

SRSU Student Services Survey, Fall 2017

December 15th 2017

Survey Period

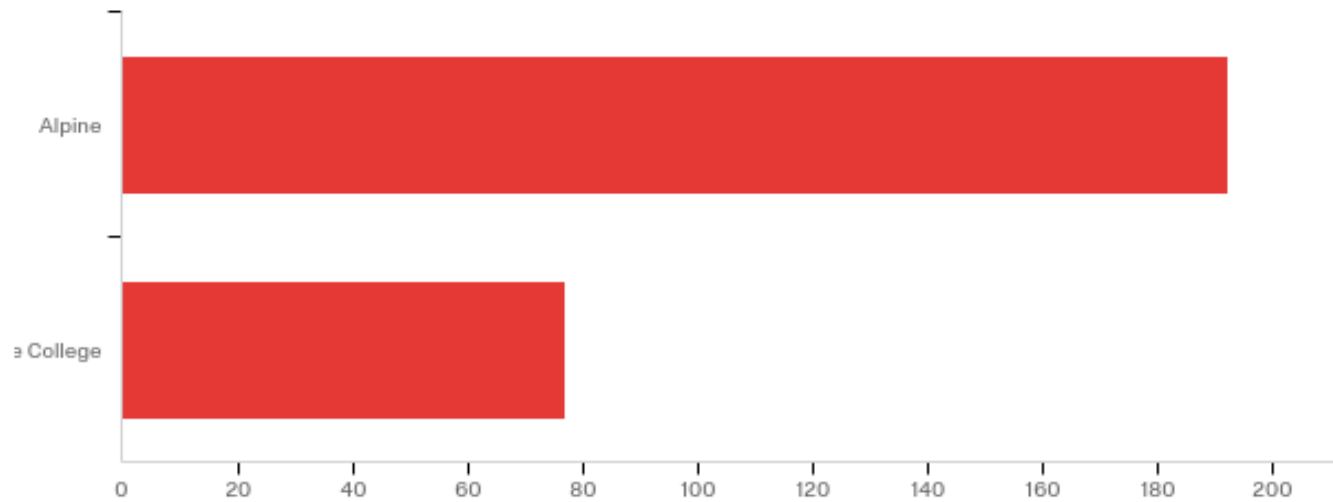
Start Date: 11/2/2017

End Date: 12/14/2017

Total Responses

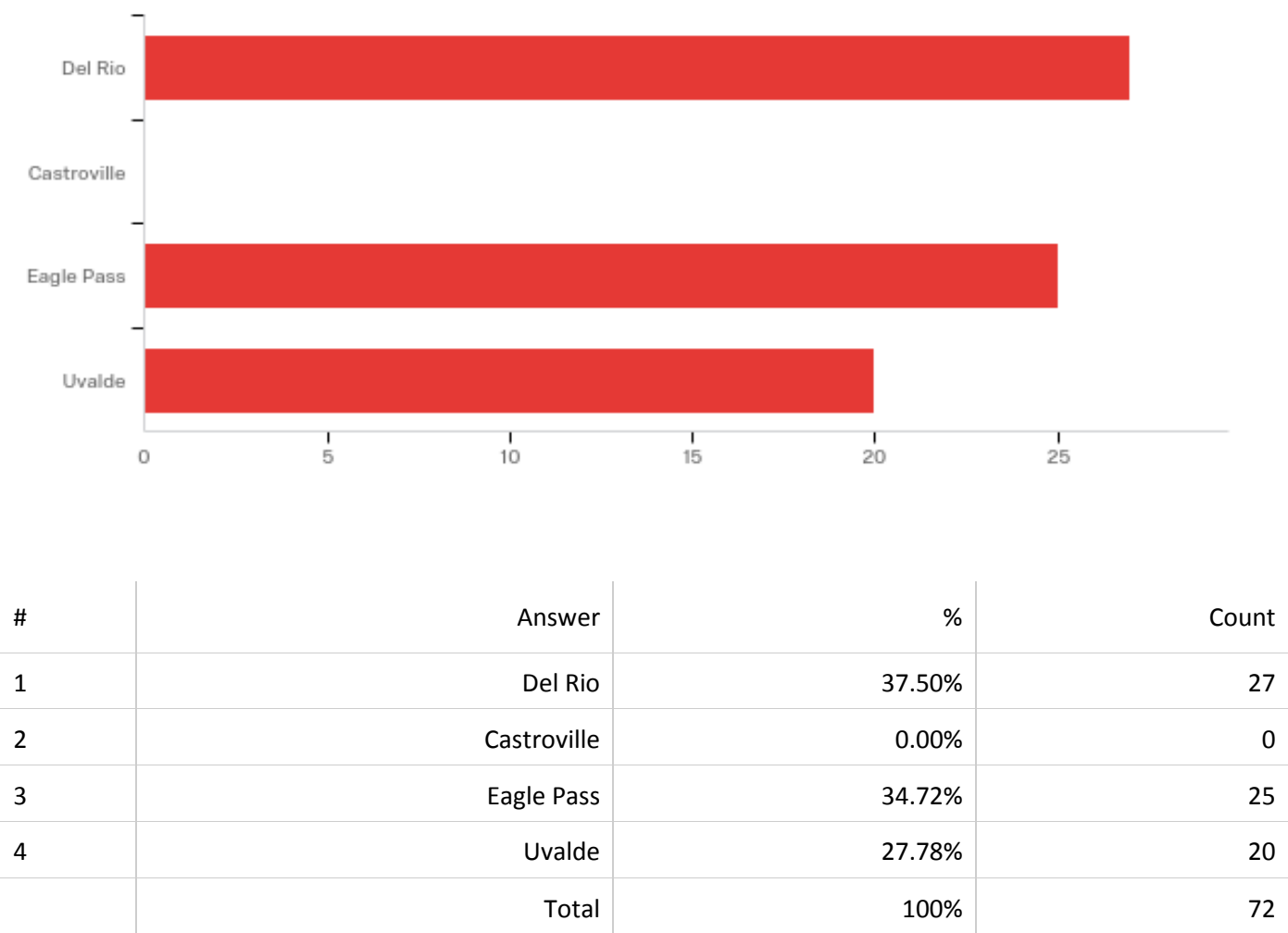
275 (Fall 2016 survey had 208 responses)

Please select your primary campus.

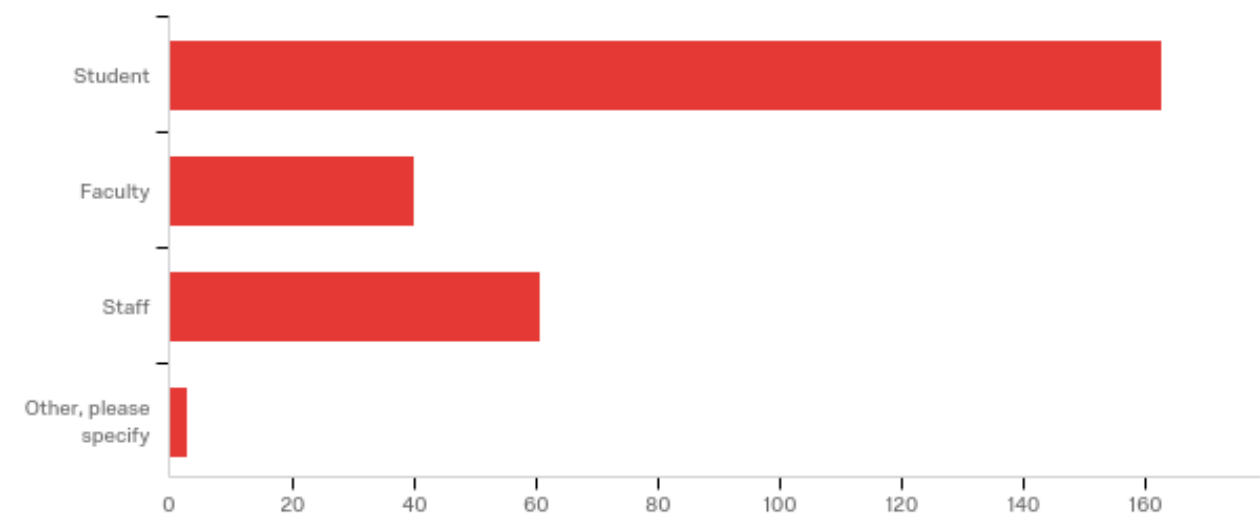


#	Answer	%	Count
1	Alpine	71.38%	192
2	Rio Grande College	28.62%	77
	Total	100%	269

Please select your primary site.



Please describe your affiliation to SRSU/RGC.



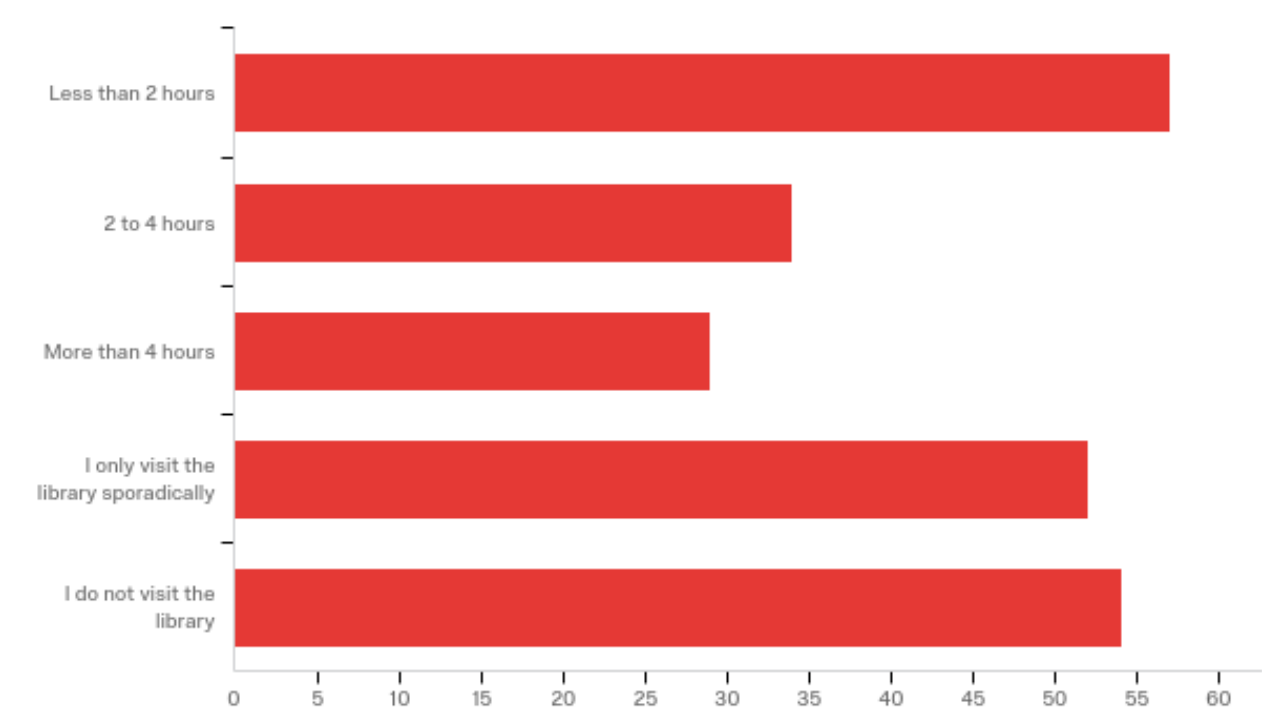
#	Answer	%	Count
1	Student	61.05%	163
2	Faculty	14.98%	40
3	Staff	22.85%	61
4	Other, please specify	1.12%	3
	Total	100%	267

Other, please specify

Other, please specify - Text
retired staff
Student and Staff
staff and student

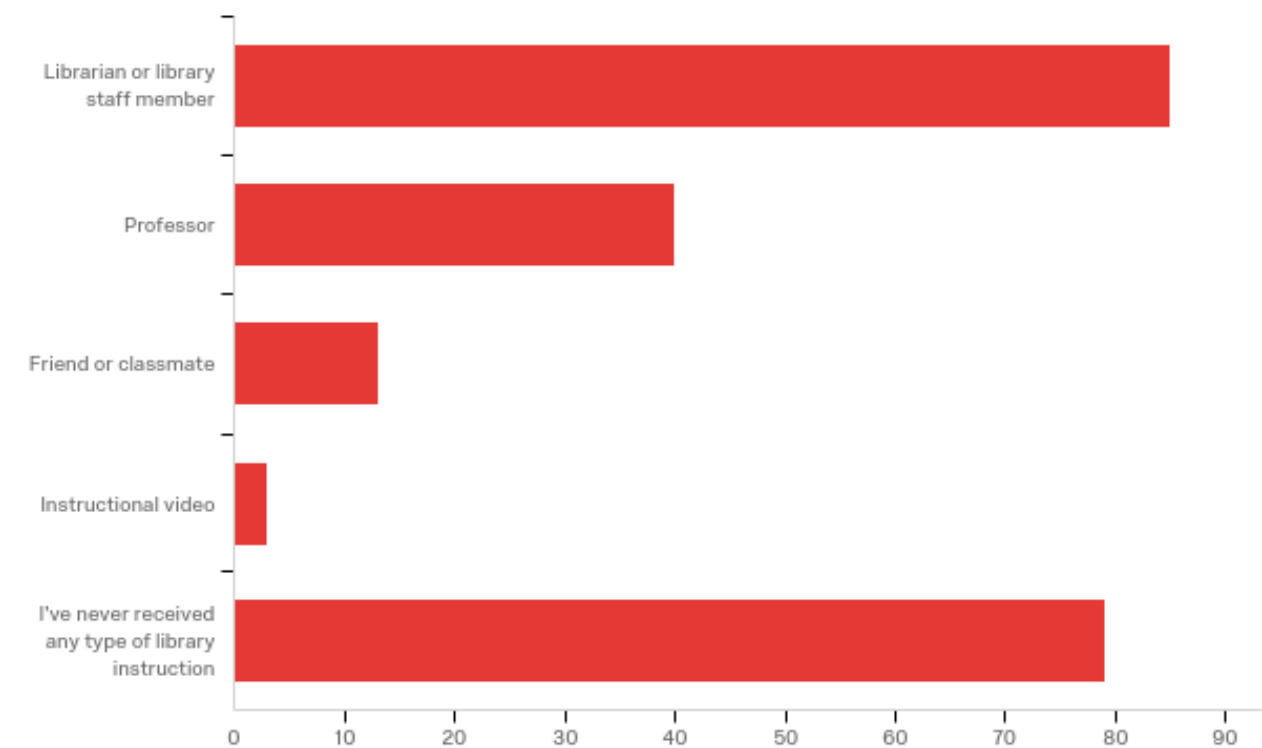
Library Services

On average, how much time do you spend at the library or using library services per week?



#	Answer	%	Count
1	Less than 2 hours	25.22%	57
2	2 to 4 hours	15.04%	34
3	More than 4 hours	12.83%	29
4	I only visit the library sporadically	23.01%	52
5	I do not visit the library	23.89%	54
	Total	100%	226

Who has provided library instruction for you on campus?



#	Answer	%	Count
1	Librarian or library staff member	38.64%	85
2	Professor	18.18%	40
3	Friend or classmate	5.91%	13
4	Instructional video	1.36%	3
5	I've never received any type of library instruction	35.91%	79
	Total	100%	220

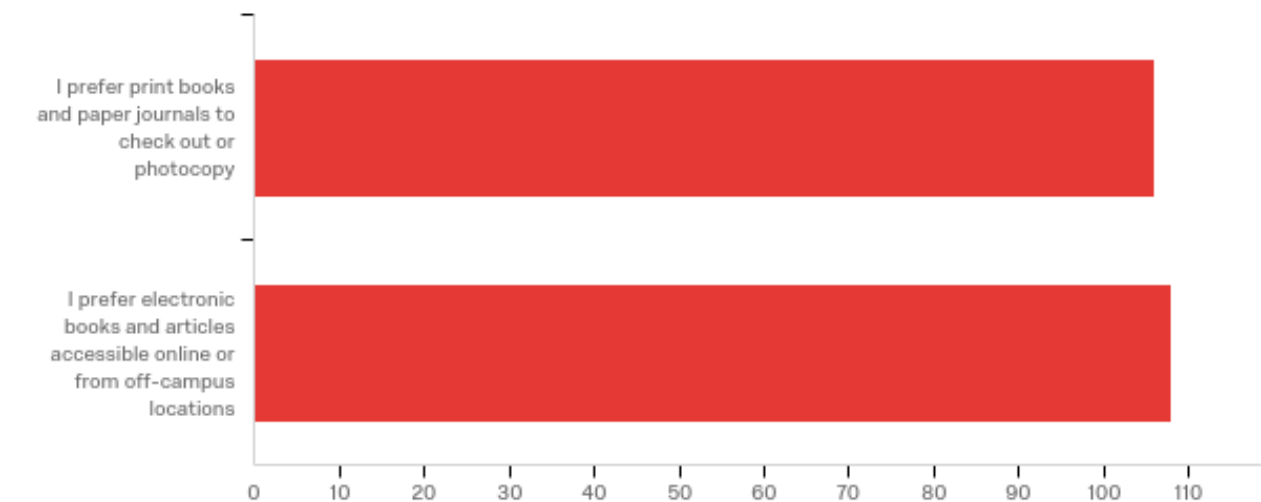
How comfortable are you...

#	Question	Extremely comfortable		Somewhat comfortable		Neither comfortable nor uncomfortable		Somewhat uncomfortable		Extremely uncomfortable		Total
1	Asking a librarian for help with your research	52.51%	115	16.89%	37	26.48%	58	1.83%	4	2.28%	5	219
2	Finding a book or eBook at the library	43.12%	94	26.61%	58	24.77%	54	4.13%	9	1.38%	3	218
3	Obtaining a book or article through inter-library loan (ILL)	41.74%	91	22.94%	50	26.61%	58	6.88%	15	1.83%	4	218
4	Citing sources in MLA, APA or other formats	47.00%	102	31.34%	68	17.51%	38	4.15%	9	0.00%	0	217
5	Finding relevant, peer-reviewed article for a research paper or other class assignment.	51.15%	111	24.88%	54	17.97%	39	4.61%	10	1.38%	3	217

How satisfied are you with the library's collection of books, eBooks, and journal articles?

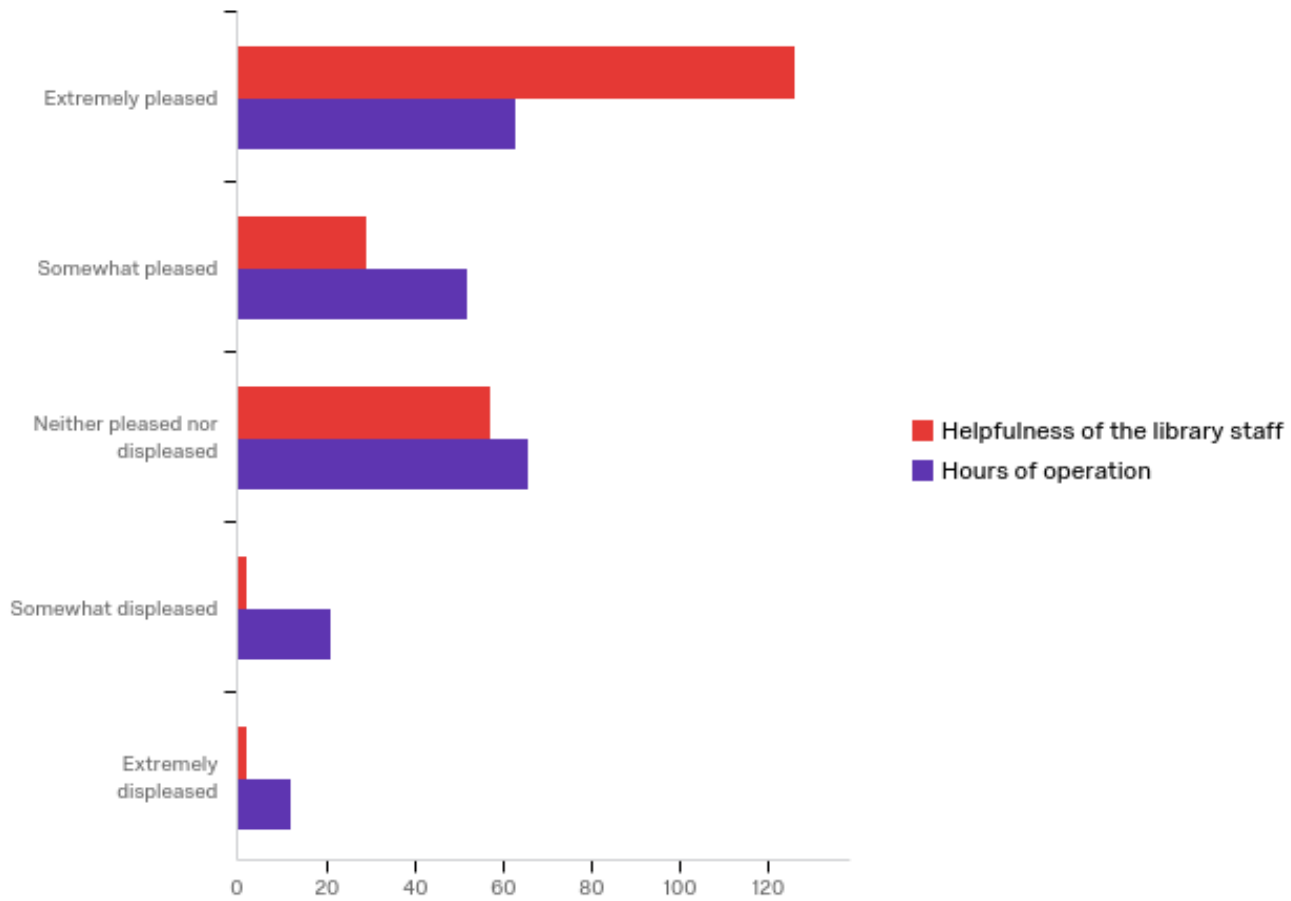
#	Answer	%	Count
1	Extremely satisfied - I always find what I need	21.70%	46
2	Somewhat satisfied - I regularly find what I need or librarians are easily accessible when I need assistance	44.81%	95
3	Neither satisfied nor dissatisfied - I sometimes find what I need or librarians are somewhat accessible when I need assistance	27.36%	58
4	Somewhat dissatisfied - I frequently do not find what I need or it is challenging to find a librarian when I need assistance	3.77%	8
5	Extremely dissatisfied - I am not able to find what I need for my classwork or obtaining assistance from a librarian is very difficult	2.36%	5
	Total	100%	212

What is your preference when using the library's materials?



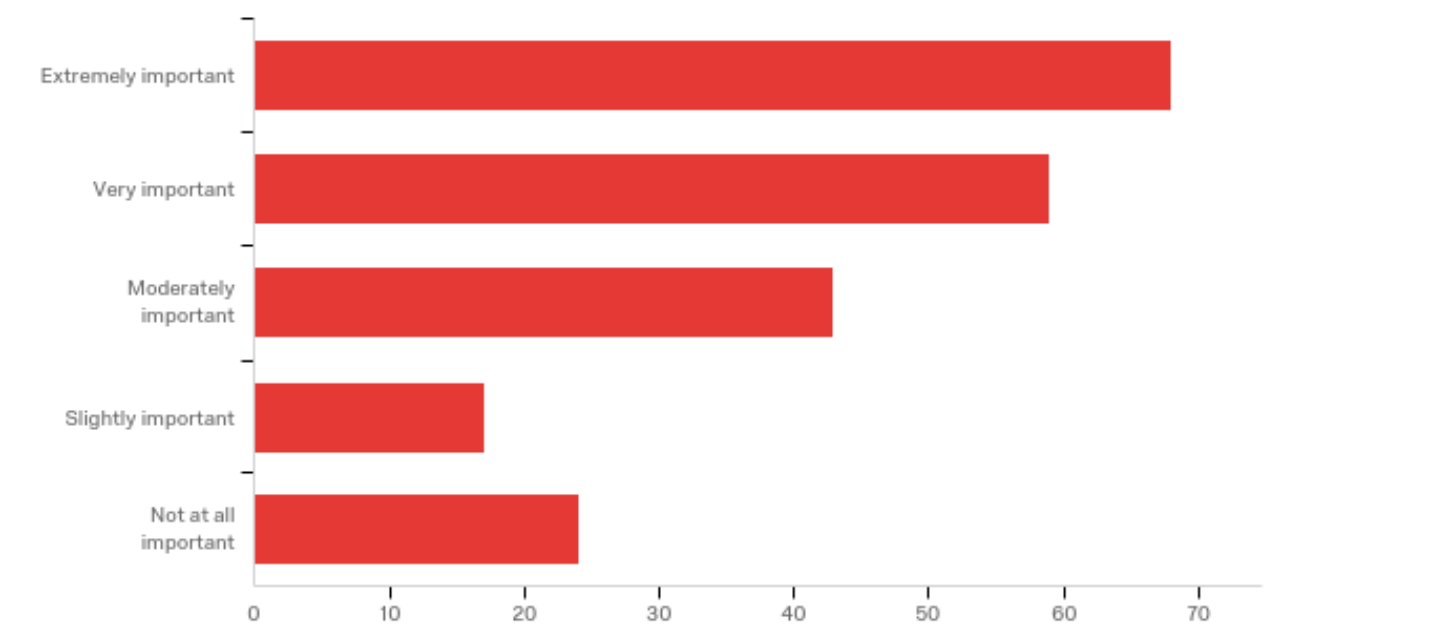
#	Answer	%	Count
1	I prefer print books and paper journals to check out or photocopy	49.53%	106
2	I prefer electronic books and articles accessible online or from off-campus locations	50.47%	108
	Total	100%	214

Please rate the following:



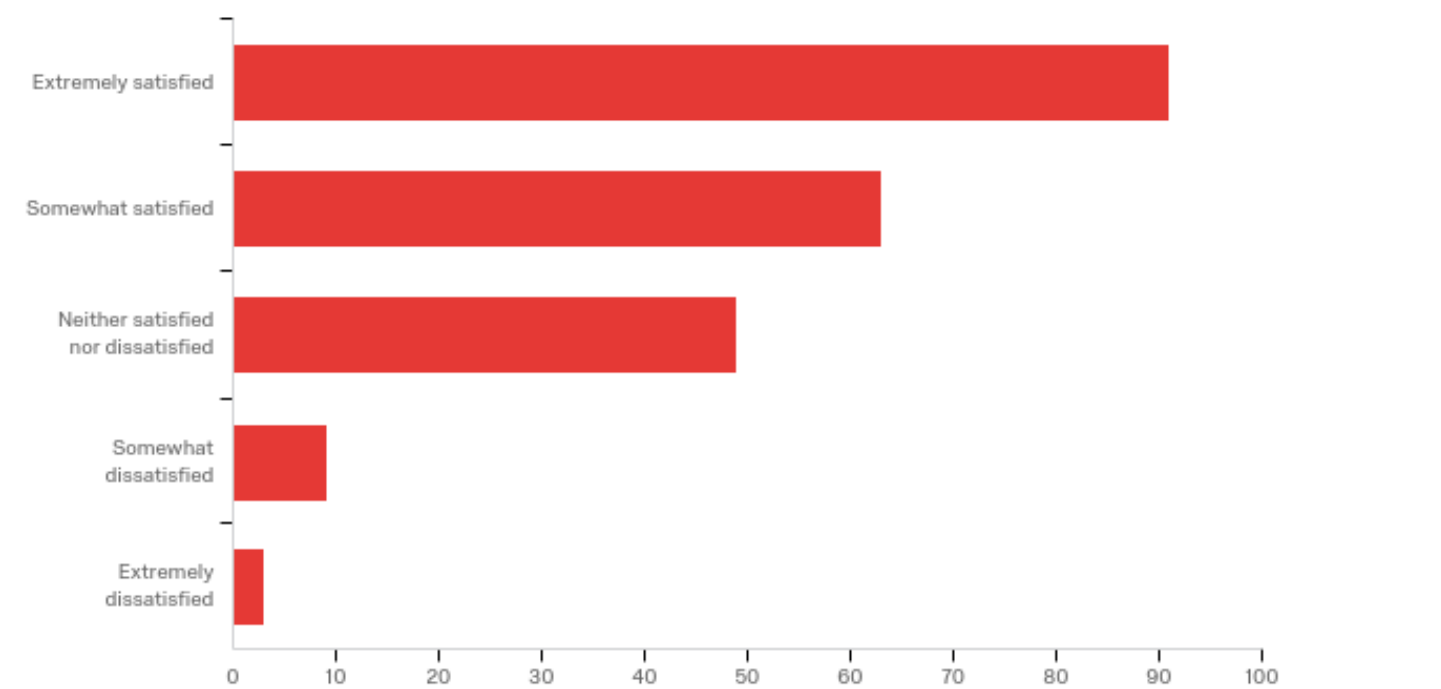
#	Question	Extremely pleased		Somewhat pleased		Neither pleased nor displeased		Somewhat displeased		Extremely displeased		Total
1	Helpfulness of the library staff	58.33%	126	13.43%	29	26.39%	57	0.93%	2	0.93%	2	216
2	Hours of operation	29.44%	63	24.30%	52	30.84%	66	9.81%	21	5.61%	12	214

How important have library services been to your success in your academic program?



#	Answer	%	Count
1	Extremely important	32.23%	68
2	Very important	27.96%	59
3	Moderately important	20.38%	43
4	Slightly important	8.06%	17
5	Not at all important	11.37%	24
	Total	100%	211

Please rate your overall level of satisfaction with the library services.



#	Answer	%	Count
1	Extremely satisfied	42.33%	91
2	Somewhat satisfied	29.30%	63
3	Neither satisfied nor dissatisfied	22.79%	49
4	Somewhat dissatisfied	4.19%	9
5	Extremely dissatisfied	1.40%	3
	Total	100%	215

How could library services be enhanced?

How could library services be enhanced?

I don't know I don't use the library

Many articles for Nursing research are not available when you do a full text scholarly article search when looking up specific topics.

Longer hours open maybe.

We need Saturdays. Overall later evening hours if possible.

Great As Is in current state.

I would like full access to Dissertations Online.

Hours of operation

obtain more journals/magazines about current books and authors (regularly utilize Library Journal)

The library should be open to students at much different hours. It should never be closed any days, and it should be open for AT LEAST 12 hours a day. Funding should be allocated to the library if the issue is with funding.

The hours!! Are you freaking kidding me?! The hours at the school library are absolutely awful. Closing at 9pm is ridiculous. Other university libraries are open 24 hours. I know that isn't exactly feasible for us, but I think closing at midnight during the weekdays is something that could be so beneficial to us students. Do y'all even think about the students who work later at night? Or the students who have night classes? It also baffles me that the library is closed one day out of the week. Come on. This is something that the upper administrator or president or whoever really needs to consider, because as students we are being totally gipped.

More library hous,make catalog easier to use

more computers

To be available and open on the weekends at least both days from 12pm-6pm.

be open later, so when people get off late from work they are able to go.

Extended hours for those that only have time to go late at night.

more outreach to classes

The librarians and resources in the library are wonderful. Despite that, I have been incredibly dissatisfied with the library due to the absolutely ridiculous library hours. It is closed on Saturday now and closes earlier on Thursday and Friday. Whoever cut funding and let this happen should be disgraced with themselves. Parents of student are not happy with this either. The Sul Ross gym is open more hours than the library, which really makes myself, other students, and future students and parents question what Sul Ross State University values more. This is a state university. Studies should be held much higher than athletics, and that is not the impression we as a school are putting across. Many students work in the evening and do not have internet at home. Some students have living situations that do not make for a good, peaceful study area. Most schools have 24 hour libraries. I realize that is not plausible for Sul Ross, but extended hours should be looked into. The school opens and classes start at 8 am, but the library does not even offer a place to study before classes start since it opens at 8 as well. A stereotype of attending college is spending long, late hours at the library. Our school should feel ashamed for restricting the studies of it's own students with the pathetic library hours currently in place.

N/A

I am an online student and do not have access to the actual library, I can only access it online. For almost all of my classes I am required to use articles from the library and it is obnoxious how many of them you have to "request" and then I never seem to hear back. I wish all of the articles were easily accessible at the time of need. Too often is there an article I need, but cannot access.

The only issue I have is with how hot it always seems to be in there which I'm sure has to do with all the windows. But every time I go in I'm always uncomfortable with the heat and have to leave.

Much longer hours-- open on evenings and full-day weekends. Most of my students at the junior and senior level complain about the library being closed far too often and therefore being useless. I feel that funding for longer open hours should be considered as part of the overall campus improvements, not simply from library funds.

Longer hours; research trajectory needs strengthening; closer ties with faculty engaged in research (yes, there are some of us); ILL is fast and accurate and this should be acknowledged

Keep up the good work. This staff has been very helpful during my time as an online student over the last year and a half. Go Lobos!!

I think we should offer tutoring and workshops on how to use the library journals as well as how to do research.

I have not been to the library.

I think the TLC could be a little more organized.

I do not think my opinion will be of much help as I am a distance-learner and have not even stepped into the Alpine campus's library. Sorry I couldn't be of more help.

having a librarian roam around and offer their help.

Being open on Saturday

Everything is good, I don't have any complaints.

We really do not access to a library in person, as far as I know it is all on line.

The hours are difficult to find at times. Many of the e-sources aren't readily available within the database either. The collection could be more expansive

No suggestions to offer at this time.

Open on weekend and offer more cyber/homeland security information.

N/a

I believe the library is very sufficient and allows me to get my work done. However, the hours do not work the best with a lot of students.

Please stop arrogantly assuming that librarians out in Alpine, Texas have any idea in hell what the needs, services, and scopes of practice of the students, staff and faculty are in South Texas. Your "partnership" with a junior college library system is absurd. Why would you expect a junior college library (for freshmen and sophomore students) to provide the empirical references and resources needed by graduate students and faculty?

Maybe a short (2-3 hours) online course students could be assigned to work through to familiarize themselves with the processes and content of the library.

More operation hours

Hire another librarian so the library may be open later and longer.

So far my experience with library staff has been extremely positive.

Being able to have someone call you back or more instruction for distance learners.

There is no library at the Uvalde campus, therefore we have to go to SWTJC... It would be nice if Sul Ross had an actual library for their students and we weren't having to go to SWTJC

Extend hours of operation and also also operate on weekends

There are so few books in the library and I wish there were more. There is plenty of empty shelf space, but I would like to check out books on personal growth and development and there are few. Popular, big name authors like Tony Robbins are no where to be found, yet the shelves are full of graphic novels and Texas history books. I wish the books were more relevant to me. I want inspirational books and current popular books on motivation and personal development. I am not going to check out books related to class because I have to buy those anyway. I do like the online database articles, and the library student workers are always super helpful.

None

When I first moved here, I was bummed to discover "Alpine time" and the abbreviated hours of business. I couldn't use the library as the go-to resource I had hoped. However, I learned to restructure my habits to a degree, and did utilize the library quite often when finishing my undergrad. It was still a great place to study. The main librarian has been a solid, reliable, friendly source of info - not at all elitist. Others should take note from her.

more staff and more hours

Faster computers

The overlap between the Alpine librarians and the local Junior College librarians is neither efficient nor effective if the patron is anyone other than a 19 or 20 year-old undergraduate student. The librarians at the Junior College have not been trained on serving graduate students or research faculty members; and the librarians in Alpine have absolutely no idea in the world what RGC is, who those faculty members are, and what the academic resource needs of the undergraduate and graduate students of South Texas are. Their awareness of our mission, function and role is embarrassingly lacking. After a horrible email encounter with the SRSU-Alpine's new "dean" (I use that term loosely), April Aultman Becker, it was clear to folks at Rio Grande College that Ms. Becker obviously chose to sacrifice any possibilities of establishing healthy and helpful relationships with the RGC constituents in order to protect a grossly rude and ignorant Junior College librarian. In the nearly two years since that hostile encounter with Ms. Becker, the only library services I use are occasional searches of professional research databases such as PsycInfo. I no longer use ILL (which was always amazingly helpful to RGC faculty and students) or any so-called "services" of the librarians in Alpine or the Junior College. I strictly obey the recommendation I received from Ms. Becker – I use the services available through the San Antonio Public Library and the Bexar County Biblio Tech Digital Library. After I shared the bizarre behavior and responses I received from Ms. Becker and her staff with RGC faculty members, administrators, and graduate students the general response was something akin to, "Why would you ever assume that a librarian in Alpine would be at all helpful to the faculty, staff and students of Rio Grande College?" In other words, my colleagues and students were telling me that I was the idiot for even assuming or hoping that there could possibly be a beneficial and helpful relationship with Alpine librarians. Live and learn.

24 hour access to the library would be the largest enhancement. Even if it was a temporary thing every year (like during midterms and finals), it would greatly improve students' lives.

Librarians and staff could clone themselves so that the Library could be open more hours . . . it's sad that we don't have the budget to keep the Library open longer, but I think the Library is doing an amazing job considering the financial constraints we are all struggling with. Also, if I go to the library, I prefer to access articles and books in print; if I'm working remotely, it is a HUGE advantage to have so much material available online, or at available through ILL.

Weekend hours

I have no place to comment on this; I use the library only for assignments requiring me to do so.

My only issue are the library hours on the weekends.

More databases

Maybe open @7am because there were a few times I forgot to print out handouts for my 8am class.

Expand the hours it is open.

The library could be open on the weekend.

Later hours for students to study

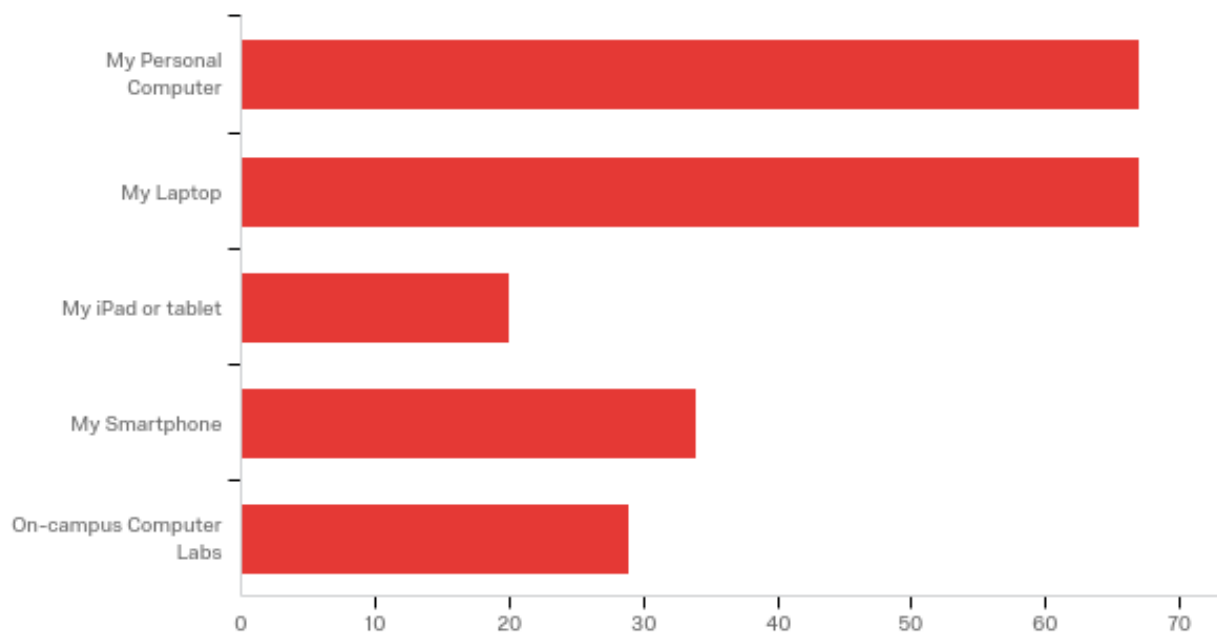
Distance Education

The following section asks you questions related to Distance Education. Distance Education refers to any class format for which the instructor and student are not in the same physical location; includes both online, interactive TV and others.

Are you currently enrolled or have you ever enrolled in a Distance Education course at SRSU?

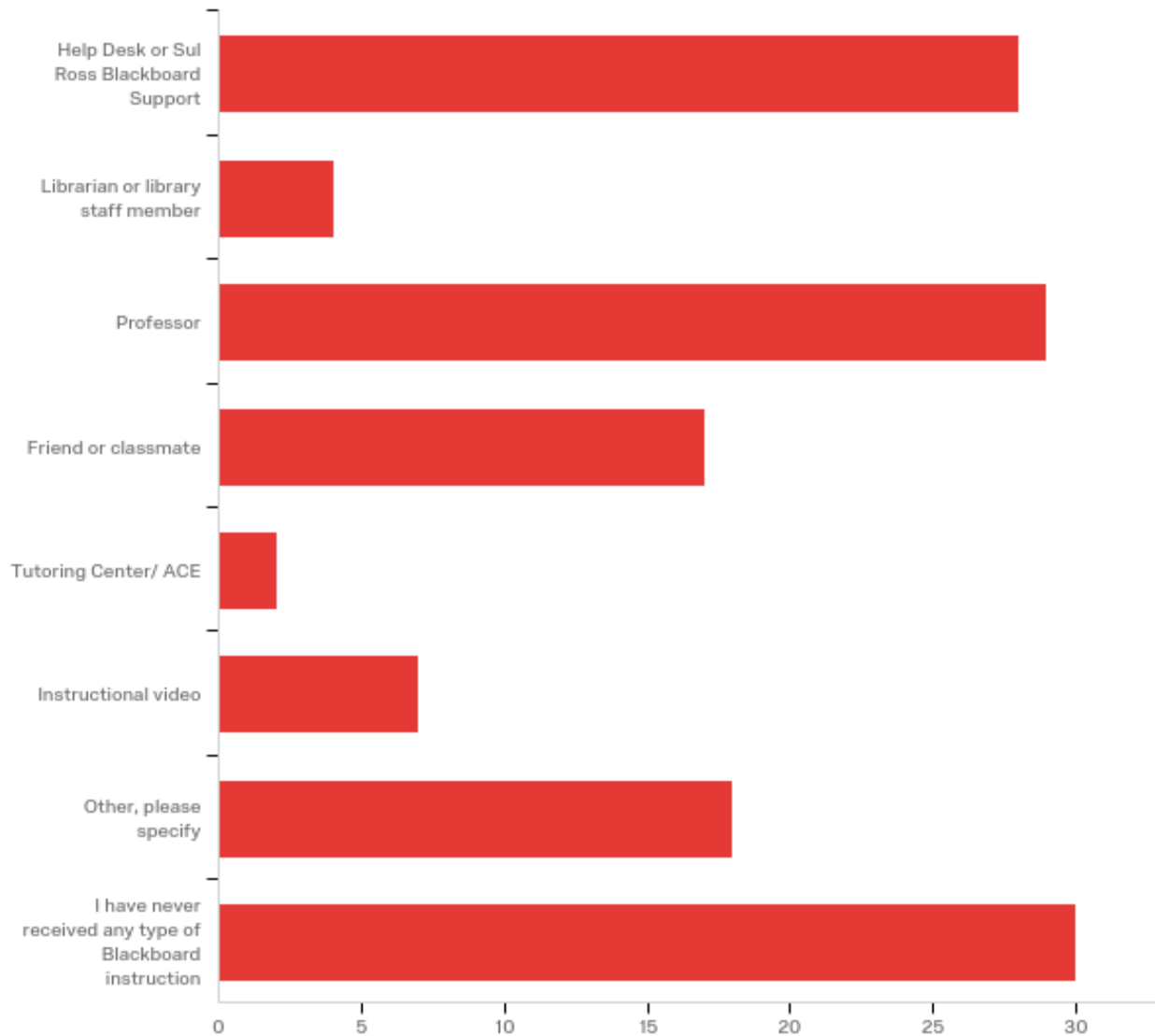
#	Answer	%	Count
1	I am currently enrolled in a Distance Education course	29.30%	63
2	I am not currently enrolled in a Distance Education course but have enrolled in the past	22.33%	48
3	I have never been enrolled in a Distance Education course at SRSU	48.37%	104
	Total	100%	215

What type of device do you use to access Blackboard?



#	Answer	%	Count
1	My Personal Computer	30.88%	67
2	My Laptop	30.88%	67
3	My iPad or tablet	9.22%	20
4	My Smartphone	15.67%	34
5	On-campus Computer Labs	13.36%	29
	Total	100%	217

Who has provided Blackboard training for you on campus?



#	Answer	%	Count
1	Help Desk or Sul Ross Blackboard Support	20.74%	28
2	Librarian or library staff member	2.96%	4
3	Professor	21.48%	29
4	Friend or classmate	12.59%	17
5	Tutoring Center/ ACE	1.48%	2
6	Instructional video	5.19%	7
7	Other, please specify	13.33%	18
8	I have never received any type of Blackboard instruction	22.22%	30
	Total	100%	135

Other, please specify

Self taught

Myself

My old university

Nobody

During high school dual credit courses

Myself, I browsed blackboard and figured it out

None on Campus

trial and error

Blackboard help menu

other schools

Learned on my own

Grad Student Orientation

These questions are so flawed. They don't allow for multiple choices, when often that is the case.

Sandra Bogas

Training was offered, but declined. Didn't need it, it's not a hard web interface to figure out.

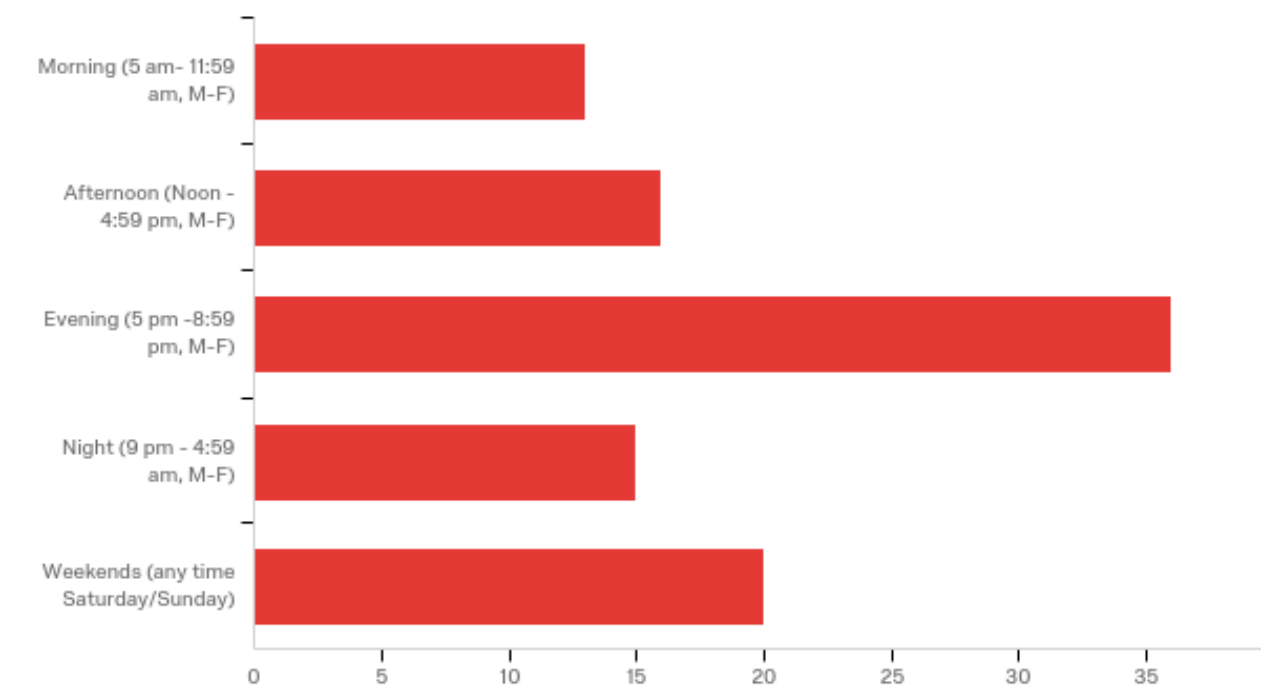
How comfortable are you...

#	Question	Extremely comfortable		Somewhat comfortable		Neither comfortable nor uncomfortable		Somewhat uncomfortable		Extremely uncomfortable		Total
1	Asking Help Desk/Blackboard Support for help	47.62%	50	22.86%	24	21.90%	23	5.71%	6	1.90%	2	105
2	Using Blackboard tools, e.g. uploading assignments, taking quiz or exam, posting comments on discussion boards, Wiki, etc.	67.62%	71	20.95%	22	5.71%	6	5.71%	6	0.00%	0	105
3	Using Collaborate (the web conferencing feature of Blackboard).	36.19%	38	20.00%	21	31.43%	33	9.52%	10	2.86%	3	105

How satisfied are you with...

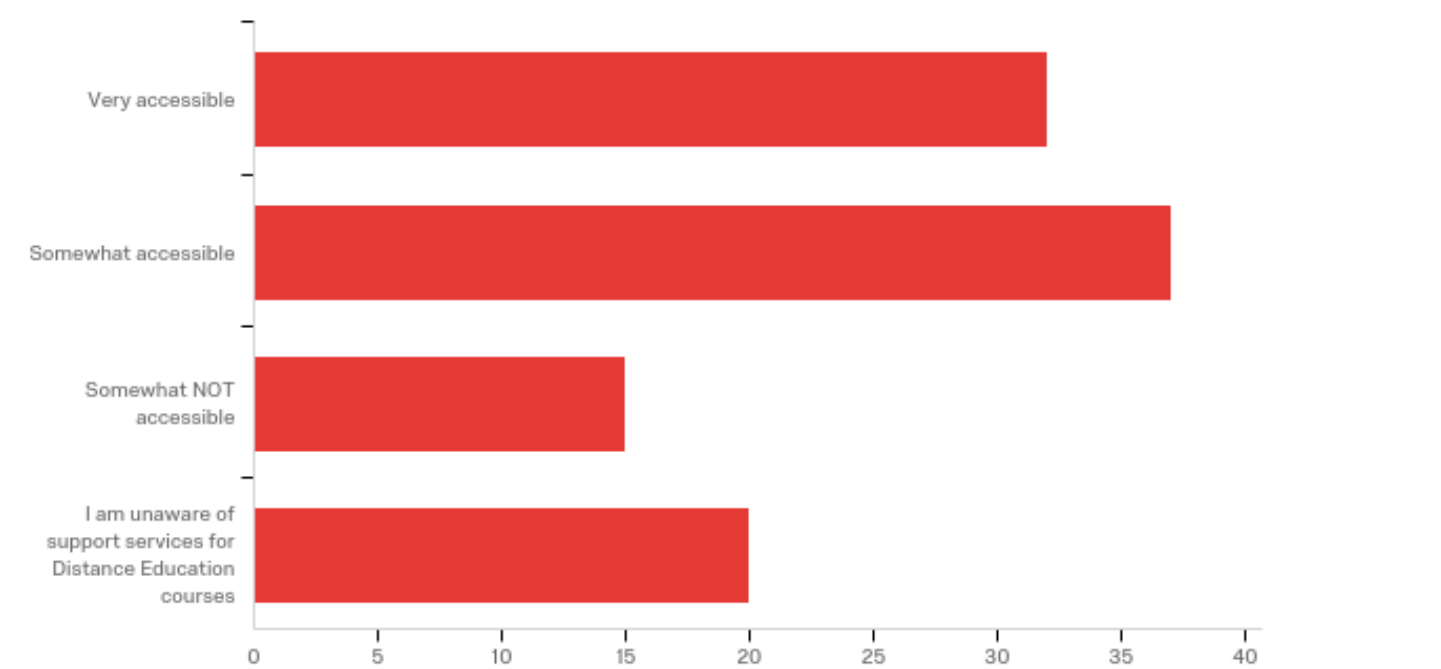
#	Question	Extremely satisfied		Somewhat satisfied		Neither satisfied nor dissatisfied		Somewhat dissatisfied		Extremely dissatisfied		Total
1	Blackboards's collection of available tools (assignment, quiz, discussion board, Collaborate, SafeAssign, Smarthinking)	50.00%	53	32.08%	34	11.32%	12	5.66%	6	0.94%	1	106
2	Blackboard Support Hours of Operation	39.62%	42	26.42%	28	28.30%	30	3.77%	4	1.89%	2	106
3	Helpfulness of Blackboard Support Staff	45.28%	48	24.53%	26	26.42%	28	1.89%	2	1.89%	2	106

During what time of day do you most often do your Distance Education coursework?



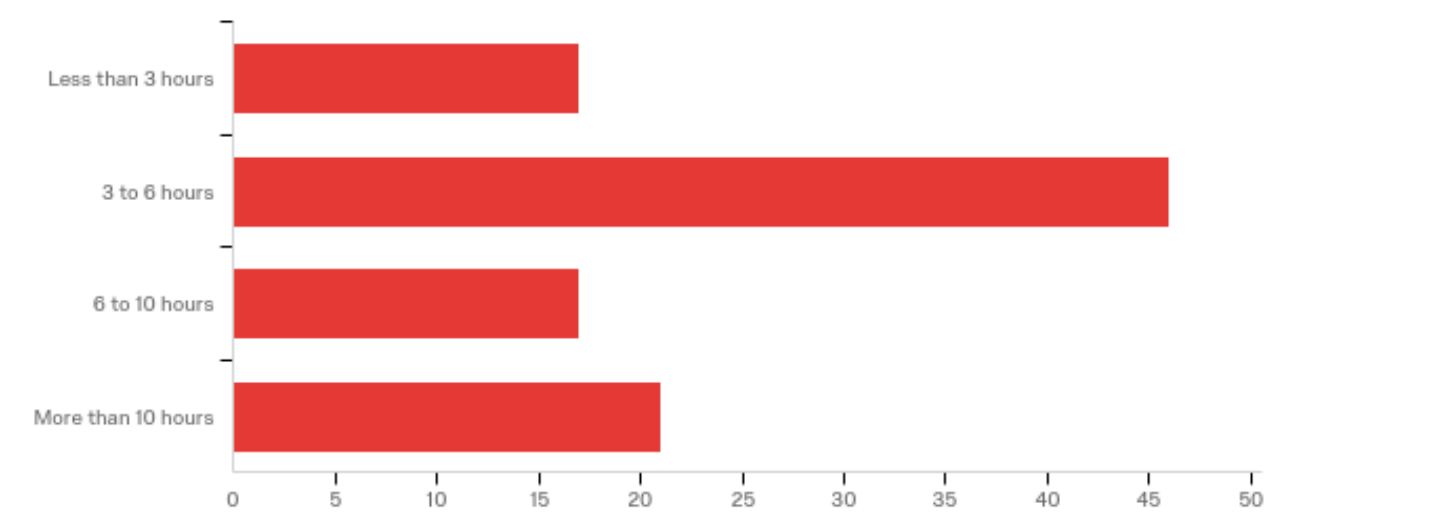
#	Answer	%	Count
1	Morning (5 am- 11:59 am, M-F)	13.00%	13
2	Afternoon (Noon - 4:59 pm, M-F)	16.00%	16
3	Evening (5 pm -8:59 pm, M-F)	36.00%	36
4	Night (9 pm - 4:59 am, M-F)	15.00%	15
5	Weekends (any time Saturday/Sunday)	20.00%	20
	Total	100%	100

How accessible are support services (such as library, counseling, advising and other) to students enrolled in Distance Education courses?



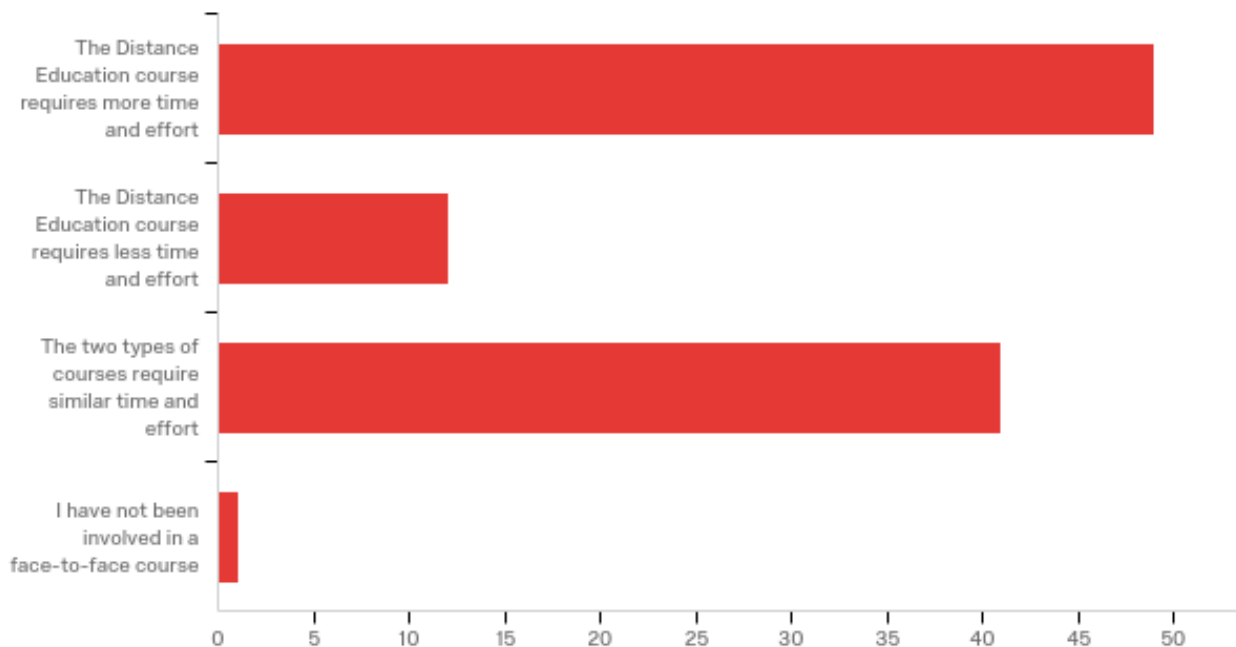
#	Answer	%	Count
1	Very accessible	30.77%	32
2	Somewhat accessible	35.58%	37
3	Somewhat NOT accessible	14.42%	15
4	I am unaware of support services for Distance Education courses	19.23%	20
	Total	100%	104

On average, how much time to you spend per week preparing for or participating in a Distance Education course?



#	Answer	%	Count
1	Less than 3 hours	16.83%	17
2	3 to 6 hours	45.54%	46
3	6 to 10 hours	16.83%	17
4	More than 10 hours	20.79%	21
	Total	100%	101

How would you compare the amount of time and effort required in a Distance Education course with a face-to-face course?



#	Answer	%	Count
1	The Distance Education course requires more time and effort	47.57%	49
2	The Distance Education course requires less time and effort	11.65%	12
3	The two types of courses require similar time and effort	39.81%	41
4	I have not been involved in a face-to-face course	0.97%	1
	Total	100%	103

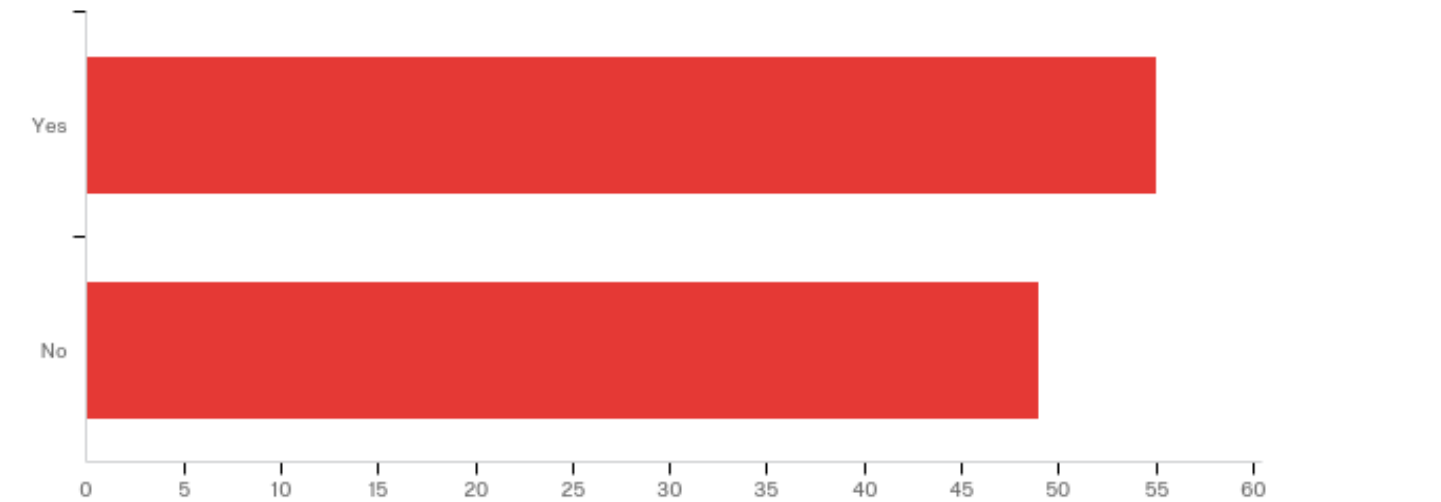
Please rate the overall depth of learning in the average Distance Education course compared to the average face-to-face course?

#	Answer	%	Count
1	Distance Education courses usually offer more depth of learning	21.36%	22
2	Distance Education courses usually offer less depth of learning	38.83%	40
3	Depth of learning is about the same in the two types of courses	35.92%	37
4	I have not been involved in a face-to-face course	3.88%	4
	Total	100%	103

Please describe your level of agreement with the following statements:

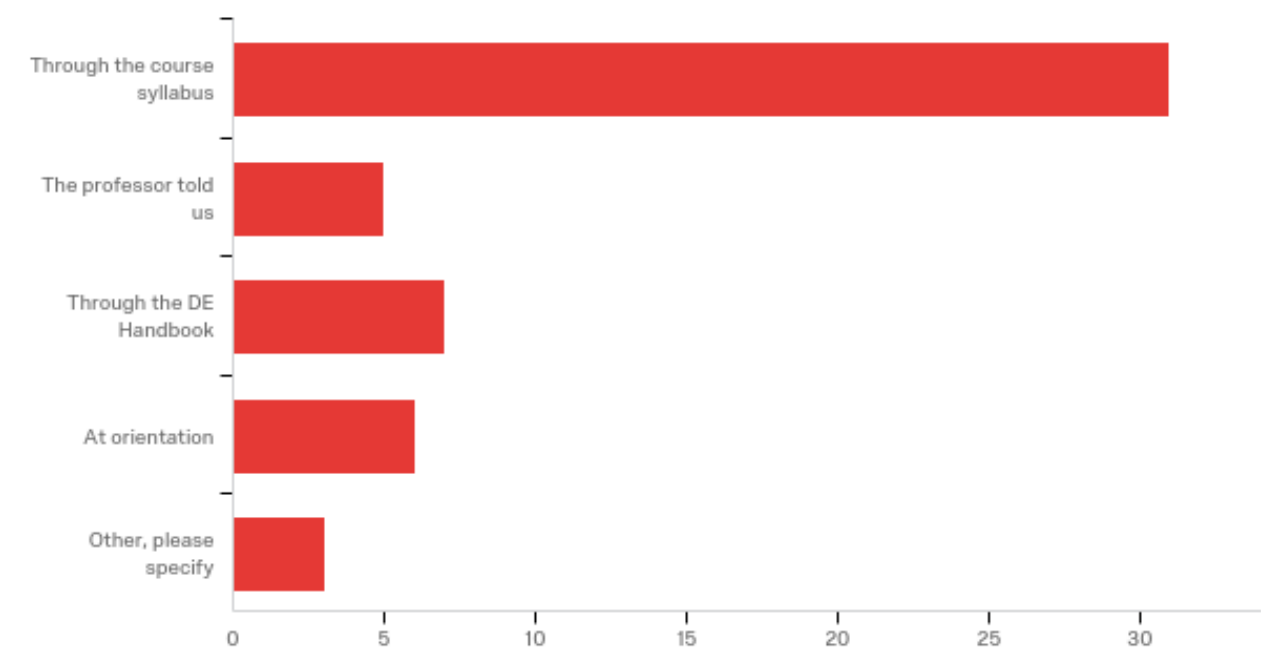
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	I participate in study groups	25.00%	25	21.00%	21	25.00%	25	4.00%	4	25.00%	25	100
2	I participate in discussion boards	57.43%	58	22.77%	23	7.92%	8	5.94%	6	5.94%	6	101
3	I participate in video conference/chats	23.23%	23	22.22%	22	25.25%	25	6.06%	6	23.23%	23	99
4	My social needs for interactions and quality relationships with peers and with the professor are met successfully during Distance Education courses	32.00%	32	24.00%	24	18.00%	18	11.00%	11	15.00%	15	100

Are you aware there is a student grievance policy and a process to follow for a student to file a complaint in Distance Education courses?



#	Answer	%	Count
1	Yes	52.88%	55
2	No	47.12%	49
	Total	100%	104

How did you find out?



#	Answer	%	Count
1	Through the course syllabus	59.62%	31
2	The professor told us	9.62%	5
3	Through the DE Handbook	13.46%	7
4	At orientation	11.54%	6
5	Other, please specify	5.77%	3
	Total	100%	52

Other, please specify

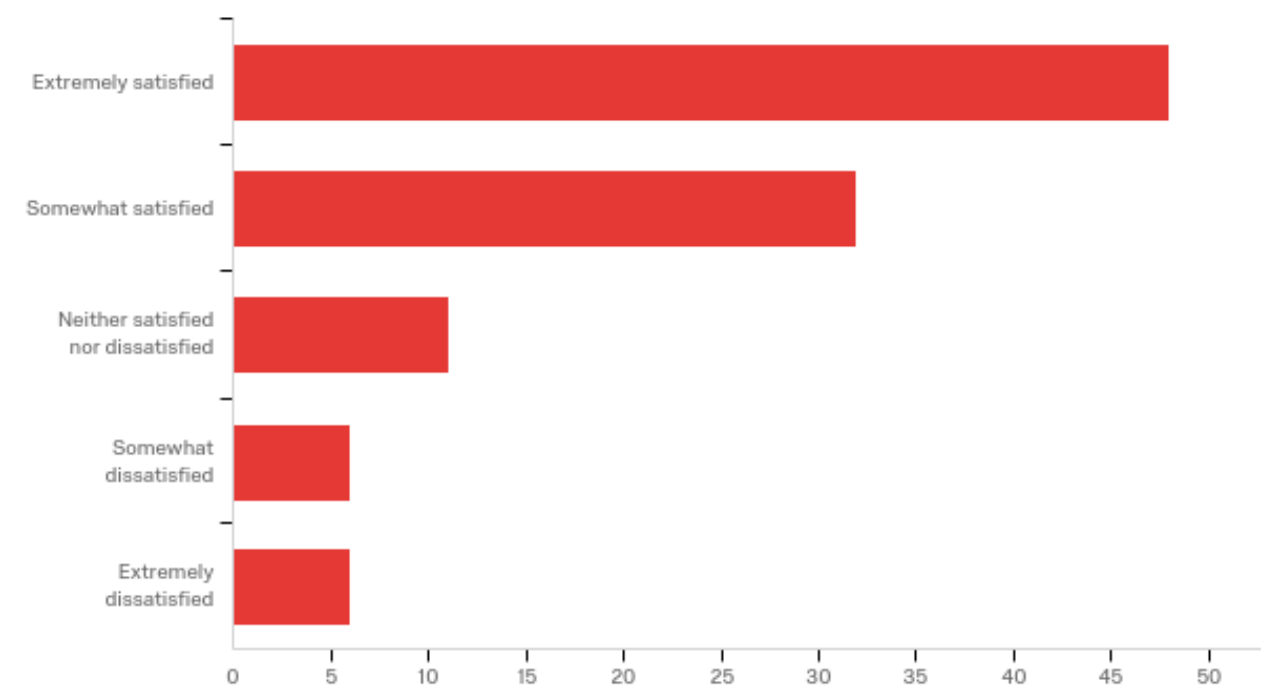
Other, please specify - Text

Others affiliated with Sul Ross

through an advisor

Other students

Please rate your overall level of satisfaction with Distance Education courses.



#	Answer	%	Count
1	Extremely satisfied	46.60%	48
2	Somewhat satisfied	31.07%	32
3	Neither satisfied nor dissatisfied	10.68%	11
4	Somewhat dissatisfied	5.83%	6
5	Extremely dissatisfied	5.83%	6
	Total	100%	103

How could Distance Education courses be enhanced?

Distance Education courses could be enhanced by grounding lectures on content more than interaction between students.

do not know

Personally I've always felt more comfortable with face to face learning because long distance is cold to me and sometimes we cannot hear the professor

More offerings

To me I somewhat like distance education because I get distracted easily so sometimes it's hard to hear what is going on when other peers are making excessive noise from the other campuses.

N/A

More responsive professors and more clear course homework/ assignment instructions.

Designated video chat sessions would be helpful. Not certain how quickly assignments are scored on campus but no grades 3 weeks past turn in deadline does not help student. As an online student, I understand what "busy" is, full time job, full time marriage and parent, part time student, and part time job as well. If I can meet assignment deadlines shouldn't faculty have grading deadlines as well?

Keep up the great work. I thoroughly enjoyed my time here at SRSU. The professors were wonderful and other service staff members have been very helpful in reaching my goals. I have already recommended SRSU to family and friends who are looking to continue their education somewhere. Go Lobos!!!

We should meet in person once in a while....

I have greatly appreciated the time and communicative efforts from fellow students and my professors throughout this semester of distance courses I have taken. My professors have answered my questions thoroughly with great detail so I could fully understand.

By providing more evening courses.

More interaction with other students and the professor through videos and discussions

It isn't very helpful, the instructor doesn't teach me anything I have to learn everything myself. I would rather be going to school than to do it online. I understand that it is to help the students that have a very busy schedule but for me, it doesn't work even though I have 2 small children. I don't like online classes, but that is the only way I can keep on with my degree.

The courses themselves tend to be pretty good. However, support outside of the classes (aside from the professors themselves, or Ms Bogus, who is absolutely wonderful) is virtually non existant. Everything is aimed at supporting those students who attend classes on the campus.

Get rid of online courses

I believe strongly that an on-site instructor should be available, especially for questions about the subject. Professors usually teach to the last second available in the allotted time and that leaves little time for answers. If you need to ask a question then you have to track down your professor and it can be very irritating. Knowing this, I am grateful to at least have the course because many courses are only offered sporadically which can be even more irritating and time sensitive.

More students allowed in a classroom.

The instructors need to provide better teaching (lectures), and better feedback on graded materials (whether the student scored well or not). Today, for Blackboard courses, students are simply given reading assignments, quizzes or exams follow, with no real teaching effort given to support the student's learning. The primary thing the student really learns, is the forced need to read the textbooks, with limited or no further insight given by the instructor. Either the student reads and absorbs and understands the material or they do not. The instructors for these Blackboard courses

How could Distance Education courses be enhanced?

serve more as a class monitor, than being an instructor/professor. I believe the courses should be supported by lecture videos for each course, videos such as the ones found in youtube, or found in online course websites. At least a professional grade, course introductory video recorded by the course instructor, would inspire students differently. In a nutshell, I want to be taught by instructors who can exercise my mind and help to expand its capacity to retain learning, and open it to creativity; regardless of the means, face-to-face or any kind of distance learning method. To teach me to read a book and help me to interpret its contents; instead of me reading the chapters, taking a quiz or exam, and hoping I understood the material well enough to score well on the quiz or exam. Today, to me, the Blackboard courses seem to provide a bare minimum to the student. I feel I am paying SRSU, to force me to read a textbook, for a grade, and it starts to wear if I think about it for too long. Something is amiss; and, future students can benefit, if the Blackboard course are improved upon by SRSU.

Better online resources from the library.

video conferencing

Distance Education courses, especially during night classes, should IT be present for any issues that may occur in session.

Consistent design features across courses.

In the last 2nd summer session I had Dr. Warnock and she assigned most of the instruction to a person named Sky Lewey. The professor would not call me back when I needed help. There was little or no communication. Mrs. Lewey was very condescending and tried to embarrass me into not asking questions especially when I had trouble with her Blackboard applications. When I tried to turn to MS. Warnock she refused to email me or call me back. I had no idea there was a way to file a grievance and when I filled out their survey for that class no one ever contacted me. They were both allowed to operate as instructors but did not care about student success. All other instructors I've had were great. Dr. Estep and Dr. Harveson have been great and have always responded to my questions about each course in a very timely manner. I think that it would be a nice idea to have classes meet once a week at least by conference call. This would give us a way to interact with the professor.

A lot of times the technology is down and a lot of time is wasted trying to fix it when the teacher could have already been lecturing

Professors are less responsive in Distance Education courses. It is challenging to participating in Distance Education when professors do not grade using rubrics and take points off without comment and are not responsive to emails requesting feedback. I am in such a course and it is making me rethink my enrollment at SulRoss. For example, in Multiculturalism and Diversity in Counseling, the professor did not grade assignments for almost a month, and did not respond to my request for feedback on a grade. He also forgets what the syllabus said and more than once has attempted to lecture on a topic not in line with the syllabus. Other students have difficulty getting response to email requests as well. The worse part is Collaborate though. We have to meet once a week, but the professor is always late. Sometimes the connections are very poor, even when I attend on campus and I worry that the professor may not see that I am logged in to get credit for attendance. I personally feel that professors with Distance Education courses do not take them as seriously as face to face classes, nor do they grade the material as closely. There is little feedback and little depth to the learning, especially if the professor can't remember what the lecture is about. He's not the only one. I feel like other professors in other Distance Learning courses merely read the book powerpoint and assign chapters to read. There isn't any true depth being added. I feel like I could save my tuition and get as much out of it if I read the textbook on my own. I have taken Distance Education courses before at other places and it's by far the worse at SulRoss. I wish it weren't so because I live here and there aren't a lot of other options if I don't want a complete online degree. I am glad I took this survey because now I know there is a grievance process. Maybe I will look into that, especially since I can't get the professor to tell me why I am having points deducted and he isn't using a rubric for the reflection questions, which are worth a significant part of the grade.

None

Add more instructors to allow for actual face to face classes. Also what's the point of having distance education technology if some professor's such as Dr. Wilson make you drive to a different site to watch the same teleconference being delivered at our home site. It's absolutely absurd.

How could Distance Education courses be enhanced?

The quality of the course depends on the professor. I made the only C ever at SRSU (I mean, c'mon, how hard is it, really?) during one of my distance classes that was such a sham of a class that I couldn't even fake my way through it. I've had a couple very disinterested, aloof, hands-off English courses online, that definitely made me want to look elsewhere. If a professor doesn't like the material, they need to figure something out to bring it to life, make it relevant, connect with students. If there is no connection for me, it's hard to take the class seriously, and that is the most discouraging, disappointing thing about higher education. I've had some classes that were total let-downs. Like, these professors have clearly given up ... There are also a few out there doing it well. It takes creativity and effort. Lost respect for professors who write off online classes as an easy, no-brainer way to get by and keep their office and paycheck.

Professors live streaming courses or videoing lectures for students to view. Having less busy work and less group work in online courses. Busy work doesn't teach anything and group work is next to impossible in an online setting. Most online students have full time jobs and families so my time is valuable and shouldn't be wasted on pointless work.

The only valuable services that RGC receives from Alpine are those provided by Sandy Bogus. She is truly the most comfortable and confident Blackboard resource. She has single-handedly help revolutionize the ways that faculty and graduate students interact and engage with one another in the pursuit of knowledge and skill development. Whatever you are paying Sandy should immediately be tripled so that we can keep her forever.

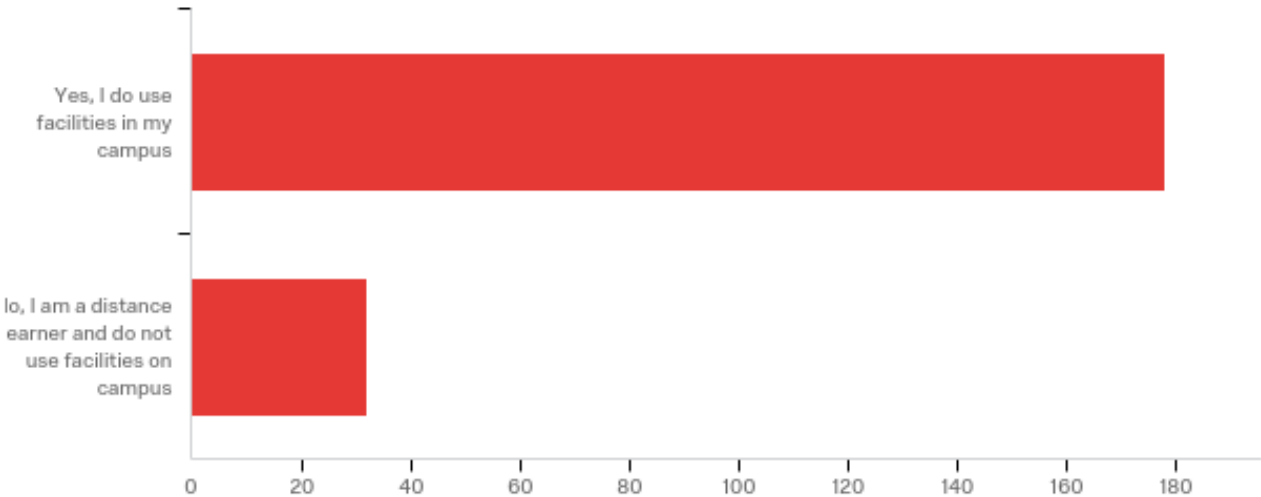
Get better students. The instructors are usually okay, it's the students I'm regularly disappointed by. Half of them are borderline illiterate and it really drags down the class.

Better video quality for far end users

More materials on Blackboard, more assignments. Some professors don't use Blackboard for DE classes, and they should be required to.

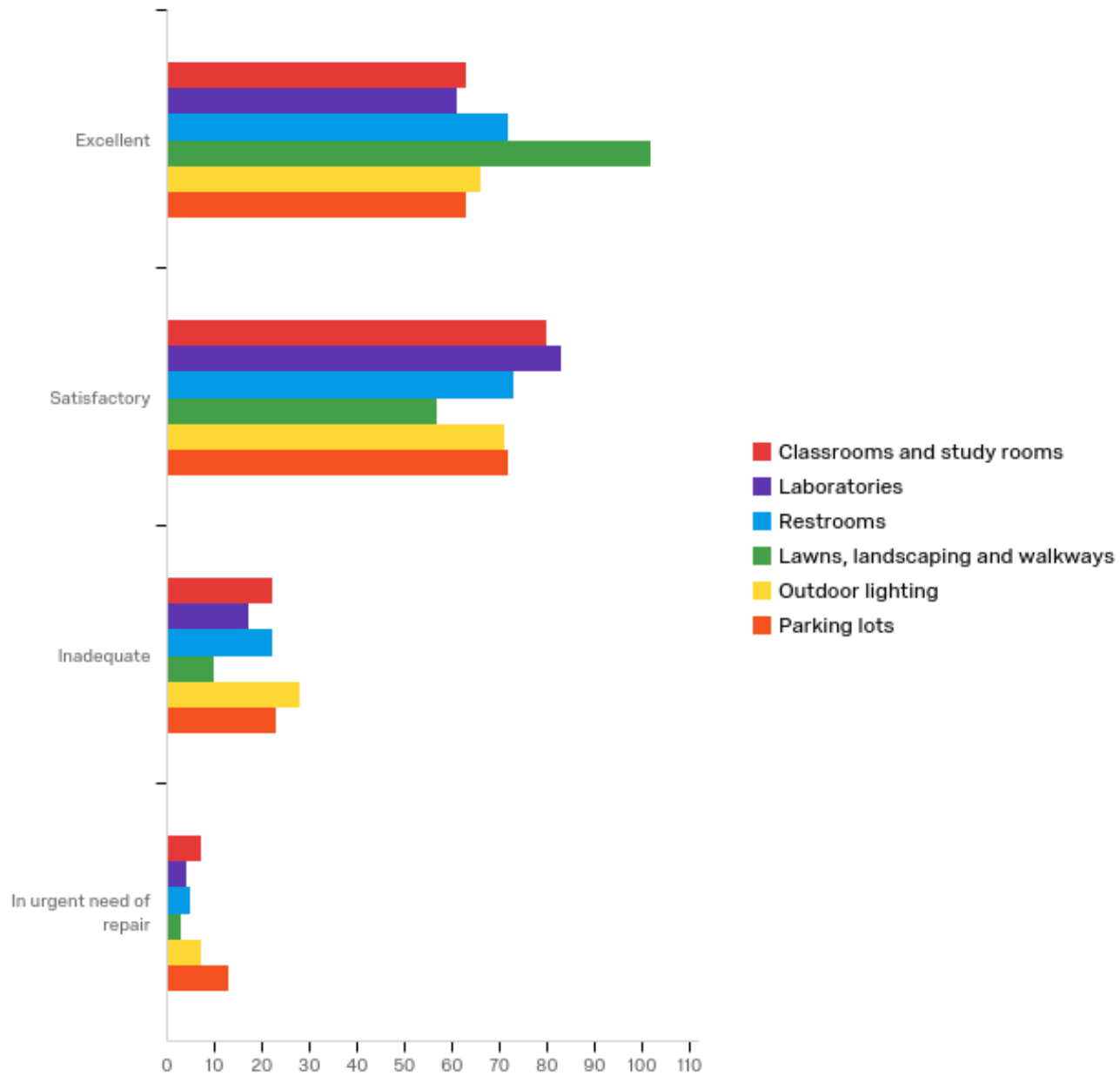
Campus Facilities

Do you use your campus facilities?



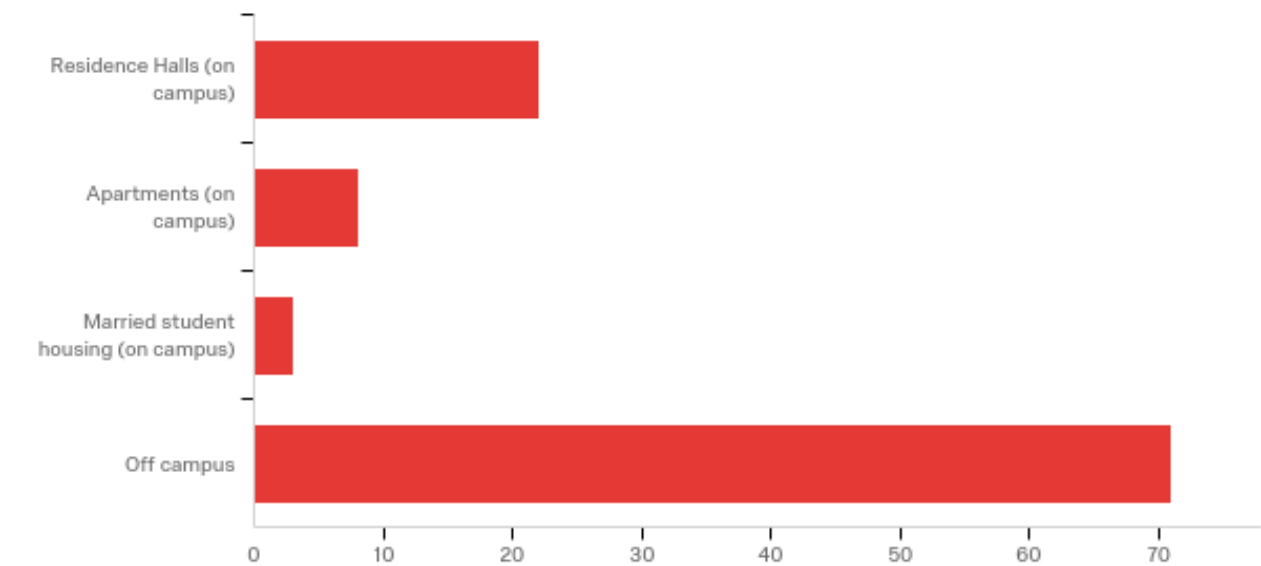
#	Answer	%	Count
1	Yes, I do use facilities in my campus	84.76%	178
2	No, I am a distance learner and do not use facilities on campus	15.24%	32
	Total	100%	210

Please rate the overall condition of the following facilities.



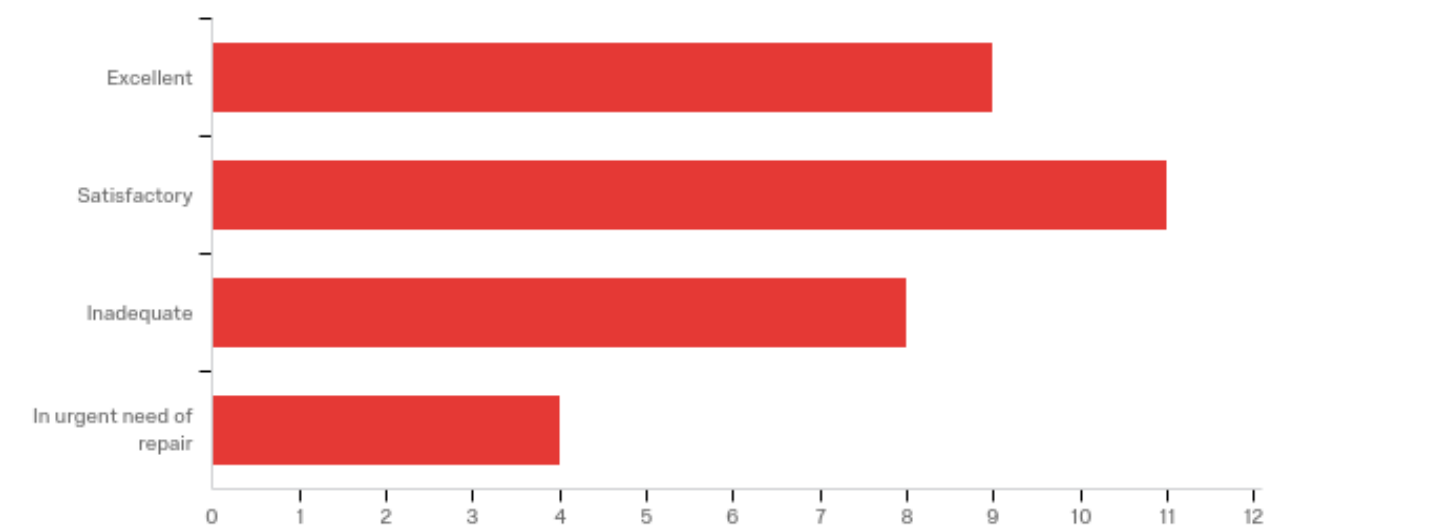
#	Question	Excellent		Satisfactory		Inadequate		In urgent need of repair		Total
1	Classrooms and study rooms	36.63%	63	46.51%	80	12.79%	22	4.07%	7	172
2	Laboratories	36.97%	61	50.30%	83	10.30%	17	2.42%	4	165
3	Restrooms	41.86%	72	42.44%	73	12.79%	22	2.91%	5	172
4	Lawns, landscaping and walkways	59.30%	102	33.14%	57	5.81%	10	1.74%	3	172
5	Outdoor lighting	38.37%	66	41.28%	71	16.28%	28	4.07%	7	172
6	Parking lots	36.84%	63	42.11%	72	13.45%	23	7.60%	13	171

Please select your current living accommodations.



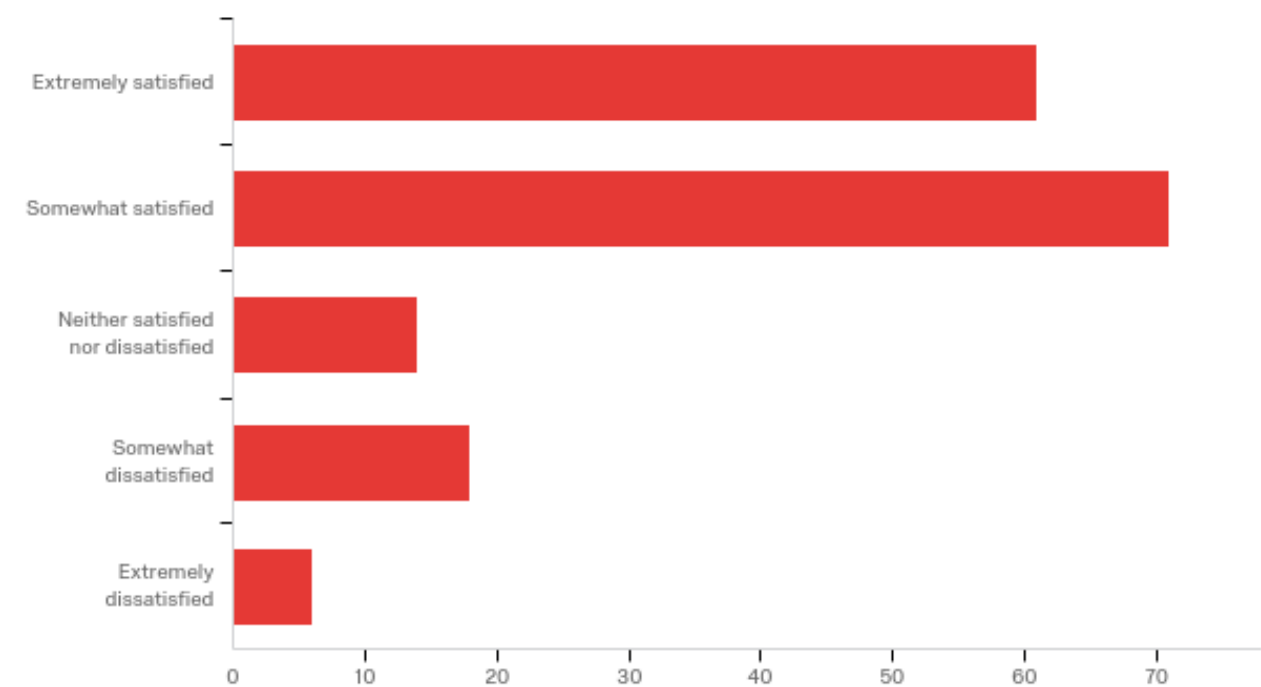
#	Answer	%	Count
1	Residence Halls (on campus)	21.15%	22
2	Apartments (on campus)	7.69%	8
3	Married student housing (on campus)	2.88%	3
4	Off campus	68.27%	71
	Total	100%	104

Please rate the condition of the University Housing facilities where you live.



#	Answer	%	Count
1	Excellent	28.13%	9
2	Satisfactory	34.38%	11
3	Inadequate	25.00%	8
4	In urgent need of repair	12.50%	4
	Total	100%	32

Please rate your overall level of satisfaction with your campus facilities.



#	Answer	%	Count
1	Extremely satisfied	35.88%	61
2	Somewhat satisfied	41.76%	71
3	Neither satisfied nor dissatisfied	8.24%	14
4	Somewhat dissatisfied	10.59%	18
5	Extremely dissatisfied	3.53%	6
	Total	100%	170

How could facilities maintenance be enhanced?

We need to hire more maintenance and custodial workers. We especially need an additional electrician. Purchasing a smart-panel in the residence halls would alert our only electrician where fire alarms have gone off, saving many man-hours. Our custodial staff often have to purchase their own wash cloths and rags. They need to be better equipped. We need to renegotiate the maintenance of the baseball field. We lose a lot of man-hours trying to maintain that facility.

Hiring an adequate number of employees.

improve parking lot between Library and administration and education buildings/ACR- totally redesign it; add more handicap parking; have all maintenance staff park at the north near President's home

Please do something about the washers and dryers in the residence halls. Most of the dryers do not heat and take a ridiculous amount of time to dry a small load of laundry.

We need recycling bins!

they do a good job everything looks clean

I think there should be more outdoor lighting. When class is over and you walk out the academic building the lights don't seem too bright.

More parking spaces are extremely needed for lobo 2-4.

covered parking

We absolutely need to be more compliant with dark skies initiatives on campus, including the lighting at the intramural and football fields which seem to be lit eve when not in use. Also need to follow more sustainable practices such as xeriscaping to conserve water, NOT use toxic weed killer because it harms local flora, fauna, and water sources. Need to institute an actual functioning recycling program for plastic, paper, glass, and cardboard (not being dumped in the dumpster and landfill) with recycling receptacles all around campus; and to include composting would be ideal. Classrooms are very much antiquated and in disrepair. When it rains there continue to be serious leaks in the roofs running down electrical light fixtures in classrooms and offices possibly damaging computers and other expensive equipment. And these have not been repaired since first reporting them 2.5 years ago. Ceiling tiles show leaks and mold exposing all to possible toxins. House keeping does not seem to ever clean classrooms, hallways, nor stair wells.

More trash cans in the mall, reducing water use by turning to more of a xeriscaping rather than large wasteful fields of green grass (we live in a desert!), reduce the hours that the practice field lights are on. The practice field lights are very tacky and bright. It shows that the college of the Big Bend does not value the night skies or the McDonald Observatory that many people come to visit. Some of the energy and water costs that are saved from reducing watering and light time for the practice field can be turned around and put into the funds for longer library hours!

N/A

It would help if things would be maintained, instead of ignored until they are broken. Or just maintained for our health for example the filters in the air system being replaced.

The outside of the campus is perfect. However a lot of the buildings have issues such as elevators not working or sounding like they're going to break. Some bathrooms are gross and smell. The lighting in the bathrooms is scary and dark. I think the school should focus more on education and enhancing the inside of the buildings rather than spending money on destroying parking lots to build a theater no one uses.

WSB 301 (at least) needs an in-room PC hooked up to the projector (permanently, not depending on faculty's own laptop). WSB bathrooms need 2 toilet paper holders per stall; stacking a second roll on top of the existing roll that's in the holder is unsanitary-- every user of that stall touches the whole TP roll. There is a grassy triangle adjacent to the museum that could be converted to parking. Employees who clean the buildings should use cleaners with less-strong smells, or facilities could purchase 'unscented'-- These added fragrances are aromatic hydrocarbons which cause headaches in some people. Campus should have a paper, glass and plastic recycling program, with multiple collection bins in every building.

How could facilities maintenance be enhanced?

The first floor of Lawrence Hall is the first place many students and parents see and it's in need of updating with new carpet or flooring (take out the carpet and replace with laminate or something) and the restrooms need to be updated and kept cleaner. Walk into the Lobo Den door and then walk through and see what you think. This should be a priority!

Classrooms need to be updated

When asked to repair something, repair it eventually or just tell us it cannot be repaired within a semester.

The elevator in Lobo 1 needs to be fixed.....ASAP!!!!!!

maintenance , to me, seems to be in great shape

A/C during the summer

Check students living space when confirmed by student too see any urgent repairs

Classrooms are extremely hot in summer and it is very noticeable that the rooms and laboratories are not cleaned often

They need more workers so that they are able to support campus. They are currently understaffed and are slow at getting everything done.

Maintenance orders take weeks to months to be completed. There should be a more efficient way to get the orders completed. Also the laundry facilities are in constant disrepair and never seem to all be working

Hot water in the men's shower in the Graves-Pierce gymnasium. Also the floors are not cleaned often enough - shower floor rarely mopped, cardio equipment room rarely vacuumed, etc. Most of the custodial activity in most buildings could be better - adequate but not great.

If maintenance actually did their job.

Hire more custodial staff and maintenance staff. Fire people that do not work and hire people that will work. Buildings desperately need cleaning and infrastructure needs repairing. The condition of buildings and grounds is embarrassing.

I don't see anything wrong with the facility, it is always clean and with the securities being there it allows me to feel safe especially since I have night classes.

Better assistance on work orders

Honestly, please incorporate more space, get more classrooms to offer more classes.

Not necessarily pertaining to maintenance, but removing parking space and through roadways in favor of amphitheaters (which go unused) and roundabouts is counter productive. The school focuses far too much on external cosmetics/landscaping and has ignored classrooms, updating internal buildings, adding better fixtures throughout and hiring more staff. There are some strange decisions as far as grant allotment as to what the money is being spent on. Perhaps further student involvement would be beneficial, as well as consideration of staff opinion.

Lv 1 elevator

Sul Ross is in desperate need of more Physical Plant personnel. The biggest issue is to keep up with all work orders and daily routines.

Better student housing and more parking! Nightmares of how the rooms have things broken and not repaired, water issues, and overall condition of the student housing is horrible.

Our front door area that faces Garner Field Road have a parking lot in front of it. Everyone arrives in the back door to our facility.

Obviously, by more funds for people and materials to do repairs, such as the chemical storage tank by the Warnock Building. This is a hazard to not have it functioning and the walkway is now blocked off by hazard fencing.... but it has been this way for a VERY long time with no progress....

I would like to see an area devoted to wildflowers and native plants.

How could facilities maintenance be enhanced?

More staff to do the ongoing maintenance that a campus with numerous buildings needs. The limited number of Facilities staff can only do so much in a work day. They need help.

Several of the main buildings are in very bad shape. The dorms are less than a decade old and already receiving major repairs. ACR205 has the forever stench of urine. Marshall Auditorium has stains and holes in the ceiling. The Science Building has terrible plumbing issues. The Fine Arts building has ceiling leaks in almost every room. It almost seems as though the administration is more concerned about the physical appearance of the school grounds than the ability to actually have safe buildings in which to hold class.

Necessary repairs should be made when and where we can. Also improvement in the air conditioning and heating situations would be great!

Getting caught up to be proactive and preventative instead of waiting until work orders are required. i.e. regular maintenance schedules for more areas of campus.

The classrooms are unclean. For the past six weeks, there has been no personnel that have come by to clean the classrooms. Students have been complaining as well.

Maintenance at Uvalde is really good

Parking lots space for Barton Warnock should be for classes not residence hall parking as it is now !!!! Big issue and a construction trailer has taken 3-4 spaces all semester move it out

Better lighting outside along walk ways and keeping the grasses/bushes low due to reptiles incidences.

Classrooms and facilities, even the library and study lounges are not as clean as they used to be. The floors are dirtier and the tables and desks don't get wiped down as often as they used to. A couple of the small classrooms smell heavily of must and mold. I'm not sure what has happened, but the cleanliness could use an upgrade. This semester things are dirtier than they were in the summer.

None

The buildings are rarely cleaned, and the technology feels dated in the labs. The wifi is horrible and constantly drops.

some buildings are simply showing their age and need a little more love than our staff can supply currently. While others just need help ie the no water on the floor with the chem labs or the flooding of the studio theater or the flooding of the same 2-3 rooms in lobo village. More staff would be nice!

Depends on the building. Most basement classrooms are disgusting and smell musty and moldy. The MAB building is so gross, I hated to have classes there. I'm sure it's a health hazard. Even the water in the water fountains tasted foul. That building needs a reno, but I've heard others need it, too. Maybe quit giving admin raises and invest in infrastructure - both the physical buildings and the people who run the education on the ground, from secretaries to professors and maintenance staff. The raising cost of tuition and the yearly shuffling and cutting/condensing of staff is extremely demoralizing and a regular topic of discussions by professors and students. It's making the current president/admin look bad.

I disagree with having a lawn on the main campus. What's more is that I regularly see this lawn being watered in the middle of the day. In the desert! Would make more sense to try something more native. There are a number of people on campus who would like to see catchment from the parking lots. It would be so great to move forward with recycling on campus -- to help change behavior toward waste, and to develop a better connection with the City of Alpine and its fledgling recycling program. We could also contribute more to the Dark Skies Initiative.

MAB Stinky

Everything is worn out, a schedule of repair should be compiled and building by building should be enhanced.

Bring up to date. Need more rooms so I'm not being tripled up on. Need maintenance to fix items in a timely manner

New carpets and or doors as some are very scuffed. Some beds do not feel safe and wiggle a lot.

How could facilities maintenance be enhanced?

Since the results of this survey are being gathered and reviewed by someone sitting out in Alpine, Texas, the time it would take for me to write about ideas for enhancing facilities at our four campus sites in South Texas would be a waste of time.

If repairs were completed within weeks instead of months, or if the rooms didn't look trashed even on move-in day, the students would be happier.

We need updated internet and computer access in computer classrooms. We should already be moving toward more xeriscaped lawns and stop watering, mowing, and blowing so much grass. Keep the mall green and let the rest be more natural. There is way too much light on campus at night.

I have lived in Alpine for many years and have slowly watched the GP Gym facilities decline. The hot tub disappeared several years ago, the sauna has been broken for about a year, the equipment is gross and often covered with sweat beads and the locker rooms are almost never mopped. Showers are never cleaned. Would it be too much to ask students to walk around and wipe down equipment from time to time or offer a stack of fresh towels by the weight room entry and filtered water? In addition, there is no internet access on the main floor of the gym where folks workout and shoot hoop. I like to listen to my music online when I shoot hoop - but no access. It is hard to believe that this is a university gym. Also, what happened to the GP sponsored hiking canoeing and camping trips offered to students and faculty/staff in the past?

More parking spots

No triple rooming

You could get the government to restore your funding so you're not forced to cobble together parts. This would require having a Dept. of Education that isn't openly hostile to public education, though. I don't blame you for the facility problems; there's no money to fix it.

Better technology needed in the classrooms, as well as a need to be updated aesthetically. Fresh paint and matching furniture is needed to enhance the overall feeling that this is a place of quality higher learning.

The grounds look very good. The grounds crew look overworked

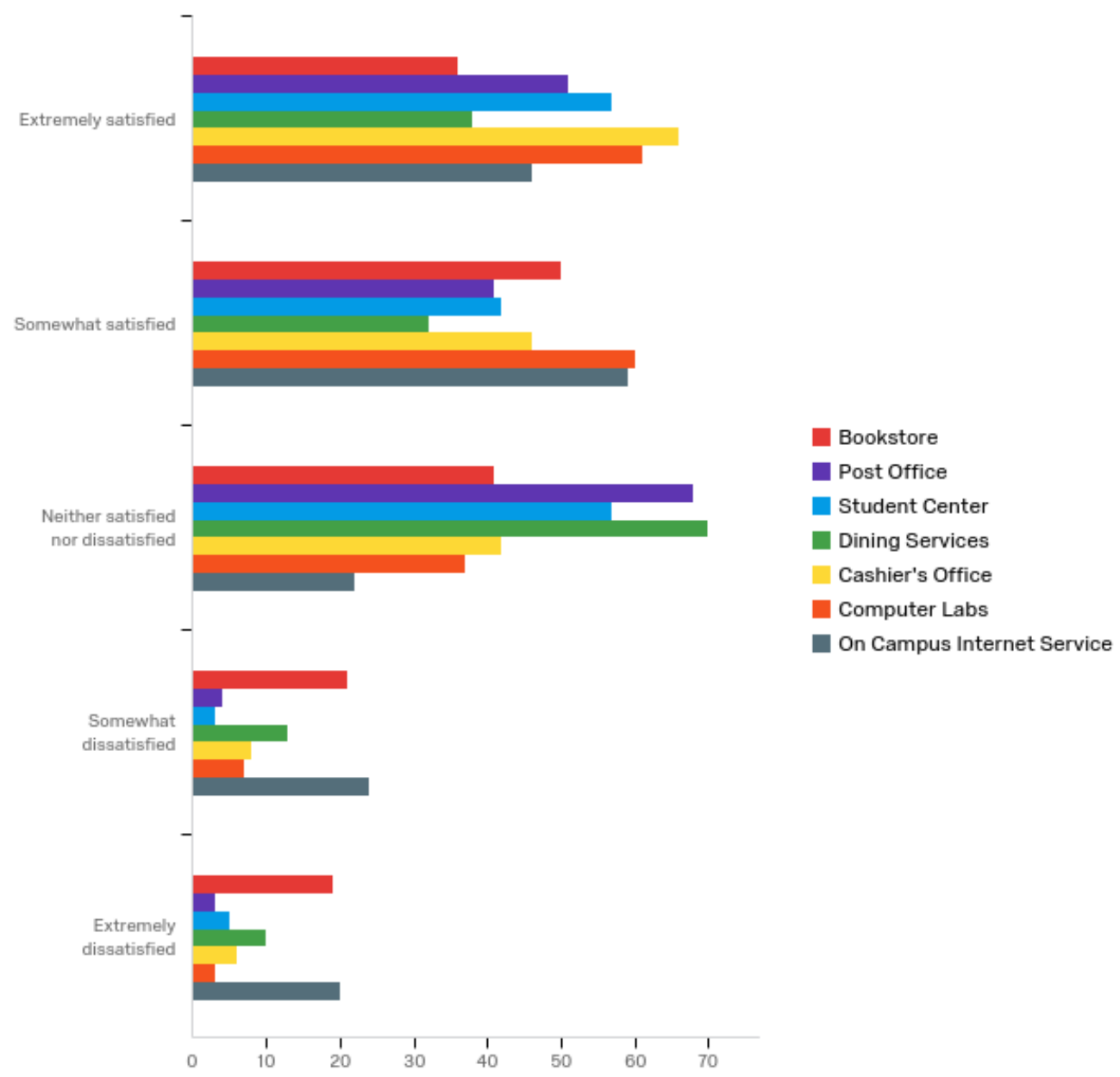
Bathrooms need an upgrade and they need to put doors in some of them.

No working drains for chemistry labs.

If work orders could be worked on at a more timely manner, but I know Physical Plant is limited

The buildings are usually either too hot or too cold. The landscaping is a disaster--the only nice landscaping is the cactus garden. The elevators break and remain out of service for weeks. The roofs leak. The carpeting is worn out and disgusting. The bathroom in LH 1st floor is too small.

Please rate your overall satisfaction with these services:



#	Question	Extremely satisfied		Somewhat satisfied		Neither satisfied nor dissatisfied		Somewhat dissatisfied		Extremely dissatisfied		Total
1	Bookstore	21.56%	36	29.94%	50	24.55%	41	12.57%	21	11.38%	19	167
2	Post Office	30.54%	51	24.55%	41	40.72%	68	2.40%	4	1.80%	3	167
3	Student Center	34.76%	57	25.61%	42	34.76%	57	1.83%	3	3.05%	5	164
4	Dining Services	23.31%	38	19.63%	32	42.94%	70	7.98%	13	6.13%	10	163
5	Cashier's Office	39.29%	66	27.38%	46	25.00%	42	4.76%	8	3.57%	6	168
6	Computer Labs	36.31%	61	35.71%	60	22.02%	37	4.17%	7	1.79%	3	168
7	On Campus Internet Service	26.90%	46	34.50%	59	12.87%	22	14.04%	24	11.70%	20	171