

WVSC Student Opinion Survey

Written Responses

Spring 2002

These comments, written by WVSC students, are typed as close to verbatim as possible and are grouped according to the issue.

Academics

- Teaching skills of adjunct teachers should be more closely monitored.
- Teacher Education lab desperately needs a printer.
- The classes I have attended have been enjoyable. The faculty has been friendly/concerned about students.
- I think there should be one consistent attendance policy instead of each professor setting their own. Same goes for grading scale.
- The only thing that has really made me upset is I have been here for 2 semesters, and I have not yet received a college catalog.
- My academic advisor has never really helped me. I am a non-traditional student and I feel I have wasted time on classes that I don't need, because I have gotten no direction. I am also required to write a portfolio for my degree and I can get no assistance from my advisor on this.
- The Spanish courses should teach fluency. Spanish courses should be harder and enable the student to acquire the knowledge of the Spanish language.
- Most students have no idea who their advisors are. It should be made clear to them the 1st day of class who their advisor is; that way they have no excuse for not checking in with them.
- On academic 5 (attitude of faculty toward students) my answer is strongly agree (very satisfied). I however wish to add that there is one faculty member that treats students rudely. I feel students need to be taken more seriously when they make reports of abuse.
- This semester I have heard nothing but "man-bashing." Every problem in the world has been laid on the dominant white male. Every single class I attend is focused on this one idea. I've never been so sick of one thing in my whole life. If you change anything in the school—Please get rid of the origins class.
- Due to the fact the library is below code of any college, need to be updated
- Funding for the Art Dept needs improvement asap. More instructors are needed in all departments. Art labs need better equipment and more space. Longer lab hours are needed.
- Your college advising is great.
- Less night classes in the art department, or at least an option for taking the morning class. It's hard to take a 3 hour lab at night. More options and availability of courses. More photography classes available please! More space for Art Department—WE ARE GROWING!!
- Most of the teachers are horrible!
- This college does not provide adequate preparation for the real world or what the aspects of real jobs are. Certain staff in my program do not care about the students or what they think. We are suppressed from expressing our opinions and thoughts because the professors feel they have the only opinion that matters. Staff needs a new attitude and need to remember that the students are the ones who are important, not their egos.
- Some of the professors don't know what they are teaching or how to respond to student answers.
- Your academic advising is great. Wendy Powers helped me get on track again.
- I hope that the faculty retention changes. Some professors are disliked strongly, yet the student opinions aren't listened to.
- Sometimes I have to wait weeks before my advisor calls me back!
- Academic advising needs improvement (only applies to a few advisors).
- Need professors with a better attitude toward the students. Not all students should suffer because of a select few. Of the 4 colleges I have attended, this has been the worst by far in quality of instruction!
- Adjunct professors/teachers should be looked at—their teaching skills and their knowledge base. Their attitudes need to be monitored also.
- I was assigned an advisor who left the school a year ago and have been working with a temp since then. I do not feel that I am being adequately served in that area.
- Need to require basic typing class.
- The professors in the music department, with the exception of Ingle, Florkevich and Dalton, need to be evaluated and made to perform or retire.
- I also don't like the idea of wasting my own time and money for the College 101 class.
- I would like to see at least an associate nursing program so we wouldn't have to attend other colleges. More people would pay to stay here rather than going to other schools and paying "a lot" of money.

- I love the teachers at this school. They are wonderful and have made attending this school worthwhile.
- The college catalog was not published, nor was the "Buzz." So it wasn't available for my class entering college.
- College 101 class should be mandatory for freshmen to examine their weaknesses and strengths...to evaluate what field of interest they perhaps should seek out.
- WVSC needs to have an Associate Nursing Program here so students don't have to go anywhere else.
- I do not know who my new advisor is.
- The art department needs more money. I believe the art dept. gets the lower end of the budget.
- The library needs drastic improvement—it is unacceptable.
- The classrooms are under equipped.
- Art department facilities are depressing. The art education degree doesn't teach a "future" teacher how to teach the students.
- WVSC needs a nursing program of their own so students do not have to transfer somewhere else to finish.
- Some professors have this "elitist" attitude, and aren't willing to change their way of teaching. Not all students learn the same way. Students may know the material, but are not good test takers. There is just too much emphasis on testing. Some professors use three or four tests to grade a student to see if he or she knows the material, and that's not teaching. I also think that the class Origins is a waste of time, the material covered in this class is studied in other courses offered at WVSC, such as biology, english lit, and world history. So why is Origins mandatory to graduate? To me it seems like profs get together to write a book just to add another class, and to have their name on a book. The accounting classes need help too. Once again, most of the class is based upon testing. Like accounting 215 you basically must learn the first five chapters, so make that a class instead of half the students failing the class the first time. If you learn the concepts of the first 5 chapters in let's say the 8th chapter, your test score from before show that you don't know the concepts, and you most likely can't get a high enough score to set your grade to a C, and you have to take the class again.
- Advisors need to be careful when new students arrive. I know I wanted to go into medicine, but did not have a specific job in mind. I was stuck with an English teacher as an advisor. She did not help me at all. Therefore, I am behind and left with classes that don't go well together.
- The library needs serious improvements. There are not any resources that can be used when writing papers.
- An area that needs improvement that is not addressed in this survey has to do with the faculty. I have had many wonderful professors since I've been at WVSC, both full-time and adjunct, but I am very dissatisfied with the fact that professors that should not continue to teach here never seem to be let go by the school. I often wonder what the point of evaluations is because I don't think they have any affect on staffing decisions. Please do not ask us what we think if you don't plan on making any changes!
- This school could be really good, but needs a lot of improvement. Some teachers are excellent, but others have poor attitudes and should not be allowed to teach.
- There needs to be at least an associate degree in nursing offered at this school.
- There needs to be a 2-yr. Nursing Program here at WVSC. I think more people would attend school here and stay here instead of going to WVUIT; UC; Marshall.
- Having a Master's Degree program in Criminal Justice
- My advisor is great now, but before I have had advisor who didn't know the curriculum I needed for a 4 year and now I am only 3 classes from what I need for a 2 and a 4 year degree, so I have taken a year longer than I should have to graduate.
- The Chemistry lab assistant is very rude, treating people like children and talking down to them. It's very hard to find my advisor to register for classes when I am here.

Admissions

- Admissions office workers seem to be incompetent and have poor attitudes.
- The problem is the processing time. It took over 2 months for my admission to get processed and my friend missed his orientation date due to that same reason.

Athletics

- There needs to be a WVSC soccer team—men and women.
- The weight room needs new equipment and a bigger room.
- Keep track of offenses that cause coaches to keep their jobs, even after allegations of sexual misconduct. It creates an uncomfortable environment for all athletes.
- We have poor recreational facilities

Cashier's Office/Fiscal Affairs

- Should offer more payment possibilities/monthly payments.
- Too many different chains to go through to get assistance.
- More payments options available to students (i.e., monthly payments, etc.)

Campus Life/Activities

- If there was more available at more convenient times I would be more apt to participate.
- There are few campus activities for students.
- I would like to see more activities for non-traditional students. I would also like to see more activities geared toward traditional and non-traditional interaction. Lastly, I would really like to see activities for the dependants of the students.
- I am a single mother of two, who lives off campus. I do not have time to use a lot of these services that are offered by the college.
- Some of the students here do not belong, if it was renamed to the University of Thug or Thug University that would be more suitable. Some of the students should be back in their natural environment where they belong and not at WVSC!
- There are just too many rude faculty and staff members here.
- This school is so racially biased against the 90% of white commuters, it's sickening. There are no activities of interest for commuters. Anything of interest is held late at night so only the black kids can participate.
- Overall this college has great potential. As an African American, I feel it has lost too much of its history. As of right now there are so many things that could be done to make this campus exciting. I feel unlike many of my other friends have gone off to college and are experiencing the best times of their lives. I'm wondering was high school the best of my life. I'm waiting for WVSC to create excitement.
- Poor student union
- Need better ways to spread information about school activities.
- I have enjoyed attending WVSC, but student activities are very disappointing. If I wasn't involved in athletics, I wouldn't attend.
- More activities on campus. More activities for Hispanic students because everything here is all about being black. Get rid of people who do not do their jobs, that means professors and staff.
- ATM machines on premises
- All ethnic and racial groups need attention! Stop focusing on one (which is a minority anyway)!
- Student Union renovations
- Greek Housing
- There are problems with student lounges, or lack thereof

Facilities

- Stairways in all buildings except library are a disgrace—have not been cleaned since I began WVSC—the dirt is building up and accumulating each semester!
- The classrooms need to be brought into this era.
- I also hate how it is always cold in Wallace Hall and there are bugs all over the building!

Financial Aid

- More information needs to be given regarding financial aid: from the programs available to what type of options there are to have student loans forgiven. I feel most of my financial aid is handled through the mail.
- I believe it is difficult to get assistance if you want housing or tuition if it is known your parents could pay it, and it is perhaps unfair to not provide financial aid to students simply because they have been in school too long, especially if they haven't previously applied for aid. I am 26, almost have 3 Bas, and have to live with mom and dad. It is stressful and practically undoable.
- The Financial Aid Dept. is in great need of developing a better plan to process information more accurately and rapidly. It is detesting that financial aid arrives after the start of the semester, when it is needed.
- They are very slow and often mess things up.
- Financial Aid department is rude and students dread going to them.
- I live with my mother but pay for college myself and have problems because not receiving financial aid because my mother makes too much money. Financial aid needs to go off my income not my mother's.
- Staff has bad attitudes (some of them), they never seem to get your file complete. Late on mailing information to you. These are just a few problems with Financial Aid Office.
- Need to offer more financial aid to hard working students who don't qualify.
- I have excellent grades and cannot get any financial help.
- There needs to be more financial aid options/grants/scholarships for those who attend a 3 hour class each semester and who work full-time with families.
- I do not understand the whole system.
- Please help the financial aid office—they need more people and more training—maybe that would help improve their attitudes!!!
- There is not enough financial aid.
- Financial Aid office doesn't give reliable information in making sure funds are paid.
- The Financial Aid office personnel are rude and hateful. This needs to be changed.
- Out of State students need more available to them financially.

- I think the college needs more scholarships. I recently heard that a student scoring 27 on the ACT and a 4.0 grade from HS was turned down for a presidential scholarship. This scholarship was freely advertised and students within the requirements were supposed to receive it. 20 people applied and the school only had the money for 5 scholarships.
- The staff in Financial Aid are extremely rude. They treat people terrible.
- Both the attitude and general quality of info provided by staff need improvement.

Registration & Course Selection/Scheduling

- Scheduling, payment and registering is a hassle! Even when I am far ahead of deadlines. I get tossed to and fro with every question I have. For the most part, the attitudes of the workers (registration, cashier, etc.) is very negative and unhelpful. They seem to be going through the motions with no real desire to help! I am frustrated each and every time a new semester rolls around. I feel like every time I have a question or concern it is a burden for someone to assist me.
- Seniors should have some input into classes offered during summer school. When close to graduation, certain courses are needed by most students in that field.
- Online Registration
- More morning classes should be offered later in majors' curriculums and students should get to choose between Origins and Race & Gender & Human Identity.
- This office continually makes errors and is difficult to approach because of long lines and the staff does not seem to be aware of how to make changes or help when errors are made.
- Too many times when registering for class in education I am offered little choice in time slots. For instance, my last semester of classes is next fall and two of the classes required for graduation are offered 1 time only and at the same times. This is not the first time this has happened. It occurred often when classes have pre-reg. in my first and sec. years here at WVSC. Classes only hold 25-30 and often are full. Life-long students, who those who keep changing majors continue to get first priority when registration occurs.
- Provide more evening classes during summer school sessions
- Too many hoops to jump through
- I think the more of the upper level classes, especially in the English department, should be during the DAY!!! It isn't fair to those who work in the evening or not to miss work for 3 or 4 students who work in the daytime.
- There are too many people trying to register at one time. Registration should be completed the semester before or not allowed.
- It takes too long and wastes a lot of time
- The lines are always too long. They need some more people working or they need to extend the number of days to register.
- The people who work at the registration place are rude though.
- Only problem for new students.
- There need to be more Art classes available.
- Classes are not offered at the times needed for many students.
- The availability of classes in my major could be improved. It is often hard to schedule due to availability (class size) and overlapping.
- I don't like the phone registration!
- Too difficult to schedule classes you need at the only time you have available.
- Classes are usually during the same time—more classes available based on faculty needs instead of student needs.
- We need a lot more art courses available at more times in each semester. They all seem to run at the same time.

Residence Life & Cafeteria

- The service is terrible, the food is horrible and the atmosphere and everything else just makes you not want to deal with or eat the food here.
- The dorms are terrible. They are not cleaned well all of the time. The elevators are broke most of the time. Everything is just falling apart. It is not a place that you would want to spend all of your money on, but you do.
- Too many late night disturbances
- Food doesn't taste that great. Bigger menu selection.
- Cafeteria needs edible food!
- Quality of food is a problem
- Residence halls need renovating.
- Make more food available for students who live off campus, as well as the ones who live on campus. Have a bigger variety, better variety of food. More fresh things like fruits and vegetables.
- The policies for the residence halls at this institution are not at all in agreement with larger, well known institutions.
- We need somewhere good to eat on campus.
- The food is awful and many times causes food poisoning.
- The reason I said that food service needs to be changed, is because the quality of the food is horrible. We need certain fast food restaurants like McDonalds, Wendy's and Taco Bell.

- Another problem I have with the school is Residence Life. The student living conditions in Sullivan, Gore and Prillerman has NOT been renovated since they build it. They need to be updated like Dawson Hall.
- Dining area is non-eatable area. Quality of food is ridiculous! Staff attitude needs improvement! No knowledge of food pyramid or dietary supplements in staff members. Lease needs to be turned in and a new company needs to replace the one we have now. Can't keep an employee for over a month!
- The food service area is filthy and the food is terrible.
- Cafeteria service is awful. More nutrition and better quality products are needed. There are no allowances for special (medical) diets.
- The quality of the food and the environment—not clean at all. I can't eat nor enjoy my meals in a filthy facility.
- I've eaten lunch on more than 10 occasions and the food quality and variety is worse than high school. It does not taste good, nor is it healthy.
- The campus food is terrible, they treat us students like "dogs" and they show no respect for our well-being. We as students are treated as if we did not pay for anything at this college when approaching the nest or cafeteria. The food is prepared selfishly/uncaring; they always run out of "something" everyday! We need more of a variety of foods! We deserve respect! We've paid our dues! Thank you. Hope you improve.
- Food services is corrupt. Chartwells always knows the bid ahead of time, so that they can always bid lower and win the bid and continually serve that rotten food.
- I was ignored a couple of times in the cafeteria because of my color. I am not mad, but I would like to be treated equal.
- Some of the staff do not wear gloves and have the wrong attitude at times.
- The dining facilities here at WVSC are horrible. I spend more money eating out and grocery shopping than I do eating on my meal plan. The food would be better if we had another caterer or food company. The other issue is telephone service and cable should be added into the fees of room and board. I would not mind if tuition and room and board went up if the food services change and get better.
- The food and staff is nasty.
- The food is horrible. That food should not be fed to anyone and should not make students who pay so much money for it have to eat such nasty food.
- Food not just limited to West Virginia taste.
- Need a wider variety.
- And juice machines—something other than pop and water.
- The reason I answered other is because there is no way to describe how terrible the food and staff is. We pay a thousand dollars a semester to eat here, which you cannot get out of, and I only ate 5 meals here all year. Many people feel the same way. I don't have the money to eat out all the time, but I have to in order to avoid getting sick. Goat @&\$% would be better than cafeteria food at this place. Other than that, on campus living is alright.
- Residence Halls need to be remodeled and updated.
- The food services is not adequate for students, courses made for students do not suit the students. Students go through days or weeks from not eating at all. Therefore, the money spent on board is wasted and should be refunded to students whom don't use their board. In order to make the café/food services competitive, because right now they don't care what they make for the students to eat. Board is already paid.
- Better food choices with more taste.
- The café seems dirty and the people do also and they are rude.
- Food needs improving
- Less restrictive rules in the residence halls, because college students should be treated like adults, not Nazi prisoners in a death camp.
- The quality of food served in the cafeteria isn't good at all. Only 2 or 3 days out of a week the food may be good enough to eat. Most students rather eat off campus because time and effort isn't put into the food that is served on campus.
- Food services—employees are paid minimum wage and act accordingly. Also, equipment, quality of food, set up, décor, and procedures could all be improved. Possibly computerizing the meal process to alleviate confusion.

Security/Parking

- Parking is a MAJOR PROBLEM!
- I don't know if student enrollment is steadily increasing, but parking space seems to have decreased severely in the last two semesters. I don't like parking at the Cole building to be able to get to Wallace Hall. Walking four blocks to class is not my idea of adequate parking. I have a 4.0 average, but I've skipped classes so I wouldn't have to part a half-mile down the road from my building. Or after circling the Wallace Hall lot for 15 minutes and finding no parking spot. Or after finding a spot in the Hill Hall lot, but not being able to squeeze my car into the 2-foot wide parking spaces. Parking here has gotten bad.
- Parking is very limited. WVSC is in great need of more parking spaces for students. It is hard to arrive promptly to class when there is no parking available.
- I feel as though the parking facilities could be a lot better.

- The parking stinks!
- I pay for parking, can't find a place to park. I park illegal, get a ticket then have to go through the hassle of paying the fine before I register. !! DO THIS !! Include fine payment with tuition or add it on when I buy my next parking permit. Don't make me take an extra trip here to pay a ticket.
- Tired of paying for parking when there are never any spots to park. The parking problem makes me late to class and it gets tiring having to park far away due to no parking spots. I am tired of walking half a mile to class!
- WVSC needs more parking.
- Most of the services and courses I have dealt with has left me with a positive experience. I just get angry (and want to leave) because you have to come 30 minutes early to find parking. This is especially true during fall semester.
- WE NEED MORE PARKING!!! Or don't make us pay when there is nowhere to park!
- There is a need for more security on campus during the evening hours, especially when it's dark. Where does the money go for the million and one parking tickets?
- This school is in severe need of more parking.
- The parking situation is horrible. Faculty has too many spaces behind Hamlin Hall and parking is too close behind the library. WVSC should have never went to stickers for parking, for those of us who drive show cars to school, it is bad. Why can't they be stuck on the inside (that can be removed and restuck) on the window.
- Parking is one of my biggest headaches at this school. You can never find a spot and I am usually late for class because I can't find a place.
- The parking at this school is ridiculous. If I pay \$50 to park, I should be able to find a space without coming to school early.
- We need better parking.
- I feel that parking facilities need to be improved.
- Need to look into better parking for students and teachers. Other than that I really enjoy the campus.
- Poor parking
- Parking stinks, build another lot so when you come to class you can actually go to class. Most people spend all their time looking for a spot.
- We would like better parking, maybe a garage.
- Parking at this school is terrible. The adjacent fire department doesn't help taking up our limited space.
- The parking is the worst.
- As a commuter, it seems that this college takes in as many students as it wants, but won't provide sufficient parking for everyone enrolled. But waiting behind a bush you will find a "parking enforcement officer" eager to issue some unlucky sole a ticket. Pretty pathetic!
- Finding a parking spot is so hard. It takes at least 5 minutes to park and 5 or more minutes to hike to class.
- Due to the fact of parking is an inconvenience to students
- There are problems with parking
- The people who work at the vehicle place are rude though.
- Parking is awful, unavailable and insufficient
- Parking stickers should be changed back to the old kind.
- If the parking spaces were wider, there would be less tickets to write and less people with dented doors! Improve space in lots—more space.
- Parking is horrible.

Student Services

- Not enough tutoring available to fit the students needs.
- Regarding Health Services, I used these last Spring and I arrived during office hours. A note on the door said "back in 15 minutes." I waited over 45 minutes for a nurse and was given Benadryl Cream (though I told her I didn't itch) and was told to come back. I was misdiagnosed and had to go to another doctor and pay to find out what was wrong with me. The nurse was also very rude and acted like I was bothering her and she spent 15 minutes talking to 2 other students about personal issues before she would see me.
- I requested a tutor to try to get assistance in the right direction and was insulted by the person responsible for helping me find a tutor, because I am a full-time student and employee and have a schedule which is hard to work around. If I had a choice, I would not work full-time but unfortunately I have no one to pay for my clothes, food and gas and I have to work.
- More computers in labs with more programs.
- There doesn't appear to be a career placement here. We have career services, but that doesn't give me a job. I would love to have the security of knowing that I'll have a job waiting especially for me when I graduate.
- Computer labs do not have enough computers.
- I also feel Health Services could be improved. I know we are a small college, but other schools have much better health facilities for students.
- Non-teaching staff seem not to care about students. When ask them a question or call them on the phone, they make me feel as if I were bugging them. Very rude.

- The computer equipment in the lab is always in need of repair and few function properly.
- The health nurse discriminates against the white students.
- Service of Career Center needs more contacts to facilitate placements and networking.
- Better computer equipment and more toward the computer science major.
- Staffing and bookstore procedures need to be improved. Buying books on financial aid is an all day annoying process.
- I believe that there are a lot of kids who need tutoring and there is not enough tutors to fulfill all of the students' needs.
- Access to all students.
- Doesn't have enough tutors for the classes needing tutoring and tutors can't help in everything.
- All the info I gained on my career field I obtained myself. I think the advisors for particular careers should have a broad spectrum of info. for example, all the different field types you can enter with your degree, and the jobs that are opened to your degree.
- There doesn't seem to be enough jobs, or any jobs, offered through the job placement/career counseling in my major which is communications. I am emphasizing in Public Relations and Advertising, whereas the career services at WVSC don't have any job postings in those areas. I am sure that I am not the only Communications major worrying about finding a job in my field with the help of college-job placement services.
- Computer labs—many computers are outdated and slow. Also, there aren't many available during late hours. There are none overnight. It would be nice to see at least one 24-hour lab somewhere on campus.
- There doesn't seem to be a staff designated to helping students place themselves in the career world.
- I think this college needs better tutorial access, more availability of classes and administrators need to put more efforts into guiding their students through career planning.

Miscellaneous/Combined Issues

- Waste of #@\$%@ class time
- I would highly recommend WVSC to other friends and family.
- I wish there were more restaurants in the immediate vicinity. With parking as bad as it is, it takes too long to go to Dunbar if you only have one hour.
- I feel that this college is not safe at times and does not provide good financial aid support or advising. Much needs to be improved.
- It's great!
- Thanks
- This school is good to get a student started in college life. I feel a student shouldn't stay here over two years and I am not. Should be a community college!
- This college accepts students that don't need to be in college. We accept everyone and so many of them don't make grades good enough to get out of third grade! The whole college is corrupt.
- The school as a whole needs to do some BIG reevaluations.
- I have called WVSC on several occasions and have been answered by someone with a "smart Alec" tone or rudeness.
- Good school; needs work!
- These (parking & bookstore) are the only complaints I have. I am a wife, mother, student and part-time worker. I am interested in going to school with as little confusion as possible.
- Great Overall
- I want to know if these surveys are going to be overlooked, or are they going to be enforced? I would like to receive some type of information.
- Very pleased with my time at WVSC—great faculty, small classes, friendly. WVSC needs a better self image. I would also recommend a quarter system so that more classes could be offered more often. Thanks!
- Need more help with planning, not just here's what available.
- Continuing Education in the Community College is GREAT. God bless them
- Instead of taking surveys like this, why not do field research and see the people reacting to the test. When I took this I hear laughter because people think the school physical is a #*@\$ hole, but the professors are nice. The main reason I think people come here because its cheap and easy.
- The general attitude of a few people I could name, but really ruin it for everyone else.
- The font is too small on this damn thing. It is also stupid to waste my instructional time, and thus my money, on a survey. This survey cost me about \$10.