

STUDENT EXPERIENCE DISSATISFIERS

APPLICATION/REGISTRATION PROCESS

College applications only offered on line
No classroom maps on-line
No directional help for older students
Don't tell you that you need an ID card
Users on-line at one time very limited. As much as 1 /2 hour wait to log on.
Create something to be able to type in field of study to bring up all required classes, times and dates classes are offered.
Once logged in, have the classes that are already taken marked off.
Have schools send an email if the class opens
Need more flex when classes are offered.
Define deadlines to allow for class drops
Map to classes and buildings for the separate locations
Create a separate webpage for on-line classes
Create easier links, course descriptions
Define what books are needed for classes
Program of study list
Confirmation of class registration
Rating for teachers – history, qualifications, student rating
More available computer programs at all areas (LSS, library)
Do away with or lower out-of-district fees
Offer less limited classes (more classes offered more semesters)
More relevant class choices for programs
More class spaces/openings
Class locations (Gaylord, Cheboygan, Petoskey)

BOOKSTORE

Staff doesn't tell you to order the CD for an on-line class
When a CD comes in, the bookstore does not notify student or leave a message
Misplaced information to order CD
Pricing not on all products
Bulletin notices are outdated
Too expensive for clothing, snacks, office supplies
No dressing room
Employee assumes you want "used" books
Book buy back hours very limited
Once quota for book buy back is met, no other buybacks are allowed
Closes too early – maybe stay open until 8 p.m. on one night
Labels too small
Takes too long to find information when calling in
Long lines during the first week – need additional staff at beginning of semester
Poor book buyback policy
 Book buyback time is limited: Only two days in the fall and December 22-23 in the winter
 (normally travel dates for students)
 Not enough money back for return
 Need additional staff to alleviate long lines
No sales on books or supplies
Limited school supplies
Extended open hours
Staff uninformed

Cash register problems
Difficulties with exchanges
More time to purchase and pre order books
Lack of necessities for dorm people - sundries
Move books from the shelf at floor level - too difficult to read the name of book and class
Student demand for textbook exceed supply- for a scheduled class, books not available
Understaffed during peak periods
Stale snack foods for sale
Provide healthy choice snack alternatives
No non-scientific calculators for sale
Inattentive staff

CLASSES/CLASSROOM

Offer required classes on different dates and different times
Old equipment
Poor lighting
Inconsistent temperature setting - too hot or too cold
Fluctuating temperature in classroom
Uncomfortable chairs and tables

FOOD SERVICES

Inefficient set-up
Unpleasant atmosphere
Too dark
Institutional
Out of the way - not easy to find - no directions on campus
Menu needs more variety
Staff appearance unappealing
Tables not cleaned
Better hours
Change menu weekly
Have PM hours – 5 p.m. – 6 p.m.
No napkins or utensils
More TV's
Change deep fry oil more frequently (taste other foods in food)

INSTRUCTORS

Instructors not using Blackboard
Instructors not putting grades into Blackboard
Instructor attitudes about students and class
More full-time instructors/professors
Professor using time wisely to teach students
Too many professors say "Go get a tutor."
Instructors only use PowerPoint or only computer communication
Do not stay current with class assignments
Limited choice of instructors
No willingness to spend time outside of class
Should be required to use Blackboard
Must provide contact information
Must update grade using Blackboard
Classes aren't visible on Blackboard for some students
Early notification of cancellation of class - CASE Orbitz and notify students by-mail

Instructor awareness of tutor program and available tutors
Specify a break for extended classes
No psychological profile
Shortens class

LIBRARY

Unable to locate information on the on-line library
Outdated
Not all software programs on computers
Some computers have no USB access
Recycle paper
Book title lists
Website lists
Needs café
Need ID but not posted as a requirement
Need to sign up to get on line
Offer more free supplies
More tech support
Too hard to find books
iPod services
Music/movie selection
Not enough study space
Non helpful staff
Staff unfamiliar with the information
Headphones should be available for everyone
Charge too much for printing
Enforcement of the no cell phone policy
Decrease the noise level - too much talking
Staff does not smile
Staff does not acknowledge upon entry
Extended hours
Social area for groups to talk
Need common area outside the entrance
More computers
More seating
Ability to take in beverages
Change the no food policy
Update the book selection
Offer non educational magazines
 Teen
 Glamour
 People
Book checkout

ORIENTATION

Create mandatory orientation day
Ensure every student receives notice of campus orientation either by e-mail or mail
Include key places:
 Restrooms
 Snacks vending areas
 Smoking area
 Counseling

- Financial aid
- Library
- All study areas
- Parking classroom locations
- Instructors' offices

- More variety in orientation time - only offered during AM
- Offer orientation every semester
- No maps. Post maps with "Please take one"
- Employees need ID – nametags visible
- Professors more approachable, staff in building
- Classrooms need better ID
- Contact information for questions (name, phone or email)
- Campus tour
- Explain classes, food services, phones location, resources, scantron
- Each class labeled and times/dates/description of class

PARKING LOT

- Small parking lot - not enough parking spaces
- Too far from the entrance
- Unlit parking lot
- Parking lot not plowed during the winter
- Better parking
- Better lighting in parking lot
- Salting of parking lot during the winter/more attention to safety in slippery areas

STUDENT LIFE

- Publicize/offer more student activities - groups, sororities, student senate
- Cold bathrooms in the morning
- No vending machines in remote building classrooms
- Dirty dorms
- Heat problems
- Drinking fountains
- Renovate showers and bathrooms
- Dull lobby area
- Broken games
- Expand food service hours
- Work out equipment, weight room, treadmill
- Games – pinball electronic games
- New washers and dryers
- More computers
- Visible security officers
- Women's bathrooms need updating (renovations/cleaning)
- Cleaner bathrooms
- Time in between classes
- No charge for printing school related classes.
- More available computer programs at all areas (LSS, library)
- Do away with or lower out-of-district fees
- Offer less limited classes (more classes offered more semesters)
- More relevant class choices for programs
- More class spaces/openings