

BGSU – Office of the Provost
EFFICIENCY TASK FORCE – GRADUATE STUDENT SURVEY
5/16/2012

Overview of Feedback

Sixty-three individuals responded to the Graduate Student Senate supported survey sent to solicit feedback on areas where BGSU could become more efficient in operations. The survey had six areas of response: Technology, Everyday Matters, Teaching, Research, Going Green/Environment and Funding & Fee Processing, resulting in more than 460 unique comments. The comments were reviewed, themed and are summarized below, with specific responses shown where more than one comment was provided. A number of responses were related to the level of fees or funding; those are excluded as they are not in scope for this project, and they have been forwarded to the Provost.

Technology

1. Website (Look and functionality)
2. Email (@bgsu versus Falconmail)
3. Blackboard (ease of use / faculty usage)
4. MyBGSU (ease of use)
5. Access (getting needed access)
6. Tech support (timeliness / staffing)

Other (Single mention, detail not included)

- File back-up tool (needs improvement)
- Directory (include campus address)
- Fax system (new is difficult)
- HSRB process (ease)
- Printing (hardware issues & fees)
- Bursar bill transparency (improve)

Everyday Matters

7. Parking access (Amount and proximity)
8. Bursar bill transparency (improve)
9. Graduate student orientation (value)
10. Dining options (cost / quality)
11. Student Health Center / Counseling Center (support and concerns)
12. Shuttle access (routes)
13. Daycare (availability)
14. Graduate Housing (information)
15. Advising (variability)

Other (Single mention, detail not included)

- Perry Field House access
- Paperwork requirements
- Health insurance options
- Fee payment (for services) at Union
- Filing accuracy
- Interdepartmental communication
- Networking opportunities (create)
- Facilities (door issue at Olscamp)
- Graduate student organization funding

Teaching

16. Hardware (access/training)
17. Plagiarism process (training/ease)
18. Textbook & materials (value)
19. Course scheduling (flexibility)
20. Training
21. Writing center (value)

Other (Single mention, detail not included)

- Course evaluations (works in person only)
- Guest presenters (help find)
- Curriculum & faculty (specific concerns)
- Cross-department registration (ease)
- Grading (posting “nightmare”)
- Facilities (drive building consolidation)

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Research

22. Professional development opportunities
23. Library access & support
24. HSRB process

Other (Single mention, detail not included)

- HVAC in facilities (Psychology)
- Advising (improvement required)
- Workload management (April flood)
- On-line assessment tools (duplication)
- Faculty workload (increase)

Going Green / Environment

25. Add glass recycling
26. More online, less paper
27. Expand recycling (non-glass)
28. Update HVAC systems

Other (Single mention, detail not included)

- Charge for disposable (dining)
- Add composting
- Create a book exchange
- Convert incandescent to LED / CFCS
- Convert lawns to meadow
- Create a conservation competition
- Close between Fall/Spring terms
- Create a centralized shredding location

Funding & Fee Process

29. Bursar bill transparency (improve)
30. Timeliness of financial aid processing
31. On-line processing & fees (flexibility)
32. Health insurance options (plan type & payment plan)
33. Financial planner (create)

Other (Single mention, detail not included)

- Reapplication process (too hard)
- Interdepartmental communication
- Stipend payment gap between terms
- Tax withholding (specific concerns)
- Filing accuracy

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Technology

1. Website

- *Finally, keeping the departmental websites updated would be super helpful also. When I want to check out the course offerings before I register for classes, it's not very helpful to know the title from the course catalog and nothing else--going on the departmental website and finding classes from 2010 and 2011 doesn't help me decide what to take in 2012 and 2013. It would be nice either to keep course offerings current on the departmental website, or provide more detailed information in the online course catalog.*
- *The BGSU website is ugly and not easy to read (resulting from color scheme, changing images, etc). It also is, programatically, extremely inefficient.*
- *Also, websites need to be overhauled from the main BGSU pge down to highlight services better.*
- *The department pages are not quite as bad, but could be improved.*
- *it's ok. Sometimes the websites are unclear as to which form to use when.*
- *Many pages that belong to the BGSU website need to be redone.*
- *BGSU Website: Has been developed a lot in the last couple of years...accessibility is much easier with directory and search options so great job!*
- *Dept./Program Websites: Has been transformed for some of the dept. and changes have been really positive. Faculty profiles with their pictures and research information is helpful for prospective students.*
- *The BGSU website is improving but still remains difficult to navigate things are often titled oddly*
- *The BGSU website needs a serious revamp. It looks and feels very outdated.*
- *Update information on website and make it more user friendly*
- *The overall BGSU website is outdated and difficult to navigate.*
- *Our website is one of the most disorganized, non-user friendly sites I have ever had the misfortune to use. It needs a complete overhaul and it should be designed to be used with ll mobile interfaces, be it tablet or smartphone.*
- *Some department/program(Sport Admin) materials needed updated on the website. The website could also benefit from more creative content. It would make a great project for undergrads in the Communication/Mass media department.*
- *BGSU website is very hard to navigate, it is easier to search a topic of interest through google rather than the website search.*

2. Email

- *Falconmail and bgsu.edu email needs to be streamlined...what a waste of time often when compiling emails.*
- *Perhaps Email should only be available upon request. I'm not sure there are many graduate students who get to that point without already having a "professional" Email account elsewhere. Also, with the prominence of Blackboard, course webpages, facebook, twitter, etc. what really is the function of a BGSU email?*
- *I found the email transfer a little confusing. I would not make major changes such as this in the middle of the semester.*
- *It is difficult to understand why I have both a bgsu.edu address and a falcon mail address... and that I can't get rid of my falcon mail address. This wastes my time therefore your money*
- *I don't feel it is necessary to receive so many emails from the university on a day-to-day basis. Having campus updates, Zoom mail, and other newsletters is sometimes excessive.*
- *Too many mass emails sent.*
- *Undergraduate students are now using Falcon Mail, but the Directory on the website still returns search results with @bgsu.edu addresses.*
- *Email: The transition to falcon mail this year has been confusing. It was particularly frustrating last semester, when as a grad teaching assistant, I had students sending me falcon mail, and had not received it because I didn't realize I needed to check that email address. Wouldn't it make more sense to either transition grad students completely to falcon mail, or have automatically forwarded each grad students falcon mail to their bgsu account, so as to avoid this complication?*

3. Blackboard

- *I've hear we are getting rid of the Black Board System. Cannot wait. This thing is outdated, slow, and confusing.*
- *I think that time and money can be saved if we STRONGLY encourage all faculty to use Blackboard (or Canvas?) to communicate with their students and to provide resources and links that can take the place of mountains of papers being copied. There is no reason for any faculty member to print a syllabus on paper. We have spent the money on the LMS and we should use it to our fullest advantage. It will also provide a sense of consistency that I think our students will appreciate.*
- *I was apart of the Canvas pilot this semester and LOVE it. It's so much better than Blackboard!*

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4. MyBGSU

- *It would be awesome if we had some kind of center through MyBGSU where we could track our progress towards degree completion, including classes of course, but more importantly showing also the dates/deadlines and expectations of our [thesis, dissertation, final research project, etc]. This would be SO helpful in reminding us what we have done so far, and what still needs to be completed, so that we can stay on track and move through our programs more efficiently.*
- *The mybgsu website should have a button for current bursar balance.*
- *The interface for course registration is terrible! It needs to be easier to find online classes.*
- *The course lookup program is very unintuitive.*
- *MyBGSU is slow, unresponsive, and outdated.*
- *I frequently have trouble loading information via MyBGSU, especially when I am trying to search for a class, or open my email.*

5. Access

- *Graduate students should have administrator access on their computers to prevent spending time to have software and updates installed.*
- *Set up our computer accounts at our graduate assistantships so that we can actually start working the first day we walk in the office. Also, considering that many of us actually have prior professional work experience- providing the option of mac or pc would be considerate.*
- *I found the weekend hours of the College of Business computer labs inconvenient. I often worked on research papers and projects on the weekends and needed the statistical software packages only offered in a few labs on campus (e.g. Stata, Eviews, SAS).*

6. Tech Support

- *It takes ITS Services too long to respond to computer issues on campus. Also when a printer breaks down in an area it usually takes forever for someone to resolve it*
- *ITS services often transfers you around to someone else because it seems like everyone is specialized, but that is not helpful when you have a simple question and it takes 5 people to answer it.*
- *The staff(IT) has been very helpful by phone and in person in our computer lab in the Education.*
- *ITS services often have students on call who have no idea how to deal with issues that require urgent attention from a specialist.*

Other: Technology

- File back-up tool (needs improvement)
- Directory (include campus address)
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Everyday Matters

7. Parking access

- *Parking is an issue on campus. I commute 45+ minutes and then usually spend 10 more minutes looking for parking. Since I have an assistantship and teach classes, it would be nice if I could park in faculty parking, as is the case at many other institutions. I would gladly pay for a faculty parking space if it were available as an option.*
- *BG needs more parking, especially for commuters*
- *Parking is horrid. I'm sure you've heard it before, and as a 6-year resident of BG I can authoritatively say it has only gotten worse. The dorm and stupid Stroh center took out large parking lots, and no new ones were built for grad students. I haven't bothered to buy a parking pass in years because it's just as fast to walk to campus from just about anywhere in town as it is from a parking lot.*
- *Since parking is scarce and/or potentially takes longer to find "close" or distant parking, it only makes sense to ride the bus or walk if weather permits. Graduate students should be considered when decisions are made regarding bussing or transportation.*
- *Grad students who teach classes should get faculty staff parking.*
- *Send a reminder email ahead of time about our parking registration rather than a ticket, and, allow us to pay parking things at the Union and not that off campus parking office.*
- *A final comment in this category regards parking, I commute from Toledo and I always have trouble finding parking on campus. I work in West Hall and park by the administrative building. I've been told numerous times that I can park at the hockey arena, but as a doctoral candidate I have to drag books, teaching supplies and other office related items quite a distance. I feel like I do the work of a faculty member but I'm treated like a second class citizen.*
- *Parking Services: Parking has been a concern since Fall 2011. Even though BGSU had a recording breaking enrollment, not much was visible in terms of parking space. It is difficult to get a parking spot near the Health Center and Music building premises after 10AM. Even though there are at least 4 student parking lots around, it is not enough for all the off-campus students. Ice arena parking lot is the one of the alternatives.*
- *One other concern is regarding parking in the evening. Teaching students who teach in the evenings do not have much options about parking closer to the buildings. Having the faculty lots open for students after 5PM could be beneficial as majority of students are going to be on-campus around that time (attending/teaching classes or doing research work) as compared to faculty members.*
- *I want to commend the parking services at the same time that the payable parking lot has been really useful for students and non-students. Once I was doing a survey (for something else) and ended up sitting near the library parking lot for 2 hours. I realized how convenient is that lot for students in the arts and theatre dept. (located now in the Wolfe Center) and those visiting libraries.*
- *I don't understand why the parking lot near the union is 'closed' from 12am to 6am. I have received two \$50 tickets for forgetting to move my car after midnight, when as a graduate student I often stay late into the night at Williams Hall studying.*
- *graduates should receive parking passess*
- *Parking-offer better parking options for graduate students (make staff lots available after 4 or 4:30 since some night classes start at 5)*
- *parking - has gotten better since i first came to bg as an undergrad in 2007.*
- *Graduate teaching assistants need a parking pass which plows them access to faculty parking once they start teaching.*
- *Parking is so difficult....*
- *Ridiculous to give students parking tickets during GSO when there is insufficient parking allocated to students who must attend GSO.*
- *More parking for graduate students (as always)*
- *I would LOVE if the BTSU parking lot accepted credit cards, I never carry cash and sometimes I forget and have to go back inside to the ATM before I leave.*
- *The \$50 parking ticket is exorbitant. If someone makes a parking error, \$20 would be a much more reasonable amount and is large enough to be a big deterrant for parking in the wrong spot.*

8. Bursar bill transparency

- *The bursar should have bills that are current and easily understood. The current bills are confusing and you have to wait a full cycle to see scholarships and other financial awards posted.*
- *Bursar billing needs to reflect actual bill. Payroll deductions for health insurance...*
- *The Bursar bills need to be more self-explanatory. If you are not familiar with the system it is very difficult to understand what you are being charged for.*
- *Bursar Office: Sometimes there are discrepancies between the bursar bill and the dept. funding. We sometimes don't have the right information about funding on time and end up paying late dues. So both dept. and the bursar office should have more communication to see if there are any dept. specific restrictions.*
- *On many occasions I have had contradictory information providing to me from the bursar, registrar, and financial aid offices in regards to funding. It is difficult to know what you are meant to do when you get a different answer from each office and then you as the student are punished for the misunderstanding by receiving late fees. I think part of the problem is the way bursar bills are displayed online and that financial aid is in a different section. It would be nice if all of the financial offices used the same electronic system to more easily understand individual funding concerns.*

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- Also, it would be greatly helpful if financial aid and bursar bills came out at the same time. It is frustrating that bills are due before contracts are agreed upon and financial aid is completed so you don't have a good sense of what you actually owe. The student ends up paying the full amount due (if they have that money available) and the university having to issue a refund once financial aid comes in or the student pays nothing on the bill and is issued a late fee. It seems like there should be an easier, more efficient, logical way to avoid this.
- Bursar has been difficult to work with at all times. As a graduate student with a tuition waiver, they demand payment 3 months before the semester even begins (or once you register for classes). However, I will have my waiver go through at the beginning of the semester. They want you to pay the bill and then just reimburse you once the waiver comes in. There is a reason I have that waiver and it's because I don't have \$5000 to pay!
- Bursar bills are horrible! At some point every year, I receive a bill stating that I owe thousands of dollars, even though there is that exact amount of funding "pending." What is the point of this? All it does is confuse everyone. It would also be nice if the math on these bills made sense. As it stands, the numbers on the bill almost never add up to the alleged total.
- Also, you've got to start taking debit cards at the Bursar. It's 2012, not 1987. This is truly ridiculous.
- Bills are always taking time to catch up with the allocations and yet they want to charge you a late fee while everything is hitting your account.
- Bursar: The Bursar's office has answered my questions quite satisfactorily and helpfully on a number of occasions this year. However, I have been frustrated overall that there is not clearer advance communication of total cost, total money awarded in scholarships/grants/assistantships/loans, and total amount owed for each semester. At my undergrad institution, I was accustomed to receiving a prior notification, which assisted in budgeting for the year, etc. Here I never know until I get the final bill, which is quite frustrating!!

9. Graduate student orientation

- GSO- Train the students or faculty that run sessions more carefully. The diversity sessions were quite offensive and dissatisfying.
- 4. Graduate student orientation has improved in many ways over the past year. Thank you!
- GSO should hit more tips for teaching as TA
- GSO was a complete waste of my time. There should be exemptions to GSO. For example I have been here since 2004, I know more about this place than the person trying to tell me about BGSU.
- All of these are great amenities to the BGSU grad life. However, I must say again, that when I was a new student here, I was lost. Having been accepted right before the start of the spring semester, I was anxious about knowing what to do where. I found the graduate college (as the school was technically on winter break) I asked if there was a packet or something (other than the generic email I received to notify me of my acceptance) that would tell me how to get my student ID, parking permits, best places to park, etc. etc. I was greeted with blank stares. I asked if there was an orientation for grad students to help us. Again, blank stares and then I was told they only did that in the fall. It was very confusing, and made me long for my undergrad alma mater and the way I saw grad students embraced there.
- Grad student orientation is not helpful.
- gso - ugh. waste of time and money, except for some department specific programs, especially for bg undergrads.
- Graduate student orientation (GSO) did not contain useful information. GSO should include information about ITS services at BG, including using the BGSU website, electronic blackboard, library services, etc. Ridiculous to give students parking tickets during GSO when there is insufficient parking allocated to students who must attend GSO.
- more pedagogy-related (and perhaps discipline specific) sessions during or online prior to orientation.
- Online orientations for graduate students could be more effective in reaching the student population and reducing costs.
- Graduate student orientation is not very informative.

10. Dining options

- Food service is way too expensive!
- Some VEGAN options on the menus of the Union are needed. Vegans are a minority but there is a significant number of them. It wouldn't hurt non-vegans to eat vegan too once in a while, but there is usually nothing there.
- There are no good, cheap food options on campus. Grad students who teach classes should get faculty staff parking.
- Rotate general food options/vendors; increase options; prices are too high. I now pack my lunch everyday, thereby giving the food service none of my money.
- More free lunches. We're broke.
- The food generally sucks here, always has, and we've always overcharged for it..
- Food in the campus is not good! Each time when I need to get it, I tell myself that it is better not to eat anything.
- The food service options are relatively few on campus, especially in the Student Union.
- On campus food- not the best quality and pretty expensive
- food services - food on campus seems overpriced and largely unhealthy. i usually eat at home.
- food is very expensive and does not seem as easy to get a cheap bite to eat easily like other schools I have been to...

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11. Student Health Center / Counseling Center

- *I cannot say enough positive things about the Student Health Center and Counseling Center. I have had very positive interactions with both.*
- *The Student Health Services are very problematic because of the quasi absence of a physician, who only comes to examine patients on a part time basis. The rest of the time, patients are seen by nurses who are not competent enough to prescribe the right needed medications. I am aware of at least one horror story, which was rectified, luckily by the pharmacist at the Ctr. So, we need A FULL TIME PHYSICIAN.*
- *Student Health Services is wonderful and I don't know what I would have done without it.*
- *The counseling center is amazing and I think more graduate students should take advantage of its services. Graduate school is extremely stressful and we could all use a little therapy.*
- *Student health services drives me crazy because of waiting! They ask us to be there 10 min before the appointment but the nurses take us in minimum 15 mins after the appointment time and then we need to wait at least 25 mins for the doctor. Total time spend at least 1 hour but interaction with the nurse+doctor 10 mins.*
- *The counseling center is a good idea, but I'm never able to fit it into my schedule. Is it possible for them to be more assessable to graduate departments?*
- *I absolutely love the health center! Their online scheduling and prescription refill services are super easy to use. I've never had to wait more than 10 minutes for an appointment and my prescription is always ready when I arrive.*
- *The counseling center's walk-in hour structure is very inconvenient for graduate students and the undergraduate students I work with. Only having 2.5 hours open while most people are in class or at work is not the best way to put forward a "friendly face" or be understanding of student's needs. Also, once you try to schedule appointments they are all booked for weeks at a time! It seems to me this is mostly due to understaffing.*
- *Student Health services needs to make it easier to get same day appointments. If I'm sick enough on a Monday to call the doctor, an appointment on Wednesday is not what I'm looking for.*
- *Student health service does not work during the winter break (3 weeks). If there is a problem with a health, than we have to visit emergency room with their high prices. It has to be open the whole year without any breaks: I cannot explain my body if I have a problem that it is a winter break. Also, more of qualified MD needed there instead of nurse practitioners.*

12. Shuttle access

- *More buses going to and from campus every day for student transportation*
- *Transportation is important esp. for international students who don't have cars. In summer when few students are around, the U does not have to use buses, but perhaps just vans. That might be more efficient in mileage and accommodate students who need transportation too, instead of severely restricting the bussing hours.*
- *I have felt like Bussing and Transportation has only been in the interest of undergraduates. Some off-campus housing options specifically for graduate level students or older have not been considered for configuring the bus route. Since parking is scarce and/or potentially takes longer to find "close" or distant parking, it only makes sense to ride the bus or walk if weather permits. Graduate students should be considered when decisions are made regarding bussing or transportation.*
- *Transportation: The biggest downside of living in BG is lack of transportation. Incoming students with no car are affected the most as they have to depend on friends with cars or access only those routes with on-campus bus shuttles. Local transportation within the city could be really helpful. The downtown bus and the new bus routes have definitely good changes in the last 1 1/2 years but more is needed to make the city more accessible. Some time back there used to be Greyhound buses in BG but they were discontinued. I strongly recommend if something can be done about reviving that again in the near future. I am sure a lot of domestic and international students would be benefitted with the service.*
- *The bus system needs a schedule!!!! I do not own a car, and would very much like to use some form of public transit...however I can't plan my day around it so I instead bike to get groceries (which is moderately inconvenient....thankful for the mild winter).*
- *Busses are too big and most of the time they are more than half empty. I think they might be changed with the smaller ones, which would also consume less gas.*
- *BUSSES SHOULD NOT CUT OFF AT 5P ON FRIDAYS! Don't they realize that employees that ride the bus and GAs that ride the bus need to return home at the end of the 5p work day?!?*
- *Buses do not cover all the directions around the city. Especially towards downtown and further to the west of the city. Also, it will be better to substitute big buses to minivans.*

13. Daycare

- *2. Is there anyway the day care can start admitting infants??!!! It is so much needed!!!*
- *Daycare is needed for student/parents who would like to use certain facilities on campus like the Rec Ctr. It has been pointed out to me by students.*
- *DAYCARE! There is none on campus. It is very frustrating trying to find good daycare in the area. Also I would love to participate in more of the evening activities, but babysitting is so expensive. Is it possible to create a babysitting task force on campus for cheap so that single parents can enjoy school activities as well?*

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14. Graduate housing

- *Although I applaud the effort with graduate housing on campus (falcon landing) it is not adequate housing for graduates. It is an attempt to push undergraduate housing onto graduate students. Rent is affordable, but really, how many graduate students will want to live with a roommate (especially one they would not know) and the price for both rooms is ridiculous. The internet is not fast enough and I think it would be beneficial to extend the campus wireless internet to this housing unit. Also, the utilities need to be linked to each apartment or included as a fixed price into the monthly rent. And many graduate students have pets. It would be nice to have a pet policy to include these family members at this housing unit.*
- *A clearer list of graduate housing options, particularly listing those renters who are interested in leasing to graduate students exclusively.*

15. Advising

- *Academic advisors at the graduate level need to be accountable to their students; therefore, if they have other obligations to the university that would nullify their ability to advise appropriately, then that individual should be removed from advising.*
- *In some departments, graduate advising is non-existent. There should be training on how to properly advise graduate students for faculty members. Some of us are receiving bad and/or little information.*
- *The TDP form is a waste of time/energy/money. There HAS to be a better way to assess our transcripts. Possibly an electronic system?*

Other: Everyday Matters

- Perry Field House access
- Paperwork requirements
- Health insurance options
- Fee payment (for services) at Union
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- Interdepartmental communication
- Networking opportunities (create)
- Facilities (door issue at Olscamp)
- Graduate student organization funding

Teaching

16. Hardware

- *I don't know if there is a seminar about how to use the classroom equipment, but if there isn't, there should be.*
- *Having to get the key to the cabinet for the computer is not time efficient and bothersome.*
- *Remotes often do not work which equates to time loss in the classroom trying to figure out how to skip through sections on a DVD.*
- *Not all computers support "plug-ins" or have appropriate updates meaning that some content cannot be displayed or played on the computer.*
- *Option of getting i-pads for projects and studies is a great idea!*
- *Teaching Equipment: I have been teaching an undergraduate course for the last 2 semesters. I saw the transition of Olscamp classrooms from a manual AV equipment to the present digital version. I really like the new system as it is quicker and efficient. The only recommendation is to have computer workrooms or some computers with printers in buildings where classes are taught. I am specifically referring to Olscamp where a lot of classes are scheduled. However, if some one needs to get a quick printout for class or exam related stuff, the nearest place is the Library or the Education building. Having at least one printer in every building with classrooms could be really helpful for both instructors and students.*
- *The equipment used is so old.*
- *The reading graduate program should be allotted their own set of external harddrives, iPads, flip cameras-tech tools since we use them so much.*
- *TAs should be given an A.V. key.*

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17. Plagiarism process

- *The Writing Center has been a great resource for me and my students. I like SafeAssign plagiarism detection through Blackboard, but would like students to have access to free high quality plagiarism detection software before they hand in an assignment. As a graduate student who has not taught every semester, so not always having access to SafeAssign, I would also like free access to such software.*
- *Streamline the process for reporting plagiarism. As it stands, it's so much work and trouble to do this, that many of my colleagues just try to handle plagiarism in house. It shouldn't be a ton of extra work for me because one of my students cheated.*
- *Graduate students and adjunct faculty need better training on what to do when a student plagiarizes.*

18. Textbooks & materials

- *There should be a resource list for open source options for classroom materials.*
- *Textbooks are also ridiculously priced, but I'm sure you know that. I have only purchased two books in my graduate career, and that only because I couldn't get them through OhioLINK.*
- *A book exchange and online buy/sell textbook website would be a great opportunity for some campus organization to raise funds and to help students save money on books. Why go through the bookstore or Amazon and hassle with shipping costs when many of the transactions could be carried out on campus?*
- *As for textbooks, I think that the prices are outrageous and I am a big proponent of using online texts.*
- *Keep no textbooks for graduate courses.*
- *In the lab we use 14 generic handouts that were written by a graduate student/faculty committee 6-8 years ago and have never been updated. The labs were written by people with an excellent understanding of the subject matter but no understanding of teaching. This is incredibly apparent teaching the course as students are constantly confused and have no additional educational resource as the lab doesn't completely coincide with the lecture. When professors are confronted with this fact, they express sentiments for rewriting the labs with new concepts, new objectives, and different, contemporary methods of learning. Of course this never happens because there is no money and no time devoted from the faculty. At the very least, the faculty should adopt a lab manual that was designed to teach fundamental course concepts. Although it is not as creative as the faculty's vision, it is a HUGE improvement on current methods. Teaching assistants have suggested this and the faculty is under the impression that a generic lab manual is a step in the wrong direction.*
- *I am using the same text for my grad class that was used in the same department 5 years ago in my intro class. This is unacceptable! Why am I using a text at all? I thought grad school was about learning and speaking from the literature?*
- *Faculty should be respectful of the bookstore's textbook ordering date, as students do plan in advance in order to spread out the cost of purchasing books.*
- *Some of the textbooks should be reevaluated. They are poor in comparison to what is out there....*
- *I'd like to see cheaper textbook options and more access to online journals and articles.*
- *Textbooks should not exceed \$100 for a single course offering.*
- *Professors should be much more conscientious about whether they really need the latest edition of a book. Do the few changes made really make that big of a difference? The edition just prior to the latest is often far cheaper.*

19. Course scheduling

- *More two day per week classes, or one day per week classes as teaching options. Anything from 3:30-4:45 on MWF is really an awful teaching experience.*
- *BGSU College of Intervention Services needs to offer all of their courses either in the evening (after 5 PM) or online. This whole campus is ages behind in offering courses for non-traditional students. Evening and online classes would be viable for ALL students, therefore, not excluding those who work full-time jobs and are wanting to work on their Master's degrees.*
- *We need more night classes for those of us GAs who work during the day and yet have all of our classes also during the day. I'm not an early bird! I'm a night owl.*

20. Training

- *Help us connect with professionals off campus who can come in as guest presenters in our classes.*
- *Provide a short list of All-star instructors/professors that we grad students can go watch teach.*
- *Provide a regular grad student teaching forum or support group that we can attend as we wish.*
- *Technology sessions about how to use electronic blackboard would be useful.*
- *Education of graduate instructors on how to use the university's technology (i.e. Blackboard), as well as current technologies such as Wiki's and Google.docs, etc. will all their expertise within their respective field to be appreciated more by the constituents they serve.*

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21. Writing Center

- *A graduate writing center is greatly needed. There are a number of institutions that provide this unique service for there master and doctorate students. I have used the writing center however many of the consultants are not experienced at the doctorate level (i.e. doctorate level writing).*
- *I teach philosophy and wow do my students need help from the Writing Center. I should invite a WC staffer to my class to give a guest presentation early each semester.*
- *The writing center has limited staff / ability to support grad student writing.*
- *Writing Center and Library services have been really helpful and accessible for students.*

Other: Teaching

- Course evaluations (works in person only)
- Guest presenters (help find)
- Curriculum & faculty (specific concerns)
- Cross-department registration (ease)
- Grading (posting “nightmare”)
- Facilities (drive building consolidation)

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Research

22. Professional development opportunities

- *An information center regarding funding for professional development would also be awesome to have. Outside of GSS funding, there aren't very many people who seem to know where the money is and how to find it. An online resource that shares and disseminates this information would be an amazing help. Information and assistance regarding publishing would also be awesome. A lot of us would probably like to try to publish at some point during our grad career, but don't know where or how to go about it.*
- *I would love to learn more about how to publish. Basically a step-by-step description of the whole experience: What does it mean to work on a publication? How does this process look like? How long does it take? How much does it take? How to evaluate paper's capacity to become a future publication? What are the trends in different disciplines (e.g.: Sociology; Communication Studies, Psychology).*
- *Offer a general dissertation writing support group. Or if these already exist, make that common knowledge to all grad students.*
- *Professional Development Opportunities: In the last year, I have seen a lot of positive changes and opportunities for students to showcase their research and other professional skills. I had the opportunity to attend the Shanklins this year and I noticed not many students presenting at the event. More publicity of these on-campus events is needed to further facilitate the overall students' development.*
- *I'd like to see less "buys-work" in courses and more development opportunities. I'd also like to see more networking between the graduate programs.*
- *Seminar on the research services and resources available on the college campus should be conducted for every graduate student who would elect to take the course.*

23. Library access & support

- *The library was closed on Sunday afternoon before classes started after spring break. The rec was open, but not the library- quite a message about what BGSU values.*
- *Had some trouble locating and or not having access to articles through the library. In orientation it would be good to discuss how to go about developing a research project on your own.*
- *library - staff is helpful and there is plenty of research material available for use. too bad we have to pay to print now. it seems printing prices should be lower or we should get an allowance each year.*
- *The library is not helpful to graduate students at all! We need access before noon on the weekends, storage space for our books and other research materials, and private "cubical" areas for dissertation writing. A model where grad students would be able to rent mini office spaces and keep their research there would certainly help develop the academic culture of BGSU. Opening the library earlier would also accomplish this for both graduate and undergraduate students.*
- *Assistantship supervisors should be more understanding of on and off campus professional development opportunities and be flexible with scheduling in order to allow graduate students to attend with out consequences.*
- *Great resources and very helpful staff, but the interface on the library website is frustrating even for the library staff that use it every day. Simple rule: you do not know what you do not know. Therefore, navigation of the Library website is near impossible. It is not intuitive and if you don't know a specific obscure search term, you consistently get "0 Results Found."*
- *Separate graduate study area in the library. Access to the cafe in the library during evening and weekend hours until 9 pm.*
- *[A staff member] at the front desk of the library is very unkind and abrupt. He was unable to check in a book from Ohio Link (pick up anywhere) and was unwilling to try or learn. He didn't care (at all) that not checking it in would result in my Ohio Link privileges being suspended. He has a generally unfriendly and unhelpful attitude. The rest of the staff are wonderful...I try to avoid interacting with him.*
- *Professors need to utilize library instruction for their classes. Librarians can help tremendously with research and citation information that many students (and professors) struggle with!*
- *BGSU library - Insufficient access to common medical journals such as Science, Nature, New England Journal of Medicine. Journal of the American Medical Association. More core / required courses should be offered during the summer.*
- *Really happy about the fact that Grad students don't need to copy articles in NW depository or in hard copy in the library themselves.*
- *Requesting a book from BG is often cumbersome. Maybe I'm missing something, but what I have ended up doing when I want a book is looking on ohio link, and seeing if BG is one of the libraries that has that item. If it is, then I go under the BG catalog, separately, in order to request that the item be brought to the library check out desk. There should be a way to use services offered by ohiolink and the BG library catalog in a less cumbersome way. Because of this on multiple occasions I have accidentally requested a book through ohio link from another library even though the book I want is actually in BG's library. accidentally created extra work/cost i didn't mean to.*

24. HSRB process

- *The new online process for HSRB is a nightmare and really impedes the research process!*
- *There should be dramatically less steps for HSRB approval for research.*
- *HSRB has no idea how to approve autoethnographic research. The HSRB board needs to be more diverse and include scholars who do cultural studies/autoethnographic type project.*

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Other – Research

- HVAC in facilities (Psychology)
- Advising (improvements required)
- Workload management (April flood)
- On-line assessment tools (duplication) -- SurveyMonkey, CampusLabs, Qualtrics
- Faculty workload (increase)

Going Green / Environment

25. Add glass recycling

- *I think glass should be recycled on campus. Much of this is placed in the plastic and trash containers instead.*
- *need to have glass recycling.*
- *No glass recycle in the campus! Also, paper recycle is not enough.*
- *Why don't we recycle glass? Or at least I don't see any glass recyclable bins. Same with cardboard.*
- *We need more glass recycling and for major offices on campus to stop printing off excessive number of copies in color!! Email it out - everyone has tablets or access to a computer in order to review those documents.*
- *No glass recycling that I've ever met on campus. The conditioners at the summer time do work to much, I have to wear a sweater inside in order not to get frozen. That is certainly not wise to cool the building that much.*

26. More online, less paper

- *There should be more computer access within classrooms so that paper tests would no longer be necessary. This would also decrease feedback lag in student performance on tests.*
- *See my previous comments re: using online resources instead of paper.*
- *Online submission of funding forms (for GSS, HSRB), recycling stations all around on-campus are great features of BGSU.*

27. Expand recycling (other than glass)

- *The recycling efforts could be increased, especially when it comes to the events that are hosted in the student union. In the past year I attended the Indian Association, the Asian Association (Chinese New Years), and African Association dinners and no recycling efforts were made. This was very shocking to me because the guests had access to a large amount of soda cans and water bottles and all these just got thrown away along with the rest of the trash. I felt that if bins or trashcans had been put in place during events like this, the guests themselves would have been encouraged to recycle.*
- *More office paper recycling bins would be useful.*
- *We need more options that will allow us to refuse plastic. Also, we need more recycling bins outside throughout campus.*
- *If there is not already, there should be recycling bins in all buildings. More lights should be turned off in buildings during the weekend when people are not around. Paper products should consist of as much recycled products as possible.*
- *More emphasis on recycling (make it easy to do and free); possibly set up book exchanges so students can share and or sell textbooks directly to one another rather than being forced to overpay at the bookstores*

28. Update HVAC systems

- *I think composting would be great considering how much food consumption occurs on campus. The problem of course is getting people to comply. I also have been bothered by the poor heating/air circulation in some buildings. It is either too hot or too cold, and never in the appropriate time of year. I fear the university is wasting a lot of money on poorly designed or maintained HVAC systems.*
- *Thermostats in every office. I spend half the winter sweating because it's too hot, and half the summer freezing to death because the A/C is too high. It wouldn't surprise me if BG wastes six figures a year on inefficient heating and cooling. Our department secretaries keep sweaters onhand FOR THE SUMMER, because of the way the A/C settings are programmed.*

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Other – Going Green / Environment

- Charge for disposables (dining)
- Add composting
- Create a book exchange
- Convert incandescent lights to LED / CFCS
- Convert lawns to meadow
- Create a conservation competition
- Close between Fall/Spring terms
- Create a centralized shredding location

Funding & Fee Processing

29. Bursar bill transparency

- *I have never been at a university where it is so hard to find out the actual balance due on an account through the online system or to see how funding is applied and what sources it comes from. Students should be able to easily access thier billing information in a manner that accounts for pending funding, payments made, etc.*
- *Itemized billing that clearly shows ALL fees for tuition and ALL aid awarded. A little financial transparency would be nice.*
- *Better process for information for graduate assistants to access all this information.*
- *The charges that the University is placing on our bills need to be more transparent. It is very confusing to read the bill and to try to figure out what I am charged for.*
- *Billing- have bill state amount owed after financial aid/GA money. It seems silly to have to subtract that out ourselves and hope we figured everything correctly.*
- *I am happy with my graduate stipend and tuition waiver; however, I know many students who are not. The processing of contracts takes forever - I haven't even received mine for the summer yet. I am satisfied with the changes being made to the student health insurance for next year but would like to see more payment plan options. I mentioned above issues regarding the busar wanting tuition payments before the waivers are applied. Very frustrating.*
- *sometimes, the paperwork is unclear about what they are covering/paying for. I wish it was clearer as when I question it, I feel like I am "asking for more" and I'm very grateful for any assistance but need to know what my bill will end up being.*
- *Bursar should not charge late fees to students who are on departmental assistantships if the department does not pay their bill on time. Students should not have to pay any processing fees /third party fees when paying their bursar bill by credit card.*
- *If you know I'm a GA, wait until my stipend hits and we actually know what the total bill is before you start demanding money and assessing late fees. We both know I will pay the bill. But it is much more efficient for me to pay WHAT I OWE, then for you to waste postage monies mailing me checks to credit my account what I had to overpay, thus necessitating \$\$\$ spent for no reason, an extra trip to the bank for me, etc.*
- *Funding for graduate students, beyond graduate assistantships, are not visible from the perspective of the non-traditional graduate student. Dissemination of waiver, grant, and scholarship information specific to the graduate student should be completed immediately upon receipt of the students graduate application. What is more, such funding resources should be easily located on the graduate school home page.*
- *Every single time I've tried to call the Bursar with a question, they have an incredibly long wait time. So i just gave up. I find checking my bursar bill online to be quite confusing (which is why I called the bursar on a few occasions.) I've taken to never checking it online. Instead, if I think there may be an expense, I just show up to the bursar and ask how much it is they need me to pay.*
- *Whatever system is used to reimburse graduate students causes unnecessary panic. We often get the bill for our tuition before approval for our funding comes through, which is especially shocking first year. It seems that those bills should not be sent out until after funding approval comes through since, at least in my department, this happens to every student.*
- *The billing process for graduate students is hard to figure out. We get a number of bills, none of which have the correct amount for us to pay. We end up going to the bursar's office guessing how much we'll owe. It would be more efficient if graduate student bills were due a month or so after the start of classes so all of our awards/scholarships could be processed BEFORE we pay out of pocket.*

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30. Timeliness of financial aid processing

- *Financial aid is typically late processing the assistant-ships with billing so students get a bill for the beginning of the semester and freak out.*
- *It would be nice if contracts/financial aid/assistantships kicked in a little faster; I am sick of having outstanding Bursar bills until after the first few weeks of the semester.*
- *bg seems to offer ample assistance for graduate tuition. the only problem is getting the bursar to apply it to your bill in a timely manner.*
- *The processing of contracts takes forever - I haven't even received mine for the summer yet. I mentioned above issues regarding the busar wanting tuition payments before the waivers are applied. Very frustrating.*
- *If you know I'm a GA, wait until my stipend hits and we actually know what the total bill is before you start demanding money and assessing late fees. We both know I will pay the bill. But it is much more efficient for me to pay WHAT I OWE, then for you to waste postage monies mailing me checks to credit my account what I had to overpay, thus necessitating \$\$\$ spent for no reason, an extra trip to the bank for me, etc.*
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31. Online processing & fees

- *Why is it that I can not accept a portion of my loan online? I can accept an entire loan online, but if I want to accept only a portion of a loan, I have to call Financial Aid.*
- *The bursar's office should allow credit cards to be used freely online without an additional fee. Anywhere less paperwork can be involved, the better.*
- *Students should not have to pay any processing fees /third party fees when paying their bursar bill by credit card.*

32. Health insurance options

- *We could really use a health insurance payment plan option. For those of us on summer assistanceships (and who are looking to avoid taking out loans in graduate school), being asked to fork over \$1600 all at once for health and dental insurance during the summer is too much. Summer pay is generally less than what it is during the AY and losing that big chunk of money during this period really strains people financially. Even if it were broken into a simple Fall & Spring/Summer payment system, it would be much better.*
- *Allow more flexible health insurance options for grad students who are only working on their dissertation and not spending a lot of time on campus.*
- *Allow us to pay what ever we need to directly out of our paycheck over time in small chunks rather than a large chunk all at once.*
- *This is an issue that concerns me greatly. I strongly feel that the student fees and Health Insurance payments be distributed over the entire semester as our stipend is. I have had to take out student loans to avoid late fees or charging to a credit card. I think one month is not enough time to pay a \$1000 + bill when my monthly take home is roughly that. And paying a fee for a 2-month payment plan is absurd. All I ask is that the University be more considerate of the financial situations of most graduate students. If our stipend is increased to cover the newly assigned student fees, it does not make sense that we should pay it immediately at the start of the semester considering our stipend is spread out over the semester. My apologies if I lack articulation in this matter; it has been a very frustrating experience. One I was not anticipating.*
- *student health insurance is ridiculous. thankfully i have insurance through my parents so i do not have to pay for that nonsense.*
- *I am satisfied with the changes being made to the student health insurance for next year but would like to see more payment plan options.*
- *I should not be required to have health insurance. I'm young, reasonably healthy, and my stipend is barely enough to live on. If I want to take risks with my health care, that should be my choice.*
- *It would be awesome if it were easier to get dental insurance, like checking a box online and billing our bursar account instead of having to apply separately and send for dental insurance.*

33. Financial planner

- *Give us an online tool where we can answer a set of questions about our unique circumstances and it replies back in seconds what our options for financial resources and assistance are. Presently this is all so confusing to me I do not even know where to begin.*
- *Is there a resource for graduates to receive an outline of all of their debts? And who the lenders are?*
- *At least 60 days prior to all deadlines grads should be made aware of all possible awards, grants and scholarships available through the school. It's hard to apply for something you don't even know exists!*

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Other – Funding & Fee Processing

- Reapplication process (too hard)
- Interdepartmental communication
- Stipend payment gap between terms
- Tax withholding (specific concerns)
- Filing accuracy