1-1-2002

UW Student Opinion Survey 2002

Survey Research Center

University of Wyoming

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U.W. STUDENT OPINION SURVEY, 2002

The Dean of Arts & Sciences at the University of Wyoming commissioned the Survey Research Center (SRC) for data entry and analysis on a two-part survey of student opinions at UW, conducted in the spring of 2002. This document presents the results of the part of the survey containing questions specific to the University of Wyoming.

METHODS

The survey form was based on questionnaires designed and used at UW in earlier years, which in turn had been compiled from various sources. The SRC played no role in questionnaire design, sampling, or data collection. Respondents consisted of those students agreeing to participate, from a campus-wide sampling of spring semester classes taught at 9 AM on Wednesdays, plus additional classes taught through the UW Outreach School. All students in attendance on the day the survey was conducted received two questionnaires, the UW form and a national survey. During May and June, 2002, SRC personnel entered the data from the completed questionnaires provided by the Dean of Arts & Sciences, using specialized software for that purpose and procedures for quality control. There were 1782 respondents from the Laramie campus, and 116 Outreach respondents. Simple random samples of these sizes would yield margins of error of about 2.5 and 9.5 percentage points, respectively, with 95% confidence. However, the cluster design used (sampling entire classes) produces larger margins of error that cannot be precisely calculated from the information available to the SRC.

SELECTED HIGHLIGHTS

The accompanying graphs cover a few of the key findings. Like their counterparts two years ago, respondents on the Laramie campus in 2002 rate the quality, variety, and cost of UW academic programs as most important in the decision to attend. As shown in the detailed tabulations (not graphed), Outreach students respond similarly. By overwhelming margins, both groups of students are pleased with their UW education and would recommend the University to a friend or relative. Among those who transferred to UW from another institution, most found the transfer in general to be easy, but a substantial minority report difficulties with the transfer of credit hours.

ORGANIZATION OF THIS REPORT

This introductory section concludes with the graphs just discussed. Part One provides the complete question wording, response frequencies, and percentages for every item in the survey, for all Laramie-campus respondents. Results are presented for the 2002 survey and, where possible, the 2000 survey as well. Comparative results are shown only for those items that were nearly identical in both surveys, but even for those items caution is needed in interpretation because the two surveys differed considerably in question order, item wording, and response categories. Part Two gives response frequencies and percentages for Outreach students from the 2002 survey only, since the 2000 survey was restricted to the Laramie campus. Appendices provide the full text of all written comments.
Fig. 1

Importance of factors in making a decision to attend UW

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How difficult did you find it to transfer...

Fig. 2

Overall I...

Fig. 3
PART ONE:
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University of Wyoming
Student Opinion Survey 2002

LARAMIE CAMPUS

2002 Respondents = 1782
(2000 Respondents = 1533)

Note: (Where relevant, 2000 results are shown in parentheses.)

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<td>46.9% (42.9%)</td>
<td>16.5% (12.9%)</td>
<td>0.8% (0.5%)</td>
<td>0.8% (0.5%)</td>
</tr>
<tr>
<td>National ranking/</td>
<td>11.0% (10.0%)</td>
<td>47.7% (46.4%)</td>
<td>36.1% (36.5%)</td>
<td>4.5% (6.1%)</td>
<td>0.7% (1.0%)</td>
</tr>
<tr>
<td>reputation of UW</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cost of attending UW</td>
<td>72.7% (74.8%)</td>
<td>21.3% (19.6%)</td>
<td>5.3% (4.6%)</td>
<td>0.5% (0.5%)</td>
<td>0.3% (0.5%)</td>
</tr>
<tr>
<td>Size of UW (number of students)</td>
<td>19.7% (30.3%)</td>
<td>48.2% (45.5%)</td>
<td>30.7% (22.0%)</td>
<td>0.8% (1.0%)</td>
<td>0.6% (1.1%)</td>
</tr>
<tr>
<td>Quality of academic programs</td>
<td>49.2% (57.9%)</td>
<td>42.0% (34.6%)</td>
<td>6.9% (5.4%)</td>
<td>1.4% (1.6%)</td>
<td>0.6% (0.5%)</td>
</tr>
<tr>
<td>Availability of desired academic programs</td>
<td>54.6% (57.1%)</td>
<td>35.5% (36.1%)</td>
<td>7.5% (4.5%)</td>
<td>2.1% (1.3%)</td>
<td>0.4% (1.0%)</td>
</tr>
<tr>
<td>UW Services &amp; Programs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A scholarship award at UW</td>
<td>50.1% (46.1%)</td>
<td>23.2% (23.4%)</td>
<td>20.7% (25.6%)</td>
<td>5.4% (3.7%)</td>
<td>0.6% (1.2%)</td>
</tr>
<tr>
<td>A tuition-reduction award (WUE, Nebraska Good Neighbor)</td>
<td>23.9%</td>
<td>12.7%</td>
<td>46.1%</td>
<td>15.6%</td>
<td>1.7%</td>
</tr>
<tr>
<td>Printed materials from your major department or college</td>
<td>16.6% (20.7%)</td>
<td>44.4% (44.7%)</td>
<td>31.7% (32.3%)</td>
<td>6.3% (1.7%)</td>
<td>1.0% (0.7%)</td>
</tr>
</tbody>
</table>

(*These two categories were combined in the 2000 questionnaire, accounting for 66.1% of the responses.)

2. How important was each of the following in influencing your decision to attend the University of Wyoming?
<table>
<thead>
<tr>
<th>Activity</th>
<th>Very Important</th>
<th>Somewhat Important</th>
<th>Not Important At All</th>
<th>Don’t Know</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printed materials from UW, not a particular department or college</td>
<td>9.1% (12.9%)</td>
<td>46.2% (50.8%)</td>
<td>38.4% (34.1%)</td>
<td>5.3% (1.6%)</td>
<td>1.0% (0.7%)</td>
</tr>
<tr>
<td>UW’s website and on-line information</td>
<td>18.4% (9.4%)</td>
<td>35.5% (24.8%)</td>
<td>40.5% (59.6%)</td>
<td>4.9% (5.2%)</td>
<td>0.8% (1.0%)</td>
</tr>
<tr>
<td>UW commercials on TV/radio</td>
<td>1.6% (2.1%)</td>
<td>15.4% (10.8%)</td>
<td>72.3% (79.5%)</td>
<td>10.0% (6.7%)</td>
<td>0.6% (1.0%)</td>
</tr>
<tr>
<td>Phone calls from UW students</td>
<td>2.8% (13.9%)</td>
<td>73.2%</td>
<td>9.2%</td>
<td>0.8%</td>
<td></td>
</tr>
<tr>
<td>Visits to the UW campus</td>
<td>19.0% (33.1%)</td>
<td>44.6%</td>
<td>31.1% (27.9%)</td>
<td>4.0% (2.8%)</td>
<td>1.3% (0.8%)</td>
</tr>
<tr>
<td>College fairs at your high school or community college</td>
<td>7.7% (9.5%)</td>
<td>29.6%</td>
<td>53.1% (57.7%)</td>
<td>8.6% (7.6%)</td>
<td>1.0% (0.8%)</td>
</tr>
<tr>
<td>UW Honors Program</td>
<td>5.1% (6.2%)</td>
<td>14.3%</td>
<td>68.0% (63.8%)</td>
<td>11.5% (6.8%)</td>
<td>1.2% (1.0%)</td>
</tr>
<tr>
<td>Participation in UW pre-college summer programs</td>
<td>5.4%</td>
<td>9.4%</td>
<td>68.5%</td>
<td>15.8%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Availability of extra-curricular activities</td>
<td>14.8% (13.1%)</td>
<td>47.0%</td>
<td>34.2% (40.8%)</td>
<td>2.6% (4.4%)</td>
<td>1.4% (1.0%)</td>
</tr>
<tr>
<td>Visits from UW students to your high school or community</td>
<td>3.8%</td>
<td>21.8%</td>
<td>65.1%</td>
<td>7.8%</td>
<td>1.5%</td>
</tr>
<tr>
<td>Attendance at UW new student orientation</td>
<td>9.7%</td>
<td>31.7%</td>
<td>50.8%</td>
<td>6.5%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Attendance at Discovery Days</td>
<td>3.1%</td>
<td>13.7%</td>
<td>66.1%</td>
<td>15.8%</td>
<td>1.4%</td>
</tr>
<tr>
<td>UW personnel and other people</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UW admissions staff</td>
<td>17.0%</td>
<td>43.7%</td>
<td>33.7%</td>
<td>4.4%</td>
<td>1.2%</td>
</tr>
<tr>
<td>UW faculty members</td>
<td>28.8%</td>
<td>40.7%</td>
<td>25.8%</td>
<td>3.5%</td>
<td>1.2%</td>
</tr>
<tr>
<td>UW coaches</td>
<td>10.2%</td>
<td>14.4%</td>
<td>64.3%</td>
<td>9.9%</td>
<td>1.3%</td>
</tr>
<tr>
<td>UW alumni (excluding parents)</td>
<td>6.9%</td>
<td>22.3%</td>
<td>60.4%</td>
<td>9.0%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Parents/Family members</td>
<td>28.1%</td>
<td>40.5%</td>
<td>27.7%</td>
<td>2.6%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Friends attending UW</td>
<td>21.4%</td>
<td>38.3%</td>
<td>36.4%</td>
<td>2.6%</td>
<td>1.3%</td>
</tr>
<tr>
<td>High school counselors</td>
<td>6.1%</td>
<td>24.5%</td>
<td>63.1%</td>
<td>5.1%</td>
<td>1.2%</td>
</tr>
<tr>
<td>High school teachers</td>
<td>6.7%</td>
<td>26.9%</td>
<td>59.7%</td>
<td>5.4%</td>
<td>1.2%</td>
</tr>
<tr>
<td>UW Outreach Centers</td>
<td>2.8%</td>
<td>9.9%</td>
<td>71.6%</td>
<td>13.4%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Wyoming Community College teachers or counselors</td>
<td>5.4%</td>
<td>12.5%</td>
<td>67.3%</td>
<td>13.4%</td>
<td>1.4%</td>
</tr>
<tr>
<td>UW/Casper College personnel</td>
<td>2.9%</td>
<td>7.6%</td>
<td>71.2%</td>
<td>17.1%</td>
<td>1.3%</td>
</tr>
<tr>
<td>High school coaches</td>
<td>5.1%</td>
<td>12.9%</td>
<td>69.6%</td>
<td>11.1%</td>
<td>1.4%</td>
</tr>
</tbody>
</table>
3. As a college student, how important are the following to you?

<table>
<thead>
<tr>
<th></th>
<th>Very Important</th>
<th>Somewhat Important</th>
<th>Not Important At All</th>
<th>Don’t Know</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Involvement in student activities</td>
<td>21.5%</td>
<td>53.8%</td>
<td>23.2%</td>
<td>0.6%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Maintaining good grades</td>
<td>81.0% (82.1%)</td>
<td>16.8% (16.5%)</td>
<td>1.0% (1.0%)</td>
<td>0.3% (N/A)</td>
<td>0.8% (0.5%)</td>
</tr>
<tr>
<td>Choosing a major/career</td>
<td>81.2%</td>
<td>15.5%</td>
<td>1.9%</td>
<td>0.6%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Work experience within your major</td>
<td>73.5%</td>
<td>22.2%</td>
<td>2.6%</td>
<td>0.8%</td>
<td>0.9%</td>
</tr>
<tr>
<td>Summer jobs/internships</td>
<td>58.0%</td>
<td>31.8%</td>
<td>8.1%</td>
<td>1.3%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Career placement after college</td>
<td>76.9%</td>
<td>16.6%</td>
<td>4.6%</td>
<td>1.0%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Developing friendships with other students</td>
<td>57.6%</td>
<td>34.1%</td>
<td>6.8%</td>
<td>0.6%</td>
<td>0.9%</td>
</tr>
<tr>
<td>Health and wellness</td>
<td>67.2%</td>
<td>28.0%</td>
<td>3.7%</td>
<td>0.4%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Managing your time effectively</td>
<td>68.2% (69.3%)</td>
<td>27.7% (26.6%)</td>
<td>2.9% (3.5%)</td>
<td>0.3% (N/A)</td>
<td>0.8% (0.6%)</td>
</tr>
<tr>
<td>Developing good study habits</td>
<td>65.1%</td>
<td>29.4%</td>
<td>4.1%</td>
<td>0.5%</td>
<td>0.9%</td>
</tr>
<tr>
<td>Attending graduate or professional school</td>
<td>42.9%</td>
<td>33.8%</td>
<td>17.0%</td>
<td>5.1%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Managing your personal finances</td>
<td>67.7%</td>
<td>28.1%</td>
<td>2.8%</td>
<td>0.4%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Personal or family issues</td>
<td>63.5%</td>
<td>28.7%</td>
<td>6.3%</td>
<td>0.7%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Balancing work and study</td>
<td>60.3%</td>
<td>28.2%</td>
<td>7.9%</td>
<td>2.4%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Child care</td>
<td>6.7%</td>
<td>6.6%</td>
<td>64.1%</td>
<td>20.8%</td>
<td>1.8%</td>
</tr>
<tr>
<td>Other (specify)___________</td>
<td>3.5%</td>
<td>0.2%</td>
<td>3.7%</td>
<td>4.0%</td>
<td>88.6%</td>
</tr>
</tbody>
</table>

*IF “OTHER” PLEASE SEE APPENDIX I FOR COMPLETE TEXT LISTINGS.*

4. For which of the following would you like additional help from UW? (Check appropriate column(s) for each item**)

<table>
<thead>
<tr>
<th></th>
<th>Information</th>
<th>Referral to appropriate person or unit</th>
<th>Personal Assistance</th>
<th>Do not need additional help</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Involvement in student activities</td>
<td>28.1%</td>
<td>7.7%</td>
<td>2.4%</td>
<td>61.6%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Maintaining good grades</td>
<td>13.4%</td>
<td>10.3%</td>
<td>17.9%</td>
<td>59.5%</td>
<td>2.2%</td>
</tr>
<tr>
<td>Choosing a major/career</td>
<td>17.2%</td>
<td>13.2%</td>
<td>22.0%</td>
<td>52.8%</td>
<td>2.2%</td>
</tr>
<tr>
<td>Work experience within your major</td>
<td>33.6%</td>
<td>23.5%</td>
<td>24.9%</td>
<td>27.1%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Summer jobs/internships</td>
<td>36.3%</td>
<td>23.3%</td>
<td>22.7%</td>
<td>28.2%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Career placement after college</td>
<td>36.3%</td>
<td>22.6%</td>
<td>28.5%</td>
<td>23.5%</td>
<td>2.4%</td>
</tr>
<tr>
<td></td>
<td>Information</td>
<td>Referral to appropriate person or unit</td>
<td>Personal Assistance</td>
<td>Do not need additional help</td>
<td>No Answer</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-------------</td>
<td>----------------------------------------</td>
<td>---------------------</td>
<td>-----------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Developing friends with other students</td>
<td>5.2%</td>
<td>2.7%</td>
<td>3.0%</td>
<td>86.6%</td>
<td>3.1%</td>
</tr>
<tr>
<td>Health and wellness</td>
<td>14.8%</td>
<td>4.9%</td>
<td>5.0%</td>
<td>74.6%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Managing your time effectively</td>
<td>17.7%</td>
<td>5.4%</td>
<td>7.3%</td>
<td>69.0%</td>
<td>2.2%</td>
</tr>
<tr>
<td>Developing good study habits</td>
<td>19.2%</td>
<td>6.1%</td>
<td>9.0%</td>
<td>65.2%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Attending graduate or professional school</td>
<td>31.6%</td>
<td>17.2%</td>
<td>16.4%</td>
<td>42.1%</td>
<td>2.5%</td>
</tr>
<tr>
<td>Managing your personal finances</td>
<td>15.4%</td>
<td>4.9%</td>
<td>5.9%</td>
<td>73.2%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Personal or family issues</td>
<td>6.7%</td>
<td>3.1%</td>
<td>3.9%</td>
<td>84.2%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Balancing work and study</td>
<td>11.8%</td>
<td>3.9%</td>
<td>4.5%</td>
<td>78.3%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Child care</td>
<td>4.2%</td>
<td>1.6%</td>
<td>1.7%</td>
<td>89.2%</td>
<td>3.9%</td>
</tr>
<tr>
<td>Other (specify)</td>
<td>0.5%</td>
<td>0.5%</td>
<td>0.2%</td>
<td>12.1%</td>
<td>86.9%</td>
</tr>
</tbody>
</table>

IF "OTHER" PLEASE SEE APPENDIX II FOR COMPLETE TEXT LISTINGS.

5. Below are listed various University processes or services. How clear and understandable are the following for you?

<table>
<thead>
<tr>
<th></th>
<th>Very</th>
<th>Somewhat</th>
<th>Not At All</th>
<th>Not Applicable</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class registration process</td>
<td>68.0%</td>
<td>29.2%</td>
<td>1.5%</td>
<td>0.3%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Academic advising process</td>
<td>59.4%</td>
<td>34.6%</td>
<td>4.4%</td>
<td>0.5%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Career advising</td>
<td>21.5%</td>
<td>47.6%</td>
<td>24.0%</td>
<td>5.7%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Degree requirements to graduate</td>
<td>44.5%</td>
<td>45.9%</td>
<td>7.3%</td>
<td>1.0%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Degree requirements in your major</td>
<td>48.6%</td>
<td>42.8%</td>
<td>6.2%</td>
<td>1.1%</td>
<td>1.2%</td>
</tr>
<tr>
<td>University Studies requirements</td>
<td>44.7%</td>
<td>42.2%</td>
<td>9.8%</td>
<td>2.0%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Financial aid process</td>
<td>24.5%</td>
<td>49.9%</td>
<td>15.3%</td>
<td>9.0%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Tuition payment process</td>
<td>51.6%</td>
<td>36.3%</td>
<td>5.7%</td>
<td>5.0%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Course withdrawal process</td>
<td>42.0%</td>
<td>44.3%</td>
<td>8.7%</td>
<td>3.9%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Course drop and add process</td>
<td>47.1%</td>
<td>42.3%</td>
<td>6.5%</td>
<td>2.6%</td>
<td>1.5%</td>
</tr>
<tr>
<td>Process to link UW email accounts to your personal email account</td>
<td>36.3%</td>
<td>28.6%</td>
<td>30.1%</td>
<td>3.7%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Hole-in-the-Wall web interface</td>
<td>57.0%</td>
<td>34.8%</td>
<td>6.0%</td>
<td>1.1%</td>
<td>1.1%</td>
</tr>
</tbody>
</table>
6. How frequently do you use E-mail to...

<table>
<thead>
<tr>
<th></th>
<th>Several times a day</th>
<th>Several times a week</th>
<th>Several times a month</th>
<th>Rarely</th>
<th>Never</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicate with friends and family?</td>
<td>34.6%</td>
<td>44.5%</td>
<td>11.5%</td>
<td>6.5%</td>
<td>1.9%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Communicate with UW faculty?</td>
<td>6.7%</td>
<td>27.1%</td>
<td>35.2%</td>
<td>27.1%</td>
<td>3.1%</td>
<td>0.9%</td>
</tr>
<tr>
<td>Communicate with UW staff and/or services offices?</td>
<td>5.0%</td>
<td>11.8%</td>
<td>20.3%</td>
<td>48.2%</td>
<td>13.8%</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

7. How frequently do you use the Internet (World Wide Web) for...

<table>
<thead>
<tr>
<th></th>
<th>Several times a day</th>
<th>Several times a week</th>
<th>Several times a month</th>
<th>Rarely</th>
<th>Never</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic research</td>
<td>11.5%</td>
<td>40.8%</td>
<td>35.4%</td>
<td>10.7%</td>
<td>0.6%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Course assignments</td>
<td>11.5%</td>
<td>42.2%</td>
<td>29.4%</td>
<td>14.6%</td>
<td>1.2%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Finding information on student organizations</td>
<td>3.3%</td>
<td>8.5%</td>
<td>18.5%</td>
<td>49.7%</td>
<td>18.3%</td>
<td>1.7%</td>
</tr>
<tr>
<td>Looking for part-time jobs</td>
<td>2.6%</td>
<td>5.8%</td>
<td>12.7%</td>
<td>46.5%</td>
<td>31.2%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Seeking information from a UW department or office</td>
<td>2.7%</td>
<td>13.8%</td>
<td>32.7%</td>
<td>39.0%</td>
<td>10.7%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Seeking information about UW in general</td>
<td>3.1%</td>
<td>14.4%</td>
<td>33.9%</td>
<td>37.8%</td>
<td>9.7%</td>
<td>1.1%</td>
</tr>
</tbody>
</table>

8. Do you use Hole-In-The-Wall (UW’s web interface with student records) for... (Check all that apply**)

- **Course registration activities** 79.4%
- **Checking grades** 79.2%
- **Paying UW bills** 14.8%
- **Finding financial aid information** 27.8%
- **Checking UW account status** 47.5%
- **“On Course” degree checks** 46.4%
- **Update local address** 42.3%
- **No answer** 6.1%
9. How frequently do you use the following means of obtaining information about UW, its programs, and its services?

<table>
<thead>
<tr>
<th>Branding Iron or student newspaper</th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Rarely</th>
<th>Never</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>50.8%</td>
<td>30.0%</td>
<td>11.7%</td>
<td>6.1%</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

| Boomerang or community newspaper  | 4.9%       | 20.7%        | 37.1%  | 35.5% | 1.9%      |

| Radio                            | 18.2%      | 25.0%        | 30.4%  | 24.6% | 1.9%      |

| Television                       | 13.5%      | 22.6%        | 34.7%  | 27.2% | 1.9%      |

| Fliers, posters, and handbills   | 16.2%      | 45.2%        | 26.1%  | 10.6% | 2.0%      |

| Information received through the mail | 17.3%  | 46.9%        | 24.8%  | 9.0%  | 2.0%  |

| UW web pages                     | 25.8%      | 40.2%        | 24.0%  | 7.9%  | 2.0%  |

| Hole-in-the-Wall website         | 24.2%      | 40.8%        | 23.5%  | 9.7%  | 1.8%  |

| Word of mouth/friends            | 51.0%      | 36.5%        | 7.7%   | 2.7%  | 2.1%  |

| Classroom announcements          | 30.7%      | 48.9%        | 15.0%  | 3.3%  | 2.1%  |

| UW academic departmental sources | 7.6%       | 33.3%        | 42.3%  | 14.5% | 2.4%  |

| Student Handbook & Daily Planner | 8.1%       | 20.1%        | 34.9%  | 34.3% | 2.6%  |

10. When you complete your UW education, where would you prefer to get a job?

<table>
<thead>
<tr>
<th></th>
<th>Strong Preference</th>
<th>Prefer</th>
<th>Would Consider</th>
<th>Would Not Consider</th>
<th>Doesn't Apply</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Wyoming</td>
<td>22.2%</td>
<td>10.7%</td>
<td>36.8%</td>
<td>23.1%</td>
<td>2.4%</td>
<td>4.8%</td>
</tr>
<tr>
<td>In Colorado</td>
<td>15.2%</td>
<td>17.8%</td>
<td>49.1%</td>
<td>10.3%</td>
<td>2.4%</td>
<td>5.3%</td>
</tr>
<tr>
<td>In another surrounding state</td>
<td>10.5%</td>
<td>22.1%</td>
<td>49.8%</td>
<td>8.3%</td>
<td>2.7%</td>
<td>6.7%</td>
</tr>
<tr>
<td>In another part of the country</td>
<td>23.3%</td>
<td>16.4%</td>
<td>40.9%</td>
<td>10.6%</td>
<td>3.7%</td>
<td>5.2%</td>
</tr>
<tr>
<td>In another country</td>
<td>7.0%</td>
<td>6.6%</td>
<td>37.9%</td>
<td>34.1%</td>
<td>7.6%</td>
<td>6.9%</td>
</tr>
</tbody>
</table>

11. Which fall semester school calendar do you prefer? (check one)

- **48.8%** Start in late August (before Labor Day; end in mid-December)
- **33.9%** Start in mid-September (after Labor Day; end just before Christmas)
- **15.1%** No preference
- **2.2%** No answer

12. Which spring semester school calendar do you prefer? (check one)

- **63.1%** Start in mid-January (before MLKing/Equality Day; end in early May)
- **21.9%** Start in late January (after MLKing/Equality Day; end in mid-May)
- **12.5%** No preference
- **2.5%** No answer
13. Do you favor reducing the number of courses offered during the noon hour to make it easier for students to participate in other activities at that time?

- **18.0%** Yes
- **45.6%** No
- **34.1%** Don't Know
- **2.3%** No Answer

14. How many jobs do you have for compensation?

- **39.0%** 0 jobs
- **40.4%** 1 job
- **12.1%** 2 jobs
- **1.6%** 3 jobs
- **0.1%** 4 jobs
- **0.2%** 5 or more jobs
- **6.7%** No answer

15. If you do work for compensation, on an average, how many hours per week do you work for compensation? (check one)

- **34.1%** None
- **12.4%** Up to ten hours per week
- **16.2%** 11 to 19 hours per week
- **7.1%** 20 hours per week
- **10.7%** 21 to 30 hours per week
- **4.9%** 31 to 40 hours per week
- **2.4%** More than 40 hours per week
- **12.2%** No answer

17. Is UW strict enough in enforcing its academic dishonesty policies? (check one)

- **43.7%** Yes
- **8.5%** No
- **45.1%** Don't Know
- **2.7%** No Answer

18. Some schools have academic honor codes that bind members of the university community to uphold the values of truth, honesty and integrity by prohibiting any intentional misrepresentation or deception in academic or professional matters. Would you support a UW Honor Code for student/faculty academic dishonesty? (check one)

- **22.8%** Yes
- **5.6%** No
- **50.6%** Depends on how the code is written
- **18.0%** Don't know
- **3.0%** No answer
19. If you transferred credits to the University of Wyoming from a community college or another four-year school, please answer the following questions. If you did not transfer credits to UW, go to question 23.

Considering the transfer process to UW, how would you rate the following in terms of the quality of help you received.

<table>
<thead>
<tr>
<th>Service</th>
<th>Extremely helpful</th>
<th>Somewhat helpful</th>
<th>Not too helpful</th>
<th>Not helpful at all</th>
<th>Not applicable</th>
<th>No answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>UW Office of Registrar</td>
<td>22.3%</td>
<td>49.6%</td>
<td>15.7%</td>
<td>6.3%</td>
<td>6.0%</td>
<td>0.1%</td>
</tr>
<tr>
<td>(credit transfer)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UW Student Financial Aid</td>
<td>18.6%</td>
<td>34.6%</td>
<td>14.4%</td>
<td>8.3%</td>
<td>24.0%</td>
<td>0.2%</td>
</tr>
<tr>
<td>UW Academic department advisor</td>
<td>25.5%</td>
<td>38.1%</td>
<td>16.6%</td>
<td>8.6%</td>
<td>10.9%</td>
<td>0.2%</td>
</tr>
<tr>
<td>UW Faculty</td>
<td>18.4%</td>
<td>41.6%</td>
<td>16.2%</td>
<td>6.7%</td>
<td>16.7%</td>
<td>0.4%</td>
</tr>
<tr>
<td>UW Clerical staff in academic department</td>
<td>13.0%</td>
<td>38.0%</td>
<td>18.5%</td>
<td>6.7%</td>
<td>23.3%</td>
<td>0.6%</td>
</tr>
<tr>
<td>UW Office of Admission</td>
<td>22.9%</td>
<td>45.4%</td>
<td>14.6%</td>
<td>6.9%</td>
<td>9.9%</td>
<td>0.4%</td>
</tr>
<tr>
<td>UW orientation for transfer students</td>
<td>9.4%</td>
<td>21.0%</td>
<td>16.4%</td>
<td>12.2%</td>
<td>40.3%</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

20. Any time a student transfers from one school to another the transfer of credit hours is an issue. In terms of transferring hours from your previous school to UW, how difficult did you find it to transfer hours? (circle one)

11.2% Very difficult
28.5% Somewhat difficult
34.2% Easy
22.4% Very easy
3.7% No answer

21. Overall, how easy was it to transfer to UW? (circle one)

22.5% Very easy
50.1% Easy
17.7% Somewhat difficult
3.5% Very difficult
6.1% No answer

22. If you answered somewhat difficult or very difficult, could you briefly explain why it was difficult? Can you think of one thing that would have made transfer easier for you?

PLEASE SEE APPENDIX III FOR COMPLETE TEXT LISTINGS.
23. Based on your experience, how would you describe the general climate for diversity on this campus? (For example, the box farthest to the left corresponds to very friendly and the box farthest to the right corresponds to very hostile. Check the box that most closely represents your view.)

<table>
<thead>
<tr>
<th>EXAMPLE</th>
<th>Very Friendly</th>
<th>Friendly</th>
<th>Neither</th>
<th>Hostile</th>
<th>Very Hostile</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friendly</td>
<td>13.9%</td>
<td>66.3%</td>
<td>8.8%</td>
<td>1.6%</td>
<td>0.2%</td>
<td>Hostile</td>
</tr>
<tr>
<td>Socially inclusive</td>
<td>6.4%</td>
<td>53.4%</td>
<td>25.3%</td>
<td>4.4%</td>
<td>0.7%</td>
<td>Socially exclusive</td>
</tr>
<tr>
<td>Disrespectful</td>
<td>3.7%</td>
<td>21.9%</td>
<td>35.8%</td>
<td>20.9%</td>
<td>5.5%</td>
<td>Respectful</td>
</tr>
<tr>
<td>Non-racist</td>
<td>10.2%</td>
<td>36.8%</td>
<td>32.1%</td>
<td>8.6%</td>
<td>1.2%</td>
<td>Racist</td>
</tr>
<tr>
<td>Conservative</td>
<td>9.8%</td>
<td>34.2%</td>
<td>34.0%</td>
<td>8.3%</td>
<td>2.2%</td>
<td>Liberal</td>
</tr>
<tr>
<td>Concerned</td>
<td>5.1%</td>
<td>41.4%</td>
<td>33.1%</td>
<td>7.0%</td>
<td>1.6%</td>
<td>Indifferent</td>
</tr>
<tr>
<td>Homophobic</td>
<td>4.7%</td>
<td>23.1%</td>
<td>43.8%</td>
<td>13.0%</td>
<td>3.4%</td>
<td>Non-homophobic</td>
</tr>
<tr>
<td>Open</td>
<td>6.6%</td>
<td>39.9%</td>
<td>33.1%</td>
<td>7.3%</td>
<td>1.4%</td>
<td>Closed</td>
</tr>
<tr>
<td>Non-sexist</td>
<td>7.6%</td>
<td>34.0%</td>
<td>35.3%</td>
<td>10.4%</td>
<td>1.0%</td>
<td>Sexist</td>
</tr>
<tr>
<td>Competitive</td>
<td>9.1%</td>
<td>41.6%</td>
<td>28.2%</td>
<td>7.4%</td>
<td>2.1%</td>
<td>Non-competitive</td>
</tr>
<tr>
<td>Socially integrated</td>
<td>6.1%</td>
<td>39.9%</td>
<td>29.8%</td>
<td>10.0%</td>
<td>2.4%</td>
<td>Socially isolated</td>
</tr>
<tr>
<td>Religion intolerant</td>
<td>11.3%</td>
<td>42.3%</td>
<td>34.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>Religion tolerant</td>
</tr>
<tr>
<td>Improving</td>
<td>8.3%</td>
<td>45.3%</td>
<td>30.3%</td>
<td>3.5%</td>
<td>0.8%</td>
<td>Worsening</td>
</tr>
</tbody>
</table>

24. Overall, I am pleased with the education that I am receiving at UW. (check one)

18.8% Strongly Agree
60.8% Agree
11.1% Neutral
4.2% Disagree
1.3% Strongly Disagree
3.9% No Answer

25. Overall, I would recommend that a friend or relative attend UW. (check one)

20.2% Strongly Agree
52.5% Agree
15.6% Neutral
4.7% Disagree
2.2% Strongly Disagree
4.8% No Answer

26. What three (3) things have pleased you most about UW?

PLEASE SEE APPENDIX IV FOR COMPLETE TEXT LISTINGS OF THE FIRST MOST PLEASING THING.

PLEASE SEE APPENDIX V FOR COMPLETE TEXT LISTINGS OF THE SECOND MOST PLEASING THING.

PLEASE SEE APPENDIX VI FOR COMPLETE TEXT LISTINGS OF THE THIRD MOST PLEASING THING.
27. **What three (3) things have disappointed you the most about UW?**

- PLEASE SEE APPENDIX VII FOR COMPLETE TEXT LISTINGS OF THE FIRST MOST DISAPPOINTING THING.

- PLEASE SEE APPENDIX VIII FOR COMPLETE TEXT LISTINGS OF THE SECOND MOST DISAPPOINTING THING.

- PLEASE SEE APPENDIX IX FOR COMPLETE TEXT LISTINGS OF THE THIRD MOST DISAPPOINTING THING.

28. **In seeking services at UW in the last 12 months, what were the three most frustrating situations you experienced?**

- PLEASE SEE APPENDIX X FOR COMPLETE TEXT LISTINGS OF THE FIRST MOST FRUSTRATING EXPERIENCE.

- PLEASE SEE APPENDIX XI FOR COMPLETE TEXT LISTINGS OF THE SECOND MOST FRUSTRATING EXPERIENCE.

- PLEASE SEE APPENDIX XII FOR COMPLETE TEXT LISTINGS OF THE THIRD MOST FRUSTRATING EXPERIENCE.

**Percentages may exceed 100%**
PART TWO:
OUTREACH STUDENTS
1. Where do you currently live? (check one)

(26.7%) 0.9% In a UW residence hall
(4.5%) 0.0% In a fraternity or sorority house
(8.1%) 0.0% In a UW apartment/house, but not with parents
(56.7%) 45.7% In an off-campus apartment/house, but not with parents
(2.6%) 6.9% With your parents
(1.0%) 45.7% None of the above apply
(0.5%) 0.9% No answer

2. How important was each of the following in influencing your decision to attend the University of Wyoming?

<table>
<thead>
<tr>
<th>UW Characteristics</th>
<th>Very Important</th>
<th>Somewhat Important</th>
<th>Not Important At All</th>
<th>Don’t Know</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location of UW</td>
<td>45.7% (35.1%)</td>
<td>16.4% (46.9%)</td>
<td>29.3% (16.5%)</td>
<td>4.3% (0.8%)</td>
<td>4.3% (0.8%)</td>
</tr>
<tr>
<td>National ranking/reputation of UW</td>
<td>12.1% (11.0%)</td>
<td>40.5% (47.7%)</td>
<td>36.2% (36.1%)</td>
<td>6.9% (4.5%)</td>
<td>4.3% (0.7%)</td>
</tr>
<tr>
<td>Cost of attending UW</td>
<td>50.9% (72.7%)</td>
<td>37.9% (21.3%)</td>
<td>7.8% (5.3%)</td>
<td>2.6% (0.5%)</td>
<td>0.9% (0.3%)</td>
</tr>
<tr>
<td>Size of UW (number of students)</td>
<td>19.8% (19.7%)</td>
<td>26.7% (48.2%)</td>
<td>45.7% (30.7%)</td>
<td>4.3% (0.8%)</td>
<td>3.5% (0.6%)</td>
</tr>
<tr>
<td>Quality of academic programs</td>
<td>51.7% (49.2%)</td>
<td>33.6% (42.0%)</td>
<td>7.8% (6.9%)</td>
<td>2.6% (1.4%)</td>
<td>4.3% (0.6%)</td>
</tr>
<tr>
<td>Availability of desired academic programs</td>
<td>69.0% (54.6%)</td>
<td>20.7% (35.5%)</td>
<td>5.2% (7.5%)</td>
<td>3.5% (2.1%)</td>
<td>1.7% (0.4%)</td>
</tr>
<tr>
<td>UW Services &amp; Programs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A scholarship award at UW</td>
<td>29.3% (50.1%)</td>
<td>14.7% (23.2%)</td>
<td>44.0% (20.7%)</td>
<td>9.5% (5.4%)</td>
<td>2.6% (0.6%)</td>
</tr>
<tr>
<td>A tuition-reduction award (WUE, Nebraska Good Neighbor)</td>
<td>13.8% (23.9%)</td>
<td>13.8% (12.7%)</td>
<td>53.5% (46.1%)</td>
<td>14.7% (15.6%)</td>
<td>4.3% (1.7%)</td>
</tr>
<tr>
<td>Printed materials from your major department or college</td>
<td>Very Important</td>
<td>Somewhat Important</td>
<td>Not Important At All</td>
<td>Don’t Know</td>
<td>No Answer</td>
</tr>
<tr>
<td>---------------------------------------------------------</td>
<td>----------------</td>
<td>--------------------</td>
<td>---------------------</td>
<td>------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Printed materials from UW, not a particular department or college</td>
<td>21.6% (16.6%)</td>
<td>38.8% (44.4%)</td>
<td>27.6% (31.7%)</td>
<td>10.3% (6.3%)</td>
<td>1.7% (1.0%)</td>
</tr>
<tr>
<td>UW’s website and on-line Information</td>
<td>29.3% (18.4%)</td>
<td>32.8% (35.5%)</td>
<td>25.9% (40.5%)</td>
<td>7.8% (4.9%)</td>
<td>4.3% (0.8%)</td>
</tr>
<tr>
<td>UW commercials on TV/radio</td>
<td>1.7% (1.6%)</td>
<td>12.9% (15.4%)</td>
<td>69.8% (72.3%)</td>
<td>12.1% (10.0%)</td>
<td>3.5% (0.6%)</td>
</tr>
<tr>
<td>Phone calls from UW students</td>
<td>2.6% (2.8%)</td>
<td>5.2% (13.9%)</td>
<td>77.6% (73.2%)</td>
<td>11.2% (9.2%)</td>
<td>3.5% (0.8%)</td>
</tr>
<tr>
<td>Visits to the UW campus</td>
<td>4.3% (19.0%)</td>
<td>15.5% (44.6%)</td>
<td>67.2% (31.1%)</td>
<td>9.5% (4.0%)</td>
<td>3.5% (1.3%)</td>
</tr>
<tr>
<td>College fairs at your high school or community college</td>
<td>3.5% (7.7%)</td>
<td>11.2% (29.6%)</td>
<td>68.1% (53.1%)</td>
<td>14.7% (8.6%)</td>
<td>2.6% (1.0%)</td>
</tr>
<tr>
<td>UW Honors Program</td>
<td>6.9% (5.1%)</td>
<td>12.9% (14.3%)</td>
<td>62.1% (68.0%)</td>
<td>14.7% (11.5%)</td>
<td>3.5% (1.2%)</td>
</tr>
<tr>
<td>Participation in UW pre-college summer programs (Upward Bound, High School Institute, U-DOC, SRAP, etc.)</td>
<td>5.2% (5.4%)</td>
<td>2.6% (9.4%)</td>
<td>70.7% (68.5%)</td>
<td>18.1% (15.8%)</td>
<td>3.5% (0.8%)</td>
</tr>
<tr>
<td>Availability of extra-curricular activities</td>
<td>3.5% (14.8%)</td>
<td>12.1% (47.0%)</td>
<td>75.0% (34.2%)</td>
<td>6.0% (2.6%)</td>
<td>3.5% (1.4%)</td>
</tr>
<tr>
<td>Visits from UW students to your high school or community college</td>
<td>2.6% (3.8%)</td>
<td>6.9% (21.8%)</td>
<td>77.6% (65.1%)</td>
<td>9.5% (7.8%)</td>
<td>3.5% (1.5%)</td>
</tr>
<tr>
<td>Attendance at UW new student orientation</td>
<td>0.9% (9.7%)</td>
<td>11.2% (31.7%)</td>
<td>76.7% (50.8%)</td>
<td>7.8% (6.5%)</td>
<td>3.5% (1.3%)</td>
</tr>
<tr>
<td>Attendance at Discovery Days</td>
<td>1.7% (3.1%)</td>
<td>6.9% (13.7%)</td>
<td>76.7% (66.1%)</td>
<td>10.3% (15.8%)</td>
<td>4.3% (1.4%)</td>
</tr>
</tbody>
</table>

| UW personnel and other people | | | | | |
| UW admissions staff | 25.0% (17.0%) | 35.3% (43.7%) | 31.0% (33.7%) | 5.2% (4.4%) | 3.5% (1.2%) |
| UW faculty members | 41.4% (28.8%) | 35.3% (40.7%) | 19.0% (25.8%) | 2.6% (3.5%) | 1.7% (1.2%) |
| UW coaches | 5.2% (10.2%) | 6.9% (14.4%) | 73.3% (64.3%) | 11.2% (9.9%) | 3.5% (1.3%) |
| UW alumni (excluding parents) | 5.2% (6.9%) | 11.2% (22.3%) | 70.7% (60.4%) | 8.6% (9.0%) | 4.3% (1.4%) |
| Parents/Family members | 13.8% (28.1%) | 16.4% (40.5%) | 59.5% (27.7%) | 6.9% (2.6%) | 3.5% (1.2%) |
| Friends attending UW | 10.3% (21.4%) | 18.1% (38.3%) | 65.5% (36.4%) | 4.3% (2.6%) | 1.7% (1.3%) |
| High school counselors | 4.3% (6.1%) | 7.8% (24.5%) | 70.7% (63.1%) | 12.9% (5.1%) | 4.3% (1.2%) |
| High school teachers | 6.0% (6.7%) | 6.0% (26.9%) | 71.6% (59.7%) | 12.1% (5.4%) | 4.3% (1.2%) |
| UW Outreach Centers | 53.5% (2.8%) | 19.0% (9.9%) | 20.7% (71.6%) | 1.7% (13.4%) | 5.2% (2.3%) |
| Wyoming Community College teachers or counselors | 21.6% (5.4%) | 15.5% (12.5%) | 47.4% (67.3%) | 9.5% (13.4%) | 6.0% (1.4%) |
| UW/Casper College personnel | 19.8% (2.9%) | 12.9% (7.6%) | 53.5% (71.2%) | 10.3% (17.1%) | 3.5% (1.3%) |
| High school coaches | 0.9% (5.1%) | 3.5% (12.9%) | 77.6% (69.6%) | 14.7% (11.1%) | 3.5% (1.4%) |
3. As a college student, how important are the following to you?

<table>
<thead>
<tr>
<th></th>
<th>Very Important</th>
<th>Somewhat Important</th>
<th>Not Important At All</th>
<th>Don’t Know</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Involvement in student activities</td>
<td>6.9%</td>
<td>20.7%</td>
<td>66.4%</td>
<td>4.3%</td>
<td>1.7%</td>
</tr>
<tr>
<td></td>
<td>(21.5%)</td>
<td>(53.8%)</td>
<td>(23.2%)</td>
<td>(0.6%)</td>
<td>(0.8%)</td>
</tr>
<tr>
<td>Maintaining good grades</td>
<td>93.1%</td>
<td>6.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.9%</td>
</tr>
<tr>
<td></td>
<td>(81.0%)</td>
<td>(16.8%)</td>
<td>(1.0%)</td>
<td>(0.3%)</td>
<td>(0.8%)</td>
</tr>
<tr>
<td>Choosing a major/career</td>
<td>76.7%</td>
<td>11.2%</td>
<td>7.8%</td>
<td>0.9%</td>
<td>3.5%</td>
</tr>
<tr>
<td></td>
<td>(81.2%)</td>
<td>(15.5%)</td>
<td>(1.9%)</td>
<td>(0.6%)</td>
<td>(0.8%)</td>
</tr>
<tr>
<td>Work experience within your major</td>
<td>60.3%</td>
<td>17.2%</td>
<td>18.1%</td>
<td>0.9%</td>
<td>3.5%</td>
</tr>
<tr>
<td></td>
<td>(73.5%)</td>
<td>(22.2%)</td>
<td>(2.6%)</td>
<td>(0.8%)</td>
<td>(0.9%)</td>
</tr>
<tr>
<td>Summer jobs/internships</td>
<td>26.7%</td>
<td>25.9%</td>
<td>39.7%</td>
<td>4.3%</td>
<td>3.5%</td>
</tr>
<tr>
<td></td>
<td>(58.0%)</td>
<td>(31.8%)</td>
<td>(8.1%)</td>
<td>(1.3%)</td>
<td>(0.8%)</td>
</tr>
<tr>
<td>Career placement after college</td>
<td>43.1%</td>
<td>23.3%</td>
<td>28.5%</td>
<td>2.6%</td>
<td>2.6%</td>
</tr>
<tr>
<td></td>
<td>(76.9%)</td>
<td>(16.6%)</td>
<td>(4.6%)</td>
<td>(1.0%)</td>
<td>(1.0%)</td>
</tr>
<tr>
<td>Developing friendships with other students</td>
<td>17.2%</td>
<td>49.1%</td>
<td>27.6%</td>
<td>4.3%</td>
<td>1.7%</td>
</tr>
<tr>
<td></td>
<td>(57.6%)</td>
<td>(34.1%)</td>
<td>(6.8%)</td>
<td>(0.6%)</td>
<td>(0.9%)</td>
</tr>
<tr>
<td>Health and wellness</td>
<td>46.6%</td>
<td>26.7%</td>
<td>21.6%</td>
<td>4.3%</td>
<td>0.9%</td>
</tr>
<tr>
<td></td>
<td>(67.2%)</td>
<td>(28.0%)</td>
<td>(3.7%)</td>
<td>(0.4%)</td>
<td>(0.8%)</td>
</tr>
<tr>
<td>Managing your time effectively</td>
<td>67.2%</td>
<td>24.1%</td>
<td>6.0%</td>
<td>1.7%</td>
<td>0.9%</td>
</tr>
<tr>
<td></td>
<td>(68.2%)</td>
<td>(27.7%)</td>
<td>(2.9%)</td>
<td>(0.3%)</td>
<td>(0.8%)</td>
</tr>
<tr>
<td>Developing good study habits</td>
<td>59.5%</td>
<td>28.5%</td>
<td>6.9%</td>
<td>3.5%</td>
<td>1.7%</td>
</tr>
<tr>
<td></td>
<td>(65.1%)</td>
<td>(29.4%)</td>
<td>(4.1%)</td>
<td>(0.5%)</td>
<td>(0.9%)</td>
</tr>
<tr>
<td>Attending graduate or professional school</td>
<td>67.2%</td>
<td>23.3%</td>
<td>6.0%</td>
<td>2.6%</td>
<td>0.9%</td>
</tr>
<tr>
<td></td>
<td>(42.9%)</td>
<td>(33.8%)</td>
<td>(17.0%)</td>
<td>(5.1%)</td>
<td>(1.1%)</td>
</tr>
<tr>
<td>Managing your personal finances</td>
<td>55.2%</td>
<td>25.0%</td>
<td>12.1%</td>
<td>3.5%</td>
<td>4.3%</td>
</tr>
<tr>
<td></td>
<td>(67.7%)</td>
<td>(28.1%)</td>
<td>(2.8%)</td>
<td>(0.4%)</td>
<td>(1.0%)</td>
</tr>
<tr>
<td>Personal or family issues</td>
<td>62.9%</td>
<td>19.8%</td>
<td>12.1%</td>
<td>1.7%</td>
<td>3.5%</td>
</tr>
<tr>
<td></td>
<td>(63.5%)</td>
<td>(28.7%)</td>
<td>(6.3%)</td>
<td>(0.7%)</td>
<td>(0.8%)</td>
</tr>
<tr>
<td>Balancing work and study</td>
<td>71.6%</td>
<td>19.0%</td>
<td>54.3%</td>
<td>7.8%</td>
<td>4.3%</td>
</tr>
<tr>
<td></td>
<td>(60.3%)</td>
<td>(28.2%)</td>
<td>(64.1%)</td>
<td>(20.8%)</td>
<td>(1.8%)</td>
</tr>
<tr>
<td>Child care</td>
<td>21.6%</td>
<td>12.1%</td>
<td>54.3%</td>
<td>7.8%</td>
<td>4.3%</td>
</tr>
<tr>
<td></td>
<td>(6.7%)</td>
<td>(6.6%)</td>
<td>(64.1%)</td>
<td>(20.8%)</td>
<td>(1.8%)</td>
</tr>
<tr>
<td>Other (specify)</td>
<td>3.5%</td>
<td>0.9%</td>
<td>6.0%</td>
<td>2.6%</td>
<td>87.1%</td>
</tr>
<tr>
<td></td>
<td>(3.5%)</td>
<td>(0.2%)</td>
<td>(3.7%)</td>
<td>(4.0%)</td>
<td>(88.6%)</td>
</tr>
</tbody>
</table>

*IF "OTHER" PLEASE SEE APPENDIX FOR COMPLETE TEXT LISTINGS.

4. For which of the following would you like additional help from UW? (Check appropriate column(s) for each item*)

<table>
<thead>
<tr>
<th></th>
<th>Information</th>
<th>Referral to appropriate person or unit</th>
<th>Personal Assistance</th>
<th>Do not need additional help</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Involvement in student activities</td>
<td>6.0%</td>
<td>2.6%</td>
<td>0.0%</td>
<td>87.1%</td>
<td>4.3%</td>
</tr>
<tr>
<td></td>
<td>(28.1%)</td>
<td>(7.7%)</td>
<td>(2.4%)</td>
<td>(61.6%)</td>
<td>(2.6%)</td>
</tr>
<tr>
<td>Maintaining good grades</td>
<td>6.0%</td>
<td>6.0%</td>
<td>10.3%</td>
<td>75.0%</td>
<td>4.3%</td>
</tr>
<tr>
<td></td>
<td>(13.4%)</td>
<td>(10.3%)</td>
<td>(17.9%)</td>
<td>(59.5%)</td>
<td>(2.2%)</td>
</tr>
<tr>
<td>Choosing a major/career</td>
<td>15.2%</td>
<td>3.5%</td>
<td>9.5%</td>
<td>69.8%</td>
<td>5.2%</td>
</tr>
<tr>
<td></td>
<td>(17.2%)</td>
<td>(13.2%)</td>
<td>(22.0%)</td>
<td>(52.8%)</td>
<td>(2.2%)</td>
</tr>
<tr>
<td>Work experience within your major</td>
<td>24.1%</td>
<td>10.3%</td>
<td>10.3%</td>
<td>61.2%</td>
<td>4.3%</td>
</tr>
<tr>
<td></td>
<td>(33.6%)</td>
<td>(23.5%)</td>
<td>(24.9%)</td>
<td>(27.1%)</td>
<td>(2.3%)</td>
</tr>
<tr>
<td>Summer jobs/internships</td>
<td>15.5%</td>
<td>6.9%</td>
<td>8.6%</td>
<td>68.1%</td>
<td>5.2%</td>
</tr>
<tr>
<td></td>
<td>(36.3%)</td>
<td>(23.3%)</td>
<td>(22.7%)</td>
<td>(28.2%)</td>
<td>(2.0%)</td>
</tr>
<tr>
<td>Career placement after college</td>
<td>28.5%</td>
<td>9.5%</td>
<td>10.3%</td>
<td>54.3%</td>
<td>5.2%</td>
</tr>
<tr>
<td></td>
<td>(36.3%)</td>
<td>(22.6%)</td>
<td>(28.5%)</td>
<td>(23.5%)</td>
<td>(2.4%)</td>
</tr>
</tbody>
</table>
### 5. Below are listed various University processes or services. How clear and understandable are the following for you?

<table>
<thead>
<tr>
<th>Process</th>
<th>Very (%)</th>
<th>Somewhat (%)</th>
<th>Not At All (%)</th>
<th>Not Applicable (%)</th>
<th>No Answer (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class registration process</td>
<td>54.3%</td>
<td>37.1%</td>
<td>4.3%</td>
<td>1.7%</td>
<td>2.6%</td>
</tr>
<tr>
<td>(68.0%)</td>
<td>(29.2%)</td>
<td>(1.5%)</td>
<td>(0.3%)</td>
<td>(1.1%)</td>
<td></td>
</tr>
<tr>
<td>Academic advising process</td>
<td>35.3%</td>
<td>42.2%</td>
<td>12.1%</td>
<td>6.9%</td>
<td>3.5%</td>
</tr>
<tr>
<td>(59.4%)</td>
<td>(34.6%)</td>
<td>(4.4%)</td>
<td>(0.5%)</td>
<td>(1.1%)</td>
<td></td>
</tr>
<tr>
<td>Career advising</td>
<td>16.4%</td>
<td>35.3%</td>
<td>18.1%</td>
<td>26.7%</td>
<td>3.5%</td>
</tr>
<tr>
<td>(21.5%)</td>
<td>(47.6%)</td>
<td>(24.0%)</td>
<td>(5.7%)</td>
<td>(1.1%)</td>
<td></td>
</tr>
<tr>
<td>Degree requirements to graduate</td>
<td>37.1%</td>
<td>36.2%</td>
<td>17.2%</td>
<td>5.2%</td>
<td>4.3%</td>
</tr>
<tr>
<td>(44.5%)</td>
<td>(45.9%)</td>
<td>(7.3%)</td>
<td>(1.0%)</td>
<td>(1.4%)</td>
<td></td>
</tr>
<tr>
<td>Degree requirements in your major</td>
<td>37.9%</td>
<td>37.1%</td>
<td>16.4%</td>
<td>6.0%</td>
<td>2.6%</td>
</tr>
<tr>
<td>(48.6%)</td>
<td>(42.8%)</td>
<td>(6.2%)</td>
<td>(1.1%)</td>
<td>(1.2%)</td>
<td></td>
</tr>
<tr>
<td>University Studies requirements</td>
<td>25.0%</td>
<td>36.2%</td>
<td>15.5%</td>
<td>20.7%</td>
<td>2.6%</td>
</tr>
<tr>
<td>(44.7%)</td>
<td>(42.2%)</td>
<td>(9.8%)</td>
<td>(2.0%)</td>
<td>(1.4%)</td>
<td></td>
</tr>
<tr>
<td>Financial aid process</td>
<td>25.0%</td>
<td>36.2%</td>
<td>12.1%</td>
<td>24.1%</td>
<td>2.6%</td>
</tr>
<tr>
<td>(24.5%)</td>
<td>(49.9%)</td>
<td>(15.3%)</td>
<td>(9.0%)</td>
<td>(1.4%)</td>
<td></td>
</tr>
<tr>
<td>Tuition payment process</td>
<td>49.1%</td>
<td>35.3%</td>
<td>3.5%</td>
<td>9.5%</td>
<td>2.6%</td>
</tr>
<tr>
<td>(51.6%)</td>
<td>(36.3%)</td>
<td>(5.7%)</td>
<td>(5.0%)</td>
<td>(1.4%)</td>
<td></td>
</tr>
<tr>
<td>Course withdrawal process</td>
<td>37.9%</td>
<td>40.5%</td>
<td>6.9%</td>
<td>12.1%</td>
<td>2.6%</td>
</tr>
<tr>
<td>(42.0%)</td>
<td>(44.3%)</td>
<td>(8.7%)</td>
<td>(3.9%)</td>
<td>(1.1%)</td>
<td></td>
</tr>
<tr>
<td>Course drop and add process</td>
<td>39.7%</td>
<td>39.7%</td>
<td>6.9%</td>
<td>11.2%</td>
<td>2.6%</td>
</tr>
<tr>
<td>(47.1%)</td>
<td>(42.3%)</td>
<td>(6.5%)</td>
<td>(2.6%)</td>
<td>(1.5%)</td>
<td></td>
</tr>
<tr>
<td>Process to link UW email accounts to your personal email account</td>
<td>18.1%</td>
<td>28.5%</td>
<td>34.5%</td>
<td>16.4%</td>
<td>2.6%</td>
</tr>
<tr>
<td>(36.3%)</td>
<td>(28.6%)</td>
<td>(30.1%)</td>
<td>(3.7%)</td>
<td>(1.2%)</td>
<td></td>
</tr>
<tr>
<td>Hole-in-the-Wall web interface</td>
<td>19.0%</td>
<td>24.1%</td>
<td>32.8%</td>
<td>21.6%</td>
<td>2.6%</td>
</tr>
<tr>
<td>(57.0%)</td>
<td>(34.8%)</td>
<td>(6.0%)</td>
<td>(1.1%)</td>
<td>(1.1%)</td>
<td></td>
</tr>
</tbody>
</table>

*IF "OTHER" PLEASE SEE APPENDIX II FOR COMPLETE TEXT LISTINGS.*
6. How frequently do you use E-mail to...

<table>
<thead>
<tr>
<th></th>
<th>Several times a day</th>
<th>Several times a week</th>
<th>Several times a month</th>
<th>Rarely</th>
<th>Never</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicate with friends and family?</td>
<td>43.1% (34.6%)</td>
<td>37.1% (44.5%)</td>
<td>11.2% (11.5%)</td>
<td>3.5% (6.5%)</td>
<td>1.7% (1.9%)</td>
<td>3.5% (1.0%)</td>
</tr>
<tr>
<td>Communicate with UW faculty?</td>
<td>6.0% (6.7%)</td>
<td>40.5% (21.1%)</td>
<td>38.8% (35.2%)</td>
<td>12.1% (27.1%)</td>
<td>0.9% (3.1%)</td>
<td>1.7% (0.9%)</td>
</tr>
<tr>
<td>Communicate with UW staff and/or services offices?</td>
<td>3.5% (5.0%)</td>
<td>21.6% (11.8%)</td>
<td>25.9% (20.3%)</td>
<td>37.1% (48.2%)</td>
<td>11.2% (13.8%)</td>
<td>0.9% (1.0%)</td>
</tr>
</tbody>
</table>

7. How frequently do you use the Internet (World Wide Web) for...

<table>
<thead>
<tr>
<th></th>
<th>Several times a day</th>
<th>Several times a week</th>
<th>Several times a month</th>
<th>Rarely</th>
<th>Never</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic research</td>
<td>14.7% (11.5%)</td>
<td>47.4% (40.8%)</td>
<td>25.0% (35.4%)</td>
<td>10.3% (10.7%)</td>
<td>1.7% (0.6%)</td>
<td>0.9% (1.0%)</td>
</tr>
<tr>
<td>Course assignments</td>
<td>19.0% (11.5%)</td>
<td>49.1% (42.2%)</td>
<td>23.3% (29.4%)</td>
<td>6.0% (14.6%)</td>
<td>1.7% (1.2%)</td>
<td>0.9% (1.2%)</td>
</tr>
<tr>
<td>Finding information on student organizations</td>
<td>2.6% (3.3%)</td>
<td>2.6% (8.5%)</td>
<td>7.8% (18.5%)</td>
<td>44.0% (49.7%)</td>
<td>41.4% (18.3%)</td>
<td>1.7% (1.7%)</td>
</tr>
<tr>
<td>Looking for part-time jobs</td>
<td>0.9% (2.6%)</td>
<td>3.5% (5.8%)</td>
<td>8.6% (12.7%)</td>
<td>31.9% (46.5%)</td>
<td>52.6% (31.2%)</td>
<td>2.6% (1.2%)</td>
</tr>
<tr>
<td>Seeking information from a UW department or office</td>
<td>1.7% (2.7%)</td>
<td>6.0% (13.8%)</td>
<td>41.4% (32.7%)</td>
<td>29.3% (39.0%)</td>
<td>19.8% (10.7%)</td>
<td>1.7% (1.1%)</td>
</tr>
<tr>
<td>Seeking information about UW in general</td>
<td>1.7% (3.1%)</td>
<td>7.8% (14.4%)</td>
<td>37.9% (33.9%)</td>
<td>31.9% (37.8%)</td>
<td>18.1% (9.7%)</td>
<td>2.6% (1.1%)</td>
</tr>
</tbody>
</table>

8. Do you use Hole-In-The-Wall (UW's web interface with student records) for...
   (Check all that apply*)

(79.4%) 39.7% Course registration activities
(79.2%) 34.5% Checking grades
(14.8%) 9.5% Paying UW bills
(27.8%) 19.0% Finding financial aid information
(47.5%) 17.2% Checking UW account status
(46.4%) 25.9% "On Course" degree checks
(42.3%) 15.5% Update local address
(6.1%) 52.6% No answer
9. How frequently do you use the following means of obtaining information about UW, its programs, and its services?

<table>
<thead>
<tr>
<th>Method</th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Rarely</th>
<th>Never</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Branding Iron or student newspaper</td>
<td>3.5% (50.8%)</td>
<td>6.0% (30.0%)</td>
<td>13.8% (11.7%)</td>
<td>75.0% (6.1%)</td>
<td>1.7% (1.4%)</td>
</tr>
<tr>
<td>Boomerang or community newspaper</td>
<td>1.7% (4.9%)</td>
<td>5.2% (20.7%)</td>
<td>12.9% (37.1%)</td>
<td>78.5% (35.5%)</td>
<td>1.7% (1.9%)</td>
</tr>
<tr>
<td>Radio</td>
<td>3.5% (18.2%)</td>
<td>11.2% (25.0%)</td>
<td>14.7% (30.4%)</td>
<td>69.0% (24.6%)</td>
<td>1.7% (1.9%)</td>
</tr>
<tr>
<td>Television</td>
<td>4.3% (13.5%)</td>
<td>6.0% (22.6%)</td>
<td>16.4% (34.7%)</td>
<td>71.6% (27.2%)</td>
<td>1.7% (1.9%)</td>
</tr>
<tr>
<td>Fliers, posters, and handbills</td>
<td>10.3% (16.2%)</td>
<td>22.4% (45.2%)</td>
<td>17.2% (26.1%)</td>
<td>46.6% (10.6%)</td>
<td>3.5% (2.0%)</td>
</tr>
<tr>
<td>Information received through the mail</td>
<td>25.0% (17.3%)</td>
<td>44.8% (46.9%)</td>
<td>12.9% (24.8%)</td>
<td>14.7% (9.0%)</td>
<td>2.6% (2.0%)</td>
</tr>
<tr>
<td>UW web pages</td>
<td>31.0% (25.8%)</td>
<td>40.5% (40.2%)</td>
<td>3.5% (24.0%)</td>
<td>23.3% (7.9%)</td>
<td>1.7% (2.0%)</td>
</tr>
<tr>
<td>Hole-in-the-Wall website</td>
<td>11.2% (24.2%)</td>
<td>20.7% (40.8%)</td>
<td>12.1% (23.5%)</td>
<td>54.3% (9.7%)</td>
<td>1.7% (1.8%)</td>
</tr>
<tr>
<td>Word of mouth/friends</td>
<td>15.5% (51.0%)</td>
<td>39.7% (36.5%)</td>
<td>13.8% (7.7%)</td>
<td>29.3% (2.7%)</td>
<td>1.7% (2.1%)</td>
</tr>
<tr>
<td>Classroom announcements</td>
<td>14.7% (30.7%)</td>
<td>29.3% (48.9%)</td>
<td>19.0% (15.0%)</td>
<td>35.3% (3.3%)</td>
<td>1.7% (2.1%)</td>
</tr>
<tr>
<td>UW academic departmental sources</td>
<td>12.9% (7.6%)</td>
<td>30.2% (33.3%)</td>
<td>21.6% (42.3%)</td>
<td>31.9% (14.5%)</td>
<td>3.5% (2.4%)</td>
</tr>
<tr>
<td>Student Handbook &amp; Daily Planner</td>
<td>3.5% (8.1%)</td>
<td>13.8% (20.1%)</td>
<td>19.0% (34.9%)</td>
<td>61.2% (34.3%)</td>
<td>2.6% (2.6%)</td>
</tr>
</tbody>
</table>

10. When you complete your UW education, where would you prefer to get a job?

<table>
<thead>
<tr>
<th>Location</th>
<th>Strong Preference</th>
<th>Prefer</th>
<th>Would Consider</th>
<th>Would Not Consider</th>
<th>Doesn’t Apply</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Wyoming</td>
<td>46.6% (22.2%)</td>
<td>10.3%</td>
<td>18.1% (36.8%)</td>
<td>1.7% (23.1%)</td>
<td>18.1% (2.4%)</td>
<td>5.2% (4.8%)</td>
</tr>
<tr>
<td>In Colorado</td>
<td>6.9% (15.2%)</td>
<td>6.0%</td>
<td>37.9% (49.1%)</td>
<td>6.9% (10.3%)</td>
<td>31.9% (2.4%)</td>
<td>10.3% (5.3%)</td>
</tr>
<tr>
<td>In another state</td>
<td>11.2% (10.5%)</td>
<td>11.2%</td>
<td>30.2% (49.8%)</td>
<td>5.2% (8.3%)</td>
<td>31.0% (2.7%)</td>
<td>11.2% (6.7%)</td>
</tr>
<tr>
<td>In another part of the country</td>
<td>6.9% (23.3%)</td>
<td>1.7%</td>
<td>31.9% (40.9%)</td>
<td>15.5% (10.6%)</td>
<td>31.9% (3.7%)</td>
<td>12.1% (5.2%)</td>
</tr>
<tr>
<td>In another country</td>
<td>6.0% (7.0%)</td>
<td>0.9%</td>
<td>26.7% (37.9%)</td>
<td>19.8% (34.1%)</td>
<td>36.2% (7.6%)</td>
<td>10.3% (6.9%)</td>
</tr>
</tbody>
</table>

11. Which fall semester school calendar do you prefer? (check one)

(48.8%) **41.4%** Start in late August (before Labor Day; end in mid-December)
(33.9%) **36.2%** Start in mid-September (after Labor Day; end just before Christmas)
(15.1%) **21.6%** No preference
(2.2%) **0.9%** No answer
12. Which spring semester school calendar do you prefer? (check one)

- (63.1%) 49.1% Start in mid-January (before MLKing/Equality Day; end in early May)
- (21.9%) 31.0% Start in late January (after MLKing/Equality Day; end in mid-May)
- (12.5%) 19.0% No preference
- (2.5%) 0.9% No answer

13. Do you favor reducing the number of courses offered during the noon hour to make it easier for students to participate in other activities at that time?

- (18.0%) 8.6% Yes
- (45.6%) 26.7% No
- (34.1%) 59.5% Don’t Know
- (2.3%) 5.2% No Answer

14. How many jobs do you have for compensation?

- (39.0%) 25.0% 0 jobs
- (40.4%) 48.3% 1 job
- (12.1%) 14.7% 2 jobs
- (1.6%) 6.9% 3 jobs
- (0.1%) 0.0% 4 jobs
- (0.2%) 0.0% 5 or more jobs
- (6.7%) 5.2% No answer

15. If you do work for compensation, on an average, how many hours per week do you work for compensation? (check one)

- (34.1%) 19.8% None
- (12.4%) 3.5% Up to ten hours per week
- (16.2%) 4.3% 11 to 19 hours per week
- (7.1%) 3.5% 20 hours per week
- (10.7%) 11.2% 21 to 30 hours per week
- (4.9%) 16.4% 31 to 40 hours per week
- (2.4%) 32.8% More than 40 hours per week
- (12.2%) 8.6% No answer

17. Is UW strict enough in enforcing its academic dishonesty policies? (check one)

- (43.7%) 28.5% Yes
- (8.5%) 3.5% No
- (45.1%) 65.5% Don’t Know
- (2.7%) 2.6% No Answer
18. Some schools have academic honor codes that bind members of the university community to uphold the values of truth, honesty and integrity by prohibiting any intentional misrepresentation or deception in academic or professional matters. Would you support a UW Honor Code for student/faculty academic dishonesty? (check one)

(22.8%) 37.9% Yes
(5.6%) 0.9% No
(50.6%) 40.5% Depends on how the code is written
(18.0%) 17.2% Don’t know
(3.0%) 3.5% No answer

19. If you transferred credits to the University of Wyoming from a community college or another four-year school, please answer the following questions. If you did not transfer credits to UW, go to question 23.

Considering the transfer process to UW, how would you rate the following in terms of the quality of help you received.

<table>
<thead>
<tr>
<th>Service</th>
<th>Extremely helpful</th>
<th>Somewhat helpful</th>
<th>Not too helpful</th>
<th>Not helpful at all</th>
<th>Not applicable</th>
<th>No answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>UW Office of Registrar (credit transfer)</td>
<td>24.7% (22.3%)</td>
<td>49.3% (49.6%)</td>
<td>8.2% (15.7%)</td>
<td>4.1% (6.3%)</td>
<td>12.3% (6.0%)</td>
<td>1.4% (0.1%)</td>
</tr>
<tr>
<td>UW Student Financial Aid</td>
<td>21.9% (18.6%)</td>
<td>32.9% (34.6%)</td>
<td>6.9% (14.4%)</td>
<td>9.6% (8.3%)</td>
<td>26.0% (24.0%)</td>
<td>2.7% (0.2%)</td>
</tr>
<tr>
<td>UW Academic department advisor</td>
<td>30.1% (25.5%)</td>
<td>38.4% (38.1%)</td>
<td>12.3% (16.6%)</td>
<td>6.9% (8.6%)</td>
<td>11.0% (10.9%)</td>
<td>1.4% (0.2%)</td>
</tr>
<tr>
<td>UW Faculty</td>
<td>21.9% (18.4%)</td>
<td>38.4% (41.6%)</td>
<td>11.0% (16.2%)</td>
<td>2.7% (6.7%)</td>
<td>23.3% (16.7%)</td>
<td>2.7% (0.4%)</td>
</tr>
<tr>
<td>UW Clerical staff in academic department</td>
<td>25.7% (13.0%)</td>
<td>27.4% (38.0%)</td>
<td>8.2% (18.5%)</td>
<td>8.2% (6.7%)</td>
<td>28.8% (23.3%)</td>
<td>2.7% (0.6%)</td>
</tr>
<tr>
<td>UW Office of Admission</td>
<td>26.0% (22.9%)</td>
<td>37.0% (45.4%)</td>
<td>8.2% (14.6%)</td>
<td>6.9% (6.9%)</td>
<td>21.9% (9.9%)</td>
<td>0.0% (0.4%)</td>
</tr>
<tr>
<td>UW orientation for transfer students</td>
<td>5.5% (9.4%)</td>
<td>15.1% (21.0%)</td>
<td>5.5% (16.4%)</td>
<td>15.1% (12.2%)</td>
<td>54.8% (40.3%)</td>
<td>4.1% (0.5%)</td>
</tr>
</tbody>
</table>

20. Any time a student transfers from one school to another the transfer of credit hours is an issue. In terms of transferring hours from your previous school to UW, how difficult did you find it to transfer hours? (circle one)

(11.2%) 8.2% Very difficult
(28.5%) 31.5% Somewhat difficult
(34.2%) 38.4% Easy
(22.4%) 12.3% Very easy
(3.7%) 9.6% No answer
21. Overall, how easy was it to transfer to UW? (circle one)

(22.5%) 21.9% Very easy
(50.1%) 53.4% Easy
(17.7%) 16.4% Somewhat difficult
(3.5%) 1.4% Very difficult
(6.1%) 6.9% No answer

22. If you answered somewhat difficult or very difficult, could you briefly explain why it was difficult? Can you think of one thing that would have made transfer easier for you?

PLEASE SEE APPENDIX III FOR COMPLETE TEXT LISTINGS.

23. Based on your experience, how would you describe the general climate for diversity on this campus? (For example, the box farthest to the left corresponds to very friendly and the box farthest to the right corresponds to very hostile. Check the box that most closely represents your view.)

<table>
<thead>
<tr>
<th>EXAMPLE</th>
<th>Very Friendly</th>
<th>Friendly</th>
<th>Neither</th>
<th>Hostile</th>
<th>Very Hostile</th>
<th>Hostile</th>
<th>No Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friendly</td>
<td>13.8% (13.9%)</td>
<td>42.2% (66.3%)</td>
<td>12.1% (8.8%)</td>
<td>0.9% (1.6%)</td>
<td>0.9% (0.2%)</td>
<td>Hostile</td>
<td>30.2% (9.3%)</td>
</tr>
<tr>
<td>Socially inclusive</td>
<td>8.6% (6.4%)</td>
<td>32.8% (53.4%)</td>
<td>25.0% (25.3%)</td>
<td>0.9% (4.4%)</td>
<td>0.9% (0.7%)</td>
<td>Socially exclusive</td>
<td>31.9% (9.8%)</td>
</tr>
<tr>
<td>Disrespectful</td>
<td>5.2% (3.7%)</td>
<td>15.5% (21.9%)</td>
<td>32.8% (35.8%)</td>
<td>5.2% (20.9%)</td>
<td>7.8% (5.5%)</td>
<td>Respectful</td>
<td>33.6% (12.2%)</td>
</tr>
<tr>
<td>Non-racist</td>
<td>10.3% (10.2%)</td>
<td>23.3% (36.8%)</td>
<td>27.6% (32.1%)</td>
<td>5.2% (8.6%)</td>
<td>0.0% (1.2%)</td>
<td>Racist</td>
<td>33.6% (11.2%)</td>
</tr>
<tr>
<td>Conservative</td>
<td>7.8% (9.8%)</td>
<td>13.8% (34.2%)</td>
<td>36.2% (34.0%)</td>
<td>6.0% (8.3%)</td>
<td>3.5% (2.2%)</td>
<td>Liberal</td>
<td>32.8% (11.6%)</td>
</tr>
<tr>
<td>Concerned</td>
<td>7.8% (5.1%)</td>
<td>22.4% (41.4%)</td>
<td>33.6% (31.1%)</td>
<td>2.6% (7.0%)</td>
<td>0.9% (1.6%)</td>
<td>Indifferent</td>
<td>32.8% (12.0%)</td>
</tr>
<tr>
<td>Homophobic</td>
<td>2.6% (4.7%)</td>
<td>7.8% (23.1%)</td>
<td>43.1% (43.8%)</td>
<td>8.6% (13.0%)</td>
<td>3.5% (3.4%)</td>
<td>Non-homophobic</td>
<td>34.5% (12.0%)</td>
</tr>
<tr>
<td>Open</td>
<td>11.2% (6.6%)</td>
<td>25.0% (39.9%)</td>
<td>26.7% (33.1%)</td>
<td>2.6% (7.3%)</td>
<td>1.7% (1.4%)</td>
<td>Closed</td>
<td>32.8% (11.8%)</td>
</tr>
<tr>
<td>Non-sexist</td>
<td>7.8% (7.6%)</td>
<td>25.0% (34.0%)</td>
<td>25.9% (35.3%)</td>
<td>5.2% (10.4%)</td>
<td>3.5% (1.0%)</td>
<td>Sexist</td>
<td>32.8% (11.8%)</td>
</tr>
<tr>
<td>Competitive</td>
<td>6.0% (9.1%)</td>
<td>18.1% (41.6%)</td>
<td>37.9% (28.2%)</td>
<td>1.7% (7.4%)</td>
<td>0.9% (2.1%)</td>
<td>Non-competitive</td>
<td>35.3% (11.7%)</td>
</tr>
<tr>
<td>Socially integrated</td>
<td>6.0% (6.1%)</td>
<td>22.4% (39.9%)</td>
<td>31.9% (29.8%)</td>
<td>6.0% (10.0%)</td>
<td>0.9% (2.4%)</td>
<td>Socially isolated</td>
<td>32.8% (11.9%)</td>
</tr>
<tr>
<td>Religion intolerant</td>
<td>6.0% (11.3%)</td>
<td>18.1% (42.3%)</td>
<td>42.2% (34.5%)</td>
<td>0.0% (0.0%)</td>
<td>0.0% (0.0%)</td>
<td>Religion tolerant</td>
<td>33.6% (11.9%)</td>
</tr>
<tr>
<td>Improving</td>
<td>6.0% (8.3%)</td>
<td>22.4% (45.3%)</td>
<td>35.3% (30.3%)</td>
<td>1.7% (3.5%)</td>
<td>1.7% (0.8%)</td>
<td>Worsening</td>
<td>32.8% (11.8%)</td>
</tr>
</tbody>
</table>
24. Overall, I am pleased with the education that I am receiving at UW. (check one)

(18.8%) 26.7% Strongly Agree
(60.8%) 59.5% Agree
(11.1%) 7.8% Neutral
( 4.2%) 0.9% Disagree
( 1.3%) 0.9% Strongly Disagree
( 3.9%) 4.3% No Answer

25. Overall, I would recommend that a friend or relative attend UW. (check one)

(20.2%) 32.8% Strongly Agree
(52.5%) 45.7% Agree
(15.6%) 15.5% Neutral
( 4.7%) 0.9% Disagree
( 2.2%) 1.7% Strongly Disagree
( 4.8%) 3.5% No Answer

26. What three (3) things have pleased you most about UW?

PLEASE SEE APPENDIX IV FOR COMPLETE TEXT LISTINGS OF THE FIRST MOST PLEASING THING.

PLEASE SEE APPENDIX V FOR COMPLETE TEXT LISTINGS OF THE SECOND MOST PLEASING THING.

PLEASE SEE APPENDIX VI FOR COMPLETE TEXT LISTINGS OF THE THIRD MOST PLEASING THING.

27. What three (3) things have disappointed you the most about UW?

PLEASE SEE APPENDIX VII FOR COMPLETE TEXT LISTINGS OF THE FIRST MOST DISAPPOINTING THING.

PLEASE SEE APPENDIX VIII FOR COMPLETE TEXT LISTINGS OF THE SECOND MOST DISAPPOINTING THING.

PLEASE SEE APPENDIX IX FOR COMPLETE TEXT LISTINGS OF THE THIRD MOST DISAPPOINTING THING.

28. In seeking services at UW in the last 12 months, what were the three most frustrating situations you experienced?

PLEASE SEE APPENDIX X FOR COMPLETE TEXT LISTINGS OF THE FIRST MOST FRUSTRATING EXPERIENCE.
PLEASE SEE APPENDIX XI FOR COMPLETE TEXT LISTINGS OF THE SECOND MOST FRUSTRATING EXPERIENCE.

PLEASE SEE APPENDIX XII FOR COMPLETE TEXT LISTINGS OF THE THIRD MOST FRUSTRATING EXPERIENCE.

*Percentages may exceed 100%
APPENDICIES
(LARAMIE CAMPUS AND OUTREACH STUDENTS)
Appendix I

Question 3: As a college student, how important are the following to you?

Other responses:

- Athletic success
- Athletics
- Availability of career choices
- Availability of Outreach in my town
- Balancing study and football
- Basic chorale
- Beer (2)
- Being able to ride horses
- Bike lanes
- Church involvement
- Commuter parking
- Commuting
- Cost
- Diversity
- Enjoying life in general
- Exercising (2)
- Faculty-student relations
- Family time
- Family well-being
- Following football
- Food
- Fraternal organizations
- Fun events (2)
- Getting better food at the cafeteria
- Getting scholarships
- God
- Good department heads
- Greek system
- Half Acre
- Having administration listen to students wants and needs
- Having fun (2)
- I want to attend a good academic university
- Learning
- Low-cost tuition
- On-line support
- Outdoors
- Outstanding instruction
- Parking (6)
APPENDIX I
(continued)

- Parking plan—want a garage behind the Union
- Positive attitude
- Professionalism of staff and faculty
- Quality education and experience
- Quality of education
- Racial harmony
- Receiving education
- Recreation
- Religious activity
- Scheduling
- Scholarship
- Snowboarding
- Sports
- Stress management
- Succeeding
- Swim team
- Time to sleep
- USDD
APPENDIX II

Question 4: For which of the following would you like additional help from UW? (Check appropriate column(s) for each item).

Other responses:

- Beer
- Commuting (carpools) from Cheyenne
- Exercising
- Find a Wyoming job in my field
- Getting better food at cafeteria
- National scholarships available outside UW
- Parking
- Time to sleep
APPENDIX III

Question 22: If you answered somewhat difficult of very difficult, could you briefly explain why it was difficult? Can you think of one thing that would have made transfer easier for you?

Other responses:

- A good advisor that would take an interest in your progress and check on you occasionally
- A lot of credits didn't transfer—it would have been better to come to UW to start
- A lot of my credits didn't transfer from Iowa State and it made me sick
- A person that specifically asked me what I needed to know about the university
- Accounting curriculum was different—also difficult to get confirmation
- Adjusting to new teaching staff and new town
- Adjustment one has to make to work load
- All classes didn't transfer, terrible advisor, no one cared
- All credits were transferred, however they did not meet the requirements
- All the paperwork and loopholes
- At the time UW was not accepting many credits from WWCC—only half transferred
- Bad grades at first
- My advisor didn't know anything—changed my advisor so I’m happy now
- Came from KU—knocked down some classes that didn't fit with the same major
- Casper College (spring) and UW (summer) overlapped, forcing me to miss classes
- Changed majors—didn't receive a lot of information about the College of Education—wanted more personal help
- Class I tried to transfer wasn't offered anymore
- Class size, getting to classes on time, parking
- Classes of equal standing were not accepted without arguing and fighting
- Consideration of Air Force credits as electives
- Could have used prior knowledge of classes offered
- Couldn't get desired courses, only a few courses met requirements, can't find work
- Courses that are same or similar that should transfer
- Credit transfer
- Credits and degree okay, but from other college hardly anything was accepted
- Credits didn't transfer
- Credits from other schools transferred poorly
- Credits needed wouldn't transfer even though they were same class
- Credits not transferring
- Credits that transferred didn't really seem to help much
- Did not transfer all the credits
- Didn't accept all credits
APPENDIX III
(continued)

- Didn't take hardly any credits for what they were supposed to
- Didn't transfer—needed credits transferred from summer courses and they still haven't transferred
- Even though transfers were from a community college in Wyoming, UW did not accept them
- Faculty working to make more classes count by looking at the amount and quality of work completed
- Financial Aid gave runaround after I studied abroad—Mary Candelaria was extremely rude
- Finding equivalent courses
- From Casper College, Design 2 art class didn't apply
- Get rid of the disrespectful attitude—I'm not trying to pull anything
- Getting into classes for the first time
- Getting previously-taken courses to be equivalent at UW—took two semesters
- Got the runaround about transfers and was expected to have paperwork on hand
- Graduated with Associates of Science degree, but did not take one class that applied to my major
- Had to do too much paperwork and running around
- Hard to find out who to talk to and what exactly I needed to do
- Hard to get credits to transfer
- Hard to meet people—they aren't the nicest as a whole
- Hard to transfer courses with different names but similar content
- Hard to transfer hours
- Have eight years of military service, but UW offers no evaluation for any military school credits
- Have a clean guideline for all students
- Having my on-course report correct in a timely manner would be helpful.
- Huge runaround, no one knows about actual process and effects, frustrating
- I am an Education major and they have a very different program, so I lost credits
- I could not get all the credit that I earned
- I don't know—ask yourself why nothing transfers in-state from a Wyoming community college
- I got the runaround
- I had to call four times to get transcripts through.
- I had to drive to Torrington to get the paperwork.
- I had to petition five classes that were the exact same as those offered
- I had to provide syllabuses to compare with UW—took a long time
- I lost a lot of credits due to the fact they did not meet UW "standards"
- I should be a junior but am a freshman because my credits didn't transfer
- I think I was overwhelmed with the transfer and got too much information at once
- I was notified that I was accepted one day before classes started
APPENDIX III
(continued)

- I was told certain credits would transfer easy and they didn't—P.E. of all things
- I was told credits would easily transfer—the last thing it was was easy
- I was transferring from Oregon and not even half of my credits transferred
- If more of my credit hours for my major had transferred
- If more of the classes that are almost the same as my other schools would have been accepted
- If my credits would have transferred over as course credits and not electives
- Inconsistency among schools in Wyoming made transferring difficult.
- Information back and forth, records, grades
- Information at LCCC before transferring
- It is a big school and the size of school and city was intimidating
- It took three months to get my grades transferred and acknowledged
- It took a long time and a lot of time out of my job
- It was difficult to get my classes accepted by UW
- It was hard getting classes counted for what they were supposed to
- It was hard to get transcripts from other colleges attended
- It would be nice to have an advisor to help get everything in order
- It's just a different classroom environment and much more difficult
- Just being somewhere else and trying to get everything sent in was time consuming
- Just getting packed up and school stuff in general
- Knowing exactly what papers were needed
- Lack of information in registering, transferring, financial aid—lots of miscommunication
- Lack of understanding by UW staff of different credit schemes used by different universities
- Large amount of problem wasn't UW, but I wish transferring to an out-of-state school was easier
- Left by myself to figure things out—no support, no explanation
- Legitimate class was dropped and had to be found again
- Less red tape, more help, quicker analysis
- Lot of problems with getting classes to count toward another class
- Making similar courses count was difficult for the registrar to accept
- Many classes I was told would go toward my degree didn't
- Many of my transfer credits were missed initially
- Miscommunication on what was needed
- More credits would transfer (2)
- More flexibility on courses acceptance and application to get credit towards degree
- More help form our advisors
- Most credits were not transferred, making it hard to catch up
• Most of my credits didn’t transfer and then I was required to take freshman semester
• My course was a certificate course—was never told it wouldn’t transfer
• My credits didn't seem to transfer for some reason—because I earned them in high school
• My transfer credits
• No communication between schools or attempt of communication
• No helpful advisement, no clear information, not considerate to my degree
• No one knew what they were doing—didn’t transfer credits
• No set system, people tell you very different things, very little help
• Nobody had any information and I was told I would find out when I did a degree check—by then, it was too late
• Nobody knew what classes could transfer and why or why not
• Non-promptness of transcript evaluation
• Not accepting credits
• Not all credits transferred
• Not all hours transferred even though classes were the same
• Not enough advising/help, one-on-one registration, class schedule
• Not everything I needed to know about my transfers was provided to me
• Not having UW accept classes from other institution
• Not informed that my transfer credits weren't in—it was very difficult to get information
• Not really explained or understood
• Not used to classes taught by T.A.’s—not as professional, knowledgeable or trained
• Paying money to transfer transcripts
• People at Registration and Records wouldn't tell me if my credits transferred
• Poor communication between two schools—better communication would make it easy
• Problems with Computer Sciences not being able to transfer
• Procedures were not clear and you don’t have a clearinghouse checklist
• Promptness
• Records were lost several times, process slow, no help from department head or Financial Aid
• Retaking classes I took at my other school made it extremely hard to come here
• Rough transferring credit
• Sending information and making calls to ensure they see this
• Sent from department to department—nobody seemed to know where to go and I spent a day doing this
• Setting up change of title on UW housing, registration, orientation—long process
• Some classes didn't transfer; ran around a lot; initial advisor gave wrong information
• Some classes didn't transfer—no one told me they wouldn’t
• Some classes I was told would transfer didn't, so I took them for nothing
• Some didn't transfer
• Some of my classes from other schools didn't transfer—have to retake them
• Some of my classes were questioned
• Some of my generals didn't transfer—it was an English course and I lost credit hours because of it
• Some of my transfer classes were from harder courses and still didn't transfer
• Some thing were not transferred but they were when they were questioned
• Some were not recognized here or were not the same thing
• Sometimes the credits would not transfer for some reason
• Supply package with all the forms and papers needed
• Take more credits
• Talk to too many people, got run around—start a department to deal with transfers
• The community college professors were more able to provide one-on-one time
• The exact same two classes didn't transfer
• The on-course report that is sent out makes no sense if you've never seen it before
• There are so many different stipulations that must be completed before entering
• There was a lack of knowledge by many of the staff and faculty that helped me
• There was a lot of guesswork on what needed to be done and credit transfers
• There was a lot of paperwork involved, calling back and forth until schools agree
• There was no information on what would transfer
• They didn't accept five classes I took
• They really gave me a hard time transferring classes that are identical to here
• They were too busy for me and didn’t seem to want to accept credits
• Too much bureaucratic red tape
• Took Physics at previous college—took over a semester to get it transferred
• Transfer and placement of credits was confusing
• Transfer process is horrible, need to be more flexible—I have to retake four courses
• Transferring credits was a pain in the butt
• Transferring credits from non-Wyoming colleges into different degree programs doesn't work
• Transferring credits, mostly to fit university basic requirements—staff was not helpful
• Trying to match credits with UW credits
• Unable to get a hold of information—then program dropped after transfer
• UW believes all the classes are above what is taught at other institutions.
• UW doesn't care about students—I was tossed from person to person with no help
APPENDIX III
(continued)

- UW has a too-restrictive policy on transfer courses
- UW needs to accept more classes from other schools
- UW will not transfer anything—this college thinks it's too good
- UW won't take credits for anything
- UW wouldn't take CWC courses for equivalent courses in English
- UW's transfer policy caused me to lose six to ten credits—silly things
- Very few credits transferred to something other than general electives
- Wanted more credits transferred—want more communication between UW and community colleges
- When classes are not counted towards major within same college
- When I brought my credit check to admissions, they didn't want to help me
- Won't take all of the credits transferred because UW doesn't teach that course
- Work better with in-state community colleges so the same course doesn't need repeated
- Wouldn't transfer credit hours and I had to start over—work with me and the school
APPENDIX IV

Question 26: What three (3) things have pleased you most about UW?

First most pleasing thing:

- Ability to complete a Master’s Program while working full-time
- Ability to get my degree
- Ability to interact with professors
- Ability to receive financial aid
- Ability to work on campus in my current position
- Ability to work towards a degree without going to Laramie
- Abundance of activity
- Academic advising (7)
- Academic advisor (8)
- Academic advisor interactions
- Academic advisors have been very helpful for me
- Academic challenges presented to me in department
- Academic choices
- Academic development
- Academic excellence that UW provides
- Academic help
- Academic programs (5)
- Academic quality (3)
- Academic schedule to help me with my major
- Academic standards
- Academics (9)
- Accepted all of my credits from Casper College
- Access to mountains
- Access to teachers
- Accessibility of classes
- Accessibility to courses on-line/Outreach to finish degree
- Activities (7)
- Admission wasn’t difficult
- Admittance process easy
- Advising (12)
- Advising—Georgia and Rhonda
- Advisor (8)
- Advisor (Peter Parolin)
- Advisor availability to speak with College of Business was great
- Advisor has worked hard on my behalf
- Advisor helping me get through everything in classes
- Advisor in McWhinnie—Terry Botono
- Advisor is great
APPENDIX IV
(continued)

- Advisor is very informative
- Advisor Jeer Hamilton is great
- Advisor, Georgia Mitchell, is wonderful
- Advisor, Q. Skinner
- Affordability
- After-school activities
- Am able to stay home with kids and take courses via World Wide Web
- American Indian Studies Program and staff
- Amount of financial assistance I am able to get
- Anime club
- Anthropology Department (2)
- Approachability of instructors
- Architectural and Mechanical Engineering faculty
- Area
- Art Program
- Athletes and the competitiveness
- Athletic Department (2)
- Athletic early registration
- Athletic facilities
- Athletics (7)
- Atmosphere (18)
- Atmosphere is friendly (3)
- Atmosphere of students/faculty/etc.
- Atmosphere of the students and teachers
- Atmosphere with my friends
- Attitude of instructors
- Attitude of people here—willing to help
- Availability (2)
- Availability and friendliness of teachers, staff and faculty
- Availability of classes for the Outreach Program
- Availability of classes I need (3)
- Availability of courses and degree options
- Availability of different services
- Availability of distance education Master’s Program
- Availability of faculty (2)
- Availability of faculty and staff
- Availability of liberal Social Science degree
- Availability of majors and courses
- Availability of many opportunities on campus to students
- Availability of my courses of study
- Availability of Nursing major online
APPENDIX IV  
(continued)

- Availability of Outreach class times
- Availability of professors (3)
- Availability of professors and advisors
- Availability of scholarships
- Availability to complete my degree in Evanston
- Availability to do research
- Available classes that are in my major
- Bad grammar on official documents
- Basketball (17)
- Basketball team going far in the tournament
- Becoming an active member in my sorority
- Being able to stay in Casper
- Being able to stay in my hometown
- Being able to take on-line courses
- Being in Wyoming
- Being in Wyoming and the atmosphere that prevails here
- Buildings
- Business advising staff
- Campus (10)
- Campus activities
- Campus appearance
- Campus atmosphere
- Campus grounds
- Campus grounds are well kept
- Campus is beautiful (2)
- Campus is beautiful and very clean
- Campus is centrally located
- Campus landscape and buildings
- Campus layout (2)
- Campus size i.e. acreage
- Campus size is small
- Can usually reach people by phone
- Caring faculty
- Carol Bryant has gone out of her way to answer my questions
- Certain excellent instructors
- Challenge of courses
- Challenging classes/concerned professors
- Challenging faculty
- Chance of participation in a variety of activities
- Changing majors has been fairly easy
- Cheap fees and tuition (8)
APPENDIX IV
(continued)

- Chemistry Department
- Cindy Price works to make her students "real-world" ready
- Class availability (4)
- Class content (3)
- Class schedules
- Class size (43)
- Class size and personal attention from faculty
- Class size is small even with large population
- Class sizes in Engineering
- Class times (2)
- Classes (24)
- Classes are challenging
- Classes are understandable
- Classes I have taken since changing my major
- Classes in my major (2)
- Classes in the department
- Classes offered (16)
- Classes on-line
- Classes, teachers
- Cleanliness of campus (3)
- Climate and surroundings
- Close to home (11)
- Close to mountains (2)
- Closeness and bonding when tragedy occurs
- Closeness of campus
- Club sports (2)
- Clubs
- Coaches
- Coe Library
- College of Business
- College of Business academic advising (3)
- College of Business advisors take care of students well
- College of Engineering
- College of Engineering faculty
- College of Engineering staff
- Communication
- Communication major/advising faculty
- Community
- Community involvement
- Competitive attitude—challenging courses
- Completion of degree
APPENDIX IV
(continued)

- Computer availability (2)
- Computer labs (3)
- Conservative, open-minded professors
- Content of the classes I’m taking
- Convenience (3)
- Convenience of a degree off campus
- Cooperation with financial aid
- Cost (63)
- Costs less than many universities
- Counseling availability
- Counseling services (3)
- Creation of club baseball team
- Credits transfer
- Cultural events, but would like to see more
- Dance facility
- Degrees offered (2)
- Department
- Department and the professors in it are amazing
- Department has for the most part good faculty and teaching
- Department staff
- Desire to improve
- Dining staff
- Distance education—can do it from Cody or Powell
- Diverse courses offered
- Diversity
- Diversity programs
- Dorm life (4)
- Dorm rooms are nicer than some others that I’ve seen
- Dorms
- Down-to-earth atmosphere
- Early registration for athletes
- Ease of admissions
- Ease of class sign-up
- Ease of courses
- Ease of registration (2)
- Ease of transferring credits from other schools (3)
- Easy classes
- Easy scheduling
- Easy to attend
- Easy to find things
- Easy to get to know people in courses
APPENDIX IV
(continued)

- Easy to walk around the campus
- Easy to work with faculty
- Education (12)
- Education Department and employees
- Education Department requirements
- Education I’ve received (2)
- Educational background and reputation
- Educational quality
- Education—knowledge of professors
- Elementary Education professors
- Engineering courses
- Enjoy faculty in Music Department—friendly, helpful and enjoyable
- Enthusiastic instructors
- Environment (5)
- Everybody is really helpful
- Excellent faculty—very knowledgeable and willing to help
- Excellent instructors
- Experience and education I received in my major
- Extracurricular activities (2)
- Extracurricular groups in the College of Business
- Facilities (2)
- Fact that I’m getting school paid for with an athletic scholarship
- Faculty (33)
- Faculty and staff (5)
- Faculty and staff are friendly and helpful
- Faculty and staff in my department are extremely helpful
- Faculty and staff in the College of Agriculture
- Faculty and staff—excluding administration
- Faculty and the classes
- Faculty availability
- Faculty generally provides decent instruction
- Faculty help and willingness to help me succeed
- Faculty in my department
- Faculty in my major (2)
- Faculty in Psychology Department
- Faculty in the Art Department like Mark Ritchie and M.J. Edwards
- Faculty in the Chemistry and English Departments
- Faculty involvement (2)
- Faculty involvement in department and being respected
- Faculty is very helpful
- Faculty very friendly
• Faculty working with students
• Faculty/advisors
• Faculty/staff personal attention and support through Family and Consumer Sciences Department
• Faculty/student interaction (2)
• Fair tuition rates
• Family atmosphere
• FCA (student religious organizations)
• Fig (2)
• Financial aid (5)
• Financial aid availability
• Financial aid employees are the most helpful out of the three colleges I’ve attended
• Financial aid received
• Financial Services—friendly and informative
• Fine Arts activities
• Flexibility
• Food service
• Football
• Fraternity life (2)
• Free Internet for students who live off of campus
• Free services
• Freedom from home
• Freedom of life, laid-back and relatively nice atmosphere
• Freedom to make choices
• Friendliness and availability of the faculty
• Friendliness and size (2)
• Friendliness in UW Theater Department
• Friendliness of faculty, students, employees, etc.
• Friendliness of most people
• Friendliness of students and faculty
• Friendliness of the Communication Disorders Department
• Friendly (10)
• Friendly advisors
• Friendly and helpful teachers
• Friendly atmosphere (4)
• Friendly faculty (2)
• Friendly faculty (professors, instructors)
• Friendly instructors
• Friendly people (5)
• Friendly people/students/faculty
• Friendly staff (4)
• Friendly surroundings
• Friendly teachers (2)
• Friendly, knowledgeable instructors
• Friends (14)
• Friends in dorms
• Friends that I have made here (4)
• Fun classes
• Funding
• Funding for intercollegiate athletic programs
• Gas prices in town
• General appearance of campus
• Genuine concern by faculty about my continued success
• Geographical location
• Geography
• Geology Department
• Geology Department professors
• Geology has outstanding, caring faculty—like a large family
• Geology Museum
• Getting a very good education
• Getting away from parents
• Going to finish in four years
• Going to school on-line
• Golf team
• Good academic support
• Good advisors
• Good and intelligent instructors
• Good business school
• Good courses in my major
• Good Engineering program
• Good faculty for the most part
• Good faculty w/in department of study
• Good financial aid
• Good pairing-up with my roommate
• Good professors in Biology and Zoology
• Good teacher-to-student ratio for the size
• Good teaching staff
• Grades
• Great advising
• Great advisor—Scott Boitano
• Great Geology Department
APPENDIX IV
(continued)

- Great instruction in Anthropology Department
- Great technical interface for on-line class
- Greek system (6)
- Guest speakers
- Half Acre (2)
- Have been pleased with the education in my field of study
- Having all but one class in the Business Building
- Having an Outreach representative that is willing to do the job
- Help from academic advisor
- Help of faculty and staff within my major
- Help received from faculty/staff in College of Agriculture
- Help that a student can receive from Academic Support Services
- Helpful academic advisors helping to direct students
- Helpful advisor
- Helpful faculty
- Helpful faculty and staff
- Helpful professors
- Helpful professors/small classes
- History department is awesome
- Honor status (HOOPS)
- Honors House
- Honors Program (4)
- Hours the buildings are open
- How friendly most of the faculty is in Music Department
- How friendly the staff and faculty are
- How nice the people are here
- How nice the professors are
- How the advisors try to help you as much as possible
- How well some teachers will help you
- I am getting a decent education at a good price
- I enjoy the wide range of academics
- I enjoy working out at Half Acre
- I feel safe (2)
- I have a scholarship here
- I have been very pleased with the quality of my classes
- I have gotten good grades
- I have gotten into most classes of choice
- I have made some great friends
- I know I am getting a good education
- I like snow
- I like the area
APPENDIX IV
(continued)

- I like the gym
- I like the people’s willingness to help
- I like the smaller amount of students in the classroom
- I like the sports
- I love Outreach Program and choice to get my Master’s degree
- I may actually be able to graduate on time
- I really like my scholarship
- I was able to transfer here easily
- I'm still in Wyoming
- I've gotten good help from financial aid people
- Inexpensive
- Inexpensive tuition compared to out-of-state schools
- Informal relationships with faculty
- Instructors (5)
- Instructors are knowledgeable
- Instructors at UW/CC for the most part are excellent
- Instructors have been very helpful and accessible
- Instructors in my major area
- Instructors—flexibility, approachability
- Integration in the department
- Intellectual expansion
- Interaction with faculty
- Interesting classes
- International Student Services helped me a lot
- Internet classes availability
- Intramural sports (5)
- Intramural sports and club sports (3)
- Involvement in student activities
- It is a very helpful environment
- It is in Wyoming
- It is like home to me
- It was virtually free
- It’s easy to sign up for classes and know where they are
- It’s friendly and laid back
- It’s small enough that you don’t feel lost in the crowd.
- It’s the only four-year college available to me
- It's cheap
- Job opportunities within the community
- Knowledge gained
- Knowledge of instructors
- Knowledge of the professors
- Knowledgeable faculty
• Lack of red tape
• Landscape of surrounding areas is gorgeous
• Laramie
• Layout of campus
• LDSSA (Latter-Day Saints Student Association)
• Level of graduate-student teacher skills
• Level of teaching is generally outstanding
• Library facilities
• Life
• Life in residence halls
• Living in dorms
• Location (66)
• Location and environment
• Location in Gillette so I don't have to move
• Location of activities (outdoor)
• Location, surrounded by mountains
• Location—close to family in Wyoming
• Location—close to home (9)
• Location—close to outdoor recreation in mountains
• Lots of good people here
• Low cost
• Low tuition (2)
• Low tuition (however, it keeps raising!!)
• Major program
• Major teachers are great
• Majors offered
• Many stuff
• Master's program
• Meeting new people (4)
• More Outreach classes offered
• Most multiple choice tests not so age biased
• Most of the faculty
• Most of the professors are nice and understanding
• Most of the teachers are good
• Most of the teachers are very willing to help
• Most professors
• Most teachers
• Mountains being so close
• M.P.A. faculty
• Music Department
• Music faculty
• New facilities when they are completed
• New friends (2)
• New ideas and manner of communication with students
• New social environment
• New Union
• Nice campus
• Nice people
• Nice people willing to help
• Nice, relatively helpful staff
• No classes on Friday
• Number of computer labs
• Number of courses offered (2)
• Number of students
• Office of Undergraduate Affairs
• Old campus around Prexy’s is beautiful
• One-on-one interaction with teachers
• One-on-one with instructors
• On-line availability course
• On-line classes
• On-line classes and availability
• On-line registration for classes
• Open to providing an education via Outreach for off-campus students
• Opportunities
• Opportunities for campus and activity involvement
• Opportunities to be involved
• Opportunities to be involved in campus organizations
• Opportunities to work in field of my interests
• Opportunity for student exchange (NSE)
• Opportunity to study the courses I like
• Other students
• Outdoor activities
• Outdoor Adventure Program
• Outdoor environment and recreational opportunities
• Outdoor oriented
• Outdoors
• Outreach Casper
• Outreach Center where I live
• Outreach classes (2)
• Outreach courses available so I can finish degree in Casper
• Outreach is convenient
• Outreach opportunities (3)
APPENDIX IV
(continued)

- Outreach people are fabulous
- Outreach program (4)
- Outreach program has been great—especially site coordinator
- Outreach program is better than actual campus
- Outreach school makes it possible to use in western part of the state
- Outreach school staff
- Outreach services
- Overall atmosphere
- Overall attitude of students, faculty and staff—friendly
- Overall education
- Overall, teachers are helpful and enjoy what they are doing
- People (22)
  - People and staff
  - People are generally helpful
  - People are very kind
  - People are very nice and friendly
  - People here
  - People here, both faculty and staff (2)
  - People I have met (4)
  - People/student body
  - People’s friendliness
  - Personable aspects of faculty and staff
  - Personal attention
  - Personal attention to my daughter as a prospective freshman
  - Personal growth
  - Personal tutoring availability
  - Plan to improve parking
  - Playing football
  - Plays
  - Pleased with qualifications/intelligence of faculty in Music Department
- Population
- Practicality in academic advising—helpful, listens to needs
- Preference to students from in-state
- Pre-medicine program offered
- Pretty campus
- Price (10)
  - Price of tuition
  - Professor availability
  - Professors (15)
  - Professors and staff
  - Professors and Susan in Engineering are lots of help
APPENDIX IV
(continued)

- Professors are for the most part really helpful and accommodating
- Professors are friendly
- Professors are great
- Professors are helpful
- Professors are knowledgeable
- Professors are very good
- Professors devotion to students and programs
- Professors in major areas (science fields)
- Professors in my department have been good so far
- Professors seem to find time to help students outside class
- Professors usually are awesome
- Professors very helpful with missing class due to sports
- Professors willingness to help students during/after class
- Professors’ attitudes and willingness to help
- Professors’ willingness to work with you.
- Professors—caring and very helpful
- Program/education
- Programs (2)
- Programs it offers to students in the health field
- Proximity of dorms to rest of campus.
- Proximity to my hometown
- Quaintness
- Qualified instructors
- Quality instruction
- Quality of academics
- Quality of classes (3)
- Quality of College of Business
- Quality of education
- Quality of education within my major
- Quality of Engineering Program
- Quality of instruction (5)
- Quality of instructors (2)
- Quality of instructors within my major
- Quality of most of the faculty
- Quality of Music faculty
- Quality of professors
- Quality of programs offered
- Quality of staff
- Quality of teachers (2)
- Quality of teaching
- Quiet town, no disturbances
APPENDIX IV
(continued)

- RA’s are helpful
- Racial harmony
- Really like advisor, she knows what she is doing and helps
- Receive a good education for a reasonable cost
- Receiving in-state tuition
- Recreation
- Recreation facility
- Registering (2)
- Relationship between professors in my field and Wyoming professionals
- Relatively small
- Relatively small classrooms
- Relaxation that is attainable due to its non-city-like atmosphere
- Religious groups
- Renewable Resources Department faculty and students
- Renewable Resources Program
- Renovating the Union
- Requirements are understandable
- Residence hall staff—fun to work with
- Residence halls
- Resources
- Rodeo team (3)
- ROTC (2)
- Scheduling of Outreach classes
- Scholarship money available
- Scholarships (4)
- Scholarships awarded—very cheap
- Scholarships/ability to do foreign exchange
- School
- School atmosphere and the location of the school
- School size
- School spirit (2)
- School’s academic programs
- Schooling and just meeting some friendly people
- Security
- Seeing other parts of the country
- Select few teachers
- Selection of cereal in the dining hall
- Service, student staff relations
- Sincerity of faculty and staff
- Size (27)
- Size and value of education
APPENDIX IV
(continued)

- Size of campus (7)
- Size of classes and ease of getting around campus
- Size of community
- Size of school (2)
- Size of student body—not too big, not too small
- Size of the classes are generally small
- Size, small enough to know lots of people, but not too big
- Small (3)
- Small campus—not very many people
- Small class and campus size
- Small class size (29)
- Small class size and personal interaction with professors
- Small classes at the upper levels
- Small environment
- Small environment/campus
- Small friendly atmosphere
- Small population size
- Small town
- Smaller classes within my major
- Smaller school (2)
- Small-town atmosphere
- So many places to go if you are struggling (Math, English)
- Social activity (4)
- Social atmosphere
- Social interaction
- Social life
- Social opportunities
- Socializing
- Some classes are smaller
- Some faculty
- Some incredibly good teachers
- Some individual classes have been good
- Some of the instructors
- Some teachers (3)
- Some very good faculty members make each semester worth it
- Somewhat enjoyable staff
- Specific instructors
- Specificity of courses
- Sports (7)
- Sports events
- Spring
APPENDIX IV
(continued)

- Staff (6)
- Staff (teachers, professors)
- Staff and faculty are very helpful and friendly
- Staff in Engineering
- Staff that works with athletes being absent
- Staff/faculty
- Staff/instructors in the Zoology and Physiology Department and their knowledge
- Staff-tuition waiver
- Standards and reputation of the Engineering Program
- State
- Strong sense of pride UW students seem to have towards school
- Student activities
- Student activities such as big-name bands and speakers
- Student activities—but need better advertising
- Student government
- Student personalities
- Student Success Services
- Student Support Services
- Students (6)
- Students and teachers are very friendly
- Students are very nice
- Student-teacher interaction
- Student-teacher ratio (5)
- Student-teacher relationships
- Summer course offerings
- Summer programs
- Support in times of tragedy
- Swimmer program
- Teacher availability
- Teacher’s dedication
- Teachers (17)
- Teachers are helpful, approachable and willing to help (2)
- Teachers are very helpful
- Teachers are very willing to help the students succeed
- Teachers have time for the students
- Teachers help and are understanding
- Teachers in degree field
- Teachers in my department
- Teachers really care about their students (2)
- Teacher-student interaction
- Teacher-student interaction (2)
• Teacher-student relationships in classrooms
• Teaching staff (2)
• Teams (2)
• Technology
• Ten times cost for books
• Thanksgiving break
• That it is fairly small
• Theater Department
• Theater Department faculty is intelligent, well rounded, helpful
• They had the program I wanted
• Things offered to us—student health, counseling
• Times Outreach classes were offered
• Track program
• Transfer process
• Transferred credits
• Trustee’s Superior Student Scholarship—I attend for free
• Tuition (5)
• Tuition cost for out-of-state students
• Tuition cost for previous year
• Tuition is reasonable (4)
• Union (2)
• Union has grown to fit enough students in Breezeway
• Up-keep on campus
• Usually the course content is pretty good
• UW bookstore
• UW location
• UW Symphony Orchestra
• UW/CC classes
• UW/CC program
• Variety
• Variety of classes (2)
• Very clean and well-maintained
• Very friendly people (students)
• Very friendly staff
• Vicki Amend is incredible—especially her follow through and professionalism
• Watching basketball
• Way classes are organized
• Way students treat and respect each other on campus
• Way the campus setup everything is within walking distant
• Way the faculty and staff care about you
• We have a good basketball team
APPENDIX IV
(continued)

- Weather, seriously
- What I have learned
- What life is like here at the university
- When I can find my advisor
- When I started, the tuition was affordable
- Wide choice of majors
- Willingness of faculty/staff to be involved in student problems
- Willingness of professors to help student comprehend subject
- Willingness to help
- Willingness to try and help
- Woods
- Work study
- Working with advisors and faculty on requirements
- WUE
- Yearly semester schedule and breaks
APPENDIX V

Question 26: What three (3) things have pleased you most about UW?

Second most pleasing thing:

- A lot of courses offered
- A new kind of experience, like the campus
- Ability for me to get a free-ride scholarship
- Ability to attend extracurricular activities, cultural events and sports
- Ability to choose my major
- Ability to get away on weekends (skiing, shopping)
- Ability to get involved
- Ability to go places in the surrounding area
- Ability to learn
- Ability to meet people
- Ability to receive an education
- Ability to take many classes towards degree locally
- Able to get B.S. in Dental Hygiene
- Academic achievement at UW
- Academic advisor (14)
- Academic assistance in Powell very helpful/thoughtful
- Academic class availability
- Academic offerings
- Academic opportunities
- Academic possibilities
- Academic program (2)
- Academic program regarding my major
- Academics (7)
- Accepted me as in-state student
- Accessibility
- Accessibility to Laramie
- Accessibility to my needs
- Accessible faculty
- Activities (3)
- Activities to get involved in
- Activities/clubs
- Adaptability
- Additional parking for the dorms
- Adequate educational materials
- Administration
- Administration looking into the future to start meeting needs
- Advising (2)
- Advisor help (2)
APPENDIX V
(continued)

• Advisor helping me out choosing a career
• Advisor Linda Hutchison
• Advisor responded to me in a timely manner
• Advisor, Dennis Knight, was fantastic
• Advisor/teacher interaction
• Advisors for the College of Business
• Affordability (2)
• All information is provided to students
• All resources of a large school, yet the population is small
• Alumni
• Amount of activities available
• Amount of activities available (intramural sports)
• Amount of extracurricular involvement opportunities on campus
• Anna Bourgeois—great professor
• Appearance
• Approachability/availability of instructors/programs
• Area (Snowy Mountains, etc.)
• Area surrounding UW (recreation)
• Art courses
• Art Department
• ASUW
• Athletic and program opportunities
• Athletic coaches are great
• Athletic facilities/gym
• Athletics (7)
• Atmosphere (9)
• Atmosphere in my department is very friendly
• Availability of academic help
• Availability of advisor
• Availability of classes for my schedule
• Availability of club sports and intercollegiate activities
• Availability of extracurricular activities
• Availability of financial aid
• Availability of help
• Availability of help for students
• Availability of help from staff
• Availability of instructors and the desire for strong relationships
• Availability of instructors for help
• Availability of jobs
• Availability of my major
• Availability of needed courses to complete my major
APPENDIX V
(continued)

- Availability of Outreach Program
- Availability of professors (2)
- Availability of schedule of classes
- Availability of Student Support Center
- Availability of teachers (3)
- Availability of tuition waiver
- Available resources for academic assistance
- Available without relocating
- Bars
- Basketball (10)
- Basketball team finally has a coach that is good and is staying
- Beautiful campus—excellent maintenance staff
- Beer
- Being able to complete degree in four years
- Being able to earn a degree without travel
- Being able to get good advice
- Being close to the Olympics
- Big university, but small community feel
- Bike friendly
- Branding Iron
- Broad courses
- Buildings are close
- Buildings are neat
- Buildings are nice and make you feel comfortable
- Business advisors
- Business advisors are good at helping to organize schedules
- Campus (2)
- Campus appearance (2)
- Campus convenience
- Campus is all together, not strung out
- Campus is beautiful
- Campus is large, but easy to find way around
- Campus is pretty
- Campus is very well-kept and very clean
- Campus is well-maintained
- Campus looks pretty nice
- Can get health care with reasonable costs—good doctors
- Can obtain a B.A. through distance learning
- Career Services Center (4)
- Caring faculty
- Caring instructors
• Caring professors (2)
• Case of transfer from a Wyoming community college
• Catholic organization—Newman Center
• Certain friendly and caring faculty and staff
• Challenging course work (2)
• Changes to the Union
• Charge for everything
• Cheap
• Cheaper tuition (2)
• Chemical Engineering staff and faculty
• Chemistry department
• Christmas break
• Churches are close
• Class content (5)
• Class diversity
• Class hours
• Class material
• Class materials and equipment availability
• Class opportunities (2)
• Class schedule
• Class schedules were on the internet in a timely manner
• Class scheduling
• Class selection (2)
• Class size (16)
• Class times (2)
• Class times are well scheduled
• Class times—length
• Class variety offered
• Class within my major
• Classes (23)
• Classes and class times
• Classes are a challenge
• Classes are at my level
• Classes are challenging and make me want to work hard
• Classes are fairly easy to enroll in
• Classes are helpful in real life
• Classes are interesting and challenging
• Classes available
• Classes don't require extreme zeal in study to get good grades
• Classes have gone well
• Classes in major overall
APPENDIX V  
(continued)  

- Classes in my major are excellent  
- Classes needed for degree  
- Classes offered (6)  
- Classes offered (though not enough) through Outreach  
- Classes sometimes interesting/fun  
- Classes that I have taken  
- Classes that I have taken for major  
- Classroom sizes  
- Classrooms aren't loaded with people  
- Cleanliness  
- Cleanliness of campus  
- Climate  
- Close campus  
- Close location  
- Close to children  
- Close to family  
- Close to home (3)  
- Closeness of the students and staff  
- Closeness with students in UW/CC program  
- Club sports (2)  
- Clubs and organizations  
- Coaches  
- College of Agriculture teachers  
- College of Business  
- College of Business academic advising office (2)  
- College of Business faculty  
- College of Business reputation  
- College of Engineering  
- College of Engineering staff  
- Commitment  
- Commitment of many faculty members to teach and help students  
- Communication Department  
- Communication instructors  
- Compressed video and audio classes are working great  
- Compressed video site  
- Computer availability  
- Computer facilities  
- Computer lab availability  
- Computer lab facilities (2)  
- Computer lab—24 hour  
- Computer labs (5)
APPENDIX V
(continued)

- Computer labs and libraries
- Computer services available
- Computers
- Concern for students
- Concern of instructors
- Concerned faculty
- Content of courses
- Continuous planning with no surprises
- Convenience
- Correspondence with instructors
- Cost (39)
- Cost of living in Laramie
- Cost/financial aid
- Cost/location
- Counseling program (2)
- Counselors (3)
- Coursework
- Credentials of professors
- Cultural and entertainment availability
- Cultural atmosphere
- Dates and times of the classes being convenient
- Decent food service
- Degree analysts
- Degree availability
- Degree programs (2)
- Degree to which my department has been there for me
- Degrees
- Department
- Department of Undergraduate Studies
- Departmental help
- Departmental staff
- Difficulty
- Difficulty of courses
- Distance from dorm and fraternity row to classes
- Distance from home
- Diversity
- Diversity of courses offered within my major
- Dorm life until this semester
- Dr. Drummond knows the "ins" and "outs" of department
- Dr. George is a fine instructor and cares about students
- Drivable distance home
APPENDIX V
(continued)

- Ease of financial aid (2)
- Ease of getting 2nd Bachelor's degree
- Ease of getting a degree
- Ease of phone and Internet at UW
- Ease of student involvement
- Ease of transfer
- Ease of transfer from community college
- Easy to find your way
- Easy to make friends
- Easy to register and drop/add
- Easygoing
- Easygoing/laid-back atmosphere
- Education (6)
- Education classes—learn tons of new information
- Education I am receiving from Accounting Department
- Education received
- Education teachers are awesome
- Effort and friendliness of my professors
- Elementary Education Program
- Engineering
- Engineering computer labs on campus
- Engineering faculty
- English Department
- Entertainment opportunities such as cultural programs and SAC
- Environment
- Environment (2)
- Environment for learning
- Environment for living
- Environmental and Natural Resources Program
- Evening classes
- Excellent advising/career counseling
- Excellent advisor
- Experience
- Experience (life)
- Experience I’ve gained (T.A., research assistant)
- Extra activities around campus
- Extracurricular activities (3)
- Facilities (4)
- Facility availability
- Faculty (20)
- Faculty and classes are a good mix of learning/challenges
APPENDIX V  
(continued)

- Faculty and staff ability to do their job
- Faculty assistance
- Faculty in my major
- Faculty interactions
- Faculty is friendly and helpful
- Faculty is happy to work with students
- Faculty is helpful and understanding
- Faculty is very helpful and available
- Faculty knowledge
- Faculty that is intelligent and will talk with students
- Faculty there to help you
- Faculty willingness to help students
- Faculty/staff
- Faculty/staff in Range Department is very helpful
- Faculty—all are very responsive to e-mail and easy to talk to
- Faculty-to-student ratio and faculty availability
- Fair grading
- Fair tuition compared to other colleges
- Familiarity
- Fast internet connection
- Feedback from UW professors is helpful
- Fellow students
- Finance faculty
- Financial aid (10)
- Financial aid counselors
- Financial aid is helpful
- Financial Aid Office is wonderful to work with
- Financial aid was accessed easily
- Financial status
- Financial support/GA
- Fine Arts Building is a very enjoyable space to work in
- Fishing
- Flexibility (2)
- Flexible schedule
- For the most part the teachers know you
- Fraternity life
- Free athletic events
- Free education
- Free for me because of scholarships
- Free internet
- Fresh natural air
APPENDIX V
(continued)

- Friendliness (5)
- Friendliness and Exchange Program
- Friendliness of faculty and staff
- Friendliness of instructors
- Friendliness of professors
- Friendliness of students
- Friendly atmosphere (4)
- Friendly faculty (2)
- Friendly people (6)
- Friendly staff
- Friendly staff/students
- Friendly students
- Friendly students and faculty
- Friendly teachers
- Friendly, helpful staff
- Friendly, not-too-big atmosphere
- Friendly, reachable instructors for my on-line classes
- Friends (13)
- Friends I have made (7)
- Fun
- Fun classes
- Gathering places
- General concerns for students, we're not just a number
- Generally have had helpful teachers
- Geology Department (2)
- Get to know professors
- Getting into married student housing
- Getting my degree done
- Getting out in four years
- Getting to meet people
- Girls (5)
- Good advisors
- Good class size
- Good classes
- Good cultural and concerts they bring to campus
- Good dorm rooms
- Good education
- Good Education Program
- Good Engineering Program
- Good faculty, willing to help
- Good Geology Program
• Good grades
• Good housing within walking distance to campus
• Good instructors (2)
• Good learning environment
• Good location
• Good location and campus size
• Good location and town
• Good professors for the most part
• Good schedule
• Good scholarships
• Good selection of classes
• Good sports programs
• Good staff and faculty willing to help
• Good support staff
• Good teachers (2)
• Good teachers/faculty
• Good, friendly people
• Grading on a course
• Grading policy is fair
• Graduate assistantships at UW are generous
• Graduation
• Great and helpful advisor (Tim Rush)
• Great instructors in my major
• Great sense of community on a small scale
• Greek life (5)
• Green/trees/clean
• Gym (6)
• Had mostly good communication with my professors
• Half Acre (12)
• Half Acre and intramural services
• Have had some great instructors
• Health Science Department
• Health services
• Help
• Help from professors (2)
• Help I have received with financial aid
• Help of Outreach School staff
• Help offered
• Help you can receive
• Helpful advising
• Helpful Engineering teachers
• Helpful faculty
• Helpful faculty and staff
• Helpful librarians
• Helpful people
• Helpful professors
• Helpful staff
• Helpful staff in admissions and other offices
• Helpful staff—particularly Native American Culture faculty
• Helpful support staff
• Helpful, friendly people in offices
• Helpfulness of instructors
• Helpfulness of staff and faculty in obtaining my goals
• Higher level classes that are taught well
• History teachers
• Hockey (2)
• Hole-in-the-wall
• Hole-in-the-wall—UW web page
• Honors Program (3)
• Honors Program for support and funding
• Honors Program instructors
• Honors Program/senior research project
• Housing
• How close the campus becomes when tragedy strikes
• How easy it is to get into UW
• How nice people are (2)
• How the teachers interact with the kids
• How willing professors are to help students
• Hunting
• I am thankful for financial aid that I receive
• I am very pleased I was able to take a great variety of class
• I enjoy my professors in Corbett Hall
• I have been able to enroll in most of the class I needed
• I have had some really good and knowledgeable professors
• I like how personal I can be with my advisor
• I like living at UW
• I like my classes and teachers
• I like my professors
• I like the people
• I'm becoming active in UW (ASUW, Spurs)
• I’ve learned stuff in my classes
• Improvement to campus facilities (2)
• In general the policies are fair
• Independence yet guidance
• Individual attention within department of my major
• Inexpensive (3)
• Information (classes)
• Infrastructure is good
• In-state tuition
• Instruction
• Instructor excitement
• Instructor’s care
• Instructors (6)
• Instructors in my major
• Instructors in upper-level Business courses
• Instructors seem to care about the students
• Instructors willingness to help any way they can
• Instructors/professors in my major
• Interaction with people
• Interesting classes and variety
• Interesting people
• Internship program is good
• Intramural activities (4)
• Involvement
• Involvement for students
• It is close to home
• It is refreshing to be a person and not a social security number
• It’s easy to register
• It’s large enough you can blend into the crowd if you want
• It’s not too hard
• It’s pretty, very home-like
• Job assistance from advisor/professors
• Jobs for students
• Joining the Greek system
• Journalism
• Kindness of students.
• Know all the classes you need to graduate before you start
• Knowledge of instructors
• Knowledge of professors
• Laid-back atmosphere
• Laramie is a great community to live in (2)
• Late-night food services
• Learning environment
APPENDIX V
(continued)

- Leaving
- Length between class and breaks
- Library
- Library facilities
- Library help
- Library people
- Library resources
- Library services
- Like instructors willingness to help students individually
- Living
- Living arrangements
- Living in the dorms on the FIG floor
- Location (46)
- Location (for recreation)
- Location and opportunities for outdoor activities
- Location around mountains
- Location from housing
- Location from my home
- Location from my hometown (Spearfish, SD)
- Location near mountains and Outdoor Education Program
- Location to facilities
- Location—close to home and close to Colorado (ski areas)
- Lots of interesting people
- Lots of people
- Low cost (6)
- Major offered (2)
- Majority of the student body is friendly
- Making a UW softball club—helps me deal with my stress
- Many activities available outside for education
- Many different classes
- Many pre-classes
- Material studied in degree field
- Math Department
- Meeting new people (5)
- Meeting other students from around the county on-line
- Mild winter
- Modern renovations to Union, etc.
- Money
- More Internet offerings
- Most faculty is excellent
- Most of my classes give a one-on-one feel
- Most of the courses fit well with majors
APPENDIX V
(continued)

- Most of the faculty is friendly
- Most professors
- Most teachers' open-door policy
- Mostly caring teachers
- Mostly competent faculty
- Mostly good professors
- Mr. Bieber is a good teacher
- Multi-Cultural Resource Center
- Music concerts
- Music Department (2)
- Music Department is excellent; all classes are well taught
- Near my home
- Network access in dorm rooms
- New bookstore
- New experiences available
- Nice Business advisors
- Nice campus (2)
- Nice facilities
- Nice faculty
- Nice looking
- Nice people (2)
- Nice staff
- Night class availability
- Non-teaching faculty
- Not as expensive
- Number of Christian organizations
- Number of course available (2)
- Number of Ph.D. faculty teaching undergraduate students
- Number of students
- O.K. Pharmacy Program
- Obtaining job in the Game and Fish Lab
- Occasional good teachers
- Off-campus activities (clubs)
- Offer Architectural Engineering
- Offers many good classes
- Offers my majors
- Old academic advisor was great; helped me greatly
- One of the student services was quite helpful for a while.
- One-on-one from professors (2)
- One-on-one teaching
- One-on-one time with professors when help is needed
• On-line classes
• Only university in Wyoming
• Open building for after-hours studying
• Open forums—Day of Dialogue, panels
• Openness of staff
• Opportunities for Biology experience
• Opportunities for financial aid are great
• Opportunities in career field
• Opportunities of Greek system
• Opportunities offered to me
• Opportunity in extracurricular activities
• Opportunity to expand my knowledge of English
• Opportunity to work with outside visiting performers
• Other activities
• Other students
• Other students are friendly and helpful
• Outdoor equipment for rent
• Outreach flexibility with the hours of service
• Outreach opportunities
• Outreach Program (2)
• Outreach staff
• Overall college experience
• Overall good school
• Overall programs
• Overall, instructors have been concerned for my welfare
• Panel discussions and presentations offered by student groups
• Parking is not that bad (moved here from a city)
• Parties (4)
• Peers
• People (18)
• People (students)
• People are nice here
• People I’ve made friends with
• People in all departments/offices have been friendly/helpful
• People in classes and most teachers have been very friendly
• People in Education Department
• People seem to care
• People who helped me determine my class schedule
• People/friends
• People/location/mountains
• Pharmacy Program
APPENDIX V
(continued)

• Physical Education major
• Playing football
• Pleasant campus
• Pleasant landscaping
• Pleasant staff
• Pleased with reasonable cost to attend UW
• Pretty campus
• Prexy’s is cute
• Price (3)
• Price for education
• Price is right
• Price of school and size
• Price of tuition
• Price—even for out-of-state tuition
• Professor availability
• Professor quality
• Professor relationships and willingness to help
• Professor’s willingness to provide the classes needed
• Professors (7)
• Professors are always willing to help
• Professors are encouraging to my individual characteristics
• Professors in Biology are excellent
• Professors in Zoology and Biology
• Professors know me individually and are concerned for me
• Professors’ hard work and dedication to students
• Professors’ knowledge
• Program (2)
• Program fits my needs
• Programs (Psychology and Sociology)
• Psychology classes
• Psychology Department is great
• Quality instruction
• Quality of classes (4)
• Quality of courses offered
• Quality of education (5)
• Quality of Engineering Program
• Quality of Honors Program
• Quality of instruction
• Quality of instruction
• Quality of M.P.A. Program
APPENDIX V
(continued)

- Quality of professionalism that most instructors have
- Quality of some instructors
- Quality of teaching
- Quality of the Engineering College
- Quality of town life
- Quick responses to questions
- RA's helpful
- Range secretary, Kimm Malody
- Ready for job when I graduate
- Reasonable class size
- Reasonable cost for education
- Reasonable tuition
- Recreation
- Recreation facilities
- Recreational opportunities
- Recreation—intramural sports
- Registration for classes is quick and relatively painless
- Relatively small classes
- Relaxed atmosphere
- Relaxed environment
- Requirements for my major
- Residence hall staff
- Residence halls (5)
- Resources available (computers)
- Respectable institution
- Rodeo team
- ROTC/Air Force program
- Rush
- Scholarships (6)
- Scholarships WEV program
- School atmosphere
- School size (2)
- School spirit
- Science Library
- Second degree more helpful than first
- Secretary/assistant Becky Riley
- Selection, quality and variety of courses and instructors
- Sense of "family"—close bonds to friends, classmates and teachers
- Services (2)
- Services available, like Math Lab
- Set-up of the campus
APPENDIX V
(continued)

- Several faculty have aided me with summer opportunities
- Size (12)
- Size and setting
- Size is small enough
- Size of campus (5)
- Size of classes (8)
- Size of community
- Size of faculty to class interactions as you progress in degree
- Size of Laramie
- Size of school (2)
- Small
- Small campus
- Small campus
- Small class size (14)
- Small class sizes, personal attention
- Small population on campus
- Small sized campus/town
- Small town (3)
- Small town and local feel of the school
- Small yet big campus; we get in free to games
- Small, friendly class sizes
- Smaller campus (walking distances)
- Smallness
- Small-town environment
- Social atmosphere
- Social interaction in residence halls
- Social opportunities
- Some classes
- Some classes (2)
- Some courses offered in my degree
- Some instructors are very good
- Some of the professors
- Some people are really interested in helping achieve goals
- Some professors are knowledgeable and friendly
- Some professors are very helpful
- Some professors I’ve encountered (over half)
- Some staff in the College of Business
- Some teachers willingness to help and other staff members
- Sorority and it's activities
- Sporting events
- Sports (4)
APPENDIX V
(continued)

- Sports clubs and functions
- Sports games
- Sports programs
- Spring break, good place to have it
- Squirrels
- Staff (3)
- Staff (not faculty)
- Staff at my dorm is very friendly
- Staff has been helpful
- Staff helpfulness
- Staff is friendly and helpful
- Staff is usually friendly and willing to help
- Staff, faculty and students are friendly and helpful
- Student activities
- Student activities—concerts, guest lecturers, etc.
- Student health (3)
- Student health access
- Student interaction
- Student organizations
- Student organizations bring interesting shows and activities
- Student services
- Student Support Services
- Students (5)
- Students are friendly
- Study abroad program (2)
- Study environment
- Study environment/facilities
- Suitable facilities
- Sun (2)
- Support of athletics
- Surrounding recreational activities
- Surroundings
- Taking classes that are interesting
- Teacher accessibility
- Teacher availability (2)
- Teacher interaction (2)
- Teacher/student interaction
- Teacher/student interaction
- Teachers (12)
- Teachers and T.A.'s are open-minded people
- Teachers are mostly helpful
APPENDIX V
(continued)

- Teachers are very helpful (2)
- Teachers are willing to help
- Teachers being open for conversation and reachable
- Teachers in general
- Teachers in my major
- Teachers who are really incredible
- Teachers’ knowledge and teaching skills are great
- Teaching (2)
- Teaching faculty
- Teaching is good/interaction with professors is easy
- Teaching staff
- Team
- The athletic/recreational services available
- Theater Department
- There is a great diversity of ages and backgrounds
- Time required to complete degree
- Town
- Track coaches
- Training facilities (2)
- Transferring was a snap
- Treatment of students
- Tuition (5)
- Tutors
- Types of classes offered in my major
- Understanding
- Union
- Union renovations (3)
- United as a community
- University apartments
- University president getting a raise
- Use of hole-in-the-wall to understand graduation requirements
- Use of the Union/UW Bookstore
- Usually helpful faculty/staff
- UW activities and sports
- UW is a good place to learn
- UW Outreach and on-line liaison personnel
- UW students
- UW/CC
- UW/CC
- UW’s move to accommodate working students
- UWYO magazine
APPENDIX V
(continued)

- V.A. office personnel
- Van assistance
- Variety of classes (4)
- Variety of courses and how I could take them
- Variety of degrees offered
- Variety of majors
- Variety of programs
- Very friendly professors
- Very helpful in all areas
- Watching football
- Way the admissions in interested in how you are doing
- Weather
- Weight room (2)
- Well-known Engineering Program
- When interested in a field that's not offered here, teachers give information
- Where I work
- Wide range of clubs and activities to be involved in
- Willingness to help
- Work
- Working experience in Zoology Department
- Writing Center
APPENDIX VI

Question 26: What three (3) things have pleased you most about UW?

Third most pleasing thing:

- A couple of my professors are great
- A few classes
- A few of my teachers
- A few strong fraternity organizations
- A lot of campus activities
- Ability for involvement in campus
- Ability to find an internship
- Ability to receive help from teachers
- Ability to utilize such a nice Union
- Academic advising (9)
- Academic advisor (9)
- Academic environment
- Academic honesty
- Academic programs
- Academic programs—specifically International Studies
- Academics (2)
- Access to computer labs
- Access to culturally-enriching programs
- Access to fishing on the North Platte River
- Access to instructors
- Access to outdoor activities
- Accessibility
- Accessible information with classes and personal
- Activities (7)
- Activities (club sports)
- Activities (intramural and college athletics)
- Activities available in Wyoming (outdoor activities)
- Activities it offers
- Administrative personnel very helpful
- Admissions, Financial Aid and Accounts Receivable staff
- Advisor is awesome
- Advising and help in the Rock Springs Outreach Office is very good
- Advising in my department is very helpful
- Advisor has been very helpful (2)
- Affordability
- Air force ROTC
- All the opportunities UW offers; you have to try to fail here
- All the outdoor activities to do
APPENDIX VI
(continued)

- All the various extracurricular activities
- Always trying to improve—remodeling
- Animal Science Department is very knowledgeable
- Anthropology Program
- Appearance of campus (3)
- Appearance of UW (beautiful!!)
- Applicability of material to classroom
- Approachable staff
- Area—Wyoming
- Art Department
- Assistance from upperclassmen
- Athletic Department and teams
- Athletic events (2)
- Athletic facilities (2)
- Athletic program (2)
- Athletics (2)
- Athletics make it more fun
- Athletic teams
- Atmosphere (13)
- Atmosphere of dorm life
- Atmosphere of school
- Atmosphere of students and faculty
- Attitudes of faculty, staff and students
- Attitudes of instructors; for the most part, they seem to care
- Attitudes of most of the staff (non-professors)
- Attitudes of students
- Availability of and participation in UW club sports
- Availability of campus from where I live
- Availability of classes
- Availability of computers
- Availability of on-line classes—awesome way to return to school
- Availability of professors (3)
- Availability of programs/courses
- Availability of recreational opportunities
- Availability of required classes
- Availability of scholarships and financial awards
- Availability of teachers to get help
- Availability to extracurricular activities and events
- Availability to get help
- Availability to join activities
- Available resources
APPENDIX VI
(continued)

- Away from home
- Bashing on advisors
- Basketball (12)
- Being able to e-mail homework
- Being able to get around campus
- Being able to get good grades
- Being able to get help
- Being able to support UW Athletics
- Being able to take a variety of classes that count
- Being able to take courses from professors who care.
- Being able to work
- Being close to home
- Being in Wyoming
- Being with some high school friends
- Benefits
- Books easily obtained
- Breaks
- Bringing in prospective employers into the Business Department helped
- Camaraderie of students
- Campus (5)
- Campus activities
- Campus atmosphere (2)
- Campus facilities
- Campus involvement
- Campus is great
- Campus is very safe
- Campus layout
- Campus life
- Campus maintenance
- Campus size
- Campus size makes it convenient to walk to almost any building in 15 minutes
- Campus beauty
- Career counseling help/placement
- Caroline Anderson
- Challenging
- Challenging academics
- Challenging classes (2)
- Chance to participate in research project as an undergraduate
- Cheap
- Cheap and close to home
- Cheap books
APPENDIX VI
(continued)

- Cheap price
- Clarity of graduate course materials and UW Outreach Office
- Class availability (2)
- Class content (2)
- Class location
- Classes offered (8)
- Class room size
- Class scheduling (3)
- Class selection
- Class size (7)
- Class size and teacher availability
- Class work
- Classes (13)
- Classes and advisor
- Classes are challenging but not too difficult
- Classes are fun
- Classes aren't too small or too big
- Classes I have taken
- Classes outside the Music Department helped me grow (Math)
- Classes are well taught
- Classroom environment
- Classrooms
- Clean air
- Cleanliness
- Climate
- Close to family
- Close to home (6)
- Close to my apartment
- Closeness of all campus buildings
- Closeness of classes to residence halls
- Closeness of the campus
- Club sports
- Clubs
- Coaches
- College of Business is friendly and gives good information
- College life (2)
- College of Business advising (3)
- College of Education
- Combining work and school easily
- Communication classes
- Commitment
APPENDIX VI
(continued)

- Communal atmosphere for a collegiate setting
- Community feeling
- Community is nice and supportive of UW
- Comparatively low cost of attendance
- Competition
- Computer facilities
- Computer labs (2)
- Concern of Art Department faculty
- Concerned teachers
- Concerts; Student Activities Council gives stuff to do
- Concerts/performances brought here
- Cost (32)
- Cost of living (2)
- Cost/scholarships (2)
- Could be more activities and concerts for students, though
- Counseling
- Cowboys
- Crappy football team
- Credits don't transfer
- Cultural activities and location
- Cultural diversity
- Dedication of faculty and staff members
- Department heads usually listen to complaints about teachers
- Development as a person
- Diane Davis is wonderful help
- Different class opportunities
- Difficulty of classes sometimes
- Dining hall
- Distance learning program (Outreach WWCC)
- Diversity (2)
- Diversity of campus organizations
- Diversity of classes (3)
- Diversity of course study
- Diversity of degree offerings
- Diversity of extracurricular activities
- Diversity of students
- Don Yentes is a great coach
- Dorm life
- Duncan Harris and Lillian do a wonderful job in Honors Program
- Ease of contact and help from instructors
APPENDIX VI
(continued)

- Ease of getting a hold of instructors
- Ease of transfer from community college
- Easy access to campus and classes
- Easy accessible facilities (computer labs, Half Acre, library)
- Easygoing atmosphere
- Easy on-campus employment
- Easy registration process (2)
- Easy to adjust to
- Education (8)
- Education Program
- Educational value for my money (2)
- Efficiency and helpfulness of instructors
- Effort of faculty and staff in helping with employment and internships
- E-mail
- Emphasis on academics
- Engineering Program is good overall
- Engineering professors
- Enrichment/cultural programs
- Entertainment on campus
- Environment (3)
- Environment (social and physical)
- Evening classes
- Everything is within walking distance
- Excellent academic advising
- Excellent services provided to students
- Excellent teachers
- Exchange Program
- Expansion of Outreach School services
- Expense
- Experience
- Experience in working/career—coursework is good preparation
- Extra activities
- Extracurricular activities (2)
- Facilities (6)
- Facilities for my major
- Fact that I can take classes from Casper
- Faculty (13)
- Faculty and teachers (instructors)
- Faculty in Electrical Engineering Department is awesome
- Faculty in the Wildlife and Animal Science Departments
- Faculty that I have interacted with
APPENDIX VI
(continued)

- Faculty who are willing to get to know you
- Faculty willing to help a person out
- Faculty willingness to work with the students
- Fairly good teacher recruiting when looking at prerequisites
- Family down here
- Fellow students
- Few distractions
- Few good instructors that really cared and kept me going
- Financial aid (5)
- Financial aid assistance
- Financial aid employees (2)
- Financial aid offered
- Financial aid was really important to me
- Find work study
- Finishing school
- Flexibility
- Flexibility of classes
- Flexibility of instructors
- Flexibility of off-campus programs
- Flexibility of schedule (2)
- Flexibility to design my own program
- Flexible, understanding professors—always willing to help
- Flexibly of scheduling for classes (around noon)
- Food (2)
- Fraternity
- Free admission to sporting events (2)
- Free T.V. and phone
- Freedom to try what you want
- Friendliness (6)
- Friendliness of faculty
- Friendliness of other students
- Friendliness of staff (2)
- Friendliness of teachers, staff, etc,
- Friendliness of the campus
- Friendly and helpful people in Financial Aid Office
- Friendly and comfortable atmosphere at UW
- Friendly atmosphere (4)
- Friendly atmosphere and easy to make friends
- Friendly atmosphere of the university
- Friendly atmosphere on campus
- Friendly environment (2)
APPENDIX VI
(continued)

- Friendly faces
- Friendly faculty
- Friendly faculty and staff (4)
- Friendly people (4)
- Friendly police
- Friendly relaxed environment with students and most faculty
- Friendly staff (2)
- Friends (12)
- Friends I have made (6)
- Friends I have made among students and faculty
- Friends/family are close
- Fun (2)
- General atmosphere/location
- General instruction
- Gets classes started on time
- Getting to know new people
- Getting to meet new people
- Girls (3)
- Good lectures
- Going to intercollegiate activities are enjoyable
- Good academic advising
- Good apartment—Landmark Village
- Good class size
- Good classes (3)
- Good education
- Good Engineering Program
- Good financial aid and scholarships
- Good instructors
- Good instructors for the most part
- Good involvement from community
- Good location
- Good location—not too far from home
- Good people
- Good professors (2)
- Good referral to persons or units for help
- Good resources of information
- Good-sized classes
- Good student/teacher relationships
- Good teachers (3)
- Good weather
- Grades
APPENDIX VI
(continued)

- Grading on a curve
- Great activities (concerts)
- Great instructors
- Great people
- Great teachers
- Greek system (2)
- Grounds
- Guidance offered by academic advisor in my department
- Gym/work out center
- Half Acre (13)
- Half Acre—good hours and good variety of intramurals
- Half Acre is great (all the free stuff is nice)
- Hands-on work available in my major due to preparatory school
- Have found most of my instructors to be pleasant
- Having eating places in the Union
- Health and fitness facilities
- Health Science Department
- Help offered to aid students in courses and careers
- Help received from advisors
- Helpful faculty (2)
- Helpful and friendly people
- Helpful when asked
- Helpful with financial aid
- Helpfulness (3)
- Helpfulness of academic advisor
- Helpfulness of advisors
- Helpfulness of library staff and use of interlibrary loan
- High-speed computer connection
- Honors House residence staff
- Honors Program
- Housing
- Housing on campus is affordable
- How close everything is
- I appreciate the Outreach Program in general
- I enjoy the attitude of the students in my degree program
- I enjoyed my on-campus summer study
- I feel like I can walk around alone and not feel scared
- I get to work with kids
- I have had a lot of fun being an athlete
- I like the amount of students that attend here
- I like the helpful attitude of staff answering questions
APPENDIX VI
(continued)

- I like the social climate on campus
- I liked how easy it was to change my major
- I love the small classes the most
- I was able to graduate in only four-and-a-half years
- I’ve learned to be more independent and self reliant
- In-state costs
- Independence
- Indoor climbing wall
- Inexpensive
- Information available on website
- Information is readily available
- Instruction
- Instructor availability
- Instructors (5)
- Instructors are of highest quality
- Instructors not as old and cranky as where I was before
- Interaction between students
- Interactions with professors
- Intimacy
- Intramurals (3)
- IT Department and number of up-to-date computers on campus
- It isn't too big, but it isn't too small
- It’s cheap
- It’s cheap—I get an education that I can pay for
- Jobs opportunities that come through my department of study
- Just have really liked it here
- Keeping with the times
- Knowledge and support from the Outreach staff
- Knowledgeable faculty (2)
- Labs
- Lack of work required to pass
- Laid-back atmosphere
- Landscape
- Laramie (2)
- Large libraries
- Leadership in Greek system
- Learning
- Learning environment
- Library is good
- Library is very useful
- Local and outdoor activities
• Location (30)
• Location and cost
• Location and accessibility
• Location of UW (2)
• Location relative to mountains
• Location within state
• Location—close to home
• Lots of activities/cultural programs to choose from
• Lots of attractive people
• Lots of freedom (2)
• Lots of friends here
• Lots of outdoor activities
• Love the campus environment, location and Half Acre
• Love Wyoming
• Low cost (3)
• Low crime
• M.E.P.
• Major (2)
• Major/advising/classes
• Majors offered (3)
• Making contacts
• Math Department
• Math Lab
• Meeting awesome people and having great experiences
• Meeting people who come from similar backgrounds/interests
• Men's basketball
• Mentors
• Money being used to make campus a better environment
• More course offerings for Outreach students
• More opportunities to study when I want (24-hour computer labs)
• More women
• Most of all facilities are nice
• Most of the classes are not overcrowded
• Most of the instructors are good
• Most of the staff
• Most of the staff is helpful
• Most resources
• Most teachers
• Mountains nearby
• Mr. Drummond, my advisor, he's the friendliest professor here
• Multi-Cultural Resource Center
APPENDIX VI
(continued)

• Nearby rock climbing and climbing wall at Half Acre
• Networking with—homework, studying, etc.
• New advisor
• New experiences
• Nice campus (2)
• Nice facilities (2)
• Nice facilities like Half Acre and the Union
• Nice gym (Half Acre)
• Nice learning environment
• Nice professors
• Nice teachers
• Nice Union
• Nicely organized
• Not really as bad as I expected it to be
• Notices as to what's going on through mail
• NPR and Ski Team
• Nursing Program
• Obtaining credits
• Offer classes in Casper—mainly great teachers in Casper
• Office of Student Life
• On-campus facilities
• On-campus job
• On-campus Pharmacy
• On-campus Christian groups (ICA, CU)
• On-campus parking for commuting students
• Online services
• Online technology
• Only had to be here two years
• Open atmosphere
• Open doors with most teachers (very willing to work with students)
• Openness and honesty of professors
• Opportunities
• Opportunities available to students who want to be involved
• Opportunities for leadership and personal growth in honoraries
• Opportunities for overseas experiences
• Opportunities to be involved
• Opportunities to conduct research
• Opportunities to get involved and get help when needed
• Opportunity
• Opportunity to meet new students
• Opportunity to participate in activities
APPENDIX VI
(continued)

- Opportunity to take classes in Cheyenne
- Organization
- Organization of classes
- Other students (2)
- Outdoor activities offered
- Outdoor events/activities (access)
- Outreach
- Outreach Center services have been excellent!
- Outreach classes and staff
- Outreach School and what it all has to offer
- Outreach staff is fabulous
- Overall atmosphere
- Overall atmosphere of the college
- Overall education
- Overall environment (4)
- Overall knowledge of the professors about the subjects
- Overall learning experience type stuff
- Overall quality of education (2)
- Parking is cheap and not a problem
- Participating in UW Symphony Orchestra
- Parties
- People (14)
- People (number of students)
- People are friendly (2)
- People I go to school with
- People I have met (2)
- People I’ve met
- People I’ve met are friendly
- Personal assistance from UW faculty and staff
- Personal faculty member
- Pharmacy—great pharmacist who’s always friendly and concerned
- Phenomenal jobs of some faculty and staff
- Pleased to be cared about
- Pleased with the variety of courses available to students
- Plenty of housing (university apartments)
- Positive supportive push toward foreign exchange
- Pretty campus
- Price (8)
- Price for in-state tuition
- Professors (11)
- Professors are caring
• Professors are helpful when talking about future
• Professors are top notch in most cases with a few exceptions
• Professors being helpful
• Professors caring
• Professors in the Wildlife Department
• Professors, for the most part, are very helpful
• Programs (academics)
• Professors are mostly good
• Proximity of campus
• Proximity to Denver and Ft. Collins
• Proximity to mountains and my family
• Proximity to my apartment and dorms
• Public radio
• Quality of classes
• Quality of classes and instructors in outreach
• Quality of education (10)
• Quality of Engineering College
• Quality of faculty
• Quality of instruction (2)
• Quality of instructors
• Quality of most classes
• Quality of relationship between students and faculty
• Quality of textbooks
• Quality teachers
• R.A.’s
• Range of classes offered
• Instructors are easily reached
• Readily available course times
• Reasonable tuition
• Registration process (2)
• Registration process (quick and easy)
• Registration system/availability of classes
• Registration was easy
• Relationship
• Relaxed atmosphere
• Renovated Union
• Reputation (3)
• Research
• Research experiences
• Research opportunities (2)
• Research/hands-on experience for students
APPENDIX VI
(continued)

- Residence halls
- Responsibility
- Right size
- Safe environment (2)
- Scheduling (2)
- Scholarship opportunities
- Scholarships (5)
- School (2)
- School requirements
- School work
- Schooling
- Services provided
- Simplicity
- Size (7)
- Size of campus (2)
- Size of classes (4)
- Size of school (2)
- Size of student population
- Size of university and classes (2)
- Small
- Small campus (4)
- Small class sizes in major courses
- Small classes (9)
- Small classes in degree field
- Small student body allows for more professor contact
- Smaller campus so I can see people often
- Smart teachers
- Snow
- Social climate
- Social environment
- Social interactions
- Social interactions and connections
- Some faculty members
- Some of my professors are great teachers
- Some professors are awesome
- Some teachers are great
- Somewhat cheap
- Specific department
- Sports activities (2)
- Sporting events
- Sports (6)
APPENDIX VI
(continued)

- Spring break (2)
- Spring
- Squirrels on campus
- Student Support Services
- Staff
- Staff at the WWCC site are very helpful
- Staff in Laramie and Evanston offices were always helpful
- Staff is pretty nice and helpful
- Staff is helpful
- Strong Greek system
- Strong Study Abroad Program
- Student advisor, Veronica Taylor
- Student Council activities
- Student Health (2)
- Student interaction
- Student life (2)
- Student opportunities/activities
- Student services
- Students (3)
- Students are friendly
- Study areas
- Summer classes
- Support
- Support financially I obtained from UW
- Support Greek life offers
- Support services
- Support staff in my college
- Surrounding area (2)
- Teacher assistance (2)
- Teacher-student interactions (2)
- Teachers (10)
- Teachers and advisors
- Teachers are friendly
- Teachers are good
- Teachers are concerned about students
- Teachers in the Geology Department
- Teachers who will work with the Outreach Program
- Teachers/classroom sizes
- Teaching
- Teaching faculty in the Engineering Department
- Team
APPENDIX VI
(continued)

- That I was able to receive scholarships
- Theater performances
- There are a lot of clubs and activities available
- There are good programs
- There is a lot of opportunity for campus jobs and financial aid
- They showed "Gumno" at the Classroom Building
- Time
- Times offered for certain courses
- Town of Laramie (2)
- Town size
- Traffic
- Transfer of credit from a community college
- Tuition (3)
- Tutorial rooms
- Tutors
- TV channels
- Type of folks that attend
- Understanding professors (2)
- Union (5)
- Unity the school has
- University Studies requirements
- Unlimited Internet access
- Use of computer labs
- Use of technology allowing class to be done away from UW
- Usual amount of classes
- UW atmosphere
- UW Bookstore and Union
- UW Outreach in Riverton
- Variety of classes
- Variety of courses was helpful in choosing a major
- Variety of courses and majors
- Vending machines
- Very friendly people around campus/meeting new people
- Very intelligent teachers
- Very web-based (easy to access information)
- Walking distance between classes
- Wasn't very expensive (not as expensive as other places)
- Weather (3)
- Weather was much better than I expected
- Web site
- Web-based learning
• Well maintained
• Education is well rounded
• What I have learned
• When course is offered (time/day)
• When school ends
• Willingness to help
• Woods
• Work study is very well adapted here
• Working experience in Music Department
• Wyoming
APPENDIX VII

Question 27: What three (3) things have disappointed you most about UW?

First most disappointing thing:

- 2 a.m. fire alarms
- A few unmotivated teachers
- A lot of professors seem not to care
- A number of professors in department—would like to see more for variety
- Ability to get tutors
- Academic advising (23)
- Academic advising in Sheridan
- Academic advising—my advisor doesn’t analyze and doesn’t help me understand
- Academic advising—too many advisees per instructor
- Academic advisor (8)
- Academic environment (or lack of one)
- Academic grading
- Academic programs
- Academic quality
- Academic reputation
- Academic understanding of grades and other things
- Academics (2)
- Acceptance of A.P. credit
- Activities (2)
- Administration (2)
- Administration Office is very rude
- Admissions and Registration and Records seem to be disorganized
- Advising for undeclared students
- Advising help I haven't received
- Advising services in the Chemistry Department
- Advising—my advisor seems indifferent to me
- Advisor not telling me he left
- Advisor’s lack of concern
- Advisor’s lack of help (2)
- Advisors and faculty
- Alcohol abuse—it’s like there is no penalty at all
- All of the changes (Union, Washakie, Prexy's)
- All the other courses that have nothing to do with my major
- All the pointless classes I have to take that don’t have anything to do with my major
- All these renovations
- Always behind by five to ten years from most other state colleges
APPENDIX VII
(continued)

- Amount of classes offered in this department
- Amount of constructions
- Amount of diversity
- Amount of money spent on sports
- Amount of tragedies in community involving students
- Amount of work study money awarded
- An athletic fee for facilities I can't use
- Apartment facility
- Apathetic T.A.'s
- Application of credits for cultural context requirements
- ASUW
- At job/career fairs it would be nice to see more diversity
- Athletes being favored for registration (2)
- Athletic Department is a very closed political circle—hurts the program
- Athletic director Lee Moon—he should be fired
- Athletic special treatment
- Athletics
- Athletics do not have to follow same rules as everyone else
- Attitudes of some staff on campus—administrators
- Attitudes of students
- Automatic health insurance
- Availability of classes (2)
- Availability of classes and campus parking
- Availability of classes at times I want
- Availability of classes listed in General Bulletin
- Availability of classes—need to have more open classes
- Availability of financial aid
- Availability to meet new people
- Bad grammar on official documents
- Bad parking both on campus and off
- Being out in the weather while walking to class
- Being so conservative
- Bill from UW—no explanation of what charges are for
- Biology and Zoology Departments
- Biology Department
- Board of Trustees and president making decisions without students
- Breaks are poorly scheduled
- Bureaucracy
- Burke Grandjean—worst Statistics teacher ever
- Business
- Business Calculus teachers
• Cafeteria food (4)
• Cafeteria food and service
• Cafeteria never seems like it serves real food
• Campus is too dark and old
• Campus police
• Cancellation of classes
• Career counseling never available, not was it helpful
• Career placement (2)
• Career preparation
• Career services (3)
• Catering to football and basketball teams over others
• Certain classes aren't offered through Outreach Program
• Certain courses are not offered
• Certain faculty
• Certain professors—especially in Math and Chemistry Departments
• Certain T.A.’s in Math Department
• Certain teachers
• Change in semester schedules
• Change in tuition payment/credit
• Changing or removal of courses that were present I started
• Changing the school colors and logo (2)
• Chemistry 1030 with Sommer is too difficult—emphasizes Physical Chemistry too much
• Chemistry teachers’ ability to communicate with students
• Class
• Class availability (4)
• Class cancellations at my site because I’m the only student
• Class choices are somewhat limited within my major
• Class content—took Finance 3250 twice and it had a different book, teacher and content
• Class offering—sporadic and unpredictable
• Class requirements for graduation are not clear
• Class scheduling (3)
• Class selection
• Class size
• Classes (5)
• Classes are boring
• Classes I have to take for my major—will never use the information
• Classes I need to take that are offered at the same time
• Classes I’m required to take
• Classes needed are only offered during certain semesters (2)
APPENDIX VII
(continued)

- Classes offered (2)
- Classes offered in my major
- Classes that do not serve a purpose—such as two semesters of a foreign language
- Classes that will not help me in anyway in the future
- Classes too large (2)
- Classes—freshman-level ones like Psychology 1000
- Classroom Building is not a name—sounds stupid
- Classrooms—hard to see and be comfortable
- Climate (5)
- Climate (I know you can't change it, but I hate it)
- Climate is very cold and unpredictable
- Close to family
- Closed atmosphere
- Close-minded people (3)
- Closing Pokescellar
- Closure of rifle range/archery
- Coach Koennig
- Coffee is cold in cafeteria
- Cold weather (9)
- College life sucks here
- College of Arts and Sciences teachers
- Communications Department seems pointless without broadcasting
- Community
- Computer facilities/e-mail accounts
- Concern for students
- Condition of equipment in some labs
- Condition of Jacoby golf course and increase in membership fees
- Confused in advising
- Confusing at times
- Confusion about changing course requirements
- Confusion with advising issues
- Constant party scene
- Constant threat of action of raising fees
- Constantly changing degrees offered and requirements
- Construction (5)
- Construction at Union (2)
- Construction that begins anywhere from 6:30 to 7:00 a.m.
- Construction time of the Student Union Dining Hall
- Cost (7)
- Cost of books
- Cost of housing
APPENDIX VII
(continued)

- Cost of living in Laramie
- Could use more classes in Outreach
- Counseling received as to courses needed
- Counselors
- Credit evaluation
- Credit transfer (2)
- Credit-by-examination program
- Credits not transferring from a community college
- Cultural context classes
- Culture
- Cutting major programs (2)
- Dealing with university offices
- Degree checks (2)
- Degree requirement changes
- Degree requirements are ludicrous
- Department head of Music is completely ridiculous
- Departments not having enough faculty
- Difficulty getting into required classes
- Difficulty in getting scholarships for anything
- Difficulty in obtaining scholarships
- Difficulty with computer issues
- Dining services (2)
- Disorganization
- Disregard for the interests of the students (2)
- Disrespectful students
- Diversity (6)
- Diversity issues
- Diversity of faculty
- Diversity—there is none
- Doing surveys
- Domestic partner benefits for faculty and staff are non-existent
- Don't feel that I've learned a lot of useful information
- Don't like the video/audio courses
- Dorm and food services
- Dorm bathrooms
- Dorm floor maintenance
- Dorm halls are getting run down
- Dorm life, living, parking
- Dorm rooms
- Dorm size (2)
- Dorms (3)
APPENDIX VII
(continued)

• Dorms no-tolerance policy is very tolerant
• Dorms—you should have renovated those before Washakie
• Double charging me for tuition every semester by mistake
• Double standard presented to fraternity members
• Dr. Dubois' policies
• Drain on my pocket from every angle
• Dubois' lack of concern for students
• Easter and spring break combined—we’re shorted break days
• Economy and weather
• Education Program
• Effectiveness/knowledge about the Arapahoe Endowment process
• E-mail service
• Emphasis on athletics
• Engineering Department has poor communication skills between professors and students
• Entire College of Education
• Equipment on second floor of Agriculture Building—especially projectors
• Ethnic diversity
• Everything other than price
• Expense that goes along with on-line classes
• Expenses
• Extracurricular activities
• Extracurricular activity awareness
• Facilities (2)
• Facilities seem old
• Fact that the administration wants input, but doesn’t really seem to care
• Faculty (2)
• Faculty advisor
• Faculty in Ivinson Library is rude, not friendly or helpful
• Faculty turnover in Art Department
• Faculty's interest in students
• Fancy Union
• Favoritism for athletes and athletics
• Fee raises
• Feel those making decisions don't really want student input
• Feeling that instructors are caught up in research and not the students
• Few faculty members that do not provide exceptional services
• Few of the teachers I’ve had were absolutely ridiculous
• Few opportunities for students with low G.P.A.'s to get scholarships
• Filling out this questionnaire during class (2)
• Film not offered
APPENDIX VII
(continued)

- Financial aid (7)
- Financial Aid Department
- Financial Aid Department is awful—they seem uncaring and unhelpful
- Financial aid is unavailable for certain students (me)
- Financial aid people (3)
- Financial aid process (2)
- Finding someone to iron out details of a program
- Fire alarms at White Hall at 2 a.m.
- Fishing in surrounding areas
- Focusing too much on sports and not enough on academics
- Food (6)
  - Food in cafeteria is disgusting and inedible—not worth the cost
- Food in the cafeteria
- Food selection
- Food service (12)
- Food service in dorms
- Food service program—you pay for meals not eaten and there is a minimum number of meals per week
- Food services—quality versus expense
- Food service—the food is not good at all
- Football (19)
- Foreign teachers are hard to understand (3)
- Fraternities
- Fraternity system
- Fraternity/sorority row is no longer just for those houses
- Freshman
- Friendliness of students
- Friends
- Gap between students and people in charge of UW
- Gateways
- Geographic location—too cold
- Getting away from rural look—canning mascot and appearance
- Getting billed for a relative’s bad check
- Getting excused with a doctor’s note from the Office of Student Life is too hard
- Getting L. Naughton as a replacement for Nishio in Cell Biology
- Getting out of school so late this year
- Getting the runaround from office to office (2)
- Girls (5)
- Good academic advising is lacking in my major
- Grading
- Graduate school supporting and advising
APPENDIX VII
(continued)

- Graduate student instructors (3)
- Graduate students as teachers in everything but Math
- Graduation update processes have been inconsistent
- GRE
- Greek system failing
- Greek system—dry campus would be beneficial
- Growing in size
- Gym closing—should be open 24/7
- Had little help from academic advisor
- Hard classes (2)
- Hard for non-traditional students—don’t allow balance among school, work and family
- Hard to transfer credit hours to other universities
- Having Dr. Gastl as a teacher
- Having to stay in dorms freshman year
- Having to walk all the way across campus for one class
- Having to walk to class in the freezing cold of winter
- Health insurance policies
- Hearing about activities the day after they happen
- Help from Financial Aid Office (2)
- Help from staff
- Help in knowing what you need to graduate
- Helpfulness
- High-priced bookstore
- Homophobic, intolerant, conservative, closed-minded, immature
- Honors Program—lack of money
- Horrible executive decisions by Dubois
- Horrible parking and the administrators’ plans to reduce it
- Housing and food service
- Housing costs
- Housing opportunities
- How bad intercollegiate sports are
- How business oriented it is
- How far away classrooms are from each other
- How hard it is to get to use computers around campus freely
- How long it takes to get an answer about an application from Graduate Program
- How much I get paid an hour
- How really sexist it is—I have been a victim
- How the administration still chooses to not listen
- I can't finish my degree here
- I don't feel the administration listens to student body
• I don't like the audio classes—a real person would be better
• I had some trouble with admissions, but nothing serious
• I have had the worst time getting my questions answered
• I have to commute from Cheyenne
• I haven't been able to know about getting into the Nursing Program
• I seem to just be a number—no interaction with teachers
• I thought there was going to be some snow!
• I wish I felt like I knew more about my chosen field
• I would like to see more Outreach classes
• Ice being left on sidewalks
• I'm exceedingly displeased with the quality of curriculum
• Immatureness
• Impotent student government
• Inability to get registered this semester on-line
• Inability to get residency status even though I've lived here for two years
• Incompetence of the Pre-medicine advising
• Inconvenient placement of the school—many blocks from home
• Increase in everything you can think of
• Increase in tuition (2)
• Increase in tuition and fees while cutting programs
• Increased athletic pay
• Indifference of some members of the faculty
• Ineffectual academic advising
• Information on financial aid
• Initially no chance for engineers to take a foreign language.
• In-state scholarships versus out-of-state scholarships
• Instruction
• Instructor for Marketing 3210—Roe
• Instructor not understanding non-traditional students' timeline
• Instructors
• Instructors aren't as fair as I had thought
• Instructors not dedicated to our understanding
• Internet connections in the dorms and through UW DSL
• Internship Program at the Business Department is not helpful
• Intolerance
• Isolated location
• It does not have strong reputation
• It is difficult to look for a place to park
• It's in Laramie
• Its relationship and interaction with community of Laramie
• Jobs
• Kevin Lewis
• Knight Hall staff is very rude
• Knowing who the advisors are
• Knowledge of the academic advisors
• Knowledgeable advisors for majors
• Lab assistants not well prepared and left in dark by instructors
• Lab T.A.’s (2)
• Lack of ability to get any scholarships
• Lack of activities – people drink
• Lack of administration concern for student opinions
• Lack of artistic community
• Lack of classes available through Outreach and UW
• Lack of communication
• Lack of communication in my department
• Lack of concern about student opinions
• Lack of cooperation between student government and the administration
• Lack of course offering
• Lack of courses of interest
• Lack of culture
• Lack of daytime childcare and preschool
• Lack of diversity (4)
• Lack of diversity (though it was expected)
• Lack of diversity and awareness
• Lack of diversity in student population
• Lack of diversity of classes
• Lack of enthusiasm for distance learning media
• Lack of ethnic diversity and open mindedness
• Lack of excitement
• Lack of financial aid for students paying for their education
• Lack of financial aid help (2)
• Lack of financial aid overall, specifically to non-athletes
• Lack of flexibility in degree design
• Lack of free social activities or programs
• Lack of funds to purchase computer equipment
• Lack of good bands
• Lack of graduate programs offered by UW
• Lack of help from advisors
• Lack of information about student activities (2)
• Lack of information regarding student resources, activities
• Lack of knowledge of deadlines
• Lack of knowledgeable teachers in the Math Department
APPENDIX VII
(continued)

• Lack of merit-based scholarships
• Lack of opportunities
• Lack of opportunities for jobs in Laramie
• Lack of opportunity in Laramie
• Lack of opportunity—especially in the Music Department
• Lack of options for classes
• Lack of parking and cost of parking tickets
• Lack of parking resolution
• Lack of personal being from some teachers
• Lack of proper facilities
• Lack of school spirit/pride—academically
• Lack of social activities
• Lack of social interaction and activities besides going to bars
• Lack of some departments like Biology
• Lack of sports funding
• Lack of student activities
• Lack of student involvement (3)
• Lack of student support
• Lack of stuff to do in Laramie (2)
• Lack of summer classes
• Lack of supervision and control in classrooms
• Lack of support (scholarships) for low-income parents
• Lack of support and help for difficulties with courses
• Lack of support for Greek system
• Lack of support or recognition of certain groups
• Lack of variety of classes
• Lack of wide variety of activities
• Language credit transfers particularly American Sign Language credits from Gillette
  • Laramie (5)
  • Laramie is too small
  • Large classes in small classrooms
  • Larger classes
  • Lee Moon
  • Lengthy surveys
  • Level of academic challenge—high school was tougher
  • Liberal anti-Christian attitude of students
  • Liberal Arts courses
  • Liberal/gay agenda being pushed on students
  • Liberals
  • Library (2)
• Library hours on weekends need to be longer
• Lighting on campus and in parking lots
• Limited access to cultural events
• Limited foreign language choices for Outreach students
• Limited number of sections offered for courses
• Limited selection of courses
• Living facilities (dorms)
• Location (10)
• Location—Laramie can be boring and very wintry at times
• Location—mountains too small and windy
• Logo change
• Look of area surrounding school
• Low quality of academic advising
• Main administration
• Major choices
• Major differences in quality of class depending on instructors
• Major I want isn't offered
• Many of my professors
• Many students don't care
• Math Department (2)
• Math teachers
• Membership price at Jacoby Golf Course
• Method of assessing
• Methods and communication about activities and events
• Minimum wage and work study—should make more because it’s hard to do with classes
• Misrepresented cost of attendance for financial aid
• Missing some classes for my major
• Money going to sports
• Moral conduct of some students
• More graduate students are teaching classes
• Most students
• Moving of Washakie
• Mrs. Poyer and Mrs. Greenwald
• Music Department is very difficult to deal with in scheduling
• My advisor advising is terrible
• Narrow-mindedness of students
• Native American Studies faculty are non-Indian
• Need more diversified programs in education—Home Economics
• Need more than 48 students allowed in Pharmacy Program
• Need more ties to professional programs—dental, medical professionals
• Need more variety of food options
• Needs more activities
• Never get information about events
• Never going to find a job—no one around here seems to care
• New parking ideas
• Night life surrounding UW
• No advisor as an Outreach student
• No Business Education degree
• No campus involvement
• No campus radio station
• No friendly people
• No job
• No minor offered in Engineering
• No ocean nearby
• No one can figure out the parking here
• No one seems to care about the Greek system
• No T.V. classes
• No tutoring available for Outreach students
• Noise in dorms
• Not a great variety of degree programs
• Not a very friendly environment
• Not a whole to do outside school
• Not as many people as would like
• Not being able to get the course I desire due to registration
• Not being able to major in Interior Design
• Not being accepted to a program
• Not enough classes offered
• Not enough courses offered through outreach
• Not enough dances
• Not enough education on-line courses that fit Ph.D. Plan
• Not enough parking
• Not enough parking
• Not enough personal attention
• Not enough quality acts are brought to Laramie
• Not enough student interaction on-line
• Not enough stuff for families or single parents
• Not enough things to do in Laramie
• Not ethnically diverse
• Not friendly
• Not getting into classes
• Not getting into needed classes
APPENDIX VII
(continued)

• Not getting the appropriate scholarships
• Not many night and weekend classes
• Not many people are tolerant of different races and sexual preferences
• Not much social activities
• Not much to do in town
• Not offering summer school classes that I would like to take
• Not receiving a scholarship award
• Not receiving feedback from instructors in timely manner
• Not recognizing my life experience
• Not recognizing students with families when registering
• Not very many course choices are offered in my area
• Not very many good social activities
• Not very open about gay-related issues
• Nothing around here to do—no mall
• Number of courses offered in my major through UW/CC
• Number of courses offered in other fields of Business
• Off-campus activities in Laramie
• Offered a broad field science degree then didn't without notice
• On-course reports
• One biased teacher my freshman year
• On-line classes have had a lot of technical difficulties
• On-line courses in terms of structure
• Only lot I've seen built was over a practice field
• Opportunities
• Organic Chemistry
• Orientation
• Orr Hall is a ghetto
• Others lack of interest in the Greek system
• Our football coach
• Out-of-state costs
• Outreach courses
• Outreach is isolated from the large university activities
• Overall attitudes
• Over-emphasis on sports
• Own study habits
• P.E. is terrible, worthless and a waste
• P-1 requirement for veterans
• Parking (269)
• Parking (I understand that it's tough to change though)
• Parking and the parking plan
• Parking and the way the problem isn't being fixed
APPENDIX VII
(continued)

- Parking at the residence halls
- Parking changes
- Parking for disabled, not the handicapped
- Parking for off-campus students
- Parking for residences
- Parking increase
- Parking is difficult at certain times of the day
- Parking is ridiculous—take half of Fraternity Row and build a parking lot
- Parking permit costs (2)
- Parking plan
- Parking rules and the lack of information given about them
- Parking situation—do not bus kids to class—it’s stupid
- Parking ticket prices
- Parking tickets (5)
- Parking—should be reserved parking (guaranteed spots)
- Parking—solutions on table are only prolonging the problem.
- Parties
- Parts of the Education Program
- Pay at on-campus jobs
- Paying for things and I don’t understand why—Union
- Paying for twelve meals a week when I don’t eat them all
- People (2)
- People spend way too much time intoxicated
- People won’t call me back
- Personal attention
- Personal attitudes of some Wyoming native students
- Pharmacy School should accept more applications per year
- Phasing out the Broadcasting Program
- Physical Education Program
- Physics Department
- Physics II lab equipment and lab equipment in general
- Political fighting between faculty members
- Pompous teaching staff
- Poor career placement
- Poor financial management
- Poor lab equipment
- Poor skills of advisor
- Poor sportsmanship
- Potential change in parking
- Preparation for career
- President Dubois (7)
APPENDIX VII
(continued)

• Pressure from teachers
• Price of tuition
• Prices of cigarettes in the Union
• Problems with availability of certain majors
• Procedure for getting in-state tuition
• Process when getting ready to graduate
• Professor Greenwald in the History Department is not a good professor
• Professors
• Professors in Chemistry
• Psychology advising
• Psychology Department
• Quality of classes
• Quality of education—the applicability of courses taught
• Quality of facilities in the Music Program
• Quality/availability of classes available
• R.A.'s not keeping dorms quiet at night
• Racial issues not addressed
• Racism (2)
• Raising fees for things that are not available to us
• Raising tuition
• Raising tuition
• Recognition and support of Greek system
• Registering (especially for a sophomore)
• Registration (2)
• Registration Office was very rude and were "too busy"
• Registration process
• Registration—hard to get classes that are needed
• Religious intolerance
• Religious zealots
• Removal of M.A. and M.F.A. Visual Arts degree
• Removing the bowling alley from the Student Union
• Required classes that aren't applicable to major.
• Requirement of three Math classes for all undergraduate students
• Residence hall dining—the food
• Residence hall life
• Residence hall life—lack of things to do for recreation
• Residence hall R.A.
• Residence hall rules
• Residence hall staff overall
• Residence hall student employees
• Residence halls (6)
APPENDIX VII
(continued)

- Retention/recruitment office—Tammy Mack’s professionalism
- Review of faculty by students
- Rising costs
- Roommate selection (not enough information asked on questionnaire)
- Rotation of classes at UW/CC campus
- Rude people (3)
- Runaround from every office at the school
- Schedule
- Scheduling of classes
- Scholarships (3)
- Scholarships offered to 4.0 G.P.A. transfer students
- School
- School colors
- School spirit
- School system—testing system
- Seems like in free time there is nothing to do
- Segmented student population—cliquish
- Segregation between on campus students and off-campus students
- Selective
- Semester schedule
- Several breaches of confidentiality in Office of Student Life
- Several instructors
- Sexism in the Engineering Department
- Sidewalks in Prexy’s
- Signing insurance waiver every semester (2)
- Size
- Size of dorms
- Small community
- Small number of students
- Small range of majors
- Small, crowded, noisy site at W.W.C.C using audio
- Small-minded small people
- Snow removal
- So absorbed with celebrating diversity that the majority of students are isolated
- Social atmosphere for non-Caucasians
- Social exclusiveness
- Social standards
- Some attitudes of professors and G.A.’s
- Some class seem almost "high schoolish"
- Some classes
- Some classes in Education are not offered often
• Some courses need to be dropped
• Some faculty
• Some faculty are biased towards their degree
• Some faculty lost in the past
• Some G.A.'s don't speak English very well
• Some incredibly bad teachers
• Some instructors
• Some instructors I had in certain subjects
• Some labs practicals are on Wednesdays and we still have lab
• Some of the classes are pointless
• Some of the instructors
• Some of the lower level Math classes are taught by idiots
• Some of the Outreach courses were poorly done
• Some of the staff
• Some of the teachers (2)
• Some of the university studies requirements
• Some policies
• Some professors (7)
• Some staff and faculty
• Some teachers discriminate on opinion, not work
• Some teachers have an absolute "know-all" attitude
• Some teaching
• Some unnecessary requirements
• Sometimes racist environment
• Somewhat difficult registration—classes fill up quickly
• Special treatment given towards athletes
• Sports mentality
• Staff
• Staff in financial aid—they were unfriendly and uninformative
• Staff not available after-hours
• Staff weren't always friendly and they always thought they were right
• Staff/professors who don't care
• Started Washakie construction in middle of semester
• Statistics Program
• Steady increase of cost of tuition
• Student conduct games
• Student fee allocation—sports especially
• Student fees often times accumulate and are never used
• Student Financial Aid gives me the runaround
• Student Health Service
• Student racism—behavior after September 11
APPENDIX VII
(continued)

• Student Union hours on the weekend
• Students must live in dorms first year
• Students not encouraged to innovate or be creative
• Students or G.A.'s teaching classes instead of professors
• Students that aren't friendly
• Study help
• Stuff like Arts and Sciences classes take away valuable class time
• Stupid student fees
• Successfulness of cultural events
• Survey
• T.A.'s
• T.A.'s are bad
• T.A.'s being under qualified
• Taking courses that don't deal with my major
• Taking French
• Taking upper-division cultural context classes
• Teachers (2)
• Teachers and their ability to teach desired subject
• Teachers and their lack of relating with students
• Teachers don't teach
• Teachers not showing up for office hours
• Teachers seem to do whatever they want
• Teachers that don't have knowledge or experience in stocks
• Teachers that don't seem to care
• Teachers/faculty outside my major
• Teacher-student relationships (2)
• Teaching instruments
• Teaching staff—especially M.S. in Psychology professors
• Technology
• Terrible housing options
• Test/exams
• Testing at night when it could be done in class
• Tests
• That more selection of classes aren't offered
• There aren't enough sections of classes
• There isn't a Pre-Physician Assistant Program
• There was only one class available for me to take this fall
• These long surveys that don't apply to Outreach students
• They are trying to raise the cost of attending UW
• They don't cooperate with community colleges
• Things like this survey
APPENDIX VII
(continued)

- Things they do
- This place is a business and not a place of learning
- This stupid assessment being given during my class time
- This survey
- This survey is extremely disappointing
- This survey—waste of time and doesn’t apply to Outreach
- Though my Chemistry credits transferred, I still had to take more sciences
- Tickets
- Time it is taking to get 2nd Bachelor’s degree
- Time management
- Time schedule conflicts
- Times and availability of classes—need more evening classes
- Told there would be vocal jazz group this year and there’s not
- Tolerance of lifestyles
- Too cold
- Too many cops
- Too many general electives
- Too many surveys
- Too many ticket writers
- Too much money spent on athletics
- Too much money spent on athletics—the Art Program needs some too
- Too much snow
- Too small of a town
- Top administration
- Toughness of classes
- Town
- Town (airport)
- Transfer of credits from a Wyoming community college
- Transferring (11)
- Treatment from upper administration—especially Lee Moon
- Treatment of athletes
- Trend on teaching "learn to learn"
- Trying to find a career
- Tuition increase (7)
- Unclear administrative policies
- Understanding foreign teachers
- Unfair advantage of UW staff over students
- Unfair grading
- University requirements—the number of classes we take outside our major (8)
- University support of some programs
- Unprofessionalism of some staff members on the phone
APPENDIX VII
(continued)

- Unsportsmanlike fans
- Unsupportive administration regarding Greek
- Unusual schedules
- Use of parking places
- Use of student fees
- Use of student fees—Union remodeling (2)
- UW currently does not have my anticipated major—Recreational Therapy
- UW doesn't have my major
- UW just cares about varsity sports and not club sports
- UW Office of the Registrar
- UW's ranking in certain areas like for Business majors
- UW's concern for money over everything else
- V/A office
- Variety of courses offered in my field—Fish Biology
- Very little curriculum for someone who wanted to work at a zoo
- Videos do not match books
- Virtually impossible to be a non-traditional student and take full loads
- Want to study Japanese—aside from independent study, that's impossible
- Washakie
- Washakie—bad
- Washakie closing a semester before I would be done with it
- Washakie food center
- Way certain instructors are allowed to treat students
- Way one professor in the Engineering Department treats students
- Way the campus looks, needs more trees, grass, less concrete
- We are in Laramie, Wyoming
- Weak support for Greek system
- Weather (38)
- What I have to take for my major
- What my fees are spent on
- When I was on campus, a student identification wouldn’t get me into a game
- Wind (9)
- Winter
- Winter grounds maintenance
- Would like more offerings in new Cody location
- Would like to see more emphasis on other colleges
- Wyoming history offered once a semester
- WyoTech students are loud and drive people away from Laramie
APPENDIX VIII

Question 27: What three (3) things have disappointed you most about UW?

Second most disappointing thing:

• A couple of my grades
• A few poorly taught classes
• A few teachers who are not willing to work with students
• A lot of people don't know what's going on or who to ask
• A lot of professors don't know how to teach or lecture
• Ability to take organic II only during second semester
• Academic advising (18)
• Academic advising in the College of Business
• Academic advisor (6)
• Academic dishonesty
• Academic facilities
• Acceptance of transfer credits
• Activities
• Additional costs for on-line course
• Additional fees—where do they go
• Administration (2)
• Administration does what they want to with students
• Administration ignoring student voice
• Admissions
• Advisor gives vague information
• advisor I got when I transferred here
• Advisor making me feel inadequate—not very supportive
• Advisor not knowing major requirements
• Advisors are difficult to get a hold of and annoyed by me
• Advisors are inconsistently informed of university requirements
• Advisors poor knowledge on advising
• Affordable housing
• All the classes that don't have anything to do with major
• All the construction
• All the tests are scheduled at the same time
• Always wanting more money
• Amount of activities to participate in
• Amount of construction at one time
• Amount of diverse classes
• Amount of group work
• Amount of money give to athletics
• Amount of participation in clubs
• Appropriation of funds for different parts of campus
APPENDIX VIII
(continued)

- Architecture of the Engineering Building
- ASUW
- ASUW misuse of funds
- Athletic director
- Attention placed on sports and athletics rather than academic
- Attitude of residence hall custodial staff
- Attitude of students
- Audio classes can get very boring
- Audio classes—never see instructor
- Availability of advisor
- Availability of certain classes
- Availability of classes (2)
- Availability of on campus food—other than the cafeteria
- Availability of required classes and university classes
- Availability of classes I have to take
- Available places to study in dorms
- Availability of financial aid and scholarships
- Availability of staff
- Availability to get financial aid if you are from out of state
- Availability of wanted classes
- Bad Religion classes
- Bad teachers
- Bathrooms in dorms
- Because of class and work, it is hard to make office hours
- Being just a number
- Biased and sexist teachers
- Big classes
- Billing and percent of refund policies
- Biology Department
- Bookstore
- Bookstore cost (3)
- Boring town
- Building labels
- Bureaucracy (2)
- Cafeteria (4)
- Campus
- Campus is becoming less academic and more like asocial club
- Campus police
- Can be boring
- Can't do Art major—would take too long due to requirements
- Can't get questions answered because I am not on campus
APPENDIX VIII
(continued)

• Career Advising Office
• Career counseling—not enough help
• Career opportunities
• Career services
• Certain classes are only offered certain semesters
• Certain horrible instructors
• Change in payment for classes per credit hour
• Change in tuition form a set amount to by credit hour
• Change of mascot
• Change of tuition to per-credit charge (3)
• Changing school schedule
• Cheerleading program is lacking in experience, talent and a coach
• Chemistry faculty
• Childcare for young toddlers
• Clarity on requirements
• Class availability (4)
• Class difficulty sometimes
• Class grading
• Class interaction
• Class offerings every other year
• Class schedule conflicts (3)
• Class size (3)
  • Class size too big and professor can’t grade work in a timely manner
• Class sizes are too big for general courses—Chemistry, Biology
• Class times
• Classes (5)
• Classes are very unequal, especially in Political Science
• Classes aren’t as valuable as I expected
• Classes available at different times and more semesters
• Classes fill quickly (2)
• Classes harder than community college
• Classes in my major
• Classes not always challenging enough for all students
• Classes offered in my major this semester through UW
• Classes only offered spring or fall
• Classes scheduled at work times
• Classes too general
• Climate (2)
• Club teams don't receive the support (monetary) they warrant
• Clubs
• Clubs for non-traditional students
• CMJR classes are mostly theoretical and have no substance
• Coe Library system is confusing
• Cold weather (8)
• College or Arts and Science requirements
• Commitment of my R.A.
• Communication with different departments
• Compatibility with higher members of the Math Department
• Complete lack of listening to students—tuition restructuring
• Computer programs do not match video
• Concentration on the aesthetics and not student needs
• Condition of Jacoby golf course and increase of membership fee (2)
• Condition of undergraduate labs
• Confused requirements
• Confusion with transfer policies
• Conservative state
• Constant flow of junk mail in residence halls
• Constant increases in tuition
• Construction
• Construction at dorms
• Construction at Washakie (2)
• Construction during school year
• Construction in study areas
• Construction is annoying, but results will be nice
• Construction resulting in inconvenience to food service
• Continuation of financial support from UW after first year
• Construction on campus
• Cost (3)
• Cost fluctuation—many Music Education majors have to take a lot of classes
• Cost is increasing
• Cost of books
• Cost of dorms
• Cost of graduate courses
• Cost of housing
• Cost of living
• Cost of room and board
• Cost of school
• Cost of tuition increases
• Cost/requirements of food service plan living in dorms
• Course availability
• Course content applicable to major
• Course levels don't meet course difficulty
Course loads and speed
Course requirements outside of major
Credit transfer policies
Cultural awareness
Cultural limitations of Laramie
Curriculum—have to take so many university requirements
Cutting back on a lot of majors
Cutting of programs
Daycare
Different athletics
Difficult on some classes
Difficulty accessing online library
Difficulty applying for recognition of life experience
Difficulty finding a major here that is offered at a community college
Difficulty in finding internships/career services
Difficulty in getting into classes
Difficulty to find some people on campus
Dining service (4)
Disorganization within non-academic offices
Distance to buildings
Doing surveys
Don't have Secondary Education Certification in all fields
Don't like having to use the Internet for classes and assignment
Dorm food (2)
Dorms (9)
Dr. Millar is able to make racist and sexist comments in class
Drinking in stadium
Driving to Casper to take a class
Drop/add deadlines
Dubois
Dungeon classrooms
Early classes
Eating in Hill/Crane
Economics teachers
Education
Educational knowledge of T.A.'s
Effort to recruit new while not satisfying the current ones
Emphasis on sports
Engineering student fees
English Department
Entire Financial Aid Office—poorly run and unorganized
APPENDIX VIII
(continued)

- Equipment offered at UW
- Expected to declare major A.S.A.P., but must be a junior to take a class
- Expenses
- Expensive books that don't sell back for very much
- Experiences with football coaches left me disenchanted
- Extra fees
- Extra money collected from students not used to help them
- Facilities
- Facility that the golf team has to practice with
- Faculty doesn't always seem to understand I have other things
- Faculty helpfulness
- Faculty that are intelligent but cannot teach
- Faculty turnover rate in the Art Department
- Fairness in grading
- Falling down residence halls
- False information on career studies
- Fee increases
- Fees
- Fees not applying to me
- Finances
- Financial aid (8)
- Financial Aid and Registration and Records Offices
- Financial aid changes and inaccuracy of award letters
- Financial aid—spent five months trying to clarify award statement
- Financial mix-up because of Arapahoe Endowment
- Financial support
- Finding out how to fulfill universities studies classes
- Finding students in age group
- Fire alarms/activation
- Focus on sports not academics
- Food (15)
- Food in Union need more variety
- Food service (11)
- Football (10)
- Fraternity system
- Friendliness
- Frustrating job service experience
- G.P.A.s should not be held as cumulative for different degrees
- General classes
- General sense that administration has it's own goals
- Getting out of school in the middle of May
• Getting into some classes
• Getting my tuition raised to increase funding for athletes
• Getting scholarships handed out when people have applied
• Grades (4)
• Grades and residence halls
• Grades based on just tests
• Graduate students teaching courses
• Graduate students teaching who are clueless
• Graduation has been stunted because of changes
• Graduation requirements
• Greek system—no support from administration
• Hard to find parking, and the pass is expensive
• Hard to get involved in activities
• Hard to get to know people
• Hate seeing advisors for the PIN
• Have had some poor advising in the College of Business
• Have to go to Denver to finish degree and pay much more
• Having a voice
• Having to pay for at least twelve meals
• Health Science advisor was awful and caused me to get behind
• Heat in residence halls
• Hidden fees
• High bookstore prices
• Homophobia
• Honors Program
• Hostility towards athletic advantages
• Hours for business in stores and offices
• Hours of classes
• Housing (2)
• Housing—more student and married housing at cheaper prices
• How long it takes things to get things resolved
• How our spring break is so different that everyone else's
• How Phil Dubois has own agenda unrelated to student input
• How tests are administered
• Huge investment in Union is a waste and just a marketing ploy
• I fell through the cracks academically
• I pay a student pub fee and I’m not even 21
• I wish some of the classes were offered both semesters
• If the university messes up
• Ignorance
• Impolite attendance at great speaker events
• Importance of athletics
• Impossibility of continuing my education
• Inability to fix lack of parking
• Inability to offer classes both semesters
• Inability to receive help and answer questions
• Inadequate space for computers at the AIS office
• Inappropriate/non-applicable courses and coursework
• Increase in tuition
• Incompetent professors
• Inconvenience of locating faculty/staff on their off days
• Increase in rent (university apartments)
• Increase in salary for the sports industry but not for others
• Increase in tuition (7)
• Inefficient clerical staff
• Information on internships is not available
• Information presented in class
• Infrequency of some offerings
• Instructor apathy
• Instructors
• Instructors are not helpful
• Instructors picking at students that leave the room
• Internship opportunities are limited
• Internship programs
• Intramural sports
• Isolated (2)
• It’s hard to get to talk to the advisor
• It’s not Texas
• Janitors in the dorms
• Job placement
• Job placement opportunities—career advising
• Job prospects
• Jobs
• Keeping up with students who have been in the field for three or more years
• Kevin Lewis
• Knowing what classes/credits were expected
• Knowing where you stand as far as graduation requirements
• Laramie’s activities
• Lab equipment (3)
• Labs are pointless
• Lack of academic challenge
• Lack of acceptance
- Lack of acceptance/openness to differing lifestyles and opinions
- Lack of action on part of university to implement programs
- Lack of activities
- Lack of administration's focus on academics
- Lack of advertising for events
- Lack of an outdoor track
- Lack of appetizing food
- Lack of appropriate staff in some areas
- Lack of availability of required courses to distance students
- Lack of challenge in my courses
- Lack of challenging/exciting coursework
- Lack of child care program that meet families needs
- Lack of concern by staff for students as individuals
- Lack of concern for the parking issue and unwillingness to fix it
- Lack of cooperation in Financial Aid Office
- Lack of cultural diversity
- Lack of diverse courses
- Lack of diversity in teachers and students
- Lack of encouragement to participate in internships
- Lack of faculty/administrative support
- Lack of financial aid
- Lack of freedom in degree program
- Lack of funding for sciences versus athletics
- Lack of guidance from advisor and professors
- Lack of help I received when I fell in a major slump
- Lack of help in advising for professional school—especially medical
- Lack of help with finding internships
- Lack of high-technology classes
- Lack of housing
- Lack of importance of club sports
- Lack of influence of ASUW towards administration
- Lack of information to new students about Greek houses
- Lack of interesting classes offered
- Lack of knowing when grades are sent
- Lack of knowledge from my advisor
- Lack of money spent on academics
- Lack of organizations that I find interesting
- Lack of Physical Therapy Program
- Lack of progress
- Lack of scholarship opportunities for out-of-state students
- Lack of scholarships
APPENDIX VIII
(continued)

• Lack of school spirit sometimes
• Lack of shopping options near
• Lack of student activities
• Lack of student body
• Lack of student input in decisions
• Lack of student involvement, way too much “God” on campus
• Lack of to-town transit
• Lack of tradition
• Lack of university support for AFROTC
• Lack of video/TV classes and experiences available
• Laramie
• Laramie community despises UW.
• Laramie is too small
• Laziness of employees in Physical Plant
• Lecture courses
• Lee Moon
• Level of academic advising
• Level of financial aid for older students
• Libraries don’t have enough money
• Library hours—we should have another 24/7 library
• Library—too small, not enough resources available
• Like to see some more modern technology available in classes
• Limitations on M.P.A. summer classes
• Limited class choice (2)
• Listening to student input is not always done
• Little career guidance by members of my field
• Little student fees
• Little/slow/no feedback on assignments sent to Laramie
• Living in dorms (rather live on my own)
• Local Outreach support and encouragement of potential students
• Location (6)
• Long walk to class from dorms
• Lost focus on education/needs new focus on making the grade
• Lots of attractive people who refuse to speak to me
• Lousy fishing
• Lousy instructors
• Low parking—President doesn’t want to fix the problem
• Lower pay for faculty
• Lower-level Math classes have poor instructors
• Major name being changed
• Majors
• Majors offered
• Making freshman stay in dorms
• Making unnecessary changes to campus
• Making us pay for dumb things—logos, Union
• Many of Dubois’ decisions
• Many people don't see international students as an equal
• Math Department (4)
• Math teachers who can not speak English
• Meal plan requirement
• Mentality
• Methods of distributing on-going events
• Middle of nowhere
• Military credits/veterans assistance
• Minimum number of students that go to school
• Misuse of funds
• Misuse of student fees (2)
• Mixture of race is limited
• Money
• Money I see being wastefully thrown away on campus
• Money spent poorly
• Money-making schemes of university
• More diversity in programs—more classes
• More fees
• More graduate-level classes on-line
• More money for athletes
• Most classes taught to lowest person in class
• Most T.A.’s
• Mountain pass in winter hard to cross
• Need a better soccer program (intramural)
• Need more classes for things like CADD and MATLAB
• Need more emergency phones on campus
• Need more food services
• Need more P.E. classes for necessary credit
• Need part-time housing for students from out-of-town
• Needs more competition
• Negative publicity we have received at UW
• Never got to actually meet advisor in person or phone
• Never snows
• New renovation under way
• New schedule—starting after Labor Day
• New tuition plan (3)
• No activities
• No beer gardens
• No dates
• No fun activities
• No help for long-term schedule
• No low-cost daycare available
• No opportunities to be on research projects at Outreach
• No posting of activities ahead of time—like blood drives
• No public transportation
• No radio station
• No Sign Language Interpretation Certificate
• Non-availability of classes I needed for my major
• Non-flexible Music Department classes
• Non-fulfilling major
• Non-major classes
• Non-traditional students compete with others for aid
• Nor very social atmosphere
• Not a great IHSA team—not very good practice horses
• Not all degrees are available through Outreach—BSW
• Not as much diversity
• Not being able to access hole in the wall for long times
• Not being able to reach faculty
• Not being able to register
• Not being able to register for classes that are only one semester
• Not enough community interaction with students
• Not enough class choices
• Not enough class sections offered for Outreach
• Not enough different times for classes I want/need
• Not enough flexibility in Microbiology Program
• Not enough going on socially
• Not enough teach interaction on-line
• Not enough teachers
• Not enough to do in town during winter
• Not enough variation of classes offered at UW/CC
• Not exactly the friendliest crop of kids
• Not getting into classes
• Not getting scholarships
• Not many places for shopping
• Not many traditions that are well known or participated in
• Not using money in appropriate manner
• Nothing to do (3)
• Nowhere to park
• Number of foreign staff members I can't understand
• Number of scholarships offered to departments
• Nursing College
• Nursing isn't highly recommended
• Occasional bad teacher
• Offered class times
• Old and boring professors
• Old teachers
• One of my professors
• One-on-one relations of administration and students
• Onsite Powell personnel not available or not helpful
• Open events on campus for encouraging race relations
• Open the tunnels
• Opportunity for awards/more recognition
• Order of registration
• Organic Chemistry professors lack of enthusiasm and concern
• Other departments
• Other students
• Over-emphasis on the courses outside the major
• Over-sensitivity to fairness
• Parking (141)
• Parking and new $90 parking fees
• Parking permit fines are outrageous
• Parking tickets
• Parking tickets and facilities
• Parking tickets and how easily they are thrown around
• Parking—availability, price of permits, price of citations
• Parking—we need a parking structure (4)
• Parties, party school
• Pay too much for athletics
• Paying fees that I don't use
• People (3)
• People are too conservative
• People aren't friendly
• Personal connections
• Personal help
• Phil Dubois (2)
• Phillip Dubois' dislike of the Greek system
• Phillip Dubois and Lee Moon
• Picking classes for spring semester 2002
• Placement of student fees
• Politics (tuition, parking) they never listen to students
• Poor faculty members
• Poor faculty teaching ability
• Poor football team
• Poor priorities in financial spending
• Poor professor-student relations
• Poor quality of rooming
• Poor quality Internet service connections—Resnet
• Poor quality of instruction from a few professors
• Poor scheduling for school year
• Poor support of our rodeo team
• Poor writing in the campus newspaper
• Population
• Population at university a little small
• Possible charge to tuition—pay by credit even if full-time student
• Prerequisites listed for classes
• President
• President does not listen or help with student problems.
• President's attitude towards students, blows money
• President's seeming inability to listen to students
• President is only concerned about himself
• Previous college credits didn't transfer—massage therapy
• Price of cafeteria food
• Price of tuition
• Prices at the Union
• Prince Philip spends money on eye candy, but not on anything necessary
• Probation standards
• Process of grade appeals filled with red tape
• Professor availability
• Professor Junna
• Professors helping students, mainly lower-level classes
• Professors in Mathematics
• Professors not available during office hours or by appointment
• Programs offered at UW not advertised
• Proposal to renovate Prexy's—fine as is, leave it alone!
• Proposed parking plan
• Quality and cost of university apartments
• Quality of academic advising
• Quality of certain instructors
• Quality of education is poor
• Quality of faculty is low, invest in faculty not renovation
• Quality of Science and Math books in the library
• Quality of services in dining room
• Quality of some course material and/or teaching
• Quiet
• Quiet hours in the dorms are ignored
• R.A. not doing her job—taking proper action for things
• Raise of in-state tuition
• Raising of fees
• Raising tuition every year
• Range of classes
• Recognition
• Red tape to get anything done
• Registering/scheduling
• Registration
• Registration for classes
• Renovation of buildings
• Renovation of the Union
• renovation of Washakie—no room to drive
• Required courses
• Requirements
• Requirements for degree too liberal and not specific enough
• Requirements to graduate, too many university studies requirements
• Resent made to use Internet on projects or required for class
• Residence hall (6)
• Residence hall policies
• Residence hall restrooms
• Residence hall staff
• Residence halls enforcing participation
• Residence life—dorms and cafeteria
• Resident assistant
• Resident housing
• Resnet
• Rise in Jacoby's prices
• Rising cost
• Rising cost of tuition
• Rising costs—athletic fees
• Rodeo coach
• Roommate coming home drunk and urinating in our room.
• Safety
• Safety in the dorms
• Safety/security of campus in halls
• Same environment I’ve always lived in
• Scenery/landscaping on campus
• Schedules
• Scheduling difficulties
• Scholarship programs
• Scholarship recognition
• Scholarships (2)
• School calendar
• School is classically based and there's no room for anyone else
• Security
• Security—seems to be nearly no walking presence after dark
• Sexism
• Should be more practice rooms in the Fine Arts Building
• Shoveling of stairs that are behind the Education Building
• Shower heads being low
• Size (2)
• Size of classes
• Size of Half Acre—should be bigger
• Size of President Dubois’ house
• Small town/things to do
• Smoking—UW is a year behind the rest of the civilized world
• Snow (2)
• Snow and ice removal
• Snow removal
• Snow removal on streets and in parking lots
• Social acceptance
• Social atmosphere
• Social events
• Social interaction
• Social isolation (3)
• Social life
• Solutions to campus problems—parking
• Some academic faculty
• Some advisors
• Some bad teachers—Jennifer Dixon is sexist
• Some big classes
• Some class descriptions/activities in my major
• Some classes
• Some classes are offered only at one time
• Some courses aren't very good
• Some degree options
• Some fraternities—too many guys joining for the wrong reason
• Some grading policies
• Some grading procedures by specific instructors
• Some instructors lack credentials in area of instruction
• Some lectures are really bad
• Some of Arts and Sciences requirements seem redundant and unnecessary
• Some of my classes with music have been absurd
• Some of the classes that are required for graduation
• Some of the faculty
• Some of the quality of teaching
• Some of the university studies requirements
• Some people
• Some policies on early registration
• Some poor professors (3)
• Some professors letting classes out late
• Some resident assistants go a little overboard with the law
• Some students
• Some teachers (3)
• Some teachers are incompetent
• Some teachers are very poor teachers
• Some teachers do not speak English as well as they should
• Some teachers will not help students at all
• Sometimes not very personal with students
• Sometimes parking is a major problem
• Spent lots of money on buildings and construction is poor
• Spring break (2)
• Spring break time
• Spring semester ends late
• Staff
• Stereotype of bad school
• Straight answer is impossible to find
• Strict curriculum
• Student Health (2)
• Student attitude
• Student employment
• Student fees—never see them used for anything good
• Student government (2)
• Student housing offering
• Student interests
• Student jobs
• Student parking
• Student Publications
• Student teachers
• Student Union—no quiet place to study
• Student voice in tuition fees
• Students apathetic views towards administrative decisions
• Student's input into administration
• Students whine a lot
• Study abroad advisor is not very nice
• Subjects in classes not interesting
• Summer classes in Education only offered on session
• T.A.’s weren't that knowledgeable in teaching labs
• Takes to long
• Taking 21 focus courses in Elementary Education major
• Taking classes having nothing to do with my major
• Taking university studies classes not necessary for my major
• Teacher competence
• Teachers (2)
• Teachers availability when student is busy
• Teachers not teaching
• Teachers that don't speak English
• Teachers that knit-pick trivial issues
• Teachers that were generally unavailable
• Teachers who do not care about their students learning
• Teachers who do not speak English well at all
• Teachers, especially in Music, are slow in giving students feedback.
• Technology
• Temperatures in dorms
• Test questions don't reflect things learned in class
• There aren't enough classes being offered
• There aren't toilet seat covers in any of the restrooms
• They act as if UW/CC students do not matter and don't exist
• Things to do around town
• Ticketing
• Time and year upper-level classes are offered
• Time classes are offered—too early in the morning
• Time constraints
• Time it takes to get paperwork and grades from Outreach site
• Times courses are offered—not enough evenings
• Too big of classes
• Too few classes
APPENDIX VIII
(continued)

- Too many assumptions made
- Too many complainers that don't know the facts.
- Too many cultural context classes
- Too much construction
- Too much money spent on the football team
- Too quiet
- Too windy here and cold—move UW to Casper or Sheridan
- Transfer classes need to be retaken because of classification
- Transfer credit usage
- Transfer credits
- Transfer process (3)
- Transportation from class areas to other class areas
- Transportation—no busing
- Treatment of Greek system with funding and support
- Tuition
  - Tuition 2003—paying by credit hours
  - Tuition increase (5)
  - Tuition increase/athletic fees/alcohol fee/other fees
  - Tuition increases every year
  - Tuition increases that are planned to benefit part-time students
  - Tuition increases without parallel increases in financial aid
  - Tuition prices
  - Turn-in time of grades—time lapse
  - Unavailability of classes—sizes and offerings
  - Unclear who to contact about financial and career issues
  - Unfortunately they still act like the "sacred cow"
  - Unfriendly people
  - Unhealthy lifestyles and behaviors are condoned/promoted
  - Uniformed advisors
  - Unimportant university studies requirements
  - University rank
  - University studies program (5)
  - Unorganized situations with Financial Aid Office and Math Department
  - Impersonalized advising
  - Unprofessional instructors
  - Use of student fees for irrelevant remodeling
  - Useless requirements
  - UW/CC ID card will not work for UW football games, etc.
  - UW's inability to see that students often have better ideas
  - Vacation times were weird
  - Vandalism in general
APPENDIX VIII
(continued)

- Verified process for financial aid is horrendous
- Very liberal students
- Videos for courses not matching book
- Wages of employment on campus
- Waking up in the morning
- Walking
- Washakie and other cafeteria
- Washakie food needs improvement
- Wasteful spending of millions of dollars on non-academics
- Way money is spent (2)
- Way the teachers teach one way and do not alter
- Way the university wastes money
- Way UW increases things like tuition and parking permission
- We are charged fees for things we cannot use
- We didn't win against Arizona this March
- Weakness academically
- Weather (18)
- Web site
- Washakie eating center
- When classes are and are not offered
- Willingness of some staff/faculty to participate with students
- Wind (10)
- Wish there was some sort of campus-wide social event
- With the campus was bigger with more landscaping
- Withdrawal policy
- Work
- Work study program
- Workers in Crane also rude
- Wyoming (2)
- Wyoming individualistic attitude reflected in some students
- Your alcohol policies suck—use state laws, not your own
APPENDIX IX

Question 27: What three (3) things have disappointed you most about UW?

Third most disappointing thing:

- A failure to accommodate my core apathy towards formal education
- A few bad teachers
- Ability to get scholarships
- Absences—excused absences from club sports
- Academic advising—penalties for switching majors
- Academic advisor (5)
- Academic programs
- Acceptance
- Accessibility to Half Acre for my wife and kids
- Accompany regulation for pianists in Music Department
- Activities within dorms
- Activity fee
- Additional charge for on-line classes
- Administration
- Administration handling of key issues on campus
- Administrations policy to exclude students whenever possible
- Advertisement of campus activities
- Advising (5)
- Advising for careers after college in my department
- Advising other than the College of Business
- Advising to stay on track
- Almost letting McClain go
- Amount of money spent on worthless NCAA sports
- Amount of alcohol consumption/driving while intoxicated
- Amount of classes offered—some offered only once every two years
- Amount of financial aid given
- Amount of out-of-school time
- Amount of work due at end of semesters
- An almost mundane experience
- An instructor
- Apathy towards students from few professors
- Art Department and FCSC need to be in the same building
- Art Department graduation requirements
- Arts and Sciences requirements
- Athletes coming before students in importance to administration
- Athletic Department being unable to live within sizable budget
- Athletic Department is slow and screwed me over
- Athletic fees
APPENDIX IX
(continued)

• Athletic privileges
• Atmosphere—lame radio
• Availability of courses (2)
• Availability of information—especially in the libraries
• Availability of parking, but you still have to pay a fee
• Availability of classes is bad, not enough at different time
• Bad advising
• Bad attitudes of other students—whining, making excuses
• Bad teachers
• Bathrooms in dorms need cleaned thoroughly every day
• Behavior and dress of T.A.’s
• Being automatically enrolled in insurance unless sign a waiver
• Being treated like a child that can't make own decisions
• Billing process
• Book buyback prices (2)
• Book prices
• Bookstore
• Bowling alley in Union
• Branding Iron is pitiful
• Branding Iron trying to decide what should happen to Clint Haskins
• Branding Iron’s inaccurate reporting
• Bureaucracy
• Busy lifestyle
• Cafeteria (6)
• Campus parking
• Canceling degree programs
• Can’t get work experience here
• Card swiping
• Career advising
• Certain graduate T.A.’s
• Certain required classes where I felt I was wasting my time
• Change of school colors
• Change of tuition policy—pay for 12+ hours
• Changed our colors and mascot—now they just suck
• Changing locations of classes—Rock Springs to Green River
• Class availability (2)
• Class offerings that conflict
• Class organization
• Class times/offerings—not much choice
• Classes (2)
• Classes are too easy
APPENDIX IX
(continued)

- Classes are unorganized
- Classes at noon
- Classes I want to take interfere with others at the same time
- Classes offered
- Classrooms
- Closing of Pokescellar
- Closure of labs during break
- Cold (2)
- College of Education
- Communication methods vary, not consistent
- Communication issues with some professors
- Community (3)
- Community involvement
- Conservative bias of most instructors
- Consistent tuition hikes
- Construction (7)
- Construction of Washakie
- Construction of Washakie—could have waited until summer
- Cops
- Cost (3)
- Cost of books
- Cost of residence halls
- Costs are rising and I want to major in Japanese and can’t
- Counseling is awful
- Counselor knowledge and availability to help
- Course content in area of my major
- Course times
- Courses for reading endorsement—rules/prices keep changing
- Courses in major
- Courses not available enough when required
- Courses/majors offered
- Coursework doesn't prepare you for work after graduation
- Credit transfers
- Crowded classrooms
- Daycare assistance
- Dean of the Music Department refused to make changes
- Degree requirement are confusing
- Degree requirements (2)
- Difficult to join clubs and other student activities
- Difficulty for technical students to participate in the arts
- Difficulty formatting available personal computer to UW standards
APPENDIX IX
(continued)

- Difficulty in finding advisor
- Direction UW is going to solve the parking problem
- Distribution of student fees
- Diversity
- Doing surveys
- Don't agree with the Ten-Year Plan—it makes for poor staff effort
- Don't give any benefit to teachers who have kids that attend
- Dorm conditions (2)
- Dorm life is way too expensive, especially for quality
- Dorm rooms
- Dorms (3)
- Dorms and residence food services
- Dorms are really small
- Drunk drivers on weekends
- Easy access to student groups
- Education Department
- Elevators in dorms breaking down
- Enormous amount of parking tickets given each day!
- Entertainment outside of UW
- Entire Athletic Program and how they are given preference
- Entire parking situation
- Environment
- Essays you have to write for non-writing classes
- Excessive student fees to pay for bad budgeting
- Expense of books (2)
- Extra fees (2)
- Extra lectures
- Extra major requirements—A&S
- Facilities
- Facilities need to be renovated
- Fact i have no major
- Faculty and technology quantity and quality
- Faculty attitude
- Faculty problems—always fighting with each other
- Faculty turnover rate in Art Department
- False representation of college hierarchy in student opinion
- Feel some faculty show bias to some athletes in the class
- Fees
- Finals
- Financial aid (4)
- Financial aid in general—not being able to get enough money
• Financial Aid isn't helpful with finding information on scholarships
• Financial Aid personnel (3)
• Fine Arts music staff
• Fire drills too frequent
• Floor/dorm activities
• Food (3)
• Food at Washakie
• Food service (11)
• Food service—the price of meals/minimum of 12 per week
• Football (20)
• Football fans
• Foreign-speaking professors
• Forget Prexy's, make the dorms better—they’ve been the same for thirty years
• Frankly, your residence halls policies really are terrible
• Freshman intro classes
• Fun
• G.A.’s
• General lack of concern for students by administration
• General student attitude
• General ultra-conservative attitude
• Generally sucks
• Getting brochures out later than they should
• Getting fat
• Getting in touch with some instructors
• Getting snowed in
• Giving a ten-minute break and then calling us back at after five minutes
• Graduate assistants
• Graduate professors who are extremely rude to undergraduates—particularly in Microbiology
• Graduate students
• Graduate students as teachers—most suck, some are okay
• Graduate students that aren't prepared to teach yet
• Graduation requirements
• Greek system is not supported
• Half Acre needs to be bigger or another gym built
• Hard to get information
• Hard to get into art classes
• Hate hippies
• Haven't found friends I really connect with
• Having a penis drawn in black marker on my white car's hood.
• Having sophomores register last
• Having to mess with University Studies
• Having to pay full tuition and more for student teaching
• Health services
• Heavy reliance on bubble tests as evaluation
• Help with graduate/professional school
• Hidden costs
• High cost of on campus living
• Honors Program (2)
• Horrible requirements for graduation—languages, P.E.
• Horrible weather—no underground halls to connect buildings.
• Hostile advisor in regard to graduate school
• Housing
• Housing in Laramie sucks—landlords are slum lords and jerks
• Housing/parking
• How colleges are split up
• How much everything costs being an out-of-state person
• How teachers do their grades
• How unfair some professors are
• Huge increase in rent in married student housing—no financial aid
• I don't like the residence halls
• I hate this place and this school, can't wait to get out
• I have to take more Math and Science classes
• I wish I heard more about stuff going on campus
• Ice
• Ignorance of student body diversity
• In four years I've seen nothing done about parking
• Inadequate advertising for cultural activities/shows
• Inadequate instructors
• Inapplicability of laboratories
• Incompetent, brainwashing professors teaching off-subject
• Inconsistent quality of food at cafeteria
• Inconvenience in dorms—on game days, over Spring and Christmas breaks
• Increase in overall cost
• Increase in parking permit cost
• Increase in price for parking permits
• Increase in tuition
• Increasing room/board/tuition
• Information connections between departments
• Instructors are difficult
• Intolerance for differences/diversity and lack of diversity
• Intro classes should be allowed regardless of class standing
• It is too far away from my home
• It's cold (2)
• It's far from home
• Job placement (3)
• Just having anyone but professors listen to students
• Keeps getting more expensive
• Kevin Lewis
• Lab T.A.'s
• Lack of activities (3)
• Lack of alcohol and parties
• Lack of anything near adequate parking
• Lack of available parking
• Lack of basic Computer classes
• Lack of breaks
• Lack of campus recruiters
• Lack of care and concern in the teaching of some teachers
• Lack of caring by administration
• Lack of clearing snow
• Lack of communication
• Lack of communication regarding academic records
• Lack of competent and enthusiasm by some staff
• Lack of course offerings during certain parts of the year
• Lack of diversity
• Lack of diversity in the staff
• Lack of education due to no interest from graduate student teachers
• Lack of emphasis on arts and academics in favor of athletics money
• Lack of enough scholarships for Outreach students
• Lack of experience in staff and professors
• Lack of financial aid for in-state students
• Lack of guidance in deciding career opportunities
• Lack of gymnastics team and lack of help in organizing one
• Lack of help for students to find an appropriate major
• Lack of help studying
• Lack of one-on-one time in classroom situations
• Lack of on-line journals
• Lack of opportunity to be involved with other schools
• Lack of out-of-state scholarships
• Lack of out-of-state students
• Lack of person interaction
• Lack of personal advisers in the College of Business
• Lack of respect from some instructors towards some students
Lack of respect of students as people, but rather used for money
Lack of respect to some students
Lack of scholarship
Lack of social diversity
Lack of socially-constructive activities
Lack of some administrators/professors willing to listen
Lack of student compassion
Lack of support for Greek life
Lack of teaching base for Physics Department
Lack of variety
Lack of variety of time frames offered for classes
Laissez-faire attitudes towards students
Laramie is too small
Laramie police target UW students
Laramie was not what I thought it was going to be like
Large classes such as Chemistry 1020
Large number of students appear unable to perform simple acts
Late getting brochures out
Library is not organized
Limited on-campus childcare for older children
Limited to non-interim of feedback on writing assignment
Little offered for aspiring authors
Loan deferment processing
Loan departments lack of knowledge about financial aid
Location
Location of classroom building
Location of food court
Long cold walks across campus
Low pay for student employees
Low shower heads in residence halls bathrooms
Low standards for admittance
Low wages for staff
Major requirements
Management of funds
Many good teachers leaving UW because of low pay
Many professors don't care about teaching—have T.A. teach
Mass transit availability seems vague and minimal
Math Department
Math Lab
Math placement and transferring of Math credits
Math placement exam staff was not very helpful
• Meager financial aid
• Minority populations
• Miss having contact with teachers in person
• Missionaries
• Money
• Money given to athletes
• Money spent on Union
• Money wasted on things that are not necessary
• Money spent for unnecessary things—three fireplaces
• More choices of classes
• Move toward increasing fees
• Music being too classically oriented
• Need better Spanish Program—need more good teachers
• Need more bike lanes
• Need more faculty in Music Department
• Need more than one place to eat with a salad bar if you’re not on the meal plan
• Needs more diversity and choice in Art Program
• Negative experience with online and audio classes
• Never enough art
• New tuition
• No architecture program—only Architectural Engineering
• No Broadcasting or Public Relations major
• No cadavers in Human Anatomy
• No convenient places to eat close to UW
• No diversity
• No free coffee
• No information on extracurricular activities
• No notice of events, seminars, guest lectures, etc.
• No one can graduate in four years
• Noise level in dorms (2)
• Non-Greek student attitude towards Greek students
• Non-teaching staff unhelpful and disrespectful to students
• Non-transfer of some credits
• North American Indians Anthropology class
• Not a lot of support in small organizations (IHSA Team)
• Not any close "big" cities
• Not being able to take classes I wanted
• Not clearing off sidewalks the way they should have
• Not enough adventure films
• Not enough Art courses and instructors
• Not enough choices for a major
• Not enough Christian support groups
• Not enough sections of classes offered
• Not having a Master’s degree in Art
• Not having a Pre-chiropractic major
• Not offering required classes every semester
• Not returning messages
• Not transferring credits accepted at a community college
• Not very supportive during life hardships
• Nothing follows through—administration, organizations, etc.
• Nothing to do (2)
• Number of bad teachers here only here because of tenure
• Number of classes that have to be taken
• Off-campus housing costs
• Off-campus web services
• Office of Student Life
• Old, nasty buildings behind the Agriculture and Engineering Buildings
• On-campus apartments
• Only one break second semester
• Opportunities (job community)
• Out-of-major requirements
• Out-of-state scholarships
• Overall leadership
• Overpaid UW administration
• P.E. requirement can't be substituted for by a club sport
• Pain to sign the insurance waiver every semester
• Parking (94)
• Parking and being charged for “C” parking
• Parking and residence halls
• Parking and the idea of raising the cost of parking passes
• Parking for Cheyenne commuters
• Parking in a dark lot on Lewis
• Parking in front of library which reads “all permits”—$50 ticket
• Parking tickets (4)
• Parking/fees
• Parking—shuttle
• Parking—there is none, parking solutions make no sense
• Parking—ticket minimum is $30, need more lots
• Paying for silly things—extra student ID
• People
• People and teachers
• People still relate Laramie to Matthew Shepard incident
• Personal relations with professors
• Pestered by UWPD
• Philip Dubois
• Placement of funds
• Police
• Police department ticket policies
• Poor equality for minorities
• Poor Financial Aid Office
• Poor level of maintenance in Laramie
• Poor quality of food
• Poor support of our rodeo team
• Poor teachers
• Poor teaching in Chemistry
• President and administration's view school as a broken machine they can't repair
• President's concern for students
• Pressure to choose a major
• Prexy's renovation
• Price of books
• Price of parking tickets
• Prices for living in dorms are too high
• Prices of room and board to live in the dorm
• Professor experience abroad
• Professor salaries
• Professors are disappointing
• Professors do not challenge students
• Professors in my department
• Proposed parking for 2002-2003
• Psychology faculty
• Quality of activities
• Quality of care at Student Health
• Quality of instruction in some classes
• Quality of services—dorms, food, parking
• Quality of students is low at UW
• Quality of teaching
• R.A. (2)
• Racial issues
• Racism
• Raise in tuition
• Ratio of women to men
• Really hard to get involved as a transfer student
• Registering for classes
• Registration
• Registration-all students should register at the same time
• Renovations
• Renovations in Union and Washakie happening when I'm senior
• Rent-a-cops
• Reputation
• Requirement of unneeded courses for major such as University Studies
• Requirements of foreign language in Arts and Sciences
• Requirements to graduate
• Research opportunities
• Residence halls (2)
• Residence halls organization
• Residence halls—2 a.m. fire alarms every two weeks in White Hall
• Resident hall food service
• Resources
• Restructuring of classes at last minute forcing rescheduling
• Road maintenance
• Rodeo team reputation as viewed by some students recently
• Saturday classes SW program
• Schedule—spring break, etc
• Schedules
• Scheduling classes with overlaps and conflicts
• Scholarships
• Scholarships
• School calendar
• School programs
• Science lab—organization, equipment, availability
• Semester start and end dates
• Sexist
• Should prepare you for anything—not get forced into a major
• Shouldn't pay so much for athletics
• Slow ice removal
• Small dorm rooms
• Small swim pool
• Snow not being cleared off streets
• Solutions to parking
• Some appearance
• Some classrooms never see a broom
• Some coaches
• Some faculty (2)
• Some instructors
• Some of the larger classes
• Some of the learning and teaching of professors is horrible
• Some of the people
• Some of the required class that waste lots of my time
• Some professors (3)
• Some professors are only here for themselves and their research
• Some requirements (2)
• Some Student Health staff—Judith Turner
• Some teachers (2)
• Some teachers and parking
• Some teachers are very easy, others torture you—Political Science
• Some teachers grade and test unfairly
• Some teachers here loot the point along the day
• Some teachers unrealistic expectations of students
• Some teaching staff
• Some teachers don’t speak much English
• Some course requirements are irrelevant or a waste of time
• Sophomore registration
• Sorority system
• Special treatment for athletes
• Specific course offered
• Speech teachers are the most disappointing
• Spending money in areas where it is not needed
• Sports (2)
• Sports teams go all over country, but there is no money for choir
• Spring break placement
• Spring break, try to make it the same as surrounding schools
• Staff
• Staff approachability
• Staff inconsiderate
• Strong emphasis placed on athletics and not enough anywhere else
• Student activities
• Student fee increases
• Student fees
• Student Health
• Student insurance
• Student wages at on campus jobs
• Students being friendly and open
• Students need to get a 2nd chance if they can prove worth
• Study abroad programs and work experience not stressed enough
• Stupid people
• Successful in their major
• Summer availability of Agriculture classes
• Summer class availability
• Survey is a waste of my time
• Switching housing
• T.A. ’s who have taught my classes
• That I can't do it again
• Teachers (2)
• Teachers being open to Chemical Engineering students that sing in choir
• Teachers get to break the rules and nobody cares
• Teachers not caring
• Teachers that don't teach on current information
• Teaching assistants in Biology Department
• Tenure teachers
• Tenure teachers who don't have to try to be creative/original
• Terribly inadequate parking
• There is no diversity
• Things to do in Laramie
• This survey (2)
• Tickets
• Time spent on homework
• Time/hours demand of "all inclusive" Music Education degree
• Timed tests
• Timing
• To many classroom tests on same day
• Tolerance of academic dishonesty among athletes
• Too conservative
• Too few instructors
• Too large of classes for difficult topics
• Too many fraternities—we should grow out of that old school
• Too much construction
• Too much emphasis on athletics
• Too small—nothing to do really after three years
• Transferring classes to UW
• Transportation
• Tuition increases (5)
• Tuition pay dates
• Tuition raises
• Tunnel vision—all roads don’t lead to Laramie
• Unable to use underground tunnels when climate is harsh
• Inapplicable classes required for major
• Unclearness of summer courses
• Unhelpful course material
• Union renovation
• Union renovation is a total waste of money
• University grounds cleanliness
• University Studies—too much push for a five-year student
• University requirements
• University selling my personal information to telemarketers
• Unqualified instructors
• Unwillingness of cross-department interaction
• Use of funds
• Using student fees inappropriately
• UW expected sexist use towards me
• UW football—sorry, it’s true
• UW not offering a Hotel Management major
• UW student housing prices/rent
• UW/CC Outreach is not treated as part of UW
• UWPD
• UW's lack of diversity and the Outreach Program
• Variety of courses somewhat limited
• Various administrators uncooperativeness
• Vegetarian option at the cafeteria on campus not nutritious
• Verification process for financial aid is horrendous
• Very hard to change majors and graduate on time
• Visiting professors not caring about you or their class
• Visuals for courses extremely outdated
• Walking
• Walking to Classroom Building
• Want more practical knowledge
• Was difficult to get into an apartment
• Washakie (3)
• Washakie should not have been remodeled, but hurry up
• Washakie food service
• Waste of funds
• Waste of my money for people to use school vehicles on holidays
• Wasting money
• Wasting money on things like Union and Washakie renovations
• Way teachers work with students on exams—test anxiety
• We need more cultural diversity within faculty, staff and students
• Weather (20)
• Weather—not clearing ice off sidewalks and roads
APPENDIX IX
(continued)

• Weight equipment in Half Acre gym
• Wind (8)
• Wish I knew more about activities
• Wyoming football
• Wyoming is depressing
• Wyoming weather
APPENDIX X

Question 28: In seeking services at UW in the last 12 months, what were the three most frustrating situations you experienced?

First most frustrating experience:

- A "fancy Union" but little regard for other needs on campus
- A job that pays
- A lady at the Aven Nelson Building told me she was on break and wouldn't help me
- A secretary said that she knew nothing about information that she sent in a mass e-mail
- Academic advising (20)
- Academic advisor scheduled me for classes I didn't want
- Academic advisor told me she did not have time to talk to me
- Academic hold because previous school failed to send transcript
- Accessing e-mail
- Accessing online library
- Accounts Receivable Department
- Administration/trustees not listening to student government
- Admissions
- Advised to take C1/C3 instead of C2—almost didn’t graduate
- Advising—couldn’t get into a class, didn't get much help—advisor was indifferent
- Advising—my advisor is clueless, he doesn't know anything
- Advisor availability
- Advisor didn't know crap when registration came around
- Advisor not caring
- Advisor not knowing credit requirements
- Advisor pressuring me to take a course and we argued until I could take desired course
- Advisor was horrible
- Advisor—no help at all
- Advisors have a limited time table
- Advisors not fully providing options to me
- Air Force ROTC
- All of the reading
- All-around problem has been financial aid
- Amount of care and input/feedback from visiting Student Death
- Amount of work to get papers signed
- An argument with a T.A.
- Answering ignorant questions on a survey done every two years
- Answering machines
APPENDIX X
(continued)

- Application for 3A and 3B
- Applying
- Arapahoe Endowment Process—collaborating with other UW departments
- Arrival and confusion with administration and registration process
- Asking about honor rolls at the registrar's office and being treated like an inconvenience
- At Student Health, some people were very rude
- Attempting to get more financial aid
- Attempting to have my transcript sent to Oregon—they faxed two and they were never received
- Attitude of some staff members was rude
- Availability
- Availability of facilities
- Availability of information is not timely
- Bad food at UW dining services—they serve no healthy food
- Balancing work and school
- Being a senior and having a hard time getting into one class needed to graduate
- Being accidentally dropped from a course I was attending
- Being delayed to graduate due to one class—no help to get it worked out
- Being ignored
- Being in Calculus
- Being led from person to person
- Being listed with an incorrect major before graduation
- Being locked out of my room in dorms
- Being put on academic probation and knowing that I could do better
- Being sent from one office to another to yet another (2)
- Being told that they register majors internally in the classes through the department
- Being transferred from one office to another to solve problem
- Being transferred from one person to the next
- Being transferred to several people and still not getting my questions answered
- Being transferred while on the phone endless times for answer to a question
- Being treated like a child
- Being verified by financial aid every year
- Billing
- Biology Labs not working how they should
- Bookstore
- Bookstore—took three weeks to get books this spring
- Buying and returning books on-line
- Buying books (2)
- Calculus
Calling on campus to ask a question and having to listen to a machine for ten minutes
Campus Police Department doesn't fax accident reports—have to go pick them up
Cancellation of classes and I never receive a notification
Cancellation of Outreach classes for low numbers
Can't check out a laptop
Can't find classes on-line and Outreach courses that I need
Card swipe didn't register and I was dropped from classes
Career advising (2)
Career fair
Career placement
Cashing checks—the cashier has bad hours
CC/UW programs are up in the air
Change of major—just a lot of running
Changed my advisor without notifying me
Changes in dorm room combination resulted in many problems
Changing advisors
Changing major (3)
Changing my address—they still don't get it right
Changing my meal plan to my sorority house
Charged me for tuition more than one semester
Cheating by professors for athletes—late or non-existent homework
Class schedule
Classes (2)
Classes not transferring
Classes that will benefit my future that are not available
Closing of the cafeteria and moving to Crane-Hill
Communication on process for graduate school
Computer access slowdown
Computer service
Computer system crash right before finals
Computer techs weren't able to help me on several occasions
Computer upgrade for on-line class
Computers not working well
Conflicting classes
Confusion about payment of tuition
Constant scheduling conflicts
Construction
Construction of Union
Cops
Cost of living (2)
APPENDIX X
(continued)

- Couldn't get an academic advisor when enrolled in the Nursing Program
- Course not transferring
- Courses for reading endorsement—rules/prices keep changing
- Credit language transfers
- Credit transfer (3)
- Credit transfer from community college of Air Force credits
- Credits not transferring
- Credits not transferring correctly
- Dashiki's hours
- Days of Dialogue
- Deadlines
- Dealing with Accounts Receivable
- Dealing with administrators—arrogant attitude toward students
- Dealing with faculty on the phone
- Dealing with graduation requirements
- Dealing with Math Department on anything
- Dealing with my pot-smoking roommate
- Dealing with the bureaucracy of upper administration
- Dealing with workers in Knight Hall who think they are better—the non-teaching staff
- Deciding how to fit the classes I want in my schedule
- Degree analysis—some confusion in order for me to graduate
- Degree check
- Didn't know where to go
- Difficulty in accessing information on website do to changing PIN every semester
- Difficulty with technology in on-line classes
- Disappointment with the Career Center helping with my search for internship—very unhelpful
- Disbursement dates
- Disorganization in Financial Aid Office—they fail to give you a list of steps
- Dorm dining hall services
- Drop date deadline was too soon
- Drop/add lower quality courses for higher ones
- Drop/add situations
- Dropping a class
- E-campus
- Education it offers
- E-mail
- E-mail through UW
- Employment
- Enrolling for classes
• EPSCOR disorganization
• Excused absences for non-collegiate athletics
• Expected to "know" technology on-line
• Facts tuition payment program
• Faculty
• Faculty—teachers and office associates
• FAFSA renewal adventure
• Failing Psychology and Sociology
• False parking ticket—hold on account
• Feeling that I was putting financial aid people out by needing help
• Fees
• Ferret system—when it is working it’s excellent, but it’s often down
• Figuring out all of the crap I was sent for graduation
• Figuring out how much I would pay for tuition
• Figuring out what classes I needed to take
• Filling out this survey (2)
• Finals (3)
• Finals not spread out enough
• Financial aid (23)
• Financial aid and accurate documentation before payments are actually due
• Financial aid being rude and unhelpful in a misunderstanding
• Financial aid confusion
• Financial aid for study abroad
• Financial aid from tribe due to administration
• Financial aid information (2)
• Financial Aid not giving me the right information
• Financial Aid Office (5)
• Financial Aid Office neglected to inform me of the arrival of my check
• Financial Aid Office not getting things done the first or second time through
• Financial Aid Office’s ability to bill for scholarships
• Financial Aid Office—they don't care
• Financial Aid Office—very rude people
• Financial Aid Office—wasn’t notified that grant was taken away
• Financial aid problems (3)
• Financial Aid unclear about when I could get money
• Financial aid with scholarships
• Financial aid, it was unclear and disappointing
• Financial aid/getting reimbursed
• Financial aid—age and dependency restrictions that didn't apply
• Financial aid—mix-up with a loan and loan was very late
• Financial aid—trying to check on scholarship and loan availability
APPENDIX X
(continued)

- Financial forms
- Financial services is not very helpful usually
- Finding a job (2)
- Finding a listing for student job opportunities
- Finding a parking spot (5)
- Finding an advisor
- Finding an internship
- Finding classes
- Finding grades
- Finding out date information on the website
- Finding out where to go for what I need
- Finding the place
- Finding time that worked for both
- Finding tutors
- First roommate
- Fitting time frames
- Food
- Food service (2)
- Food service for charging incorrectly
- Football
- Football season
- Foreign language requirement adjusted
- Forgetting ID for gym and not being let in
- General advising at Knight Hall didn’t get back to me
- Get the runaround
- Getting a degree check for my 2nd Bachelor’s degree
- Getting a hold of professors
- Getting a new meal service plan
- Getting a parking permit
- Getting a parking ticket when I was parked legally—had to appeal it
- Getting a ticket rectified
- Getting a tutor
- Getting advice about financial aid
- Getting advice from advisor
- Getting an advisor—finding out the process
- Getting any definitive answers from the Music Department is like pulling teeth
- Getting credits transferred from Casper College
- Getting dropped from a class for no reason and having to replace it
- Getting everything done to graduate
- Getting financial aid
- Getting from class to class on time
• Getting graduate-level classes
• Getting help finding a summer job
• Getting help with e-mail problems
• Getting help with financial aid
• Getting hours to transfer
• Getting information from Student Health Services and Human Resources
• Getting information on registration confirmation
• Getting in-state tuition
• Getting into a canceled class
• Getting into classes I need
• Getting into classes that I need
• Getting job
• Getting kicked out of Calculus III as a freshman due to a lack of communication between offices
• Getting kicked out of dorms because girl called me a racist name and I defended myself.
• Getting materials late or getting the wrong materials through Outreach
• Getting more financial aid
• Getting my FAFSA through the process
• Getting my financial aid
• Getting my student loan
• Getting out of my residence hall contract
• Getting parking tickets (2)
• Getting parking tickets when you had to park quick or late for class
• Getting scholarships
• Getting signatures from six different people
• Getting signatures to withdraw from courses
• Getting some classes that were needed
• Getting Student Health to work with you when you get hurt
• Getting the classes you needed when you needed them
• Getting the required classes on time
• Getting the runaround when asking questions (2)
• Getting three different answers from advisor on requirements and transferring
• Getting to an apartment
• Getting to figure out the computer on-line part of class
• Getting to take a test early because of a college rodeo
• Getting transfer information
• Getting tuition paid
• Getting with advisor
• Getting/putting on my campus express
• Gone for a while--persona family emergencies, instructors not very helpful
APPENDIX X
(continued)

- Got no help
- Grade change
- Grades (2)
- Grades/money
- Grades—because of me
- Grading policies
- Graduate school misplaced my transcripts for ten days
- Graduation advising
- Graduation information
- GRE setup and testing—not available enough
- Had surgery and couldn't get a temporary parking pass
- Half Acre is over crowded, need more gym facilities
- Hard to find the information on Internet
- Hard to get apartments
- Having a new PIN for each registration
- Having advisors who are not informed—misleading to students
- Having all exams in same week
- Having all my classes dropped because no one told me I had trouble with financial aid
- Having financial aid not process a scholarship check for several months
- Having my account put on hold
- Having my meal plan waived
- Having no idea if I will be able to graduate because I don't know if I'm taking the right classes
- Having noise complaints
- Having Student Health treat me with medication for something they couldn't identify
- Having stuff available to help you that is well informed of university regulations
- Having to abandon an education career path because they backed out on certification
- Having to answer to both College of Business and Economics Department
- Having to appeal the insurance payment
- Having to do this survey
- Having to fight to get my salary increased out of a faculty members’ grant
- Having to fill out the same financial aid things 80 times
- Having to jump through hoops to borrow the maximum aid allowed
- Having to park three or four blocks away
- Having to register late and not getting classes
- Having to turn in an insurance waiver if I don't want it!
- Having to wait (2)
- Having to wait 1/2 hour for a computer

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APPENDIX X
(continued)

- Having to wait on phone
- Having trouble getting into the classes I wanted
- Having two scholarships and was unable to get both—screwed me before I could transfer
- Health care
- Health check
- Health insurance waiver (2)
- Health services—bad diagnosis by certain personnel
- Health—service and insurance
- Help finding a job available on campus
- Help in the library
- Help with finding loan information
- Help with internships
- Help with job placement
- Hole in the wall
- Hole-in-the-wall closed at certain times
- Hole-in-the-wall is not always available
- Hole-in-the-wall needs longer hours
- Hooking up my computer to the UW data base
- Hours of operation
- Housing (3)
- Housing and food services’ contempt for students!
- How many tests in the same week
- How useless the advisors were in helping select relevant courses
- I am frustrated by the cost of parking permits/tickets
- I could not change my address on hole in the wall
- I couldn't get online to take a test for my online course
- I got my dorm room combination changed the first day of Thanksgiving break and wasn’t told—there was no one around to help me
- I had a problem, needed counseling, told me I had to wait two weeks to get it
- I received a Music scholarship and mistakes were made in processing it
- I thought I had registered on-line early, but got put on a waiting list instead
- I wanted to do the International Exchange Program but the lady never got back with me
- I was not listed for graduation this semester despite returning form
- I was told I need Ecology for my degree, now I have to wait
- I was unable to get into a class I wanted
- I wasn't added to my Anatomy class before I had to pay my bill
- I went to Financial Aid to ask about renewing a scholarship—they had no clue how
- I would say that I have experienced many frustrating situations
APPENDIX X
(continued)

- Idea of paying by the credit hour
- If you don’t sing a waiver you automatically get health insurance
- Ignorance of Admissions staff and misleading information
- Inability of staff to follow through on paper work
- Inability to enroll in certain classes
- Inaccurate information
- Incompetent employees
- Increase in cost of education
- Indifference of staff
- Inefficient clerical staff
- Information about financial aid
- Information for major
- Inquiries regarding parking citations
- Instructors misunderstanding of student time for non-traditional students
- Instructors/advisors not available or assistance not competent.
- Insurance
- Internet access or dialing
- Internet access/class downloads
- Internet services
- Internship
- Intramural basketball—get referees that know the game
- Issue in dorm and the director didn't seem to think it was a big deal—I no longer feel safe
- It was awkward to eat in the cafeteria
- Job placement /help
- Job services never open
- Kept getting sick but was told there was nothing to be done
- Knowing where to go for help
- Lack of availability of staff
- Lack of communication from one on-line instructor
- Lack of concern at the Student Health
- Lack of help during registration, a visit on first time
- Lack of help from college advisors
- Lack of information (2)
- Lack of knowledge of waiting lists
- Lack of response
- Lack of scholarships
- Lack of student interest
- Lack of tutoring for some students
- Language Lab not being open when scheduled
- Last year a class closed and there wasn't much else to take in Outreach area
APPENDIX X
(continued)

- Learning at the halls
- Learning to run a computer
- Leaving home
- Length of time to get an e-mail response back from instructors
- Libraries closing at 11 p.m. and not opening Saturday and Sunday mornings
- Library
- Library is inexcusably lacking in materials necessary for academic endeavors
- Library Outreach manager
- Library was confusing
- Limited domestic-partner benefits
- Limited hours during breaks
- Living in the dorms—drunk people
- Loan papers
- Local, non-UW-related people using facilities
- Long lines (2)
- Long process that getting financial aid entails
- Long wait at Student Health
- Long wait/time consuming
- Losing ID card
- Losing my campus ID
- Maintenance didn't fix our leaking ceiling
- Major requirements
- Make a survey for Outreach students in particular
- Making new friends
- Making time in my schedule to meet with teachers I need to talk to.
- Math Department
- Math Lab has too few people to help students
- Math Lab not open early enough
- Math placement staff
- Mathematics Department course applications and referrals
- Mean staff
- Meeting with advisor (2)
- Messed up housing contract—asked for double, charged for a single
- Messed-up DSL
- Miscommunication (2)
- Misinformation
- Missing classes due to technical problems
- Mother and friend are both non-traditional students and had a hard time registering
- Moving out of residence halls
- Narrow mindedness
• Needed help from Professor Paul Flescher—he never contacted me and I had to drop the class
• Negative employees—not professors
• Negotiating financial aid procedures—step-by-step handbook would be nice
• Never being able to find parking when come home from work
• Never get called back
• Never receiving a tuition bill and having to add classes after they'd dropped
• News about increasing tuition, athletic fee and parking permit
• No financial aid for summer when taking one class
• No financial aid to help with increased rent at married student housing
• No jobs
• No notice of registration
• No one around
• No one cares
• No one could tell me who to ask or where to go
• No one knew where to refer me
• No responses when leaving messages or e-mails
• Non-friendly campus
• Not being able to contact people at the desired time
• Not being able to get a diagnosis at Student Health
• Not being able to get a university excuse
• Not being able to get in classes you want due to late registration
• Not being able to get in touch with my advisor
• Not being able to get the classes I need at the time I need
• Not being able to make up a final when I was sick
• Not being able to move a final for surgery
• Not being able to receive financial aid or loan, despite a 3.5 G.P.A.
• Not being able to return book at the bookstore
• Not being assigned an advisor
• Not being let out of dorm contract my senior year
• Not finding some extracurricular activities I enjoy
• Not getting a bill for tuition
• Not getting a direct answer from certain departments
• Not getting assistance of direction when trying to decide classes for fall 2001
• Not getting class schedule early enough
• Not getting clearer answers
• Not getting into Student Health
• Not getting into the classes I need to take, being a senior
• Not getting stove fan fixed
• Not getting the classes I wanted
• Not having classes available when needed, especially in summer
• Not having enough online courses for fall semester 2002
• Not having my classes transfer from another school
• Not having my P.E. credit transfer, now I have to pay to take the same thing again
• Not having professors available
• Not having right classes offered
• Not knowing that you need 30 credits each year
• Not knowing what was available
• Not knowing where I can locate the information I need
• Not knowing where to go (5)
• Not knowing which office to go to for specific information
• Not knowing who to ask for help
• Not knowing who to talk to
• Not much help
• Not receiving assistance in career planning
• Not receiving materials on time or getting wrong materials
• Not receiving the academic advising I needed
• Not understanding what "they" wanted
• Nothing comes to mind
• Now knowing where to go
• NSE
• Nursing College
• Obtaining a transcript
• Obtaining temporary parking close to campus after undergoing invasive surgery
• Off-campus housing when you have pets
• Offer more summer classes and in shorter times
• Office being closed during regular business hours—Resnet
• Office hours
• Offices being closed
• Offices being closed when I go there
• Offices closed until 8 a.m.—Registration Office
• One class canceled that I was enrolled in
• One incident with an outraged graduate student that almost resulted in an ambulance
• One section of required class not available so I have to take a correspondence class
• On-line classes
• On-line religion class—no feedback from instructor
• Only one time offered to take certain classes
• Organizing schedule—many classes I wanted were offered at the same time
• Other students talking in class making it difficult to follow audio conferencing
• Outreach—video teleconferencing makes class participation difficult
APPENDIX X
(continued)

- Overcrowding of Half Acre
- Own procrastination of assignments
- P.E. majors should not have to take Exercise Physiology
- Paperwork to graduate
- Parents not supporting, but have to count towards financial aid
- Parking (70)
- Parking (tickets)
- Parking in horrible, good thing we have Phil to help us with that problem
- Parking in White Hall
- Parking tickets (13)
- Parking, Catch 22—miss class or pay parking ticket
- Parking/tickets/fees
- Parking—improperly cited, took lots of time to get removed
- Parking—suck it up, build another level by the Union parking lot
- Payables Office was really rude about forwarding a pay check
- Paying a parking fee when it wasn't even on my account
- Paying billings
- Paying for meals at the cafeteria when I never eat there
- Paying for parking tickets (2)
- Paying tuition (2)
- People
- People did not have information I needed
- People I dealt with on transfer credits were clueless
- People in the Language Department were unsure if my A.P. scores would be accepted
- People in the Math Lab could not help me with my Calculus class
- People not getting back to me
- People not knowing how to answer my questions
- People not responding quickly
- People sending you one place just to have them send you back
- People signing me as "overload" when I hadn't signed anything
- People that sent you here and then sent you to someone else
- Petitioning for classes (4)
- Phone discussions
- Physiology professor has frustrated me, doesn't want to help me, wants me to drop
- Placement process into 3A/3B for education
- Police ticket that wasn't mine
- Poor academic advising
- Post office—not like a regular post office
- Pre-med advising, these people suck
- President Dubois
• Problem with a graduate-student teaching not being competent
• Problem with one instructor
• Problems with student organizations
• Process necessary to gain a UW excused absence when husband's mom died
• Processing loan deferment papers
• Processing time—especially by mail, it seems to take some time to get information
• Professors not knowing you
• Professors that don't speak very good English
• Profs with tenure who don't give a damn
• Quality at UW Counseling Center
• Quality of equipment for audio/video classes poor/nonfunctioning
• Quark Express Labs are only in two places and not often open
• Questions about billing procedures
• Receiving a university excuse for absence
• Receiving compensation for being a benefited employee
• Receiving help in a class I was having problems in
• Receiving my mail on time
• Referred from one person to another
• Referred to wrong department for advising for my field of study
• Registered to a different class without notification
• Registering (11)
• Registering for classes, due to the business administrators
• Registering for spring classes
• Registering last
• Registering last as a sophomore and not getting a lot of the classes
• Registration and Records
• Registration and Records staff
• Registration and Records was not helpful at all—they just hand out forms
• Registration for classes
• Registration policies
• Registration problems
• Registration through hole in the wall
• Rejection on scholarship award
• Relating to my major
• Religion 4500 with Vogel—one-line professor did not participate in her own class
• Repeatedly not meeting credit requirements
• Requesting that proof of enrollment be sent to my insurance company
• Requirements for my major
• Residence halls
• Residency problem—lived here for two years, still can't get residency
APPENDIX X
(continued)

- Residency reclassification
- Respect was difficult
- Rise in Jacoby's prices
- Ross Hall Cafeteria employee—boss is a tyrant and I'm terrified of her
- Rude help
- Rude people
- Rude staff
- Runaround between admissions and what can be transferred
- Runaround due to on-line courses and the Outreach School
- Runaround when on the phone when transferring and admission process
- Scheduling
- Scheduling conflicts to graduate
- Scholarships
- Scholarships on first-serve basis entering in spring at a disadvantage
- School
- Seeking advice from academic counselors on choosing a major—no helpful advice
- Seeking advisor
- Selling my book for $1
- Sending me to many different people to find one that could help
- Services being closed when they shouldn't be.
- Setting up meetings Tammy Mack—she was rude
- Shaky job services
- Signed up with a tutor who is never available to tutor
- Signing up for classes and not getting into the ones I need (3)
- Signing up for the wrong classes
- Sitting in the doctors office for 1 1/2 hours
- Slow process
- Snow, car stuck
- Some faculty
- Some vagueness about how my graduate program works
- Sometimes exams too close together
- Sometimes it seems that you are taking a back seat to other students
- Speaking with the president
- Sports and school
- Spring registration
- Staff treat students as lesser beings
- Statistics 2010—couldn't get help
- Student Death—WOW
- Student Health (6)
- Student Health appointments—you can never get one
• Student Health availability and services
• Student Health couldn't fit me in for a couple of days
• Student Health policies
• Student Health receptionists
• Student Health Services
• Student Health Services are not prepared for most ill students
• Student insurance
• Student insurance (Megalife) only pays when they are in the mood
• Student insurance—too expensive for what it covers
• Student loans
• Student nurses not very helpful
• Study Abroad Program coordinator is the most frustrating person I have ever met
• Studying and working
• Summer internship
• Swiping my card—this needs to be made more apparent
• Swiping my ID late and having Registration and Records say it would be okay
• Switching classes
• Taking irrelevant required courses
• Taking long surveys
• Talking about financial aid with anyone working in Knight Hall
• Talking to my advisor about anything, especially graduate schools
• Talking with the internship lady
• Teacher/faculty not helpful—one told me to figure it out myself
• Teachers (2)
• Teachers finding time around your schedule to help
• Teachers not giving a straight forward answer
• Teachers with "don't care about my students" attitude
• Teachers with few office hours (2)
• That when I work during the summer for money to live on, I have a lesser chance of getting a Pell Grant
• Them being closed
• Ticket citation—they don't care about parking, just getting the money
• Tickets
• Time available is limited
• Time consuming
• Time of scheduling
• Time taking
• Timeliness
• Too many alarms in White Hall
• Too much paperwork
• Took forever to get my door fixed in residence halls
• Transcript transfer
• Transcripts
• Transfer credits (12)
• Tried for a couple months to obtain an on-campus job and nothing ever came up
• Try to get things in order to transfer
• Trying to better my grade and talk to professor, but he brushed me off
• Trying to buy lunch in the Union
• Trying to change rooms on campus
• Trying to drop a class not within my major
• Trying to figure out exactly what classes I need
• Trying to figure out what degree I’d be able to do here
• Trying to find a career choice
• Trying to find a microbiologist in Wyoming to interview
• Trying to find a parking spot (45)
• Trying to find financial aid
• Trying to find out career information
• Trying to find the computer lab at Coe—until I learned you had to go through the library
• Trying to get a doctor’s appointment
• Trying to get a hold of a teacher a day before the exam
• Trying to get a hold of my employer for an interview
• Trying to get a hold of my Math instructor to withdraw from class
• Trying to get a university excuse for a funeral
• Trying to get aid to pay for school
• Trying to get an on-campus job
• Trying to get caller ID
• Trying to get courses to take that I don't have a time conflict for
• Trying to get credit for a summer class
• Trying to get help in finding funding for college
• Trying to get help with degree checks and getting different information from different people
• Trying to get information about financial aid
• Trying to get information on department audit
• Trying to get information on financial aid via phone
• Trying to get into classes because university cancelled some of them
• Trying to get into classes in spring semester
• Trying to get my name on the computer for internet code—nobody could help
• Trying to get my Resnet cord
• Trying to get my transcript sent to the UW Graduate School
• Trying to get our R.A. to do some activities for our floor
• Trying to get out of dorm contract
APPENDIX X
(continued)

- Trying to get registered
- Trying to get tutoring help during times when I’m not working or in class
- Trying to get tutors
- Trying to get work study or any job at all
- Trying to graduate
- Trying to have class apply to cultural context requirement
- Trying to move in
- Trying to petition to transfer credit through Health Sciences Department
- Trying to register for a class and not being able to find the reason for rejection
- Trying to register for classes from Orlando
- Trying to take a summer math class at UNC and it wouldn't transfer
- Trying to talk to someone about extending the tuition due date
- Trying to transfer credits from an exchange
- Trying to transfer my Computer Science classes
- Trying to withdraw from a class
- Trying to withdraw from a class I never took
- Tuition assistance
- Tuition scholarship
- Tuition waivers do not get processed very quickly between CC and UW
- Tutoring (5)
- Two one-year classes that I need to graduate are offered at the same time of day
- Unavailability
- Unavailability of people to talk to
- Unclear directions
- Understanding financial aid
- Understanding the billing or award notices
- Unfair class grading
- Unfriendly employees
- Unhelpful attitude with Accounts Receivable
- Union
- University Disability Support Services—takes a long time to get assistance
- University doesn't know if it has Outreach Program to other schools
- University excuse to make up a lab—ridiculous
- University is one-sided in placement of students in professions
- Unorganized libraries
- Use of duplicate course numbers have confused the Office of the Registrar
- UW losing my transcript from a junior college
- UW -mail account not working right
- UW Office of the Registrar/transfer credit
- UW tickets from campus police
- Waited one semester for feedback from advisor
• Waiting for transfer credit from a study abroad program
• Waiting in-line for service
• Waiting in-line while people gossiped
• Want to use video equipment in Fine Arts Building but have been denied many times
• Wanted to test for Japanese credit after living in Japan for two years, but I could not
• Washakie dining
• Washakie renovation is royal pain in the backside
• Washakie said I used all my access when I was away in Hawaii
• Way the mail is handled at residence hall
• Web interface—hole in the wall
• Web site slowness
• Western Heritage Scholarship
• What classes needed and when to take them
• What classes to take
• What takes so long to post scholarships
• When I had a problem with health insurance waiver
• When I transferred here I felt like I was required to take more classes
• When you have to runaround to get a simple thing done
• Wish I could pay for tuition over a couple of months instead of one lump sum
• Withdrawal from classes (9)
• Work load of class and job
• Working Union board members
• Working with my loan
• Wrong course counseling
• Wrong on-course report
• Wrongful parking violation
Question 28: In seeking services at UW in the last 12 months, what were the three most frustrating situations you experienced?

Second most frustrating experience:

- A class filling up
- A few teachers
- A mistake by financial aid cost me $900, no apology, no attempt to rectify
- About leaving to transfer
- Academic advising (7)
- Academic advising—changing majors
- Academic advisors in the College of Business can be very rude
- Academic/career advising could be better
- Acceptance to university mid-semester
- Accidents
- Accounts receivable notices while in residence halls
- Add hours—things close too early for students
- Add/drop a class
- Adding a class
- Advertising of certain events
- Advising office hours and wait time
- Advising or lack thereof
- Advising—the classes I take aren't going onto my check-off list the way I want
- Advisor left UW; had to get new one for final semester
- Advisor meetings
- Advisor not returning calls
- Advisor saying that I don't have what it takes
- After the death of cross-country members (friends), I had a hard time going class and teachers punished me for this
- Aid
- Always busy
- Always have to talk to someone else
- An instructor told me I needed to go back to high school
- Appointments in late part of day
- Arts and Sciences Machine Shop has no respect for students
- Athletic Department—one of my swimming coaches
- Athletic facilities/Half Acre being over crowded
- Attitude of Registration and Records staff
- Availability of M.P.A. summer courses
- Availability of some professors
- Award letters being sent out before all information is processed
- Bad food at Hill/Crane
Bad library card catalog
Bad teachers
Being dropped from classes for not ID
Being late to class because there are no parking spaces available
Being referred to the incorrect offices for various assistance/questions
Being unable to find clearly explained information about concerns on website
Being waitlisted for classes I need to graduate
Bio teachers sharing irrelevant info with the class
Book costs (3)
Booze
BS37 24-hour lab not open on Saturday nights
Bureaucracy
Buying books
Buying/selling back books
Cafeteria moving
Cafeteria hours and what is served at certain times
Cancellation of classes
Can't log on to UW network from home at times
Career choices
Career counseling (5)
Career fair being during class—needs to be later in day
Cashier wasn't "sure" I had paid my graduation fee when I had
Certain grade
Changing meal plans
Changing my major (4)
Checking portfolio on hole in the wall
Choosing a major
City police harassment and they over-patrol
Class availability and selection
Class credits being changed—spent five months figuring out how many credits I have
Class registration
Class times conflicting
Class waived
Classes being full
Classes only offered in spring or only in fall
Cleanliness of some of the buildings
College credit for military classes
College of Agriculture computer lab being closed early
Computer connection very slow last fall
Computers not operating
APPENDIX XI
(continued)

- Confusing information
- Confusing library—Ferret is horrible and hard to find
- Confusion about health insurance waiver
- Confusion on my financial aid award notice
- Construction
- Construction at Washakie
- Construction everywhere
- Cost of attendance is too expensive
- Cost of medication at Student Health
- Couldn't find anyone
- Couldn't find out what courses from previous degree would count in Elementary Education
- Couldn't get an answer about health care and tuition
- Course availability (3)
- Creating my own major
- Credit transfer (2)
- Cultural event information
- Cynical Financial Aid Office interaction
- Dan Baccar is not a helpful or nice man—went to see him about an alcohol permit form
- Deadlines that were not made clear for financial aid and others
- Dealing with Admissions staff
- Dealing with all the construction
- Dealing with an advisor
- Dealing with stereotyping
- Dealing with the parking police
- Death of a friend
- Deciding a major
- Delay to get loans
- Department of Education and all the hoops you jump through
- Difficulty in having to miss class for family reasons
- Disclosure of all relevant information
- Disputing grades
- Drivers
- Driving around campus for twenty minutes to find a parking place
- Dropping a class due to personal injury
- DSL set up for the university was a huge pain
- Efficiency of Student Health
- E-mail
- End of Morpheus
• Enrolling in classes that are full (like Statistics)—other classes should be considered
• Enrollment
• Everyone seems to be on a different page
• Ex-advisor said she didn't know me when I asked for a recommendation letter
• Excused absences
• Excused absences are not automatic for club sports participation
• Fact that I couldn't finish in four years
• Faculty not available at a particular time
• Faculty not communicating well between departments when transferring and registering
• Fellow students and their superficial attitudes
• Fighting for scholarships
• Figuring out all the crap for applying to graduate school
• Figuring out how to get involved
• Figuring out how to graduate
• Figuring out if I am in the right major
• Figuring when to be academically advised
• Filled classes
• Filling out the same paperwork three times
• Filling this out during class time is very distracting
• Finals (2)
• Financial aid availability
• Financial aid (13)
• Financial aid dates and when things are due
• Financial Aid did not notify me regarding a problem and my aid was late
• Financial aid from my parents—it is not mandatory that they give me money
• Financial Aid Office
• Financial Aid Office lost my application two times and cost me $2000
• Financial Aid Office—I did my part but they didn’t
• Financial aid problems (3)
• Financial aid process
• Financial aid services
• Financial aid—trying to get loans approved
• Financial Aid 'losing' one of my scholarships
• Find Arts and Sciences Office of the Dean
• Find out how to enter phase II
• Finding a campus job
• Finding a time my advisor was available in her office
• Finding alcohol policy on campus
• Finding available office hours of professors and advisors
Finding help for temporary disability
Finding out about graduation information
Finding out classes were hard and having to drop them
Finding scholarships on the computer
Finding some buildings on campus
Finding the right classes (2)
Finding the right people to talk to (2)
Finding time slots that fit with other classes
Finding time to get with advisor when they have time also
Finding time to meet with my teachers
Financial aid—filled out too many scholarship forms and didn't get any award
First roommate in dorms
Food services (3)
Fulfilling class requirements
General lack of support for Greek life
Getting information from advisor
Getting a course pack from the Copy Center
Getting a job
Getting a ticket for drinking when I wasn't harming anyone.
Getting advising help when an Outreach student
Getting an extension for tuition bill
Getting charged for a parking ticket that wasn't mine
Getting classes to count for what they need to count for
Getting different answers to the same questions
Getting financial aid
Getting financial aid and/or scholarships
Getting financial aid money in time
Getting more tutorial help
Getting out of dorm contract
Getting registered
Getting registered because people are rude and disrespectful
Getting started as a transfer
Getting Student Health appointments
Getting the classes I want
Getting the classes I wanted
Getting the run around
Getting the transfer credits
Getting to and food service
Getting used to the way different teachers teach
Going to school for more than one year
Golf course is horrible, no amount of investment is going to make it better
APPENDIX XI
(continued)

- Good Neighbor Award—wasn’t told it didn’t cover all out of state tuition
- Grades (4)
- Graduate help
- Graduation requirements
- GRE prep was not helpful
- Had a class with Frank Millar—he was hostile and disrespectful to me and my opinions
- Had to do the runaround
- Had to find
- Had to go to M.S.U. Billings to get my Master’s, would rather have stayed at UW
- Half Acre
- Hassling with my advisor
- Have to ask three different people before you get an answer
- Haven't learned from classes
- Having a G.A. for a professor who was self-centered and talked too much about himself
- Having Dr. Goodson (Chemistry) refuse to help me—always referred me to his T.A.
- Having friends die first semester
- Having my phone in the dorm unplugged and uncharged when I returned from Christmas
- Having three people in the Office of the Registrar give three stories about requirements
- Having to change rooms
- Having to go to several locations to get class book and advising schedule
- Having to go to the same people over and over and not being able to do it on my own
- Having to order books mid-semester—my fault really
- Having to re-register for three classes
- Having to run around to different buildings
- Having to take more classes in my major than expected
- Having to wait a week before meeting with an advisor
- Having to walk all the way to Hill/Crane to eat in winter
- Having transfer credit dropped by the registrar and having to fix it
- Having trouble changing my permanent address
- Having classes not available at time of registration
- Health insurance waiver
- Health services
- Help with finding and on campus job
- Honor's Program needs to offer classes at times that work for people
- How I had to budget my time
APPENDIX XI
(continued)

• Human Resources could use a facelift—more genuine interest in job placement
• I couldn't get a book for a class because the bookstore didn't order it
• I didn't like taking tests at night
• I felt our department head was difficult to work with
• I got charged a fee for not doing something I was told I could skip
• I have not had the "appropriate" time schedule
• I keep going to Career Services and their software never works
• I pay for internet dial-up service, but it takes an hour to get connected
• I would like to walk on shoveled sidewalks—snowplow service would be nice
• Inability to access document for on-line class
• Inaccessibility
• Inadequate services
• Increase in cost of athletics
• Increasing rent at UW apartments by a large amount
• Indifference of faculty
• Inflexibility of student housing, no pets, too small, etc.
• Information on scholarships is very lacking
• Information/consequences of adding/dropping a class
• Initial registration
• Instructor basing grade on class contribution—inaccurate records
• Interest in helping
• International fees which come on bill randomly
• Internet servers being too busy
• Internships
• It's tough to find a practice room
• Job placement through my major
• Job services send out-of-date applications and resumes to employers without student knowledge
• Keeping an advisor
• Knowing which service I have to go to if I have questions
• Knowledgeable advisors
• Lack of availability of enough computer terminals per student
• Lack of central support for it
• Lack of coherency and lousy in the design of a webflyer
• Lack of concern beyond school beyond the university
• Lack of enthusiasm for faculty, just lecturing because they have to
• Lack of groups for older students
• Lack of healthy food
• Lack of information on extracurricular activities
• Lack of jobs on campus and not publicized
• Lack of knowledge in some areas by staff
APPENDIX XI
(continued)

- Lack of knowledge of drop courses
- Lack of knowledge of general health related concerns at Student Health
- Lack of knowledge of the advisors
- Lack of parking spaces—I try not to drive whenever possible
- Lack of posting important dates like financial aid deadlines
- Lack of quality action at the Counseling Center
- Lack of respect that student's are treated with
- Lack of social diversity
- Legal services
- Library ability to help
- Library access
- Library being closed on Sunday
- Library skills
- Limited office hours
- Loans
- Local advisor not being available
- Loopholes
- Losing ID card on weekends
- Lost my file at the Student Health when I went in
- Maintenance in married student housing needs to improve
- Making minimum wage
- Mandatory health insurance is bologna, don't have time for waivers
- Maze of paperwork to add a degree program
- Misinformed about university requirements by advisor
- Moving out of residence halls
- NCAA clearinghouse material was confusing
- Needing to take a class to graduate on time and it not being offered
- Negotiating computer system to get started in classes
- New student ID
- No advisor or person to help with class course direction
- No financial aid as far as scholarships go because of major change
- No help with job placement, career opportunities or internships
- Not able to get doctor’s appointment on that week, even though I called on Monday
- Not being able to find a building
- Not being able to get a hold of anyone to answer my questions
- Not being able to get into a class as a result of it being full
- Not being able to get into classes
- Not being able to take prerequisite class except in spring
- Not being able to take the bus because it does not drop me off at close places
- Not being notified about automatic health insurance
APPENDIX XI
(continued)

- Not easy process of learning residence halls
- Not enough classes offered for my major—too few upper division options
- Not enough Communication classes offered
- Not enough computers in the lab and it gets worse each semester
- Not enough work hours
- Not everyone was nice
- Not feeling accepted or needed in my major
- Not getting stove fixed
- Not getting to play in the football games
- Not keeping up with homework in my design class
- Not know who I should go to
- Not knowing exactly what the requirements are
- Not knowing if my G.A. will be renewed
- Not knowing my major
- Not knowing what classes to take
- Not knowing where to go for help
- Not knowing who to talk to
- Not reaching the person who knows what's going on with shipping materials
- Not recognized for awards—prejudice towards Greeks for awards
- Not sent billing information
- Obtaining information to be declared as an independent student
- Office of registration and records has some uninformed staff
- Office paperwork for financial aid
- Office personnel in Fine Arts Building—being constantly reprimanded
- Offices location
- On-campus employment
- On-course reports—I don't understand them
- One particular instructors inability to listen and help answer questions
- One-credit Theater class
- On-line library
- Only programs needed on some computers
- Orientation
- Orr Hall R.A.
- Other students being rude in classes
- Our football's team inability to compete
- Overload
- Paper work for study abroad—confusing and frustrating
- Parking (52)
- Parking fees
- Parking unavailability leading to dropping mandatory for degree class
- Parking on sorority row
APPENDIX XI
(continued)

- Parking ticket for "improperly displaying permit"
- Parking tickets (6)
- Parking tickets for invalid things such as hearing hazards or a flat tire
- Parking—UW Police
- Paying for books and tuition
- Paying UW bill
- People didn't seem helpful or caring
- People in the Shipping Department saying they don't like shipping to single sites because of cost
- People not being knowledgeable on the area they work in
- People not really caring about my problem
- Picking classes
- Placement issues
- President Dubois' and Mr. Moon's total lack of care or respect for students
- Price the UW Bookstore bought books back for
- Problems just now appearing with transferred credits
- Professors showing up late to an exam then no correcting with extended office hours
- Professors
- Professors not being understanding after the 9/11 incident
- Proper service
- Quark Express being in two labs with only with limited hours in those labs
- Questions regarding career choices
- Received poorer financial aid this year than last
- Receiving a letter saying my scholarship wasn't received because of office mistake
- Reconstruction
- Rednecks (2)
- Refusal to lower meal plan
- Registering for classes after everyone else since transfer/exchange
- Registering for closed classes (3)
- Registration (6)
- Renovations being planned and implemented without convenience to students
- Residence hall living/people pulling fire alarms at 4 a.m.
- Resnet is slow
- Resnet is very slow at times and we can't share music anymore
- Returning books to bookstore—hardly got any money back
- Returning to UW from abroad was difficult because of runaround
- Returning unnecessary books
- Receiving summer scholarship information
- Roommate
APPENDIX XI
(continued)

- Rude employees (2)
- Run around from office to office (3)
- Schedule conflicts
- Schedule planning
- Scheduling classes (2)
- Scheduling summer school classes
- Scholarship definitions of available credits
- Scholarships
- Science Library "hallway" is not conducive to studying
- Seeing if my credits transferred
- Server not working at my house
- Several times I have almost been killed on Laramie streets because of drunk drivers
- Shuttle needs to run every fifteen minutes
- Signing up for housing
- Slow-response correspondence and late correspondence
- Small dorm room
- Snide attitude
- Some class don't teach what I will actually be doing in job—only theory
- Some people
- Some teachers give bad tests
- Sometime deadlines were unannounced or unreasonable
- Sometimes a lack of resources in residence halls’ restroom facilities
- Sometimes hard to reach certain offices
- Speaking with the Dean of Students
- Special treatment
- Spring registration (2)
- Staff not knowing what to do
- Staff not listening/understanding
- Standstill in the Music Department due to our unreasonable head
- STAR registration and waitlists
- Stipend checks and scholarship problems—unnecessarily complicated setup
- Stringency on having ID to check out material
- Student Health (5)
- Student insurance charges
- Study abroad lady
- Study habits
- Stupid people
- Summer enrollment
- Surviving the real world (as an adult) on financial aid level
- Swiping my card
APPENDIX XI
(continued)

- Tammy Mack's involvement
- Teacher dealt with situation in front of whole class rather than privately
- Teacher evaluations don't matter
- Teacher gave me inaccurate information on grades
- Teachers changing final exams from the schedule
- Teachers not available during office hours
- Teachers that don't speak English fluently
- Teachers unexpectedly taking days off
- Teachers who aren't willing to help student athletes when they have missed class
- Technical problems resulting in difficulty accessing chat sessions, etc.
- Temporary shut down of hole in the wall access
- Test difficulty
- Testing being misplaced
- Tests
- Things broken never get fixed
- This survey during my class time—without a social security number
- This survey is too long—should be five-to-ten minutes
- Though services are there for students, have to do some arm twisting to get them
- Time required for a degree to be approved is too—Secondary Education
- Timed tests
- Timeliness of getting financial aid and information back
- Too many parking tickets for ill-placed signs
- Traffic citation for something wasn't me
- Transferring a class
- Transferring credits from other school
- Trying to add a course after drop/add deadline
- Trying to change majors
- Trying to combine advisors for double major
- Trying to deal with UW Police
- Trying to figure out what classes I would need
- Trying to find the bookstore
- Trying to get 50% of coursework outside College of Business
- Trying to get a job is impossible
- Trying to get a W2 credit waived
- Trying to get access to my student drive, still has not been fixed
- Trying to get financial aid
- Trying to get help with scholarships
- Trying to get into a class I thought I was already in, but I'm not enrolled
- Trying to get into needed classes
- Trying to get out of the dorms
- Trying to get responses from certain offices by e-mail
APPENDIX XI (continued)

- Trying to make friends
- Trying to pay a parking ticket, won't take cash—do you want my money or not
- Trying to petition a class
- Trying to schedule classes—everything needed was scheduled at the same time
- Trying to talk to my advisor about graduate schools—he was not helpful
- Trying to withdraw from a class
- Tuition
- Tuition billing
- Tuition increase
- Tuition payment
- Trying to keep up with financial aid
- Unavailability of professors
- Unfair professors
- Unfriendliness from "top" people of university—trustees, president, etc.
- Unfriendly non-teaching faculty
- Union Office—getting tickets
- Unknowledgeable sources
- Unorderly fashion of response time
- UW Bookstore cashier
- UW Cafeteria never opens on time
- UW Police Department and ticket policies
- UW should make a survey specific to Outreach Program, save time and paper
- UWYO dial-up connection for computer
- Vending machine malfunctions
- Verification of financial aid
- Wait lists
- Waiting for loan money
- Waiting to hear about my acceptance to the program
- Walking from office to office
- Walking so far to class/parking
- Walking to class in a blizzard
- Walking to class in sub arctic temperatures and extremely high wind
- Walking to class on ice
- Wanted to change major to education and only took 12 of 50 credits
- Wanting to change rooms
- Was rejected
- Washakie
- Washakie/Pokescellar closing
- Walking around construction site
- Wasting half an hour while advisor explained PERC
- What classes to take
APPENDIX XI
(continued)

- When I changed majors, I got the runaround
- When trying to find a laptop, nobody knew where to go
- When you call someone they transfer you or just hang up
- Withdrawing from class (2)
- Working 11 p.m. 7 a.m. and attending class from 9 a.m. to 9 p.m.
- Working through the registration system
- Working with audio/visual
- You can't get into Student Health unless you schedule days in advance
APPENDIX XII

Question 28: In seeking services at UW in the last 12 months, what were the three most frustrating situations you experienced?

Third most frustrating experience:

- A professor failing to report the final grade for a class
- Academic advising (4)
- Access to computers
- Accessibility to grades on each exam
- Advising process and business advisors
- Advisor doesn't care about helping me out
- Advisor left
- Advisor not clear on credit hours remaining for me to graduate
- Advisor sucks
- Affordable and livable housing
- All the construction.
- Alumni and board pretending to listen to us when they ask our opinion.
- Always blaming the student
- Amount of paperwork necessary for financial aid
- Anthropology
- Athletes being more privileged
- Attempting to get any kind of help when paying rent, too expensive on campus
- Attitude of current football coach
- Attitude when dealing with service employee
- Bad cafeteria food from time to time
- Bad weather
- Banking
- Being ignored when I asked for help
- Being told that they don't like to do single sites because of cost
- Billing process (2)
- Biology 1010 professor made feel worse when went to ask for help
- Bookstore (2)
- Braving the weather
- Building location
- Buying books (3)
- Buying books—they have to pick the most expensive
- Cafeteria food is revolting
- Cafeteria—have to pay for crappy food
- Campus ID cards—paying to use gym if you forget it
- Career Services not too helpful
- Changing majors
- Class availability
APPENDIX XII
(continued)

- Class registration
- Class transfer approved tool almost three months
- Classes
- Classes being closed really fast due to being full
- Commonly hear racial and closed-minded remarks
- Computer equipment not working—no instructions on how to access
- Computer Information Systems was taught very poorly and the lab was terrible
- Computer lab
- Conflicts in Financial Aid Office
- Constructions on Washakie and the Union
- Copy cost
- Could not get paperwork from parent when it was needed
- Dealing with certain professors
- Dealing with some students
- Dealing with the Education Department in general
- Death of a friend
- Declaring a minor
- Degree analyst
- Degree check analysis was confusing—too many conflicts
- Determining grades before final
- Don't like the quality of the coffee in the machines
- Dorm life
- Dorm room
- Driving around looking for a parking space and then being late for class
- Drugs
- Email
- Every day in my foreign Math class
- Exams
- Expensive used textbooks in the bookstore
- Facility availability
- Faculty
- Falling below 2.0 and no second changes
- Fees (2)
- Financial aid (2)
- Financial Aid Office doesn't like to answer questions
- Financial Aid Office’s rudeness and unwillingness to help
- Financial aid—never getting any federal grants even though I paid for school myself
- Finding classes that fit my schedule and didn't conflict with other classes
- Finding department heads
- Finding my bike after Christmas break—I left it locked outside the residence halls
APPENDIX XII
(continued)

- Finding the proper "tools" needed for a class—bookstore had a bad selection
- Food at cafeteria is not good—need more variety
- Food service (4)
- Football season
- Foreign language system and graduate-student teachers
- Foreign professors
- Fortunately, there were other options available that UW/CC could fulfill
- Fraternities and sororities are relentless and just irritating
- Friends—rumor
- General confusion
- General help from people who work here, especially advisors—lack motivation
- Getting reamed in homework score for stupid simple mistakes
- Getting A.P. scores
- Getting disability compensation or help
- Getting extra lectures with students
- Getting from home to class with a lack of parking
- Getting in at a good time with the advisor
- Getting information for registering
- Getting into a damn and pointless P.E. class—waste of time
- Getting into first semester of classes after transferring
- Getting into full classes—open more sections
- Getting my Internet hooked up
- Getting out of a parking ticket and getting a disabled permit
- Getting registered for courses I need, offered at bad times
- Getting started at the beginning of the year
- Getting transfer credits straightened out
- Graduation process
- Gym is way too crowded to go after 8 p.m.
- Had to take placement exam because ACT score was old because advisor told to take it later
- Half Acre
- Halls
- Hard for them to bend
- Haven't been able to find out when a blood drive will be held
- Having a class canceled one week before classes started and having to find another
- Having a roommate
- Having any sort of discussion with a certain teacher—he made me feel belittled
- Having knee surgery—still unable to get a parking spot, let alone a close one
- Having mononucleosis
- Having more final exams the week before finals week than during finals week
APPENDIX XII
(continued)

• Having my G.I. Bill apply additional income to make my financial aid less
• Having so many different people sign out forms
• Having the tunnels closed at the dorms
• Having to buy bubble sheets
• Having to take stupid University Studies class
• Having to walk a huge distance after finally finding a parking spot.
• Health insurance waivers
• Heater not able to be fixed in dorm room due to malfunctioning switch
• Help
• Hole-in-the-wall website isn't current for UW/CC classes
• Housing services interaction
• How the university is unwilling to help with property that they don't own
• I couldn't get a class a certain time I wanted
• I have been overwhelmed by the drunken, slack-jawed yokel student body
• I pay for health insurance but I can't see a doctor—had to borrow money from someone
• I strongly dislike the classes with large numbers of students, but I understand
• Incompetence of the student workers
• Incompletion or loss of paperwork
• Incorrect data entered into my student accounts, most being outdated
• Increasing athletic fees and other fees
• Indifference to complaint/concerns
• Inexperienced workers unwilling to ask others for help in helping me
• Information Technology
• Information wasn't what I wanted
• Intramural soccer
• Internet fees
• Internet usage, limited bandwidth, and download space
• Internship availability
• It was closed
• It's tough to find a parking spot.
• Job placement
• Keep the prices down
• Key sidewalks
• Lack of acquired information needed to do a research project
• Lack of B.S. and Master’s Programs
• Lack of caring
• Lack of concern for childcare issues unable to participate in activities
• Lack of financial assistance
• Lack of journals—on-line or hard copy
• Lack of new friends
APPENDIX XII
(continued)

- Lack of parking
- Lack of restaurants on campus
- Lack of supplies at bookstore
- Lack of support/advice from a department—especially for students who have jobs
- Leanne Naughton
- Leaving boyfriend
- Level of difficulty in classes
- Library
- Little more parking
- Little time faculty spend in their office
- Losing the basketball game in conference tourney to SDSU
- Loudness in dorms
- M.P.E.
- Maintenance staff always driven on sidewalks
- Making a class schedule
- Many instance of financial confusion—deleting things from transcript
- Mechanical Engineering Lab was very poorly taught
- Mechatronics
- Mid-terms
- Mixed communication
- More aid
- Moving into the dorms was a pain
- Moving out of dorms was a hassle
- Need an advising day at a central site
- Needing to get on computers in labs but can't because someone's on there playing game
- Needing to take prerequisites that are silly and pointless
- Nerves
- No books on salt-water fly fishing
- No help
- No one ever around and not helping
- No support for the hard-working tuition-paying student
- No-can-do attitude of staff and executive authorities
- Not being able to find your own on-course progress check
- Not being able to get a hold of my advisor
- Not being able to register for any of the classes I wanted to
- Not being able to take a class because it is not offered that semester
- Not enough paper for my computer fees
- Not enough time to do everything
- Not finding out I had to re-register until two months into the semester
- Not finding parking
APPENDIX XII
(continued)

- Not having tunnels to Washakie open
- Not hearing about services at all or until it's too late
- Not knowing if I passed the class before graduation ceremony
- Not knowing what exactly my letter grades at midterm
- Not knowing when to sign up for advising
- Not maintaining my G.P.A.
- Not understanding processes or lack of clarity from personal
- Not willing (UW) to take responsibility for errors
- Offices closing before designated times
- Old men trying to dog paddle next to me in the pool
- Online classes
- Only one teacher teaching a certain required course
- Our football team stinks
- Overall registration process
- Parking (55)
- Parking in a dark parking lot
- Parking plan issued by the administration is terrible
- Parking police
- Parking throughout campus, especially the Engineering Building
- Parking ticket for "parking crooked"—but it was later appealed
- Parking tickets
- Parking—feel my car isn't safe and make me not go off campus very much
- Parking-ticket fees increasing
- People from small towns were given full scholarships, but I had a higher G.P.A.
- People in the residence halls are very rude and not accepting of Greeks
- People talking in classes
- People talking loud in the library when others are trying to study
- Periodicals at Coe do not always match up with call numbers on computer
- Personal problems
- Petty reasons for a parking ticket
- Phone system is like a game of chance if you don't know who to call
- Poor directions on how to initiate process
- Poor teaching ability of language professor
- Poorly trained Math teachers as a whole
- Practices set up and conflict with one demented instructor
- Preparing for exams
- Price bookstore charges for books
- Prices and service at union.
- Problems with faculty
- Problems with registration status
- Professors
APPENDIX XII
(continued)

• Professors not being consistent in their moods every day
• Program doesn't give me any idea about when I'll graduate
• Proof that I've lived here for three years, attended UW for two, but I still can't get in-state tuition
• Putting up with overcrowding in Half Acre
• Quark Express
• R.A.'s take it upon themselves to enforce the law
• Raising fees of activities and tuition
• Registering for classes (3)
• Registration for final semester is very confusing and you to redo, re-ask and double-check.
• Residence hall sign-ins on game days
• Resident life requirements near end of term
• Rude office workers in Student Health
• Rude people at Office of the Registrar—not helpful or friendly
• Rude staff who act like you're a pain even though they wouldn't have a job without you
• Runaround
• Scholarship help and questions pertaining to
• School books and materials too expensive
• School somewhat
• Seeking financial aid for next year
• Service not always entirely friendly
• Short amount of time given to respond to mailings
• Shuttle needs to run to Fine Arts and Law Buildings
• Snow
• Snow removal services
• Some classes canceled that needed last semester
• Some classes were hard to get
• Some inflexibility in designing the graduate program—some require GRE, some do not
• Some instructors favor certain students over others
• Some older faculty members were rude and unapproachable
• Some teachers take a long time to grade things.
• Standards
• Stressful
• Student Health (2)
• Student Health not helping me get well
• Student Health—unwilling to refer me to specialists or take concerns seriously
• Students
• Students losing e-mail after they graduate—should keep e-mail to track alumni
APPENDIX XII  
(continued)

- Summer school classes and time frames
- Summer session availability of classes—lots of conflicts
- Swimming on the UWYO team
- Swiping your card
- T.A.’s
- Taking classes in Agriculture rather than Education
- Teacher was demanding we change our meeting night—she had too many students
- Teachers leaving town
- Teachers who shouldn't be teaching (wrong class, too old, lazy)—Thermodynamics especially
- Tests
- Text anxiety
- Things end up different than originally explained
- This questionnaire takes more than twenty minutes
- Time it took to get sink fixed
- Transferring credits (3)
- Trying to do anything with Financial Aid Office—they are rude
- Trying to figure out financial aid
- Trying to figure out when to register for summer courses
- Trying to find and get a hold of R.A.
- Trying to find parking spots in the wintertime
- Trying to get a cart while moving in
- Trying to get a strep test at Student Health
- Trying to get help with my classes
- Trying to get mail and phone switched after being forced to move
- Trying to get money to pay my tuition
- Trying to live up to the people’s expectations for me
- Trying to meet with a teacher during office hours
- Trying to park my car
- Trying to register for classes from Iowa—hard getting PIN
- Trying to waive health insurance
- Trying to work in computer lab with a guy and a drill directly overhead
- Tuition hikes
- Tuition issues/help solving
- Turning in loan application
- Unable to get into classes I needed due to times offered
- Undercooked food in dining facility
- Understanding the on-course report
- Unfair grading
- Unfair parking ticket was not seriously taken under consideration by UWPD
APPENDIX XII
(continued)

- Unhelpful conversations
- University cashiers cannot cash university checks—stupid as all get out
- University Studies requirements
- Unmarked parking spots
- Unsupportive influence of faculty and staff regarding Greek issues
- Unwillingness of ID office to give out temporary pass to a student teacher
- Using the cheap typewriters in the library to fill out scholarships
- UW parking services and violations
- UWPD
- Voicing opinions
- Waiting around
- Waiting for money from government and being even more slowed when it reached UW
- Washakie
- Wasted time trying to complete credit transfers, financial aid, etc.
- Watching the football team
- What classes to take
- Where my classes were located
- Where offices are located or moved due to construction
- Wind
- Working with Information Technology