2007 CQS Comments/Suggestions

- More funds should be spent on students’ needs and not on insignificant things just to make the Chancellor look good!
- Strategic planning must not be directed from the top exclusively.
- There are no standards for admission or for retention – FSU graduates students that have not been required to get an education and they will pay for this in the real world. Six English professors have resigned in two years.
- It is my concern that this institution does not show loyalty to its employees, but requires employees to be loyal to it. We have too many non-qualified persons in leadership positions for this to be an institution of higher learning. The buddy-buddy system should not be practiced on this level.
- Need better support from the higher authorities.
- This institution needs to do a better job of supporting and developing employees and promoting from within when possible.
- The university needs more sidewalks in certain areas of campus. They often have to walk in the street impeding the flow of traffic. But it’s because they have nowhere else to walk.
- I dearly love FSU but at this time things are not as well as could be. The university seems to be going backwards instead of forward!
- Individual departments should be analyzed by administrators to see how the communication process is working within their unit.
- Total upper management reevaluation.
- The students are our #1 priority, but if the morale of the staff is ignored as it slides downward then the quality of service to our students suffers. This university must also take care of its staff and not just the administrative staff.
- Know that we are here for the students. Don’t get mad when they ask for our help. Remember we were in the students shoes before. That seems to be the one thing that faculty and staff do not understand. Our children will be here someday and you want to make sure someone helps them!
- There appears to be a disconnect between and among faculty, staff, supervisors/managers, and administrators. One group collectively or individually does not know or fully understand what motivates other groups at this institution, nor do they appear to care. Threats don’t solve problems or address concerns.
- Survey results need to be updated and posted for everyone. Communication from Institutional Research needs to be reviewed. Requests are being ignored.
- Concerned about student complaints about faculty members. Students are complaining that their instructors don’t listen to them and treat them like high school students instead of young adults. Also, students complain about the cafeteria not offering meal options, including more vegetables.
- A wide variety of professional development workshops are offered.
- Need to deal with staff who are not productive. Staff morale is very low for those who do work. Tired of being used and abused.
- Need more parking for faculty, staff, and students. Need merit incentives for quality performance in wages.
• Is it possible to get some police under 60 on this campus without physical ailments?
• Better communications across the departments are needed to ensure faculty, staff and students benefit. Also, we need to believe in and treat students as adults and not still in high school. They need to be heard.
• Employees seem to be distrustful of colleagues, including peers and administrators.
• Work distribution (based on educational level and job description) should be clear to each employee here at (Fayetteville State University) Institution, distributed equally and fairly to each staff member(s) in the office administrative position. Every qualified employee(s) should have an Annual Orientation understanding FSU Regulation, policy and Disruptive Activities and/or Threaten Behavior act. Regulation should be enforced by executives holding administrative positions making this institution a better place for everyone.
• My opinion and recommendation is a One Stop/Receptionist Center in Business/Finance for all students, staff, faculty, instructors, department chairs, administrative/professional staff demonstrate in a professional matter.
• To implement/support or and should be mandatory Wellness Program for military spouse, abuse at home and health issues tracking.
• Students on Work Relief or Work Study Program should be working and helping to better get a feel their career. Students are not here to be policeman or sitting around idling time make small talk.
• Finally, all supervisors, directors and executives should be evaluate, certify and confirming fulltime employment via staff member as well as their superior officer to continually in the position held by the university.
• Maintenance is excellent but custodial services are poor.
• While the Chancellor has final say in important matters, I think it is important to handle issues at their lowest level. As long as she supercedes department heads and VC’s on departmental and matters of policy. Then students will continue to skip everyone in between and go straight to the Chancellor to get their problems corrected.
• FSU is making progress in virtually all aspects of its mission including the quality of our new students.
• Vouchers should be given to students to purchase their books. This voucher should be woven into their school fees and should not be refunded if students fail to buy books. Students are not buying text books.
• The university is moving in the right direction for the students, but as far as the faculty and staff, no one seems to care about them. New employees are paid more than the ones who have degrees or have been here a long time. The university needs to be fair to faculty and staff.
• Weekly or monthly department meetings; daily department work meetings; monthly VC/Dept. chair meetings to in turn be passed down the same day!
• More money, pay raise!
• I think there should be more concern with the performance evaluation process to include performance pay.
• Survey fatigue…becoming insignificant.
• An audit should be conducted for qualification vs. position.
• Parking for faculty and staff should be free!
• I would like to go to more workshops for training at a distance instead of just on FSU campus.
• This may not be the appropriate forum to address this issue, but it does not affect the morale of SPA long-term employees. The present wage structure is extremely unjust to long-term employees. Last year, the pay scale was changed so that all new employees are started at $20,000 and up. There are employees at FSU who have worked for 14 years and have finally reached the pay scale of $23,000. There should be step wage increases for SPA employees every 5 years, so the difference between new hire and long-term is more fairly reflected. It appears that all new hires are being brought in at a much higher salary, sometimes making only a difference of $1000 - $2000 difference for those who served for 5-10 years.
• Improvement is needed in accessing www.unfsu.edu from outside the university, especially with more online classes. The process for assigning transfer credits is broken. I had exactly 24 hours to provide input to our units strategic plan. This is not adequate input for planning.