

Grand Valley Graduates Rate University Services
(A Survey of Winter 2004 Graduates)

Office of Institutional Analysis
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Background

Since 1974, the Office of Institutional Analysis and the Records Office have cooperated to conduct a survey of graduates every even-numbered year. The survey asks winter term graduates to rate selected university services on a four-point scale from “excellent” to “poor.” The continuity of the survey content and format allow university decision makers to monitor the quality of services over time and across the areas included in the survey. The survey of 2004 graduates marks the first time data have been presented and disseminated in electronic form.

Methodology

The Records Office sent the survey instrument with degree certificates to all students who earned GVSU degrees in winter 2004. Response rates were as follows:

Table 1: Response rate summary

	Bachelor's	Master's	Total
Sent	1,358	392	1,750
Returned	337	118	457
Return rate	24.8%	30.1%	26.1%

(Note that 2 respondents did not indicate which level degree they received.)

A copy of the survey instrument is included as Appendix A.

Results

Frequencies of ratings

Table 2 shows the percentage distribution of responses to each item on the 2004 questionnaire. For each item, respondents had the option of rating the service or indicating that they had no experience with the service in question. The percentages shown are for those that did rate the service or office. In addition, Table 2 shows the number of valid ratings given and the number of respondents who indicated “no contact.”

Table 2: Percentage distribution of responses

Service	Excellent	Good	Fair	Poor	#	No contact
Academic advising	31.4%	32.3%	21.6%	14.7%	421	36
Course availability	25.4%	57.0%	14.5%	3.1%	456	1
Qual of instruction	36.6%	56.4%	7.0%	0.0%	456	1
Career counseling	22.7%	32.6%	27.5%	17.2%	291	166
Stu transaction ctr	55.3%	39.4%	4.7%	0.6%	320	137
Food service	30.2%	49.4%	18.0%	2.4%	334	123
Intercol athletics	50.6%	39.3%	6.7%	3.4%	178	279
Financial aid	35.5%	51.6%	8.8%	4.1%	318	139
Bus service	44.9%	41.0%	10.1%	4.0%	227	230
Library	32.3%	44.0%	19.1%	4.7%	430	27
Bookstore	40.0%	48.2%	9.6%	2.2%	450	7
Career services	29.3%	53.4%	12.5%	4.7%	232	225
Housing	30.8%	55.6%	11.6%	2.0%	198	259
Records office	47.8%	45.3%	5.2%	1.7%	362	95
Orientation	24.3%	44.8%	23.8%	7.1%	239	218
Registration	45.9%	47.0%	5.1%	2.0%	449	8
Student activities	33.8%	52.7%	11.7%	1.8%	281	176
Campus police	28.3%	47.2%	17.4%	7.2%	265	192
Safety - Allendale	63.5%	33.1%	3.3%	0.0%	359	98
Safety - G.R.	45.5%	46.7%	6.8%	0.9%	336	121
Campus appearance	82.2%	16.4%	1.1%	0.2%	439	18
Admissions	44.4%	50.4%	4.2%	1.0%	381	76
ARC	46.8%	47.8%	4.8%	0.5%	186	271
Lanthorn	23.2%	45.9%	22.2%	8.6%	370	87
Student employment	26.8%	51.2%	15.0%	7.1%	127	330
Computer labs	29.0%	46.2%	21.4%	3.3%	420	37
Parking Allendale	11.5%	32.1%	33.8%	22.6%	390	67
Parking - G.R.	10.3%	31.6%	33.7%	24.4%	389	68
Recreation & Facil	50.0%	42.8%	6.2%	1.0%	290	167
Overall GVSU	42.8%	52.8%	4.0%	0.4%	453	4

Mean ratings

We can assign numeric values to the ratings (“Excellent”=4; “Good”=3; “Fair”=2; “poor”=1). If one is willing to accept that the “distance” between ratings is equal, the mean of the ratings can be used as a summary measure of all the ratings for a particular questionnaire item. Those average response values are shown in Table 3.

We have responses from a sample of winter 2004 graduates. If we believe that our survey responses come from an unbiased sample of a larger population (for example, all winter 2004 graduates), then all differences between our sample means and those for the whole population would arise from random sampling error, and the standard error of the mean would give an estimate of how much the population means should be expected to differ from the measured means. Table 3 includes confidence bounds for the population means for each item. These bounds can be interpreted as the top and bottom of a range that we’re 67% certain contains the true population mean, *if* the sample is unbiased.

Table 3: Mean ratings with upper and lower 67% confidence limits

Service	Mean rating	#	Upper confidence	Lower confidence
Academic advising	2.80	421	2.85	2.75
Course availability	3.05	456	3.08	3.02
Quality of instruction	3.30	456	3.33	3.27
Career counseling	2.61	291	2.67	2.55
Student transaction center	3.49	320	3.53	3.46
Food service	3.07	334	3.11	3.03
Intercollegiate athletics	3.37	178	3.43	3.31
Financial aid	3.19	318	3.23	3.15
Bus service	3.27	227	3.32	3.22
Library	3.04	430	3.08	3.00
Bookstore	3.26	450	3.29	3.23
Career services	3.07	232	3.12	3.02
Housing	3.15	198	3.20	3.10
Records office	3.39	362	3.43	3.36
Orientation	2.86	239	2.92	2.80
Registration	3.37	449	3.40	3.34
Student activities	3.19	281	3.23	3.15
Campus police	2.97	265	3.02	2.92
Safety - Allendale	3.60	359	3.63	3.57
Safety - G.R.	3.37	336	3.41	3.33
Campus appearance	3.81	439	3.83	3.79
Admissions	3.38	381	3.41	3.35
ARC	3.41	186	3.46	3.37
Lanthorn	2.84	370	2.89	2.79
Student employment	2.98	127	3.06	2.91
Computer labs	3.01	420	3.05	2.97
Parking Allendale	2.33	390	2.38	2.28
Parking - G.R.	2.28	389	2.33	2.23
Recreation & Facilities	3.42	290	3.46	3.38
Overall GVSU	3.38	453	3.41	3.35

There are some differences between the ratings given by bachelor's degree recipients and master's degree recipients. Average scores by degree level are summarized in Table 4.

Table 4: Mean ratings by degree earned

Service	Bachelors		Masters	
	Mean Rating	#	Mean Rating	#
Academic advising	2.68	311	3.14	108
Course availability	2.99	336	3.23	118
Qual of instruction	3.25	337	3.44	117
Career counseling	2.54	225	2.85	65
Stu transaction ctr	3.48	261	3.55	58
Food service	3.07	272	3.08	62
Intercoll athletics	3.35	155	3.48	23
Financial aid	3.14	254	3.37	63
Bus service	3.36	190	2.81	36
Library	2.96	319	3.28	109
Bookstore	3.24	333	3.33	115
Career services	3.04	198	3.27	33
Housing	3.17	181	3	17
Records office	3.35	269	3.51	92
Orientation	2.84	201	3	38
Registration	3.34	331	3.43	116
Student activities	3.16	238	3.3	43
Campus police	2.97	222	2.98	41
Safety - Allendale	3.63	302	3.49	55
Safety - G.R.	3.38	245	3.36	90
Campus appearance	3.81	330	3.79	107
Admissions	3.36	283	3.43	97
ARC	3.42	153	3.33	33
Lanthorn	2.8	296	3	73
Student employment	2.93	108	3.26	19
Computer labs	3.01	324	3	94
Parking Allendale	2.29	320	2.5	68
Parking - G.R.	2.34	283	2.12	105
Recreation & Facil	3.41	242	3.46	48
Overall GVSU	3.36	335	3.43	116

Comparison of mean ratings: 1982 – 2004

Graphs showing the history of average responses (with standard error bands) for each item in the 2004 questionnaire are presented on pages 9-23.

Respondents' comments

Respondents were encouraged to provide comments to supplement their ratings of each service or office. They were also given the opportunity to make general comments at the conclusion of the survey. Transcripts of graduates' comments are printed on pages 24-128, organized by questionnaire item and rating.

Responses are reproduced verbatim, including distinctive grammar and spelling. In a very few cases, names of individuals cited by respondents in a negative context have been redacted.

Figure 1: Academic Advising

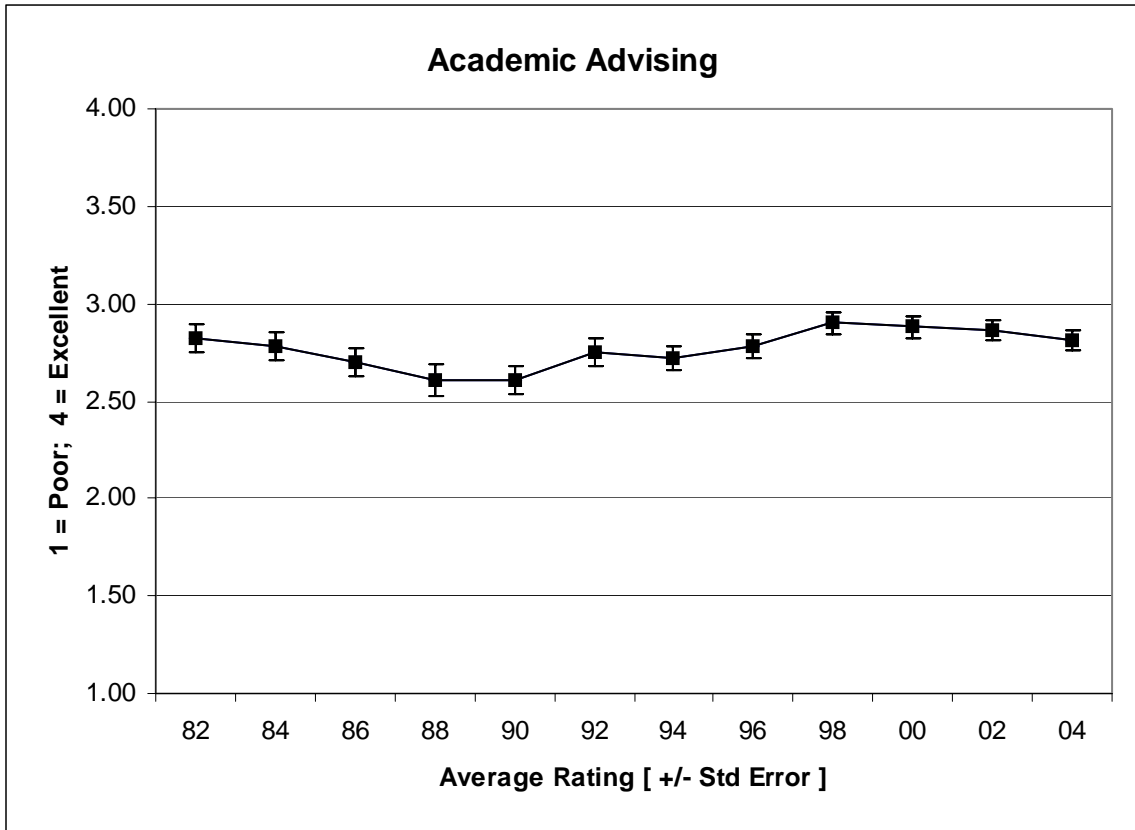


Figure 2: Availability of Courses



Figure 3: Quality of Instruction



Figure 4: Career Counseling

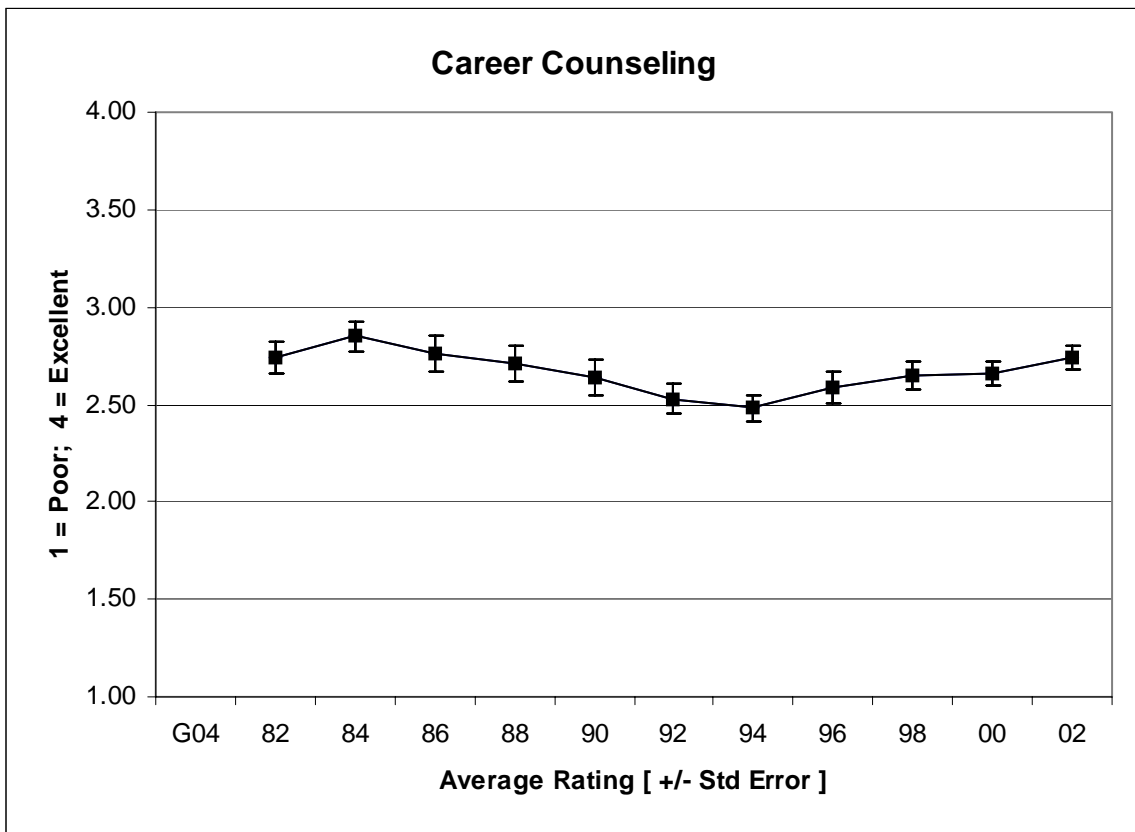


Figure 5: Student Transaction Center

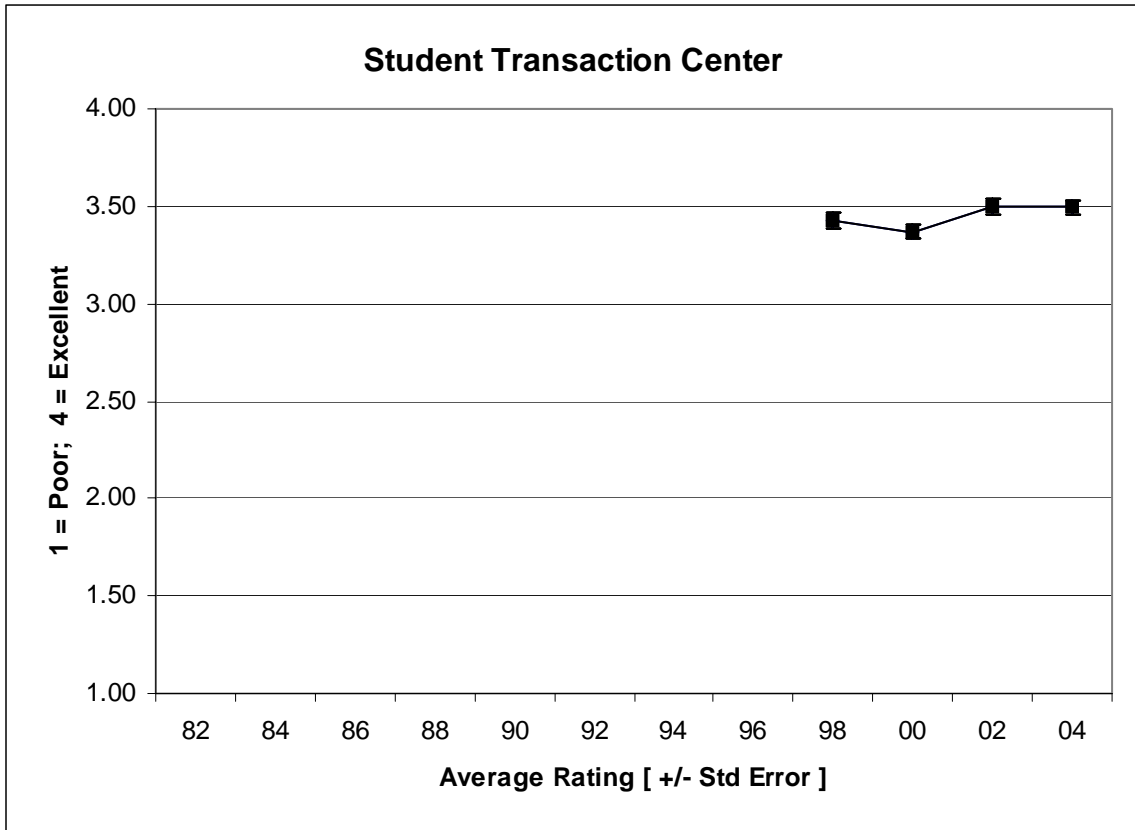


Figure 6: Food Service

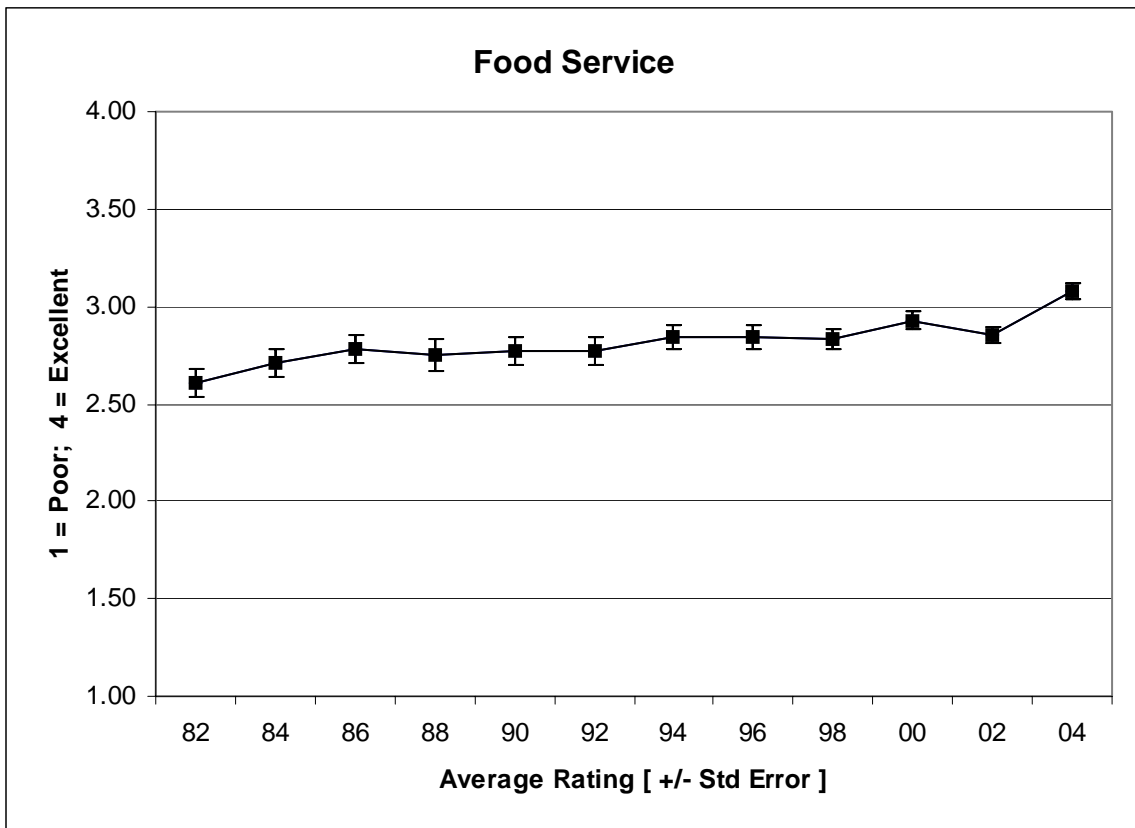


Figure 7: Intercollegiate Athletics

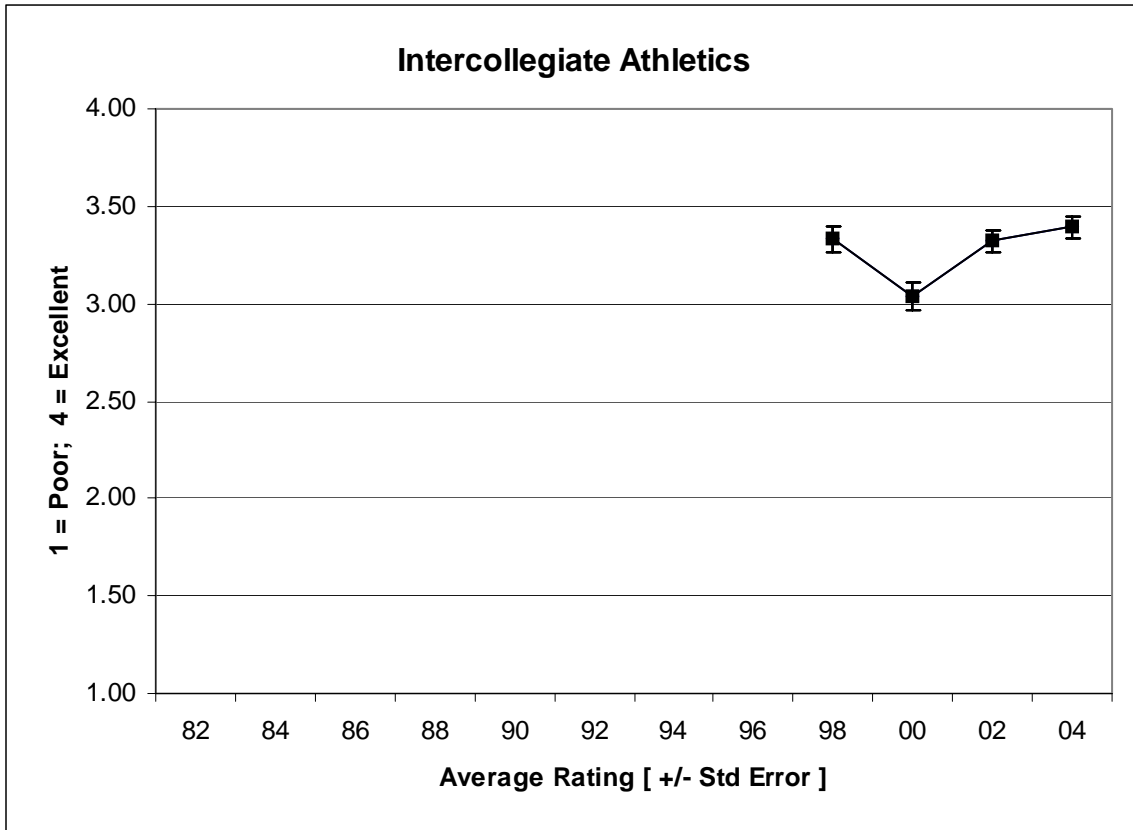


Figure 8: Financial Aid Office

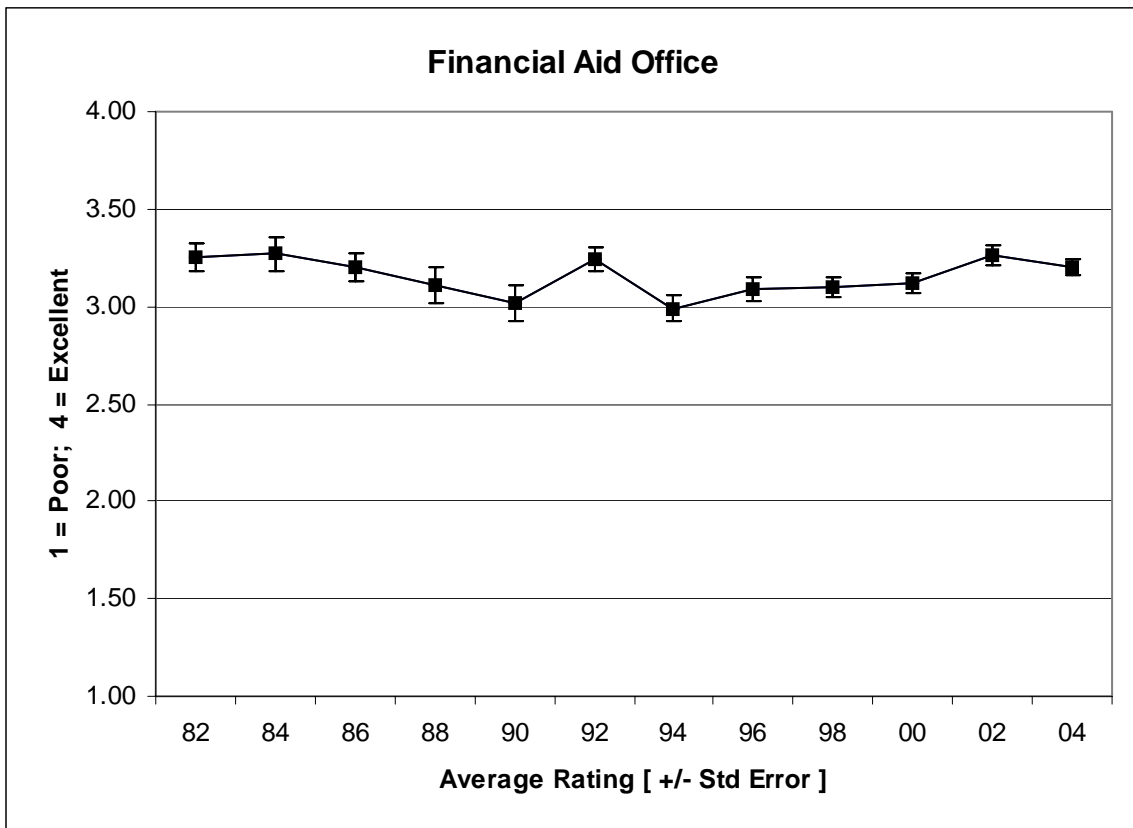


Figure 9: Bus Service



Figure 10: Library

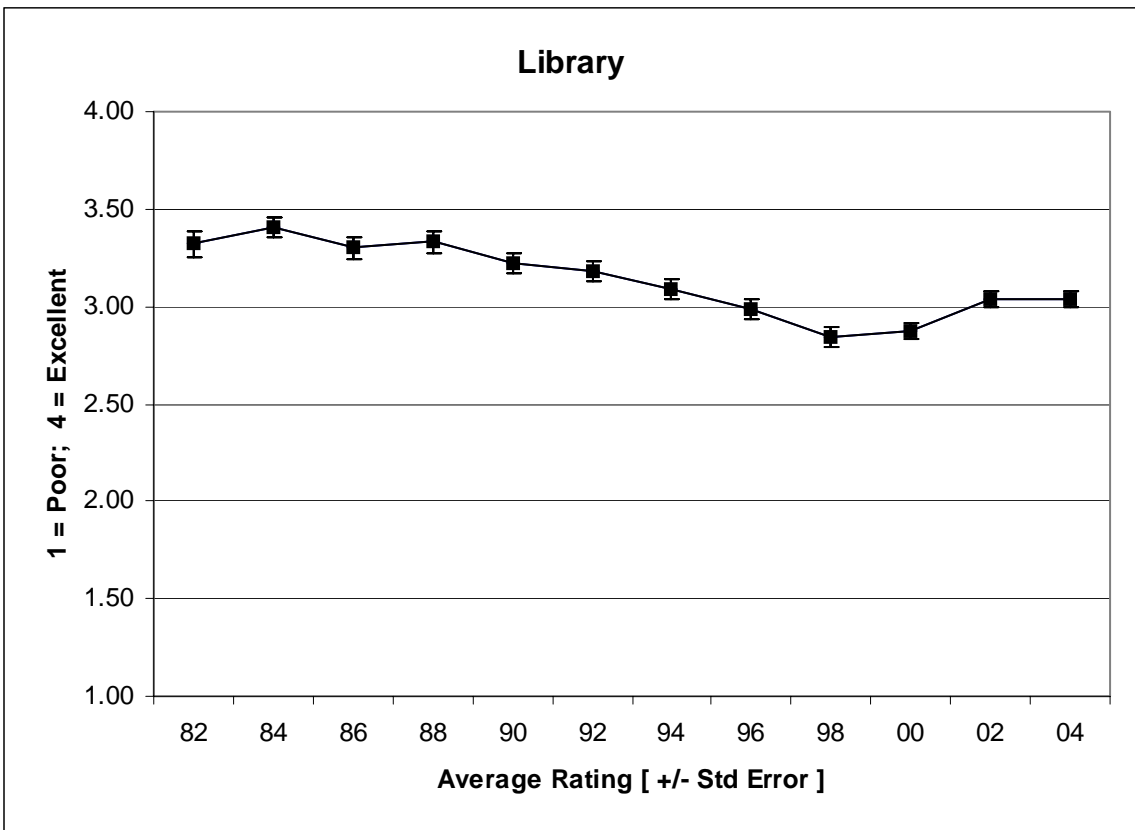


Figure 11: Bookstore

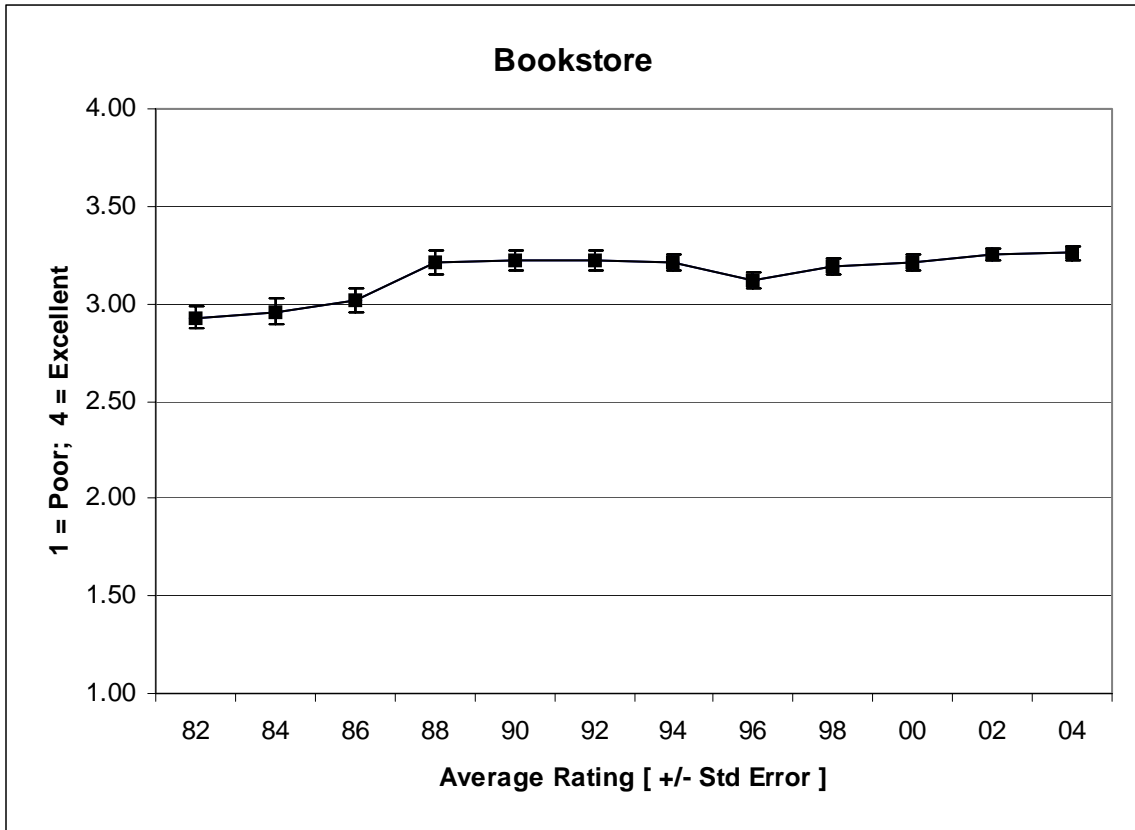


Figure 12: Career Services Office

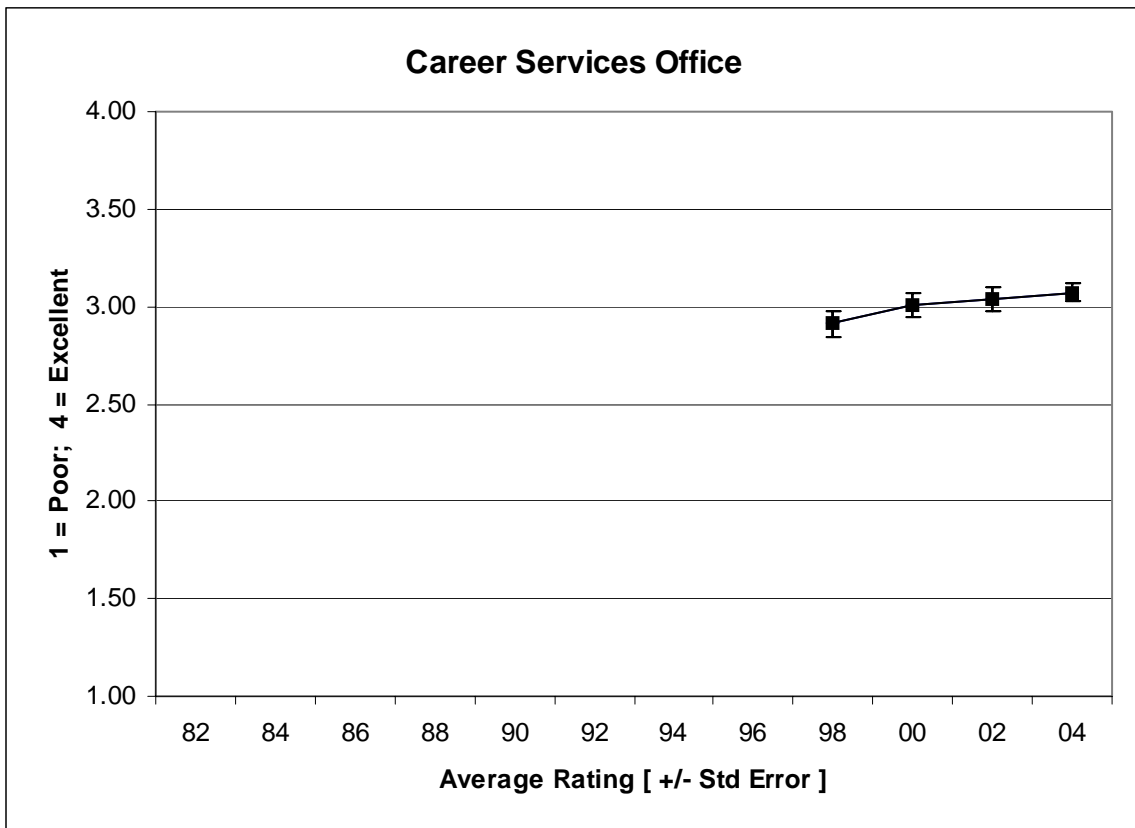


Figure 13: Housing

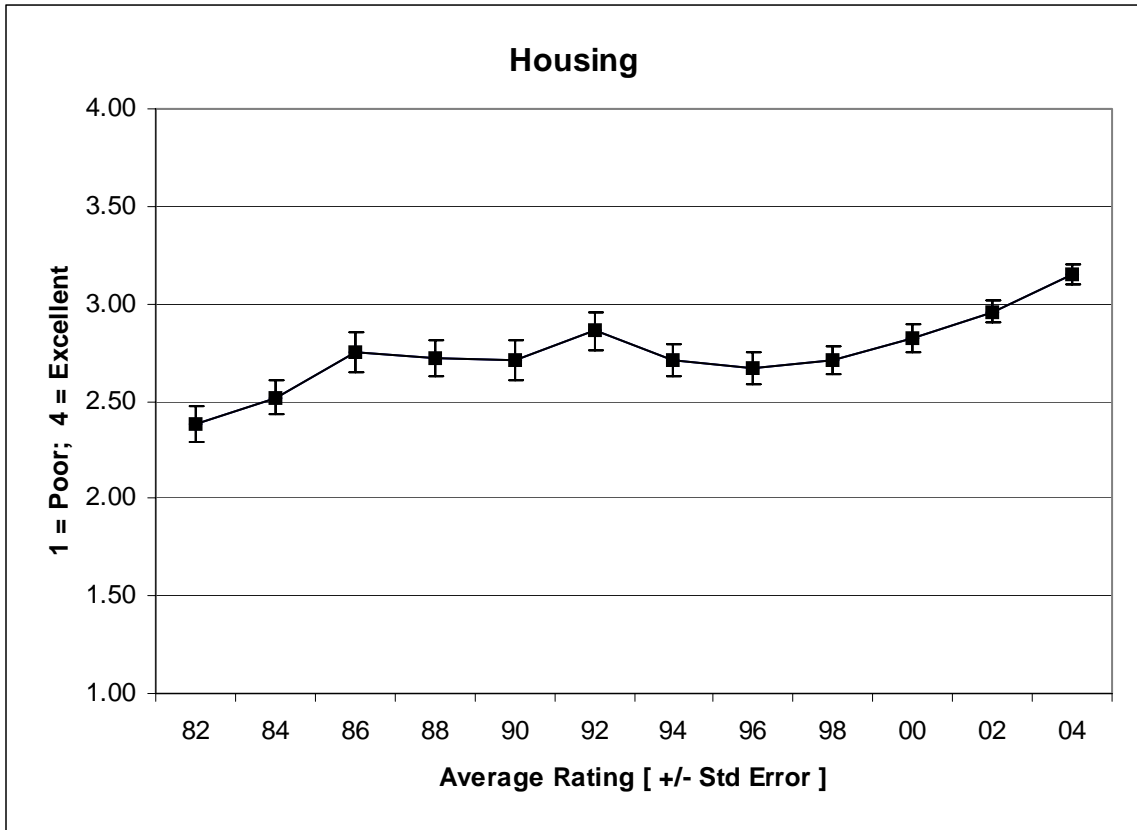


Figure 14: Records Office

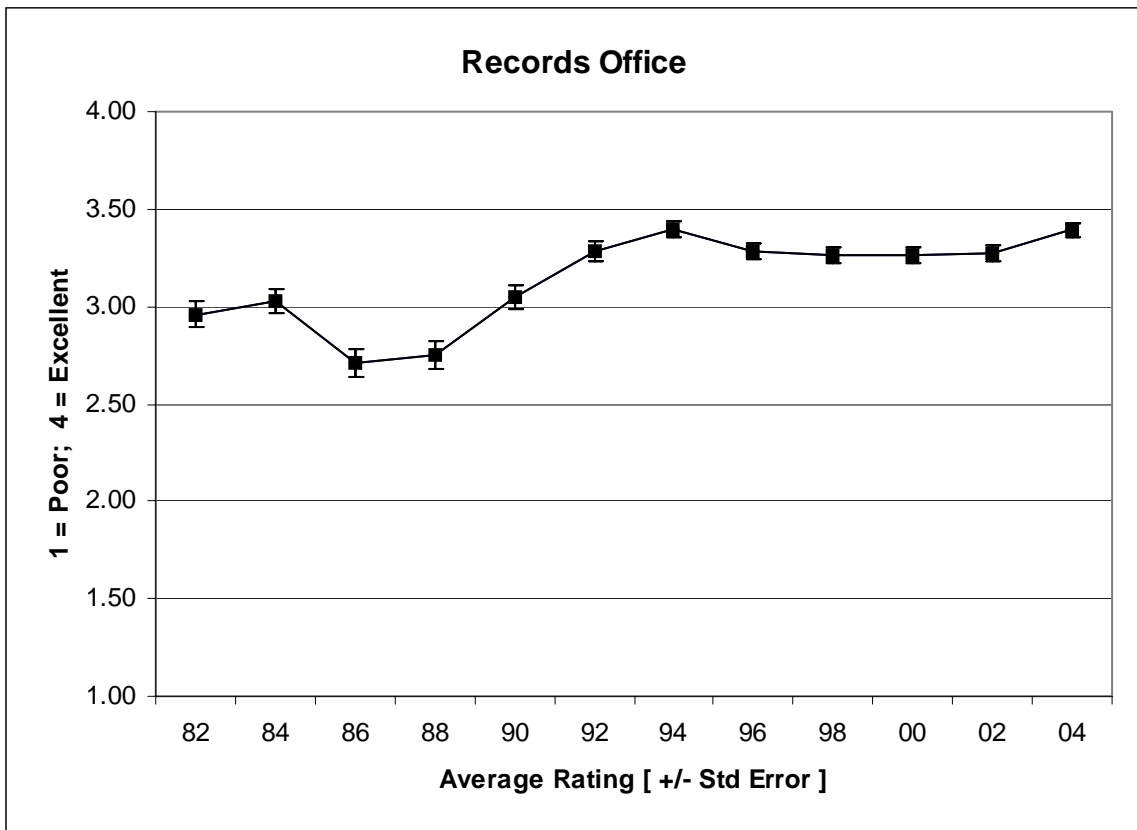


Figure 15: New Student Orientation Program

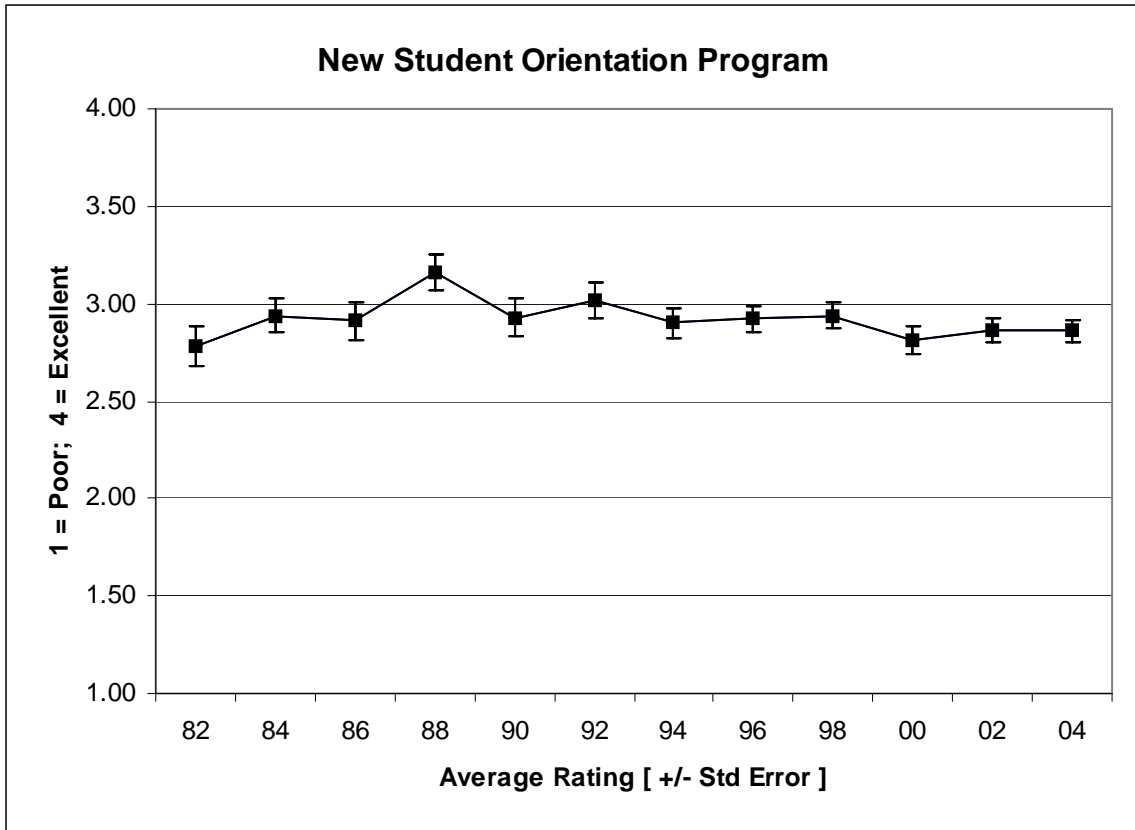


Figure 16: Registration Process

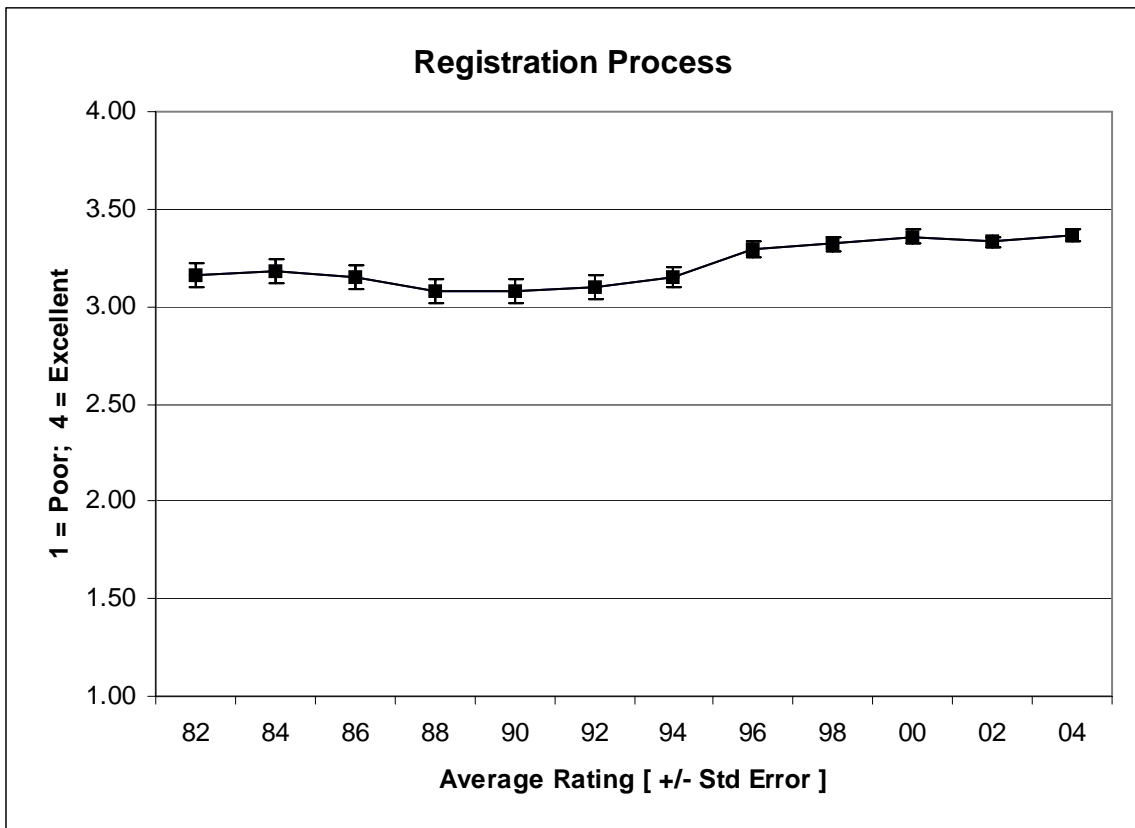


Figure 17: Student Activities

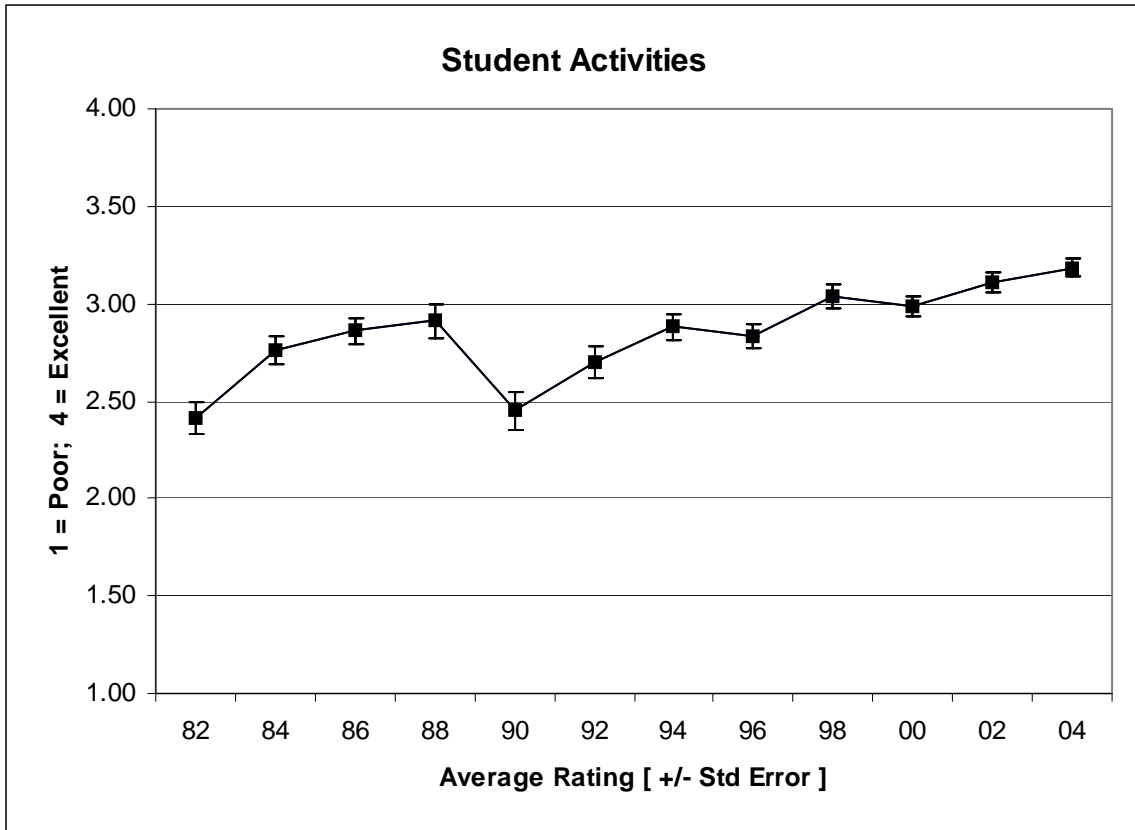


Figure 18: Campus Police

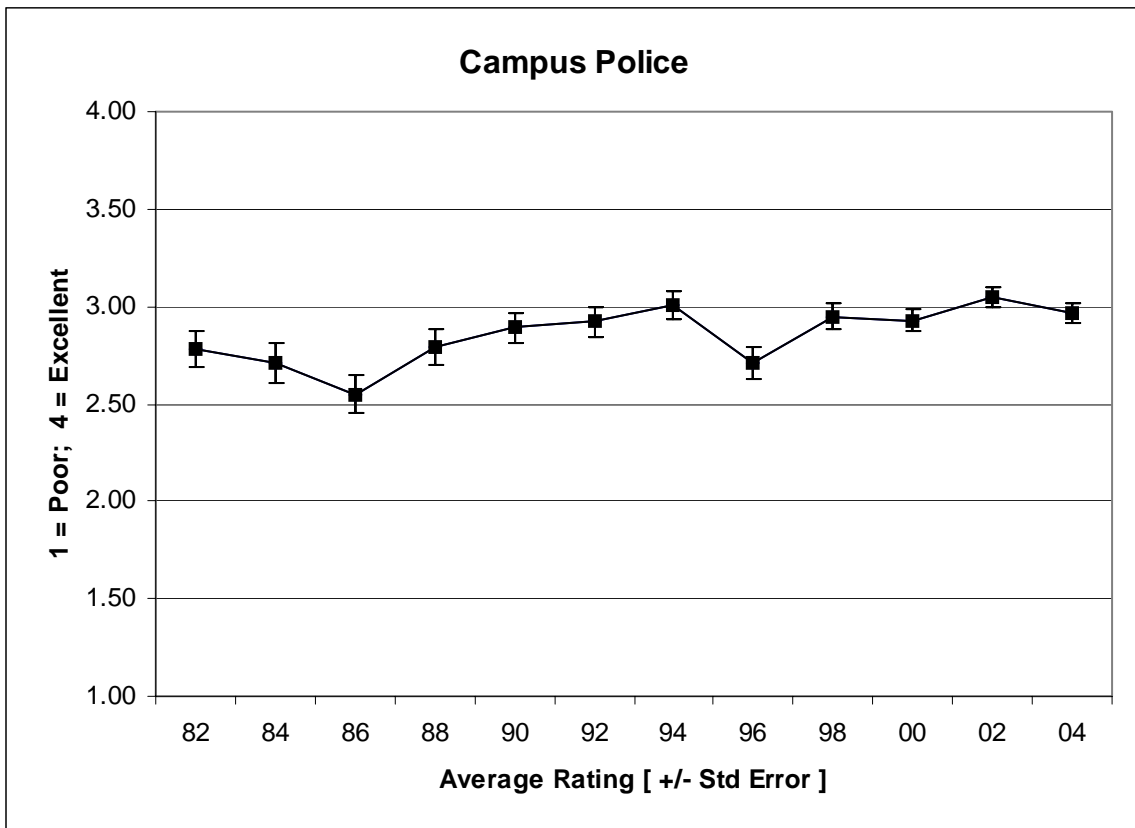


Figure 19: Safety on Campus (Allendale)

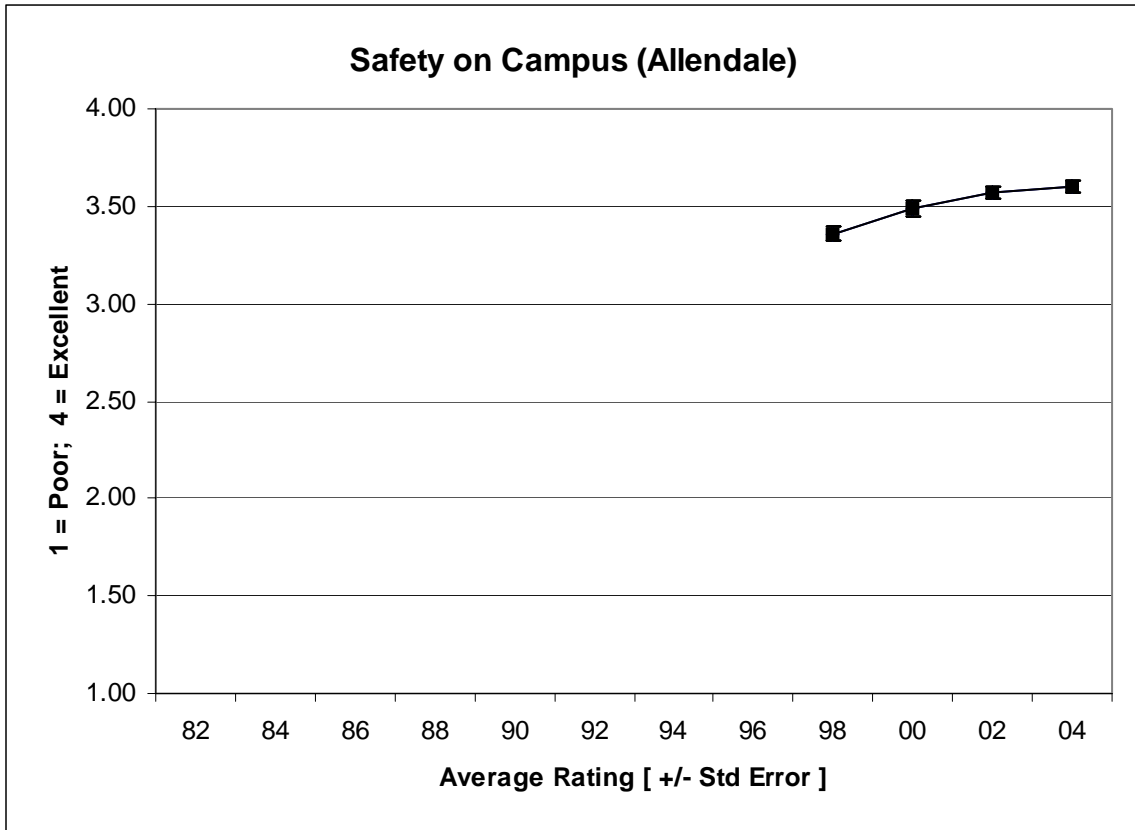


Figure 20: Safety on Campus (Grand Rapids)

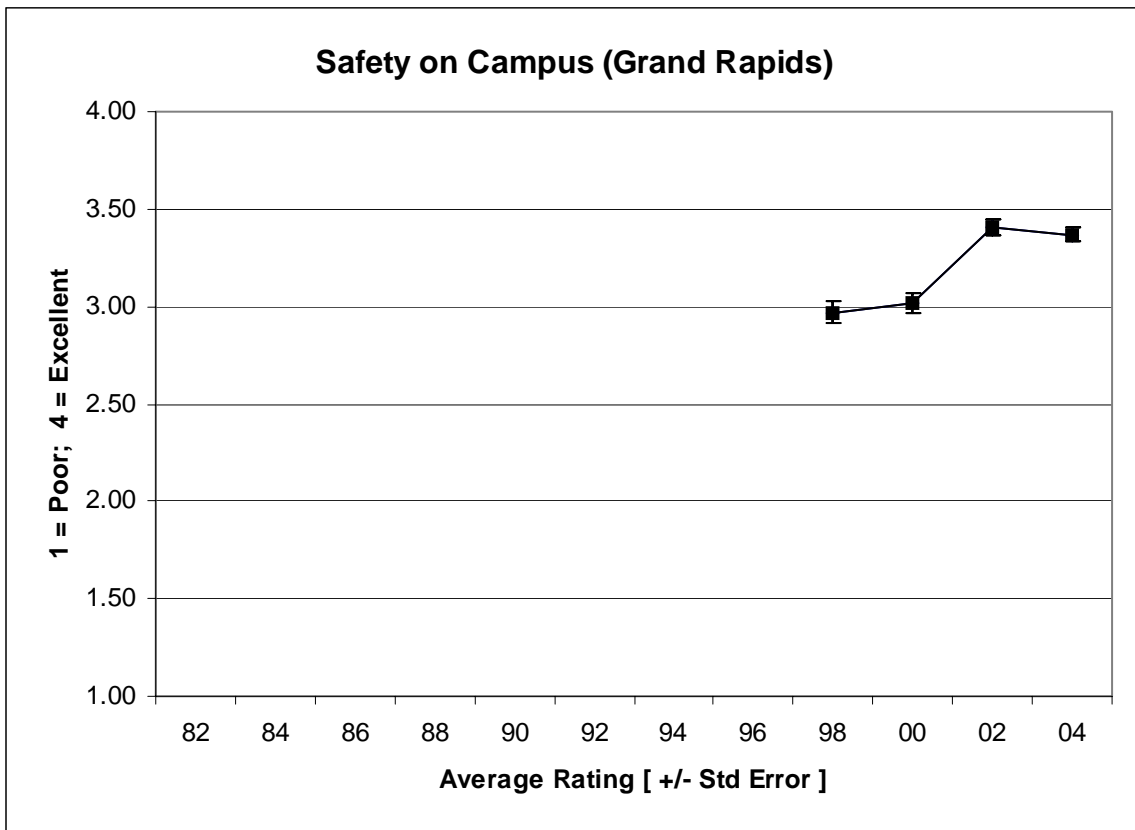


Figure 21: General Appearance of Campus and Facilities

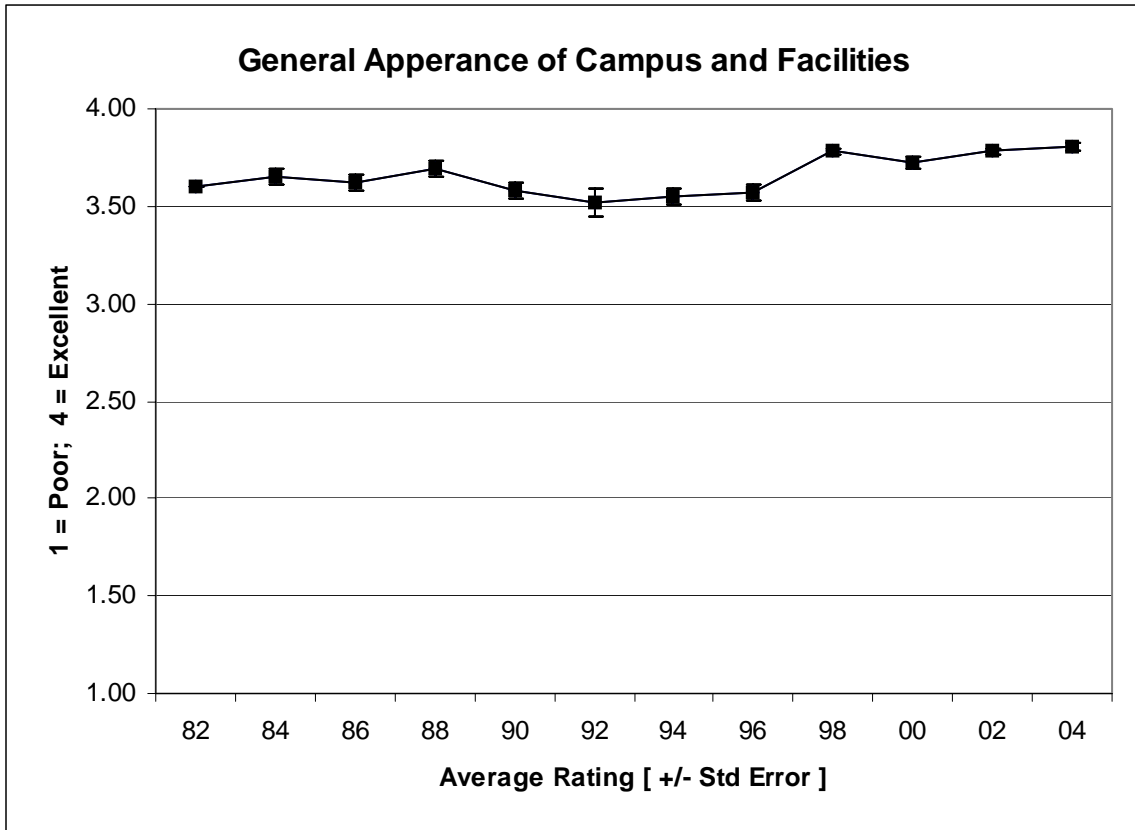


Figure 22: Admissions Office

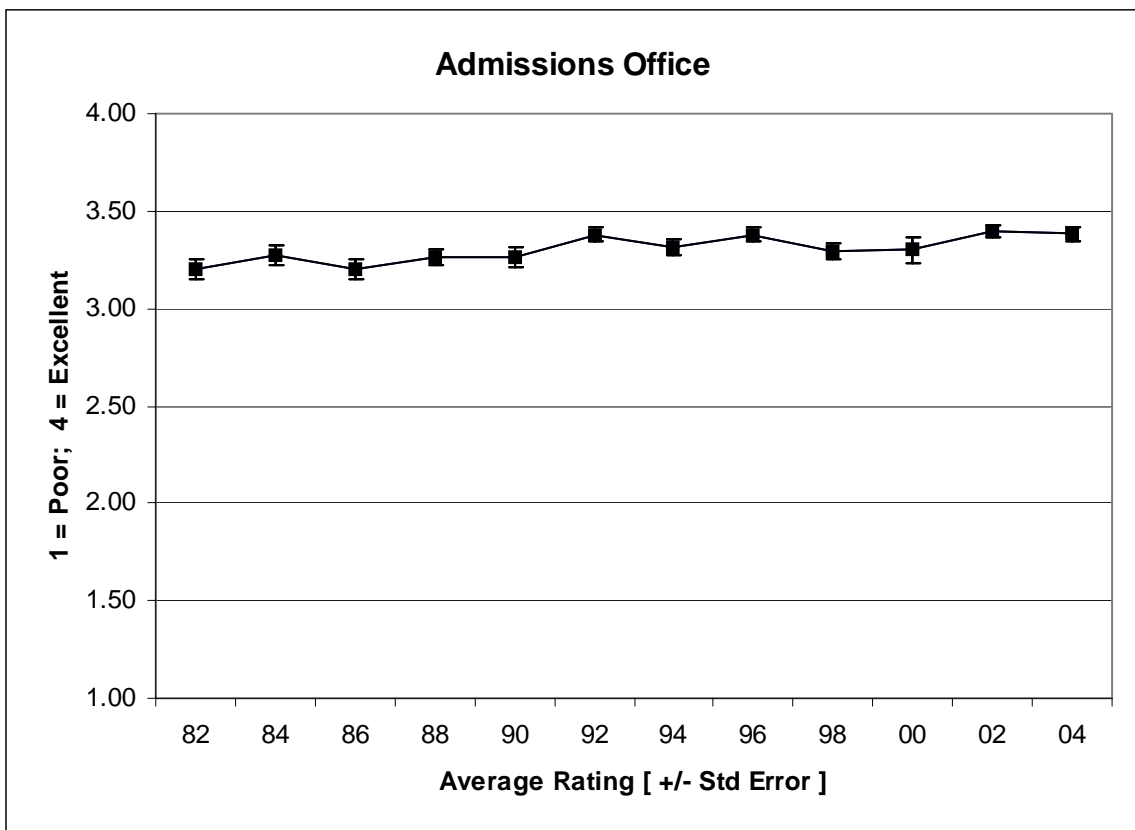


Figure 23: Academic Resource Center

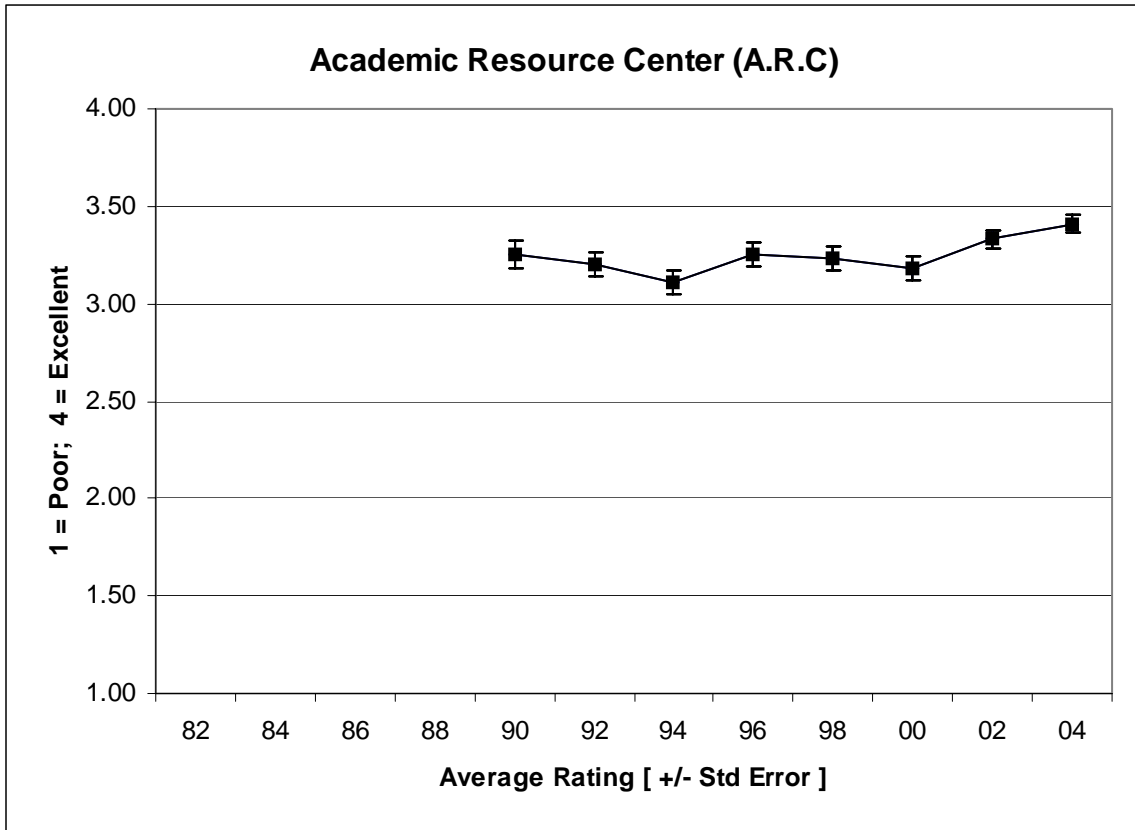


Figure 24: Student Newspaper

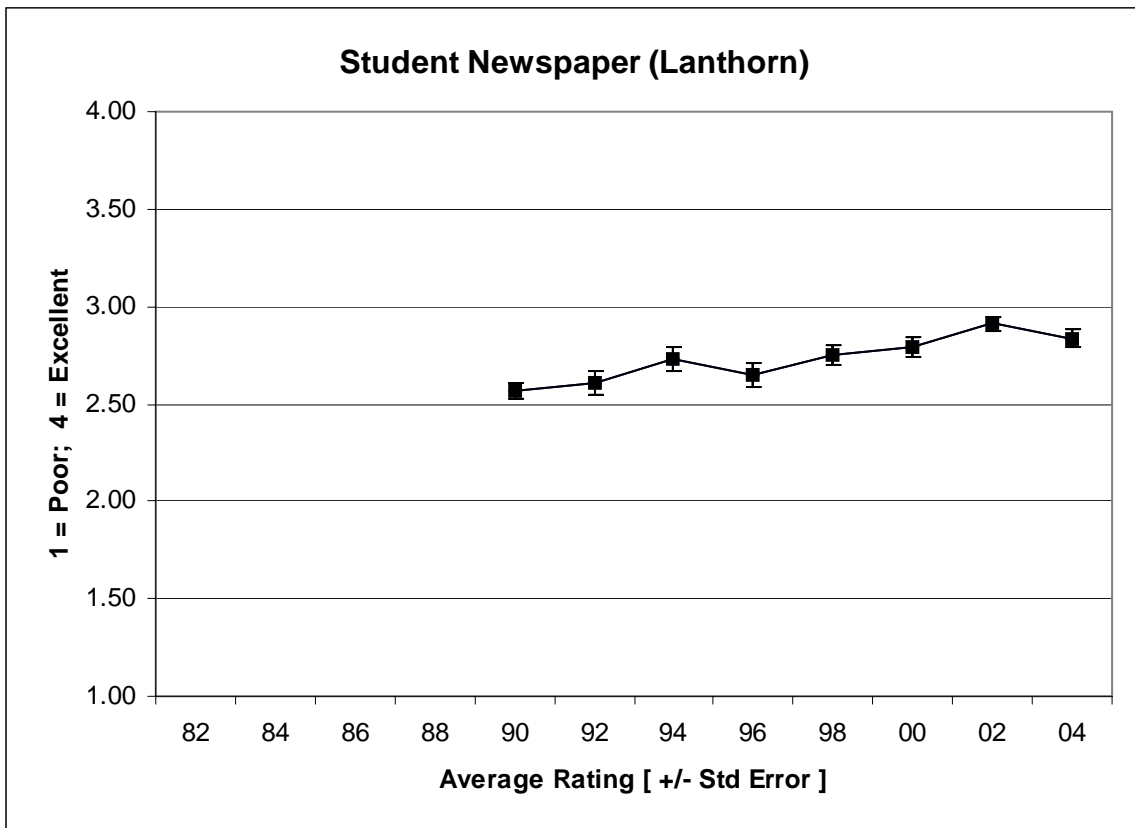


Figure 25: Student Employment Office

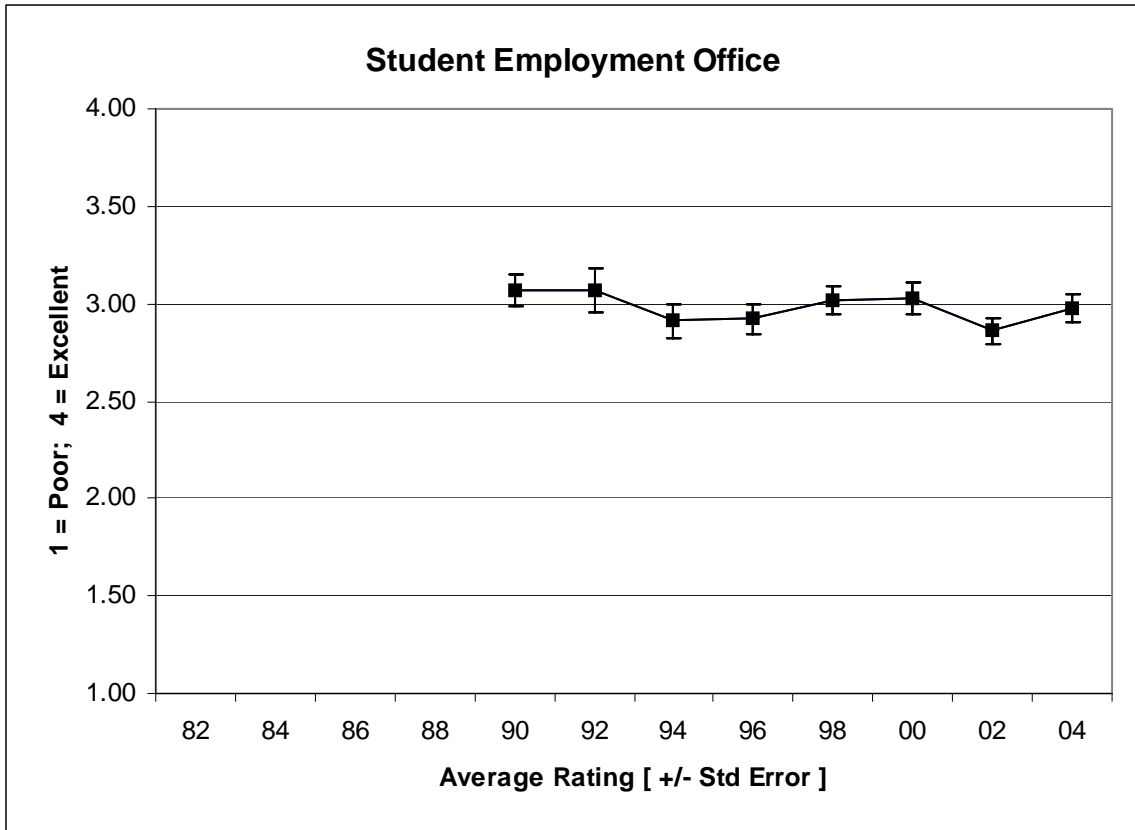


Figure 26: Open Computing Labs

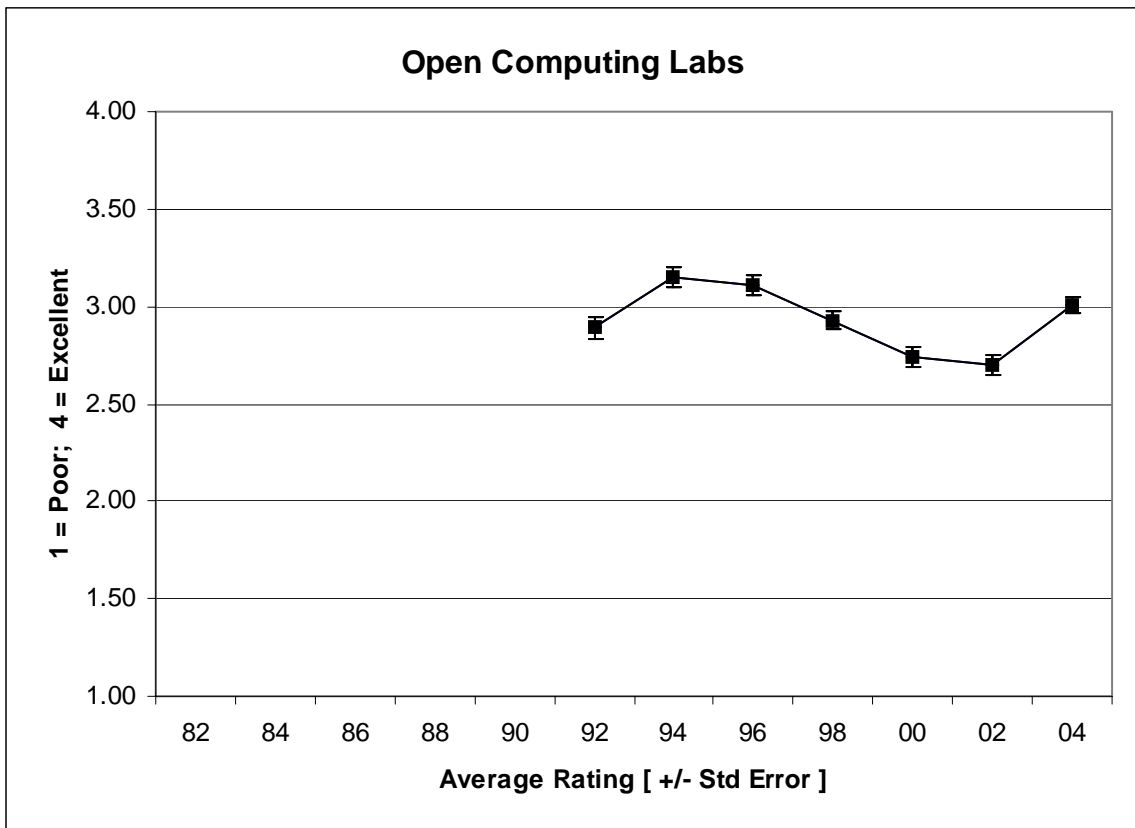


Figure 27: Parking (Allendale Campus)

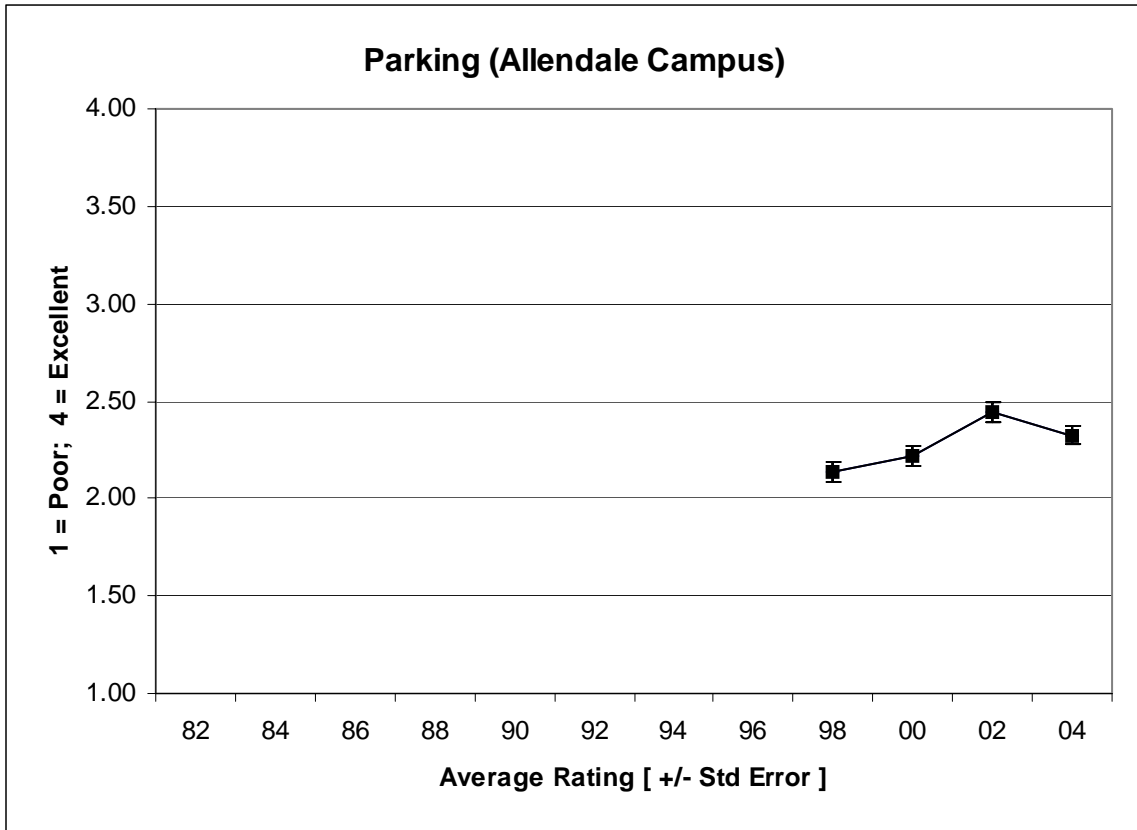


Figure 28: Parking (Grand Rapids Campus)

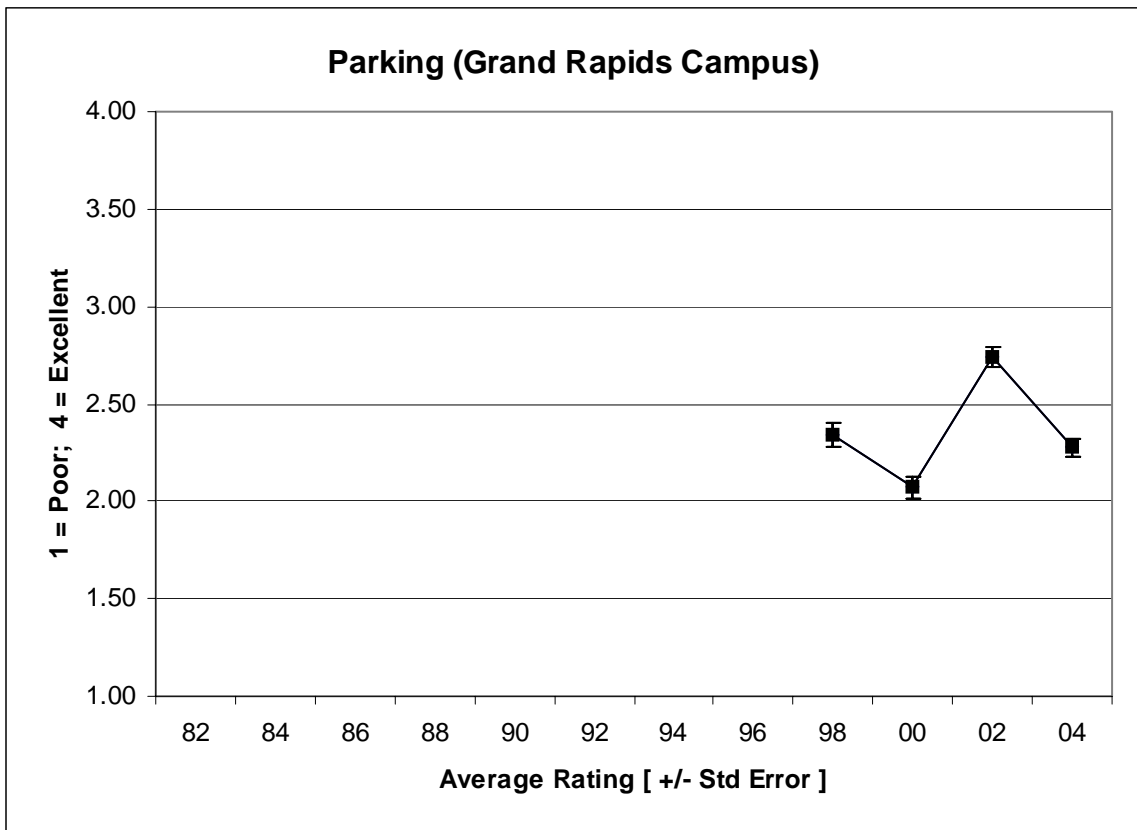


Figure 29: Campus Recreation

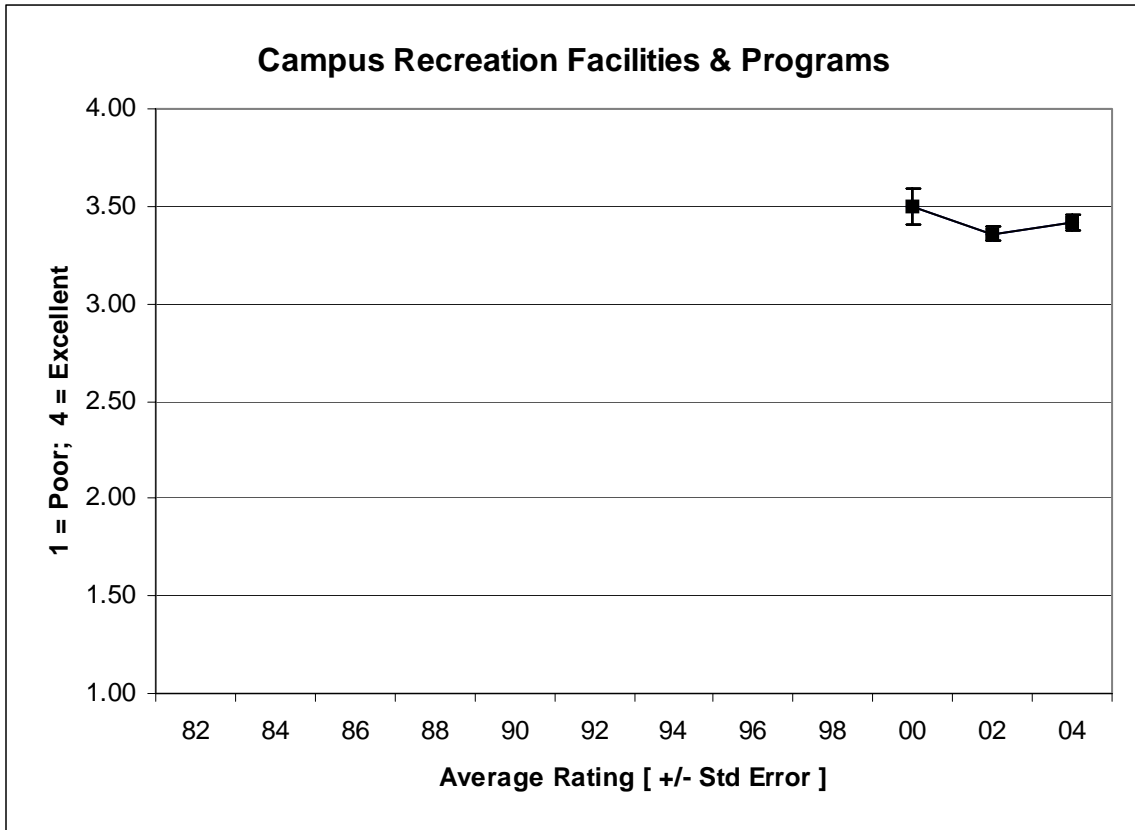
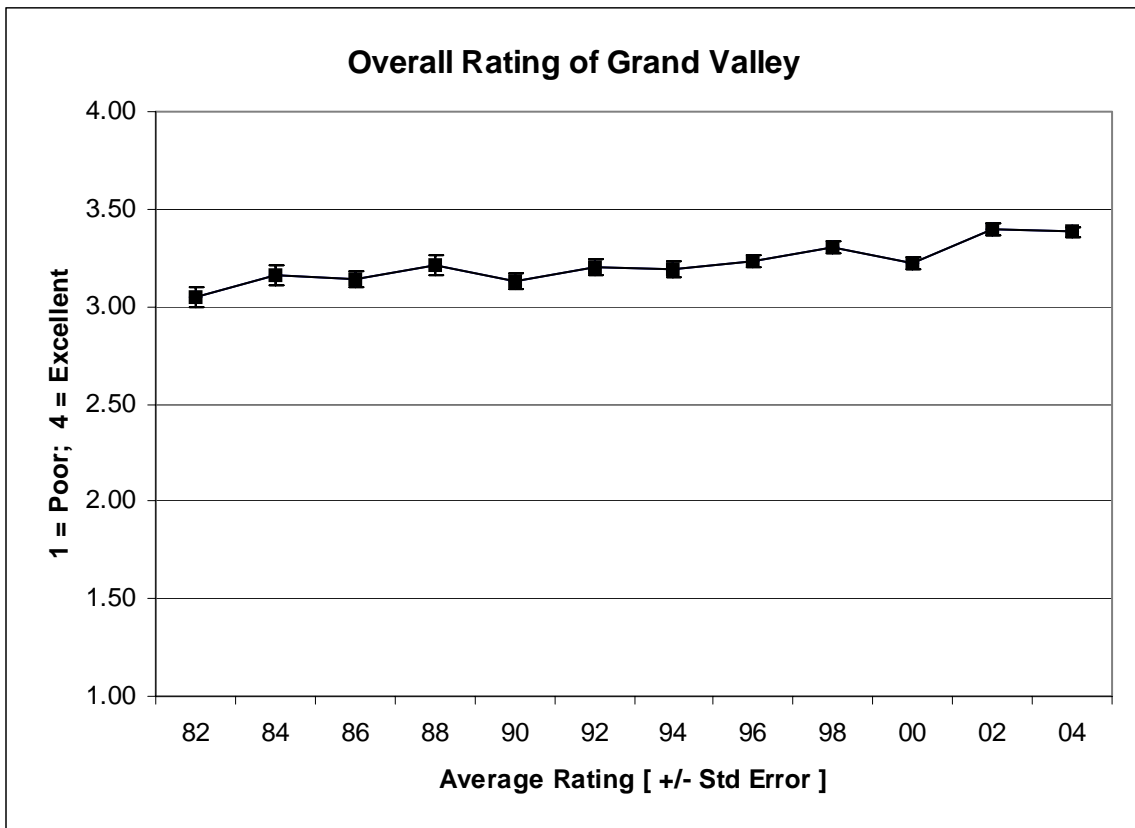


Figure 30: Overall Rating



Comments

Academic Advising

Rating **Comment**

- 0 My advisor was not willing to make time to meet with me. He never returned my calls.
- 0 The advisor I was finally assigned my junior year would not meet with me or respond to my questions
- 1 [1-2] Had a Psych advisor who wasn't really helpful when I wanted to go into the School of Ed.
- 1 Advisor ate food and was rude while talking with me
- 1 advisor was never helpful
- 1 Advisor was not helpful, directed me to secretary. I pretty much advised myself out of the handbook & degree analysis
- 1 Although my major advisor (Brian White), who I chose myself, was awesome, the person that GVSU originally assigned to me never returned my emails or calls - pretty frustrating for me when I first transferred.
- 1 Both my advisors were awful -- one NEVER returned my calls, EVER and the other gave me incorrect information both times I met with her!
- 1 Could never get ahold of MY advisor -- always thrown to another professor. B/c of this I arranged my schedule EVERY semester for my whole time at GVSU. Could not get help/advise of my advisor.
- 1 did not seem very approachable. Made me feel stupid if I asked a question
- 1 Was not helpful. He had no answers to my questions and told me that I was "screwed" when I asked about classes I had not taken yet.
- 1 Every semester I was assigned a new advisor, finally ending up with a prof with no desire to help me. I don't blame him, he wasn't part of my major
- 1 I applied to get an advisor and had to track down someone before finally finding out the paperwork was lost. I reapplied. When I finally received my advisor, he was practically useless -- he just quoted the catalog, etc. that I had already read!
- 1 I declared a major and was never even assigned an advisor.

Rating **Comment**

- 1 I had 2 meetings with my faculty advisor and was not impressed. The faculty advisor acted like I was a waste of his time.
- 1 I had an advisor in the math dept & then she left. The math dept didn't give me another one & just said "find your own". The previous advisor was no help not to mention had no idea what classes I needed to take. I did it ALL on my own for 6 years! I did ask one prof to help me and she did, but was busy with her own advisees.
- 1 I visited my academic advisor many times during my college career to ensure that I had met all my requirements & then I received a call that I could not enter into the nursing school because I lacked 2 classes. It was very infuriating.
- 1 I was given an advisor that knew nothing about the PT program & had no interest in helping me decide my coursework.
- 1 I was told to take the wrong PE teacher certification test by 2 people in the department and ended up having to pay an additional \$75 to take the correct test 6 months later!
- 1 I went through 3 undergrad advisors before I found one who could help me. In the process I took 3 extra classes I did not need wasting my time and money.
- 1 Major advisor saw once.
- 1 Many schools make it mandatory to met with an advisor before scheduling... this is very beneficial!
- 1 My academic advisors could rarely answer my questions. The head of the dept. was the only one who knew what he was doing.
- 1 my advisor had NO IDEA what I needed to graduate AND changed several times so they were no help at all!
- 1 My advisor was rarely in office, didn't return calls, scheduled me for unnecessary classes and didn't notify me or others when she left on sabaticle. NOT HELPFUL.
- 1 My advisor was changed every year, and they all were uninformed!
- 1 my advisor was never available therefore others were used when it was not their responsibility
- 1 My advisor was not very helpful at all. I had to find my needed courses without his help. He was not available either.
- 1 need more advising for the education program

Rating **Comment**

- 1 Need more help maybe specify office for all majors
- 1 Never available. Too many students per advisor.
- 1 Never had answers and always directed me to someone else.
- 1 Only went twice. First time she did not know anything about special ed. And second time she lost my file and had to do it all over again, No help!!
- 1 Psychology/Special Ed. Majors should not be placed with a Psychology advisor.
- 1 Rarely met with my advisor but when I did, he/she rarely had any answers to my questions. . . A truly worthless program.
- 1 School of Education students should have their own advisor within the school of Ed.
- 1 Should have advisor in your field
- 1 Students wishing to enter the School of Ed should be given a SOE advisor, not just an advisor in their major. Or please more faculty advisors trained to know about SOE.
- 1 The first 3 advisors told me " I don't know what to do for you, but. . " I found this totally unacceptable. Advisors should be chosen because they know their area to the fullest.
- 1 There was not consistency, I switched advisors three times they all told me I needed different courses. There should be people who specialize in advising for each department.
- 1 They were hard to get in touch with, and then not very helpful.
- 1 This is just my advisor. I heard other students say they liked their advisor.
- 1 Told me she wasn't there to choose classes for me when I asked for advice.
- 1 Very little feedback. Few office hours.
- 1 Was demonstrative of little interest in helping, making time for me. Ended up asking other faculty for help.
- 1 Wasn't good in 1984 & still hasn't improved

Rating **Comment**

- 1 You should have a department that just does advising. When I would meet with my advisor, he would pull out the course catalog and read the same thing that I had just read. The only questions he could answer were if they were clearly in the catalog. It was a waste of time because I didn't get anything more than I did by reading the catalog. Sometimes you need to speak to someone who can help you figure things out. If there was a department where that was all they did, you would get questions answered more efficiently and correctly.
- 2 "2" overall b/c I had some useless and discouraging - my assigned advisor - but some excellent & encouraging - a prof. I went to on my own.
- 2 Had health problems, advisor did, somewhat difficult. Not her fault.
- 2 Advisor not very helpful. She didn't know I needed for graduation requirements.
- 2 Advisors need to be more informed about the general education courses. I had two separate advisors who knew little outside of their department.
- 2 Advisors too busy - think freshman know what to do.
- 2 Because I took control of knowing what curricula I needed, I only met with my advisor 1 time and it wasn't even for advising!
- 2 Didn't meet w/Appointed advisor, instead met w/others
- 2 faculty advisors could not help me with my degree analysis - didn't know what classes I needed for major
- 2 Faculty are usually uninterested in advising and seem to "brush students off" at times.
- 2 For the longest time I didn't know who my advisor was. When I did see them they didn't answer my questions.
- 2 had hard time b/c of her busy schedule @ times
- 2 Had to switch 3 times in 5 yrs
- 2 I did it all myself, my advisor was not helpful, I went to other faculty for guidance.
- 2 I didn't use my advisor that was assigned to me.
- 2 I had to change my advisor twice.
- 2 I often had to seek counsel from another professor in my field of study.

Rating **Comment**

- 2 I only had contact twice, but I felt major advisors had trouble with Education students - they don't know a lot of Education requirements.
- 2 I planned my whole college career without the help of an advisor. One wasn't available half the time. It was difficult b/c requirements kept changing
- 2 I was in the Honors College and had much difficulty obtaining academic advising. I never knew who I was supposed to contact when I had questions. I talked to my advisor when I needed help with scheduling, and she always made it clear that it was a bother to try to work with music majors. My music department advisor was good, no problems.
- 2 I was involved w/2 programs so it was hard to get advising that combined both programs.
- 2 I was told by my advisor that I had take the Michigan Basic Skills test by a certain date and it cost several hundred dollars more. I found out later that this was not true. Advisors should double check facts.
- 2 It took a VERY long time to hear back from my advisor. It got to the point where I changed advisors.
- 2 My advisor cared little about me & was not helpful.
- 2 My advisor changed and I was never notified and I kept trying to contact an old advisor with no response. I felt like I should have been informed by mail.
- 2 my advisor failed to notify me of missing graduate criteria
- 2 My advisor was not related to my specific program (during undergrad) & did not assist in schedule planning because she was not informed or connected with the program.
- 2 My advisor was unable to help that much for preparing to go into the master's program
2 to lack of knowledge
- 2 My advisor wasn't much help, however I only went to see him once.
- 2 My advisor wasn't very helpful
- 2 No one ever contacted me besides the letter.
- 2 Other faculty helped, but not my advisor.
- 2 received more help from certain profs than my advisors. Also, I wasn't notified that one of my advisors had taken the year off.

Rating **Comment**

- 2 The one time I used this service they weren't really of any help
- 2 Too much variation between different advisors
- 2 When we met there was no advising - just asked me what I wanted to take.
- 2 would benefit from also having student mentoring
- 3 2 for my first advisor. 4 for Marti Litherland. She is very knowledgeable in the program.
- 3 Advisor changed twice
- 3 advisor was excellent in regards to my major but very un-willing to help regarding gen-eds or anything outside of the department.
- 3 After a change in advisors
- 3 as soon as I completed student teaching, he never returned my calls or emails. Was a 4 until the end. Very disappointed. He said he'd help me after graduation. Won't even write a letter of recommendation like he said.
- 3 At times hard to get a hold of.
- 3 Coordination between honors program and the rest of the faculty could be improved. My advisor didn't know anything about my honors classes
- 3 Didn't seem to listen to my concerns
- 3 Didn't use my faculty advisor. I used SSB undergrad.
- 3 Generally good b/c the whole Biology department is willing to advise.
- 3 I had to go to a separate advisor for honors information.
- 3 I had very few interactions with my advisor, but the meetings we had were of good quality.
- 3 Just met with once: Judy
- 3 Make sure that your grad students are not locked out of changing their major advisor. I could not.
- 3 Mike Mast was a great advisor my other advisor could never be reached nor did he return phone calls

Rating **Comment**

- 3 My advisor wasn't always familiar with School of Ed. Procedures. It would have been nice if my advisor was part of School of Ed. From the beginning.
- 3 My advisor was changed my last year, which made it very inconvenient to make an appointment with the new one.
- 3 My assigned advisor didn't help much, but I found a different professor to help.
- 3 My faculty advisor was a bit intimidating
- 3 not as individualized as I would have liked. I kind of felt like a number in my advisor's large pool of clients. Advisor wanted to generalize myself and my career goals in a direction that I was interested in.
- 3 once I changed advisors, it was fine
- 3 Only met once.
- 3 sometimes difficult to get an appointment
- 3 sometimes faculty advisor know a lot about their own courses/major but not enough for those they advise i.e. education minors being advised by their major advisor
- 3 sometimes hard to find appointment time that fit into my schedule
- 3 There was a few ?'s she was unable to answer -- thus I had to research and find solutions myself.
- 3 There was some confusion as to who my advisor was at times. There were a few changes.
- 3 they were somewhat helpful when you could get ahold of them. Some post hours & then never hold them
- 3 Told me what classes I needed but never told me about the senior audit had to hear it from other students
- 3 used student services advisors - they were very helpful. Never used assigned advisor.
- 4 Apprehensive at first, but found them to be a great resource and very accessible
- 4 Beneficial if you've had them as a teacher
- 4 Biology professors were great here (Thorpe & Blackman)

Rating **Comment**

- 4 Chris Longstreet - my advisor - did a great job. He is very knowledgeable.
- 4 Christian Trefftz was excellent.
- 4 Claudia was accessible, helpful and insightful.
- 4 Dave Gabrielse showed extraordinary interest in each of us. He was our mentor, instructor, advocate and cheerleader.
- 4 Dr. Grant, Dr. Kisher, Dr. Lancaster
- 4 Dr. Judy Whipps went above and beyond in her efforts.
- 4 Dr. Karen Barnes is the best advisor I've had from GVSU and I've had 3.
- 4 Dr. Lois Tyson (very professional & encouraging)
- 4 Dr. Peck was very open available
- 4 Dr. Remilinger was very informative and involved in my education and well-being while I attended GVSU.
- 4 Ellen did a wonderful job!
- 4 Excellent Advisor!
- 4 Great 2nd Advisor! (Sandra Portko) However my 1st one (Psy dept) tried discouraging me from going into special education. Very poor advisor. He told me it was too hard. Probably shouldn't advise if he discourages people from going into the profession they want. Started my freshman year out bad.
- 4 Great with classes. Really helped me out
- 4 Had a little trouble at first, so I changed advisors & all was good.
- 4 He was very helpful.
- 4 I did not use a lot, but what I did -- excellent
- 4 I had Dr. Nesterenko in Communication and he was excellent and very helpful.
- 4 Judy Whipp is the best!! She was very knowledgeable and willing to help no matter how many times a day I called her.
- 4 Julie Chlebo and Vicki Kamps went above and beyond in all areas of advising.

<u>Rating</u>	<u>Comment</u>
4	Knew major requirements but not Honors College Requirements
4	L. Goossen - very good!
4	Lois Tyson was a tremendous help. She really knows her stuff.
4	Loretta Konecki was available, kind and encouraging.
4	Mr. Nesterenko helped me out tremendously. He is a great advisor & teacher.
4	My advisor assisted me in various ways. Such helpfulness could be seen when determining what classes to take & what steps I should be taken to reach my career goals.
4	once I found an adviser that took time for me
4	Patricia Matthews was great!
4	Prof. Bailey was wonderful! Once to switched to Criminal Justice. The advisor that I had when I was a social work major was terrible that is the main reason that I switched majors.
4	Prof. Michael Taylor
4	PT program advisor
4	Really helped me find my direction.
4	Sandra Portko was the best advisor I have ever had.
4	very helpful. Well informed.

Availability of Courses

Rating Comment

- 0 It's sometimes ridiculous how some course aren't offered at times that allow students to take the proper prerequs.
- 1 courses are offered everyother so you can't graduate on time
- 1 Had to take 3 night classes for senior requirements, SOC 360, PA 270, CJ 461
- 1 Many of my courses were only offered at night from 6-9
- 1 Many of the theme courses & the upper level classes were extremely hard to get in because they were often full and only offered once that semester, and in other cases, they're only offered every other semester, which makes it even harder to get into them.
- 1 o'all fine in the NRM program some classes are hard to get.
- 1 required classes always seemed to be scheduled @ the same time
- 1 Several times had to wait semesters, get overrides, wait 6 hours on campus when I live far away.
- 1 Should offer more variety of times for classes. Not EVERYONE works the typical 9-5 job. Not every class has to start @ 6PM. Why can't more be offered at a variety of times?
- 1 upper-level courses conflict with cognate classes (ie both MTH 410 and PHY 230, required, at same time).
- 2 Art school is not competative with other area art schools. No real specializations in the fine arts.
- 2 availability of summer classes is very poor
- 2 Cancellation of classes prevented me from choosing an emphasis.
- 2 Classes offered every other year is discouraging
- 2 could not get into major courses until junior year!
- 2 depends on the class!
- 2 For some of the courses for my major, unless I signed up the first day of registration, there was no way I could get in.

<u>Rating</u>	<u>Comment</u>
2	I had a difficult time getting into gen. ed courses.
2	I had to take my capstone during my student teaching. I wish I would have been able to take this previously.
2	I had to work full-time to put myself through school & there weren't many options of evening classes
2	In my second semester of grad school, we had a law class and another class back to back. This meant we went to the law class first for three hours. Then we had a half in hour break and had to be at the next class, which lasted for three hours. It was definitely challenging to stay attentive in the 2nd class we had to attend.
2	limited choices in Geography
2	Many courses I was registered for were cancelled at the late minute over the years.
2	Most classes were held during the day.
2	Most theme courses were unavailable when needed.
2	Not enough course availability
2	Not fair that business classes cannot add extra students (closed class permit)
2	Offer more selection, variety, and choices within major programs. Don't limit students so much. Offer more.
2	okay in my major, hard to get into required classes outside of my major that don't interface w/other required classes.
2	Part of a co-hort.
2	Petoskey classes were very limited.
2	Petoskey cohort, grateful for what was --
2	Some course were not offer in the semester I wanted them in.
2	The availability of theme courses put a halt in taking courses that I wanted/desired to take.
2	The lack of courses caused me to drop the minor and initially change my major in order to finish in 4 years.

<u>Rating</u>	<u>Comment</u>
2	Theme courses are very restricting - not offered all the time
2	There are no a lot of options for international students. What I mean is not all the classes are offered all semesters so students have to take other classes in order to be fulltime.
2	Too hard to get into many classes. Need to offer them more often.
2	When near the end of my studies, it was difficult to get into required upper level courses for a non-traditional student.
2	Why can't photo students take art classes? Art students have to take photo classes.
2	Working student/older students have difficulty scheduling some classes due to limited availability & times offered
3	Alot of Spanish classes were only offered on the same days and times.
3	Closed class permits are not offered enough.
3	Day & evening classes would be more beneficial.
3	depends on location; schedule got messier higher up into 300 level courses & up.
3	Did experience some trouble as a part-time student.
3	Didn't like that many of the upper level courses that were required for graduation were offered so infrequently (ex: every winter semester of the odd year) and then when you do get the class it is cancelled because they didn't have anyone to teach it. If it is required have at least one section every semester.
3	good for health sciences
3	Good if registering opening day
3	Had trouble scheduling Honors courses and music courses - ones I needed were often at conflicting times.
3	Had two course conflicts (overlapping times) physics & geology
3	Hard to get into some required courses.
3	higher level of classes were sometimes unavailable due to smaller class sizes

Rating **Comment**

- 3 I was never able to take 2 classes in the SUMMER. Often the 2 classes I needed/wanted to take were offered at the same time, so I had to choose one.
- 3 Junior-level theme classes need to be offered more than once every other semester.
- 3 Library media courses should be offered more often.
- 3 more night courses in science needed
- 3 my first choice of classes was usually closed.
- 3 Need more options for spring semester.
- 3 Need more summer courses.
- 3 Several PED classes very difficult to get into!
- 3 Some classes I wanted to take were only offered every other year
- 3 Some courses not available at night which was needed at times.
- 3 Some courses were scheduled so that you had to pick one needed course at the expense of another.
- 3 Some of the courses weren't available to me because I wasn't going into that major. I wanted to take a "fun" class outside my major.
- 3 summer options are few
- 3 Theme courses are only offered at night, once every 2 years
- 3 Theme courses: if required in the future need to have more classes because they were all difficult to acquire
- 3 There seem to be too many students and not enough seats for many of the classes.
- 3 There were a few schedule conflicts and times when prof could have been better
- 3 they were fine until I tried to get into upper level Spanish classes, then it was extremely difficult
- 3 Too many classes are available only in one semester. Also classes necessary to enter the School of Ed should have more sections.
- 3 very stressful not getting into classes you need to graduate

<u>Rating</u>	<u>Comment</u>
3	w/ exception of theme courses
4	I had no trouble getting the courses I needed
4	Never once had a conflict in the scheduling of my courses in terms of desire and personal time constraints.
4	Offered winter semester of odd-numbered years? Can't GVSU do a little better than that?
4	The only negative thing is that my program (nursing) can't accept students for each semester.

Quality of Instruction

Rating Comment

- | | |
|---|---|
| 0 | Generally 4, but varies greatly by instructor. |
| 2 | About 1/4 of my professors knew the material but had no idea what good teaching was. |
| 2 | I had some excellent professors, however the bad ones were the worst and nothing every seems to get done about them. |
| 2 | I had some really poor instructors, some good, 1 excellent. The poor were really poor and unfortunately that is what I most remember. |
| 2 | in my major, high quality for the most part. Out of my major a waste of time and money. |
| 2 | Many Communications profs seem unprepared all the time |
| 2 | many horrible professors who are unqualified |
| 2 | Math dept -- not so good, a lot of negative profs who were very negative towards many of us & discouraged me from continuing my major - secondary math edu. (I did complete even though "they" told me not to.) |
| 2 | Professors need EXTENSIVE diversity training |
| 2 | So few instructors, given distance option. |
| 2 | Some (many) professors were excellent. Others, however, were poor. Didn't ask much of students and/or didn't offer much substance |
| 2 | Some instructors did not seem to care about us as as students |
| 2 | Some of the profs I didn't care for, but in order to take the courses I wanted, I had to have that prof. b/c that was the only prof. teaching the course. |
| 2 | Some professors were better / worse than others |
| 2 | Wasn't encouraged to think. Most of my courses promoted memorization. |
| 3 | [3-4] Depended on the professor, but most of mine were very good. |
| 3 | A couple courses could have been better instructed. |
| 3 | A few instructors seemed to be stuck on their own works |

<u>Rating</u>	<u>Comment</u>
3	a few instructors were poor
3	A few of of my instructors struggled with teaching. I didn't learn much from them
3	at least 85% of my teachers were fantastic
3	chemistry department wasn't so impressive
3	Concerns with research courses.
3	Hard to understand core classes when the professor is unable to speak english clearly or doesn't understand grammer
3	I feel like I was given great instruction.
3	I had more poor and fair profs than good/great profs. It should be the other way around.
3	Loved most professors
3	Majority of the CJ instructors were great, but A LOT of the gen. ed instructors were crummy.
3	Many great professors, some horrible that monopolize certain courses (only prof that instructs certain class).
3	Many professors in Bus. School were too focused on text & not enough on actual application.
3	Most courses through DL and most fine
3	most professors were wonderful but there were a couple that should be a professor
3	Most teachers were here to teach, others, seemed to lack this quality
3	Need to re-evaluate some professors.
3	overall good, but I had one adjunct (for 2 classes) that was not good.
3	physics & chemistry could use some male personality
3	Some are excellent, many are average & some are awful.
3	Some good, some bad

<u>Rating</u>	<u>Comment</u>
3	Some instructors need to be reevaluated. Instruction is very poor boring, does not involve class at all.
3	The majority of the instructors ranged from good to excellent.
3	There are select NUR courses that could improve, as well as Pharmacology.
3	There were good profs and bad profs...
3	There's always a few profs who are just lacking
3	Too many adjuncts
3	too many brand new professors
3	variety of experiences w/profs.
4	[3.5] For the most part instruction was beneficial -- a couple instructors could be replaced.
4	always knew my name
4	Awesome instructors and classes. Couldn't ask for anything better.
4	Excellent
4	Except for ED 660 (I think)... Education research class. Very inflexible.
4	Except School Learning
4	fanominal! I have no qualms about faculty instructors here.
4	For the most part great, but need some kind of integrational course before capstone, maybe sophomore or junior year.
4	Good, last semester had new lack-luster prof for BIO 105
4	Graduate level with Dr. Grant, Dr. Fisher, Dr. Barnes, Dr. Lancaster
4	Great education (ED) faculty!
4	I had a number of excellent professors who really cared
4	I had one professor who used difficulties in her personal life as an excuse for her poor performance. (General Physics I (PHY 220) Fall 2002).

Rating **Comment**

- | | |
|---|---|
| 4 | Most of my instructors were great. |
| 4 | probably tops any other MI university. I loved my teachers. |
| 4 | Psy and Soc dept were top notch |
| 4 | Ratemyprofessors.com helps! |
| 4 | some professors were excellent, some just fair |
| 4 | Very knowledgeable and helpful. |

Career Counseling (by faculty advisor)

Rating **Comment**

0	No one helped me w/that
1	addition of pre-prof. advisor was a wonderful thing, but a little late for me. For the future, I am sure this rating will be much higher.
1	as soon as I needed help, I didn't get it.
1	Asked for advice and he said, "Look on the internet." and that was the end of his advice.
1	I barely received any.
1	I had an advisor tell me that my combination would get me nowhere.
1	I had none even when I went for help
1	I never knew this was an available service!
1	If GVSU wishes to have a regionally competitive MBA program, it must provide on-campus recruiting.
1	Must have had the worst advisor ever.
1	No push for study abroad or internship
1	She gave me no help on where to find a job. Had to be done on my own.
1	Should be advertised more; make it easier for students to get advising help.
1	talked to my advisor on 1 or 2x, I knew about as much about the physician assistant program as she did just from reading the brochure
1	There were no ideas for future study or work that were given to me. My professors, in their spare time were more helpful.
1	would not meet with me unless "my" advisor dropped me.
2	(By Career Services)
2	Advisors need to be more open to ideas
2	Again, she was ill

<u>Rating</u>	<u>Comment</u>
2	apart from the initial program set-up I had not contact some reservations about that
2	as above. Once in a grad program much better
2	Career Services should not cost money to students. E.g. SHP career services
2	Didn't go to faculty advisor look at peers who went into the career I was going in.
2	Didn't help me at all. Told me my resume looked fine and didn't know why I was even there.
2	Great by Social Work department as a whole. My advisor did nothing to do with career counseling though.
2	Had no advisor to help with this.
2	I would have wanted this from an advisor in my minor program... but I didn't have anyone.
2	I'm still feeling a bit lost.
2	never talked about careers with advisor
2	Not much given, but didn't seek either
3	did not have a lot of information about the career I want to go into.
3	Lots of jobs / internships posted on boards
3	rather than answering my questions regarding graduate schools, she told me to look online
3	That was more self pursued through Career Services
4	Susan Simmerman is still helpful to me

Student Transaction Center (STU Building)

<u>Rating</u>	<u>Comment</u>
1	I had many problems here
2	constantly get contradicting info from different employees
2	more metered parking near the building would help with access
2	Staff seemed to go out of the way to be unhelpful and difficult. Not very knowledgeable either.
2	Very long lines at times.
3	clerks were usually friendly but incapable of thinking for themselves. If the computer says something, no matter how illogical, it must be true.
3	Freshmen should be a huge target for STU. Start them early!!
3	Quick, efficient, always open and lots of windows.
3	Some employees have attitude with students.
3	sometimes you had to wait in line a long time
3	Untrained staff @ times.
4	Eberhard Center?
4	Excellent service.
4	except for financial aid
4	Fast service, friendly staff
4	Friendly service, usually very helpful
4	good service, friendly staff
4	I love how it's all in a central location.
4	Ladies at the windows were extremely helpful.
4	ladies at transaction windows were always nice and helpful!!
4	Nice setup. Made paying tuition easy

Rating **Comment**

- | | |
|---|---|
| 4 | Served its purpose. Wished it was open until 5:30 or 6:00, nonetheless, the STU served me well. |
| 4 | TC |
| 4 | They were wonderful. I felt comfortable going to them with any question and knew they could at least point me in the right direction. |
| 4 | Those ladies in the booths know EVERYTHING... The hub of the campus |

Food Service

Rating Comment

0	TC not much
1	food way to expensive for struggling students
1	It was the same food served in my H.S. & often made me feel ill!
1	need to have prices of food at a more reasonable amount. Taco Bell was the only place that was reasonable.
1	Needs Breakfast Buffet again (it was the only good part of the food program)
1	not many options @ CHS
2	Expensive
2	Expensive!
2	Extended hours would encourage people to stay on campus.
2	Extremely expensive -- I brought my own lunch most of the time because of ridiculous prices.
2	Food and selection was great but service was fair and hours were bad, not open late enough, especially Pew campus.
2	Hard to get food if not living on campus have to wait a long time.
2	Healthy choices were so much more expensive
2	High fat/high cost food. Soy & vegetarian alternatives desperately needed!!!
2	high prices for medium-quality food.
2	Keosk was great. I got food poisoning from some soup.
2	More options
2	more selection, too expensive
2	need more variety
2	No acces during summer 03 class breaks

<u>Rating</u>	<u>Comment</u>
2	No variety offered @ CHS in GR
2	not enough options & open hours in/near Kirkhof.
2	Not much choice available at CHS Building, it would help to have some cheaper alternatives to Bagel Beanery.
2	Overpriced for portions @SHP Building
2	pricey, not fresh food
2	Same thing offered. No variety.
2	Subway is ok, but to take out the good restaurant in Lower Kirkhof is not good.
2	there doesn't seem to be a wide variety of healthy choices
2	Too expensive and not many healthy choices
2	too expensive!
2	too expensive!
2	TOO EXPENSIVE! Quality of food getting much better.
2	very overpriced
3	a bit pricey at times
3	ATM @ food services would be well received
3	Closed early on holidays makes it hard to eat before late classes.
3	Costly, but I enjoy the variety of options
3	DeVos café - cost of food was high
3	expensive
3	expensive
3	food court closes at 6 p.m.!!
3	Food is expensive but tastes good.

<u>Rating</u>	<u>Comment</u>
3	high prices, but food was good
3	hours weren't great, but they were improving when I graduated
3	Improved
3	it has gotten a lot better since 98
3	Kind of pricey. I would have liked to have had a food "credit card" but didn't live on campus and it didn't seem available to me or easily available.
3	Kirkhof was better before, w/ the grab and go atmosphere. BOO TO ARAMARK!
3	lack of helpfulness at times. Cleanliness = great! Subway should also be downtown.
3	Little pricey.
3	More options for students with food allergies.
3	More things needed at CHS
3	need a few more healthy choices
3	Need more choices.
3	not enough vegetarian options
3	over-long lines for food court!
3	prices were plenty high
3	Should have kept Pizza Hut.
3	somewhat pricey at certain locations
3	Taco Bell is excellent
3	Tended to be a bit pricey, but good overall.
3	The food selection was good, but most things were too expensive.
3	Too crowded; expensive
3	Too expensive if you don't have a meal card.

<u>Rating</u>	<u>Comment</u>
3	Too expensive.
3	Very pricy for a college campus
4	(Looks Beautiful!)
4	although I only ate at the food court once (breakfast buffet) - it was excellent!
4	Bring pizza hut back!!
4	But a little expensive. DeVos should have weekend food service.
4	But I only ate there my Freshman year, it was good though! But so much has changed!
4	Good selection
4	great healthy options
4	great service - great food
4	Nice food - pretty expensive, though
4	nice staff
4	Pew campus was my experience

Intercollegiate Athletics

Rating Comment

- | | |
|---|---|
| 0 | did like the workout center in the fieldhouse, but didn't know it existed until my last year there |
| 0 | They won didn't they? |
| 1 | fading? If any it's questionable |
| 1 | I enjoyed and have good things to say about every aspect of the school but this one. |
| 1 | They messed my financial aid up several times and were never able to offer help on Scholarships - all they could do was say fill out another form Loan app. |
| 1 | To much money spent |
| 2 | Needs to promote other things than just football. I liked the Lainitics this year, Good promo idea. |
| 2 | Really only football games were exciting and fun to go to. |
| 2 | Shouldn't we be focusing more on academics and less on sports? |
| 3 | fees are a little high for intramural activities |
| 3 | Instead of spending money on new stadium, how about renovating the library? |
| 3 | More publicity needed for sports other than football. |
| 3 | need a bigger football stadium after our recent success |
| 3 | Not an athlete but enjoyed watching football, basketball, volleyball |
| 3 | participated in various (im) sports. Problems communicating if there was a rain out w/teams on rain days. Officiating was good. |
| 3 | Stadium needs help. I enjoyed football games. |
| 4 | Coaches are wonderful and friendly |
| 4 | Fun to watch |
| 4 | Great teams, can we find a way to make them less of snobs. |
| 4 | I had the pleasure of running CC and track for Jerry Baltes. He is a great coach and has built and amazing program. |

Rating **Comment**

- | | |
|---|--|
| 4 | I ran xc & Track for GVSU and it was the best experience of my life |
| 4 | It is an excellent program. |
| 4 | More public knowledge and advertizing would be a good idea to get students involved. |

Financial Aid Office

Rating Comment

- | | |
|---|--|
| 1 | Had nothing but problems, getting help with papers for aid, getting my questions answered. |
| 1 | Hard to get to speak w/anyone |
| 1 | I'll never forget the day that the Director told me to have a baby so I could qualify for more financial aid. I left his office in tears twice. |
| 1 | Information frequently lost/mishandled - Incorrect loan amounts every semester-very difficult to fix problems because there is no single point of contact. Phone usually busy or left to ring, even during "open" hours. Each person would tell me something different when I did manage to talk to them. In general, this office is incredibly incompetent. |
| 1 | no one in that office seems interested in helping anyone, and they always seem in a bad mood. |
| 1 | Not very helpful and quite often rude! |
| 1 | Several times they misplaced my paperwork, costing me time, money and effort |
| 1 | Staff is rude. Didn't return calls promptly, give incorrect information and are flat out racist! |
| 1 | Takes forever to get to talk to someone |
| 1 | The financial aid office is a group of some of the most useless and unhelpful people on GVSU campus. I found 1 knowledgeable employee my whole time at GVSU. |
| 1 | the majority of the people I dealt w/didn't seem to know what the heck they were talking about. |
| 1 | very poor |
| 2 | Always sent many bills that were wrong. |
| 2 | Desk assistants gave many different answers to the same questions. All processes are slow. |
| 2 | Generally good help, but I often found rude student workers. |
| 2 | I had quite a few problems with them not receiving my forms another not letting me know. |

<u>Rating</u>	<u>Comment</u>
2	Lousy set - up. Congestion & confusion
2	not much information out about what they can help with.
2	Untrained staff giving mis-information
3	Always answered questions, but felt like I was imposing on them.
3	Can be difficulty at times to talk to a person who can help answer questions.
3	Friendly, helpful, usually knowledgeable.
3	hard to get the answers I needed due to inavailability of counselors & misinformation from front desk.
3	Hard to get through to a counselor
3	Often had to wait a while for help
3	seemed like they were too busy to sit down & explain things to you.
3	Sometimes ladies seemed frustrated with questions.
3	Staff members were usually very helpful and courteous.
3	Very helpful, patient, empathetic staff
3	would have liked more guidance on consolidation
4	Always available & immediately helpful
4	Always have been helpful, answered questions.
4	constantly provided information, updated reports, etc.
4	Correspondence was only through the mail system
4	Every transaction or question I had was handled with extreme efficiency.
4	Excellent service
4	great! Friendly! Willing to help!
4	Helpful service
4	Helpful. Patient.

<u>Rating</u>	<u>Comment</u>
4	I like the availability of one-on-one counseling.
4	Very helpful.

Bus Service

Rating Comment

- | | |
|---|--|
| 1 | Buses commuting from Dash Lot 9 to CHS was poor. Buses never arrived when they were supposed to. Taking night classes was horrible because you had to wait forever for the bus. |
| 1 | did not run on time - overcrowded |
| 1 | Going from Dash-9 to the Cook-DeVos building was terrible. I had to plan on an extra hour each day I had class to ensure that I arrived on time to class or to appointments/engagements after class. The times the buses run are very unreliable and the route is ridiculously long. |
| 1 | The bus drivers were sometimes reckless. |
| 1 | too crowded |
| 1 | took CHS-Dash to hill -- never on time and only a few nice drivers. |
| 1 | we really need our escort service back! |
| 2 | At Dash 9 lot - schedules the buses should be on are poorly followed. |
| 2 | Could be more consistent with posted schedule. |
| 2 | DASH Bus should go both ways from CHS to DASH 9 lot. Waiting also a problem & CHS w/night classes. |
| 2 | Needs to come more frequently than every 20 minutes |
| 2 | Not on time, sometimes came back to back. |
| 2 | Often not on time, do not wait at CHS building unless your re waiting outside, not convenient in winter |
| 2 | Rarely on time & takes to long (Dash to the Hill service) |
| 2 | sometimes had to wait up to 15 minutes between buses |
| 2 | The downtown bus (going to Health Sciences building) runs slow and often you have to wait 20 min for a bus. |
| 2 | Too crowded at times. Made me decide to commute instead. |
| 3 | A huge plus for GVSU. |

<u>Rating</u>	<u>Comment</u>
3	Bus service to and from CHS should coordinate with class times to help eliminate wait.
3	convenient, but sometimes they were just too crowded
3	Fridays and weekend schedules should not be any different from M-Th. 1 bus every 1-2 hrs. on a Sat. is a joke.
3	getting better
3	Got better, with more buses running
3	I enjoyed when the bus ran every 15 min. during winter. Great idea to have bus run elsewhere on weekend.
3	Should run later
3	Sometimes the bus was too crowded & I didn't feel safe standing.
3	The bus should run to places like Family Fare too
3	There were times (usually 2PM on M-W-F) when I couldn't get on the bus back to GR campus because of overcrowding.
3	Two buses instead of one could be used on the Allendale Campus, especially during the winter semester.
3	unreliable schedule
3	Very good now, but when I first started taking the bus, times were to spread out.
3	Very slow
4	an excellent benefit wish I knew about it sooner than my last year
4	AWESOME!! More should take advantage of this perk.
4	Dependable & convinient
4	drivers are friendly and helpful
4	Especially with the off-campus shuttle extended hours
4	Every student who commutes from the Allendale campus to the DeVos campus should be required to take the bus.

<u>Rating</u>	<u>Comment</u>
4	Excellent service, except when late. Nice to have on off campus apartments
4	EXCELLENT! Keep it up!
4	excellent! Thank you for the Campus Connector
4	Love the shuttle to local apartment complexes
4	off campus shuttle is especially helpful
4	on campus late at night lot.
4	Only used it for the last 2 months. Should have used it the whole time.
4	Really helped me save gas \$ and parking issues.
4	used bus many times. Happy with service
4	Very friendly drivers.
4	Wonderful service -- used it a lot.

Library

Rating Comment

- 0 Allendale (1) lack of helpfulness & books need be updated. Grand Rapids (4) quiet/serves its purpose/love magazine selection
- 0 Allendale 2 DeVos 4 - The library in All is not very warm & welcome to study, very dreary. Love the Pew campus Library!
- 1 BIGGER!
- 1 Did not meet my needs. Had no articles on hispanics
- 1 Don't like the system OR THE BUILDING!
- 1 extremely poor selection of electronic journals & poor filing system of the electronic journal subscriptions GVSU does have; this is especially a problem b/c of how all the health-related literature is now only accessible at the CHS library (ie is now quite inaccessible - very limited hrs, not open on weekends, an hour commute by bus, not accessible by car, etc). This caused me & many of my biomedical science classmates a lot of frustration when trying to write 20 + page capstone papers; many people I knew used other colleges' library access to retrieve their sources, something I think is shameful to GVSU.
- 1 hard to use downtown library, on campus library small
- 1 Needs to be bigger, newer.
- 1 Needs to be updated - material is outdated. KCRC is good.
- 1 needs to be updated!! Up'd hours.
- 1 Not enough musical references. Poor organization.
- 1 Not very disabled accessible
- 1 Poor selection. Poor operating hours. The fact that the library is split into different branches is ridiculous. Poor library for this size school.
- 1 Very outdated and old.
- 1 way outdated, scary at night
- 2 4th floor periodicals

<u>Rating</u>	<u>Comment</u>
2	A new facility is much needed to cater to the expanding collection of references and sources
2	Allendale library is too outdated. Need new books.
2	Frey needs longer hours & weekend hours.
2	Having 2 libraries makes finding information difficult.
2	I think the GR Public Library had much more to offer. GVSU really needs to revamp their library
2	Inconvenient to have health science material downtown. Library needs renovation
2	Interlibrary loan material should be free.
2	Limited places to comfortably study & probably the least attractive building on campus. I would travel to the GR campus to study
2	Many materials out of date, little available, building needs renovation
2	Need extended hours at CHS
2	need to have more articles available online so that you don't have to do as many interlibrary loans
2	Needs an update!
2	needs remodeling!
2	Needs renovation
2	Needs to be UPDATED
2	not big enough!!
2	Not enough scientific journals and current volumes shuld be kept in Allendale where most science classes are, not downtown
2	Not up to par with other areas of university. More room to study will be nice.
2	Old selection, hard to get newer research
2	OLD. Remodel and update. Soon!

<u>Rating</u>	<u>Comment</u>
2	online resources are terrible. Moving health science journals to Cook-DeVos was a horrible idea because most students were in class the only hour it was open (No weekends?!) and there is no parking at Cook DeVos.
2	Poor compared to other major univ. (U of M, Calvin, ect.) no place to study to comfortably, limited resources.
2	Should be equal resources downtown and in Allendale. African American fiction as well.
2	The library is keeping GVSU from becoming a truly excellent school. It needs to have more research journals, more recent books, and newer facilities
2	too old, librarians not willing to help
2	Underfunded for a school our size.
2	unhappy with Frey Library: Re: lack of hours open evening & weekends (CHS) other libraries = 4
2	Very old, outdated, and dark; not a comfortable study environment.
2	Very outdated. Environment not comfortable for studying. Need a larger section with books for leisure reading - current bestsellers, etc.
2	Very unorganized and not big enough for the amount of students
3	Allendale's library is pathetic. Steelcase is amazing.
3	CHS library should be open more often
3	Computers for searching magazine databases should be on the same floor as the magazines.
3	could be better
3	cramped, not inviting
3	Difficult to do research with lit @ both libraries Allendale & SHP
3	Difficult to locate journal articles. The journals were often not in their appropriate location. Also there are too many possible locations for a given journal.
3	Employees should know and publicize closing dates and times during vacations / holidays; especially during phone contacts.

<u>Rating</u>	<u>Comment</u>
3	Good selection, but a little too warm for studying -- put me to sleep
3	Great help but the books are out-dated.
3	Health Sciences references should NOT be at CHS - especially when that library is only open until 5 PM
3	I don't like that some books are @ 1 library while some are at the other
3	I hate electronic databases.
3	Internet only
3	It was frustrating when they moved most of the medically related books/articles to the PEW campus b/c of the new Health Sc. Building. There are still health sciences students in Allendale!! Don't screw them.
3	Libraries need to be better informed about less used systems, ie. Microfiche, readers' guide to periodical literature
3	Library at CHS has very limited hours (Frey library).
3	more journals needed for TESOL program
3	More photo books would be nice. There are very limited artists
3	more places to plug in laptops!
3	need more copiers and computers
3	Needs to be updated and expanded.
3	not enough chemistry journals
3	often missing prominent health journals
3	outdated a bit
3	Pew - I like to browse books when researching & the robot retrieval system makes this impossible.
3	Really enjoyed. I spent a lot of time here. Maybe get some more comfortable chairs.
3	Space needs to be updated (not moved) the library is not a comfortable space for long term study research. It is too cramped.

<u>Rating</u>	<u>Comment</u>
3	Steelcase
3	The Health Science Center library should be open longer!!
3	The library is a little confusing the way it is set up and I often could not find the materials I was looking for.
3	The library is quite small & inadequate for a university
3	Used online D-bases
3	Very pleasant
4	[4+] This was FABULOUS for us distance folks. GREAT women "HAN" & "AHH"!!
4	4-Steelcase, 2-Allendale Library
4	Every one at the library were always very helpful - no matter the request
4	Excellent Resources
4	Great service always!
4	internet access was excellent
4	Loved the online database -- very helpful!
4	Needs extended hours during finals week.
4	on-line is a wonderful invention
4	some sources are a little out of date, but databases are excellent resources, and I appreciated being able to access them from my home computer.
4	Very helpful staff
4	Very helpful staff. They took extra time to show me how to use the internet search engines.

Bookstore

Rating Comment

- | | |
|---|--|
| 1 | Books have a high mark-up, especially used books. |
| 1 | For extended learning students, the bookstore should be reopened in Traverse City. |
| 1 | I think you TOTALLY RIP PEOPLE OFF w/how much everything costs. |
| 1 | Like every other college, It's a ripoff! They would intentionally order a hardback when a paperback was available and requested by the instructor. My Mythology 204 class required a book that cost \$20 at the bookstore and \$12 at Barnes and Noble. The book was from 1988 and had the original price of \$20 blacked out and they still charged \$20! That was years ago, but it still irks me. |
| 1 | Pricey |
| 1 | TC site - There wasn't a bookstore in TC and it made it difficult to get books. |
| 1 | too expensive by far, poor service |
| 2 | books, somehow - someday, need to become more affordable. |
| 2 | Didn't always feel very welcoming |
| 2 | don't carry in stock mini cassettes that go in a mini cassette recorder that are 909 minutes on each side of the tape and don't carry film for a 35 mm camera. |
| 2 | How can you go across the street to Brian's Books and buy them cheaper? Students should also get more money for them when selling them back. GVSU earns more and more and more money off the books each semester while the students suffer for paying such high prices |
| 2 | needs more space! Way to crowded compared to other colleges |
| 2 | over priced |
| 2 | Overpriced items |
| 2 | way too expensive |
| 3 | A bit pricey |
| 3 | Brian's is often cheaper |
| 3 | Did pretty well given distance |

<u>Rating</u>	<u>Comment</u>
3	Expensive!
3	for some small classes, where only 7 students were in, bookstore only ordered 5 books. Took half the semester for us to order the rest. Very upsetting
3	kind of expensive
3	more books, less silly sweatshirts
3	Nice atmosphere and gifts.
3	Overpriced
3	overpriced!
3	Pew
3	Prices too high
3	some grumpy employees. Is the focus books or to look like a mall store.
3	some of the staff were consistantly unfriendly and made me feel unwelcome
3	Sometimes too expensive
3	telephone and e-mail services only
3	text books cost waayyy too much
3	The usual gripe about price, blah, blah, blah.
3	Their markups are ridiculous. Half.com will steal their profits!
3	There is no reason why books must be so expensive. Students should be able to sell all books back and get a reasonable amount for them.
3	When I had an online course the book was not available in Allendale. I had no classes in GR and was working. This made it very difficult to get the book.
4	Clean/helpful/courteous employees. /hours open were great
4	com
4	Expensive. Book buy backs are a rip off

<u>Rating</u>	<u>Comment</u>
4	Good selection, convenient
4	Great merchandise!
4	Great variety; high prices, but tolerable in a pinch.
4	I called and they sent my books immediately!
4	nice place to browse for misc. gifts and kill time
4	Not a lot of contact/use, but the couple times I was there it was nice. Although, the layout is quite confusing.
4	prices a bit steep
4	Still expensive though!!
4	very friendly & helpful! Lots of variety of stuff to buy.

Career Services

Rating Comment

- | <u>Rating</u> | <u>Comment</u> |
|----------------------|---|
| 1 | Failed to answer emails or return phone calls. |
| 1 | Left everything to be done on own. Very little help with resume. |
| 1 | The people I spoke with overthere were clueless & lazy. |
| 1 | waited an hour, counselor was not much help |
| 2 | Didn't find helpful -- found myself even more lost |
| 2 | disappointed - not much help with finding a job. |
| 2 | Need a business career advisor. It was terrible not having one my last semester. |
| 2 | Need to remove old job postings from binders |
| 2 | Not many jobs outside GR online |
| 3 | Idea = place jobs that just opened online & not in books! I know there is a \$10 service for placing resume on site & searching jobs. However the books in the office are free! |
| 3 | no networking opportunities with alumni |
| 3 | Not bad info, but bad support in finding a job |
| 3 | Repeatedly received differing views on questions about conduct and presentation for interviews and resume. |
| 3 | seemed overwhelming and was avoided until my last semester |
| 3 | Very willing to arrange interviewa, programs, etc. |
| 3 | Was told if I was on a list, they would send job info. Never received email. Had to rely on director of program. |
| 3 | Your career postings books don't tell geography students where to look for positions. |
| 4 | Because of advice given, I developed a professional resume, in which my name is now floating in vast job-seeker market. |
| 4 | Great/timely resume advice |

Housing (dorms, living centers, apartments)

Rating **Comment**

- 1 Laker Village was okay, but the Ravines were filthy & my neighbors were too loud; staff in Housing Office lied to me regularly
- 1 The dorms were wonderful. But the whole Department was horrible and unorganized again I had to fight every semester to get every thing corrected - and they were always the same fights
- 1 too expensive, shoddily built/maintained (Janitors are excellent in dorms, though)
- 2 [3 & 1] Had problems with laker Village -- 2 of my roommates moved out (by GVSU requirement) & 2 new ones moved in. These girls were unsafe, dirty, destructive and thieves. When we tried to get out, our RA and the living manager were no help, after much insistence to even get them to meet with us and discuss options. Policies need to be changed here. Roommates should not be placed w/ people against their will.
- 2 Could not receive on campus housing after my freshman year. Too many people.
- 2 Inadequate/inconvenient parking (Secchia Hall)
- 2 lived in copeland before it was re-modeled - otherwise I lived off campus
- 2 Maybe money should be put towards renovations rather than unnecessary artwork and more housing.
- 2 Need to make it known that Secchia is not finished
- 2 They need to get their act together.
- 3 (1988)
- 3 Beautiful housing available
- 3 better than many campuses I've been to.
- 3 Grad students should be priority. They've invested more time & money. They should get first pick for Housing!!
- 3 GVA heating was a nightmare - couldn't regulate heat and nothing was done to fix it. Housing otherwise fine.
- 3 lost track of me 2 years in a row. 1st year didn't get placed @all - ran out of housing. 2nd year got placed in Campus West (w/2 spots left on campus) after being promised Laker Village apartment!

<u>Rating</u>	<u>Comment</u>
3	Never lived there but enjoyed visiting.
3	new dorms & LCF are nice, too expensive
3	pretty helpful and readily available. Dorms a little tight though.
3	Some residents were smoking inside the apartment building. My room mate and I reported it several times, but it continued throughout the school year
3	sometimes other residents would be too loud
3	The Resident Assistant did not seem interested in the students living in his building. There was no sense of community. The RA could initiate meeting their residents more and taking an interest in them.
3	When I lived on campus it was a great experience and I loved it! My only complaint was that you are an adult and living on your own but are still treated like a child by the housing staff sometimes. You have no credibility. One instance was we were living in the dorm and there was an ant problem. Most of the rooms one our floor (4th) had ants. We complained to our RA and was told to deal with it. We went to housing and was told to lay out ant traps. My roommates mother called housing and the next day there was an exterminator. We weren't taken seriously until our parents got involved.
4	amazing accomidations!
4	expensive
4	Great! Except for the process of selecting a space for the next year. Camping out overnight is NOT fun.
4	Housing OFFICE, however is terrible.
4	I enjoyed living in the living centers and the apartments. They were well kept up.
4	Lived in Robinson (1 year) and Ravines (3 years).
4	More money should be spent on education.
4	Stafford made my friends from other schools wish they lived at GV

Records Office

Rating Comment

0	The online portion is good, though
1	Initially, my transcript was lost when I transferred.
1	Often times I had to drive to Allendale from Muskegon to drop something off (overrides) because they would not allow them to be sent or delivered by my advisor.
1	Staff is not helpful, has their information all twisted and will argue you down that you are incorrect even when you have documentation in front of you.
1	very bad experience w/a clerk - rude and condescending more than 1 occasion
2	Didn't use it to much but I got what I needed from them.
2	get conflicting info from different employees
2	I still have not received my degree from my dual major even after contacting them several times.
2	told contradicting things about certain class I needed, took a lot of hassle to get it straightened out.
3	Like the on-line access
3	Make sure that name is included on transcripts for tuition reimbursement.
3	Sent in my teacher re-certification 5 weeks early, causign a loss of on full year of certification. MI Dept of Ed said the colleges are clearly aware of the April 1st roll-over date... bummer!!
3	Some issues w/my name change (married) and I felt lost several times.
3	trouble w/transcript request online
4	always very responsive to questions
4	Excellent
4	Excellent service.
4	Great community
4	Helpful. Polite

Rating **Comment**

- | | |
|---|--|
| 4 | I requested a transcript to be sent each semester to my tribe (Native American), and each semester, this was done accurately and promptly! |
| 4 | Kind & helpful people. Quick to fix errors. |
| 4 | Punctual - easy to work with - pleasant folks. |
| 4 | Served purpose & kind people |
| 4 | they helped out a ton with my records & making sure everything was going smoothly. |
| 4 | Very helpful. I'm glad they use email. |

New Student Orientation Program

Rating Comment

- | | |
|---|--|
| 0 | The freshman seminar I was signed up for either never happened or they never told me when/where to go. |
| 1 | again, another waste of time |
| 1 | As a transfer student, I was told I had to do an orientation, but never received information, and never did orientation. Don't require this for people who will be juniors when transferring! (or sophomores or seniors) |
| 1 | As a transfer student, this was not offered to me. |
| 1 | As an athlete, when missed orientation, RA's looked down on people. |
| 1 | I was advised to take (advising) courses that I did not need! A waste of an entire semester! |
| 1 | I was yelled at my first day for being too tired. |
| 1 | It didn't help me much. |
| 1 | Lacked in a lot of things. Didn't feel oriented afterwards. |
| 1 | My freshman year 1999 they gave us no help registering and orientation was nothing to write home about. I almost didn't want to come to GVSU after my orientation. |
| 1 | Never received info, missed orientation |
| 1 | Not designed for self-motivated students. Waste of money. Slap in the face to transfer students. Orientation person not too well prepared. |
| 2 | [2-3] Students should have a few days to adjust before they are forced to go through tours, new people, etc. |
| 2 | Better now than when I came in. |
| 2 | Boring. |
| 2 | Coming to grand valley as a graduate student I didn't receive any type of orientation or tour of the whole campus |
| 2 | for middle of year it felt like a waste of time |
| 2 | Horribly boring when I entered |

<u>Rating</u>	<u>Comment</u>
2	I felt that as a transfer student I was let down at times.
2	It was probably fine and/or needed by other students, but seemed to be a waste of time.
2	maybe things have changed since I was a freshman, but I would have benefitted from more in-resident activity. I didn't get to know my peers on my floor or our RA at all.
2	Need better transfer orient.
2	need more advisors on hand when signing up for classes to tell new students what they need and guide them
2	There are many things that the students are not told about during orientation, such as extra requirements (student recital hours for music students). Also, parents should be permitted to be more involved in the orientation/registration process.
2	Too long.
2	waste of time & money
2	When setting up the schedules, the assistants need to advise the freshmen not to take all hard classes all at once. I failed most of my first semester because I was told to take all core classes & then I could not handle the workload.
3	adequate orientation for freshmen, my fiance was a new grad student & had no orientation
3	It has greatly improved from when I started
3	More attention should be spent on transfer/off-campus student to include them.
3	More diversity training / exposure.
3	Student helpers need more training on helping incoming freshmen set up their schedule. They didn't care enough about it & then you get poor guidance.
3	Sufficient
3	There should be more information on getting to know your advisor.
4	(By PAS Program)
4	GMAT training and the orientation helpful for a new MBA student

<u>Rating</u>	<u>Comment</u>
4	I loved Campus Life Night and orientation weekend.
4	very organized

Registration Process

Rating Comment

- | <u>Rating</u> | <u>Comment</u> |
|----------------------|---|
| 1 | I wasn't accepted the first time. |
| 1 | it was messy online, and in person. And the seniors, juniors, etc. enrollment dates were strange to deal with. |
| 1 | way too confusing for freshman |
| 1 | When I started taking classes at GVSU, I was advised to take two classes that I did not need to take - very frustrating & very expensive. |
| 2 | [2-3] I always ended up in the last group to register for the next year. I was never first. |
| 2 | As a returning, non-traditional student I found this to be not very useful. |
| 2 | frustrated when such few classes. Hated it when I lived far away w/o a computer. |
| 2 | I felt that as a transfer student I was let down at times. |
| 2 | I'm not sure there is a solution but the process is stressful and over-whelming |
| 3 | BUS 680, MKT 680, and other 680 classes are not listed in the catalog & course descriptions were not provided in advance at registration. This could be done thru blackboard. |
| 3 | Even though I was paid tuition wise - classes got dropped. Apology was given & basically I was left to deal w/a few dilemmas. |
| 3 | First time around, it was hard. After I got the hang of it, it was better. |
| 3 | For freshmen there needs to be more guidance. I was very lost in the process. |
| 3 | I always had helpful people over the phone |
| 3 | I did it online and preferred online |
| 3 | I like how easy online registration is. |
| 3 | Need more guidance - but overall process good! |
| 3 | Online great -- Availability a problem |
| 3 | online registration was great |

<u>Rating</u>	<u>Comment</u>
3	TC - For first 2 years kind of a mess, but got to be GREAT
4	as long as your not disconnected by your technology.
4	I LOVE using the web. Very easy.
4	I was always pleased with the staff at the registrar's office. Thank you!
4	love the online registration!
4	Loved online -- I never had any problems!
4	Online always smooth
4	online and phone services made registration easy & quick
4	Online is great!
4	Online registration is easy and convenient.
4	online registration is much better then telephone
4	Online registration was excellent.
4	so easy, fast, and convenient online!
4	So smooth using a home personal computer it was scary.
4	the internet makes it so easy - it's great to register for the whole yr. at one time
4	User friendly
4	very convenient online
4	Very helpful to have online registration.

Student Activities

Rating Comment

- | | |
|---|---|
| 2 | [Student Life staff member] needs to be replaced by someone who cares and wants to improve the greek community. |
| 2 | Do more promoting. |
| 2 | funding seems to go to a small handful of organizations who do whatever they want, not what students are interested in. |
| 2 | funding, is there any? |
| 2 | I think these could be incorporated within Grand Valley Apartments. We always had pizza parties! We need to do something different. |
| 2 | Need more on-campus activities, especially on weekends |
| 2 | need more that fit variety of interests |
| 2 | off-site student |
| 2 | There needs to be more activities for on-campus students |
| 2 | TOO MANY student organizations for students to get involved in -- they are overwhelmed and some are involved too much with student organizations and get overly stressed. |
| 3 | could be advertised better |
| 3 | Drop the rap gigs & see the light in bluegrass/jam bands |
| 3 | Good., you have to look for it a lot of times it doesn't pop out at you |
| 3 | I attended many and they were interesting and informative. |
| 3 | I didn't receive many informative details about these. |
| 3 | Making significant progress, but still a commuter college atmosphere. |
| 3 | soccer intermural was fun |
| 3 | There are lots of activities, but how do we attract more people? |
| 4 | A lot of things to do! Excellent! |

<u>Rating</u>	<u>Comment</u>
4	Good variety of activities for students.
4	GVSU puts in a lot of effort here and has great orgs w/great members
4	I loved SIBS day and my sisters did too. It really gave me a chance to share GVSU with my family.
4	lots of choices and good notification of times & places.
4	Many opportunities for a student to get involved. However, that is much truer for an undergrad than a grad student.
4	More than enough for those interested to be entertained in every waking hour.
4	Plenty to get involved in.
4	Wonderful variety of activities, always availability of low cost activities
4	Yeah Kung Fu Club!!

Campus Police

Rating Comment

- | | |
|---|---|
| 0 | They're nice & helpful |
| 1 | All of police officers are glorified "rent-a-cops" on power trips. |
| 1 | Biased. Need to enforce laws same way to everyone |
| 1 | Gave a hard time to anyone walking around late |
| 1 | more of a nuisance than anything else. |
| 1 | one officer tried out his spanish & said that if the person didn't put their hands on their head he would shoot him. It is not said like that in English. It was offensive. |
| 1 | Parking tickets --> psychos |
| 1 | Power trip! |
| 1 | The officers I had contact with were excellent, but the red tape disgusted me. |
| 1 | They nee to relax and understand it's a COLLEGE campus. GV police shuld be called Gestapo! Security and harassment are too closely related thru GV police. |
| 2 | "Power Hungry" at times |
| 2 | A few police officers tend to be very unpersonable (rather rude). |
| 2 | Driving around like the Guestopa trying to give tickets is no way to raise money |
| 2 | Family members visiting had problems with handicap parking & tickets - even though they have hand pk permits. |
| 2 | I was once pulled over for not wearing a seatbelt travelling from one end of a parking lot to another -- They are bored. |
| 2 | I was stopped once for having a burnt-out taillight on my car, and the officer was quite rude. A friend in the music department had her instruments stolen from the Performing Arts Center last year and I felt that the officer was totally incompetent in his handling of the matter. |
| 2 | Not very friendly, too strict |
| 2 | One time when I was at Allendale, they wouldn't come and escort me to my car -- they said it was Housing's job to do this. |

Rating **Comment**

- 2 There was a situations when a police officer was assuing there was a bad situation before checking the facts.
- 2 Though many officers were incredibly helpful, some were untrusting of students and were overly accusatory.
- 2 too often pull students over for 5 mph over speed limit
- 2 Unable to help people on campus with flat tires.
- 3 Friendly if needed help.
- 3 Needs to get over college drinking.
- 3 Nice people, but why is it they will pull you over off-campus, but when there is an accident near campus they tell me to call Ottawa County Sheriff?
- 3 rarely saw @ CHS
- 3 responded appropriately
- 3 The Performing Arts Center is locked too early. They can wait at least until midnight.
- 3 typical campus police with nothing to do, so hassle students w/ little issues. I never had a problem though.
- 3 very friendly and helpful
- 3 Very nice people
- 4 awesome
- 4 I love campus police!
- 4 I never had any contact, but seeing them around a lot -- seemed like they kept us safe.
- 4 Involved, or victim of, a hit-and-run in DeVos parking lots. Campus police very helpful.
- 4 no news is good news
- 4 very good - they all do a great job

Safety on Campus (Allendale)

Rating Comment

- | | |
|---|---|
| 1 | My car was broken into last summer (along with several others). The security cameras were not even being used at that time. In addition, I was informed that GVSU does not provide security for the parking lots. It angers me that I must pay to park in a place that does not guarantee any safety for my vehicle. Later that school year, a friend visited my husband and I and his car was broken into. Nothing was ever done about the rash of break-ins on the GR campus. |
| 2 | I was hit by a car my freshman year by the new living centers, there was no separation b/w cars and pedestrians in this area. |
| 2 | Students just walk across the road without looking putting their lives in drivers hands. |
| 3 | A bit dim at night. |
| 3 | I almost always felt safe except after a late (9 pm) class. It would have been comforting to see police driving around the lots. |
| 3 | more lighting is need downtown or police presence for night classes |
| 3 | need better patrol of traffic violations |
| 3 | Need more security for night classes |
| 3 | people sometimes drive too fast along the roads |
| 4 | Always felt safe! |
| 4 | Escort service was good, should continue. |
| 4 | Excellent! |
| 4 | I allways felt very safe! |
| 4 | I never felt scared on campus. |
| 4 | I never felt threatened |
| 4 | Never had problems |
| 4 | No problems. |
| 4 | put phones on campus site |

Rating Comment

4 Thank you!

4 wonderful!

Safety on Campus (Grand Rapids)

Rating Comment

- | | |
|---|---|
| 1 | There should be more emergency phones on the Pew Campus, especially in the parking lots. |
| 2 | Dash 9 lot doesn't feel safe at night |
| 2 | GVSP staff offered no assistance after I was hit by a vehicle |
| 2 | Kind of scary walking from parking lots to buildings. I think the ramp will help, I hope. |
| 2 | Need more people patrolling parking lots. The parking lots are scary at night! |
| 2 | Never felt as if they had a presence downtown. Should have escort after dark to parking lots. |
| 2 | parking so far away felt unsafe at night |
| 2 | Security does not respond to many calls and are usually incompetent when approaching conflicts. |
| 2 | Walking to the parking areas after evening classes was sometimes unsettling -- when there were few other students walking at the same time. |
| 2 | When I went , had to walk under the dark bridge |
| 3 | CHS - only see one guard. Had very crazy individual outside the building & the bus. No officer seen. |
| 3 | Felt vulnerable walking to Mt Vernon lot at night, saw no security |
| 3 | I observed several walking patrols in afternoon and evening. Makes me feel more secure. |
| 3 | need more accessible parking @ night (closer to DeVos building) |
| 3 | Need more security for night classes |
| 3 | Never saw a safety officer @ Pew campus. |
| 3 | parking lots near abandoned warehouses my only reservation |
| 3 | sitting in chair - sometimes not watching monitor |

<u>Rating</u>	<u>Comment</u>
3	sometimes nervous at night walking to back parking lots
3	The farthest parking lots are well-lit, but usually there aren't many people out there
3	Too much security at CHS building, often rooms are not accessible until 10-15 minutes before class.
4	always felt safe
4	Always felt safe!
4	Excellent!
4	For a large city, great job
4	I did feel a little unsure about walking to my car at night in this neighborhood.
4	No problems.
4	place phones on campus (the escort service was utilized & was well done)

General Appearance of Campus & Facilities

<u>Rating</u>	<u>Comment</u>
0	Allendale - 3 Grand Rapids - 4
2	Eberhard - most classroom have poor ventilation & no windows & uncomfortable desks!
2	think classrooms in Mackinac Hall are too small to hold classes in. I also think the classrooms in Ausable hall aren;t big enough to have classes held in them. Anyone who struggles with clausterphobia would really struggle in both of these halls and not be able to focus very well.
3	B/c construction constantly
3	Bathrooms need improvement in some buildings
3	Campuses are clean but too much art. I don't know if GV spends money on painting & such but students don't need art. The want lower tuition.
3	construction my whole college career
3	Grand Rapids, 2-Allendale
3	I personally believe that GVSU spends too much money on largely irrelevant items. For example, the COPPER arch, the GVSU sign by the highway, the alumni building, these are areas where money could have been saved or used to improve campus in other areas.
3	improving though
3	Mini lakes after heavy rain
3	Padnos & Kirkhof are attractive
3	Superior, Huron, Zumberge are dingy. But the new buildings are gorgeous.
3	T.C.
3	TC / Petoskey
3	the campus out in Allendale is beautiful when its not all torn up by construction
3	The grounds are pretty well kept, however details like floor cleaning and table/desk cleaning is not done and should be.

<u>Rating</u>	<u>Comment</u>
3	Use native species!
4	[4+] awesome!
4	A most beautiful and well-groomed campus . . .in Allendale, Holland, & downtown.
4	All campuses are beautiful and well-kept.
4	Allendale campus is gorgeous any time of year!
4	although I really wish we could get some parking ramps and open up some more grass.
4	Although, I preferred the school when fewer buildings existed and there were more grassy areas b/c fewer students attended.
4	Always well-groomed and appealing.
4	Beautiful
4	Beautiful
4	beautiful
4	Beautiful & modern
4	BEAUTIFUL CAMPUS!
4	beautiful campus!
4	Beautiful campus! It was one of the things that drew me to GVSU
4	beautiful campus, best in Michigan
4	Beautiful!
4	Beautiful!
4	beautiful, well kept campus!
4	Beautifully landscaped campus
4	Best looking college in MI
4	Both campuses are beautiful

<u>Rating</u>	<u>Comment</u>
4	clean, good looking campus
4	DeVos area is great!
4	Extremely attractive in appearance
4	GR - DeVos is great!
4	Great campus. Can tell awesome school pride.
4	GVSU is always a beautiful campus. It looks great.
4	GVSU is an absolutely beautiful place to go to school!!!
4	I love Grand Valley! Always will!
4	I love visiting the campus expecially downtown!
4	kept in good shape all around
4	Landscaping is gorgeous, especially the flowers
4	LSH & other older buildings are ghastly in appearance on the inside.
4	Most beautiful campus in Michigan
4	Pew & downtown are beautiful some of Allendale needs some work
4	That's where all our money goes!
4	the aesthetics of both campus make it condusive for learning, always feels clean and safe
4	The changes that have been made are beautiful. Ten years ago you (I) couldn't have imagined what was going to happen to the G.R. campus.
4	Van Andel campus is "AWESOME"!
4	very clean & modern
4	Very nice landscaping, sculpture and art. Nice new buildings and open spaces. GVSU is one of the nicest campuses I have seen!
4	Very nice.

<u>Rating</u>	<u>Comment</u>
4	Wonderful -- the reason I chose GVSU
4	wonderful!
4	Wonderful!

Admissions Office

Rating Comment

- | | |
|---|--|
| 1 | Not helpful |
| 2 | One person was not helpful in getting AP credits transferred and was very rude. Rest of the staff was OK. |
| 2 | I was homeschooled throughout high school, and it seemed as though the admissions office wasn't sure how to handle homeschooled students. They required me to take the GED and go through other unnecessary processes before admitting me. |
| 2 | they almost didn't let me in because of criteria, but I was on the Dean's list every semester and graduated at the top of my class. |
| 2 | Unorganized - no one knows what's going on. |
| 3 | always friendly |
| 3 | Be more strict on transfer students. |
| 3 | didn't know much about my major (music ed) & screwed up my classes first semester. Music advisor had to fix it. |
| 3 | long time ago but was smooth and professional |
| 3 | Nice, helpful. |
| 4 | At times course offerings would not permit me to have an effective schedule. I was forced to take classes I didn't really need. |
| 4 | My admissions counselor was very nice and on top of things. Good job. |
| 4 | Only dealt with them in the beginning. No problems. |
| 4 | very helpful & friendly when I came on a student visit - helped me make my decision to come to GVSU |
| 4 | Very helpful. Treated me as an individual, not part of a massive group |

Academic Resources Center (ARC)

Rating **Comment**

- | | |
|---|---|
| 1 | Had the hardest time receiving my writing test score! Still never did. |
| 2 | I had a resume reviewed & they made not corrections, but I made many that they overlooked |
| 2 | only have four academic advisors that are trained to help students pick out classes. As a result, they are swamped with students and other administrative tasks they do. Students get frustrated when they can't meet with someone and may drop out of college, which affects retention rate. |
| 3 | Great service! |
| 4 | Excellent service. |
| 4 | Fantastic writing center! |
| 4 | Great computer system and great staff. |
| 4 | Shantel Lofiogel is awesome! |
| 4 | Very helpful |
| 4 | Very helpful! |

Student Newspaper (Lanthorn)

Rating **Comment**

- 0 Many times there were words spelled incorrectly -- This brought down the image of the articles.
- 1 Didn't cover all things on campus.
- 1 every issue had errors in it, need better stories, current stories boring
- 1 Experienced inadequate reporting and false quotes.
- 1 Highly biased; the student opinion page made me ashamed to be a fellow student of many of those who wrote in.
- 1 Horrible! I don't care how many awards they have won, the only thing I ever read was the ads.
- 1 I read just to edit the articles
- 1 Kind of an embarrassment. Do we actually have editors?!
- 1 not many interesting articles, the editor must be illiterate since there are so many errors.
- 1 Poor editing -- Do people read the paper before it is printed?
- 1 Poorly written, often irrelevant stories
- 1 Resources need to be directed toward more editors and proofreaders.
- 1 right-wing biased, doesn't discuss important topics on campus, or glosses them over
- 1 so unorganized
- 1 This paper is poorly written and the staff obviously has a liberal bias.
- 1 This paper needs to improve dramatically. Simple grammar errors and layout goofs are silly for a college paper.
- 1 this paper rarely published anything that wasn't useless dribble
- 1 Too biased. Bad stories
- 1 very poor representation of GVSU. Mistake filled.

<u>Rating</u>	<u>Comment</u>
2	A lot of the same things published every week.
2	Cheesy & cheap
2	Comics are dull, lack wit. I enjoyed GRCC's collegiate much more.
2	editing needs help
2	editing of the paper is pretty bad
2	Get an editor. The tremendous number of typos & grammatical errors hurts the school's reputation.
2	I thought it was usually pretty dull/boring
2	Limited opinions and articles
2	lots of misspellings
2	Lots of typos/misspelling/grammatical errors. Some articles are good, others are blatantly laced with left-wing nonsense.
2	More grammatical errors than a paper written by a 1st grader. C'mon!
2	Need some more editors - has lots of mistakes
2	needs better writers
2	not diversified to quality standards
2	Not enough substance - more facts & less opinions.
2	poor editing
2	Reporters seemed very biased.
2	Same issues every week
2	the editor-in-chief took a week to get back to me after I emailed her about a question. The students aren't held responsible enough for the work they do in their roles. The students will not always report what people tell them when they interview them. I typed out everything I knew we'd discuss so the writer could take that with her. This way she wouldn't write in an article some thing I didn't say.

<u>Rating</u>	<u>Comment</u>
2	This paper could deliver more, in terms of content. It has not reached its true potential. Articles are shallow/lack depth.
2	Too often there are simple mistakes such as spelling
2	very liberal
2	Was not much of an interest for me.
2	worked with them for a while but really don't think they can be called a news paper. Due to the fact they love to only voice opinions close to that of GVSU's money givers.
3	A lotta grammer, speling, and punctuation; errors.
3	Editorial comments were unprofessional and uneducated
3	Good for a college paper
3	Good forum for student voices
3	I admire its attempts to improve in the past year
3	I hated seeing it all over the hallways, on the floors (especially in Mackinaw bld).
3	I read it weekly.
3	Mistakes @ times. Nice to get an overview of what's happening on campus.
3	Nexus of Lunacy Rules!
3	Not very informative outside Grand Valley.
3	Overall, I love the Lanthorn. I just wish they would edit for mistakes.
3	Too many student opinions present, more objectivity would be nice.
3	Typos frequently [sic]
3	Who's the editor?
4	Awesome writers
4	could use better editors

Rating **Comment**

- 4 Enjoyed reading it when there was nothing else to read. Not exactly what I would be considered accurate. You'd think the editor would check the reporters sources, but didn't seem like they did.

- 4 Great to read!

- 4 I enjoyed reading the paper each week.

- 4 I love it!

- 4 Informative AND intertaining

- 4 Informative for all my campus news and then some.

- 4 It's come a long way!

- 4 make sure to edit before printing

Student Employment Office

Rating **Comment**

- | | |
|---|---|
| 1 | hard to deal with, website difficult to get around |
| 1 | Have more jobs available for students not on financial aid |
| 1 | NO JOBS |
| 2 | not enough postings |
| 3 | found me a very good off campus job |
| 3 | hard to find but people there are helpful once you find it. |
| 4 | Freshman year they found me a job fast! |
| 4 | Lorna Holland is fantastic |
| 4 | wonderful |

Open Computing Labs

Rating Comment

0	I should have used this service, but I have my own computer and printer at home.
0	I'm CS. We have EOS and Arch.
1	Henry is very hard to get a computer midday, Manitou also hard, faculty seminars & 5-10 attendees take up entire labs for hours
1	I preferred to use my major's lab, it was in an atmosphere that was safer and more helpful.
1	Lack of open computers -- classes that utilize computers should not be in the open labs. Should have separate labs.
1	long lines
1	Need a lab at Eberhard for Education students
1	Not enough computer labs open during the busy school hours.
2	24 hours - or lack of access
2	Allendale need a lab on the other side
2	Build new library. Use old library as one big computer lab.
2	CHS great. Allendale not enough computers!
2	Difficulty to get on a terminal in GR
2	Downtown has an empty lab w/no computers when it needs to be filled.
2	During certain times of day, finding an open computer is OK, but with the increase in online assignments and the Blackboard site, more computers should have been added to compensate. Maybe add a new lab.
2	For the amount of students that keep coming each year, there should be more labs opening for students but there does not seem to be.
2	Great computers, poor and unhelpful students running the labs & not enough labs open during middle of day!
2	Great downtown, Bad in Allendale

<u>Rating</u>	<u>Comment</u>
2	hard to find an open computer
2	Hard to find an open computer lab on campus during day hours and need to be open until 1AM regularly.
2	Hard to find open computer during finals week.
2	Has gotten better since more e-mail computers have been added. Its much easier to get into a lab to do work.
2	Holland campus is excellent
2	Improved greatly when new Mackinac wing opened!
2	It is hard to get on a computer at certain times of day.
2	It's hard to find an open lab during the day
2	Longer available hours needed.
2	More labs open during the day for public use.
2	most in Henry Hall were always full
2	Need 24 hours during finals, both in Allendale and downtown
2	need moe AVAILABLE computers, lots of computers but mainly not accessible
2	need more
2	Need more computers and better printers
2	need more in Allendale
2	need more labs @ CHS or don't schedule non-student classes there
2	need more open labs on DeVos campus! Especially during the daytime hours!!
2	Need more than one lab in Padnos / Henry open during the day.
2	Need more!
2	Need much more lab assistants that are helpful, especially for Macs and statistics programs.

<u>Rating</u>	<u>Comment</u>
2	Needs to be 24 hours/7 days
2	Not enough computers
2	Not enough labs. Had to wait in line for open computers all the time.
2	Not enough open on Pew Campus
2	Not enough. It'd be great if there were more open all the time, like in MAN and if they were spread out across campus so you wouldn't have to walk way across campus to find one.
2	often difficult to find an open computer - but usually in working order
2	Often there were not enough computers and long lines!!!
2	On the Allendale campus there are only 2-3 labs on the library side and they almost always have classes scheduled. This was frustrating to me from freshman to senior year. For example, if I had a class in LSH, but needed to print a paper first, I'd have to hurry to the computer lab, wait in line, and hurry back.
2	Rarely there was an open lab
2	should be 24 hr availability
2	The equipment in the labs is excellent, but the lb assistants generally have no clue how anything works. The calder Art Center desperately needs a computer lab with no classes scheduled in it.
2	There are not enough computers on campus for use during the days.
2	There did not seem to be enough open labs at important times.
2	THERE WERE OPEN LABS?!
2	Too few computers @ peak times
2	Too many students, not enough computers.
2	Why no lab in Eberhart Center? Provided challenges for an education student.
3	A lot of the times waiting time exceeded more than 10 minutes.
3	Allendale computer tabs typically have a wait, would be nice to have more computer available for students

<u>Rating</u>	<u>Comment</u>
3	Alright, they should always have Manitou and Henry open. As in 24 hrs a day. All week.
3	At the CHS Building there are usually enough computers in the 2 labs for everyone, although the hours on the weekends are very limited for when the labs are done.
3	can get packed, esp. in GR
3	Could use more open labs.
3	Every year there will be more student attending classes downtown campus. We need more labs.
3	good but we need more as the school continues to grow
3	Good network setup and computing equipment. However some IT staff are rude toward students.
3	good, you just have to be patient
3	Great in Holland, HORRIBLE in Allendale & O.K. in G.R.
3	Great labs but always crowded at end of semester.
3	great when not needed at peak times of day waiting in line was ridiculous
3	GVSU is doing much better with this.
3	has improved over the last 6 years
3	I never had a problem except at peak times.
3	library access was good worked fine
3	long wait in Manitou for available lab station, downtown as well
3	More need to be accessible (during peak hours especially).
3	More open computer labs
3	need lab in eborhard need more open labs
3	Need more
3	need more @ Allendale campus

<u>Rating</u>	<u>Comment</u>
3	Need more computers in GR
3	Need more computers!!!
3	need more hours @ CHS
3	Need more Mac labs for video editing
3	Need to be open longer
3	need to have one that is always open
3	Nice lab in MAK
3	Not enough of them. Hard to find an open computer.
3	not enough printers (often have to wait >10 min just for something to print
3	often full at DeVos & Allendale during day, or there are classes
3	Often hard to find an open computer on Allendale campus
3	starting to get a bit crowded
3	Still at busy times students would have to wait to long
3	Students print way to much garbage. You should start charging change page set up (margins) to 1" all around
3	There are often long waits, so they should be open 24 hrs all year, not just during exams
3	There could be maybe 1 more open to students that has no classes assigned to it. Otherwise exceptional.
3	This service is wonderful and I took full advantage. However, I cannot express how frustrating it is to stand 1/2 hour in line when a lab is closed for a class which contains about 4 students and 36 open computers!
3	Usually very crowded
3	very difficult to get into in Pew campus
3	wait time should be based on priority - some student were playing games on the internet when others waiting needed to print papers, etc...there should be time limits

<u>Rating</u>	<u>Comment</u>
3	Wish there was more room someday.
3	Word processing is not always readily available and is needed in the library BADLY!
4	Beautiful Labs, wonderful equipment
4	could use either mac lab
4	Good job of catering to student use and classroom use. Very helpful assistants.
4	Great hours.
4	Great! I wouldn't have survived without these!
4	It's great to have so many computers available in so many places.
4	Keep on top of the Student/Computer ratio. It was nice to always have a lab spot.
4	Never a problem on the DeVos campus if you're willing to climb stairs.
4	Takes forever and there were a few times with no openings
4	usually computers available, occasionally it was very difficult to find one (Grand Rapids)
4	Wonderful. Good hours and availability.

Parking (Allendale Campus)

Rating **Comment**

- | | |
|---|---|
| 0 | avoided |
| 0 | Students who complain about the parking situation need to get off their lazy butts and walk a few extra feet with the ample parking spaces provided further away from campus. I can walk from the southernmost point of the front lot, parked with 40 spaces open around me at peak hours and beat student to the door who is still driving around Seward and Winter looking for someone to pull out. |
| 1 | A parking structure should be strongly considered for each location |
| 1 | Always hard to find a spot near Padnos/the fieldhouse |
| 1 | always terrible @ peak times |
| 1 | As a commuter from Musk. I would spend 1/2 an hour and missing the class I paid for. |
| 1 | Awful! The sticker policy was so frustrating |
| 1 | bad |
| 1 | Bad and only to get worse as more students come to GVSU |
| 1 | bigger issue when snow is on the ground. |
| 1 | commuters don't get good spots b/c people living on campus drive 2 sec. to class |
| 1 | Did someone say parking garage?? Good luck finding a spot b/t 10 a.m. & 1 p.m. |
| 1 | Extremely poor. Driving around for 15 minutes and following students to their cars says that. Extremely frustrating, especially when you get to campus early & get to class late b/c you can't find a spot anywhere. |
| 1 | horrendous |
| 1 | Horrible time finding a spot & no one ever got fined for parking illegally |
| 1 | I am a graduate assistant and so work in a professional role at GVSU. GA's should be able to park where AP staff park. |
| 1 | I would rather have more parking and less decorative grass |

Rating **Comment**

- 1 Just an absolute mess/joke. Stop building freshman housing and service vehicle garages in valuable aprking spaces/lots. How can you justify going from free parking to \$200 parking in one year. Do it gradually, not drastically.
- 1 lack of parking
- 1 Need more
- 1 need more
- 1 need more availability
- 1 need more parking
- 1 Need more parking
- 1 need more parking, especially for MAC building
- 1 Need more spots closer to Mackinaw Hall
- 1 Need more that is closer
- 1 Never able to park at or near Rec center if going there during the day
- 1 Never find a spot that is not miles away after 8:15 AM
- 1 NOT ENOUGH!
- 1 Often had to drive around for 20 mins. to find parking. Would be nice if parking structure were uilt here too.
- 1 Parking by the Calder Art Center is horrible & I can't believe you're gong to start charging students for parking.
- 1 Parking is BAD!!! It took me 1 1/2 hours to park several times each week, and now you want to take away a lot to build more student housing?!
- 1 Parking is horrible at GVSU! It seems as there are more faculty parking spots than there are faculty. Often many of these reserved spots are open. This is very frustrating when you are spending 30 minutes + looking for a parking spot and end up on the opposite end of campus. You have to arrive an hour early in order to park and get to class on time. This is not acceptable.
- 1 Parking ramp??

<u>Rating</u>	<u>Comment</u>
1	Parking structure please!
1	Seriously, it's horrible and can deter students from attending your university
1	The parking was crazy. They need more!!
1	to little parking
1	Too many students, not enough parking.
1	unless you arrive at 8 am parking was a headache everyday
1	very difficult to find a parking spot unless it's after 5 pm
1	Very difficult to find parking space after 8 am.
1	very hard to find parking for students, seemed to be twice as many faculty spots than actual faculty.
2	[1.5] Either full or empty no in-between
2	[2.5] Compared to Cook-DeVos it's great!
2	6 yrs of cummuting and always a 20-30 min hunt for parking
2	A nightmare!
2	A parking garage would be very beneficial
2	As a diabled person, parking is difficult. On campus I was flipped off and yelled at because, I assume, people thought I was not disabled. Also, the parking is acceptable to those in chairs or similar devices, but not very convenient to people like myself who walk with assistive devices. Often cars in disabled spots had no handicap plate, sticker, or rearview.
2	Campus is growing fast. A parking ramp downtown won't help parking situatiion in Allendale
2	Could be better.
2	Could rarely find a spot!
2	could use a parking structure next to fieldhouse
2	getting worse

<u>Rating</u>	<u>Comment</u>
2	had to walk so far to class
2	Hard to find if you don't have an 8 am class
2	However, I've never been on a campus that did have good parking!
2	I don't have any suggestions other than the lot by KMH should expand NOT decrease. Also, when going to campus health, no parking! This is a major issue.
2	I'm glad I graduated before the parking permit is in place. Needs to be more visitor spaces now.
2	need more parking
2	Need to build a structure. Not enough parking and miles of lots is unattractive and waste of space.
2	Needs additional help
2	Needs more parking (parking ramp??)
2	needs to be more
2	Not enough parking space
2	not nearly enough -- so I only took the bus -- although I liked not having to pay!
2	Parking remains a problem on campus and additional housing creates less parking places
2	Thank God for the bus
2	The parking is frustrating on campus.
2	The set up is very inconvenient unless you plan on being on campus for many hours. If I needed to drop something off to a prof. I had to walk a mile or risk a 20.00 ticket. Neither option was appealing.
2	There is definitely a need for more
2	There were many times @ around 9-2 that parking was very hard to find (especially in the winter)
2	Too crowded!! Need a parking structure

<u>Rating</u>	<u>Comment</u>
2	Unable to find spots after 8 am to 6 pm.
2	very full and cramped
2	Very lacking in all aspects, and only getting worse.
2	Were not enough spots by rec. area
2	wish there was less walk time especially in winter
2	would really benefit (both w/respect to space & convenience from a structure)
3	always got a spot . . .even if it was far away.
3	an occasional long walk but no complaints
3	As a commuter, I had to park far away, but I enjoyed the walk. I disagree w/permits for the 04-05 year that cost so much. Parking should remain FREE!!
3	Build a PARKING GARAGE!! PLOW THE LOTS during the winter. The cones help a little, but not much.
3	Crowded, but OK.
3	Despite many complaints, I was ALWAYS able to find parking as a commuter.
3	Good job with ramp
3	Good job with so many students
3	hard to find a spot, but you still can - every parking spot is a hike
3	Hard to find parking in winter due to cars being spaced too far apart (can't see lines under snow)
3	has gotten worse over the years. Also, if I have to pay to park as a resident on campus, I should be able to park where others can park for free w/o a pass.
3	If you get to know when and how to find parking spaces it is fine, but there were times of frustration. We need more!
3	It is necessary to park far away from classes, especially during peak hours, but I didn't really mind.
3	More parking is needed.

<u>Rating</u>	<u>Comment</u>
3	Never a problem b/c I took early classes.
3	PARKING RAMPS!
3	resident
3	Sometimes limited at Ravines
3	sometimes very difficulty - often stalking those leaving
3	Thanks for 3 1/2 years of free parking
3	There are spaces! Why charge commuters? People just don't want to walk
3	There never seemed to be enough parking
3	Too many restriction on residential parking.
3	Too much parking. It looks terrible, and if we're not careful campus will be one big parking lot. Students are too lazy make them walk!!
3	We will be needing more however. Parking structure in Lot D, possibly.
3	You will be runnig out of spaces soon.
4	Anyone who complains about parking is too lazy to walk distances greater then a half mile.
4	resident parking, so it was good.
4	TC, Petoskey

Parking (Grand Rapids)

Rating Comment

- | | |
|---|--|
| 0 | Anyone who complains about parking is too lazy to walk distances greater than a half mile. |
| 0 | becoming more annoying |
| 0 | I rode the bus to my downtown classes. |
| 0 | there don't seem to actually be any lots that don't require a permit. |
| 1 | Absolutely horrible -- very frustrating. Extreme negative in my perspective. |
| 1 | always terrible @ peak times |
| 1 | Build a structure near the campus to avoid buses. |
| 1 | depending on buses is not good time management |
| 1 | Don't start building ramp during finals week! |
| 1 | Good luck getting a spot!! |
| 1 | HORRIBLE!! fight to park every day, shouldn't be like that |
| 1 | Horrible, especially at night with lack of safety patrolling parking lots that are far away. |
| 1 | I am a graduate assistant and so work in a professional role at GVSU. GA's should be able to park where AP staff park. |
| 1 | I could not find parking in the lot - had to park on side street and felt unsafe |
| 1 | I had to park on side streets all of the time for my GV internship. |
| 1 | I hope the new rap helps parking was bad. I will not miss trying to find a parking spot. |
| 1 | I usually paid for the ramp in winter. The Seward lot being unavailable was a real problem. |
| 1 | Need more |
| 1 | need more short term parking @ CHS |
| 1 | no enough |

<u>Rating</u>	<u>Comment</u>
1	no enough spaces
1	NOT ENOUGH
1	not enough & tearing apart 1/5 of it during winter months when construction couldn't happen was ludicrous! It made a big problem worse
1	Not enough parking around CHS Building, should use Crawford Lot for students instead of just faculty, as I have never seen any faculty park there. By having "Faculty Only" signs up, the lot remains empty when it could be put to better use.
1	Not enough parking period.
1	Parking for new building is horrible
1	students should be able to park on campus
1	The amount of time to take the shuttle to and from the CDV science center is ridiculous. The waiting time is too long. GVSU should investigate building a ramp w/ Butterworth at the current Spectrum Health McDonalds lot and share the cost and space.
1	There is no parking (CHS)
1	to little parking
1	Too many students, not enough parking.
1	Very little parking. Need more!
1	what parking? I got ticketed in the crawford lot because they did not announce the changes in parking. Now they have a perfectly good lot that is completely empty. Get a clue. Why do you work against the students and take away what little parking there was at the CHS
2	(Graduated before new parking structure)
2	Better then in Allendale
2	Did not enjoy bus rides
2	Gates, passes, permits... oh my! Confusing.
2	great but better if permit tag sent to those who need

<u>Rating</u>	<u>Comment</u>
2	hard to find a spot anywhere at certain times
2	hard to find spots
2	Hopefully the new layered parking garage will help.
2	I did not like the process of shuttling to the CHS building. Would have liked a direct route better (not picking up/dropping off GRCC students)
2	I felt it was poor to "build" a garage over winter semester when the ground's frozen anyway. Too many students! Do this in the summer.
2	I know they're working on it.
2	I lived on DT campus. Resident parking is unsafe and inconvenient
2	I never could understand why the parking lot had so many faculty spots that were never used. Yet students couldn't park there either.
2	I tried not to have to drive there
2	It will be better soon!
2	lack of
2	Need more parking
2	Need more... for students AND faculty/staff.
2	needs to be more
2	Never enough space - always had to search & search.
2	No parking @ CHS
2	Not enough CONVENIENT parking for CHS.
2	Not enough parking space
2	not enough spaces but you already know that
2	pretty crowded
2	Ramp should help. Need more spaces for Secchia residents.

Rating	Comment
2	Scary people hang around lot. (CHS DASH lot) Suggest security.
2	Somewhat restricted, not enough slots
2	takes too long to find an available space
2	The parking is frustrating on this campus as well.
2	The structure will be a great help.
2	There is definitely a need for more
2	There is often not enough spaces open & I sometimes felt unsafe in the far-away parking spots and walking to campus.
2	to many faculty parking spots that go unused
2	VERY unfortunate that there is NO parking for students at CHS!
2	Was good until recently.
2	will be connected w/new garage, and safety ?? Is ?able
3	Better now, with the new parking lot open.
3	bussing is a pain
3	Easier than Allendale
3	Good lots but GVSU needs to keep up with sidewalk shoveling in the winter to minimize the treacherous walk in.
3	I never had a problem. Those who complain about parking are just too lazy to walk more than 100 yards.
3	I never had an issue
3	I'm glad I'm done so I don't have to pay for the parking ramp.
3	It appears that a parking structure is being built. Nice use of the limited space!
3	Just don't like having to use bus system for DeVos Building
3	Never a problem b/c I took early classes.

<u>Rating</u>	<u>Comment</u>
3	never had a problem really
3	Never had an issue
3	not as bad as everyone makes it out to be
3	Parking garage is a terrible idea.
3	Parking was good, but it is becoming more difficult.
3	should have metered parking so you can run in for 15-30 min. to pick something up or drop something off.
3	Sometimes had trouble finding parking space.
3	The only thing I didn't like was having the resident overflow parking gin the Watson Lot. Mt. Vernon Lot may have been a better place for resident parking.
3	The parking ramp will improve things
3	There never seemed to be enough parking
3	Wasn't enough
4	Always was able to park within 1 block
4	I had a parking ramp next to the building I was in - that was very nice.
4	I have never had a problem w/parking & the only people (generally) that do are the people that refuse to walk the extra 2 miles to park in a different lot than the closest to their building. I do find it amazing that students in campus view, campus west, etc. still drive to campus when it's close enough to walk. If they were not allowed to drive & had to walk or ride the bus, parking would be even better.
4	never a hassle
4	Never had a problem.
4	Never really had a problem finding a spot, but think it's ridiculous what you planning on making students pay for parking after the ramp is built
4	You're making it even better

Campus Recreation Facilities & Programs

<u>Rating</u>	<u>Comment</u>
0	but why charge for climbing wall?
0	Make climbing wall available more
1	I don't need an educational organization "helping" me entertain myself.
1	need health/fitness facilities for downtown GR students
2	Downtown campus does not have facilities
2	Have some sort of facility @ downtown campus!!!!!! Have more swim hour during the day.
2	Make Pew Rec Center available to all students
2	Need better program leader
2	Need more GR events. Need to incorporate city events.
2	Never have open basketball courts due to aerobics scheduled or team practices!
3	A little more advertising would be helpful
3	Great fieldhouse and events and programs for a university.
3	I don't think the recent expansion was nearly big enough.
3	Need more DANCE STUDIOS!!
3	need stuff at downtown GR campus & CHS
3	Programming is top notch! Increase the facilities though.
4	A little over the top
4	Awesome workout facility and courts - need indoor soccer arena.
4	Awesome!
4	Great environment
4	Great Rec Center and Intramural activities

Rating **Comment**

- 4 I love the long hours and many choices, good way to fight obesity.
- 4 impressed by rec center, used frequently
- 4 Rec center is great
- 4 Rock climbing wall is good!
- 4 services offered by campus wellness were wonderful
- 4 There should be more positngs of available programs and times.
- 4 They are AWESOME!!
- 4 Utilized it a lot!

Overall Rating of Grand Valley

Rating Comment

- | | |
|---|--|
| 2 | [2.5] The lack of diversity & tolerance is a big turn-off. It's no fun going to class every day & you're practically the only minority and then you have to fight for who you are in addition to that. Not an environment I would recommend to other minorities. |
| 2 | For distance grad option |
| 2 | For the cost, GVSU offers a lot but many hassles w/administration, hoop jumping and bueraucracy were unnecessary. |
| 2 | In general Dissapointed w/faculty's lack of concern for students as individuals. It seems faculty doesn't genuinely care about students educational success. |
| 2 | Nice staff, beautiful facility but the programs seem disorganized. I think GVSU is trying the best it can, but gets big too quickly and can't keep up. |
| 3 | Distant learning |
| 3 | Enjoyed - but a lot of things I would have changed |
| 3 | I came to Grand Valley because it was a small university that gave individual attention to students. I feel that the university is getting too big and less interested in the individual. |
| 3 | I had a great experience and I recommend it to incoming students. |
| 3 | I love the students of GVSU. However, the faculty was a large disappointment. |
| 3 | Library should have more resources for minorities. Was difficult to do my capstone project. Library did not cater to minorties needs. |
| 3 | Parking is the major issue. |
| 3 | There was very little room for flexibility in Petoskey |
| 4 | All things considered, I couldn't have asked for a better experience at college. GVSU is one of the best. |
| 4 | Great school -- Enjoyed all 7 years as an undergrad and grad student! |
| 4 | GVSU was great! |
| 4 | I am very pleased with my experience at GVSU. |

<u>Rating</u>	<u>Comment</u>
4	I enjoyed my time at GVSU. Have recommended it to friends and family.
4	I love it.
4	I loved GVSU!
4	I loved it!!
4	I would recommend GVSU to anyone. It was a wonderful experience for me.
4	Overall, great experience would not have chosen another college to attend
4	Overall, I believe GVSU gets outstanding recognition of the community. I am proud to be graduate of the Business school.
4	School of Ed. = A+
4	Should have more then one graduation ceremony so it is shorter, and less painful for guests. There should not be a writing test, nor english 305, most people I know that are required to take 305 say it is easier than english 150.
4	transferring from other univ's GVSU was by far the most impressive.

General Comments

(All relating to the downtown campus:) --Lower cost of food; -- necessity to increase parking (& not w/ additional costs to students!!); -- Very professional in appearance; -- Great respect of community.

*more parking needed, build up instead of out.

*enlist specific profs to be advisors - those that want to take the extra time to help a student

A wider variety of class times (days and time of day) offered is GREATLY needed. For those of us who work while attending college, flexibility in course days & times is key to our success .. Or failure.

advertise more of the campus events at the art center. I often felt out of the loop when I found out a concert or something had happened a day before I would have gone to. Some art students rarely leave the building.

All professors should have to speak FLUENT English. Degrees are difficult to receive and it should not be more difficult for the students because of a professor that doesn't communicate thoroughly with them. English is the main language in this country, and the vast majority of the students use English as their primary language. Their [sic] should be NO discrepancies when trying to understand what a professor is trying to teach. FLUENT English should be a must when considering a professor to teach a class.

Although GV has much more to offer students now, it was a better school academically 4 years ago. Classes are overcrowded now and difficult to get into. Space is a major issue for housing & parking also and destroys the attractiveness of the school. Admission criteria should be heightened so that GV becomes more competitive, more respectable and less crowded.

Another issue is the continually tuition hikes and the very high price for textbooks.

As more students are living on campus, perhaps it is time to restrict parking for underclassmen (as many campus' currently do). It may also be time to require certain majors to have laptops (this may help ease computer lab congestion in the future).

Attending Grand Valley was a pleasant experience for me. I have made some long-lasting friendships with both my peers and faculty. However, I wish that that student body was more diverse so as to open up more students' minds.

Awesome to have availability in N. Michigan.

Being a commuter for 5 years (my whole college career) I would have liked to see less on-campus-housing parking, more commuter parking. I appreciate the library's hours, and (now) the internet access from all on-campus computers. Many classes were too dependent on internet for class work/communication.

Cohort students have no chance to return books without traveling to campus, which requires us to drive over 120 mi roundtrip - gas expenses, time allocation - to receive little money.

Could use more traffic guards to smooth vehicle and bus travel

Departments need to communicate better. There should not be different spellings of names at one college.

Distance grad programs suffer if a cohort sys. With few faculty gets incestuuous. Need more faculty willing to commute to TC. Teacher eval sys. Does not "work" either. Watch carefully. Ethical issues exist.

During my time at Grand Valley I was able to experience many things that prepared me for life beyond college. I'm proud to be a GVSU alumni. Thank you!

Except for the comments to #10 & #14, my experience has been virtually hassle-free. My enrollment in, participation & experience in my classes was positive. The convenience & ease & availability of coursework was appreciated.

Focus more on practical use. The focus of my education was theory. There needs to be a balance between the two.

Friendly staff for the most part (had a disagreement w/the English Dept. chair about the "theme" issue) otherwise, I would highly recommend GVSU as a innovative and diverse university w/ many avenues & opportunities to pursue within.

Going to Grand Valley was one of the best choices I have ever made. Hopefully all my hard work will soon land me a job!

Good Job.

Graduation was overall a very negative experience for me. It was way too long and the lack of respect shown by students and families/guests was appalling. By the time I waited the ceremony out (to be polite) my family was hungry, bored tired, and grumpy. Please evaluate the graduation process to make it a more enjoyable event for others. Perhaps it's time to break up commencement into different divisions/schools (MSU does this). Whatever your solution, you need to do something. By the time commencement was over, less than half of the graduates were still there and most of the audience was gone. Graduation deserves more respect than this.

Grand Valley is a great place and I truly enjoyed my time there. The University has so much to offer. I hope that the growth slows down though - I enjoyed the smaller class sizes and the community feel to the campus.

Grand Valley is a great source for knowledge and experience. I had the opportunity to work on-campus and the faculty and staff contact was great. I really had a very good experience while

studying here.

Grand Valley is a great University, I am very proud to be an alumni of GVSU!

Grand Valley is a wonderful place to enjoy one's college years. Friendly and pleasant atmosphere!

Grand Valley is a wonderful university.

Grand Valley needs to improve faculty-faculty relations in PAS program. Too much turn-over of faculty.

Grand Valley State University was a wonderful place to complete my undergraduate degree. I thoroughly enjoyed my time there and am considering getting my masters degree there as well.

Grand Valley was nothing but a positive experience for me. The teachers, facilities and opportunities are first class. I would not change anything about my experience @ GVSU.

Grand Valley would be much better if Career Services and Advising improve on focusing on helping their students. There also needs to be more people available before 9AM or after 5PM for students who work full-time.

Great experience. Best 4 years of my life. Grand Valley isn't only a beautiful campus but the education provided is life long. You can tell the professors truly care about students!

Great students & staff made my experience. Keep remembering how important people are to GVSU.

GVSU has a great reputation and I definitely enjoyed my times there. Keep up the good work.

GVSU is a great place to be.

GVSU provided me with a great education that provided me with the skills to succeed as a professional. GVSU has a beautiful campus, both in Allendale and in Grand Rapids!

I absolutely loved GVSU. The prof. were excellent and understanding. I did my undergrad at WMU & wasn't happy with instruction or quality of services. I was very pleased with the care & respect GVSU showed their students.

I am a teacher and after going through your program at the masters level will be pleased to take GVSU Student teachers.

I am extremely happy with the Grand Valley services. I appreciate getting help over the phone from the College of Ed. And Student Accounts. I had to call on several occasions and was greeted with polite, accurate service. Also, communication by mail is clear and prompt. Thank you for supplying us w/needed information.

I am grateful for the opportunity Grand Valley afforded me, however GVSU has a long way to go if it wants to call itself a "progressive" university. The lack of diversity and blatant racism is much too prevalent on campus. It's going to be difficult for you in such a conservative town. I'm glad to be out of Grand Rapids!!

I am proud to have graduated from GVSU and feel as though I have had a very solid undergraduate education.

I am very proud of Grand Valley State University and have recommended their programs to many.

I appreciated my instructors & advisor very much. For the most part, they were all willing to go the extra mile to help students. They were also very knowledgeable and well prepared for each class.

I attended GVSU for my undergraduate & graduate programs. I believe GVSU has excellent professors who took the time to personally get to know me by name and generally cared about my education. GVSU has phenomenal resources for students both academically & in the athletic realm as well. I would and do recommend GVSU to anyone interested in collegiate studies.

I can not imagine a better all around institution. I brag about it to anyone I can. Education is top quality, individual attention is appreciated. Yet, it still has benefits of a major state school. I wish I would be there forever. An A+ University that has improved my life and will forever hold a special place in my heart.

I got a great education for a small amount of money. GVSU's professors and facilities are by far better than Calvin College's who charges @ least twice as much for tuition. I feel as though the faculty @ GVSU truly wanted me to succeed - They work hard for their students. Someday, if I have money to burn, I'll give something back to GVSU for all they years of excellent education GVSU gave to me.

I had a different situation as far as obtaining my degree & everyone at GVSU helped me reach my goal. I am very appreciative of that & always will be. So thank you very much. Have a wonderful day!!

I had a great experience at Grand Valley with many wonderful memories.

I had a great time at GVSU. I have many memories and GVSU will always be the #1 university on my list!

I had a overall great experience! The worst thing I saw was the advising at GVSU - terrible. The all have different info and was of doing advising. Needs help!

I had a wonderful experience at GVSU. It will always hold a high place in my heart and mind.

The one thing I would change is to hire professors who not only know their subjects but have training as teachers. That is my number one complaint if any.

I had a WONDERFUL experience overall! I am very proud to be a graduate of GVSU!!

I had many experiences when one person tells me one thing (advisor, professor) and the records office or someone else tell me another. This is frustrating. Everyone needs to be on the same page.

I have found GVSU a very user-friendly university. I took most of my classes through ITV and it was very good. The coursework met my learning capabilities and contact with instructors was just like a regular classroom. Using technology from email to ITV was most helpful.

I have had a wonderful experience at Grand valley

I have now gone to another gym because of the bad parking & because of the amount of people who use the gym. Just to make you aware of other problems associated with lack of gym attendance. Great facility, but need more parking.

I hope that all the changes that are occurring within this campus is for the best. As the faculty and students on this campus become more liberal it seems the bigwigs in the upper offices got more conservative.

I just have to say that GVSU has a beautiful miliend (?) & the people are so courteous. There is no other university like GVSU!

I love Grand Valley. We do need to increase minority/multicultural enrollment & retention, but overall, it is an excellent university.

I loved my 5 years at GVSU. Some things need to be more wallet-friendly, and there needs to be more done to reach the students who live off campus. I was never notified of on-campus entertainment or other events.

I loved my four years at Grand Valley, good & bad, & will always remember it fondly. It prepared me for the next phase of my life & I will always be grateful to the university, staff & faculty

I LOVED my time at Grand Valley. I would recommend GV to everyone.

I loved my time at GVSU however I feel it has grown to fast and needs to level out. Your financial aid departments and housing needs to be totally redone in order to accomidate the students. My sister - attending the University of Michigan had an easier time dealing with administration then I ever did and that is 2 times the size of GVSU - you might want to take some lessons!

I really enjoyed Grand Valley. Here are my suggestions: 1) Student Senate should fund

professional organizations - like Seidman groups; 2) Need more large campus activities and events - should buy tickets at Van Andel concerts/events and sell to students at reduced prices; 3) Need full gym downtown - students should get reduced membership at the new YMCA; 4) need more summer courses.

I think GVSU will be a wonderful school for future generations. It is nice and new and clean. Class size is decent and there is a variety of majors and resources available to students. I may do my professional degree here also.

I think it is wonderful that more housing is being built, but where are those students going to go to class!? Take the School of Comm. For example. The editing bays and studio are overloaded already. What ever happened to the new School of Comm building? That would be a huge asset for GVSU!! Build it!

I think some of the adjunct professors were not at GVSU's quality expectations. All of my full time professors were excellent.

I truly enjoyed my educational career at GVSU

I wanted to learn about ERP systems but, classes were not available.

I was a distant learning student in Petoskey so I did not have contact with many of the things listed.

I was downtown for masters program - I enjoyed working with all of the professors in the Communication Department.

I was in the Petoskey "Up North" program and a lot of these item were non applicable

- I was never offered help looking for a career
- Campus police are harrassing
- It was hard to make a schedule my senior year, classes required to graduate were offered during the same time slots.

I was part of Battle Creek / Centreville cohort! Improvement needed in communication!

I was very happy and impressed with Grand Valley. Most of the professors were EXCELLENT! Great opportunities and education.

I was very pleased with Grand Valley and the quality of instruction I received. I think it is a fantastic and would not hesitate to recommend it to others.

I wouldn't have gone anywhere else. Despite rising tuition costs, this college delivers that best academics for your money. I have no reason not to recommend GVSU to future high school graduates. I will say that it was difficult for me to succeed as a part-time student at GVSU but if I could do it, anyone else could as well.

I'm not sure if this is the appropriate place to comment on this but... Commencement is WAY too long!! My suggestion is to divide the graduates in half like they do at most major universities, and have 2 ceremonies. It worked great at Central Michigan!!

I'm very proud of my degree. The Social Work staff were awesome!

In my two years at GVSU - I found it an outstanding university.

Increase admission standards for the MBA program. Invest heavily in career services.

Increase campus life by not permitting freshmen to have cars so they can't all leave on weekends. Increase bus services to take students to meijer during week to help compensate. Reduce frivolous expenses (i.e. webcams) so maybe tuition won't keep going up. Small classes & good teachers is what makes the difference, keep these qualities to ensure good education for all students.

It was great going to a school with new "state of the art" facilities and always being surrounded by fancy plush things. However, in an effort to stop increasing tuition and limit costs, I'd say STOP with the expensive housing building. We really don't care. We're there for the education.

It's nice to have so many locations for classes. The Holland campus especially is very close and convenient for me.

Just a note, that I changed my faculty advisor on my own, due to more flexible times and & more understanding of my needs.

More flexible class times needed in MSW program, more 6PM and later classes.

Just wanted you to know that my experience here at GVSU has been excellent. The Profs are wonderful. They give you the attention you need. The campus is beautiful and one to be proud of. I will miss campus life. My only suggestion is to keep working on the parking situation at the Grand Rapids Camps. I had continual difficulties finding a parking spot. Thanks for a wonderful 3 years.

Keep striving for diversity of student body, excellence in teaching and persevere or build to notch facilities.

Loved GVSU faculty, campus, & classes. GVSU School of Ed coordinator did not do her job sufficient. (Had to find my own placements) I recommend GVSU but not School of Ed program due to [coordinator]. Also, advising was not available EVER. No one was ever willing to meet with me.

Merchandise and small items at the bookstore are fine, but please try to find a way to keep students from being ripped off by high book prices.

More facilities in the FH & Rec Center would be nice. A larger and up-to-date library is needed as well. Overall, GVSU was a great place. Please continue to improve, but not necessarily grow in population.

More parking (A-dale). Lower health food prices.

Most of my frustrations at GV were from parking. Also, I think there needs to be better guidance in selecting courses to complete degree. Often students are very confused or taking unnecessary classes. The only other thing I would have listed was a more friendly library in Allendale. Meaning brighter, more cozy atmosphere.

My experience at GVSU was a wonderful one. I never felt like a number, I was always treated as an individual.

My experience at GVSU was the most rewarding and fulfilling undertaking of my life. Thank you.

- My faculty advisor was terrible.
- When applying as a transfer student, nobody seemed to know what classes I needed to take, they just handed me the book of classes.
- The education (teaching) program was excellent.

My MBA studies was a big help in my work. I have many good things to say about my experience. Nearly all teachers were great with good content. Very good program. Lots of people complain about the background courses -- I had to take them all. They were very helpful to me. I needed them.

My only complaint is the business departments academic advising services. One person there was very rude to me on several occasions. She really hurt my feelings and made me question why I was attending GVSU. The faculty in the business department are great I very hospitable and all wanted to help me succeed. I really enjoyed attending GVSU because of the faculty.

My overall experience at GV was very positive. I have recommended the school to many future students.

My overall experience at GVSU was good. Any reservations I have are the same if not less than any other place I would have attended. I previously attended Calvin College and my experience at GVSU was much better.

My overall rating of GVSU would have been higher if the school as a whole was focused more exclusively on a quality education instead of on "fluff" courses, student activities, and attempting to look good only.

My years and experience at GVSU were well spent! I learned a lot and had fun! Great school!

Need more parking by fieldhouse for students who just want to work out. Need to make it so students can't register for the same class winter & fall semesters & then drop one later one. All the classes are full/hard to get into. Need to offer classes more than one semester a year.

Need to improve on parking, open computer labs, the lanthorn, ARC, general appearance of campus and availability of classes. In addition, more attention needs to be placed on the other campuses- Holland, Muskegon, Traverse City - even this survey doesn't touch on them at ALL. These aforementioned campuses should be mentioned much more because students are also attending these campuses.

Offer more guidance a semester / year before graduation. Follow up contacts as well.

One office that I got excellent service from was the Counseling Center. They were probably most helpful with all of my academic concerns.

Overall a good experience and value. One suggestion might be to implement better training for AP and COT staff members to remind them that students are the end customers of GVSU and should be treated accordingly.

Overall good. Few problems. Professors were great!!

Overall Grand Valley was a good experience. It has it's problems but every college does. Please seriously consider my above comments. Final thought -- didn;t like how campus was spread out between Allendale, Grand Rapids & Holland.

Overall I am happy w/my experience. It was a few stupid things that just didn't make sense. I hope GVSU continues to strive to better itself. The School of Ed needs to take a close look at itself & fix it's internal problems.

Overall I had a good experience at GVSU. I have a few reservations but I think that I addressed them in my above comments.

Overall I had a very enjoyable and educational journey while attending GVSU.

Overall I thought GVSU was an okay school & my experience there was decent. Some of the people that work there shouldn't, in my opinion, but I guess that's life.

Overall my experiences were very good. The big issues were near the end of my college experience in the School of Education. I know I received the best education and I had excellent professors however it was difficult to get a placement. There was one person who created a lot of problems for me and a number of other students. She was rude when you called and didn't seem to care whether I got a placement or not. When people ask about my GVSU experience I always say it was good but always double or triple check the answer when you ask a question and if your going for education beware of this person!

Overall, I enjoyed my time at GVSU. The only thing that I found somewhat disappointing was

the advising for grad school. Professors seemed to be "out of the loop" . . . But this is likely isolated in its incidence.

Paper towel dispensers in bathrooms, there is too much waste created because it is difficult to only grab 1 or 2 sheets at a time, usually 5 or 6 come out.

Way to much garbage mail was mailed home. Save the Univ. some money on postage.

Parking -- I believe commuters are now paying for parking and I agree 100% that they should. I also think that freshmen either shouldn't be allowed to have a car or should pay an un-godly amount to park.

Parking and riding the bus to CHS really needs to be reevaluated. The buses are not pleasant and never on time, hampering class schedules. Especially if you are going to another campus.

Parking is a big problem on both campus'

Parking on campus is the only complaint that I would have for GVSU. Otherwise an excellent experience for me overall.

Perhaps instead of raising tuition (especially in the middle of the semester after financial aid has been issued) and constantly tearing up the campus, the university should raise its admission standards, limit the number of increasing students, and invest in existing resources, such as the library. This is a university after all, and not a business. (or at least it should be).

Pizza was good so were the soups Parking was not fun. The instructors I had were excellent.

Please continue to keep up the great reflective process I see. Also, I have wondered about recreational / fieldhouse facilities for the downtown campus.

Thank You.

Please don't let admission standards get too high. This is a great school and many people should be allowed to experience it.

Please don't mail every little thing - save my tuition money for something important.

Please take into account that I am an off-site student. I have taken classes from Traverse City, Petoskey, and Sault Ste Marie, all being a positive experience. Thank you for providing the opportunity. I will be forever grateful. Thank you.

Political Science department is amazing at Grand Valley. Very knowledgeable professors who care about their students.

School of Ed management needs improvement. Unorganized staff needs to realize the importance of their job. However my coordinator was great and really enhanced the student teaching experience.

Should have library parking by the library (meters?) Dislike the strict attendance policy that has become widespread since my first semester here.

Some of the gen ed classes had the theme seemed irrelevant to my education, felt like they could have been replaced with classes more relative to my major.

Some of the professors make demeaning & racial comments toward blacks in classes where there would be one maybe two people of color. Students would not speak out of fear of retribution. Needs to be revisited & discussed!

Some of the School of Education counseling staff were discouraging. They told me I would have to consider relocating to a different state to teach. While I appreciated their honesty, I just got married and bought a home. I was distraught & dissatisfied.

Special allowance for graduate parking for master's degree students. Reserved spaces - different sticker or different lot @ GR campus.

SSB faculty is good. The finance department's faculty is exceptional. Overall, I was very pleased with GVSU and am proud of its progress.

Thanks for everything. Go Lakers!

The academic advising is my biggest complaint. SOE students should have an advisor within the school of Ed. My experience was great - very personal & close community campus. I feel proud to be a GVSU Alumni.

The advising (by faculty advisor) was not all that helpful in planning my major/minor & class schedules. As a Education minor (Psych/Sped. Major), you are put w/your major for advising. The Psychology faculty were not very helpful for me as an education student.

The campus Police leave a bad taste in my mouth. I was given a "Ticket." The only problem is that when the Ticket was given I was in Alaska for work. I called them up and told them this information and after a year of calling, they told me they would take care of it" but only mailed it to my brother instead. This incident has left me w/little to no confidence in them.

The Counseling Center is excellent. When I had problems the staff was helpful and comforting, and the therapist helped me greatly. Please let the Records office know what a great job they do. When I needed help they were very understanding and personable. Thanks.

The downtown campus needs Rec center or access to downtown YMCA!

the housing office needs to realize that people LIVE in apartments. If people move out and new people move in, the residents should be notified of when this will happen. Also regardless of waiting list if 1 person drops contract and other 3 request a certain person, that person should be allowed to move in!

The new parking stickers are insane! From what I understand, everyone will have to purchase one. What about commuters? They can take the bus... What if they live in Grand Haven?

The only reservation I had was a lack of follow-up on advising. Trying to meet at times was impossible with my working schedule - was able over the phone to talk to people I needed. Only suggesting would be to have some after hours advising or meeting times for advisors. My thesis advisor and I were able to work this out but for working adults it can be trying.

The overall performance of GVSU is excellent. You asked about appearance - though this is not a high priority for me. I feel there was too much trash (cigarette butts, gum, garbage) on the ground, ruining the beauty of the Allendale Campus. The services and rest were well worth the money.

The professors were caring and thorough. Vickey in financial aid worked hard for me. I appreciated my student advisor also. *Improve communication with cohorts.

The programs at Grand Valley are very good, but offer little experience. I have personally found it difficult to find a job due to the fact that I possess a bachelor's degree but no real experience. Companies refuse to hire without real-world experience

the School of Ed / teaching program stinks. It's way too long. It only takes one semester to complete @ Aquinas. G.V. should look into that.

The Services provided at the University Center in Traverse City were of high quality. I appreciate the level of professionalism and quality instruction time provided by compassionate individuals.

There is a definite need to keep/hire quality professors & monitor curriculum so that the reputation of GVSU and its graduates remains at the highest level.

There should be more access to computer labs. Many times I couldn't get a seat in the lab for some time. This is very difficult for all, especially full-time workers who have families and are in school. Time is precious. Also, parking is VERY difficult & there are very few open spaces in the lots.

There were times when I felt the faculty were out of touch with what goes on in the lives of students. Some were rigid, others just not realistic.

This really does not apply to distance learning experiences. You may want to have a form that evaluates the effectiveness of distance learning.

Too many tuition increases with NO results. Horrible parking registration experiences.

Use the same statistical through the stats (215) class and all upper Biology classes. Professors don't even know how to use some of the programs they are forced to use (i.e. Prism). Just teach "EXCEL" and stick with it!

Very poor at coordination of services for off campus cohorts. Unsympathetic to needs or resources. Didn't provide timely information on location of classes.

We have a great elementary education in TC; however, I think it would be better served if the program was staffed with a PhD rather than former administrator. There were so many things that we missed out on not being in the Ed dept. "loop"

Whatever you do, DO NOT get rid of the Anatomy lab (cadaver lab HS 309). Possibly pay the great teachers more, because a lot of the teachers that I liked most left Grand Valley.

With it's torrid growth rate, keep GVSU class sizes small in order to maintain a personal learning experience w/professors & obtain a quality liberal art education that you would from smaller schools.

You need more helpful and caring employees! Everyone is there for themselves and not willing to help others. You also need better class time periods.



Congratulations on the completion of your degree program!

Now that you have passed that milestone, we would like to have you look back on your experience at Grand Valley. In doing so, you are uniquely qualified to rate the quality of services we have provided during your tenure here.

Will you please take a few minutes to help us in this project? Your impressions will help us to better serve the needs of current and future students at Grand Valley.

When you have completed the questionnaire, please use the enclosed postage paid business reply envelope and drop it in the mail.

Thanks for your help.

Sincerely,

*Philip Batty, Director
Office of Institutional Analysis*

(questionnaire begins on next page)

GRAND VALLEY STATE UNIVERSITY

Survey of Graduates

Please rate each of the following services or programs by placing the appropriate code number in the space provided, using the following scale.

- 4 - excellent, few reservations
- 3 - good, some reservations
- 2 - fair, several reservations
- 1 - poor, many reservations
- 0 - no contact, can't rate

In addition to the ratings, space is provided for your comments and/or suggestions for improvement.

Place
Rating
Codes
Here

Service or Program

Please Write Comments Here

- ___ 1. ACADEMIC ADVISING
(by faculty advisor)
- ___ 2. AVAILABILITY OF COURSES
- ___ 3. QUALITY OF INSTRUCTION
- ___ 4. CAREER COUNSELING
(by faculty advisor)
- ___ 5. STUDENT TRANSACTION CENTER
(STU Building)
- ___ 6. FOOD SERVICE
- ___ 7. INTERCOLLEGIATE ATHLETICS

Place Rating Codes Here	<u>Service or Program</u>	<u>Please Write Comments Here</u>
___	8. FINANCIAL AID OFFICE	
___	9. BUS SERVICE	
___	10. LIBRARY	
___	11. BOOKSTORE	
___	12. CAREER SERVICES OFFICE	
___	13. HOUSING (dorms, living centers, apartments)	
___	14. RECORDS OFFICE	
___	15. NEW STUDENT ORIENTATION PROGRAM	
___	16. REGISTRATION PROCESS	
___	17. STUDENT ACTIVITIES	
___	18. CAMPUS POLICE	
___	19. SAFETY ON CAMPUS (Allendale)	
___	20. SAFETY ON CAMPUS (Grand Rapids)	
___	21. GENERAL APPEARANCE OF CAMPUS & FACILITIES	

(more on next page)

Place
Rating
Codes
Here

Service or Program

Please Write Comments Here

- ___ 22. ADMISSIONS OFFICE

- ___ 23. ACADEMIC RESOURCE
CENTER (A.R.C.)

- ___ 24. STUDENT NEWSPAPER
(Lanthorn)

- ___ 25. STUDENT EMPLOYMENT
OFFICE

- ___ 26. OPEN COMPUTING LABS

- ___ 27. PARKING (Allendale Campus)

- ___ 28. PARKING (Grand Rapids Campus)

- ___ 29. CAMPUS RECREATION FACILITIES & PROGRAMS

- ___ 30. OVERALL RATING OF
GRAND VALLEY

Please use the space below for any additional comments and/or suggestions relative to the services offered by Grand Valley or your experience as a student here.

Please indicate with a check mark the degree you have just earned at Grand Valley.

- 1. ___ Bachelor's Degree
- 2. ___ Master's Degree