Overview of Feedback

Over 100 ideas where provided via the on-line comment box (Google Docs form) and the Better BG Facebook page. The ideas provided are summarized here and with comments for repeated ideas. The raw data remains available online.

1. General Info
   - *Students are often confused about who to call for a service. How about a BGSU "411" office that students, faculty, staff could contact (text/phone/drop in) and the office would ensure that they got in contact with the services they need.*
   - *I would like to address "Communication Awareness" among students, faculty, staff, parents, surrounding High Schools, other colleges, our community and most important our future students. What can we say or tell you about BGSU? What are the important facts, opportunities, and of course education can we share on a level that everyone would understand. This information would be available in your hands 24/7. I would like to suggest that we create an APP for BGSU. Can you imagine how much information we could offer in so many categories to include the founding of our university to a simple view of a 3D mapping of our campus, not to mention EVERYTHING else in between and of course the great education we offer. This level of "communication awareness" would be offered as a free APP for every type of electronic device! I know that I would personally get this APP today and share among family, friends and to everyone.*
   - *From Facebook: Make a BGSU App!!! FREE for every electronic device!! Provide 3-D maps, bus routes, food places, class room, parking lots, scholarships, calendar events, athletic events, student events, Programs, classes, career opportunities, College offices, videos, news, etc, EVERYTHING you need to know about BGSU. What a great idea!!! (16 hours ago)*
   - *I get flyers from a number of campus offices every semester (or multiple times a semester) including from the planetarium. While I am confident that the programs are great, I have never attended. Over the years, the paper, staff time (campus mail & offices on both side), labels, etc. must add up. If we had a well-functioning calendar system could we move away from photocopied, campus-mailed promo materials?*
   - *There are a ton of events, guest speakers, fundraisers, etc. sponsored on campus every day, and every one that I've ever attended has low turn-out (in most cases, extremely low turn-out).*

2. Website
   - *I have a terrible time finding anything on the BGSU website. That was the case when I was a student here in the early 2000's, and it continues to be the case now that I work here on Administrative staff. The search engine has terrible site optimization, the information is organized in a way that is intuitive to some people on campus but certainly not to our outside constituents, and the design is outdated. I work with alumni and one of the biggest complaints I hear from them is the difficulty they have finding the information they need on our website. Most of them have given up trying.*
   - *Department websites are terrible, and we have faculty wasting time trying to learn css and graphic design. Our students constantly complain about how hard it is to find information, but unfortunately we don't have anyone in the department who is skilled at doing this, and knows how to make it look better.*
   - *I think the basic 'look' for BGSU is nice, but we need skilled web designers to go from department to department and help to reorganize the web pages and make them more user friendly. I'm sure this would make a difference for recruitment, especially for graduate programs.*
   - *From Facebook: Optimize mybgsu to support the Google Chrome browser...it's unbelievably glitchy especially the Falconmail functionality.*

3. Advising
   - *Faculty advising of students needs to be improved. Strange that it is not enforced by all department chairs/deans on those persons on faculty that do advise students. There is a learned art to the process.*
   - *The Degree Audit report is really hard for students to read. It would be simpler if the degree audit looked like the checksheet. As students complete courses, they would show up as check marks on the checksheet. Students could click on the check mark to see which course is counted for that requirement. For courses that are not yet complete, students could click on the course on the checksheet and see a list of classes that would fill that requirement (ideally with the days and times those classes are offered the next semester). This would make it easier for students to figure out what classes to take to meet requirements and would lead to less last minute panic about unmet graduation requirements. It would also allow advisers to spend more time talking to students about graduate school, internships, jobs, etc. instead of just how to meet requirements.*
   - *"My students have suggested developing a web application that would compare courses offered with courses needed for degree completion. This ""online advisor"" application would give students 24x7 access with minimal cost. When they brought the idea up to the University, they were told we do not own the DARS program and it could not be done.*

4. Teaching
   - *The university needs to consider a policy on the use of electronic devices in classes by students.*
   - *If a student does not show up to the first two days of class, we drop that student from the roster. However, there are many instances were a student shows up the first two days, but then stops showing up very soon after that. We get pressure to lower our D/F rate, so we want students in this situation to drop the course with a WF. So, we monitor their attendance. We send them emails. We check our roster often. We send more emails. In the meantime, we are making enough exam, quiz and handout copies for all students on our roster. In the end, the student does not show up again, does not drop, and everyone has wasted time and money. Why can't we drop students under certain circumstances when they don't show up for a certain number of classes and have not contacted us?*
   - *I would like to see changes to our "Early Alert" and "Midterm Alert" progress reporting system for students needing help. When one has hundreds of students, inputting data on every student is exceedingly time consuming. There should be a quicker, easier way to focus on those students with difficulties, and alert the proper person. I have to admit that at midterm time I am sometimes so busy that I fail to report on any student, which is a problem, but it's mainly because the system requires me to report on so many students (most of whom don't need intervention). For those who really need help, there is seemingly no way for me to follow up.*
   - *I also believe that this "alert" system disempowers students. Why should they not be expected to assess and monitor their own progress to a greater extent? I understand that these progress reports may impact student success and retention (especially freshmen), and so I would like to see conversation about this. What happens to the data I submit? Is this reporting system effective? How much "hand-holding" should faculty do? Thanks!*

5. Scheduling
   - *Everyone should learn to use electronic calendars with their emails. When informing others about upcoming events or organizing meetings, please use E-invites! This saves everyone time and makes sure people get events on their calendars.*
   - *We currently have a web page wherein the walking time between a parking lot and a University building can be ascertained. Why not add this functionality to registration?*
   - *A very common problem I experience and others have told me they experience is students arriving late to class. Many faculty assume this is due to irresponsibility or immaturity on the part of the students, however when I have talked with students about this, students doing well in class and who I trusted to tell me the truth, they told me there just isn't enough time to get from one class to another. Faculty often run over a minute or two; it takes time to pack up their notes and books, don coats, hats, gloves (in the winter) and then walk to the next class. All of these can easily exceed 10 minutes. These time pressures can also preclude students from asking questions after class, likely the best time for their learning for them to be asking questions.*
   As a result of these issues, my suggestion is that the scheduling computer should give a hierarchy of weights to assigning classes based on the time it takes to walk from one classroom to the next. The algorithm should first attempt to schedule a student's classes in a why that avoids back to back classes. If this is not possible it should minimize the walking time between back to back classes in the students schedule. Finally, it should give a warning about back to back classes that have walking times greater than 5 minutes and not allow a student to take back to back classes that have a walking time greater than 10 minutes."
   - *How are employees supposed to be able to attend events that happen during the day? Would someone suggest that events start after 5:00 once in awhile. Just saying.*
   - *From Facebook: The way that many art classes are scheduled there is 10 minutes between them. Sometimes the only way to make classes and a job fit is to have many back to back classes on one day. If walking quickly it takes between 10-15 minutes to walk across campus. This is very difficult for many Arts students to get to classes on time. The art building is on one end of campus and the other buildings are on the other end. Studios often run late because it can't always be predicted how long something will take. Having classes end with 15 minutes in between as a minimum would help students be able to more on time and possibly to eat.*

6. Facilities – HVAC
   - *I spend too much time being distracted by how uncomfortable my building is. I sweat through winters in offices, labs, and classrooms that soar into the 80s while all summer long I shiver in air-conditioned rooms that drop into the 60s. That certainly isn't efficient or economical energy usage, and my discomfort is negatively affecting my productivity.*
   - *As I write this there is hot air coming out of the radiator next to me and cold air blowing on me from the AC vent in the ceiling. This is the definition of inefficiency. Is there not a technology (thermostat?) that can turn off the one of these that is not needed on any particular day of the year?*
   - *I would like to comment on the AC/Heat situation. We have had temperatures go as low as 58 in our office this past winter...it is currently 65 in our office and I have multiple sweaters on as well as mittens. We have had the various people in here checking out our situation multiple times but nothing seems to change...why can't offices be kept at a comfortable temperature, year round? Also why don't any of our thermostats work? It's hard to work when you are so uncomfortable. It seems we could save money (and have happier employees) in the long run if we replace all of the cobbled together systems with something that actually works.*

7. Facilities – Lights
   - *Same way with the lights on at the stadium....hard to give to those that waste*
   - *If BGSU is truly concerned about "Efficiency" and perhaps prioritizing the allocation of funds, let's talk about the stadium. Each week I drive past the football stadium, late at night, and see it illuminated by huge, colored lights (red, green, etc.). Let's ignore the fact that these lights are expensive to purchase, run, and replace. Let's instead ask the core question here - WHY? Why are we wasting money lighting up our football stadium in pretty colors, ALL NIGHT LONG. For no reason, other than to show off to... who exactly at 12am? Really, I'm disgusted by how stupid this is. Furthermore, why are we lighting up the Stroh Center like a damn Christmas tree ALL NIGHT LONG? There's absolutely no need for this. Don't tell us it's for security reasons, that's bunk and we all know it. Not only is this a phenomenal waste of money on electricity, it should be a PR nightmare for you, given the carbon footprint you're generating.*
   - *Figure out lights, it is horrible to see lights on in buildings when they're locked and closed. I think you could use "dim" lights for inactive periods, if the lights must be kept on at all. They could be motion-sensitive, if that's a worry. And the stadium lights, that's ridiculous!*
   - *On the flipside, outdoor lighting should be increased. It is extremely nerve-wrecking to walk home from work at midnight in the darkness. I don't have a cell-phone so I can't contact anyone, nor request a campus escort. Motion-sensitive building lights could be an option here, like what people put on their houses.*
   - *From Facebook: light dimmers in the dorm hall ways.*
   - *from Facebook: The lights in the football stadium are on often for absolutley no reason. Often all night and sometimes during daylight. Can you say wasteful?*
   - *I teach in the Architecture Studio building, and the parking lot lights come on at 2 or 3 in the afternoon, wasting a lot of electricity.*

8. Facilities – Water
   - *I suggest that the temperature of the hot water on campus be lowered substantially for buildings in which hot water is not needed. If this is feasible, I imagine the energy saved would also translate to a great deal of money saved annually.*
   - *The building where I work has very hot water available from the taps; and this hot water is not needed.*
   - *Have you ever seen the sprinklers on.....in the rain? Many people have a negative response to this - and wonder why the University is always asking for more money! I know, I know, they are on a timer......etc. Take them off?*
   - *Building on a previous idea, the hot water should be set to 120 degrees F maximum on ALL water heaters at the university. The faucet in our ladies bathroom will scald your hands if you have the hot water on for more than a few seconds. And we have young children in our building [visitors], so they are more at risk.*
   - *Most experts recommend that hot water temperature should not exceed 125° F (51.66° C). A water temperature exceeding this poses serious risk of bad burns, particularly to children. In fact even at 125° F, if the child puts his or her hand in the water continuously for two minutes he or she may get second or third degree burns.*

9. Facilities – Classrooms
   - *Science laboratory teaching environments at BGSU do not work. The total infrastructure for undergraduate science teaching labs needs to be cutting edge. It is down right embarrassing to show our "science" labs to visiting students and parents. It is even mor embarrassing when they tell you their high school has better science labs than BGSU! This is not just the science labs in Arts and Sciences, but science labs all over campus, like kinesiology, food and nutrition, medical technology, and many others.*
   - *An issue that BGSU needs to address as soon as possible is the terrible state of our classrooms.*
   - *Many classrooms are overfilled with desks. When arranged in rows the desks fill the room side to side (side rows touching the walls). The ends of the rows often touch the back wall or leave only a foot or two, and leave only 3 to 5 feet to the front. This lack of space if the front makes the use of a projector problematical. The lack of space in general makes rearranging desks for group work difficult and walking around the rearranged room impossible. Advanced pedagogies as well as basic safety mandate that rooms overfilled with desks have some desks removed.*
   - *Another problem with the desks are the desks themselves. In many cases it is clear that the desks are many decades old. As a result, they are too small for many of our students. I don't know any obesity statistics of the top of my head, but I have observed larger students sitting very uncomfortably in desks, or having trouble getting into or out of them. I even saw a student (temporally) get stuck in a desk, which must have been very embarrassing.*
   - *A final issue I'd like to see addressed are the chalk boards in our classrooms. No one uses chalk boards any more. All of the local high schools that I am aware of have long ago switched to white boards and now many are switching to smart boards. If we expect to impress prospective students and retain new students, our class rooms must look at least as advanced as their high school classrooms. Lets ditch the messy, asthma inducing, old chalk boards for white boards, and even consider including smart boards in classrooms of a conducive size."*
   - *Make sure that the clocks in the classrooms are correct. When the clock on the wall is 3 minutes fast, students will still show up at a 10:30 class at 10:29, when the clock says 10:32. Class may have started already (which is bad for the students who arrive on time) but probably not. When the clock says 11:20, students will be packing up to leave, although the actual time is 11:17. Three minutes of class have been lost, each class session of the semester. When a clock is 4 minutes slow, class will tend to run over by 4 minutes, making students late for their next class.*

10. Facilities – Other

- *Why does the University remain open over the Winter Break period? It would make sense to close down to save money on heating, power, maintenance, etc. The place is dead, yet department offices still are staffed for little benefit.*
- *Why isn't there a water fountain on the 7th floor of the library? It's not the worst walk ever to go up the stairs to the 8th, but I'm sure the silent studiers are thrilled with people going there.*
- *Please put a sidewalk directly from Kreischer to the Moore Musical Arts Building (CMA). Every year for 3 years (possibly more before I got here) the students walk from Kreischer (where the music community is) to the closest door of the CMA killing the grass in just one path. Every year the grounds department has to rope off that path and plant more grass. By the time that path has regrown, they have killed another path and the process repeats. I think it would save money for the university, as well as create a safe path to walk on for students every year if a sidewalk were to be placed there instead.*
- *There is a tree outside of the Moore Musical Arts building on the SE side that is almost completely dead. Half of the bottom trunk has already fallen off leaving a hollow trunk behind. This make it very likely to fall over (especially with BG winds). Every day, hundreds of students pass directly underneath this tree because it is the quickest way from the music hall to the music building. This tree is dangerous and needs to be removed for the safety of the students.*
- *BG and BGSU could use bikes lanes!*
- *Has the University thought of using wind or solar energy to offset growing utilities costs? Most days, we have plenty of wind.*

11. Facilities – Paper towels

- *Replace paper towel dispensers with hot air dryers, or post signs to encourage using less paper to dry their hands. I personally have almost stopped using paper towels...I just let my hands air dry.*
- *A follow up to a suggestion above, if paper towels are removed from the bathrooms, then some other type of cloth/paper/etc. must be provided for other hygienic functions. For example, a hand dryer is useless for addressing a bloody nose, or for cleaning up spills or desk tops. Paper towels are use for far more than just drying hands.*
- *On the topic of paper towels, that is a great idea of going to bamboo or other renewable, greener, option. But that doesn't address people who take half a yard of paper towel just to dry off their hands. How about replacing current paper towel dispensers with the kind that spits out a 6 inch piece, or something to that effect? Just something that would make excessive overuse harder to do.*
- *Rather than arguing about eliminating or not eliminating paper towels in bathrooms, how about the University totally switch from using wood-based paper products (some of which come from pulping rain forest trees) to paper products produced from sustainably produced, annually renewable fibers like bamboo, hemp, flax, etc. This way we can keep the convenience we are used to while reducing our carbon foot print. Additionally, while eliminating paper towels and switching to hand dryers may seem green, to be effective those dryers must run 10 to 15 amps, which results in the use of considerable electricity. The generation of electricity generally puts carbon into the air while the use of paper towels generally results in the sequestration of carbon, so eliminating paper towels in favor of using more electricity is not a good way to reduce our carbon footprint.*

12. Program Redundancy

- *One example I think would useful would be eliminating redundant services, such as having several programs teaching the same things, such as web design, video production, and computer programming.*
- *Combine COBL and CTL. Seems like a lot of redundancies that could be streamlined into one entity for one-stop training.*
- *I would recommend a) collaborating more/better across disciplines, departments, and student orgs to increase the number of potential attendees and pool resources, b) examining each event to determine the purpose, goals, and intended audience (I often read event announcements and wonder, "Why would anyone besides the event organizers be interested in that? What's my motivation to attend?"), c) planning events according to those purposes, goals, and intended audiences, d) reducing the volume of events for the sake of doing a few really well rather than doing a lot poorly, and e) promoting events more strategically to your intended audience rather than blasting it to everyone on campus. My biggest emphasis would be on point "a". You hear a lot that people at BGSU work in "silos" and are not good at collaboration on projects and programs, but I have yet to hear a compelling solution to this. These "out of the classroom" experiences are important to achieve a well-rounded education, and could certainly be a "value-added" for the entire campus community, but not the way they're executed at the moment.*
- *From Facebook: Student affairs should reform the way organizations become registered student orgs. There are many "duplicate" organizations that are dividing a fixed amount of Resouces (funding, staff, facilities, etc) to the degree that all student orgs are less productive in reaching the campus and carrying out their mission. Maybe there should be a counciling or orientation to deter duplicate orgs and encourage those who apply for registration to prove how they are new/unique*

13. Forms & paperwork / Online versus paper

- *Grade change forms, Drop/add forms (especially for WEB-BASED classes), and several other forms should be moved to an electronic process. The key elements on most of these forms are: 1) faculty member indicates the intent (e.g., I'd like to give the student a W) and 2) the form is signed by a dean/designee and 3) sent to Registration and Records for processing. Paper is terribly inefficient and wastes a tremendous amount of time for all involved. Moving this process to a web-based system of forms would save time and money, reduce bureaucracy, and probably increase satisfaction of all parties involved.*
- *Curriculum changes are now referred to as "blue sheeting" and "green sheeting," which reflects an old-fashioned, outdated, 1970s style, paper-based bureaucracy. The current process has names that refer to colors of paper forms, which is unnecessarily mystifying to new faculty. Why can't such curriculum processes be moved to a web-based interface? Likewise, the shift to a more efficient, online web interface could be paired with an updated terminology change to call these what they really are: "course revision" or "course proposal" forms.*
- *In the CAS both the 3rd year review and the tenure/promotion processes currently require faculty who are under review to create, copy and assemble two gigantic, 3-ring binders full of 100s of pages of papers with various sections containing letters and supporting documents.*
- *Most other institutions require only 1 binder, moreover, many colleges/universities have moved to online submission of these materials as pdfs, accessible through web-based interfaces such as Blackboard for select committee members and/or supervisors to review the materials electronically.*
- *It seems like a giant waste of time and resources (and a contradiction of the university's own 'print less' initiative) to expend copying so much paper in duplicate, when this process could easily be moved to an electronic format. Or, if paper is still needed, then reduce it down to only 1 binder instead of 2.*
- *Tuition wavers available to students whose parent/spouse is a faculty member currently require that the paperwork (literally paper) must be filed every semester. Once this paperwork is on file, why cannot the registration computer system check with the personnel computer system (it's all PeopleSoft, right?) and simply wave the tuition if the student's family member is still a faculty member. No muss. No fuss, and much less wasted paper and time.*
- *From Facebook: Bring a sustainable paper procurement policy to BGSU! ;D Help stop deforestation practices going on around the world and save the lungs of the Earth!*
- *From Facebook: The amount of printing that is expected for GSW portfolios seems extreme and I feel that there must be some way to make it more eco-friendly and more economical.*
- *My department has encouraged its faculty to post handouts on Blackboard and have students print them and bring them to class. This reduces printing costs for the department, but I think it is highly inefficient to send, say, 25 students to the lab to print instead of one instructor doing that. Also, we have a high-volume, low-cost printer in the department. The department officially pays only a cent or two for each sheet, whereas students pay more like 5 cents. Thus, this cost-cutting measure more than doubles the cost paid and costs students a lot of time. Instead, I prefer to tell my students that I will print handouts, but I will squeeze out white space so that my department's printing cost is minimal. Students are already paying us lots of money, and I would rather have them spend the time before class READING THE TEXTBOOK than running to a printer.*
- *From Facebook: There are a lot of AKOO pages printed in the dial. These are put on both the sides with the televisions and the sides without the televisions. Doesn't it seem like a waste of paper and ink to have those materials in a place where they are obsolete?*

14. Glass recycling & Expanded recycling

- *18 posts were received around glass recycling – all stating that they wanted glass recycling reinstituted. [Check out detail online]*
- *From Facebook: Many of the plastic containers and paper used in the retail dining facilities on campus are actually recyclable. Yet there is not a place for them. If in the falcon's nest or in the sundial the waste is mostly all comprised of food waste and compostable carry out boxes shouldn't we be composting these things instead of just throwing them away? Is there a way to put a system in place at the retail locations that is more similar to that at the AYCE locations?*
- *From Facebook: I spend a lot of time picking up other students plastic bottles, aluminum cans, newspaper, office paper, etc. out of the trash cans in the classrooms. It is unnecessary to have trash cans in every class room. I think you should keep the recycling bins, and get rid of the trash can. Students should carry their trash with them longer that way they begin to realize the impact of their waste.*

15. Mail

- *Instead of departments hiring individual student couriers to deliver interoffice mail, could we just have a core team of student couriers who make rounds on campus throughout the day?*
- *Consider using UPS on campus with drop boxes! Could someone do an analysis of the cost savings or increase costs on utilization of such a service in competition with FedX.*

16. Staffing levels

- *The size of the police force seems excessive for little old Bowling Green Ohio, lately you can barely walk to class with out passing a patrol car. Besides the overwhelming costs, with so many on hand and so little to do to occupy their time, the student body is left with the repercussions. The local and nearby attorneys have a saying for BG and its students "Come to BGSU for an education, leave on probation." Maybe its just me but this image doesn't seem conducive to attracting future students or keeping current ones here.*
- *Reinstate Graduate College functions to the high level of expertise they once were and take the tracking, etc. out of the hands of the unit secretaries to give them more time to work with students on other matters.*
- *Consider making better use of student employees and allow most employees to have a student assistant, if they feel they could use one. Students can be a valuable asset that help to fill in the gaps or do some more of the mundane tasks to allow faculty and staff more time to concentrate on important tasks. For not very much money, you give the students a job that helps to lower their overall college costs, provide them with work experience, and provide students with professional references which will prove to be very useful in their job search upon graduation. I think it's a win for everyone involved.*
- *How can BGSU justify one secretary for a "unit or department" that services multiple programs with student enrollment over 500+, but also one secretary for a total student enrollment of 50+? You try it, and see how competent you can be. There is no way to fairly compare the two. Think, people!*
- *The University spends too much money on consultants, when it often would be better hire employees. The office of Capital Planning has had a consultant on staff for over two years now. It would be more effective to create another staff position and hire an employee to do this work, instead of continuing to pay the hourly consultant costs.*

Other – Funding & Fee Processing

- Add Library drop box at the Union
- Add Foundation drop box outside Mileti
- Residence Hall feedback (specific)
- Gaining access to systems
- LEED Certification targets
- Class size and course load (equitable across college)
- Funding (from Distance Education courses)
- Curriculum (drop CUE)
- Training (regular basic grant writing workshops)
- IT Services (transform by modeling after Gov.UK)
- Reduce food waste
- Mandate car rental versus mileage reimbursement