Advising

- More counselors for advising help with graduation.
- Professors don’t always know the answers to advising questions. Students often do not know who their advisors are. Full-time advisors would be very helpful.
- Better academic advising.
- Advisors need to be more informal and talk to students about alternatives. Would like to know about options outside of major such as certificates and double majors.
- Advisors should tell students about scholarships in a more timely manner.
- Make sure that all of the advisors clearly understand the requirements of the major. What kinds of support: all the stuff above are applicable here, especially advising, helps you move forward efficiently, will finish in time (4 years)
- Advising: before we used to have all different Hawaiian advisors, she wants to just do it by herself rather than use them, they were just looking at what you have, making you do it by yourself.
- One advisor who just does advising not teaching as well, office hours conflict with class time.
- Students should be given advised from the beginning from entering college not after your first year – they need to be assigned an advisor in the beginning.
- I think I’ve majored in everything, because each stopped being fun, the desire and urge in the major stopped, if I had an advisor to help me, lead you in the right direction.
- Some advisors are not giving students the attention; too many students per advisor.
- Some advisors don’t care. You go to see them with a schedule for the semester and they don’t check to see what requirements are missing.
- Advisor need to be more educated about the requirements, more knowledgeable advisors.
- Maybe have alternate advisors, right now students are assigned to advisors.
- People who just do advising, not faculty, especially if the faculty is your advisor and you aren’t comfortable with them in class.
- Maybe mandatory advising times.
- Newer student praised process in orientation where student is assigned a BANNER id and had to meet with a counselor before they could register. That way she was able to meet her advisor. She feels she will be able to continue that relationship into the future.
- Availability of advisors/instructors (academic advisors) is helpful.
- Graduate school should be part of the advising process, long-term planning needs to be incorporated.
- Advisors need to be better educated and be able to give specific instructions rather than general ideas. Big Point. Paperwork that gives specific instructions as to what classes are needed to fulfill specific requirements would be incredibly useful.
- Academic advisors who students can know and interact with. Generally better information as to who advisors are so that students can get in touch with them. Keep advisors informed with continuous training so that students don’t take classes that aren’t needed.
- More easily available counselors, especially if you’re changing your major. They’re hard to find. General advisors and counselors. Students sent all over the place.
- Advisors don’t know who their advisees are. Just be more knowledgeable about things.
- Improve advising – student didn’t know what classes to take as a freshman, her advisor wasn’t really an “advisor,” was able to get help through MAAP; have more advisors.
- Advisors who know what they are talking about. Knowing what counts for what so credits do not overlap and be wasted.
- Better advising – as freshmen, you “skirt around it”; maybe require it (but on the other hand, you want to promote independence); a specific example included a student who didn’t know that if she took only 12 credits per semester then she would not have enough credits to graduate in 4 years.
- Graduation issues – students need to know if they are going to graduate in enough time to “fix it” in case they’re not on track to really graduate; “you don’t know if you’re gonna graduate until they day before;” it’s up to you to figure out if you’re going to graduate; even some advisors do not know what’s going on.
- Career counselors would be helpful. One counselor told student to read a book if she wanted to know about careers.
- One woman keeps going back to her admissions counselor (Mahealani) who continues her support of the student.
- Senior seminar in agriculture does help students with careers including writing resumes but not with specific jobs.
- Some of the degree requirements aren’t very clear cut, it’s hard to understand what classes you need, for both the major and the general ed.
- I went to see my counselor and he just opened the book and told me to just look at what I needed and he should have helped me instead of me having to go get help elsewhere, these experiences drive people to not like their experience, I was not advised what classes to take in order to grad in 4 years and now I am taking 5 years.
- Evaluation of transfer student’s transcripts was not done in a timely manner (3 years). Because of this delay she took classes that she didn’t need and didn’t take classes she did need.
- More helpful staff – “people here aren’t helpful,” they send you “all over”
- More straightforward guidelines as to what classes are required for students to graduate.
- Need help with direction/focus regarding what courses are required.
- Would be helpful to meet with someone face to face. It should be required.
- Needs improvement: counselor student interaction, they never send letters for me to know what’s going on, what needs to be taken to graduate...don’t even know who he/she is
- Field pre-test might be helpful in giving a student an idea about what direction to take in order to raise their abilities in areas they may be lacking.
- Freshmen should be advised of graduate exams so that students can better prepare themselves. Base knowledge is good, but when student already has a permanent job in the field, prefers learning subjects tailored to their job. (i.e. if not doing research at work, why take research courses). That woman had worked in mental health field for 20 years and was at UH Hilo for the credentials – she was interested in practical skills, not research skills. If she is going to take a test, she wants to know the rationale behind the information required to pass the test: “When you’re doing the job, it’s a different ball game.”
- For students to be told how to prepare for graduate school; to be told about such things as the GRE.
- More hands-on counseling with a guidance counselor
- At first it was necessary to meet with a counselor. Helped guide students in which way to go/what path to take. Is not like that any more. Is less personal now.
- A university in Southern Oregon had a wellness center with counselors, a one-stop place for things like counselors and career information

**Records**

- Record keeping should be more accurate so that it is up-to-date when meeting with advisor – referring specifically to the courses students had taken or transferred.
- I just went through applying for graduation, the records office doesn’t even help you unless you’re going to graduate, there’s no communication
- We used to be able to a degree audit online to see where we are, and now we aren’t able to access it, cause the degree audit clarified what we need to graduate
- Can they do transcripts online?
- Records office is incompetent-student paid $15 for a degree audit and after 6 months when she inquired about the delay they told her that she would have to do it herself.
- Records and admissions has a history of losing transcripts. Responsible parties in these departments do not want to deal with the situation. Acceptance process for student went down to the wire even though she was a returning student who applied early. She had to walk the office through every step of the process.
- Turn on degree audit
- Record keeping should be more accurate so that it is up-to-date when meeting with advisor – referring specifically to the courses students had taken or transferred.
Better record keeping as the classes from last year have still not been entered into this year's transcripts. 
Transcripts are very ambiguous, degree audits do not give specific details. Students should be able to keep track of their own records. Information was online in the past but there is no longer access to it.

Transferring

- Students transferring in and out of UH-Hilo have issues with credits being accepted; process of transferring is problematic; more time spent taking classes that aren't counted coming in or going out.
- It's kind of hard to transfer once you're upper division cause of credit transferring. It should be a lot easier to transfer from here to Manoa cause you lose so much credits when you transfer there as part of your major.
- Credits do not transfer between the systems of UH universities easily. CC classes are easily recognizable between each other.
- I transferred from California and they're really strict on what classes they take here, they should be more lenient, they're really strict on what transfer credits they allow here.

Financial Aid, Scholarships

- Sssp for low-income students but what about the other students who don't fall into the category of a special program?
- More information about alternative sources of aid, scholarships.
- Making the financial aid a better process by making it more efficient.
- Is there any way that they can send out financial aid award letter sooner, such as in the summer, cause we need confirmation ahead of time for various reasons.
- They should give us a call when our checks are in the business office so that we know when we can pick them up.
- Does the school have its own financial aid? I think they should have that, and allow those that are foreign students be allowed to apply, would also be a reason why someone would want to leave UH Hilo.
- I think there has to be something to change the accepting of financial aid, each person has been faced with being accepted, financial aid, business office...they're unapproachable, sassy and they come off that they don't want to work with you, parking, they kind of just slam the door in your face, but some aren't able to handle confrontation.
- Financial aid should know more about what's going on.
- Financial aid is a barrier; they're creepy and they yell at you. They don't know what they're doing and they're probably overtaxed. No one I know has said ANYTHING positive about Financial Aid. Maybe they should learn how to use a computer or something.
Financial aid – should have better counseling and better customer service; students want to be greeted with a smile and welcomed, but they don’t feel that; there needs to be better communication between Financial Aid and the Business Office; counseling students who are taking out loans should include what type of job they might get in the future and whether that will be sufficient to pay off loans
Better communication between departments, especially to ensure the smooth processing of financial aid.
Better information for students as to how to go through the financial aid process.
Staff can be unhelpful, pushy, mean; i.e. financial aid; they can give you the run around and send you all over the place.

Classes (positive)

Smaller class size ~15 students.
I felt really connected, it was a really nice experience, my first year here, the classes were small, professors were really nice, friendly campus, nice experience.
Literature classes; group discussions, sitting in a circle.
Especially enjoyed University 101 class, was good cause environment was easy to open up to, people can relate to it, even the quiet people opened up.
Small class setting
It helps to have smaller classes.
Small class sizes is the best part with actually knowing professors.
The teachers’ interactive atmosphere with small classes.
Small campus with small class sizes is more desirable than the opposite effect at Manoa.
Potlucks are bonding, Communication classes are bonding.
Small class sizes that allow students to be known to their professors.
Great history department
Access to hands-on learning opportunities, field work, field trips, labs
An orientation class like UNIV 101 can help students get into the flow of college life.
I like the physical size of the campus, compared to Mānoa; can have a smaller college, but have a good range of classes
I felt really connected, it was a really nice experience, my first year here, the classes were small, professors were really nice, friendly campus, nice experience.

Classes (negative)

course availability
Flexibility of classes with more availability throughout the day.
Not having enough classes; More classes offered, fill up too quickly; Practical classes fill up quick.; Get more classes;
- Sometimes the classes you need to take are only offered by one professor, hard to get into class, no variety in teachers.
- Reasons for leaving; not enough classes, not enough variety of majors.
- A couple of students who are leaving because there is more options of classes to take elsewhere, where classes are offered every semester and they are able to grad.
- Barriers; trying to graduate here, the classes aren't even offered, you have to take whatever is offered and you can't learn what you want to learn, you can't get what you always want, it shouldn't have to be that you need to take a certain class cause you aren't sure if others are going to be offered to fill requirements.
- One woman told about her friends that are international students who cannot get enough classes; what they need is not offered. For example, one student wants to major in journalism, but it isn’t offered here.
- Better scheduling of courses, so there is no conflict during the semester; had to take classes she didn’t want to enroll in.
- Went on exchange and scheduling is better; classes offered more often. Certain classes here are only offered during specific semesters within the major; communication classes are all at the same time.
- When courses are limited for enrollment it affects student progress toward their degree.
- They don’t offer enough majors
- A community college has more majors, more classes, and more companies that will pick up their students
- More sections for all levels of classes to make a broader base of classes and class times to choose from; Offer more sections of classes in which there’s only one section; It takes forever to get the classes you need that by the time you do get them, you give up; availability of classes; Offering more courses at different times to accommodate more students.
- People leave the sciences because there is only 1 BS degree. It is not possible to go on to Graduate school from here without going to Manoa or getting an internship on the mainland.
- More diverse curriculum within a field, i.e., offering courses on a more regular and frequent basis, especially in majors in which certain courses are only offered once every other year

**specific courses requested**
- Add more art classes in the art department; More diversity in curriculum – offer photography and pottery classes, so that you don’t have to pay more to take them at HCC; Variety of classes especially through art department (photography).
- Economy is only offered in business administration as a separate major. Would like specific business degrees such as finance.
Larger service learning component in college and school, if we can earn credit in
the community that would be beneficial
Desperate need for graduate programs at UH—Psychology/Sociology.
Establish a media production major, or a concentration in media production
within the Communication major
More graduate programs, but we don’t know what’s going on with the master’s
program. Can’t achieve career goals if we don’t know what’s going on with the
program, not sure if it will open up or not, communication problems.

night/summer/online classes
Lower cost of summer classes.
Not a lot of night classes offered. After hours classes would be good for those
that need to work.
Can they add online classes, for those who want to continue to take classes,
anytime, like when people go home for summer.
Not enough courses for working students; classes in a student’s major is not
offered.
Not enough evening classes were offered so mother had to leave.
On-line courses are not an option as they are usually reserved for distance-
learning students. More online courses would be beneficial and discontinuing the
practice of shutting Hilo-based students out of the on-line courses. Students
pointed out they work and have families. They need more flexibility in the
scheduling/mode/number of required offerings.
Should have more online courses and advertise
There are no agricultural classes during the summer.

class styles
More progressive classes, maybe offer classes with new and misunderstood
theories. Lots of major classes don’t offer new ideas, lots of foundational
courses. Material always evolving. More courses dealing with current research
and theories.
One instructor uses King Arthur “round table” method. Gets to know students,
makes them feel comfortable. No hierachary. You don’t feel like you’re being
put down. You get to know everyone, including the professor, on a more
personal level.
Not just lectures, group activities inside so that you don’t have to just sit inside
of class.
Workshop-type of classes, more hands-on type courses, should be smaller class
sizes though for workshop-type classes.
Group presentations – you can learn a lot from student presentations, and they
use different ways of engaging the class (e.g., videos)
Class participation and interaction opposed to straight lecture classes. In non-
science classes settings that are similar to labs.
miscellaneous classroom complaints

- Due to circumstances incompetent teachers are placed in wrong environment – business teacher forced to teach sociology class.
- Not enough time between classes to get from tennis courts to EKH.
- There were a couple of times that I felt that as I was trying to increase my level of understanding in a class, my ideas were knocked down and I wasn’t able to articulate my ideas.
- In our Hawaiian language college, they’re always busy elsewhere, and it’s as if we aren’t getting what we need but the other side is that there are other obligations— are helping everyone as a whole outside of class, is it the schools fault?
- Easy classes—not strengthening self enough “classes are given away”
- Student left because she didn’t feel the nursing program had enough space in the major AND a male was allowed into the program even with lower qualifications
- One student wants to go to graduate school but wonders if she’s academically prepared. Feels maybe it’s too easy here – may not have been challenged enough as undergraduates to perform at the graduate level. Frustrating, you come to school to get the level of education you need to compete for a job in your field.
- Another young woman points out that it is up to the student to be responsible for what they learn, not the school. She knows people who have graduated and gone to graduate school at Harvard.
- Grad schools look for research experience. Students would like more research experience as an option. More undergraduate research opportunities, to be able to collaborate with professors/researchers

Teachers

positives

- Good teachers help students achieve goals. This is done by helping students inside and outside of the classroom.
- I was fortunate enough to attend 3 different universities, and at each one I didn’t feel like I had enough interaction with the teachers as I did here, it is more personalized here.
- Many students attend UH Hilo because of the student-teacher ratio. Therefore they expect more personal/quality learning.
- Some of the best teachers can take the most difficult content and break it down into terms that everyone can relate to.
- Good teachers share the ideas of the students.
- Teachers interaction is critical, to be able to talk to them even the next semester after the class has ended is amazing.
Relationship with teachers is a unique experience here that is often human rather than teacher to student.

Helps when teachers show their cares and have passion about their subjects. When they are motivated and caring it encourages the students a lot. All are intelligent but some just don’t relate to students and the students therefore cannot relate to their concepts.

Teacher charisma highly influences students.

More personal experiences with instructors, can communicate with them

Good professors – especially those who help with “other” (i.e., non-academic) things like adjusting to a new environment

The personal involvement with professors is a positive attribute of the school that should be cultivated.

negatives

Teacher must be more fair in the classroom by involving everyone and not just a small group.

Teachers in Hawaiian studies department are biased and prejudiced. Because of this criticalness the student left the department and changed majors.

Sometimes some of the students are made to feel that the teachers are on a different level and they aren’t coming down to our level to understand where we’re coming from, Some of them are unapproachable. They aren’t reciprocally letting us know that they appreciate our desire to learn.

Need more good caring teachers. Some teachers are really bad and don’t really care.

More variety of teachers to choose from.

Professors should not put people in a “box” – Older students complained that they were being treated by professors their age or younger like children, not like responsible adults. Felt there was a lack of respect for their station in life.

Student related situation where professor asked for an obituary when there was a death in the family. Condescending attitude; not respectful when dealing with personal problems. Student turned in all her work but still had disrespectful comments from the professor. She says she will never take another course from that professor.

Attendance should not be a basis for grades; Attendance should not be part of grade. Because a students mother died she missed two classes(one week) and therefore lost 1 letter grade.

Teachers teach the class that is being taught. Follow syllabus and actually use the book rather than random information.

All the tests in a department have their tests at the same time. Teachers need to communicate with each other better. Even with classes.

Finish on time – instructors should be sensitive to students’ time, sometimes they have go to work or other classes.
Some teachers don’t know outside of what is written in the textbook, they should use some of their own problems that aren’t in the book and know how to solve the problem without having to check back in the book.

Teachers take favorites.

Sometimes a student will come to a teacher for clarification and the teacher will put the student down like they are dumb because they don’t understand the concept.

Teachers don’t honor office hours. Other universities known to fine faculty for this problem.

Teachers who know what they are talking about is essential. One is not clear on material being taught. Listening to the students rather than the professor because the teacher does not know.

Need good instructors – many of our instructors are too laidback, relaxed; expect more accountability from them; some tenured professors “need to go”

Instructors cancel classes, sometimes for 2 weeks at a time, and then cram material in and expect students to catch up (particularly in upper-division classes).

Left major because the faculty didn’t seem to care about them so they left their major, not too many choices for faculty

They should know their subject a lot better. At least read the textbook you’re making us pay $100 for. Makes it interesting to listen to. ‘I’ll get back to you’ means you’ll never find out the answer to your question

critiques/recommendations

When a curve is used when every one gets a 68% and you get an A, it’s an escape. You’re just getting a decent grade, a scapegoat for the teachers.

Instructors should take time to build rapport with students. If teacher knows students by name it helps. Teachers that don’t take the time to get to know students don’t care. Student will be more likely to come to class if the professor makes an effort to treat the student as if he/she is important. 

Teachers should be more student-oriented and be more understanding. They should be encouraged to be more like that.

Teachers should take a teaching class. They’re researchers and sometimes they lecture and talk, so they don’t know how to teach.

Role of instructors who teach General Education courses – they should give guidance in addition to teach the class, act more like high school teachers as a way to help first-year students adjust to college and help them make friends

Challenge students more – instructors often don’t challenge students in class, particularly in seminar classes, e.g., when they have not done the reading or when they are not speaking up; at other universities, instructors would not put up with this but it is tolerated here (either professor just lets a few students do all the talking or does all the talking himself).

Emphasize computers less – some students would like less emphasis on computers (e.g., having to access assignments online, having to check email,
having to submit assignments online); some students prefer and choose not to 
do things this way; it’s especially inconvenient if you don’t have computer access 
at home; we live in Hawaii so we should not be so reliant on computers; 
instructors should be able to give assignments in person rather than requiring 
students to access assignments on computers.

- Instructors who don’t just converse with one or a few students in the class; they 
  should encourage others to speak up
- Enthusiastic instructors, instructors who move around and do not just stay at the 
  board; instructors who interact with the students
- Instructors should make announcements about what’s happening in class (some 
  do, some don’t)
- Instructors should put more books on reserve (e.g., required texts, especially for 
  students who can’t afford to buy them)
- More timely feedback from instructors about how you’re doing in the class so you 
  know where you stand; maybe instructors could put “grade books” online
- Pay the faculty more; Get more faculty

**teaching styles**

- Less busy work in class and more discussion. Students get more through 
  interaction.
- Not just lectures, group activities inside so that you don’t have to just sit inside 
  of class.
- A lot of people are saying that its only a 100 level class...teachers treat 100 level 
  classes like students are thinking, teachers should put more care into these 
  classes, then students will follow their lead and put more into these classes 
  themselves, cause the majority of students don’t want to be here, if we can have 
  departments have events (every department) take in the students and help them 
  find direction within the school, they should be more supportive and treat the 
  class like a 300 level class, if you make “community” through the classes from 
  the beginning early, they’ll be better off.
- Teaching styles: small classes, working one on one, not so much lecture, more 
  hands on, trying to make that connection between self and subject.
- Less lecturing, more hands-on activities. Professors should try and incorporate 
  hands-on activities or community involvement type class work
- Education department teaches that lectures are the worst ways of teaching and 
  that visual materials are most helpful but all classes are based on a lecture style 
  with no visuals except power point.
- Lecture-style teaching needs to be changed; should engage students more, be 
  more interactive.
- Pay more attention to learning styles
- More interaction with students – ask questions of students, don’t just use 
  PowerPoint and lecture from Power Point
- Provide visuals – use blackboard, TV, overheads
Use the socratic method – instructors should relinquish the power they have; there’s no absolute answer; each student has an answer
Egalitarian approach – instructors should approach students as equals, not dominate students or not be hierarchical
Student participation, presentations.
Lectures are boring and students learn best from peer interaction and participation.
Don’t like Power Point lectures that are drawn from book that was already read. Need examples to flesh out problem.
Teach instead of read.

**teacher evaluations**
- Should be better student assessment of teachers and departments
- Mid-semester evaluations of teachers; waiting until the end of the semester doesn’t help, it’s too late
- Evaluations are done at the end of the year. All faculty should be evaluated to get feedback from everyone
- Outside evaluations should be implemented
- Take teaching evaluations seriously – even if instructor already has tenure, evaluations should be taken seriously, they should be heard and acted on

**miscellaneous comments about teachers**
- There aren’t enough teachers, and therefore it is also our kuleana to get over this hump, it is our responsibility to go through this (like pioneers) in order for future generations to succeed (to help all of those who come after us)
- There are attitudes now such as; “pity me” and this college is a prime example where you just need to accept that teachers are busy rather than saying that they aren’t giving us what we want, we need to know that we can’t just rely on the teachers to do things for us.
- Why do teachers need to keep ordering the new editions? Students can’t get money for the books they buy because teachers require new editions. Teacher use multiple editions and specify what pages are in which editions.
- Barriers: tutorials are really important in any division of the school, cause if they really cared then they would provide tutoring, which they do but not all the time
- All faculty should go to a seminar and learn how not to degrade their students. Learn how to work with their students
- Accountability – instructors should be held accountable; if students complain about an instructor, something should be done, and the students should be informed of the outcome
- Teacher education program – a student aspiring to enter the TEP expressed a feeling of being “disconnected” to the Education Department at UH Hilo, there is little connection between the faculty and program in Education with that in his current major (Communication)
Because of understaffing, graduate students could be asked to help with teaching duties.
Discussion style is the best method for students.

Orientation

- An orientation class like UNIV 101 can help students get into the flow of college life.
- Orientation was somewhat helpful but less than half of the students attended.
- First-time student orientation helpful in getting to know other students, said a girl from Kau’ai. Good to get to know other students, student leaders, professors.
- Newer student praised process in orientation where student is assigned a BANNER id and had to meet with a counselor before they could register. That way she was able to meet her advisor. She feels she will be able to continue that relationship into the future.
- Orientation at the beginning of school for new students was very helpful.
- Introduction package for new and transferring students that is more easily understood-compiled in order of importance.
- Orientation was not helpful.
- Orientation – “it wasn’t any big deal;” some people didn’t come
- During orientation, not too many people knew what was going on; people “weren’t there” to point out what’s happening
- On the other hand, it was good that family members could be involved at orientation, and that some activities were just for students (which forced you to meet other students)
- Welcoming signs
- More free stuff, like hats with UH-Hilo on it. I feel more welcome when I get free stuff from my university
- Introduction package for new and transferring students that is more easily understood-compiled in order of importance.
- Would like to know where tuition money goes to. How much is allotted to teachers. Doesn’t know where student funds go to. If someone wanted to join a club or association they should pay dues at that time. Students don’t want to pay for things that they don’t use.

Campus Environment

positives

- Mellowness and not fast paced keeps you focused instead of looking at the next party or club date.
- Laid back and know people in classes and know professors.
- Living in Hawaii greatly overshadows the school experience. Life is a vacation in Hilo.
Small class sizes, small campus, small classrooms are great but also would like “aspects of a larger school,” e.g., more diversity in course options, nicer facilities, more theater events.

I like the physical size of the campus, compared to Mānoa; can have a smaller college, but have a good range of classes.

Low key atmosphere that is not up tempo is actually a positive. There doesn’t have to be a concert every day but the ones that are here should be attended by the student body. However, intramural stuff should be publicized as everyday events.

Mellowness, one on one personal relationship with teachers, not rushing from place to place.

Cost, size, laid back and mellow, diversity helps you absorb other cultural beliefs and ideas.

Diversity on campus – makes students feel comfortable

**improvements needed**

We have an incredible environment and teachers don’t utilize this, especially in Hawaiian studies.

Provide more benches and tables on campus – Library and classrooms are often too cold, too quiet.

Classrooms – they are cold, moldy, and have fluorescent lighting; we live in Hawaii in a beautiful natural setting; develop a space where classes can be held outside (perhaps with a covering), a space that is not surrounded by walls; it would give the environment a uniqueness not available at other schools.

Color of buildings- they are drab, feel like you’re in prison, in a box; change color of buildings so that it’s more pleasant and aesthetically pleasing.

Good but bland, we don’t have loyalty because we don’t know about sporting events but the educational experience has been good.

Better access to art classes-not so far away with bulky art supplies.

People should respect the ”No Smoking” signs on campus; establish designated smoking areas on campus; have campus security enforce the no-smoking policy, or instructors could enforce it; people smoke right next to the “No Smoking” signs; Enforcement of smoking ban especially in the library area but occurrences are all over.

Security at night around campus? If one goes to the library late at night, can’t see security. Maybe more security presence. Don’t know where security phones are. Every once in awhile, security is announced, but security does not advertise. Maybe more advertising for security purposes. Call boxes don’t work either.

Reliable and functioning emergency call boxes on campus (“do they work?”)

Security and safety on campus is good, but there’s a lot of theft (e.g., bicycles); wouldn’t walk in certain areas of campus at night, due to poor lighting

A lot of work to talk on the library lanai. If we want to gather to talk about certain topics, they should be allowed, but privatization with Sodexho and having to justify for academic reason makes it difficult for students
It seems like community college rather than an actual university
Establish partnerships with the community, e.g., maybe WalMart could subsidize a free shuttle from campus
Shops should give discounts to students; actually some do, but they aren’t being advertised better. Need to get the word out more about what services are offered, Maybe make a section in the school newspaper.

Facilities

Better facilities and classrooms – classrooms should have computers, projectors, etc.; there’s a lot of “antiquated” stuff in the classrooms now
Maintain facilities better - the women’s bathroom in Kanakaole Hall – “half the doors don’t shut because the whole thing has moved”; lightbulbs in classrooms should be replaced right away
Better furniture/chairs in classrooms; some chairs are “almost dangerous”
Someone should clean the desks, chairs, and classroom furniture.
Newer facilities- i.e. the computer science building is a shabby temporary structure that could be replaced with something better.
Does UH have its own pool? It should have its own
Spend more money on infrastructure
A science building or more research areas for science students. Chemistry department uses marine science and biology laboratories.
New buildings are great especially the chairs and A/C. Convenient and affordable
A/C is often too cold which is a great waste of energy/resources/money.
Cultural Diversity-everyone is different from everyone. Friendly atmosphere.
Need a regular bus system, shuttles don’t run midday; Transportation; especially from the airport; More reliable transportation, especially for people without vehicles
Better workout/fitness/gym facilities – “high schools gyms are nicer,” “home gyms are nicer” than UH Hilo’s – some equipment is outside so it rusts—need indoor equipment with air conditioning; couldn’t one of the “basement” rooms in UCB be made into a gym?
Soda machines cost around $110/mo each which is a hefty price for the school to be shelling out for electric bills.

Student Center

Young basketball player said there is a need for late-night hangouts (i.e. coffee houses, student activity centers) that are open all night. More places to socialize when not in school. Maybe a student activity center on campus that was open all night. He gave the example of staying at a hotel when at an away game where the hotel residents could use their magnetic room cards for entry into a recreation room where they could hang out all night if they wanted.
Student activity centers.
Needs stuff to do, besides school. The college experience has a lot more to do than going to class, eating food. More places to go besides the restaurants that are here, more stuff out in the community.
There should be an after hours coffee house on campus running from 5 to midnight. Gathering place similar to a bar but serving coffee and tea. A place to build a cohesive community.
Student Center – we need a place where you can gather, with concessions, more than what the Campus Center currently has to offer (which is “not a true Student Center”)
Students need places to “hang out”
On-campus bar, Serve beer at basketball games
Lack of campus activities. There should be more information as to when games are being played, who are the members of the team, concerts, things other than politics and poetry. “Stupid Stuff” for students to take their minds away from studies not just serious concerns.

Build College Community

Invite and encourage people in the community to be part of campus – a student expressed that there is a great deal of wisdom and knowledge on the Big Island, by people who don’t have PhDs; they’re not connected to the University, but they have a lot to share and students should have access to them and their knowledge.
Could they make an on campus post office cause auxiliary isn’t able to send some things internationally
Experience at UH Hilo is not like college experience on the mainland – a student commented that a lot of her friends went to college on the mainland, they went away for the experience, they have fraternities and sororities which would be “cherry” to have here.
Foreign student doesn’t understand the common use of marijuana, but tennis team has kept him here.
Sororities and fraternities
More activities to bring students together like concerts on campus that are free; More concerts for free; More activities on campus such as dances; culture night, school dances
Co-curricular club fair day. Each would have to do own research as to what they would like to display.
More athletic activities, intramurals
I like how they had a luau in the beginning of the year and the whole campus could join.
I didn’t do my first year here, but i feel that sororities should be allowed here, helps bonding.
i think more activities should be happening here, available to students, service projects where students are able to interact with one another
There should be more things to talk about the library lanai, like certain issues, campus not very active
Paying of student activities fees should be negotiable. Still paying, but not very interested in the activities offered.
I know a couple of people who left. One of them had to do a lot with the administration down at campus center. Students are not allowed full control over student government and activities. Instead of being guided, they were stone-walled. Left to another school in the UH system.
Student-led book resale fair, give the bookstore competition; Price of books, if no book waiver, then lower the cost; Bookstore is ”robbing from all of us.” Buy back is really cheap.
More stuff, gear, clothing, hats in more sizes (big sizes) at the bookstore
Should be holding more multicultural type events because we’re in the diversity “business” here; build on our positives and good things.
Interactive cultural events instead of sitting in an auditorium. Ethnic clubs actually demonstrate their culture instead of talking about it.
More political and cultural activities.
A program where older students help newer ones with how to accomplish things on campus. It is currently difficult to find out where to get help.
There is a lack of school spirit – a student who is transferring to UH Manoa commented that she wants to get more involved in her college experience (join clubs, go to athletic games, etc.) but she doesn’t feel a sense of school spirit at UH Hilo; she also is thinking of her future career and wants to be in a place where there are more jobs opportunities

Communication on Campus

“There needs to be more opportunities and communication that unite the student body, events that every student can be a part of. Mass communication to let each student know that this activity is happening at this time every week at this place. There are intramurals but people do not know about it.”

newspaper

Important stuff in newspapers and actually send it out to students; university newsletter sent out once a month to students; with a calendar and stuff coming up in the upcoming month
Many complaints about the weakness of the school newspaper and its lack of a calendar of events.
Newsletter should be sent to students. The paper should discuss current events.
Newspaper is not distributed widely enough.
Create a school yearbook
bulletin boards
- Central bulletin board for community events that is not cluttered with car adds, etc.; Maybe we could have a bulletin board about student clubs
- Improve communication, improve infrastructure
- Better distribution of advertising to UCB area and upper campus.
- Banners should be used to announce, bigger signs. Maybe school-related bulletin boards.
- Why don’t we have suggestion/complaint boxes? At least people would be held accountable for their actions, should somebody submit a suggestion or complaint
- Communicate with students better – better signage on campus, better ways to inform students about what’s going on. Some effective methods: signs, posters, announcements in class made by instructors. Put signs/posters near Library, near where classes are. Students might want to get involved but they need to know what’s going on.

email
- Can utilize MYUH for newsletters and informational emails for students
- An email that would be sent to every student announcing events, special circumstances, cultural gatherings, political activities, and athletic game times.
- Information should be emailed to students.
- Use mailings and flyers to notify students of activities involving both on and off campus students.
- More use of email to announce events.
- Utilize UH email accounts (everybody has one) and regular mail – send out newsletters

administrative
- Better communication between departments, especially to ensure the smooth processing of financial aid.
- Dean should give more speeches. I don’t know what she’s like. I’d like to know more about what administration is thinking; maybe a state of the university address
- Departments need better communication and ties to each other because students must do all legwork if more than one department is involved in an affair.
- Student’s family was informed by a message that the student had been placed on academic probation. This broke students confidentiality and when she tried to address it with the department in question they would not speak with her about it. Therefore better methods of contacting students directly via mail, email, or phone conversation with information on the ramifications.
- Some way for students to confidentially verbalize their grievances in a way that does not get their name distributed back to the faculty. 75% of students who
leave college have a problem with a teacher/student relationship. Currently students have no power except to sacrifice a student’s credibility by making a documented account that could affect their class grade.

- Information as to who the administration hierarchy is, as students have no idea who the chancellors and deans are.
- Administration competence would be wonderful. Better accessibility and an understanding of student concerns. Most often one must go through a hierarchy of people who don’t know before speaking to someone who does.
- In the catalog, a phone list or how to contact people by phone. Comprehensive telephone list.

**Employment**

- The career center, they’re not always up to date with campus jobs, they’re not posting current things, they don’t know what is open and what isn’t.
- After college career workshops, jobs after college
- I think they should have more jobs that are federally funded especially for those who don’t qualify for Federal work study
- Job opportunities in Hilo are limited. If job is unstable, students wait a long time for another job. On-campus jobs are limited and don’t allow for longer hours. Work is important to a lot of students, on-campus especially.
- Graduating seniors need help in finding jobs especially local ones. What jobs are locally available?
- More Job fairs and other student activities.
- Knowing what resources are in the community: having community outsiders come to UH and introduce resources and job opportunities
- Ideal to have programs available here so that students can stay here and give back to the community.
- More General-funded student employment jobs on campus
- general student employment
- Senior seminar in agriculture does help students with careers including writing resumes but not with specific jobs.

**Housing (Dormitories and Off-Campus)**

- Have dormitory rooms available.
- Install internet, cable and phones into the dormitory/rooms
- More housing facilities close by is needed, maybe the university could own it and run it.
- To make quiet hours later on the weekend
- Didn’t enjoy the environment, partly because they never really checked out the island, stayed on-campus. Campus doesn’t reflect the island. The campus is concrete blocks. Kehau seem like a jail, concrete blocks, railings and people
walking around with walkie-talkies. Not very homey. Add some color to housing, make it more human/humane, more student-oriented.

- UH-Hilo should have more housing opportunities that are more affordable that UH actually OWNS.
- Field trips, picnics, get-togethers at dormitories seem to bring students together.
- Dorms are similar to prisons. RA’s have overstepped their bounds.
- With new RA supervisor the stricter limits are ridiculous. Earlier quiet hours make studious life impossible. How can students study if they are not even allowed to converse with each other after 8pm?
- Single Mom can’t get into housing.
- “Kids treat facilities poorly.” Wrote letter to Housing and UH HSA to spray for roaches!!
- Better dorms
- More available housing

On Campus Food

- More food concessions around campus especially near agriculture and UCB.
- NAMA club had a coffee stand at the agricultural building but had to get a permit from Sodexo. Sodexo is expensive. Students can get better food off campus for a lower price.
- The meal plans affordable. Or not be required to have a plan, but to have 300 dollars in your account at one time
- Need more food choices and alternatives, not just Sodexho (which “doesn’t cut it” because of its selection, quality, cost, and speed); places close early in Hilo and a lot of students don’t have transportation, so more options on campus
- Have an indoor café, with foods, drinks, music
- Food is too expensive here
- Have more local foods, bring in stuff from all over
- There should be free food
- Food fest
- Sodexho does not have college-friendly prices
- Meal plan too expensive, waste of money
- More variety on campus, besides the campus meals. Like Pizza Hut, Taco Bell, and Starbucks.

Registration

- Improve registration process – students experiences problems with the new registration system (logging in, getting classes, getting “misprompts,” classes being dropped, “registering” but then realizing you’re not really registering); the priority order of registration (e.g., seniors first, etc.) did not work so this was a problem getting into some classes; the “search for preferences” function does
not work well (e.g., searching for WI classes didn’t work); registration process should be simpler; provide a tutorial with pictures (like Microsoft products).

- Provide another method of registration as an alternative to computerized registration – some students do not have computers or electricity at home; some students don’t like to “interface” with computers; some students prefer a more personalized approach; until the new registration process works well, an alternative method of registering should be available (e.g., on paper and/or in person).

- Provide copies of course schedules – some students like to use a paper copy instead of searching for classes online; students had to “hunt down” copies of it.

- During computer registration there are no counselors to help with process.

- When you try to register and are having problems it makes one want to give up. The previous phone system was much easier to register with.

- Awards are cancelled and reinstated during registration period.

- Registration communication is a problem as students sometimes don’t know when it is time to register and how to do it.

- Why can’t registration start earlier rather than at the end of semester. Classes fill up fast.

- I think the registration process is kind of long and now that everything is on the computer, you need to be familiar with the system, the system should be created better, calling in registration, course catalog, having different options than just the computer, drives me wacko.

- No regulation for online registration. People are able to register before they actually have to

- On-line registration is difficult for those who don’t have quick access to computers—especially during their window for registration. Perhaps expanding the window; providing a telephone registration alternative.

**Computers**

- Website needs to be upgraded as info from 2001 is still present. Should also be a central place to post info about clubs, activities and advising.

- The computers are much to slow.

- Computer lab was down during exam week.

- Provide Macintosh computers on campus

- Update system, degree audits can’t be pulled up

- Graduation list could be pulled up on HCC old system, now with the new system unable to do it; can be accessed, but difficult to find

- System needs to be more updated. Grad audit does not include things from the last year

- The website is really bad. Can’t find anything on there.

- Not enough high-tech stuff.

- “Watch the library lanai live” on the website...get rid of it.
Website is sorely lacking and needs a major upgrade. Basic information such as dates for spring break are difficult to find.

More computers – especially in the Library during midterms and finals, when the labs are really crowded

Computers – some programs are only available on certain computers, so make the programs more accessible campus-wide (e.g., Math students use MathCAD, but it’s only accessible in the Math Lab, which closes early)

24 hour facilities for computer activities as well as a general study hall.

Library

MORE LIBRARY HOURS- Earlier mornings as classes start at 8 and students need the availability beforehand. Also later nights as there are lots of people getting kicked out at 10:30 demonstrating the need. The weekend hours are just terrible all around.

Better library hours especially before 8am and an extension of weekend hours.

More library resources. Hilo’s are limited and can get them from Honolulu but takes 2-3 days. Journals are hard to find.

More library hours

Facilities in the library; more computers needed

A little more research opportunities. Not a lot of online resources. Journals cut out of databases. Not just journals. Be able to work with a researcher, maybe a grad student.

Library resources (especially books) are not always available on our campus. Many texts in stocks are outdated and not useful for research. Resources need to be updated.

Great library (“for what they have to put up with,” i.e., small budget) – it’s easy to get what you need, even though it may take a few days (but that’s OK)

Earlier and later Library hours

Improve/Streamline student activities ID’s and processes; library validations too.

Parking

Parking sucks. They need another parking lot or free parking lot; Free parking

More parking options – at another school, students park at a designated lot and then are bussed for free to campus, and don’t have to pay to park in that lot

Improve parking – the red zone is often not full and when it used to be a gravel lot, it was a different color zone so that more people could park there (because the cost for that zone was cheaper), so change the zoning so that more students can park in the red zone (especially next to the Theater) at a lower cost.

Parking passes should be included in tuition. As so much is paid already, students should have a place to park. Designated parking areas are also a problem.
Athletics

- Many baseball students dissatisfied with the dismal program and especially the coach responsible for it. Talent comes here because of the Division 1 status but end up using this as a springboard. They often leave before the season even starts because when they get here they realize that there is a lack of instruction.
- The school has intentions to grow and athletics draws people to schools. Using athletics is a great way for people to associate with the school and feel a part of the community.
- Good coaches build good programs which in turn build up the school.
- More sports programs. There is no volleyball or soccer.
- More sports and club teams and intramurals; intramurals need to be more organized and better publicized (e.g., one year soccer had a big turnout, then the next year there was “only like 4 people”)
- Want to know when colleges’ teams are playing their games; want to be informed