

ISS Web Survey Comments - Spring 2004

Please provide any comments that you think will be helpful in providing better service to our employees. Thank you for your help.

Accounting Services

I have been frustrated recently in getting things paid by the Accounting Department. Sometimes taking months for payments already approved. They appear to lose, misplace or just disregard memos.

Bookstore

The bookstore should be open in the evening, more than just Monday night and should be open for a few hours on Saturday (if we are really trying to accommodate all the students and the various classes). In addition, I think they should wait until AFTER the midterm to start sending books back to the publisher. This will minimize mistakes (sending back books that would be used the second half of the term) and allowing the return of books from people who withdraw from the class.

Budget Office

Budget information has been very unsatisfactory this year. It is almost impossible to track the flow of funds in our budgets, and we continue to find errors that caused serious losses to some programs. The pressure to use credit cards makes it much more difficult for some departments to keep track of expenditures and flow of funds.

Business Services

Computer Information and Networking Services (CINS)

I am also very pleased with the quality of computer and technical support services provided by Mr. Otto Land, Mr. Ed Schevey, Mr. Brent Eaton, Mr. Rodney Clark, and Mr. Jim Evans.

I don't like it when CINS staff enter my office and work on my office computer without first setting up an appointment time with me.

CINS is very slow in responding to requests for facilitating instruction mid-semester.

I would like to see more of the processes and procedures on line. The forms are on-line but not the directions for the forms. Accessing funds, paying invoices, travel reimbursement, hiring employees, etc, directions readily available.

Ability to check colstate e-mail from home without having to forward it to a home e-mail address would also be helpful.

Food Services

More vegetarian options in food services would be appreciated. Also fresher vegetables on salad bar.

On the question of food service, I would like to see more vegetarian options. Also, the blaring TVs in food service areas make these areas uninviting, even intolerable, to adults.

On many of these questions, I am pleased or satisfied with some in the areas in question, but not with others. I have been increasingly unsatisfied with food services. The grill is downright terrible. Food choices are poor, staff are unpleasant and rude. They had student friendly and effective staff there and I am told all were fired. The quality of the cafeteria food has declined this year. You can no longer serve your own vegetables, the breads and rolls are less diverse, they do not do a good job of replacing food items that run out. Customers have to tell them that a food item is gone and then wait and wait for it to be replaced.

I would like to see the quality of food in the cafeteria improve. Food provided at luncheons/special functions is excellent, but on a daily basis, it isn't the same. There are many of us on campus trying to eat healthy and I'm not able to accomplish that in the cafeteria. The food also just does not taste good.

Cafeteria hours, for the main dining room, need to be extended a little (until 2 PM for lunch and a little later for dinner). This will allow folks who have a busy schedule to still catch a meal. In addition, the people shouldn't be putting the food away at 12:45 or 1:00 if the cafeteria is supposed to open until 1:30...unless they are planning to give a discount (extra meals to students or price break to all others).

Food Service downtown near the RiverCenter would be nice for both students & faculty.

Human Resources

I would also like to participate in more professional development opportunities. My area of expertise is ever changing and I need to stay abreast of new developments and resources available.

Regarding Question 34 (Benefits Handled by Human Resources): I believe that since most employees have coverage through Blue Cross/Blue Shield through the University System, we should have been notified by HR if we can still be admitted to and have services provided to us by Saint Francis Hospital and its various branches.

Additional professional development opportunities at a national level are needed.

I am unable to comment on the advancement opportunities for minorities and women. It doesn't appear that minorities are very visible in executive roles.

The inequity of faculty pay among various departments is astounding. Perhaps if a larger percentage of the CSU budget were actually used for instruction, we might see improvement in salaries for those far beneath the average. Until then, we may as well plan for attrition.

Laurie Jones in the Human Resource department is extremely knowledgeable and thorough. As a professor dealing with immigration issues, I have appreciated her help and willingness to "go the extra mile".

Decisions are made about people and responsibilities that violate the dignity and worth of certain groups. We teach about "best practices" and continue to play the same old games with the people that we work with.

Institutional Research

Plant Operations

I am very pleased with the custodial services provided by Ms. Lucille Barker and Ms. Elvia Snape.

I believe that the grounds of the campus are generally well-kept. The main problems are where student traffic is high, which is probably difficult to maintain due to students leaving trash, cigarette butts, etc. When groups and individuals put up notices all over campus, no one is responsible for removing them when they expire.

I am continually amazed at the amount of money that MUST be spent on this campus for landscaping. No one is getting raises on campus and yet somehow we can afford to plant beds of flowers and dig them up every three months (most of the time this is before these flowers even DIE!). There are evergreen plants that could be planted ONCE, preventing this wastefulness. I realize our campus needs to be attractive, but do we need to buy 5000 pansies 3 or 4 times a year?

CSU is well-maintained.

There are a number of restrooms on campus that are simply disgusting. During the last break between semesters, I saw some restrooms in which the waste paper was never emptied. Rooms in need of floor cleaning or vacuuming stay that way for a number of days before anything happens.

Custodial services in FAH is absolutely not up to par. Now that so many people are over at FAH, the restroom floors are always filthy, the sinks always have circles around the drains and there are not enough paper towel dispensers.

I believe that maybe there just has not been an adjustment made in the "custodial routines" since the additional staff personal moved over to FAH. But it has been a few months now and there has been plenty of time for those adjustments to be made.

I do not feel as though our custodial services does a good job. I believe that they try to get in and out of our facilities as quickly as possible and to do as little as possible. We often go weeks without our floors being mopped, and our bathroom sinks are rarely cleaned!

Howard Hall needs to be demolished. Students should not have to cram themselves into junior-high school desks.

Rest rooms should be cleaned twice a day and not just at night.

Postal Services

Printing Services

Print services should bill accounts on a more timely manner.

Printing services is usually good, but this year they messed up an order and did only 1 side of a set of 2-sided documents and sold them to my students. I had to make another set and hand them out at the department's expense. That is the only problem I've had with them.

Public Relations

Communication of university news and information is one of the major areas in need of improvement.

Public Safety

Reference feeling unsafe on campus at night: I don't believe there is anything else CSU could do to make me more safe.

I marked disagree on the police keeping the campus informed of crimes. But I am pleased with the changes that have been made.

Security in the evenings and on weekends is poor. I frequently find rooms containing costly equipment sitting open. On weekends some security officers are reported to be unpleasant to students if they have to let them into buildings to which they have passes and they make students wait for long periods of time. Others simply leave the buildings open.

Faculty parking spaces are being taken by students routinely and students are not being punished for this with tickets or otherwise.

Public Safety often fails to unlock the south door of Arnold Hall in the mornings. Faculty and students have to walk around the building to get in.

Public safety officers are polite and helpful but I have learned of concerns that were not made public in a timely manner.

Our university needs to be better lit at night.

Parking tickets should be written for students parking in faculty spaces from the second week of classes and continuing through the semester.

Telecommunications

It would be helpful if the Faculty and Staff directory could come out as soon after the beginning of the fall semester as possible.

The campus phone book should be printed and distributed much earlier in the school year.

It seems to take an unusually long period of time to have telephone lines connected (during moves) or have other accommodations responded to regarding telephone needs.

I want to commend GTA for their outstanding service in our area. They are always on top of our frequent work orders. As well, they are always very cordial and display a positive attitude!!

Transportation Services

I have been a passenger on CSU bus and CSU van 1x each. The bus had a leak and the van was fine. This does not prepare me to answer questions about the norm and I've never had to request the service so I can't respond to timeliness.

After bus/van trips, repairs aren't always completed on the vehicles...although this seems better the last couple of years.

General Comments

When I turn in information to other departments on Campus, I'm not treated very nice by other staff because people think I'm a student. Maybe staff should have some type of name badge that is worn throughout the workday to let other departments know that we are on official business.

No comment.

When will ISIS have current data on majors (and minors?)

This survey was too long.

I have no major problems with any of the support services at CSU.

I am very impressed with the professionalism and dedication of those who work in the Business Office: Mr. Charles Pattillo, Ms. Lougene Brown and Ms. Lynda Elder, in particular.

I want to single out these dedicated and outstanding CSU staff members, each of whom makes my job much much easier: Ms. Susan Lovell, Ms. Beverly Lean, Ms. Angela Enoch, Ms. Sue Sparks, Ms. Gloria Wonnum, Ms. Lashon Sellers, Ms. Sandy Root, Ms. Lynn Walker, Ms. Shelby Freeman, Ms. Jackie Carter, Ms. Clifford Cooper, Ms. Stephanie Coker, Ms. LaKeisha Gibbs, Mr. Randy Smith, Mr. Calvin Waterman, Mr. Leonard Esters, and Mr. George Twyford.

Having a mouse with scroll capabilities would have been nice to complete this survey, but I clicked my way through easily. Congrats to all departments surveyed, job well done in my opinion.

Have a great day!

Most services are good or at the very least, adequate.

I love working at CSU! This is a great place!

I am afraid I do not know the differences among all the financial-type offices.

Going backwards (you should allow a comment area for each of the areas being surveyed):

Can't remember the other areas.

Our library needs more space and more books.

The Enrollment Services needs a Numbering System to help to get serviced in the order they come in. We have students who are confused about coming to Enrollment Services department. We need campus police to patrol the building we have crazy people.