I had a professor, a week ago say, This man was crazy, I mean really crazy. He was bipolar or schizophrenic, same thing. Wither way he was a lunatic. Those two disorders are completely different from each other, and neither or them make you crazy. It was inconsiderate and completely inaccurate.

- A professor of Legal Psychology continually expressed inappropriate opinions of ethnic groups and religion in class.
- one professor's class
- integrity a professor called into question the validity of an assignment after indicating that the students could utilize any means at their disposal to complete the assignment. We are not referring to plagiarism here because the assignment in question was of a grammatical nature.
- I have not experienced this action.
- I went to the gym to work out. Since I am a larger person they asked me if I was here just to look around. I was very hurt by that comment. I have never been back to the gym since and all I needed, wanted was some help with my weight problem.
- I have a professor that is totally sexually inappropriate in class. Everything is sexual. Its crude and uncalled for. There is absolutely no sexual relevance to the topics yet everything reverts back.
- Prof. who teaches a class on Medieval Holy War in which she makes uneducated, ignorant, and sarcastic statements about religion and politics.
- I would rather not say the Professors name, but he offends any culture or keeps talking about the liberals and how Hispanics are. He means it as a joke but sometimes it comes out offensive.
- I don't like hearing racial and ethnic slander by a prof., let alone having him tell us in class the proper way to wipe ourselves after going to the bathroom! I don't like how the Police don't really Police the campus for traffic violations. I do know that the Police at BCC have been spotted sleeping over by the KCC.
- Professor in Journalism and Mass Communications department in Biscayne Bay who seems to show preference for ethnic students over white students, is very disorganized, and treats Graduate Students like high school kids!
- It was not a comment what I really noticed was that that it is very hard to get work study or work on campus for black men and women. And also witness pay disparity among blacks and gay employees from hires in the computer science department. One very competent black woman I know applied many times for jobs she was more than competent for, she was a friend and I enquired why she had not been hired and was given a response of she just didn't seem like she would fit in with the team. I then saw at least 4 Spanish people hired. Black people who want to work for the school don't get the same chances to mess up, or support and development and learning environment that is forgiving to white people and Spanish people. Often times their qualifications must be more than usual to get a position also. Members of the computer science department who hire also make it their business to slander and to hurt people career prospects over personal differences. I've heard this from one girl and experienced it my self. I need to explain another problem also. I have had extreme difficulty regardless of my years of technical experience getting any job via the Human Resources department. And I have found when I look at the distribution of student workers, that black people are extremely under represented in the workforce. I submitted my resume to Human Resources for 2.5 years at FIU and never once received a response. One thing I will give Eric is that he gave me a chance in the beginning he did Hire me. That is one step better than Human Resources. The number of resumes I have submitted are staggering. And even to this day, not one response. I found the IT emails and emailed all the IT people, and that's how I first started working for Network and Telecoms by way of Computer Science. The reason I'm putting this all down is because I'm sick of dealing with any kind of racism. I honestly am not going to sit around and be happy with a place where I can get in the door, but that still has glass ceilings. We need racial equality now. I routinely watch

many students who really cant do anything near what I can do with technology work for the school day in day out, and I am forced to do things like start up consulting companies and freelance, things that are distractive to my studies while other students are tutored, nurtured and guided into some very serious and enabling life long careers by faculty and other university employees. It is a shame to me that my school would not have enough faith in me to provide the same environment of safe learning and practical experience and growth based on my religion, my race or any other distinguishable factor. I intend to infiltrate fully the FIU system by submitting a number of resumes via different names but with the same general experience, in order to determine statistically the kind of bias that is going on. I am going to consult with my attorney about the best way to do this and if necessary I would like to spear head and inquiry into promotions, representation, work availability and hiring in regards to minorities including blacks and gays at FIU. AI really feel like FIU is not doing enough to ensure that all students have an %3D playing field. Especially since minority students are most likely to need work study and have financial problems if they don't have jobs that would cause their education to de-rail. And if the school would use the excuse that not everyone can work for the school then maybe they need to create a quota system to make sure that there is a certain amount of employees of color. And I don't mean Spanish as everyone well knows Spanish people are not a minority in Miami. I would also like to say that the slander campaign and the fact that I have been unable to find other employment at FIU and else where for the last 8months after working at FIU has hugely impacted my GPA. Already I was making a switch between Business and Computer Science so I expected a little drop. But the conflict and politics and backbiting as well as the loss of income for the first time since I started my working career 7 years ago really nearly cause me to drop out of school. Knowing that I'm basically a Network Administrator and Technical Expert, still no one at FIU would hire me even for a basic lab monitor job. Its been a very frustrating experience for me and possibly has cost me years of my life.

- A Professor commented on how a student in one of his/her classes did not read well when called to read aloud. The Professor said he/she thought that there was a certain requirement or reading level students had to be at to enter the university. In other words, he made it seem as if he/she could not believe that the university had let that student in. I think, what if that student was just nervous and didn't want to read aloud?
- I was and continue to be upset with the College of Education and its ill-natured change of policy that stripped masters graduate students of their assistantships. I wrote to the Provost, President, Dept. Chairs and Dean of the COE and received NO RESPONSE!!!! GO FIU!
- A Professor not only makes comments that could easily be taken as offensive toward students ethnic/national origin, but seems to favor certain ethnic groups in his classes this is made evident by his comments and reactions to student comments, perhaps also in his grading. I have taken his classes more than one time and found this to be true each time. I shared my feelings with several other students who fully agreed with me.
- One of the advisors from my major practically kicked me out of his office because he shows no tolerance and claims to never have enough time and rushes out students. He did not allow me to explain in detail my questions, he lost his temper and got me out of his office, claiming that I did not behave well when I asked why he was being rude to me, he simply refused to continue talking to me. Another case is a professor that claims that we should have the brains to perform well in class, when some students did not answer correctly what they were asked however 3 out of 40 students does not make us all un-prepared for class, or brainless. The last case is of a professor that gave good grades to

good looking girls in class, but not to men or normal girls. But I don't know how to call this, perhaps lack of ethics, but not necessarily a derogatory comment.

- First world countries people are more hard working then third world. Religion is a mental disability.
- Lots of negative harassment and accusations to a specific religion or nation because of current political situations
- Trying to get help about a course content, practically I was told I was stupid when I know I am a very capable individual. I think the professor was not helpful and did not wanted to help at all, very negative person.
- A professor made remarks about my blonde hair---stating that the peroxide must have gone through to my brain, on 2 occasions when I asked a question in class. He also wrote in an evaluation remarks about the color of my hair----
- I had an experience in a anthropology of race and ethnicity class where I felt like the professor and many of the students would pick on the Caucasian students, basically disregarding them and in some ways mooching them. the was also an instance where a professor in an American government class was pro green party. she taught her side of government, pushing the sins of corporations and politicians and praising the Nadars of the world. a girl in the class was married to a big wig of a corporation and when she expressed her point of view she was told she might as well drop the class.
- I am an older student. I have heard age-related comments from EVERY SINGLE PROFESSOR I have had. That, to put it colloquially, sucks. I am also an Arab Muslim, and have had to hear the most insensitive comments imaginable from some professors.
- The situation was revolving around someone who was gay and it was deemed as being unacceptable. I felt this was highly offensive. Another professor had commented several times regarding the place of women in society as his personal belief.
- A male professor Ph.D. stated that a doctor could take his wife on a vacation. Not their spouse This from an older gentleman who is an okay professor but should probably have some sensitivity training.
- Extreme contempt and disrespect shown to undergraduate students of the second year honors college by a faculty member teaching there this would never happen with graduate students or its like if I was teaching middle school etc... to say the least.
- Just being rude and unpleasant, obvious that helping you was not their main concern.
- The professor was using foul language in class. The professor do need to understand that some beliefs don't curse and don't like hearing it continuously. It discourages the student.
- Professors saying that certain races are certain things. Professors criticizing students because of bad grades.
- harmless jokes are not often harmless. especially when directed by a faculty member
- Actually, it was more directed at our intellectual capacity to fulfill the class projects & class materials
- I would rather not talk about it.
- I was on the Engineering Campus and a FIU Police Officer after stopping me and questioning me for something I never did in the first place, yelling at me, and looking at me degradingly told me to Go back to where I came from and when I said that was racial, he told me Oh, what, you think that's a racial comment? Huh?!! You cant do shit about it, go ahead, try what you want! Now, get back in the car and get out, I never want to have to stop you again... hmpf! I was pretty unpleased, but I never got his name down, he didn't let me.
- The staff members especially during registration are rude. It is almost impossible to register for classes hassle-free the financial aide department has no idea what they are doing. Advising students does not exist...it is more like figure it out yourself and no body

cares my experience in the classroom has been decent although I do not think the professors challenge their students as much as they should in a graduate program sometimes class feels like a waste of time and money.

- My only unpleasant experience was during the immunization documentation, which took almost 2 weeks to resolved, but fortunately on the last day to be allowed to register a Nurse Practitioner whose name I cannot remember heard my yelling in the Health Office was kind, helpful and truly listened to my ordeal of the immunization paperwork mixed up that I was able to register on time and we both agreed that I would have the matter fixed before the end of the week. This person listened and trusted my word. I truly appreciate the effort she made for me and of course I did exactly as we had discussed.
- I have been a victim of discrimination several times in the Physical Therapy Department from some teachers. Especially noted with subjective testing methods which should be abolished.
- teacher made some jokes
- Foul language inappropriate for classroom.
- I was told that it was inappropriate as an undergraduate to be assigned to housing with graduate students because notoriously undergraduates, given their age, were inherently and universally reckless and immature and yet now that I'm a graduate student I find myself placed with the very undergraduates they claimed to shield others from and I'm allegedly placed within graduate housing thus complete hypocrisy and lack of respect. I find it offensive that the religiosity atmosphere of this supposed institution of higher learning is compatible with the search for knowledge and I repeatedly receive insulting references because I do not subscribe to Christian fundamentalists beliefs that I find incredibly offensive particularly by street preachers that are allowed to roam and HARASS STUDENTS AT WHIM WHICH IS AN UNSPEAKABLE PRACTICE THAT MUST STOP LEST SOMEONE FILE A LAWSUIT FOR!!
- my professor didn't take me serious bc I was in a sorority
- I had an interaction in front of the entire class because a faculty member and I had opposing views. She did not want to allow me to speak about my views because they were different. She also discussed religion in class, which I thought was inappropriate. She continued to embarrass me in front of the class with a note someone wrote to her on a paper who did agree with her about the views that I did not. I ended up dropping the class.
- A professor said there would not be as much divorce if women knew their role and stayed at home. A professor made a comment that they wished a student spoke English.
- In one of my classes last semester a teacher got very upset that 2 girls left class early so he said that they were probably going to go to the bathroom to snort coke. He also made comments every time he would ask a question that we didn't know saying that we were stupid!!!!
- One faculty member. does not discriminate about who he discriminates against.
- A teacher constantly talks in class to students about his liking/watching porn, makes rude comments towards girls in the class such as when he told us that he didn't want to hear the cells go off in class, he told us to put them on vibrate, that the guys could get a little enjoyment out of getting a call and that he didn't have to say where the girls could put them because everyone should know. He also asked a gay class member Do you really think children would want to talk to you? when he had asked the student what he wanted to do as a career with his degree.
- an instructor made over references to the negativity of religion and enforced the passivity of homosexuality.

- Professor LAH2020 needs to be DISMISSED. Extreme student disrespect, besides a personal confrontation in which he refused to allow me to make up an exam based on the fact that it was not his fault that I was injured.
- Many professors tend to make comments of FIU not being such a great university because it is a minority university that caters to students who work full time or commute and therefore school is their second priority. I have also heard male professors make comments that do come off offensive towards women and mostly feminist such as saying that feminists are undesirable or unclean.
- my group and I were insulted and offended by professor when one of our group members dropped the class at the last minute and we were not able to present an extra credit project in front of the class. he made an example out of us in front of the class by humiliating our group to the point where one of the girls in the group left early crying.
- I was offended by the way a professor questioned a classmate in front of the whole class when the student had to leave in an emergency. The professor acted very unprofessional and had no sense of compassion!!! I will be commenting about it on the professors evaluation.
- I think this is a concern due to comment made by professors
- INCIDENT INVOLVING A TEACHER CONSTANTLY ADDRESSING STUDENTS WITH SARCASM. THIS IS THAT TEACHERS NORMAL BEHAVIOR, BUT THE TEACHER WILL NEVER KNOW HOW THE CIRCUMSTANCES THE STUDENT FACES, AND THE SHAME THAT ACCOMPANIES SUCH COMMENTS. A SHARP WIT AND HUMOR AT SOMEONES EXPENSE IS NEVER FUNNY.
- Although not included above, I don't care to hear about a professors political affiliation and opinions about current political figures, unless the class subject has to do with politics and the students get to voice their opinions as well. Bush-bashing, be it against George W. or Jeb, may be in vogue, and even acceptable in a political discussion, but not gratuitously.
- in a class I have this semester I had a family emergency where both of my grandfathers had severe head strokes within the same week. I missed a class one day and one of the teachers told me I might fail, when I explained to her the situation she said it was not her problem that my grandfathers are in the hospital. However when her son was ill, she cancelled a week of class very quickly. I am very upset with this teacher and I will write a letter to the dean.
- The teacher felt superior to the students.
- teachers making comments in the classroom
- actually, it was a professor that made comments of a political nature, to the effect that if I profess to be from that party I would be concerned for my grade in that class
- I have been talked down to like I was a child at the Financial Aid Office, and at the Bursars Office, only to get results when my mother called to handle the problem. If you are a student under 25 years old, then the faculty treats you like a child, no matter how much you act in an adult matter. Another incident was when I went to the Controllers Office, and a lady asked if she could help me and where do I need to go. She said it to me as if I don't belong in that building. I felt as if she was talking to me in that way because of my race.
- French teacher got out of control in the class and told the whole class her grades and how bad she was doing in the class.
- for my safety I prefer not to disclose that information.
- 1My professor was very stereotypical of what he thought my interests were, based on my race/ethnicity. Has made various comments on numerous occasions of this nature. I find it highly offensive and ignorant. 2I also have another professor who seems to have a poor

opinion on FIU students and demonstrates that through his comments towards us in class. I don't think that motivates students to gain much school spirit and pride.

- Just some jokes used
- Professors sometimes make rude comments towards students just because he is trying to ask questions and sometimes the classroom does not always provide an ideal place to learn due to disruptive students.
- a professor from the religious department who was going to teach half the class said that we were all idiots and that because she was the teacher she knew that everything we had previously learned from other teachers was wrong and that she was the expert and that we were idiots, she repeat that we were idiots like 4 times during the class and this was at the beginning of the class in which we were beginning to learn her material and if someone expressed an opinion other then hers she said would say we were ignorant and start screaming and pacing back and forth like a lunatic to the point those of us in class felt scared and so that the following class, half the class did not show up including graduate students ...other students that had her showed papers in which she would write degrading comments on their papers...teachers are meant to inspire not reduce the student to the point they lose self esteem and no longer wish to be in the classroom and learn...we learn by being taught not screamed at or insulted...plus because so many students told the professor that this woman teaching the class was being like this he decide he would teach the rest of the course...and by that time we could not get refund on the books we bought for this portion of the course and losing money...
- I shouldn't have to you should keep track of your won faculty members and know which ones to keep your eyes on
- Prof. teaches a class on Medieval Holy War in which she makes uneducated, ignorant, and sarcastic statements about religion and politics.
- She just seems that she does not like me.
- two words double standard
- radical and ignorant
- I believe that there freedom of speech does not exist on this campus due to leftist liberal professors notably, those in the History and Political Science departments. Also, the Beacon newspaper fails to display a balance opinion on issues.
- The faculty member made a comment that threatened the integrity of the class, spreading fear among the students
- I may be way out of line and out of step but I don't believe in so-called political correctness. I believe in being gracious and civil but its an infringement on my politics to say whether or not my values are correct. there are no guarantees in this world...get over it.
- HISTORY TEACHER REFFERED TO SOMEONE IN THE TEXT BOOK AS A CRACKER.
- a professor thinks that because we are in the university the students need to know what she is talking about. not necessarily. I think they are there to teach us the class and not to suppose that we already know it. so the professor think that we are dumb because we don't know it.
- My algebra teacher is pregnant and doesn't even speak English. FIU teachers are lazy, and they don't care if the students learn. This is my 1st year at FIU and my last.
- My professor has to have the last word on everything. She believes she is right no matter what you say and hardly lets you express your opinion.

POSITIVE:

- none. everyone's very respectful and open.
- NONE OF THESE KINDS OF THINGS. THE FACULTY SEEM TO BE VERY CONSCIOUS OF THESE THINGS.

In the previous year at FIU, I was offended by a student making a comment that I considered to be degrading to someone's:
(Please describe the incident or incidents)

AGE:

- Due to my age, I was treated as though I knew nothing about financial information and was re-routed to a non-related 3rd party, in the Financial Aid office.
- In my current HUM 3939, New York in the 1950s class on the Biscayne Bay campus, I heard one of the older students make a disparaging comment in which she implied that the younger students in the class would have little to contribute because of their age. I was highly offended by this comment. I think that everyone brings something different to the table and that is the beauty of classes like this one.
- An older classmate was singing once and another classmate said You see, it doesn't matter how old you are in a degrading tone
- in a group project the student thought because he was older he could push us around and say comments that were made to make us feel guilty and do all the work...he did nothing and contributed nothing to the group...and yet he believed himself to be wiser because of age...

DISABILITY (Physical, Learning):

- An elevator full of able walking people did not exit to allow a person in a wheelchair to enter the elevator.

GENDER:

- A fellow student takes credit for my work. The professor's know that it is my work and they have taken small steps to correct the matter. However, the male student thinks that he has a right to my hard work because I am a female and cannot think intelligently enough to give my work credit so he takes it from me.
- sexism
- I was in the process of being inducted into Tao Beta Pi (Engineering Honor Society) and a few of my fellow inductees were joking about a Breast Cancer Walk, and some of them were saying how they liked that part of the body and joking around about it. I thought that that was not the time or place to be making jokes about something like that.
- That women need to stay home and take care of the children instead of wasting their time going to school and trying to learn.
- Lots of oooooohs and ahhhhs when a good looking female walks in the door... totally inappropriate...
- There Was a guest speaker in our religious analysis class who was a woman rabbi. One of the Jewish students, female, told the rabbi that she was not a real rabbi and her opinions about the religion were not valid.
- There is much sexism & Fandrocentrism on campus, both outright and hidden. This is probably true everywhere.
- a classmate always expressed his machismo. I was not offended, but some women in the class were.

- A student in my sociology class brought up a discussion in which she seemed to imply that women are weaker than men (not just physically).
- In class a male used a video to degrade women.
- My being female was thought to be an inhibitor of my ability to judge & analyze things.
- basic male fraternity students thinking its ok to call out to girls with degrading terms and offers such as hey baby when can I get up that skirt. and so on...
- A girl in my sociology class made a comment & opinion which generalized how women would act in an emergency military or otherwise difficult situation which I considered extremely ignorant and condescending and found myself wondering how a girl as stupid as this made it to college.

NATIONAL ORIGIN:

- People who ride the North campus bus are from all over, there was a guy sitting behind a friend and I who was making racial comments about Cubans, that were extremely offensive.
- A Jewish classmate, told a German classmate that his grand pa died in in getho she cried after....another one a classmate said that all Arabs are craps, an Arab girl present cried and left the classroom.
- A friend of mine told me that this university was known as the university of little Cubans (cubanitos), which I don't think it is. I do not believe Cubans receive any type of advantage over other students and the national diversity of students at FIU is pretty huge.
- A girl in one of my classes was talking about somebody and she was saying that everybody in that classroom has to be from Miami because they look foreign they don't look American, and everybody in Miami is foreign because of the Latinos.
- Student commented on National Origin of other students on the class. The most specific comment is that they should have never been allowed in this country.
- so, you're Haitian. How did you come to Florida, by boat.
- Someone declared that Russians have a lot of facial hair. This person obviously makes generalizations based on a single case.
- in one of my classes the student said a racial slur about why Cubans put the flag up if they hate their government and that they should go back to their country.
- since FIU is an international University we have people from every where and some US citizens do not like that
- **SOMEONE BEING ARAB A POTENTIAL TERRORIST**
- **SOMEONE IN CLASS MADE A DUMB COMMENT AND A STUDENT SAID VERY LOW THAT HAVE TO BE A BAHAMIAN**
- all Colombians are drug dealers, why don't you 'hook me up' with some coca
- Due to the international community we are part of, there are people which make comments generalizing types of people by their nationality, like this Cubans, or this French, or Colombians, don't think there is a solution to this problem...
- I have heard accusations or comments about the inferiority of those from the middle east or their inclination to be insane or completely wrong in their beliefs whatever they may be from fellow students.
- There are always numerous jokes made in the Latin American community about those from another country.
- A student in one of the INR of ME classes made a comment justifying the United States' war on Iraq as necessary to finish some and civilize some of the barbarians living in the area...and the professor had nothing to answer to that...

- Old comment about relationship between Colombian people and drugs. To this Venezuelan student, is pretty clear that every Colombian is a drug dealer and a dangerous person. To me is very clear he is an ignorant.
- All the Cuban's think that they're better than everyone else and make an effort to make people on the outside really feel like they're an outsider.
- Believed Americans are superior to all other nationalities.

RACE/ETHNICITY:

- Some Hispanic students do not believe that the term gringo is not offensive, whereas I find it to be a very biased term.
- Basically she was just trying to say that every time something happened on campus or in the housing area it was due to a black person.
- Being a white male, the Latin males tend to make fun of me more than other Latin males
- I, an oriental male, was asked to leave the lab while caught eating snack but it was ok for another Hispanic girl to do so 5 minutes after.
- With so many students from all over the world, it would be hard to please everyone, but the amount of funds that go to Hispanic activities is unbelievable. It is not that I feel unwelcome to those events but the amount of time and money spent on these Hispanic events out ways the amount spent on other cultural events. Many students that are not from this background feel left out and my culture not valued.
- A classmate proceeded to de-value slavery has having impact the American justice system. Her comments were discomforting and very racist, something I think a lot of FIU students have in common, mainly at the south campus.
- The never ending story of racism. For some reason it is ok for black people to degrade white people and not visa versa. At my job, my boss was called all sorts of obscenities by some black supremacist. We were just doing our job by telling the young man to not remove parts or play with the equipment to the point of damage. He disregarded what we said and proceeded to call us racist names. Then he had the gall to say to the policeman we had to summon that we were being racist. All because he had to show us that he was better than us because of the color of his skin. This is nothing new. I have dealt with this crap ever since I got to Florida in 1993. I don't expect things to change.
- I WAS IN GRACIE'S TRYING TO ORDER CHICKEN WINGS AND THE MANAGER TOLD MY FRIEND AND I THAT THE KITCHEN WAS CLOSED.WE ASKED IF IT WAS POSSIBLE TO ORDER ANYTHING. HE THEN SPOKE IN SPANISH TO THE COOK AND TOLD US THAT THE COOK NEEDED TO GO HOME, BECAUSE SHE HAD BEEN IN WORK ALL DAY AND THAT THERE WAS NOTHING AT ALL THAT WE COULD ORDER. MY FRIEND, WHO IS HISPANIC, (OFTEN MISTAKEN FOR AN AFRICAN-AMERICAN, WHCIH IN THIS CASE SHE WAS)UNDERSTOOD EVERY WORD THAT HE SAID.BUT THE NEXT 2 PEOPLE IN LINE WHO WERE HISPANIC (ACCORDING TO THEIR APPEARENCE) WERE BOTH SERVICED WITH FOOD THAT WAS HOT AND COOKED IN THE SUPPOSEDLY CLOSED KITCHEN. WHEN I CONFRONTED THE MANAGER WITH THE SITUATION HE LOOKED ME STRAIGHT IN THE EYE AND TOLD ME THAT I ONLY ASKED FOR WINGS AND THAT NOW SINCE HE CAUSED ME AN INCONVEIENCE I COULD ORDER ANYTHING I WANTED.
- Talking down about someone's ethnicity.
- Hispanics should learn how to respect other cultures and speak English when in present of none Spanish speaking classmates. This is specially important during team projects,

instead of being arrogant with the typical question, why don't you speak Spanish.

- Student made a negative comment regarding Hispanics
- A student remarked I wish they would play more American music at this school.
- calling one of my friends a white girl
- My white American professors in the Physical Therapy department have made several comments degrading Hispanic students.
- It was actually more like 2 years ago, but I was offended because a number of students were saying that some racism I had encountered as basically not as bad because I don't happen to be black. I think racism is racism, and it pissed me off that some people thought that only certain people could be victims of this
- Not really that much, except those wanna-be gangsters using the word n* so much. But besides that nothing
- A student made a class presentation in which there was a definite underlying current of racial prejudice. The teacher attempted to intervene by pointing out that all the students present were members of one minority group or another.
- Of course I have not personally witnessed any incidents, it has been brought to my attention several times in the past few weeks that Anglo-American students were using the word n*, quite commonly (mostly housing students and football players).

RELIGION:

- An Italian American student felt the need to address me by home girl sister in order to ask me a question in regards to how do black male college students tattoo their sorority symbols on their upper arms. I didn't know the answer to the question, but my white friend answered the question for him.
- Christianity is usually looked down upon by many students as well as the female gender.
- Being a Muslim, I once attended one of the lectures hosted by the MSA, upon approaching the room of the lecture, a young man (I believe this young man saw the Islamic Scholar giving the lecture, make a remark...someone should assassinate those ****) Upon hearing that, I immediately felt disgusted at such a degrading attitude. Another incident, was when there was a 'Preacher' who had said he was given permission to spread the news of the Bible, in the area of the fountain next to the Graham Center as well as Primera Casa. (I know this person is not a student, I just wish to point this out, as there may be no forum for me to express this, better than in this forum.) He was outlandishly making Foul, Derogatory comments about ALL religions, however, focusing his 'colorful' barrage of utterly shameful and disdainful comments for Islam. His name, is Tom, that is as much personal information I was able to gather from him. To say the least, his demeanor was foul, and his insult was cast upon ALL Muslims, especially the issue of the 'treatment of Muslim women,' Something that a Muslim friend of mine did respond to by publicly denying the claims, whilst wearing her Head Scarf, and carrying herself about in Traditional Islamic attire. I myself have been, 'looked at in a very distasteful manner,' as many persons, I would imagine, have a hard time coping with my somewhat Islamic appearance. My beard, as well as ethnic semblance, dictate to all who observe me, as being of an Islamic background. It puzzles me to see that the general community at FIU seems to feel, if not uncomfortable with me, then resentful of my presence. It feels rather uncomfortable to walk through campus gathering distasteful, twisted expressions, day in...day out. Psychologically, it has been very trying, as it seems as though, I am not welcome at FIU, almost certainly because of my Islamic Appearance. I would imagine that Muslims are not very popular in the United States, but this, as far as I am concerned, is a place of 'Higher' learning. a place where prejudices are subject to

rigorous scrutiny as we are 'promised' and 'supposed' to enjoy a true 'International' environment at this University. I hope you regard my comments as not being overly negative, however, discussing these various incidents, having experiences all within a few months alone, at FIU has been particularly worrying. I have addressed a pro-Muslim bias, only because I am from that ethno-religious background and I hope that no one views my claims to there being discrimination ONLY to Muslims on campus. I am simply trying to convey my experiences, to highlight, this simple yet pertinent problem, at least one segment of the FIU community if facing. Thank You

- Criticism about belief in God
- There was a Christian man preaching near the GC building and the Library, and many students stopped to listen. Those who were not interested kept on walking to class politely. One student saw the Christian man and started yelling obscene things about Christian and Jewish people.
- making fun of Jews
- It was a person expressing an opinion but it was an opinion expressed out of ignorance, specifically talking about the Jewish nation.
- there are too many students on campus that have very strong negative opinions able black people, black schools, and people with black friends.
- The student that blacks were given an unfair advantage in sports and the media always hypes them up.
- Some students & organizations on campus that are religious (specially Christian & protestant) will attempt to convert you to their religion, by tricking you into taking a 5 minute survey and getting free pizza which in reality turns out to be a way to forcibly push their religion on you and disrespect whichever religion, or lack of religion, you have and your choice for that. I was told that unless I accepted Jesus I would be doomed.
- they made fun of a certain religion
- STUDENTS IN CLASS WERE ENCOURAGED TO MAKE DEGRADING COMMENTS AND JOKES ABOUT JEWS. 20 STUDENTS (OUT OF A CLASS OF 50) IN THE CLASS PARTICIPATED IN THESE JOKES AT MY EXPENSE AND HUMILIATION.
- STUDENT MADE AN ORAL PRESENTATION, CLAIMED THAT SHE DID NOT BELIEVE IN RELIGION AND REDICULED CERTAIN RELIGIONS.
- Some students voice their opinion against Christianity.
- There was a man at the fountain preaching the word of god to whoever would stop and listen to him and he seemed to welcome any debate, but whenever someone stepped up, instead of debating he would attack their religion and in the end drive them away. Very unprofessional.

SEXUAL ORIENTATION:

- I sometimes hear people make offensive remarks towards or about homosexuals. It is very unfortunate that FIU's policy doesn't protect students from harassment based on sexual orientation. That is something FIU needs to look into adding into their policy for student safety.
- Students don't make the campus a gay-friendly campus, I hear multiple ignorant comments made in reference to homosexuality and homosexuals.
- Just using slang words for homosexuals as an insult a couple of times
- classmate stated he disliked homosexuals
- in the dorms attacking a homosexual RA
- Implications of sexual preferences

- a student in my class said that gay people are inferior to straight people
- A STUDENT MADE JOKES IN CLASS BECAUSE OF MY SEXUAL ORIENTATION BUT I PUT HIM ON HIS PLACE.
- Students making jokes or putting down gays and women.
- that's so gay can be heard at least once a day in a lab, in the elevator, or on the basketball court. It's mindlessly said but to highly attuned ears, this comment has all sort of ramifications regarding what and how it's appropriate for students to be at FIU.
- I heard some guys call some gay guys fudge packers.
- In one of my classes, a student was making fun of gay men, knowing that a homosexual male was present in the room.
- with the new chapter of delta lambda phi, many people have made comments judging them for their sexual orientation. I personally thinks it is great that these men can have an organization where they feel comfortable and not embarrassed for their sexual orientation.
- the term fag is used quite often, its not a unit, issue though. its a cultural one.
- I have been confronted with the fact the homosexuality is not accepted and been told I was going to hell, it was an alarming incident. Also, the sensitivity of sexual orientation and other incidence regarding poor language towards, and jokes, towards sexual orientation.
- This guy was talking to a gay guy and called him all sorts of names...
- During a recent gay pride day on campus, posters and signs were arranged around the fountain behind GC. While studying in the immediate area, I heard male students shouting, queer, dyke, and faggot. The cowardly people did not make their identity known. I was disgusted.
- There's a very homophobic atmosphere at this school, I have heard a number of my classmates making homophobic comments.
- students often times make dyke or faggot comments. Specially outside the classroom setting when those comments are unsupervised by teachers. In certain courses such as criminal justice etc... professors seem more lenient towards derogatory comments.
- During silent day for gay rights there were a lot of students who were making fun of the students that were participating in this activity. The men from a fraternity yelled names at them which were highly offensive.
- A few guys were calling someone a fag and queer.
- I've heard a number of 'jokes' putting down homosexuality, as well as encountered 2 groups who on the same day approach a friend of mine because of something he was wearing (they assumed he was gay but actually is not) and were trying to cause problems and make fun.

UNCLEAR:

- I had one student in one of my Advertising classes who felt he should always state his opinion, which he always did, he made to offend, women, Hispanics, and older people in the class room. By the end of the term. no one wanted to hear his voice.
- basic comments regarding people being homosexual, old and from another country. I have had comments made against me for my choice in sexual orientation.
- How women are only good for a few things and how some races should be killed
- A few students in the residence halls and in GC made grossly negative comments about the Day of Silence activities back in April. A few students also have made anti-Muslim, anti-Jew and anti-Christian thoughts semi-public, scrawling them on a bathroom wall in the library, in GC and in PC. Also, there were demeaning drawings and comments of women on these walls.

- some people think things are funny that I do not consider a joke.
- Just general comments from very close-minded people in several class discussions.
- On a frequent basis, I encounter a lack of respect for women's issues and concerns. Sexist remarks towards women's capabilities versus the capabilities of a man are often encountered as well. I need some boys to help me with moving this desk. Generally speaking, some people I have had classes with almost always seem to have something negative or a negative reaction towards a gay person in the class.
- While I was getting unto the garage elevator some girls from the fraternities & Sororities offended me by not just their looks but by insinuating that the elevator was going to fall if I got on it all because of my weight. I have health issues and disabilities which keep me with the weight problems I have and they had no right to be offensive. Another incident has been the looks by various people on campus in particular organizations most notably the fraternities & Sororities in the GC building. I've not been the only one to notice, but there's a lot of bigotry on campus especially against people with weight issues.
- Just jokes
- too many to describe, heard in passing
- In more than one opportunity I hearted a bad comment about other countries and religion.
- overheard plenty of times in the GC building
- The incidents were all very subtle. They showed a slight level of intolerance and & For ignorance.
- Derogatory language.
- In general, since I attend during the day - I find that the younger students are more vulgar in general and less respectful to others. I have seen on many occasions behavior that is insulting to my personal beliefs and been unduly inconvenienced by students due to my physical disability.
- In general I have seen it often.
- Too many to describe...Just peoples ignorance to accept others for who they are...
- This also happens quite often. I've even seen public displays of this type of discrimination at FIU sponsored events like Mr. & Ms Housing and Unity where one of the performers made offensive comments.
- I heard a student make a degrading statement about urban music and people who listen to urban music.
- Same as above, it's all about trying to promote awareness and appreciation for people that may be in some ways different.
- I have been witness to all of the above that I have checked on numerous occasions inside and outside of class. I spend equal amount of time on both campuses (2 days & 9 credits on each), but have witnessed most of this behavior at the BB campus.
- There was a fraternity brother in one of my classes that forced a guy to move chairs because he wanted to sit in that specific seat and he threatened the guy physically. That made a lot of students look down on the fraternity he belonged to because the way he forced the guy to get off the chair was nasty.
- I've overheard many racist, sexist, ignorant comments on this campus
- During open class discussions in Enc1101 and American Government.
- students blatantly making fun of professors with physical disability (nervous tick) and of said professors' accents
- I think this is a common occurrence among students.
- Sexual jokes are often heard (mostly spoken by men).
- I have never had a positive relationship with a black or white person in the school.

- A student in my class who thinks her job is worth more than my TA's position, but then again she is right because we are but barely serving above the poverty level as TA's.
- made a comment that was particularly offensive and ignorant.
- After too many ignorant students spoke of how students from India should go home (where the consideration should have been based on the extreme portion of a different ethnicity & Religious group altogether).
- Mostly jokes...
- just random talk... kids are jerks.
- Just, I noticed a failure to except or cooperate with issues of multi-ethnic & religious origin. Unwillingness to accept others.
- too many stupid comments to describe, One time I was at the swimming pool at the North Campus and there was a lifeguard working. I had little conversations with her and she mentioned having to work when the Jewish Community Center had their children swim team classes during the summer. So she said, They just think they are 'God's Chosen', but I don't know if having read my student I.D. she realized I have a Jewish name. Also, another man who works there, who is black, knocked my hat and goggles off one of the benches when I went into the restroom to take a shower after swimming. I know this because there was absolutely no one else there at the time, no wind, and he seemed aggressive towards me probably because he wanted to impress the woman--a syndrome all too common. (Interpret this as you will, there will always be denial for such psychology of racism). In another class a girl next to me said, That girl (commenting in class) thinks she's such a badass Latino The only male in my enforced group project continuously kept saying let's get cracking to organize group projects, kind of like a Cracker (he's a white male in a group of four people with two black women and me---dark-haired & skinned)--he always talked over anyone who tried to organize things loudly to enforce his dominance--another girl in this group made anti-Semitic comments, and this was for a class called Black Women Writers. All in all, racism is so prevalent.
- Name calling to Prof Statistics teacher (he is great for those that pay attention in class
- 1)I've been verbally attacked on more than one occasion without provocation. In class: Bigotry, sexism, ignorance, and blatant racism is rampant on campus. I have been belittled on numerous occasions based on my ethnicity, physical appearance, major, and social affiliations.
- I stepped on some guys shoe in a packed hallway while another class was leaving. he called me a spick and I called him a white crazy clan member.
- Coming from an area outside of Florida, I am constantly offended by the Latino image of what I am considered by them, that of an Anglo. I am stereotyped all the time because I am different from the majority of the student population. I do not speak Spanish and have a Midwestern accent, which constantly draws negative comments. There is a definite need for some diversity training on campus for incoming freshmen. Not only am I subject of degrading comments, but it seems like degrading comments run rampant among the student body population.
- Don't get me started.
- You over hear a lot of negative things people say, whether it is in English or Spanish Especially after and our Muslim students. You feel tension between Whites & 6 Hispanics, Hispanics & 6 Blacks, Black Islanders & 6 Blacks. HAVEN'T WE LEARNED There is a lot of RUDENESS between students at both campus.
- one professor starts criticizing male and female preferences
- There has been many incidents where I have witness making degrading comments about other students, I have not been personally insulted but I feel it is wrong for students to insult other students based on these characteristics. The one that I have seen more

incidents have been religion and sexual orientation. After some of the Muslims students on campus have been looked down upon and even insulted by other students who do not understand their religion. Also after the gay fraternity was formed I have heard very degrading comments from members of other fraternities. The other characteristics like gender, national origin, or race I have witness but a lot less frequent. Some males have treated females like they are less because of the fact that they are women, also I have witness arguments about people from other countries being insulted by comments about them and the same with race.

- I hear there is no democracy in FIU system.
- I have heard many students around the campus be negative towards those with disabilities. Also especially to those that are gay & lesbian. There are too many instances to describe, but a majority of it has to do with the language that they use. Retard, Nigger, Faggot, Dyke these are all hurtful words that tend to be used way too often around the campus. A student in a first year experience class wrote a paper to her prof. the other day using the word Dyke to describe someone. These are unacceptable behaviors.
- some students were racist and talking bad about other religion and ethnicity
- too many to mention.
- Black student generating his own discrimination and discriminating against others
- I have a couple of classmates in my Spanish class who are very disruptive and were making very snide remarks about a gay author, as well as being disrespectful of our teachers Castilian Spanish accent and the way that she teaches. In my opinion, I think she is fantastic.
- Hear it on a daily basis....why even ask this question.
- A student referred to another as stupid just because he didn't know information he was probably never told or informed about in his previous years in school.
- a student in one of my classes is very negative with his remarks even though he means no harm...
- there just exists unenlightened people, nothing out of a normal environment and nothing that I would consider in need of action except for anti-Islamic sentiments that are rampant
- TOO MANY TO MENTION EXPLICITLY.
- I don't think there's any way around this. I'm not going to describe the events there have been several. But I will say it wasn't ever anything too extreme. I've met a lot of very open minded people. But I've also met a lot of people set in ignorant mind frames.
- Some students laughing or making fun & negative comments of another classmate for repeating same questions or arguments in an attempt order to clear up his & her concerns about a particular topic. These incidents, especially done by youngsters, are usually unheard by the professor.
- it seems like students don't care about each other.
- at the CAPP lab, the graduate students think they are higher in status and intelligence than the undergraduates. They are disrespectful to the undergraduates.
- FIU is a very diverse community with many young students with very diverse opinions, from the jokes about terrorism to males giving females unwanted aggressive sexual attention. I feel that no matter how much these things are recognized over and over again, people will still be subjected to random offensive comments, because people are human and humans aren't perfect.
- A little coming here to tell residents what to do.
- Some people are just ignorant
- PROFANITY. I'VE HEARD SO MANY STUDENTS USING THE F WORD WHILE IN COMMON AREAS. I FIND THIS VERY INSULTING, BECAUSE I HAVE TO SHARE THE SAME AREA AND FIND THE COMMENT HIGHLY VULGAR.

- calling a girl a fat pig. size and weight are also discriminatory vehicles
- throwing trash on the ground and saying let the Mexicans pick it up there is plenty that men say about sexual orientation
- A guy was talking to a girl about going to Broward County, and she said Why would you want to go there, that is going into the United States.
- I heard it all
- please...I'm a young adult all the jokes people use include one or more of the choices.
- 10 & 5 of the people I have spoken to on campus don't even speak English - this is degrading (eventhough I do speak Spanish).
- Classmates generally act immature and disruptive in a classroom leading to a poor learning environment.
- none of the students at FIU have any respect for anyone all any of them care about is themselves and all they want to do is take care of themselves and it doesn't matter if anyone gets offended or hurt by their actions.
- Just like I stated before, I believe that there freedom of speech does not exist on this campus due to leftist liberal professors notably, those in the History and Political Science departments. Also, the Beacon newspaper fails to display a balance opinion on issues.
- Where do I begin...

In the previous year at FIU, I witnessed discrimination by a faculty/staff member that I believed was based upon someone's:
(Please describe the incident or incidents)

AGE:

- This is more my awareness of the perpetuating environment I see at FIU (toward older students) rather than an isolated incident. I feel that older students (e.g. over age 25) are afforded less opportunities services than the 'traditional' college age student at FIU because most services, benefits, opportunities, etc are targeted at younger 'traditional' students.; FIU Staff (not faculty) also tend to treat older students as if they just left high school, which is pretty offensive - I have seen staff are blasé about the real life concerns of older students often don't take them seriously, paying lip service sometimes to the point of condescension. Sometimes I get the distinct feeling that (the staff) are not prepared to deal with a student who has 'real world' experience outside of the sometimes-not-so-sharp practices of FIU, students who are willing to call them on it. ; This last is something I have experienced myself witnessed many, many times (especially in Financial Aid, registrar's, cashier's office - in fact for just about any task that requires anything administrative).
- during one video project for law class, the professor told me it didn't matter if I appeared in the video, since only the other student (a traditionally-aged female, was important.
- age
- THE MAJORITY OF THE MALE INSTRUCTORS TEND TO SHOW FAVORITISM TOWARDS THE YOUNG STUDENTS, IGNORING OR BECOMING VISIBLY IMPATIENT WITH THE LATE THIRTY TO LATE FIFTY YEAR OLD STUDENTS. THE TRUTH IS, EDUCATION IS A PRIVILEGE AND OPPORTUNITY THAT HAS NO AGE LIMIT.

DISABILITY:

- Many automatic doors on campus do not work and this - to me - represents an insensitivity to disabled students for the university, but not by any particular staff/faculty member.
- In the ENC 1102 class my last semester, the professor insulted a student, because he asked the student to read aloud, unaware of that student's learning capabilities. See, that student was also my cousin, who has difficulty reading aloud, because he stutters and the teachers remarks were, 'Are you slow or something?' 'You sound like you don't know how to read.' And those comments are VERY discouraging toward any student.

GENDER:

- I am not invited on field experiments because I am female. The entire rest of my working group is male.
- Professor tends to pick on female students and ignore male students.
- Math professor tends to fail females in his class
- Typically I see a limited amount of favoritism by faculty based on gender or race. A male faculty will tend to give preference to a pretty female student and less preference to a black male
- For some odd reason my prof. always calls on the guys during class, especially the football players. She constantly focuses on the guys, as if the ladies are to be 'silent' learners. If she wants a volunteer for something whether it's reading, group leader, or to answer a question she always chooses a guy, no joking, it's ridiculous. I thought it was just my observation but a few of my classmates and I recently had this discussion amongst ourselves, but we didn't approach the teacher because we felt it would compromise our grade.
- I had a prof. for World Prospects and Issues that while she was teaching about feminism and gender roles, she did not follow what she spoke. She favored all of the gentlemen in the class when it came to asking for opinions, taking sides, even grades. She would call out the women's grades in front of the class and tell us that they would fail, but would not do the same for the men.
- A professor from the Mathematics department, made a foul statement about a young lady.

NATIONAL ORIGIN:

- Intelligence of Latin Americans in English courses.
- This same professor seems to have a preference for the students in his class of foreign origin.
- A member in the Accounts office was rude to a Jamaican student who went to ask for a copy of the budget for a class project. she did not offer him any seat, left and went upstairs to her supervisor and came back and told him her supervisor will be there soon with 'whatever' he was asking for, said in a most degrading manner as if she could not understand why he wanted to see the budget.
- During a class with a professor at the college of Engineering, I realized the malicious nature of his complacency. We went throughout entire semester without learning a thing. He never wrote/completed a single problem in the class. His entire test was multiple choice, which is never the case in engineering. The purpose of his malicious complacency was to discourage the majority of students(who were immigrants of various national origins) from pursuing education further in engineering.

RACE/ETHNICITY:

- Some teachers tend to suck up to the black students in the class, while others ignore them. There is not a feeling of equal treatment either way.
- friend got fired once her boss at the south campus learned she wasn't from Latin origins.
- if your not Spanish you get no where. that's just to say that Spanish students seemed to be preferred here. We live in America!!!
- In the department which I am apart of seem to show preferential treatment towards students of Hispanic heritage
- Professor always makes racial comments in his classes that make students uncomfortable. And the materials taught in class (novels) that have to be read are also racial.
- someone to skip in the financial aid line because they spoke Spanish to the person at the counter - -very rude!!!
- During the World Series Marlins game, Gracie's Grill was open after hours. When My friend and I went up to order some food we were told that we could not order ANYTHING on the menu because the kitchen had been shut down and everything was closed for the evening. After stepping to the side, several other students who were not of African American decent were allowed to order Pizza, sandwiches and fried chicken. Nonetheless, we were discriminated upon and no one has done anything about it. The man who was on duty at the time did nothing to assist us, but did assist others.
- African American grad school professor in the college of journalism that clearly favors her 'ethnic' students.
- A professor's grading scale was different base on race.
- Race: I wrote a paper once and I did not get my grade with everyone else .. When I asked the teacher for my paper.. she said that she thought it was not my paper. She said 'it does not sound like u'.. How does she know how I sound if this was my first paper ever handed in to her... I was then asked to bring in all my drafts... and even said her husband read it and said that it does not sound like a college student in his first year of class. I brought in all my drafts and was given my paper... She/he just handed it to me and turned away. The reason I know it was because of race was because of something else that happened with another black guy. when she asked him where is bought his watch. and when he told her she/he looked at him and said. 'not everyone's stupid'. and walked away.; National Origin: I was doing my speech class and I never seem to get a good grade even if my paper had no corrections. I confronted the proff. and I was told that my writing was very good yet it was too complex and not everyone could understand what I was saying. I then went to the learning center and asked the people there to take a look at it and they told me it was fine. In fact he said it was great. After hearing that I went back to the proff. and told her what the people at the learning center said. She/he look at me and said. 'Are you from here, meaning USA,?' So I told her no.. She/he said 'u people come here and think that the education u get in your country is better and u know more. I gave u a grade and it is not going to change.'
- I placed an answer on an essay exam which was exactly alike as another classmate who was white and American born and my answer was wrong while his answer was correct. My teacher when confronted with the situation from both of us said I don't have time for this BS...
- Passing a white male student and failing a black female student. Reason according to the professor is that they both and the same substance but the female was unable to convince him of her writing style. I thought that it was unfair knowing that the female's background was not American.
- The same Geography professor discriminating against white Americans.

- The Black Greek sororities and fraternities don't receive the same privileges or rights as the other Greek groups. This is an ongoing situation that needs to be fixed soon. We feel like we are treated as outcasts by the coordinator of the Greek life.
- Teachers of the same Hispanic heritage as a student tend to relax the rules for them.

SEXUAL ORIENTATION:

- in particular the undergraduate advising office. It usually favors homosexuals.
- In classes it is hard to discuss personal experiences because of awkwardness that professors have with the issue of sexual orientation. This becomes difficult when class participation is a majority of the grade.
- A Psychology professor said that gay people are gay because of the way they are treated by their parents. Just thought the comment was out of place, inconvenient, and affected bisexual students present at the moment. We complained to the department(I was a member of a group where a gay female student was participating). Our complaint was positively accepted.

RELIGION:

- in a Religion analysis class that was given by a Jewish teacher . I had to drop the class just because I'm a Muslim .
- Marine Biology teacher criticizing the existence of God
- THREE INSTRUCTORS AT FIU HAVE MADE THEIR FEELINGS KNOWN ABOUT JEWS. DISCRIMINATION IS AN UNFORTUNATE FACT, BUT USING FIU AS A LEARNING FORMAT TO EXPRESS THOSE VIEWS AND ENCOURAGE OTHERS TO ALSO VOICE THEIR DISCRIMINATION IS UNACCEPTABLE IN TODAY'S 'ENLIGHTEN' SOCIETY.

UNCLEAR:

- Teachers do make unkind and cutting remarks to students they do not care for and it should be reported as it does effect learning in a negative manner.
- Every week I hear Spanish music in the GL What about other cultures? I have no desire to see another Salsa dancer during my lunch!!!!!!
- I was kicked out of a required course because I was a sophomore at the time. I registered, paid, and showed up to class on time. (I was let go in order to make room for seniors - don't they get to register first?)I was 'kicked out' by means that the teacher would have administratively dropped me if I didn't. So now I am behind 3 credits. I went to talk to someone with authority about the situation and they told me there was nothing they could do. I was furious.
- One of my profs was more accepting of a student that was the same race, then the rest of the class. Many of my profs seem to favor one gender over the other.
- I hardly speak English a year ago as well as friend from sSaudi Arabian country we did same test she got out lines in test she got A . I did the same I got b- just because in international relations class she got in the spot with a religious issue she cried and she got an A Till now everybody in the classroom wonder that.
- He was denied the participation in a lab research offered to all students to boost their experiences and publication background not based on his GPA, but . The instructor told him that this is for Spanish speaker. He gave his business card to all other students present (and that he offered the chance to participate) except that non-Spanish speaker. And he continued to say that 'there are some people who really miss the common sense genes' that he believe everyone must have. He made this comment to emphasize that the

guy was too old that he should look for something else to do. That was very humiliating. One of the student that I spoke to later comments that he didn't want this guy in his lab.

- Grading discrepancies.
- Though I wasn't personally offended by the incident, others were. There was a man near the fountain in front of the Charles Perry building preaching from the Bible and advocating God and downplaying evolution. I admittedly do not know if the man was a teacher at this school or not%3B he mentioned he was a psyched major, got a few 'hello's from teachers walking by, and carried a briefcase, so I have reason to suspect he was.; Though he shot down other religions and such, I don't think he discriminated and called certain people out in reference to that. What he said about homosexuals and how they are wrong and only fooling themselves, I think, really hurt the feelings of some of the people in the audience surrounding him, especially when some of the girls in the audience tried to stand up and refute him and he asked for their names and proceeded to argue right back, bashing them at every turn. I realize that the girls were there by their own choice and had full opportunity to walk away, but would still consider this perhaps a step over the line.
- I may be paranoid, but people play favorites to certain people.
- The faculty member prefers to hire women that are young and pretty and Colombian. Male applicants do not qualify. This injustice happens quite often. People get hired for their looks a lot.; I also felt discrimination when I was laid off because I was not a graduate student. The Graduate College of Business gets points for hiring graduate students rather than undergraduate students. I am a senior and I was never given this reason when I was laid off. The reasoning was lack of experience which is a bunch of bs. I was rehired by the CBA in less than a month and now I'm getting paid more and much happier. But this discrimination has to stop. And Faculty members shouldn't treat student workers like crap.
- In one of my initial terms at FIU, I took a technical writing course. The evening course was taught by an adjunct professor who could not even write English himself correctly. Everyone in the night course was Jamaican, and people who were in the course with me that could not write correctly. I brought issues to his attention, and in the end, received a 'D' for my final grade. I took the course the following term with an American, handed in all the same work without changes, and received a B. There are serious issues going on at FIU that need to be reviewed and changed.
- funny comments regarding a students background.
- Have seen students harassed to the point of tears or dropping out of a program. Harassment by staff is very alive and prevalent by your staff, it is not even rare
- One graduate student's Form C was not approved by the Graduate School Dean despite the research topic was praised by outside scholars. Student was harassed by the Graduate School Dean several times.
- Whenever the question is a deep difficult question, most professors beat around the bush and then tell the student to look somewhere in the book. I find that very discouraging.
- Some faculty do not cover some topics in class ad they use this material on exam and that affect a lot our grades.
- I don't feel that I can comment at this while in my department FIU
- a fellow student attempted to help me with a situation that I had with an FIU cleaning employee, and was totally disregarded because the student was younger than the employee.
- Did not explain the matter and what was to be done in detail.
- A few strong members of the department's staff were fired and consequently, there is no diversity in the department

- The professor ridiculed (not very directly) a 60 years old non-Caucasian man who wears hearing aid.
- I was fired from a position of 1 year, that I had worked very hard at as a network engineer for the school, because I got a raise from the department and boss who was responsible for paying me and kept the details to my self. When my supervisor found out I was fired and slandered and when I asked him for reference for a job with someone he knew in another department he refused to give me a reference at all. Since then I have been unable to obtain any work university wide. I intend to speak to my attorney about my experiences and see if I can bring it to court. I was on par with the salaries and work responsibilities for everyone else in my department which was network and telecoms and I also had a lot more corporate experience.; When I was dismissed I asked what the reason. He told me that I just didn't get it. I've been working corporately for 7 years before I came to work with him. The reality is he ignored me most of the time and he made my job so ambiguous that there was no hope of me performing because there was nothing ever assigned or no clear track for me to follow. By the end of our business relationship I was simply jumping through hoops and taking every little order just to be able to retain my position. But this was not conducive to getting anything done. When my dismissal came through there was no mention of why I was dismissed except for the statement that funding for my position had run out.; That was my own experience. Then I also observed another employee who was middle eastern and worked for the school for 3 years with out getting a raise. He was solid on 7.50 an hour the whole time. His white male counter parts were making 10-13 an hour. In addition to this another woman I worked with who was a young gay woman. Was also restricted in pay and raises. She went through some fuss and trouble and nearly left before she was given a raise. So essentially I was punish for being a black male and going for what I felt was a decent pay rate.; I had no choice as I have no one but my self to pay my bills I have been working and going to school for the last 5 years doing the same thing and taking breaks where my financial situation could not support going to school.;;
- a professor was commenting because most students got a bad grade is because they are stupid
- Too many to describe, yet such happen everyday in the Campus Life/ Graham Center and SGA offices. Administrators disregard a great portion of the involved students and make much effort to reward a select few. Student loyalty to FIU quickly diminishes, which leads to uncaring alumnae. I am completing my degree this December and leave with very negative memories of my experiences at FIU. And this was not due to lack of effort on my part, as I was very involved on campus and dedicated much of my efforts to the university and its organizations. Unfortunately, I am one of so many who feel this way. And those that are unhappy with services or treatment, quickly realize that there are few to turn to, as not even those paid to provide a level of mentorship to students want to fulfill their jobs.
- Actually, I didn't have discrimination. However, very rare does this professor takes attendance and when he did it was for extra credit. I assisted every day to his class. The day came where he took attendance, but the class was noisy(I remember that I wasn't disrupting). So, I didn't realized that he'd taken attendance. I talked to him after class and didn't bother to take my name down. I thought of going to the Dean. But he has connections with these people. So I said 'Forget Him' and never did anything about cause I was intimidated.
- additional comment about Judaism; also comment about disability of 'crack babies'

- Instead of assisting students in related course work, it was repeatedly stressed that reading levels were just not up to par and that was the reason for the difficulty understanding the subject matter. Yet no help in the specific subject matter was offered.
- Sometimes, in science courses, the general student population is filled with underachievers, and professors come to expect that everyone in the class is not interested in learning. This is not true because there are always a handful of students who are bright, hard working, and experienced at academic achievement. Some professors ASSUME that everyone in the class doesn't want to learn, and give off a condescending attitude that we're all a bunch of underachievers, but this is not the case. I don't want professors to assume anymore that I am not a worthy student before they have a chance to meet me in office hours.
- A teacher called another student stupid, and called FIU workers stupid as well.
- A psychology professor gave extra credit in the form of research participation hours only to Hispanic females. The study was only looking for Hispanic female participants. He should have had another type of extra credit for the other students.
- A professor at the Political Science Department, refused to let a student into the United Nation course because the professor simply did not like the girl. The Student disqualification was not based on her academic record, the faculty's decision was made purely on first impression of the student. This is why I feel that this was a discrimination.
- I had an appointment with a staff member and she would ignore me to take care of younger students who came after I did. When she finally help me, she interrupted me several times to help other students and to talk on the phone. My appointment was for 3 p.m. and I finished at around 6:30 p.m., after seeing her for a total of about 15 minutes including all the interruptions.;;
- Hell no, because if it happened to me, believe me you'd hear about it.
- In the past spring semester one of the faculty members (adjunct) continuously discriminated one of the students in the class because she was old and sometimes she couldn't grasp concepts as quickly as other fellow students. He had absolutely no patience for anyone in the class. It is insulting that an old faculty member discriminates against other older people. He also showed favoritism towards some students based on the fact that some of them at the end of the semester would collect money from the rest of the students to buy him a gift. He automatically would lower the grade of the students who would not contribute or sign the card that was given to him at the end of the semester. On the test he would administer he would not say a specific number of points per question and therefore the students that were not in his 'favorites lists' would just get lower grades, and this happen to the lady he discriminated upon because of her age. Although she earned good grades in the rest of her classes in this specify one she almost failed.
- the comment was directed by the Assistant Dean, toward me
- a professor from the religious department who was going to teach half the class said that we were all idiots and that because she was the teacher she knew that everything we had previously learned from other teachers was wrong and that she was the expert and that we were idiots, she repeat that we were idiots like 4 times during the class and this was at the beginning of the class in which we were beginning to learn her material and if someone expressed an opinion other then hers she said would say we were ignorant and start screaming and pacing back and forth like a lunatic to the point those of us in class felt scared and so that the following class, half the class did not show up including graduate students ...other students that had her showed papers in which she would write degrading comments on their papers...teachers are meant to inspire not reduce the student to the point they lose self esteem and no longer wish to be in the classroom and learn...we learn

by being taught not screamed at or insulted...plus because so many students told the professor that this woman teaching the class was being like this he decide he would teach the rest of the course...and by that time we could not get refund on the books we bought for this portion of the course and losing money...

- Just like I mentioned before, if you disagree with a professors point of view, you might as well drop out from the class or swallow your tongue and agree what he or she is lecturing.

In the previous year at FIU, I witnessed discrimination by a student that I believed was based upon someone's:
(Please describe the incident or incidents)

DISABILITY:

- I have not seen discrimination as much as I have seen a disregard for students with physical disabilities. Ramps have able bodied students occupying them, students taking up all of the elevator space, getting in front, etc. When dependent on these items to attend class, it can be very frustrating.
- Although this is not a case of discrimination of disability, I didn't know where else to put this comment. I feel discriminated by the lack to lefty desks in campus' classrooms. Aren't all students supposed to be provided for? I am a lefty and one particular day during the previous year, I had three exams in three classes, back to back. And none of these classes had lefty desks. Not only was I uncomfortable during the entire day, taking exams and straining to write, but this isn't fair to all lefty students. And I have also noticed that if a classroom does have a lefty desk, it is usually placed in the back somewhere. I do consider this discrimination.

NATIONAL ORIGIN:

- I just being American last year however I was discriminated in a class when I mention that I born in Peru, some said you do not know nothing a bout America. The teacher corrected the student he apologized.
- many ignorant students spoke of how students from India should go home (where the consideration should have been based on the extreme portion of a different ethnicity/religious group altogether).
- Ratting on a Chinese female student. The Chinese was later asked to withdraw from the program.

RACE/ETHNICITY

- Just a kid using the "N" word

RELIGION:

- belief in God

SEXUAL ORIENTATION:

- How openly people make fun of Homosexuals at this school.

- In one of my classes, a student said something very offensive to another student who was gay.
- A few jokes/attitudes towards gay/lesbian and older students, nothing serious but something that shouldn't happen in a higher learning community.
- There is a lot of comments on campus in regards to sexual orientation, example, dyke, faggot. There was an incident I clearly remember where a student started referring to female police officers on campus as dykes and the professor at the time deal with the students comments in a very professional manner basically stating her comments were discriminatory and misinformed.

UNCLEAR:

- More ignorant prejudice...
- I have been whiteness to all of the above that I have checked on numerous occasions inside and outside of class. I spend equal amount of time on both campuses 9 credits on each, but have witnessed most of this behavior at the BB campus.
- Unfortunately discrimination by students are common.
- You can't be involved if your not Greek, Greeks won't talk to you if your not Greek and it's absolutely ridiculous, you can't sit in their section in GC and it's offensive! I don't appreciate it at all!
- Music education student in my class stated he could never teach disruptive students in class if they were "retarded" and would only give such a student busy work. Same student went about making comments as to a person's socioeconomic status wondering why they were at FIU if they were so poor. Same student regarded people who were sexually abused as "deserving it". These incidents only stick out in my mind because they were that poignant and disruptive of our learning about diversity in our course.
- Fraternities
- It was in my Freshman experience class. There was a student who make racial comments and also would refer to people as commi's.
- being nasty to other people from other ethnicity and religion
- I haven't seen that yet, but it does exist.
- Whenever the students have activities sin GC it is always toward young attractive women. If a older looking student comes by she will not receive the attention or the roses that they are giving out. Also will the not even talk to you if it is not to get you to vote for them. There are also Latino groups of student that will go around the campus offering stuff to only the young good looking Latinos.
- again the same student in one of my classes has a crazy mind!
- Again, students at FIU are young adults, and many not realizing the power of speech. There are constantly discriminating comments and jokes that I hear everyday. What matters is if a student stands up for what is right or just agrees with the crowd.
- The Sororities and Fraternities never let anyone in who doesn't match the fakeness of their group.
- An African American student, confronted a white American and asked her why does she try to act black or Hispanic. The girl was very offended.
- Individuals assuming one is inferior to them because the other person is elderly. Individuals calling an intellectually disabled person a retard. Sexual harassment based on gender wolf calls, unwanted touching, ect. A gentleman making a negative comment about a Muslim girl referring to the Sept 11 attack. religion, race, national origin. A group of men making fun of homosexuality.

- A volunteer for an athletic team was spit on purposely, by an athlete during a practice. No actions were taken against the athlete for his actions.
- I have witnessed discrimination by a student which was based on the person's affiliation and race. At an SPC sponsored party, the people at the door refused to let people in because there was too many people inside, and as people leave then people can come into the party. As people left then the people at the front door still refused to let people in the party. The people at the front door only let a couple of people in who were in SPC who weren't waiting in line, despite that there was at least 80 people who were patiently waiting to get in the party. Most of were predominantly black. At all the other FIU parties ASPC never made such a big fuss about capacity, until the day Bethune Cookman College predominantly black college was there because they played FIU at the football game. I felt that the main reason the people at the front door would not let people in was because there was too many black people trying to get into the party, and others had the same complaint.
- The incidents were the usual racial slurring or demeaning of another person who was different.
- The campus seems rather segregated. Although there are many different types of people on campus people of different ethnic groups generally congregate together, and a few times I have seen people make remarks about other people based on their ethnicity. I have also witnessed people make derogatory comments to other students of different sexual orientations.