



# **ModernThink** **Student Comments Report** **By Class Year**

Metropolitan State College of Denver  
The Student Experience Survey  
2013

*Prepared by:*

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## About the Student Comments...

The ModernThink Student Experience Survey<sup>®</sup> is comprised of 53 statements categorized into eight themes or dimensions. These statements are designed to assess your students' perceptions of key dynamics, policies and relationships that influence your culture/climate.

After students respond to the statements on the ModernThink Student Experience Survey<sup>®</sup>, they are asked seven critical open-ended questions as well as three yes/no questions. These questions provide key anecdotal information to inform the statistical survey results. This information is provided for you in the Student Comments Report. Below are those questions.

1. What have been the best parts of your student experience?
2. If you could change three things at this institution, what would they be and why?
3. All in all, if you had it to do all over again, would you enroll at this institution?  
3a. If you care to, please elaborate.
4. Have you witnessed bias/harassment/discrimination based on race/ethnicity, gender, religious affiliation, gender identity or sexual orientation at this institution?  
4a. If you care to, please elaborate.
5. Have you witnessed academic dishonesty/cheating at this institution?  
5a. If you care to, please elaborate.
6. Did you participate in the First Year Success Program?  
6a. If you care to, please elaborate.
7. Please feel free to comment on any topics relevant to your student experience that have not been raised in this survey.

Responses to these questions are detailed in this report. To encourage honest, candid feedback and protect the anonymity of individual respondents we advised students not to include any self-identifying information. Additionally, comments have been suppressed for fewer than five respondents. We have presented the comments exactly as they were provided to us. To enhance your analysis, the comments are sorted by the students' years, e.g., Freshman, Sophomore, Junior, etc.

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If you have any questions or would like to speak to a ModernThink consultant about these comments, please call us at 888.684.4658 or e-mail us at [info@modernthink.com](mailto:info@modernthink.com).

**Freshman**

**Question 1: What have been the best parts of your student experience?**

all of it

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All the different diversities and cultures you experience on campus and in class is by far the best part.

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As a single parent the ability to take some courses online.

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Becoming open-minded to the new digital world (I graduated from high school in 1997).

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Certain teachers that take special notice of their students; I.E. The ones that talk to their students about how they are doing in class, what they can do to make their work better

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Don't have one

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I enjoy taking classes and learning new things.

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i have met a lot of really nice people every one is very mature in classrooms and very respectful to one another

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I like the universities' atmosphere.

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I really enjoy my teachers. I'm in my first semester but so far all of my teachers are very knowledgeable, helpful and enthusiastic.

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I'm in the graduate Accounting program and am glad that Metro now has a graduate program. The program's best asset has been its value and convenient location. I like that the classes are reasonably sized and held in person. I agree with the department that you cannot get as effective a program with online classes. The personal relationships and interaction are important.

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Learning about diversity

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Learning something I'm really passionate about, making friends who are passionate about the same things I am.

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Meeting and getting to know many of the MSW classmates.

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Meeting people from different backgrounds and races.

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My biology classes... those people care. Everything else needs work.

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My professors seem very passionate about teaching, I can feel their drive to make us better people in every class!

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n/a

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One of the best parts of my student experience has been the advisers. The advisers in the Integrative Therapeutic Practices division come off as willing to do anything for their students. I love that. This makes me feel comfortable and feel like I can be successful. The Tutoring Center was also invaluable. They helped me get through a really tough math course (for me) without feeling stupid. I am much obliged. I love knowing that I can get help if I need it. This helps me know that I will be successful here at Metro. Also, the Access Center has been a HUGE support for me. I have a disability, and through the services of the Access Center I have been able to even out the playing field. I feel I owe quite a bit of my academic success and comfortability to the Access Center. I also like that there are many "non-traditional students and I am not the only person over 33 seeking a degree. The class sizes are wonderful and I feel like I can participate in a course without being drowned out by other students because of the limited size. Not many colleges can boast this. Overall, I love MSUD and I am glad I am attending university here, not elsewhere.

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seeing the diversity on campus.

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So far, the best parts have been the instructors and the small class sizes.

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Some classes

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Some of the teachers I had liked how they teach the material

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Study places, Exercise Facility

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Teachers really care about the subjects they teach! Most all teachers want to see every student understand their course.

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The best part has been able to come back to school and further my education to become a successful person in my career choice.. Another great part I enjoy is how I have gained responsibility to keep up with appointments and taking that initiative.

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the diversity

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The enrichment of my mind. Learning the ply that is studying. Practicing the arts of problem solving, preparation, and time

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the environment

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The faculty have been bright, enthusiastic and available to help when needed. They've also shown initiative in approaching students who've show interest in areas of study related to theirs, and this has helped broaden my student experience. It has also been my experience that many of the faculty I've met are active in their communities. I appreciate what I often see as real-world applications of what we learn in class. They represent Metro well and perpetuate a love of learning that goes beyond the classroom.

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The professors are very understanding and flexible. They know that most of us students are not only students but parents and full time employees as well.

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The student success building is very helpful. Instructors have been very supportive.

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The support and encouragement of faculty

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Working on getting my Masters has shown me a lot about myself.

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**Question 2: If you could change three things at this institution, what would they be and why?**

1) Increase school spirit and a sense of belonging. Most people seem to be focused solely on their academics and don't really have much pride in the school. 2) More dorms, on-campus and off-campus housing available to students. Many students have to commute a long distance to and from school or are in less than optimal living situations which could affect their productivity and academics. 3) It needs more public visibility. Although it is a big school and very diverse, many locals do not know much about it or how prestigious it is.

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1) The college students that work for Metro, Student Success, Computer Labs, etc.. Need to be taught to respect people.. I've gotten several times, where they talked down to me. I don't know everything about Metro, I am a freshman. The job is customer service.. I dislike going to ask because I know how I'll be treated.2) The tutor center to be the same way. To actually help the student. I was at the SS tutoring and I had only been helped once in my weakest subject. I felt like a complete failure, especially when the tutors were socializing when some students are struggling with certain subjects.3) I would like to see more places to find support groups for incoming students. I don't know much people on campus, and it's a very overwhelming atmosphere.

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- 1). Parking: There is not enough parking for students.
  - 2). Registration: There were many times when they made mistakes on when I'm suppose to register.
  - 3). Offer more online classes.
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1-The financial aid office should not be using false misleading numbers student accounts show before courses start, compared to what is rewarded. The amount that you qualify for, they adjust the numbers to the lease amount (ex. \$22,000 estimated; \$15,000 rewarded) when I was told, "I don't think you deserve that much (\$22,000), be glad your courses are paid for...get a job if you want money for living expense's..."

2- Have real University courses (since Metro pays out four checks a year since the change to a University) like Psychotherapy mental health and concentration for example of courses.

3- Have more urban and African American related courses and instructors please (Tupac Shakur has a course for example).

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1. Create more accessibility to clubs and orgs and have them more closely overseen by the administration. I feel like they are kind of just there, there's not a lot of variety and they seem to come and go like the wind. I feel if clubs and such had a little bit more support we'd see a lot more of them stay around long enough to attract members.2. Every class needs a wait list.3. I feel like orientation instead of being one 9 hour day should be a several hour a day event capped off with some sort of social event at the end. The one day event was too long and unorganized and my group ended up missing a lot of information and the tour because of it, as well as the majors fair. Having multiple days paired with social events will give enough time for students to get enough information and become familiar with the campus, and the social events will help get them started socially.

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1. Some of the classes it would have been nice if the instructor was a bit more focused on what to teach
  2. Cheaper parking
  3. adult sized chairs
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Add a program to help students find what their interest and possible majors should be. Maybe assessment testing to explore interests. More than one time testing as interests might change. Technology classes for updates on things like Word or other programs that change.

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Cheaper parking

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Cheaper parking because I think that \$3 is more than enough for any of the parking lots/garages on campus; more seating while waiting for classes to start because the floor is very uncomfortable; make the "quiet" study rooms more sound proof because trying to cram for a test or a final is hard to do when there are events going on outside or near by

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Different food options in the dining hall. Too much unhealthy fast food.

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Give the option to have a refund even if the student gets an A. If the teacher NEVER gives feedback, doesn't give me my homework back until the end of the class, and I spend more time out of class teaching myself the subject because the teacher is incompetent... well, I want my money back.

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Have the institution more fully support the program. The originally advertised classes have not been offered (as I understand it) due to the school's insistence that the program already be profitable three years into its existence. I believe the narrow range of course offerings is hurting the program. Also, it feels like the school isn't fully committed to the success of the master's

program - witness the decision to exclude the master's students from graduation. Lastly, I feel that there has been little oversight into the actual classes taught - some have been great and some have clearly lacked effort on the part of the professor.

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I can't think of any now haha

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I had trouble enrolling this spring due to an expired application. I am a transfer student and I thought all was ok so proceeded to transfer all of my transcripts only to be told a month later that they were still processing them. Upon further investigation, a representative in the transfer services informed me that the reason why my transcripts were not processed was because my application from a year ago expired. Had I known, or received notification, I would have applied again. Due to the expired application and late registration, I incurred a \$100 late registration fee. I would definitely notify the applicant and let them know when their application will expire.

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I would change math requirements for HCM majors!

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i would prefer if it was smoke free or if they had a designated area for people to go smoke in it is very annoying for us that dont smoke to have smoke blown in our faces it smells really bad. Have more of a variety of places to eat at it is a little limited on food choices or have more places to get snacks and stuff.

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I wouldnt

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Less prerequisites (or a way for it to even be possible for some students to graduate in four years), more one-on-one advising and more nighttime classes (I'm a music major).

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Mainly, I would change the dining hall system. We as a students need greater variety, especially the presence of fresh (produce, deli, etc.) food options. There are a small number of vendors on campus, and the majority are fast joints (McDonald's, Taco Bell, etc.). When trying to find fresh options, this makes deciding what to eat difficult. A cafeteria would be a great start!

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Make tutoring available in the library for MSU, tell some of the teacher's to give study guides and other papers that student's can study from and tell the teacher's to teach more easily.

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Mobile access via apps for 1) library & research 2) connect u 3) appointment organizer

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More activities to interact with other students

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More classes on holistic nutrition, not just clinical nutrition. These would be a great addition to the Integrative Therapies Program. Honestly, I am having a hard time thinking of things I would change or add. This is a good thing. Oh yes, I would make it so students can opt in to the RTD bus program, rather than being mandated the fee for the bus pass. Not every one uses RTD, and I myself get a pass through work and if I could save \$70.00 or what ever the fee is I would do so. I would make sure that the students working in the Student Success Center are better. On more than one occasion I have been told inaccurate information.

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More Student Housing

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n'a

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n/a

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n/a

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Nothing

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parking, food, and more services for students

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Security. I have found homeless people sleeping early in the morning in classrooms and other spaces. They are using lockers in the Arts building that are not really monitored. If you have a master lock you have a free locker. The campus is used by the homeless to bath and everything else. It's frustrating because we have to pay to be here but our facilities are being used by vagrants.

The Success Building. Whenever I go there I know I'm bound to be sent in a million different directions. Whether it's the Registrar or financial aid I have been given wrong information almost every time I go there. What is worse is you turn in forms that are the wrong ones and don't find out till a week later. When you deal with these departments you almost never get to talk to anyone other than work-study students.

Online courses should be at your own pace. I think one reason we take these is to do them when we have time. It is frustrating taking a class online that requires you to sign on once a week because the assignments aren't all open at the same time.

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Some of the extra curricular activities are only provided during the day and when you work full time it is hard to try to participate in these activities.

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The advisement process sucks. It is not very personal at all.

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There is nothing i would change in this institution.

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**Question 3: All in all, if you had it to do all over again, would you enroll at this institution?**

**Yes 87.2% (34)**

**No 12.8% (5)**

**Question 3a: If you care to, please elaborate.**

Absolutely, my expectations are surpassed.

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Besides the money from financial aid being insufficient, the path to a better future is still clear here and the instructors are great! They work with you but they don't hand feed you, they make you find the answers and after you do find the answers they question you to see if you understand the course better.

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Enjoyed Metro, the staff, courses offered and the price.

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I enjoy Metro's classes and for the money is the best deal out there

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I feel that the doors are open to students who really want to learn and be here to make a future for themselves and family

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I got my got my undergrad at CU Denver and it is nice to know that I could stay on the campus and get my masters. It is also affordable!!!!

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I like the flexibility that the institution is near my home and I still be able to enjoy time with my kids.

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I like the location because I live in capitol hill. I wish there were more affordable housing options for those who have furniture and cannot move into student housing which is basically the same that I pay for my own apartment.

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I love the environment and that i can still mooch off my parents.

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I would because I don't feel weird starting college a littler older, also I think the education access and quality is great for the price. The location is great too.

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I would re-enroll into this institution is the best place to attend college. I love the urban lifestyle and the city atmosphere. To know your in a place with such life and creativity. It's a very satisfying experiencing.

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It is a diverse campus with many great people all around

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It's a very good university, especially for its price, and I'm enjoying my time here. It's a convenient location as well.

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Metro has been a really good school given the size the tuition is reasonable which i like and you really get a good education for your money

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Metro State is an educational treasure trove with its enthusiastic faculty, knowledgeable and helpful staff, and metropolitan campus. Its policies and administration also prioritize enrolling a diverse student body which in turn fosters a rich academic culture. Some of the academic majors offered are on the cutting edge of research and technology, and several of the minor programs reflect this same attention to real-world relevance.

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n/a

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See my comments on number one.

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The value is good.

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**Question 4: Have you witnessed bias/harassment/discrimination based on race/ethnicity, gender, religious affiliation, gender identity or sexual orientation at this institution?**

**Yes 17.9% (7)                      No 82.1% (32)**

**Question 4a: If you care to, please elaborate.**

I get discriminated against because I'm white and a male. People think I'm privileged and have money. I have less money and less opportunity in my own country than a border jumper and I work my ass off to make up for it. I don't get it...

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I hate to answer yes to this, because overall this university and the people at it are very good about not showing discrimination, bias or harassment, but there have been specific people in isolated incidents who have teased/bullied me for my gender identity and orientation.

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I have heard students complain of feeling they were treated unfairly by a faculty member, for no apparent reason, on two occasions. The experiences led each of them to believe that it must have had something to do with their gender. Both cases involved the same department and faculty member, but the students were unacquainted and enrolled during different semesters. I encouraged both students to speak with their adviser and/or academic advising about the incidents.

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I haven't noticed any harassment.

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I personally was not there, but I have a friend who was hit by a car and seriously injured. Most of her teacher were accommodating to her, but one teacher in particular would not accommodate her and made her come in to the school even though she was not yet released to do so. This could seriously injure her further. I find that disgraceful.

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N/A

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n/a

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Towards me. I'm a person of color that is treated like I'm a runaway slave during the 17 and 1800s in class like I'm not supposed to talk and make sense. The cold scared stares classmates give me, when I answer a question (I'm wrong but the Anglo person after me repeats my exact words, and he or she is glorified for the answer and I'm shunned.) or raise my hand I'm ignored and then treated (after being called on) like I just broke the law. The police were called on me for having on black, being black, for having black braids (the cashier cried out on the phone. New stereotype to me) and black shoes. All I did was walk in the cafeteria telling a friend of mine that I received a "B" on my final when the cashier began to shout, "You're here to rob me! Leave or I'm calling the police!" I stayed and the campus and real (DPD) told me to leave and I was hungry that day like most days. Most non black instructors I've had hated to see me because I remind people of the 1990s ghetto baby, the have not. At the campus and in class people look at me and talk at me as if they were saying, "Nigger, why are you here!"

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**Question 5: Have you witnessed academic dishonesty/cheating at this institution?**

**Yes 7.7% (3)**

**No 92.3% (36)**

**Question 5a: If you care to, please elaborate.**

I have witnessed students copying homework and using adderol.

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I hear people talk about it. I see people do it. I've told teachers. No one cares.

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N/A

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n/a

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N/A

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### **Question 6: Did you participate in the First Year Success Program?**

**Yes 17.9% (7)      No 82.1% (32)**

### **Question 6a: If Yes, what were the pros and cons of the program?**

I don't like how it's not a First through last Year Success Program, it was motivating to know someone is watching and cheering me on.

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Familiarization with the campus, and what resources are available.

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I feel like orientation instead of being one huge 9 hour day should be a several hour a day event capped off with some sort of social event at the end. The one day event was too long and unorganized and my group ended up missing a lot of information and the tour because of it, as well as the majors fair. Having multiple days paired with social events will give enough time for students to get enough information and become familiar with the campus, and the social events will help get them started socially.

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I only went to the orientation, was not really clear how to stay or participate in the program.

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Knowing my peers more

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n/a

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**Question 7: Please feel free to comment on any topics relevant to your student experience that have not been raised in this survey.**

Ain't no one got time for that!

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As a student who relies on student loans, a computer for school would be a dream come true. A fast track laptop in laps program would be

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I don't even know that that is.

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I don't know anything about it

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I regret not looking into this program more, I am sure it would have been beneficial!

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I wasn't aware of the first year success, unless I have to take it at a certain time of the year.

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It feels as though this survey was not designed to incorporate master's students.

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Need more fund raisers (non-club related) for average scholars that don't have the money to buy a new computer with programs, food drives, phone, pay rent, clothing and all other important things needed to be a modern scholar.

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The fact that I'm doing this survey tells me that Metro cares about its community. I'm happy to be a part of that.

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Was never really clear on what this was...

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When you have been out of school for a while and you come back and everything is online it makes it difficult to know exactly what classes or who to talk too. I wish there would be a better step by step guide of who to talk to about the differences in classes, major's and minors, even how to register for class.

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**Sophomore**

**Question 1: What have been the best parts of your student experience?**

ability to do some of my courses on line

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Acceptance in the Honors Program and being appointed an Election Commissioner in the SGA

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All the new things i've learned.

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Certain teachers take a interest in whether you understand the material and how you do in class.

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Counseling center support when needed and a few instructors who really went the extra mile to make students feel like they mattered.

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Diversity, mentor ship from faculty I approached and the access center.

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Gaining knowledge is the best reward.

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Getting my frickin degree

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Getting to know everyone at MSU Denver and the legacy i will leave

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Great teachers and great programs. I love going to Metro!

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I guess I have really enjoyed a handful of professors but most of them were from 10 years back.

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I had a very good academic experience at MSU. I liked all my professors a lot. They were very helpful and interested in my success in the courses. They were always available to help me and answer any questions I had.

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I have gotten a lot out of my in-class courses, as well as my online courses. I like the variety of selection for electives. I am very glad that so many courses are offered online. If I had to go to campus for all of my classes, it's likely that I would not be able to continue with my education at this time.

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I have had some exceptional instructors who not only knew their subjects, but were able to teach with excellence. They have gone above and beyond to ensure that all students have an opportunity to succeed and did not teach to the test, the top students or under-performing students. They taught to all students. Some of my professors have imparted more than just knowledge to us; they have given of themselves so that we as students will have what it takes to succeed after college. Sadly, there have been other professors who were nothing like this.

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I have had some very knowledgeable instructors.

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I love to learn and I have been able to do that through Metro. The smaller classes help with that.

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I would have to say it was the teachers. I attended a college in California, and it is amazing the difference as far as how great the teachers are here.

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I've really liked the small class size in all of my classes. I've also appreciated the time and effort faculty has personally invested in me.

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meeting people in my field

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n/a

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Professors, admissions process, and computer labs.

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The all encompassing campus.

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The best part of my experience has been my professors and the personal friendships that I have made at Metro.

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The best part of my experience has been that I always feel that my professors do not look down on students. They are down to earth people with a good knowledge of their subject matter.

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The best part of my experience has been the availability of evening and weekend classes, which I hope to continue now that I'm done with my core classes.

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The best part of my student experience has been the type of resources I have been able to receive from the institution and the support from my peers. I love coming to campus and seeing everyone I have classes with as well as my co-workers. I love every minute that I am having through out this semester. I love the motivation I receive.

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The subject learning in each of the courses I have taken.

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## **Question 2: If you could change three things at this institution, what would they be and why?**

Have housing on campus, have a campus cafeteria on campus

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1 - I really would like to see more programs on Environmental issues and planning in the curriculum.

2 - Many of the buildings and classrooms are old and DIRTY. Even an old building could be more tolerable if it is clean. I have had classes in all of the buildings on campus and the only truly clean classrooms and bathrooms have been in the new Science building. This is extremely disappointing and embarrassing.

3 - The food options on campus are horrific. Having the food trucks come to campus on occasion is great, but we need healthier and more permanent options made available to us.

4 - Also, I am glad that we have voted on this, but I want to state that I am really hoping that a smoking ban goes in to effect on campus. I am obviously a non-smoker, and am constantly walking through others smoke clouds as I make my way across campus.

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- 1) Bursar's Office--gives feeling that they only care about money and not the student at all.
  - 2) More upper level courses
  - 3) More instruction in academic counseling
-

1) The specialization of books to the institution and perceived price gouging.2) The complicated separation of books between institutions and inability to pay with our student accounts.3) if 2. is not possible then a quicker turn around on student loan refunds to make purchase of books possible on time.

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1. The college needs to be more accessible to those with disabilities. This includes parking and RTD services to the campus. Frequently sidewalks on campus are not cleared of snow and ice before classes start. I am forced to walk across deadly surfaces. I have contacted AHEC facilities management and it resulted in no improvement. Toilet paper dispensers are mounted too close to the ground. I have artificial joints and am physically not able to reach the toilet paper. I am forced to use none or cross campus to find a better equipped restroom. Grades on ramps are not within ADA requirements. There is not adequate assistance for mobility challenged students to get between classes in a timely manner. Parking lots are not cleared of ice and snow, making it perilous to cross them to get to classes. Riding the light rail is a contact sport. People will not allow disabled passengers to take a seat and will not step out of the stairwells to allow passengers to board. Neither RTD nor the campus has successfully addressed these issues. Some of the desks on campus have fixed chairs that do not accommodate me.

2. The school needs to provide opportunities that will assist older students in succeeding in college. The class schedules, campus clubs and everything else about the school are oriented toward students 25 years old and under. As a student over 50, I can say that I have faced open ridicule from students and it is an uphill battle to make it through. I find no line of support at my school to help overcome these obstacles. I have taken part in extra-curricular activities on campus and found myself ostracized because of my age. I have been effectively prevented from participating in activities related to my major, because students in charge of these do not wish me to be a part of their team. They will not say this in so many words, but their actions leave no doubt that their intent is to exclude me. Some textbooks are printed in tiny fonts that are impossible for my old eyes to read and some curricula is so specifically geared toward youthful students that I feel very out of place. One such textbook is the Arriba! book used in SPN 1010. Not all students arrive in college straight out of high school. This should be taken into account. I believe that ALL students should have an equal opportunity to succeed.

3. While I have had mostly good or excellent professors, I have experienced the worst as well. Some professors are not prepared for class, favor certain students over others, are not good teachers and do not like people. These are not the majority, but they can have a significant impact on a student's success. I had one professor who did not keep the office hours she posted. She would not answer emails requesting a meeting and when I did finally succeed in making an appointment with her, she cancelled just minutes before the appointment. I have had professors not teach the material according to the course description and teach 1000 level courses with an expectation of prior knowledge of the subject. In online classes, I have had professors not post work in timely manner, yet still require it all be completed by the end of the semester. In one case, the professor was unavailable for 10 days in a row several times throughout the semester. We were not given work to do, then at the end of the semester she suddenly gave us all the work we should have done earlier. It was virtually impossible to get it all done before the end of the semester and I had to take time off work to complete it.

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1. I would open opportunities for instructors to continue learning how to be more adaptable in their personal teaching styles. I would change this because some teachers are still using principles that worked 10-20 years ago that make learning hard with the explosion of information and technology, which has changed the way we learn as a society. Also some teachers try to measure learning with tests that don't reflect what a student has actually learned. By changing the way students are tested it helps them to thrive more and learn better. 2. I would increase the amount of online learning classes. Again, technology is really changing the way we learn and some students do better online. Having the option for online classes reduces costs for both the college and the student, saves time and energy and as an added bonus, helps the environment with less pollution. 3. I would require all instructors to take communication courses that would enhance their effectiveness in class. I have a teacher right now that tells us to contact her immediately for any help we might need, but when I contact her she tells me that its all on Blackboard. I don't think she realizes she is doing this but it reduces my ability to get a good grade in the class. I don't think she knows my name. The communication between peers is also very poor in many of my classes. Asking for notes for a class I missed seems like I am asking a lot. The instructors should be the facilitators to help classes set a certain standard since they are the "leader" so to speak. I can reach out to people all day long but that isn't going to convince people about learning as a class. I think teachers could improve upon their skills in creating a cohesive classroom experience, even online too.

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Access to counseling and advising for my major is kind of difficult to access. Not having an assigned adviser is challenging. If I could change three things, I'd have an assigned adviser. Some of the popular classes that I've needed have filled early in the registration process, so I'd have more courses for the popular classes. I've noticed that many of the online professors run their classes very differently, with assignments due at random times. I think there should be more consistency with the schedule of the online classes. One of my professors opens the discussion board Wednesday evening and closes them mid-evening on Sundays. That makes it difficult to complete assignments during the week. Personally, I'd rather not have to do my homework over the weekend, whenever possible. Considering this, I'd ask that all the modules be posted at the beginning of the semester, so that students will know what the assignments are in advance, and can work a bit ahead, whenever we find it necessary. Also, if all discussion boards would open Sunday nights, or Monday mornings, and then close the following Sunday evening, as in most of my online classes, it would make getting assignments completed during the week more doable.

---

Advising - the academic advising here is virtually non-existent until you get into your major field, then you can only get advising from your department head.  
More information on completion rates and financial aid requirements BEFORE you're already in trouble - proactivity!! Better student orientation, better communication between faculty and students about expectations for success.

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cost shorter classes freebooks

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fees, parking, and some teachers

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First, I would streamline the registration processes. The registration website, on top of being very plain to look at, is over-nested (I have to click through 4 tabs just to get to the class search). Registration should be a front page, 1-click to enter experience. We shouldn't have to refresh the page every time we click "back" to get it to work properly, either. Also the "class search" and the "add/drop classes" worksheet should be integrated with each other so it's not necessary to be scribbling notes down as you try and register for classes while remembering as you go what you have already chosen.

Second, I would say that many of the faculty are not very effective in their teaching methodology. I'm a visual learner and some of my classes are straight lecture, minus a few vocabulary words being scribbled on a whiteboard. I know how to take notes in such a way to help me retain whatever I can get written down, but my retention from these lectures is about 10%. Even a slide show or a strong outline handout would help me learn material, not just hear what's being taught. Despite my love for academics, I feel like I will have learned far less than I could have by the time I graduate.

Third, I would try and engineer course scheduling to line up better. So many times I can't register for classes because all their times overlap on one given day. Their unique times are offered only on another day. E.g. Spanish 101, India 101 and Lit 101 might all be offered at 8 am or 3pm on Mon/Weds. So I can only take 2 of the 3 unless I want to come down for the Lit 101 class at 7pm on Friday and then have India 101 at 8 am and then 7 hours later, Spanish 101. As a commuter student, it's incredibly important that students can have efficient schedules.

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I would change the students option to take required remedial courses at a different institution rather than CCD. CCD is not organized and it is difficult to get any help when needed. Students should be an option of picking which community college to choose for remedial courses. MSU should offer students a choice. I would like to see the college lower the cost of the parking meters and the parking overall. For those that drive to school, the cost of parking is rather high. I would like to see more police presence or campus security. There is too many homeless people walking the campus asking for money. Marijuana should not be allowed in the campus. I can smell it a lot around the south campus.

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I would encourage more outreach to non-traditional student  
More online classes  
More activities geared towards non-traditional students

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I would not change anything because I feel that everything is great here at Metro State.

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Much more/cheaper parking - obvious reasons  
More time options for labs and courses eg. Evening labs, more course sections  
And of course, cheaper tuition...

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None

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Not all students are in their teens and early twenties, it would be nice to have more classes offered in the early morning hours, evening classes are not an option for myself and they are very limited.  
The some of required Freshman courses (such as Multi-cultural studies) have in no way been helpful, they do not pertain to my major.  
It would be nice if the University would consider the needs of older working students. Not all of us want to continue being professional administrators, accountants, etc. It is difficult to work on a degree in science when the science classes are only offered in the middle of the day.

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nothing

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Nothing

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nothing

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offer more reasonable parking options, provide better support to those who need to transfer for their degree, parking sucks

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Stop charging the RTD fee as a part of tuition. RTD does not run by my house in Weld County so it is useless to some students. I feel this fee should be an option.  
A slight decrease in parking fees. Again due to the fact I have to drive to class  
More online options and more one day a week courses as opposed to 2-3 days a week classes.

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The availability of healthier food is sometimes frustrating, maybe that is why the food trucks are so important.

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The food is by far the first thing I would change. I would first give this school a real cafeteria that would offer fresh cooked meals, and a variety of healthy choices. All the crap/fast food at this

school is a joke. The second thing I would change is the student union break rooms. I would stop taking them all up every week for another chance for a slice of pizza. I would keep more open, and perhaps have a second location with break rooms on the south end of the campus. The third thing I would change is the ridiculous cost of parking. When I went to school in California I paid \$1 a day to park anywhere I wanted. Paying +\$5 is a joke.

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There isn't enough time in my day to explain the things I would change. Here are the big ones. Your online courses suck with a few exceptions and I believe it is because of the staff you hired to facilitate the courses. They are not doing anything. Like my Composition course, I just for the first time got some feedback from my "professor" (NOT MY PROFESSOR... hasn't taught me a thing) and the semester is almost over. The feedback was more of an opinion and had no bearing on the course at all.

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Transparency. I have never had a tougher time getting anything done because no one tells you the complete answer any time that you call. Academic advising, financial aid. You get a new answer each time that you call and you have to jump through hoops for the smallest task to get done.

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### **Question 3: All in all, if you had it to do all over again, would you enroll at this institution?**

**Yes 76.7% (23)                      No 23.3% (7)**

### **Question 3a: If you care to, please elaborate.**

Every institution has its ups and downs and each person is different. Part of my issues with college are due to my own experiences and perspectives I am trying to improve upon. However, institutions can always improve too. I think the whole entire structure of learning has changed so much and that Metro could greatly improve based on realizing that fact. Metro is way better than what I have heard from other colleges though. I did consider switching to CCD last semester though. I was experiencing a lot of severe issues in my life with health problems and emotions. The only teacher that really reached out to me in a understanding way was an instructor from CCD. That understanding made life so much easier for me to pull through my courses in spite of everything. I think CCD has more understanding of life circumstances than Metro instructors. I felt more community coming from CCD, a school I don't attend, than I did from all my instructors and advisers and even the disability office combined at Metro. In the end I stayed with Metro

because I did end up finding another instructor at the end of the semester that also had that feeling of community. But I just felt real sad that I reached out to so many departments and people were not willing to be friendly or understanding simply because I could not provide some sort of validating information that I was experiencing traumatic life experiences. Although I understand policy and not favoring students, that didn't stop an instructor at CCD from caring about me as a human being. They put the student first which is super important to me. I just wish Metro was more like that overall.

I found I learned a lot more with my time at CU Denver though I was taking very large class-size lectures. The extensive faculty knowledge of both the subject matter and balance of teaching methods proved very helpful for my learning.

I had a very good overall experience at MSU. The departments are well organized. The professors are great and professional. This is the best experience in learning I ever had. I would recommend this college to anyone.

I have enjoyed my school experience at this wonderful insitution

I have genuinely enjoyed all of my courses at MSU Denver. My experiences with the professors have been positive, for the most part, and my learning has been worth my money. It's nice that the campus is accessible during the weekend.

I really like Metro. I am an adult student and I have found that Metro really does take care of its traditional and non-traditional students. I like it so much that I encouraged my daughter and younger brother to attend here as well.

I think Metro is a great place to continue your education

I think the quality of education is great.

id do community college or online

It is a good local school

Love it!

---

MSU diversity and comfortable setting has allowed me to become an effective student and to get to know my fellow peers in the classroom and outside the classroom

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My answer is MAYBE, but you did not provide that option. Before enrolling, I would look more closely at other institutions to see if they may be a better fit. I had been told that MSU Denver had many older students and was therefore a good choice for adults pursuing an education. I have not found this to be the case. The "bad" professors I have had also make me wonder if I could have made a better choice.

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Nothing has been easy re-enrolling in Metro. I have had one issue after another to deal with and no one knows anything when you try to ask. Each person has a different set of tasks that you need to complete and that is exhausting.

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Some teachers are good and really show they care, other are very cruel.

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The teachers make it worth while. The comm department is great!

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they do not have my major here

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**Question 4: Have you witnessed bias/harassment/discrimination based on race/ethnicity, gender, religious affiliation, gender identity or sexual orientation at this institution?**

**Yes 13.3% (4)**

**No 86.7% (26)**

**Question 4a: If you care to, please elaborate.**

From time to time, a couple of my professors go/have gone on anti-religion rants. It's very irrelevant to the class and insulting as a participant in religion, myself.

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However I strongly disagree with the administration granting in state tuition to undocumented students. I work in the immigration field, it really does not benefit the student when graduation rolls around and they do not have lawful status to work and reside in the US. I think financial assistance should be focused on lawful residents, including US citizens.

---

I did not witness this at MSU but, I personally experienced this at CCD. MSU students who need to take required remedial courses are required to take courses at CCD. I had a Hispanic male instructor who did not grade my test fairly, did not answer emails or phone calls and was never present during office hours when I was scheduled to meet him. I did not feel important nor did he show any interest in my success. It felt like I was lesser because I am female. It was apparent that there was machismo. It seemed that he was biased towards females and there was a high drop rate of the females in his class. I decided to drop this class which affected my financial aid and changed my view of taking required remedial courses at CCD. I attempted to mention this to my academic adviser and was told that I had to take remedial courses at CCD. It felt like I hit a dead end with no options.

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I like the diversity at the campus, with both the professors as well as the student population.

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It is very unpopular to identify as a Christian on this campus. You also did not ask about AGE discrimination. I have personally experienced this on multiple occasions. It should be noted that it is just as illegal to discriminate on the basis of age as it is for race/ethnicity, gender, religious affiliation, gender identity and sexual orientation - ALL of which you mention specifically. It seems that even this survey was set-up with the preconception that only youthful students attend MSU Denver.

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N/A

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none

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There needs to be a lot more education about transgender/gender identity at this institution as well as a no tolerance policy for bullying based on gender identity and sexual orientation. I have been harassed as a trans\* individual by INSTRUCTORS, outed by instructors and classmates who repeatedly refuse to use correct pronouns, etc. They use the excuse that they're trying, but they have never known me as anything but male. There is no excuse. You're sorry once and you don't do it again.

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**Question 5: Have you witnessed academic dishonesty/cheating at this institution?**

**Yes 30% (9)**

**No 70% (21)**

**Question 5a: If you care to, please elaborate.**

A student wrote things on her hand before a test. Someone else jokingly called her a cheater, and she admitted it, adding that she cheats at everything.

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All of my classmates have seemed to be honest in their work. Whenever a professor has seen that something has not been properly cited, he or she points it out and instructs the student of what needs to be done to avoid plagiarism.

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I did not witness this at MSU but witnessed this at CCD. MSU students who need remedial courses are required to take remedial courses at CCD. When a student fails a test, they are given an option to retake the test at the CCD testing center. When a student passes this test, the test is handed to someone with all the corrected answers so this person can pass. This is not academic honesty and cheating. I also witnessed a lady offering payment for someone's corrected test papers. This is not a problem with MSU but a problem at CCD which is the suggested college to go for remedial courses. MSU has strong rules against academic dishonesty or cheating and this should also apply to the courses which MSU students are required to take at another institution. This is not a good affiliation.

---

I know of a couple of students who flat out plagiarized their papers. They simply were given an F in the class. I thought the policy was expulsion from the University.

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Yes and it was brought to the teacher's attention and they managed it accordingly.

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Yes, I have on more than one occasion. I do not believe it was dealt with according to the institution's written policy. In one class, the professor would leave the room while we took tests that were part of our final grade. Massive cheating went on, and I believe she knew it. This is not fair to students who actually work for their grades. On other occasions, the professor was absent when we took tests and had a student "sit-in" to oversee us. The student played on the computer and allowed test-takers to share info as they wished.

In another instance, we had to read other students' papers in an online class. The students had

been communicating via online discussion boards throughout the semester. It was clear when reading some papers that the language used in the paper was not part of that student's regular vocabulary. I googled a few phrases and found multiple instances of verbatim plagiarism laced throughout several different papers. I was required to comment on those papers and found it very difficult to do so. I let the professor know and left it at that. However, instead of being dismissed from class, the students remained and continued to turn in work. This hurt those students more than anything. It is a major ethical violation and for them to think they can do this and continue as if nothing happened, is not equipping them for life in the real world.

---

### **Question 6: Did you participate in the First Year Success Program?**

**Yes 3.3% (1)**

**No 96.7% (29)**

### **Question 7: Please feel free to comment on any topics relevant to your student experience that have not been raised in this survey.**

Bullying is not really even addressed. It just gets swept under the rug. It isn't handled, it isn't addressed, and when it is, it's a "oh, don't do that," and nothing is ever done about it. We are adults. This kind of thing shouldn't even still be happening.

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I would like to campus to offer employment services. There are many full time students who would like a part time job in order to concentrate on school. It is difficult trying to find a part time position.

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One of the things I would like to discuss is the internships available for Land Use majors. I had been advised to expect more become available in the Spring semester and that did not happen. Also, while I received very good assistance at the beginning of my internship enrollment, I have had almost no support since then. This is a big part of my ability to succeed once I graduate and I feel that it is not as robust as it should be.

---

Overall Metro is a great college and I have continually recommended it to my friend who goes to FRCC. I plan on staying at Metro to finish my degree in Philosophy. I would just continue to

Metropolitan State College of Denver  
The Student Experience Survey  
Sophomore

## ModernThink Student Comments Report

advocate a lot of improvement on positive communication skills and cohesive classroom learning whether on campus or online.

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**Junior**

**Question 1: What have been the best parts of your student experience?**

education, self esteem, networking, hands on work in fields of study

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Enjoying my new classroom space in the new HLC

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Excellent professors! I have a real chance to stretch and grow at Metro. This school fits my needs and expectations.

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First, I must say that I am a non-traditional student, in that I work full time and attend university part time. The best part of my student experience has been my interaction with my professors.

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Great professors, meeting new people, and the atmosphere and overall experience on-campus has been a lot of fun.

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Having access to many great programs and an absolutely amazing student body. I am active in the First Year Success Program, Urban Leadership Program, and the Honors Program. These programs have made my entire college experience and allowed me to connect with individuals who have revolutionized my entire world all the way down to my basic thought process. It has been an experience that money could never buy.

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Having the availability of space to meet for group projects and availability of the tutoring center when i need it.

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I feel the best experience I will have as a student would be graduating. Otherwise, I would say it would be meeting and in some instances getting to know people from all over with different backgrounds.

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I have loved the art program. The instructors are incredible. Their knowledge and support is never ending.

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I'd say the best is having professors who care. I find that I learn the most when my professor is passionate about the subject matter and is open to extra communication if it means a student can better succeed.

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Interaction with my teachers and peers. Meeting new people.

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Just the overall aspect of gaining knowledge in my major and developing critical thinking skills.

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Knowing I'LL BE DONE SOON

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Learning from field professionals such as Gary Massaro and Sara Spaulding.

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Learning new things specific to my career/ future

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Most of my instructors / the diversity of my classes / the opportunity to take some of my classes at North Metro campus

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Nothing at this institution.

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small class sizes

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some of the teachers have been very helpful, they provide extra help, when you need it.

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The availability of faculty

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The best part of my student experience is building a relationship with my professors. Some of the professors I've had at Metro are some of the most influential people in my life.

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The diversity of classes I have been able to take

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The diversity of the school.

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The majority of instructors I have had at Metro have been fantastic.

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The political science department and the guest speakers on campus.

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The professors (some)

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The professors and the classes.

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The professors are amazing, variety of classes and the support of advisers

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The smaller class sizes, the instructors are passionate about what they teach, and the students are engaged and excited to learn for the most part. I also appreciate having quiet areas to study and eat between classes.

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The variety of classes offered

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When the instructors are knowledgeable and encourage students to think outside of the box. Also, when the instructor is smart enough to recognize not everyone is learning at the same level and can adjust his/her teaching so that everyone is walking away with learning something. When I have had classes where the instructors were current with the latest technology and information in the field they are teaching. When instructors encourage full participation and the sharing of ideas. When instructors teach best practices and can appreciate that "some" students can come with new ideas or concepts and if they listen rather than teach, the overall experience is greater.

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## **Question 2: If you could change three things at this institution, what would they be and why?**

1) Extensive review of teacher evaluations and how they are presented to students needs to be done. The evaluations we have access to are confusing and lack substance. Why are they not online evaluations that are given to the instructor after each semester? I hear that there is a semester lag between when the students fill out the forms and when the teacher receives them. Instructors should be evaluated by the department chair after each semester to ensure they have

hired the best instructors. I have taken several classes where the instructors were simply awful. I would then talk to other students and would get the "oh yeah him/her, I took them a few semesters ago and they were really bad." Why are these instructors still teaching at Metro? Poor evaluations are poor evaluations and in the real world that means you are no longer with the organization.

2) Online learning is growing by leaps and bounds. There is zero consistency in the way online courses are taught at Metro. These courses require that educators be on the top of their game, it is not an opportunity for instructors to check in whenever and grade whenever. They need to be stronger in areas of encouraging communication. Many of these online courses are set up with discussions but in 95% of the online courses I have taken 80% of the student would wait until one or two hours before the deadline to post. There was no consistency in the way each course was presented. In some cases the assignment information was not posted in the assignments tab and the learning modules did not line up with the assignments. Outdated PowerPoints are used and links to other sources outdated or broken.

3) I have to say, again, teacher evaluation REFORM! This is a must. My experience at Metro is 50/50 because of some outdated and lackluster instructors. Some have been so bad that I just have no idea why they are teaching when in today's economy there are some impressive industry professionals looking for employment.

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1) I would use funds for the better interest of students, for example, by paying instructors more so they could dedicate more time to being better professors. Most professors I've had work other jobs to make ends meet & are simply overworked so they don't have the time or resources to be quality professors. And they simply don't care enough. This problem exists for those who are advisers as well. Most of them are careless and unavailable. 2) I would focus on controlling student population and quality of academics because our experience suffers due to too many students and poor quality of education. This is reflected in MSU Denver's graduation rate at 21%. 3) I would have more programs and class availability that accommodate students who have full-time careers during the daytime. As the average age of college students is getting older, the university needs to help these students graduate as soon as possible. More evening and online classes for classes required by majors and minors.

- 
1. Make the campus a more secure campus and close it off to the public who otherwise should not be facilities
  2. Increase security
  3. More secure facilities

- 
1. My experience with financial aid has been less than positive. I have only used these services for one year out of four, and it seems very disorganized and inefficient. There is no consistency in information; different people give me different information constantly.
  2. There needs to be more consistent variety and availability of upper level classes. My graduation will be delayed simply because there aren't enough upper level classes offered; I

know at least three other people who are/have been in the same position. If I weren't so close to graduation, I would transfer.

3. What is happening with the parking situation? It used to take me five minutes to find a parking spot two years ago and now it takes 15-30 minutes. Is Metro purposefully trying to change their "commuter campus" status by forcing people to live nearby or take public transportation? This is frustrating enough that I would consider transferring if not for being a senior.

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1.) Larger computer labs. With the sheer number of students at MSUD, more are needed. Nothing worse than needing to use a computer and visiting more than one lab that is completely full.

2.) More cafeteria seating. Same reason as above (Not the most enjoyable experience to eat lunch on some bench or have to walk to nearby buildings to hope to find a bench to eat on).

3.) More varied class times. Can't take more than one M/W 9:30-10:45 class, yet the vast majority of ones I would like or need to take only have that time available.

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Availability of courses. I am never able to get into all the courses I need, or want to take. This is preventing me from graduating when I need, and want to. This in turn affects my financial aid, and may affect the ability to graduate at all. This is something I hear from many of my fellow students regardless of major. I have tried to communicate this to my advisers, department chairs, and a letter I wrote to the university. No support was given.

Online courses. I think there should be more online and evening courses. This makes it easier for students who work during the day.

Cleanliness of lounges. I try to use the lounges for meals or to study but this is difficult because the tables are usually dirty. If you could put wet wipes or something that students can use to wipe the tables, that would be helpful. Also, maybe some utensils like spoons, forks, knives (even if they are in vending machines) so students can eat their meals if they forget them.

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Better academic advising. I feel some of the advisors are bothered to advise people and when they do they are in a rush. I made an appointment for a reason. More class times. Why does there have to be two class at 8am, bump a class to 9:30.

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Better parking, cheaper parking, more summer classes

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better support of non traditional students, more activities and opportunities for non traditional students

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better support staff. I have had a lot of trouble finding someone who can help me plan a degree

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Better training for work study students, healthy food options, less canvassing.

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Chairs in the library- I would like to see more comfortable chairs instead of cheap plastic ones  
Can't think of anything else specifically

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Desks need to be upgraded in classrooms

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financial aid system, tutoring, bookstore financial aid is lack of support, they don't really help same for the tutors, and books are very expensive and sometimes we don't even use at class.

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Get rid of blackboard or support it appropriately.  
More class choices.  
More inexpensive parking.

---

I would like to see student raised funds actually benefit students more than the comfort of administrators. Parking fees would be reduced in order to help students financial and safety situations. There needs to be an alternative to the "smart card pass" for public transportation, there was nothing wrong with the sticker pass. If no alternative than it needs to be an option to opt out of those fees which could go towards parking.

---

I would make the Advising for the Management department more friendly and accessible. I tried for a week to make an appointment just to find out they are on a walk-in only basis. Then when I come to them during the designated hours, I never get to even speak to an adviser and only got half of my needs met. This is the second time I have had an experience of this nature with this department. Another think I would change would be the classrooms. So maybe we can make them as nice as the First Year Success Building but, we could at least get the same desk. Being an overweight student, I don't want to get a handicap desk for obesity because that is extremely embarrassing and by the look of my classmates, I am not the only one that would benefit from larger desk. The desk in the First Year Success Building are amazing and obviously a practical alternative to our current desk because we have already furnished the entire FYS Building with these desks.

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I would offer a Geology degree (not land use/Geology). I would try to get healthier food options for the students. I would spent money on more books, computers, and lab equipment other than waste millions of dollars on a sports facility.

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I'd definitely hire some more Linguistics professors, because there are currently only two. That inhibits class availability. Other than that, nothing.

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If I could change three things it would be: the availability of upper-level (Junior/Senior) classes at the south campus: the availability of extra-curricula activity/volunteering/interning/student involvement that is more conducive to a full-time worker's schedule: the university to find ways to enable non-traditional students to become more involved in the university. NOTE: I do understand that these three things may not even be possible and that the university cannot cater to all student types.

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If you do work study jobs and are caught playing on your cell phone or playing games on the computer while you should be working, the person is fired, has put in his/her file the reason for the termination is the work study student stole from payroll, and them dismissed from the university. The employees of this university should be held accountable for their actions, no manner what the job they hold.

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Make it a non smoking campus - it is bad going to class and on the way in to class you get a headache from the cigarette smoke  
offer more graduate courses - it is a great institution and the graduate courses are limited  
greater focus on research - great students should have the chance to participate in research programs

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More accessible and available advisers for my major. I don't really feel like I know exactly who I should talk to within my major for support, and I feel like I have to meet them on their time when my time is just as valuable.  
Better parking opportunities. The parking lots are always full, and the less expensive lots I park in are not well lit and feel unsafe at night.  
Cleaner updated classrooms. Some of the classrooms are really dirty with poor outdated technology. They just need a good cleaning and outdated equipment needs replaced.

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More evening classes available in my major as I work full time and prefer classes in a classroom for the human interaction rather than an online class.  
More classes at Metro North Campus in my major as it is more cost effective for me - I don't have to travel as far and I don't have to pay for parking  
Better access to an academic adviser in my major - I would prefer that someone be specifically assigned to me so that I can have easier and better communication - it has been difficult to navigate my classes as I move into my higher level classes.

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Previous attendance activity at Metro because when I attended school in 1989, I was not the same person as now and I had to pay for my past actions. This hurt me when I wanted to apply for scholarships,

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Redundancy of course work- psychology Psychology dept. classrooms are not comfortable and in one of my classes the chairs are filthy and have gum stuck under movable desks. More online courses- for summer/ fall had to get on 4 waitlists

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Stop taking parking away, offer more online or evening classes, and larger shirt sizes in the book store for us larger MSU Denver fans!

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The advisers, the teachers that don't give a shit about teaching, and the Mac's in the science labs

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The lack of grading during the semester. I have no idea how I am doing in my classes and just hope I am doing well. The available maps of the institution are difficult to read and download. Could a decent map be part of the welcoming packet? It would really help the price of everything from books to bagels is very high I would like to be able to safely store books but the lack of lockers or access to lockers makes this very difficult.

---

The wireless access all over the campus, because it does not work in most areas.

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Updated furniture in some of the classrooms. The smaller wooden desks with attached chairs are very uncomfortable. I prefer the classrooms that have long tables with unattached chairs (such as the ones in the modular buildings). They are much more comfortable and give you more room to spread out your notes and textbooks. I would also add more quick, healthy dining options such as a smoothie shop.

---

Would like to see Football (not soccer).

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**Question 3: All in all, if you had it to do all over again, would you enroll at this institution?**

**Yes 87.5% (35)      No 12.5% (5)**

**Question 3a: If you care to, please elaborate.**

Despite tuition costs rising year after year, I feel that the quality of education really makes it worthwhile.

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I have had fantastic instructors at this institution and am happy to have had these experiences. However, my experience with every other aspect of this institution has been less than desirable. Financial aid is disorganized; general academic advising has been entirely unhelpful; the parking situation is a nightmare; class availability is geared towards freshman and sophomores. Actually, everything is geared towards freshman and sophomores. How about some consistency and support for juniors and seniors to make sure that they graduate in a timely fashion; i.e. don't have to wait a year to take a class required for graduation. I was much happier at Metro four years ago when I started. The new buildings are great but I have, as a student, not seen any other positive changes over the last three years.

---

I lacked a better choice

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I like its location. I like the people. I feel that I am getting a good education. However, there is always room for improvement.

---

I would have tried to find a way to go to a university that doesn't "let everyone in," provides quality education and has professors and advisers that truly care about student success.

---

Initially I was unsure about going back to school, but did and I am overall happy. My issue is when I tried to transfer to UCD for their B.S. in psychology and found that a number of my general education and major classes wouldn't transfer. CCD would have been cheaper and easier to transfer, so if I were to do it again, I'd probably go that route instead.

---

It has been cost effective for me to go to this institution and I believe (for the most part) that the instructors are excellent. Bottom line I get a lot for my money and it is worth it.

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It is in close proximity, and is a great value for the education.

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Metro is centrally located, great students who are at university to study not party, small class sizes, approachable instructors

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Metro State University provides a decent, reputable and cheap education to students who may not have been able to afford a degree otherwise.

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My experience at MSU Denver has been a night mare. This institution does not welcome students who are not real young, they do not want older students here. Some of the work study students have tried to bully me and have talked to me in a very disrespectful manner. These work study students have made it clear that they do not want to assist the older students. I have witnessed work study students stealing time from the time clock by playing on their cell phones, playing games on the computers while they should have been working, belittling people, and refusing to help people until the work study students have finished playing on their phones or computers. It comes down to stealing time from the time clock. Leave the phones off. I also had a so called professor tell me when I complained about a class, that his department was NEVER held accountable for any thing they did. He belittled me and told me his department could do whatever they wanted to do because no one holds them accountable.

---

My mother went to Metro and though she did not graduate from college, it was almost as if I was fulfilling her lost long hopes of being a Metro Graduate. Also, due to the Post Secondary Program at my high school, I was able to attend Metro in place of attending classes at my own school. This 2 year experience led me to have a loyalty for Metro. Above all else, I feel that I am receiving a very well rounded education at Metro State. I love the real world experience and connections of the professors and I think the professors appreciate the same thing about the students. Together, it is a smoothly operating integration of intellectuals that truly inspires.

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overall, affordable

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Probably, although if I found a school that offered the same programs and had more availability for working students I would probably choose to go there because it's so difficult to get into the courses here. I love this school and have really enjoyed the education I have received, but it's been a struggle trying to complete my degree.

---

The first semester with Metro was hard, but after getting used to the teachers and meeting new students, I am enjoying my experience with my second semester.

---

the teaching staff is great. I may not understand what I am doing sometimes but I do understand my professors have the knowledge and are trying to get through to me.

---

This is a tough question because it seems not that Metro is a University they are making some changes. I have no idea if the changes will be better or worse.

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This is the only higher learning institute in the state of Colorado that has a Land Survey degree so I have to come here. But I still really like the school...

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Yes, close to home

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**Question 4: Have you witnessed bias/harassment/discrimination based on race/ethnicity, gender, religious affiliation, gender identity or sexual orientation at this institution?**

**Yes 12.5% (5)                      No 87.5% (35)**

**Question 4a: If you care to, please elaborate.**

My instructor did not honor my disability accommodations just because I am already a high student in his class

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N/A

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Not around besides for class and have not been exposed to any of the above.

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Not at all. We are a pretty diverse campus and I feel we all like it that way. There are services for the GLTB community as well as Women services and several offices dedicated to different minority races.

---

Yes, I have been in classes where the students sitting in that class have said that they do not think older students have anything of interest to contribute to the class. The instructor has let these students belittle the older students. Some of the faculty has even belittled older students in class. This is discrimination.

---

**Question 5: Have you witnessed academic dishonesty/cheating at this institution?**

**Yes 17.5% (7) No 82.5% (33)**

**Question 5a: If you care to, please elaborate.**

A few students with notes or phones on laps during tests...

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I have not seen this at Metro

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I have seen a few students with cheat sheets. Sometimes during an exam students will go to the "bathroom"; and maybe they really are, but that is not something you should be doing mid-exam.

---

I've never seen or heard of known case of academic dishonesty.

---

kids do whatever they can to cheat, i do my best to try and be a guiding light as an older non traditional student, but i feel that more should be done from the professors side to ensure that the work being done is actually that students work.

---

Most students seem to get what they put in.

---

N/A

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One student in one class which was not observed by the professor through no fault of the professor.

---

Professor told me that his department is NEVER held accountable for anything they do and then belittled me because I questioned what he told me about being held accountable.

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### **Question 6: Did you participate in the First Year Success Program?**

**Yes 7.5% (3)**

**No 92.5% (37)**

### **Question 6a: If Yes, what were the pros and cons of the program?**

The first year success program is a great program to reach out to students who otherwise wouldn't ask for help.

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### **Question 7: Please feel free to comment on any topics relevant to your student experience that have not been raised in this survey.**

Cramped classrooms in the North classroom building and old, narrow difficult seats.

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I did not know about it until mid-way through my second year.

---

I wish I did. I would learned a lot more of what Metro has to offer. I know I missed out on more opportunities that could have helped me out.

---

I wish there was more WiFi access on campus. It seems that there is a Metro WiFi in just about every building but students can never connect to it. The Tivoli provides WiFi that you can usually

pick up in surrounding buildings, but it is weak and sometimes unusable. I know I named 2 things I would change, but this is another thing that I think is a easy fix to increase student satisfaction.

---

Just want to point out that student government ranks right up there with what kind of ashtrays the campus has. It's not very evident what this group achieves at MSUD aside from being popular enough to be elected and possibly discussing some marginally important topics for face value. Also I don't like how their irrelevant elections are held with important ones like the RTD vote or other real issues.

---

Metro is known to have an "experienced based" form of education and needs to be emphasized. I get more information and understanding of the field I am studying from those instructors having worked in the field of occupation. I do not get that connection with instructors from a different field but, who have no real experience working in the field that they are instructing on.

---

Please fix the wireless network!!!

---

This institution needs to look at the students who attend. All of these students are not fresh out of high school, some have disabilities that hinder them from doing sports, some have mobility disabilities that hinder them from getting from one class to another very fast. When I graduated from a two year college after I graduated with an associate degree, I expected a lot from MSU Denver, but from the first day, I got nothing.

---

Transfer student. Was not offered

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**Senior**

**What have been the best parts of your student experience?**

Nothing, I haven't enjoyed my student experience.

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-Diversity on campus has increased, great to hear different points of view during class discussions.  
-Some professors do care about their students and show/express care, consideration and thought.

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1) My study in my major. 2) Professor Price. He's is a difference maker.

---

A couple of good classes. The transportation van has been very helpful at times, even though it does not go to the bus station.

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Adjunct professors who work in the field and teach practical knowledge

---

As a non-traditional student, I have not been part of much of the social scene at MSU. I just appreciate having high-quality instructors in the classrooms and for the online classes.

---

Being admitted to a school with NO admission requirements other than a pulse. Cheap tuition.

---

Being an experiential learner, I have learned the most from the classes in which I was able to take what I learned in the classroom and directly apply it to my life, career, etc.

---

Being exposed to new material.

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Classes and teachers

---

Conducting and Presenting research

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Education at a great price

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Engaging professors.

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Enthusiastic instructors that breathe passion into me and encourage my development as a productive member of society and my career. Very pleased with the decision to make Alexis Newton the Dean of the nursing department. She truly has the passion for the students and for nursing. Good choice of leadership. I appreciate Janice Brennan in the nursing department. She works in the office but from the very first day that I came to submit my application for the program she remembered me and has been helpful and supportive ever since. It is so nice to have someone who cares if you are there or not.

---

evening classes are available for most all classes.

---

family and friends

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Finding it in myself to work full time in my career and complete a bachelor's degree in computer science.

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friendships made

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Getting involved and realizing that it was not as hard as I thought it was going to be.

---

good instructors

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Great support and instruction from professors and advisers.

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Having teachers/professors who care that the student is learning and can tell when the student is not understanding and takes the time to help the student understand.

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Having the opportunity to contribute positively to the Auraria Campus.

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I have enjoyed the variety of classes that Metro has available. I've had a couple of great professors.

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I have had the most excellent professors. They have always been available to me for academic support and personal support. I have not ever had a problem that was not solved and they took time to work with me even if they did not have an office. Working with my accommodations and going above and beyond what one would expect from a Professor has been my experience

---

I have learned a great deal of information that will help me in my current and future job.

---

I just returned after 21 years, so as a non-traditional student I am very appreciative of the diverse community, tutoring center and open door policy of the professors.

---

I like the age and experience diversity of the students, but would like to see more done to help students who come from a low-income, urban background adjust to college life by providing them with clearer expectations and places to go to get help. I have been very happy with the long-term professors in my college as I have been able to build relationships with them and learn at a deeper level from them. I also think that considering the volume of students served at Metro State, they do a nice job of making it feel like small communities within a larger one.

---

I like the convenience of taking the light rail to campus. I like the library. I also like the availability of classes at off-campus locations

---

I really enjoy the online classes. They allow me to perform my duties at home/work and still obtain a degree. I really like how flexible they are and I am thankful they are available.

---

I've enjoyed working with teachers and professors with real world experience. I also like that the student body is not limited to 18-21 year old kids. I am 33 and it was nice not feeling out of place or too old while in class.

---

Interacting with students and professors that want success.

---

Learning and Having a positive experience with the professors and classmates. I felt like I belong to a great community.

---

Learning because I want to. I'm an older student going back, so it's my choice this time and not because I have to.

---

Learning from some wonderful instructor

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Learning new things and meeting a variety of individuals

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Learning, interacting with others, teamwork.

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Meeting instructors and like-minded individuals who care about your learning experience while giving back intellectually and socially to specific departments and the university as a whole.

---

My classes have been chock full of information - I feel I am getting my money's worth in education. My instructors have real-world experience and are willing to share their career experience often and readily.

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My senior year

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N/A

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Nothing. I am a non traditional student who has a degree that I was never prepared for thus never found employment in my field. So I came back four years ago and my experience has been horrendous.

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Passing my classes

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Professors who share real life experience in the fields they teach, and who seem to teach because they have a passion about working with students -- in short, they are inspiring.

---

Putting up handicap signs on campus.

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QUALITY ACADEMICS.

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Small class sizes. Most non-adjunct faculty are good.

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So far, just getting back into the swing of being a student.

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Support from staff

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Taking courses required for my major have been rewarding.

---

The ability to gain a great education while meeting the needs of my family as a working adult has been the best part of your student experience.

---

the academic challenge.

the environment is one of learning with other activities added to enhance the experience.

the faculty will help you succeed but will not let you slide by if you are not able to complete the work required.

---

The best part of my student experience was interacting with other students

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The best parts have been having professors who are available for help and feedback. Also, up to my senior as a working student I did not have to struggle to find classes to fit my schedule, but of course with less classes to take finding a class that fits my schedule my senior year is more difficult.

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the classroom experience. the professors are knowlegable and present material well

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The diverse culture and professors.

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The diversity of student population, and the variety of events held on campus

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The education that I have received from Metro has changed my life. Most of the professors genuinely care about their students. I might not have had the opportunity to attend college had an institution like Metro not existed.

---

The fact that I am able to access services in the student union. The phoenix center at Auraria which helped me stay in school while I exited a violent relationship.

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the faculty, hands down, have been the best part of my Metro experience. The people in the Human Services Department are the most amazing people in the entire school. I also have enjoyed my time as part of my extra curricular activities.

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The instructors have been excellent in 99% of my courses.

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The interaction with a wide variety of students from various backgrounds, ethnic and monetary, and the instructors.

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The math department is outstanding. I entered MSU as a Electrical Engineering major only. I enjoyed the why math was introduced and taught. This experience dove me to pursue a math minor in addition to my EET major.

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The opportunity to graduate with my master's degree, from the same place I received my Bachelor's degree.

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The opportunity to self directed undergraduate research.

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The personal development I have received. Learning and progressing as a student.

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The rare find of a good professor. There are a few, unfortunately they are too far in between.

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The school does have good Biology teachers.

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The support from my faculty advisor and instructors in my major and minor. LOVE THEM! THEY ARE GREAT!

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working hard to achieve a goal

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working with other student

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**If you could change three things at this institution, what would they be and why?**

\*Reinstate some basic classes within the criminal justice college as opposed to the "trendy" classes we have now. Removing Ethics and putting in various law classes is good for the law-path students but does little to help the critical thinking skills we will need in the field if we go into corrections, law enforcement, probation/ parole or deterrence based jobs. \*More online classes and better parameters set for professors who teach them. Just because you're excellent in your field does not make you a good teacher and it really shows when you're teaching online classes. They need some kind of educational training as well as organization for classroom management.\*Make the "hoop-jumping" to register and attend classes more smoothly, especially for new students. I have remarked that I would rather spend a day at Human Services being told how uneducated or useless I am then register, get through the financial aid process and get all the busywork done just to start my classes.

---

-1st generation students need to know where to go for help. I did not have any of the skills needed to get grades that reflected how much effort was put into studying, and I still don't-Life after graduation should be discussed from beginning to end. It wasn't until junior year that instructors mentioned graduate school. Now it's too late to try and get into clubs and have the much needed references. -Maybe a mentor or study-buddy program could be implemented for individuals each semester, year, or based on major. It may have been helpful to have someone to work with, at home there was not anyone that understood any of the material to help.

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-More professors that care about teaching, care for student learning/progress.  
-More availability of Career office to review resume, career counseling. Waiting list for Appointments or several months out before you can get into that office.

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- 1) The way the professors teach content lecture, test, exam without hands on experience is a thing of the past ...listening to a lecture for two or three hours at a time is the wrong way to teach in the 21st century.
  - 2) I would provide many more on-line classes for students who work full time to take advantage of there are too few right now...more on-line is getting in line with 21st century learning
  - 3) Providing students with more research based instruction and allowing students to do research rather than rote learning is the way to teach in the 21st century.
-

- 1) ABOVE ALL, QUIT TRYING TO TURN METRO INTO A UNIVERSITY LIKE EVERY OTHER. RESPECT METRO'S TRADITIONAL PURPOSE OF SERVING THE NONCONVENTIONAL UNDERGRADUATE (WITH ACTION, NOT LIP-SERVICE.)
  - 2) LESS EMPHASIS ON "SOCIAL EXPERIENCE", POLITICALLY CORRECT NONSENSE, EXTRACURRICULAR DISTRACTIONS, AND MORE ATTENTION TO THE ACADEMIC NEEDS OF WORKING STUDENTS.
  - 3) NONCONVENTIONAL STUDENTS ARE NOT RECEIVING PROPER GUIDANCE IN THEIR PROGRAMS. THEY WASTE TIME AND MONEY BECAUSE THEY DON'T GET ADEQUATE (OR IN MANY CASES, ANY) ADVISING.
  - 3) QUIT JACKING UP TUITION AND SUPPRESSING ENROLLMENT OF NONTRADITIONAL STUDENTS.
  - 4) QUIT CANCELING WEEKEND AND NIGHT CLASSES.
  - 5) MAKE PARKING AFFORDABLE
  - 6) REMOVE OBSTACLES TO FINANCIAL AID
  - 7) SPEND LESS ON FANCY NEW BUILDINGS UNTIL YOU PUT SOME 21ST CENTURY TECHNOLOGY IN METRO'S STONE AGE CLASSROOMS.
  - 8) WORRY LESS ABOUT P.R. MARKETING, "BRANDING", NAME CHANGES, POLITICAL GESTURES, RACIAL QUOTAS, AND OTHER SUPERFICIAL NONSENSE AND FOCUS ON QUALITY UNDERGRAD EDUCATION.
- 

1) Fewer adjuncts - or more oversight of adjuncts 2) More accountability for departments that serve students. Financial Aid Department and IT are a mess - they don't bother to do their jobs and then are unhelpful when this is brought to their attention. My financial aid account was messed up for a year because no one could bother to do their job and help me. And my email account was also messed up for months. 3) Make healthy food available - not just salads.

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1) I would have a serious talk with members of the faculty in various departments, but specifically in the Aviation Department, James Simmons. Someone needs to inform him that he teaches aviation courses, not technical writing. His presentations are sloppy and the majority of his conclusions are far-fetched at best. He is a poor educator that holds personal grudges against students. I've been told this by a number of students at this institution.

2) To be candid, it would be nice if the institution actually helped students to graduate. I feel that MSU Denver is run more like a for-profit business rather than an institution of higher learning. With the exception of Gail in the Aviation Department, Jeff Price, and Kevin Kuhlmann, the academic advisors and department chairs wouldn't piss on you if you were on fire, let alone help answer your questions or concerns. If they do attempt to help, I hope you've got your running shoes on because you will be running all over campus. Nobody takes ownership issues. From this standpoint, this University is a joke.

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- 1) The registration system needs to be upgraded.
- 2) More quality instructors need to be placed into the EET department.

3) Success of students needs to be based on performance and not greed, skin or religion. This is true equal opportunity

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- 1). A better integration of older vs. younger students
  - 2). Parking for people who are there longer than the 20 minute spot, but not all day
  - 3). Cheaper and more nutritious food available in the vending machines
- 

1. New Department Chair in Chemistry and dismissal of Debbie Bell (laboratory coordinator). The Chemistry Department has been profoundly dysfunctional since I have been at Metro. It needs to be fixed!
  2. More attention paid to the issues of older veterans (e.g. Vietnam Era) in the areas of financial aid, career counseling, etc.
  3. Graduate program in the Departments of Chemistry and Biology.
- 

1. The name. School administrators should have had the balls to name the school Denver State. MSU is a stupid name and sorry compromise.
  2. Get rid of senior seminar classes. They are nothing more than cash grabs and a way to pile on work to graduating students.
  3. Don't pander to illegals. No in-state tuition to illegals. Illegals is underlined in red for spell check. Must be a new dirty word.
- 

1. There need to be more qualified people working in the Financial Aid department! Financial Aid can be confusing and it is such an important part of college life. Every time I have called the financial aid department I have talked to a person that knew almost nothing about the process (I am guessing they are unqualified work-study students), which is very upsetting! I understand Financial aid and all of it facets better than almost all of the people that I have ever spoke to in the Financial aid department. This should not be the case! 2. The parking fees are outrageous! The amount of money required to park on campus is budget breaking. I think parking should be more affordable, because public transportation is not always an option for every student due to scheduling conflicts. 3. I don't have a third thing I would change.

---

1. Employ competent people. The most frustrating part of Metro is your fragmented system and getting 5 different answers from 5 different people.
2. Have internships set up with institutions in advance and allow seniors to apply for them. The school should actually help us set up our internships. It is your requirement. We shouldn't have to go around to businesses begging for an internship. If you can't help us, you shouldn't require one.
3. Give "advisers" enough information so we don't have to go from department to department to

make sure we are taking the right classes. Also, include pre-reqs in the "required" hours so it's not a surprise when you really need more than 120 credit hours to graduate!

---

1. Evening classes available with the better professors.
  2. Online classes where you get actual education and interaction with professor. most are only guided read the book with little to no interaction with professor & for that lack of education I have to pay more!!!
  3. Better pricing on parking for students. If student should have discount on all lots. Especially for evening / commuter students to park in the close-in parking areas and structures.
- 

1. I would change the availability of more evening classes for those students who work full time and do not have the opportunity to take classed during the day.
  2. Make the tuition more affordable to the in-state residence. Some students struggle to pay the tuition. Metro used to be known for the affordable tuition, now, not so much.
  3. Ensure that the professors who are teaching at Metro speak English well enough to understand. It is hard to have a professor who has a thick accent and cannot understand what he/she is saying. How can one learn when the student cannot understand what the professor is saying.
- 

1. The general attitude and animosity between UC Denver, I really am tired of the bureaucracy and the battle for prestige between MSU and UCD. 2. The lack of support for the PCA when they lost funding when it was clear that the students wanted it. The response and mind set of the university was shameful as the administration ignored students who started asking questions, and actually it was suggested to the board that MSU not include support for the PCA in the budget even as a student fee. This is about retention and saving lives, think about Abby Robertson who was murdered by an ex partner. One life is worth the amount of money it costs the institution or students one year. 3. Student government and their lack of knowledge of correct policies and procedures regarding voting, campaigning, etc.
- 

academic advising - advisors not held accountable when their advising is not accurate!

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Academic Advising, department heads and cut out the bureaucracy

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Add film studies major, more theater events, add theater education program.

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Although Metro bills itself as a college for the non-traditional student, there still aren't enough evening and weekend classes available, especially in the upper division area. There really aren't any groups or support for the non-traditional, older student. Older students who have come back

to school for a career change are often left out of "activities" and other such things, because they aren't appropriate for the older student.

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better fitness areas, because they are lacking for the size of the campus.  
I would re-establish last grade stands. with that procedure you could re-take a difficult course to get a better grade and remove the first grade if you struggled.

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Bureaucracy, traditional thoughts and structures, and top down decision making systems. The first to avoid head aches and red tape that impede on my educational decisions. The second because learning is a constantly changing process. The last because its our own monetary contributions that go towards our educational experience and thus should include decisions throughout the schooling process.

---

Communication, less bureaucracy, more resources. While is mail is a popular form of communication, it is often difficult to get a hold of professors through that route. Especially if they do not check it often. Calling in to their offices does not help because you do not know if the message will even get to them and usually requires additional follow up. As an active member in student organizations, the multiple levels of bureaucracy met when trying to organize an event. The various policies and procedures made it difficult to place efforts into the actual event. Every department should be knowledgeable of the various resources available on campus. As non traditional students, we need a lot of support in meeting basic needs. If they are unmet, retention will continue to plummet.

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directors should all have a Masters Degree to ensure fairness as opposed to favortism

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Expand on the variety of classes at MSU  
More internships available in Colorado for the Dietetics department and overall institution.  
Courses should be more specific to major.

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First, I'm so sick of teachers shoving their politics down my throat, whether right-wing propaganda in the business school or feminist brainwashing in my department, that I could pukelt's so out of hand I have actually dropped classes rather than sit and be humiliated for being a white man. Second, I don't think I've ever been treated as rudely as I have at MSU. Maybe when you hire work studies to check people in at academic counseling or financial aid, you could make sure they aren't nasty and rude and, maybe, that they don't consider it offensive if you interrupt their texting or socializing. Third, your health insurance policies are like being robbed at gunpoint. No room for parking...

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Focus on fulfilling the needs of the entire community, not just the full time day students.

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Food options on campus. I don't like fast food, and the other options are few and all very similar. Parking is too expensive. I have to drive 4 days a week, because I'm in class so late, that I won't make the last bus' on the way home. Faculty taking a larger interest in their students activities outside of class.

---

Get rid of the desks, table with chairs are more accessible for ALL students.

Library orientation class so students are fully aware of what is available to them through library services.

Class or orientation between the students sophomore and junior years to check how they are progressing towards their goals, but also an opportunity to see if they are happy with the academic decisions that they have made. Offer alternatives in case a student has changed their mind as far as major/minor goals.

Also, more interaction between the staff in a students major, check up with advisor in their major to ensure they are where they need and want to be.

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Hire more conservative professors

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I am a working mom who is going to school part-time. Metro used to cater to people like me a lot more than they do now. I would like to see more upper division evening classes, and more advising accessibility after traditional working hours (post-5pm).

---

I like didactic courses, or preferably hybrid courses. I like the interaction with other professionals from my major and I was not given options for those courses certain semesters. I assume due to low enrolment, but I think that interaction is an important part of the continuing education experience. I would like Metro to create a Doctorate Nurse Practitioner program, it would be my first and only choice.

---

I would add more affordable options for parking, especially for those of us who have to come to campus everyday.

The prices for some of the required books are outrageous. I have been able to save money by getting my books online but some of the accounting books they make are "custom" make for Metro and therefore cannot be found online. It's a rip off.

Would be nice to have more places spread around campus like the food court in the Tivoli.

---

I would change insurance policy. I don't think it's fair to require students to carry metro's insurance if insurance they already have has a deductible of more than \$1500. Some people are

fine with higher deductibles because they rarely get sick and are not taking any meds. MSU's insurance is overpriced.

---

I would have liked to have more guidance within my major. They have responded to my questions via email, but I would have had like to have the opportunity to sit down and work out a plan. I felt a little brushed off

---

I would implement a working student program to assist those students who must work full time and have scheduling and academic needs. I think this is necessary because if these students succeed I think it is more likely they will go on to enroll in the graduate programs.

---

I would like to take Management courses this summer but none (at least the 5-6 classes I still need for graduation) are available in the evening. The only option is to take off work for 2.5 hours, twice a week or not take any classes. So, I guess my answer to this question is that I would change the scheduling of classes to be a bit more diverse in the times they are offered (between day and evening).

---

I would recommend having more availability of courses for those of us with non-traditional schedules. I have been struggling in the biology major for five years, and finally had to change my major just to be able to take some classes so I can finally graduate. I would also recommend screening which professors are allowed to "advise". Up until now not one single teacher has seemed to take an interest in my goals to graduate, and I was ready to just quit. If they cannot be compassionate, then they shouldn't be advising.

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increase the available parking

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Increase the standards of admission. I get distracted from other students not pulling their weight. The staff is great it's my peers that cause disruption in the university. increase the involvement of the university in the local community. Require volunteer work in students major. Have local companies come talk in classes. Bring a football program to MSU!!!!!!!!!!!! Brings money, sponsors, students.... etc

---

It is April 15 and I am STILL waiting to hear back about my grad application to the MSW program. That has been incredibly frustrating.

---

Listen to students about problem teachers, Make more room for on campus study areas in classroom buildings, Proper/working equipment is beneficial to labwork

---

Many facilities, the art facilities, classrooms, library, "quiet" study areas, and restroom facilities are old, in need of repair, unclean and dated. Major upgrades are needed in these areas and less emphasis on sports facilities.

---

Monitor the ability of all instructor to make sure they are able to teach at University standard  
Provide more help for student success such as tutors for all subjects  
Welcome returning non traditional students with friendly environment

---

More corporate interaction. This allows for more real world experience.

---

More diverse dining options throughout campus, and not just in the Tivoli; the bookstore should make the books area actually accessible to students -- I like to browse the books being used in different classes, and I can't do this when the whole area is roped off; can't think of a third thing.

---

More evening and weekend classes, especially for upper division courses. For a campus that primarily has non-traditional students, it is extremely difficult to complete majors and maintain the jobs that so many of the students need to have to live.  
Drop the multicultural required credits.  
Increase funding for the sciences, especially for the Environmental Science departments. There are so many businesses downtown in industries that are directly related to this department, MSUDenver should help give them the resources that they need to be able to compete with those students that are able to attend CU and the School of Mines. Many of the people in this department have to work while going to school which is nearly impossible at these other schools. They are just as bright and hard working, but the lack of resources puts them at a real disadvantage in their chances for careers in these industries.

---

More evening classes for people who work during the day.  
I liked that you changed evening classes from 7:00 to 6:30, but maybe from 6:30 to 6:00?

---

N/A

---

n/a

---

No one care and no one want to do any thing when you ask for help.

---

Nothing at this time.

---

Nothing!

---

Nothing.

---

Offer the same classes in the evening that are offered during the day.  
Go back to the old schedule of having evening classes offered at 4:00pm.  
Offer more classes during the summer.

---

Parking and health insurance

---

Parking fees are too high.

---

Parking is so expensive, I would like to be able to go to the library more and use more of the facilities but since I do all my classes online, I don't qualify for a light rail pass so I don't get to make it down there as much as I would like to. I would like to be more involved but with work, family and online classes, I feel this keeps me away more. I would like to know how I can better connect with people at school.

---

Parking rates, more online courses, more courses offered all semesters.

---

Parking: it's horrible  
Safety: needs to have better lighting from Library to Lightrail  
Require more frequent Program Advisory Boards and community involvement in curriculum development. There are courses that are so outdated or unrelated to the needs of employers. Quit relying on what professors who research "think" what should be taught....and rely on the potential employer's opinion on the needs and required skills they look for in a potential candidate (hopefully a MSU graduate!). Curriculum should be strategic....not generic!

---

Placing classes in the admin building can make for quite a walk.  
Have some sort of academic advising available on weekends for those who work all day.  
More master's degree programs.

---

Price of parking - we already pay so much in tuition, parking for students should be a little less expensive.

---

Requiring instructors to have some fundamental understanding of adult learning. I truly appreciate my physics instructor who, shockingly, actually researched adult learning theory and applied what he learned to how he designed the course. How wonderful this would be if this were a norm rather than an exception. In my experience, when an instructor is not skilled in this area, the student's learning experience is directly hindered.

---

Some profs are just terrible, and there doesn't seem to be any real recourse for students- the surveys don't seem to hold much weight

---

The financial aid office is absolutely horrible. Each time you call and talk to someone you get a different answer for your questions and more than once their misinformation had prevented me from registering and getting into the classes I needed. The people in the Advising, Financial Aid and other offices expect you to automatically know a lot of things about the process and what classes are required and that should not be assumed. The Chemistry Department needs help!! The teachers are severely lacking in their ability to effectively teach the subject. They need to take a little more time with the students to make sure they are aware of the classes they need.

---

The financial aid process, especially when trying to get a SAP changed was the worst experience I have had. I spoke with different workers and each one had a different answer. When I followed one person's rule and came back I was told I didn't do it right and come back with the right things tomorrow. I jumped through so many hoops and when I finally jumped through the right ones I was too late and denied for an incomplete SAP. I petitioned for the Judicial Committee and was finally approved, but it was already late in the take and drop my classes that I could not pay for if I had not gotten approved

---

THE NUMBER ONE THING I WOULD CHANGE IS GETTING ADULT SIZED DESKS IN THE CLASSROOMS!!!! Especially in classes that run 3 or 4 hours each meeting. The blue chairs with the desks attached are not designed for hours of use at a time... There are people who are bigger and wider than myself and I don't know how they even fit. This should be a number 1 priority starting with the west and central classrooms! There are times I leave class crying because my back hurts so bad after class.

Number #2) I would continue to improve the library. It sometimes gets so loud that it is hard to concentrate

Finally, I would change the availability of WiFi (especially in the King Center, where there is none available)... There have been multiple times I have been late to class because I cannot send a paper to print via email because the networks are overloaded.

---

The registrar's office, transfer services, and advising offices need to communicate better with students and with each other. It is difficult to get good answers to questions regarding the services provided and how things work.

---

The size of the desks- while pregnant I had a very hard time sitting at the desks, availability of labs on the weekends-longer hours needed, and longer hours for the workout room-for people who might need nighttime hours to workout

---

The tuition because illegal immigrants are able to pay less than US citizens which make absolutely no sense at. Same answer for number two. Third thing would be to offer an associates degree.

---

There really need to be more tables and chairs in quiet areas for studying/eating/reading. It seems silly to have to sit on the ground.

---

**Question 3: All in all, if you had it to do all over again, would you enroll at this institution?**

**Yes 84.2% (64)                      No 15.8% (12)**

**Question 3a: If you care to, please elaborate.**

Diversity of student body

---

good staff, good value

---

I already have. I earned my BA in Journalism in 2003, and returned to Metro in 2011 to work toward a BS in Chemistry

---

I already have. I obtained my bachelor's degree from Metro, and I am now pursuing my Masters. If they had a doctorate program, I would get my PhD from Metro as well.

---

I am disappointed as I elude to above. I almost transferred to UCDenver but because of the great faculty and my peers, I stayed. My education is not about money and for that I am privileged. For me its about being proud of what MSU was, my brother is an alum and I followed suit. What matters is commitment, listening to students, and not allowing bureaucracy to dictate decisions around building buildings and supporting student services that should be part of fundamental services on any campus. The SSB was voted on but no one even knew about the proposed idea and students didn't really support it. I can't believe that it doesn't even have a computer lab in it.

---

I am proud to have been part of the best departments within the Letters, Arts, and Sciences division. I feel my degree program, curriculum, and quality of instructors far surpass any other institution that I have attended!

---

I feel the MSUD campus prepares students better for work in the real world. Universities or colleges where you stay in dorm, etc don't give you the opportunity to interact with people of all ages and work experience. I think that is the best part of Metro, being able to see the world as it really is and not just a bunch of frat houses and sorority snobs.

---

I have come across so many rude, uncaring and unwilling people. I cannot succeed in college without guidance and regardless of how many advisors I have seen, I haven't met one single person in five years who seemed interested in helping me attain my educational goals. I am a single mother who works full time, it would have been nice to have at least one person who I felt was interested in me.

---

I have enjoyed my time at Metro and have felt that I received a quality education.

---

I have never been anyplace where I felt less cared about than at Metro. There have been a few, very few, exceptions, but over-all I feel like not one person I've worked with gave a BLEEP about me.

---

I have not been satisfied with the quality of the instruction I am getting... I graduated from an on-line university where I had a wonderful learning experience and learned so much more than here about doing research and writing. I then got my master's degree from the University of Northern Colorado where I had an excellent experience learning and growing. I feel very stunted in my growth here. I was very surprised how stuck in the past this college is with teaching and

education. I was going to go on and get a second BA in English for teaching certification purposes) but this will be my last class here at this college. I have one class that is ok and the other is unacceptable with rote memorization and learning weekly 50 question tests and four exams ...this is not how I learned how to teach and it is unacceptable in today's learning environment, especially with adults. The professor is taking the easy way out so he doesn't have much work to do..he lets the computer do all the grading..that seems stuck in a distant past.

---

I love how professors teach the class instead of their TAs. Many of the professors teach from life experience instead of regurgitating from books and knowledge they have been fed from others. The professors care about their students.

---

I love Metro! The environment is great and I truly love the school.

---

I love this institution! The diversity on campus is amazing. The opportunities provided are exemplary.

---

I love this school it is a place by itself in academia that serves as a sanctuary to those wise enough to take advantage of it. I get a good education while not paying for it.

---

I met a lot of good people here and learned from each of them about how to navigate the complexities of the university system as well as subjects they taught and life lessons. It is also a unique place where you can interact with three other institutions and people throughout Auraria campus and the Denver metro area.

---

I think it's a great school with qualified teachers who care about their students.

---

I think Metro has provided decent value. There have been several good professors, but nearly the same number of "duds". Overall a pretty mediocre education, but it fits well into working for a living while attempting to go to school.

---

I was glad when Metro got the master's program because of the diversity it offers versus other colleges in the Denver area.

---

I would continue a second major here if I become interested.

---

I would enroll again because the school has evolved in a manner that benefits as many of its students as it can. I have never had a TA in the classroom and appreciate having professors with real world and academic experiences. I think allowing professors to take classes helps them retain the perspective of the student, which improves their class structure and feedback.

---

I would enroll here only because it is convenient.

---

I would have chosen another university that has good reputation

---

It met my needs as a full time working single mom. I appreciated the online classes as they best met my needs but also found that most of my professors were worth the time to come to campus. I had a few professors that if I hadn't wanted to graduate so badly, I would have walked out of their classes and demanded my money back. Luckily, they weren't the norm.

---

It's one of the best Aviation Programs.

---

Metro has a good reputation. It offers flexibility for those working full time. It is centrally located, tuition is reasonable, and Great atmosphere.

---

Metro is diverse and in the heart of Denver, where my heart lies. I like the modest yet professional reputation that Metro has.

---

Metro is the State's best kept secret. The tuition is very affordable, it is centrally located with satellite classes North and South, and Metro actually educates their students well to keep pace with the job market. I feel the education and skills I am learning will help me to secure and KEEP myself employed once I graduate.

---

MSU is affordable and is a good institution that will hopefully grow and expand overtime.

---

n/a

---

Some one has to care and do their jobs. We need help in school you know, we ask and ask. Many had dropped out because of this.

---

THE ANSWER IS STILL YES, BUT A MUCH LESS ENTHUSIASTIC YES THAN I WOULD HAVE GIVEN JUST A FEW YEARS AGO.

---

the availability of classes and learning experience.

---

The education I received at Metro has been world class. I have learned so much and have grown as a person

---

The student body is so varied-from 18 year olds to people like me, at the end of their careers. Everybody is open-minded and non-judgmental.

---

This institution is the only option that offers what I needed in a school.

---

This school is great until you have a job and a family. If I wasn't almost done with my degree, I would transfer to a school who caters to adults with real lives.

---

With my gpa as low as it was I had no other choice. If gpa was higher I would have avoided Metro like the plague. Many people regard Metro as a glorified community college. Hence the name change.

---

Would have gone to CU Denver

---

Yes I would enroll at Metro again because I like the downtown campus environment. I like that it's not a traditional university culture. I like that the median age of the students is higher than at most 4 year universities.

---

Yes it gives me the opportunity to get a good education without costing the earth.

---

Yes, but only because it is affordable and accepts anyone.

---

yes, i like the cosmopolitan aspects and the diverse student population

---

Yes, MSUDENVER provides a good bang for your buck!

---

your directors are not educated as they do not have a masters degree

---

**Question 4: Have you witnessed bias/harassment/discrimination based on race/ethnicity, gender, religious affiliation, gender identity or sexual orientation at this institution?**

**Yes 26% (20)                      No 74% (57)**

**Question 4a: If you care to, please elaborate.**

Discrimination all the time.

---

Human Resources and EEO is a joke as they enforce bad decisions made by directors

---

I am an older student and I have experienced some age discrimination not by staff but by other younger less educated students. I never experienced that at UNC or any other university I attended.

---

I am currently in a class where the teacher openly picks favorites and is mocking and rude to those who are not her favorites. Moreover, she grades people differently based upon how she feels about them personally. But since she is tenured, there is nothing we can do about it.

---

I have never personally experienced any of the above incidents or heard tell of anyone having this type of experience.

---

I have not witnessed any sort of bias, harassment or discrimination.

---

I have seen it against white individuals in the required multicultural class. I have heard even worse horror stories from others in these same required classes.

---

I said I have not seen any of the above. This box should not be here when No is chosen.

---

I think I am treated differently because of my disability.

---

In my department at least, if you are a white guy, you'd better just shut your mouth while the teachers deliver their feminist indoctrination, including not only absurd and offensive things like "we all fetish-ize black people's bodies" but endless sermons about how ashamed we should be to be white males. At first I tried to speak up, but not only did people incorrectly think I am a right wing nut case, I had a couple teachers get very hostile and in one embarrassing case, had a teacher literally freak out in front of the class. So now I just shut up.

---

In some of my general education courses, people, especially military people have used slurs like fag or queer in class. I know the institution doesn't condone it, but some of the newer teachers I have had didn't put a stop to it.

---

Justification for poor teaching covered by excuse of hearing loss.

---

Metro embraces diversity and I have only seen support from both faculty and students and never any discrimination in this area

---

On Campus from time to time.

---

ON conservative political views.

---

Only age discrimination. Only from other students. This is to be expected as younger students at this point in their life believe they know all and older people have no idea what is going on.

---

Personally never witnessed negative outcome

---

Public street harassment by individuals that are male presenting, threatening my personal safety. I hope to start an anti-street harassment campaign on campus in the fall.

---

Such instances often are carried out on a micro-aggressive basis and may not be easily identifiable. Plus some people just want to get through with their education and avoid pursuing these matters further that could result in efforts in changing the environment.

---

The bias I've witnessed has been more about institutional classism than anything else. If you are low-income and working, it can be hard for professors to relate to your lives outside of the classroom and it shows in how you're treated within the classroom. As a criminal justice/ human services senior, I've been shocked by what some professors will say about low-income persons and how they encourage students to interact with them. Luckily, they are not the norm. Some inclusiveness training could be helpful.

---

There a times when a professor chooses to discriminate against certain students

---

There have been two science teachers that have discriminated against students. One female professor and one male professor.

---

TIRED OF THE UNIVERSITY'S OBSESSION WITH THIS TOPIC.

---

Yes, some of the instructors are very discriminative toward black or other non white races

---

### **Question 5: Have you witnessed academic dishonesty/cheating at this institution?**

**Yes 14.3% (11)      No 85.7% (66)**

### **Question 5a: If you care to, please elaborate.**

I am a TA this semester and we had at least two different students plagiarize. We reported them and it was a great learning experience. Both of these students are from the Human Services Department. It is my understanding that within that department there is a lack of consistency and seriousness for students to correctly cite or even write well. It is my understanding that they historically have not been held accountable.

---

I have not personally seen any academic dishonesty.

---

I have thankfully been around mostly honest people. The few that have attempted to get others to do their work for them or copy off of another individual have failed in their attempts because the other students are honest.

---

I haven't witnessed academic dishonesty.

---

I know of people who have gotten copies of past tests in certain classes and passed them out. However, the teachers I know didn't use the same tests so they did little good.

---

I know of persons who have gotten caught doing so at some point

---

I think teachers need to make sure the students are progressing in their writing and now how to write college level papers. Many of the so called "academic dishonesty" is simply no knowing how to appropriately cite works. I know many seniors, who still do not know the difference in the various formats or how to effectively utilize the functions in Office word for example.

---

IT IS COMMON.

---

No

---

Our demographic is unique. Our student make-up is not a collegiate norm, and many of us "want" to be here and are extremely proud to put in the effort in order to acheive our academic goals.

---

Saw a girl using a laptop for a quiz because she "forgot paper and pen." She was cutting an pasting from notes and internet for quiz.

---

students should be allowed to use their work in different classes

---

students cheat!

---

The quality of some of the work of some of the students is really poor in one of my classes.(Environmental Science 1200). Many students don't even turn things in on time or seem to care. It is very discouraging. No one talks or contributes much to the discussion going on. Lots of blank faces. The other class is mostly educators and they always do well in everything so I enjoy that class.

---

When taking exams certain instructors appear not to pay attention which allows for cheating. The one instance that I saw the student still failed the class.

---

Witnessed cheating by looking at tests and students asking to copy answers on math homework that was not done. I was personally asked for my answers and when I said no, the student was angry

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### **Question 6: Did you participate in the First Year Success Program?**

**Yes 3.9% (3)                      No 96.1% (73)**

### **Question 6a: If Yes, what were the pros and cons of the program?**

- Not enough encouragement for student success/progress/improvement
  - Not enough communication to the students on the part of the program administrators.
- 

I did not participate as a student, but I worked for the program, and I thought it appeared to offer huge benefits to the students, and I am glad to have been a part of it.

---

What do they do any way, I try to ask them for help

---

**Question 7: Please feel free to comment on any topics relevant to your student experience that have not been raised in this survey.**

-Facilities [indoors] need to be cleaned more often, Women's restrooms need to be cleaned more often, higher standards of cleanliness for indoors.  
-Facilities [outdoors] is great. They maintain lawns, clean/shovel snow, keep walking areas clean for pedestrians, parking lots/garages are clean.

---

Both the parking and bookstore costs are out of control. It should not cost so much in addition to the ever increasing tuition to attend classes on a commuter campus.

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CONTINUING WITH QUESTION NO. 2

- 4) QUIT CANCELING WEEKEND AND NIGHT CLASSES.
  - 5) MAKE PARKING AFFORDABLE
  - 6) REMOVE OBSTACLES TO FINANCIAL AID
  - 7) SPEND LESS ON FANCY NEW BUILDINGS UNTIL YOU PUT SOME 21ST CENTURY TECHNOLOGY IN METRO'S STONE AGE CLASSROOMS.
  - 8) WORRY LESS ABOUT P.R. MARKETING, "BRANDING", NAME CHANGES, POLITICAL GESTURES, RACIAL QUOTAS, AND OTHER SUPERFICIAL NONSENSE AND FOCUS ON QUALITY UNDERGRAD EDUCATION.
  - 9) METRO USED TO BE A MORE BEAUTIFUL CAMPUS. TRY NOT TO BUILD OVER EVERY LAST INCH OF OPEN SPACE.
- 

Discrimination just sick of it in school. Asking for help is like hall don't ask.

---

For the size of this school and there being 3 schools on this campus, the fitness center is horrible and extremely small. They really need to invest in some more equipment and expand.

---

I am still proud of MSU. I participate as a club leader, student staff member, and a double major. I have quite the financial aid bill to pay off but this experience has been invaluable and has set me free. Although the above answers to the questions sound "ranty", I am really excited to graduate and carry two degree's from this institution. I only ask that we create some sort of memorial both for the MSU teacher who was stalked and murdered by her ex-partner and Abby Robertson who was stalked and murdered by a MSU student. It has felt that MSU does not wish to continue to honor these people or acknowledge that this has happened. I don't believe that these two tragedies have negatively impacted the image of MSU.

---

I attended another university for my undergraduate degree and graduate degrees and I am just taking additional classes for a second degree, which I have decided not to do here at this college after this semester is over.

---

I did not attend MSU as a freshman.

---

I did not have that particular opportunity

---

I don't remember. I have been a part-time student here for almost 10 years.

---

I got my B.A. from Metro a while back and I've recently returned for some additional education. The quality of the school has gone down dramatically. Maybe you should worry more about how students feel about the place - by hiring full time faculty, making sure support services do their freaking jobs, and making student-centered decisions - and worry less about being a university or being in the news all the time. The grasping for media attention is pathetically obvious.

---

I really appreciate the IDP program for students who are non-traditional and can use all their interests towards the type of degree that they can create themselves.

---

I was a transfer student and did not participate in the First Year Success Program. I wish my previous college had that program to ensure student success.

---

I wasn't told that the First Year Success Program even existed. Another fail by the Institution.

---

It seems that there is a lack of consistent, clear communication regarding policies, etc. between the main advising office and the academic departments. Academic requirements have changed and yet no one knows anything about it and this, on more than one occasion has screwed up somebody's graduation plans. Also, trying to get a work/study job is a very difficult process!!! There aren't enough classes and/or variety of classes held in the evenings for upper division in the CJC dept. The times aren't convenient for the students. It seems that this works against the students and more for the faculty schedule.

---

It would have been helpful to have been in a first generation program. Being the first in my entire family to attend college, I've had to learn how to navigate the system alone.

---

Metro has been the biggest disappointment I can possibly imagine. From the anti-student policies at financial aid (for instance, with-holding our desperately needed funds for your own convenience) to the hostile attitudes encountered with the admitting people at academic advisement and financial aid, to the offensive political brainwashing, to the horrendous parking (including making those of us with handicaps pay extra to park in handicapped spots, which seems very typical of Metro), to being bullied into spending more than \$2000 a year on your health plan (plus co-pays and deductibles) ... I wish I'd never set foot on Metro State.

---

More needs to be done to help the non-traditional student succeed.

---

My daughter did and I think it helped her acclimate to campus life.

---

My first year at Metro did not have this program in place yet.

---

My first year was part time, I was not on campus enough to effectively utilize the First Year Success program or other programs available to me. While I have heard of the benefits of the program, I think students would benefit from something like this in each stage of a students education. For example, where first year success is retention, second year third could emphasize the importance of experiential learning to determine what course of study to pursue. Junior and senior year, workshops like Salary Negotiations, developing a marketing strategy that sets individuals out from the rest and preparing them for the workforce.

---

Once again, I think investing in something as simple as new desks for the central and west classrooms would go a long way to making the entire college experience better. I know for many sitting 3 - 4 hours at a time in desks that were designed for people in middle school is not healthy or conducive to a learning environment where the focus is on class. I have talked to dozens of students and everyone feels the same way.

---

Other than the havoc and stress that came from the inadequate help received at the financial aid office I have been very pleased with my experience and have always recommended MSUDenver to others. I do not understand why anyone would choose another University.

---

others students have said that when they went to the EEO director, that he said to BCC emails to him, and it is common knowledge that it is only to cover up their mistakes

---

Overall, I've very happy with my degree and defend it against students from CU and DU who think that their esoteric professors and high-brow classes make them superior. However, if I'm

learning about how patrolling a neighborhood will look, how to identify trauma victims and provide real-time help, how to work with gang members, drug users and low-income people, I'd much rather do it from someone who's actually worked in the field than someone who has only taught about it. From that aspect, I think this institution does a great job. I have noticed some significant changes between when I started 14 years ago and today; some are great advancements while others make me question the direction this program will go. What I don't want to see happen is that in the process of switching from a college to a university, we get caught up in the hype and lose the value of education we were successfully teaching for all these years.

---

When I first started at Metro, there was no such thing as the First Year Success Program. I have known others that have participated in this program though, and it seems to have worked well for them.

---

When students go to the dean about a teacher but another teacher stands up for them, please side with the students.

---

With the name change and increased demands on student performance, the academic facilities at Metro are lacking. The education at Metro is very inexpensive but to increase its value and to compete with other schools academic facilities must be attended to. First and foremost, Metro should set the example that colleges should place education before athletics.

---

Yes

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