

## University Services and Facilities Committee

### ASU Survey Report (2015-2016)

#### Roster

##### Chair:

- [Martin Matustik](#), New College Interdisciplinary Arts and Sciences

##### Members:

- [Ann Maceachron](#), Social Work, Downtown Phoenix campus, 2016
- [Rajni Nair](#), Letters and Sciences, Downtown Phoenix campus, 2016
- [Kiril Hristovski](#), The Polytechnic School, Polytechnic campus, 2016
- [Nancy Buck](#), Music, Tempe campus, 2016
- [Tim Karcher](#), LeRoy Eyring CSSS, Tempe campus, 2016
- [Becky Ladd](#), Social and Family Dynamics, Tempe campus, 2017
- [Donald Herring](#), The Design School, Tempe campus, 2017
- [Thurmon Lockhart](#), Biological and Health Systems Engineering, Tempe campus, 2017
- [Judd Ruggill](#), Social and Behavioral Sciences, West campus, 2016

##### Ex Officio

- [Brenda Hosley](#), University Senate President

#### Introduction

In the fall 2015, the University Services and Facilities Committee (USFC) prepared the ASU-wide survey based on the instrument drafted the preceding year by the predecessor USFC (chaired by Tom Schilgden). We reviewed and discussed all questions, added a few open-ended questions, and had the survey instrument reviewed by Morgan Olsen, Executive Vice President, Treasurer and CFO; Rudy Bellavia, Managing Dir Business/Finance, Office of Business and Finance; the UAC executive committee; and the Provost's Office. After everyone's consent, the survey was administered in December 2015.

We received almost 600 responses, and albeit this is not a majority of faculty at ASU, the distribution of the respondents is fairly representative of ASU by gender, ethnicity, fields and campuses. Moreover, the number of surveys received *is* a high rate of return given the low rates of returns in general.

The sheer length of textual comments on major areas of Services and Facilities (S&F) required the committee to split the review of the material among its members and work through the drafts

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in several spring 2016 meetings. This is the final outcome of the USFC's work in 2015-2016 and we present it as our committee report. It is our hope that it will provide a basis for discussions, policy and facility reviews, and follow up surveys.

The entire survey review provides summaries, modest evaluations of results, and in some cases recommendations to be taken up by the proper units or administration. For the specific question-wording and the tabulations, please consult the pdf of the full survey results. Because the long text comments cannot be seen online without opening up an EXCEL spreadsheet, the committee collated all unedited and grammatically uncorrected textual responses into a separate document that accompanies the pdf of the survey. The actual report contains new subheadings that impose schemas to organize the raw data and comments. Any questions about the imposed committee evaluation of the survey outcomes (both the numbers and the comments) can thus be referred back to the raw data and text provided in their entirety.

The survey outcome underscores the importance of a well-functioning USFC committee of the ASU faculty senate. Part of the shared governance is care for S&F at ASU. Infrastructures and services impact the well-being of faculty, staff and students in every area of our dynamic workplace. The health and modernization of the physical facilities, flexibility of the policies, and the human quality of efficient services contribute significantly to the overall satisfaction with ASU as a sought out place to study, work, and develop human potential. S&F should never be among the areas that could safely survive disproportionate budget cuts. Further, the ongoing and timely maintenance, improvement, and innovation of infrastructures and service-policies cannot be supplied by sporadic or ad hoc emergency investments when there is a large failure (such as a flood in a library). Nor should crises, rather than planning, be a way to allocate budgets to S&F.

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## Survey Questions

Question #1 shows the survey sample size as 539, with responses from across the campus spectrum. Based on the Provost's office report of 3391 total university faculty as of fall 2014, this reflects about a 15% response rate and provides a wealth of data about the current state of the ASU physical plant (see <https://provost.asu.edu/faculty>)

Question #2 arrays the respondents by discipline and reveals good diversity. Many different units across the campus are represented, and thus, ostensibly, are many different services and facilities.

Question #3 differentiates the respondents by position, class, and more or less articulates with the Provost's faculty profile.

Question #4 differentiates respondents by gender, and the response rate is near 50/50 female/male. This generally articulates with the Provost's faculty profile.

Question #5 inquired about deteriorating or unsafe facilities. While the majority of survey respondents (76%) did not report any such facilities—suggesting that the university plant generally is in good shape—the qualifying comments reveal a number of serious and potentially critical concerns that should be addressed by the university immediately.

Question #6 asks users who identified that they had concerns about specific buildings and facilities to give specific information about those. See Appendix for the full list of comments

### Summary of comments

- Interpreting and contextualizing some of the comments was difficult because responders did not always identify the campus or provide a building name.
- Most comments were regarding the Tempe Campus, followed by Poly and West campuses, and very few from the Downtown Campus
- Some common themes of significant concern included water leakages in bathrooms and buildings (e.g., one report that the basement of the East Wing of the School of Music floods)
- Some reported safety issues (e.g., parking and lighting)
- Some reported concerns that no-smoking policy not being followed.

### Recommendations for Questions #5 & 6

[ASU Facilities Development and Management](#) (FDM) should be apprised of the data and advised to implement an evaluation and repair plan prioritizing critical safety concerns. It is also recommended that FDM conduct an annual survey regarding deteriorating or unsafe facilities, and this survey should include university staff.

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Question #7 Majority of respondents indicated minimal issues with the ISAAC system (57%)

Question #8 asks for clarifying information from those who reported issues with ISAAC.

See Appendix for the full list of comments

#### Summary of comments

- Most comments were about management, delays in activation of the permissions, and delays when requesting help.
- Some reported problems with set restrictions for the number of people that could be let into a given room.
- Many comments noted a specific failure, that is, the respondent noted his/her card failed to work on a specific day or month.

#### Recommendations

Review procedures for activation and use of the ISAAC.

Question #9 Safety during the day

- Across all campuses users reported high levels (8+ on a scale of 1-10) of safety during the day.

Question #10 Safety at nights: Large drop in safety at night as compared to day

- Lowest levels at downtown (5.9 on scale), followed by West (6.9), and then Poly and Tempe have highest ratings of safety in the 7 range.

Question #11 On a scale of 1-10, the average value was 8.3-8.5

Question #12 Please add any specific comments that you would like to share regarding how safe you feel on your campus.

See Appendix for the full list of comments

#### Summary of comments

There were 120 written comments. Safety walking across campus was widely commented upon, as it is difficult to navigate bicyclists and skateboarders (outside of the walk only zones). Lighting was also a major safety concern: poor lighting on the Tempe campus late at night, poor lighting in the parking garages, etc. The inability to lock a classroom door from the inside was also a major safety concern. Some hoped for more security cameras to be able to monitor buildings, especially to be able to monitor theft. The ease of entry to buildings was also a concern (non-ASU people can easily enter buildings). Several mentioned concern over what to do in an active-shooter situation.

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## Recommendations

The committee noted that some of these areas of concern are already under a review, such as new training for an active-shooter situations, and consideration of locking doors from inside having been brought to the Senate floor.

Question #13 asks the capacity of the classrooms typically used for teaching in the spring 2015 semester. Out of 458 responses, 51% taught in rooms for around 25 people; 40% taught in rooms for around 50 people, and 26% taught in rooms for 100 people or more.

Question #14 rates the effectiveness of the classroom space with regard to design (chairs, tables, desks, walls, whiteboard placement, etc.) on a scale of 1-10. The average value was 5.12, out of 196 responses.

Question #15 rates the technology in classrooms (with a capacity of around 25) as it impacts one's teaching effectiveness. On a scale of 1-10, the average value was 6.08, out of 225 responses.

Questions #16-20 Regardless of the classroom size (i.e. whether it is ~25, ~50, or ~ 100), the satisfaction with the technology and teaching aids present in the classrooms is generally considered to "slightly enhance the ability to teach." The average evaluations range between 6.1 and 6.2 for the questions that relate to this issue. The satisfaction with the space design in the classroom ranges between 5.1 and 4.5, which could be interpreted that it may exhibit "slightly limiting" characteristics to "no impact."

About half (or 52%) of the faculty had requested classroom support and these services were considered very good (~7).

Question #21 assesses the responsiveness of classroom support.

Please score on a scale of 1-10: Mean 7.03 (SD = 2.52) 264 respondents

Question #22 assesses Blackboard usage across both online and in person classes.

497 responses total 75% did use Blackboard (Yes)

Question #23 assesses Blackboards effectiveness in meeting pedagogical needs.

1 Please score on a scale of 1-10: Mean = 6.07 (SD = 2.54) 371 respondents

Question #24 asks about satisfaction with availability of classroom, testing services, resources, and/or centers.

1 Please score on a scale of 1-10: Mean = 5.58 (SD = 2.40) 432 respondents

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Question #25 Please add any specific comments about testing services at ASU

See Appendix for the full list of comments

### Summary of comments

By far the most comments focused on lack of classroom space. Many faculty members feel that it is too difficult to schedule classrooms. A few mention the new rule for a Friday match (no more MW only) as specifically limiting. While others note there are not enough classrooms for larger (60-100) classes.

Another issue seems to be the poor design of classrooms. Specifically, that they are not configured for students to easily view projection screens or whiteboards. Some noted that lecture classrooms are not set up for seminar discussions and/or group activities. And, equipment in many rooms (UCENTER) is dated and unworkable.

Here are a few of the more revealing comments:

“Not enough large classrooms is greatly impacting the ability for classes in the humanities to offer large enrollment classes. This in turn limits ability to justify TA-lines, which in turn lowers/diminishes our grad program. We've been told that humanities are low priority and must get behind the sciences and other courses that are hard requirements--even though we've created courses that can fill the seats. All this because there are not enough large classrooms for us. With all the money that this school puts into new construction and with all the pressure we've been laboring under for years from the deans to increase our enrollments--and we rise to the occasion. But the response from ASU administration is complete inability to hold up its part of the bargain--provide physical space for what it has been asked of us to do and what we have demonstrated we are able to do. Huge, huge problem.”

“I teach for the provost's LEAD project in the spring, which seats 30-40 students. I'm deeply concerned about securing classrooms that have both (1) moveable chairs (for student group work), as well as (2) full technology that can be used while (3) simultaneously having white-board space.”

“Great on the Polytechnic campus, although I need to request specific rooms with computers, small group work tables, doc cam every semester. On the Tempe campus, the rooms where I've taught have outdated computer technology; no document camera, cramped quarters for conducting small group work with math manipulatives, limited board space for simultaneous work with projecting a Power Point and working mathematically on the board. Tempe classrooms in which I've taught (in Farmer) are extremely outdated and inadequate for my students' learning purposes.”

“Classrooms need to be set up for small group discussion and need more power for laptops. The fixed seating especially at the Downtown campus and the relative inaccessibility of power for laptops at the Downtown campus and West campus must be considered and revised.”

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“We need more large computer classrooms 60 +! We constantly hear how poorly we compare to the Community Colleges.”

“More classrooms are needed on the Downtown campus. Many smaller classes are held in conference rooms which serve as "make-shift" classrooms. These conference rooms often don't have computers, the projectors are broken/unreliable, and the technology is not upgraded on the same frequency as in the real classrooms.”

### Recommendations

There is a discrepancy between the University's enrollment objectives and available classrooms. Number of complaints about a lack of large physical classroom spaces for lectures causes programmatic constraints, e.g., assigning teaching for TA's (this problem cannot be solved by online course development). Complaints were made about antiquated technology. The committee recommends a review of the classroom availability in relation to program enrollments and developments.

Question #26 rates the current qualities of the instructional laboratories used during classroom activities. On a scale of 1-5 (Inferior, Below Average, Average, Above Average, Superior):

In terms of **safety** (out of 180 total responses were received): the mean was 3.74

Regarding **lighting** (out of 188 responses): the mean was 3.43

Regarding **accessibility** (out of 188 responses): the mean was 3.53

Regarding **storage** (out of 146 responses): the mean was 3.00

Question #27 asks about use of hazardous materials (yes/no answer)

9% responded yes, and 91% responded no.

Question #28 rates comfort level using hazardous materials in research or laboratory activities.

On a scale from 1-6 (Poor, Fair, Average, Good, Very Good, Excellent).

Regarding storage, out of 41 responses, the mean was 4.54

Regarding transport from Lab Source to campus, out of 39 responses, the mean was 4.23

Regarding transport between campuses, out of 31 responses, the mean was 3.94

Regarding support by EHS for hazardous waste, out of 42 responses, the mean was 4.50

Question #29 comments about the use of instructional laboratories.

Instructional laboratories specifically mentioned: learning labs, computer labs, chemistry labs, language labs, start up labs, art lab, math lab. Some concerns with equipment either too old, outdated, or not working properly (such as AV equipment, lights, etc.), lack of storage space for materials, disability accessibility, issues with heating and/or air conditioning, or excessive noise.

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Question #30 rates the level of satisfaction with ASU service laboratories on a scale of 1-10. The average value was 6.67, out of 64 responses (examples of service laboratories: Leroy Eyring Center for Solid State Science, Center for Solid State Electronic Research)

Question #31 shows which labs are used most frequently by respondents. There was no question seeking additional comments about labs on the campuses. Responses are ranked by number.

LeRoy Eyring Center for Solid State Science	25
Goldwater Environmental	8
Keck lab	6
Center for Solid State Electronics Research	5
DNA Sequencing lab	3
SILC Learning Support lab	3
Mechanical Instrument Shop	2

The following were each mentioned once: Ion Coupled Plasma Lab (Engineering); Chemistry glassblowing facility; Electronics Shop; Lab Stores; SESE Secondary Ion Mass Spectroscopy Lab; SLR Downtown; Post L-135; Marketing Behavior Lab; SoMSSS Computer lab; Nanofab lab; SOLS Vizlab; ECA Computer lab; School of Art labs; Biodesign Laser Facility; Digital Art Lab; Computer Lab 302; Next Gen Sequencing; Simulation Learning Resources; and SOLS lab.

### Recommendations

This part of the survey would benefit from follow up questions about the service experience.

Question #32 shows that approximately 25% of respondents don't have a parking permit. This implies alternate transportation to campuses is used by a quarter of respondents.

Question #33 shows the most commonly used parking areas/structures on the campuses. Responses listed in terms of frequency.

10 <sup>th</sup> St. Structure	38
Apache Rd. structure	33
Rural Rd. structure	25
Tyler St. structure	21
Fulton structure	19
UCENT	12
Stadium	7
Polytechnic green	7
Health South	6
West Campus south	6
Lot 59	6
ASU Gammage	5
Tempe	4
Packard	4

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West Campus lot 10	4
Centerpoint	4
B1 Brickyard	3
Lot 3	3
Thunderbird	3
Downtown 2 <sup>nd</sup> Ave	3
Poly orange	3
Poly Lot 10	3
NIH	2
East garage	2
West Campus north	2
BYENG	2
Poly student union	2
Tech Center lot 10	2

The following were mentioned once: North; Nursing Downtown; Lot 11; DTC; Poly red; Poly #37; Poly #30; Lot 5; Lot 58; Lot 13; Wells Fargo; West 20; Tempe Solar; Mercado; Taylor St. structure; ASU Foundation; Downtown streets; Tech building red; Lot 17; Poly; Tempe business structure; School of Art.

Question #34 shows the average score for the categories to be in the range of 4.

Question #35 Please share any additional comments about recent issues that you may be aware of in regards to parking at ASU.

See Appendix for the full list of comments

### Summary of comments

There were 139 responses, 8 were positive. Among the negative comments, the two largest issues related to the size of the painted spaces and the overall cost of permits. The problems are ranked in terms of frequency of complaints:

New structure spaces too narrow	29
Structure cost too high	21
New gate system problems	15
Poor lighting in structures	9
Structures open to public for pay-to-park	8
Poor parking practices by patrons, poor enforcement	7
Disability space problems	7
Multi campus decal problems	6
Trash problems	4
Traffic and bad traffic stripes around structures	4
Carpool parking problems	4
No spaces with chargers for electric vehicles and other issues	3
Advertisements placed on cars	2

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Smoking in parking structures	2
Too many reserved spaces	1
Elevator in parking structure problem	1
No public parking for study participants	1
Shuttle bus between lots and campus problem	1
Skateboarders in parking structure	1
Parking tickets	1
Bad paving in surface parking lot	1

**Issues could be divided into 8 general categories:**

1. Spaces too small (n = 27); lanes too small (n = 2)
2. Parking too expensive (n = 18); especially when teaching on multiple campuses
3. Parking open to general public; pay per parking; paying at gates (n = 15)
4. Gates not working (n = 9)
5. Carpool/ electric vehicle spots (too few; too small; moved; not available); n = 4
6. Parking for those with disabilities (n = 6)
7. Lighting (n = 6)
8. Cleanliness/flyers/smokers/potholes (n = 7)

**Recommendations**

- 1) Reduce parking fees; improve efficiency of costs per parking and places to park  
One size doesn't fit all; have multiple options available
- 2) Cross campus parking permits (for those teaching on multiple campuses); cross structure parking (parking permits for multiple structures on Tempe campus)
- 3) Reconsider how pay-to-park works in structures (e.g., EZ Passes)
- 4) Disabled parking should be nearer to the building where the disabled person works
- 5) Trash bins need dumping more often; perhaps while doing this, parking structures could be monitored for poor lighting, potholes, smokers and people placing flyers on windshields.
- 6) Parking and Transit Services needs to investigate parking space sizes.

Question #36 498 responded to this question about bicycling to ASU. Results showed that almost a 1/5 (18%) do. In other words, 88 of 498 respondents bike to campus.

Question #37 Mean rating of 5.45 on a scale of 1 to 10 suggests that respondents are not particularly happy with the bike routes (see comments and recommendations).

Question #38 Mean rating of 6.07 on a scale of 1 to 10 indicates that there is room for improvement in the bicycle facilities (see recommendations).

Question #39 of the 88 bicyclists, 75 (87%) reported using the bike valets. Only 11 respondents gave a positive reply out of a total of 86 responses.

Question #40 of those using the bike valets, mean rating of 8.82 indicates they are pleased with this service. However, some commented that hours are limited and no arrangements can be

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made for picking up bikes after hours. Eleven Respondents rated the Bike Valet an 8.82 out of 10, or very positive.

### Recommendations

1. Consider a PR campaign to make the Bike Valet service known.
2. Consider a Survey of bike riders to determine the hours of operation needed to gain more users.

Question #41 Thinking about the time frame from January 15, 2015 to present, please share any additional comments about riding a bicycle to ASU?

See Appendix for the full list of comments

### Summary of comments

ASU has some of the best bicycle infrastructures offered at a public university. ASU offers ample bike parking and secure spots. Over the years, the steady increase in student enrollment and the impact of bikers and skate boarders has increased. Historically, the campus had asphalt bike trails that paralleled the sidewalks throughout the campus. However, bicyclists seldom used the bike paths and preferred the wider sidewalks over the more narrow and serpentine bike trails. There was no enforcement of the bike path use by pedestrians or by cyclists.

### Riding a bicycle to ASU

1. **SHOWER FACILITIES NEEDED:** Several respondents wanted shower facilities in each building on campus.
2. **INADEQUATE NUMBER OF BIKE RACKS:** The perception was expressed that the university is removing bike racks and that more are needed in critical areas on the campus (reflected by bikes locked onto railings, etc.) Security concerns were expressed with this shortage.
3. **BIKE SECURITY/THEFTS:** Fifteen respondents expressed concerns about bike thefts, lack of recovery, ASU Police failure to assist with recovery or caring, and a lack of technology being used to help with recovery.
4. **SHARED WALK/RIDE PATHS ARE UNSAFE:** Several Respondents want painted separations between walkways and Bikeways.
5. **CONFLICT WITH WALK ONLY ZONES VS. UNSAFE BIKE RIDER ROUTES:** Respondents complained about having difficulties getting efficient routes to destinations due to the Walk Only zones. Major fears and concerns were expressed about the university shifting bike traffic onto main streets rather than providing routes on campus away from car traffic.

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### Recommendations

There is good reason to have the appropriate offices dealing with the issues related to shared-use of pathways with Bikes/ Pedestrians/ Skateboarders come to our committee and explain the plans that are in progress and the University's role enforcing order on these pathways. Perhaps a study of accidents/injuries between wheeled vehicles and pedestrians would be worthwhile. It seems clear that the University has a "Hands Off" policy with this issue. Also, when decisions are made, the biking community feels that their input was not sought nor considered in the "Pedestrians Only" plans.

### Question #42 Do you utilize the Sun Devil Fitness Complexes?

Out of 496 respondents, only 14% said they used the Fitness centers.

### Recommendations

Determine if faculty use is a problem now and if they want more members. If so, what are the reasons for low faculty participation?

### Question #43 Which Sun Devil Fitness Complex do you use most frequently?

75% responded they used Tempe complex whereas only 2% indicated using the West Campus.

### Question #44 Please rate your current level of satisfaction with the Sun Devil Fitness Complexes in the following areas?

The Majority of the respondents were Neutral to Very Satisfied with the: 1) Cleanliness, 2) Well-maintained equipment, 3) Types/numbers of equipment available, and 4) Knowledgeable staff.

### Question #45 Of the following, which library do you currently use most frequently?

A total of 397 responses were given:

1. Hayden Library received 204 users, or 51% of the respondents.
2. Science (Noble) received 71 users, or 18% of the respondents.
3. Downtown received 48 users, or 12% of the respondents.
4. West (Fletcher) received 24 users, or 6% of the respondents and Polytechnic received 22 users, or 6% of the respondents for a percentage tie.
5. Law received 13 or 3% of the respondents,
6. Architecture, Music, and Thunderbird each received between 1% and 2% of the responses.

### Question #46 How true are the following statements?

1. I am able to work effectively in the university libraries. Mean = 7.47 out of 10 (n = 303)

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2. The libraries deliver access to research materials I need. Mean = 8.02 out of 10 (n = 403)

For the questions related to how effective the university libraries are and in its ability to deliver access to research materials, a mean response of 7.47 (n = 303) and 8.04 (n = 403), respectively was received indicating good usage/satisfaction associated with the university libraries.

Question #47 Please share any additional comments about recent issues related to the ASU libraries.

See Appendix for the full list of comments

#### Summary of comments

Comments related to “recent issues related to the ASU libraries.” Total comments: 111

1. Significant amount of comments (> 80%) were related to working online and utilizing our on-line journal accesses – indicating a significant uses of the online access and current satisfaction (majority) of the online accesses. Many responses indicate that they have not stepped into the library due to the online access being resourceful and available.
2. Some responses were associated with not having a major journal stack and use of interlibrary loans.
3. Some requested e-versions of reserve books for online students.
4. Renovation of Hayden requested several times.
5. Request that the drop boxes are located closer to disability parking.

Question #48 Please identify any other recent or ongoing concerns you have related to institutional services at ASU?

See Appendix for the full list of comments

#### Summary of comments

Comments related to “other recent or ongoing concerns related to institutional services at ASU.” Total comments: 135

1. Heating and cooling issues in multiple buildings and centers
2. Classroom capacity and old computer issues – 15
3. Custodial- Trash recycle not active in some buildings or too slow
4. IT-Wi-Fi issues significant – “not always on”
5. Several comments were directed to Parking – gate not working properly all the time, and high costs associated with the parking.
6. Bureaucratic bottleneck concerns by some assistant professors who have not gotten their offices and/or labs.
7. The fitness complex should be free for faculty and staff.
8. Student counseling services available via phone after 5 pm

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Question #49 Open comment area: Thinking primarily since January 2015 to date, briefly address any issues pertaining to the facilities, utilities and services that you are aware of but were not covered by this survey.

See Appendix for the full list of comments

### Summary of comments

The 100 lines of commentary were broken down into the following four major divisions: #1. ASU Digital Issues, #2. Maintenance Issues, #3. Policy Issues, and #4. Infrastructure Issues. These major areas were broken down into sub categories to cover more specific topics the respondent's comments addressed in common.

The headings covered by 1. ASU Digital Issues included comments about **Blackboard** difficulties, **IT/Classroom Support** problems, and **Poor Wi-Fi/Old Computers on Campus**. These survey sub-categories had between 3 and 4 comments each; there was one positive comment about IT services, with all other comments citing poor performance of the services and systems.

The headings under **#2. Maintenance Issues** consisted of the following areas of concern: **Lighting Issues, Heating/Cooling Issues, Janitorial/Cleaning Issues, and General Issues.**

**Lighting Issues:** Two of the three comments about lighting concerned the timely replacement of burned out light bulbs by custodial staff or perceived inadequate lighting in an office. The third comment concerned poor lighting around Hayden Library, a quasi-infrastructure issue.

**Heating/Cooling Issues:** Seven comments centered on temperature control in their individual environments with their work spaces being too cold/too hot and on facilities personnel claiming their complaint was unjustified.

**Janitorial/Cleaning Issues:** Fifteen comments, the largest number in this category, were directed at poor janitorial services in offices and in public bathrooms. This comment is typical "Offices are rarely, if ever, vacuumed or dusted. Restroom facilities remain out of order for long periods of time". The contracted cleaning services and the schedule for trash pick-up are perceived as a major failure.

**General Issues:** Five comments were general concerns having more to do with the university's failure to make repairs to older buildings and laboratories. One comment complained about Facilities Management not being usable or responsive to problems. Complaints were also made about Janitorial services.

**Policy Issues:** This category has six (6) subcategories covering issues that are associated with administrative decisions that may be working or may need refining.

**Teaching Policies** had one comment dealing with the university policy governing classes being held on the Wednesday before the Thanksgiving holiday. Services on campus were generally shut down and night classes had approximately 33% of the class absent.

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**Campus rules/policies** had seven (7) comments on the campus Non Smoking Policy and its general failure to be enforced, enforcement left up to the ASU community through persuasion, but no penalties, and the growing use of e-cigarettes.

**Recreation Center Issues** had one comment regarding the high cost of the Rec Center for faculty and students. For example, one respondent stated, “Now, the honest answer is that ASU charges market rates for faculty to use its facilities”.

**Campus Safety/ Security Issues** had eight (8) different comments covering issues concerning harassment of high school students on the Poly Campus, the high cost of disabled parking and problems with adequate parking on the Poly Campus, Inadequate lab access security in labs with dangerous chemicals, safety on campus for night class instructors, and several complaints about the inability for classroom doors to be locked in case of a campus emergency.

**General Issues** had two (2) comments. One dealt about the university shows the wrong priorities by spending millions of dollars on a stadium when there are academic needs. There was a comment about the difficulty of navigating around campus when disabled.

**Infrastructure Issues** - Infrastructure issues are distinguished from maintenance/janitorial issues by their campus/university wide implications as opposed to issues within a single campus unit or structure.

There were six (6) Subcategories covering issues that are associated with ASU **Plant/Maintenance Issues**, 9 comments; **Classroom Issues**, 20 comments; **Laboratory Issues**, 4 comments; **Personnel Issues**, 5 comments; **Parking Issues**, 3 comments; **Transportation Issues**, 2 comments; and **Campus Public Spaces/Landscaping Issues**, 2 comments.

**ASU Plant/Maintenance Issues** consisted of one comment concerned with the cooling systems at ASU. The “Central Plant is in desperate need of updating and better management”. A failure in the cooling infrastructure could cause a ripple effect of specialized equipment losses. A second comment was about the exorbitant cost to academic units for the costs of renovations/remodels and painting. Poor asphalt repairs on 2<sup>nd</sup> Ave downtown, filthy classrooms, bathrooms and offices on campus were mentioned. There was a perception that facilities were not working in the best interests of ASU’s mission, but “facilities, utilities and services work on their schedule and for their own purposes”.

**Classroom Issues** primarily focused on a university wide need for more classrooms, especially larger rooms to handle over 100 students, Mediated classrooms were perceived as not being flexible for teaching and/or poor placement of projectors and screens that limit the use of white boards. A second big area was failures in Wi-Fi and audio technology in large mediated classrooms. Scheduling of classroom space was considered very difficult.

**Laboratory Issues** there were comments about conflicting rules governing the requirements for labs: “inconsistent messages and often conflicting messages from FACMAN, EH & S and the Fire Marshall, especially with regards to safety requirements for laboratory facilities. When there are conflicting messages it is also hard to know the chain of command and who has the final say or how to diplomatically deal with these conflicting messages.”

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**Personnel Issues** had comments about the loss of staff during the economic slowdown, but now, with few replacements, the weakened services for students and faculty are creating new sets of problems.

The Center for Solid State Electronic Research has problems that have faculty leaving due to poor facilities.

ASU is perceived as under-resourced. “The instructor-student ratios and staff-student ratios are far below national averages.” “The writing center cannot keep up with the demand for services.” Others mentioned purchasing’s slow response to requests.

**Parking Issues** had several comments about new hires not being given a chance to get a parking permit and the comment about parking structure parking space repainting that makes the room allocated for a car to be too small and difficult to park in. There was a comment about the parking conflict for night class faculty and the Gammage event parking.

**Transportation Issues** were about between campus shuttles and the difficulty one downtown faculty had using the light rail.

**Campus Public Spaces/Landscaping Issues** Two comments asking for more shade trees on campus and another comment asked for the music volume outside the student union be lowered as it is often too loud for comfort.

#### Recommendations

1. The respondents have the perception that there are conflicts among the governing internal and external agencies that set policies for labs and classrooms on campus that have apparent conflicts with one another and the resultant hierarchy, and whom to deal with. The USFC committee should meet with the heads of Facman, EH&S, and the Fire Marshal to establish a uniform code for laboratory safety.
2. A perception exists that the Facilities management on campus is non responsive, expensive and appears to have a free reign at setting goals and finishing projects. Perhaps there is need for transparency and a PR campaign/educational outreach to improve their image on the campus.
3. The university needs to add staff to units that are under-staffed, add TA’s to help with teaching, and to attract more graduate students to ASU.

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## Appendix of Comments

**Question #6-comments** Please provide more information about any deteriorating or unsafe / facilities.

"Community Services Building, some areas are in serious disrepair"

Room 6673

The plumbing/toilets in our building have become inoperative on numerous occasions this past semester.

"West Hall Room 260. I hold class in this room and it frequently it leaks when it rains, has HVAC issues, and frequently smells of mold."

"A few of the doors in my building (ISTB1) don't close to engage the lock, we've contacted facilities a few time recently with no resolution. Similarly, temperature controlled rooms in my building the doors to work properly not does an side room housing an autoclave door. Many of these are safety and security issues."

first floor of Durham Languages and Literature smells like a sewer most days.

"The Durham Language & Literature building on the Tempe campus is insect infested (regularly find dead and live cockroaches and crickets throughout the basement), uses an asbestos tile plenum in the ceilings through which to circulate air in some offices, and is in generally poor condition (bathrooms go unrepaired for weeks, typically)."

a number of water fountains around and across the campus function poorly / many restrooms have poorly-working faucetts at the sinks and a number of towell dispensers are in poor working order / some night lighting is out or weak

"The CSB is a great facility but maintained poorly, maintenance is shoddy at best."

"need peep holes in office doors / card keys to track entrance and exit from locked buildings / putrid smell in buildings with food services / classrooms across campus are worn out, need better HVAC and lighting, windows that open, etc. / "

Electrical power in GWC is unreliable. Plumbing in PSF is unreliable.

"The Language and Literature building has a persistent sewer smell, insufficient electrical outlets, and spotty wifi connectivity. "

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"Basement of Grammage Hall, Paper Mill sump pump area. Pump has been leaking and area seems like it's had leaks, i.e. paint separating from wall, etc."

"Residence Halls on campus are having major problems this year with leaking sewage, broken AC/heaters, etc. Special problems in the North Halls and South Desert Village. As Associate Dean of Barrett, I get involved with these issues in moving our Barrett students around."

BYAC 201 speakers did not work this semester. This would be helpful to fix for presenting video/audio during lectures.

Deteriorating restrooms in Payne Bldg. specifically 3rd floor. Periodically had -- leaking facets; cockroaches which came from the janitors closet in hallway; toilets use excessive water to flush.

"Unsafe: In the sub-basement of LSE, mosquitos are a significant problem from April through mid-November. In addition to the potential for them to carry disease, their high pitched buzzing makes it difficult to concentrate. I have killed many mosquitos and taped them to a piece of paper with the date to document this problem in case anyone contracts a mosquito-borne disease.

// Deteriorating: I teach a laboratory class in LSA that has deteriorating equipment (centrifuges may malfunction and injure a student). Also the room is too small to accommodate the number of students enrolled in the class (apparently by fire code)."

"bathrooms in the education building on the tempe campus are horrible, water leaks, bugs, bad plumbing  
"

"The dehumidifying aspects of the A/C doesn't work properly in LSA, which became a problem last summer when the humidity in the building reached such extremes that water was spontaneously condensing on computer equipment. More worrisome, it has completely soaked the very old insulation in the ceiling and causing all sorts of disturbing substances to drop down on the floor and unlucky people to be walking underneath it. This deterioration is almost certainly health threatening since the age of the building potentially means fun substances such as asbestos were likely raining down the hallway over the summer and first half of the fall. "

"dirty and peeling floors and walls in ERC and GWC. old, unusable blackboards in SCOB, PSF.  
"

"Regarding the Tech Center at ASU Poly there are no defibrillator devices in this building. Also recently, multiple service requests have been rate regarding pests and rodents in the building but the situation has not improved overall. The exterior of this building an immediate perimeter is not well lit at night. "

"The LL building has been deteriorating since 2001 when I arrived on campus. There is clearly asbestos in the ceilings and when we have flooding (which unfortunately we have had twice in the last few years), the building is particularly unsafe. I also work in the Social Sciences building where the top floor is actually too unsafe to be occupied. The ceiling tiles in the women's restrooms in that building are falling down."

"The cell phone service in the FAB building on West campus is abysmal. I cannot get any cell phone service in my lab in the basement, and neither can my students. It is a safety hazard

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because we cannot call out in case we were trapped or something was happening in the basement."

"I think that the Engineering Center (EC) complex is woefully inadequate. It may not be unsafe, but it is inferior for any modern use."

"Physical Sciences D40 Eyewash and Shower need repair. / Physical Sciences Complex is unsafe due to lack of attention to door locks. Now homeless people are living in the building and they have master keys to the laboratories. This is unacceptable for the safety of our students working late at night, and for homeland security since there are protected chemicals in some of the laboratories. The ISSAC system must be installed immediately."

### Social Sciences Building

"I think the LL Building should be replaced. Asbestos removal occurs fairly often, but I'm not sure it's all gone. It's an old bldg. from the 70s and is not a particularly attractive building."

SCOB 3rd floor. Floor tiles are damaged loose. Water fountains non functional.

The Durham Language and Literature building: elevators in constant need of repair/maintenance; building's windows covered in bird feces; consistent issues with asbestos and asbestos abatement; constant plumbing issues throughout the building produce an languishing odor throughout the building.

several yellow brick buildings in central tempe campus (circa '60s) look delapidated and sad.

"Temperature -- much too cold or much too warm in different parts of the building, making it hard to work."

Taught in Physics A building last year and was having continual troubles with my allergies. Would appreciate it if you could check for mold.

"the audio/visual equipment as well as the furnishing (tables, chairs) in the Coor hall classrooms are in need of repair. "

The elevator on the south east corner of ECA should be checked. I was almost trapped in it before pressing on the door.

"TowerA building (asbestos ridden, horrible condition, fire hazard) / Matthews Hall (no ADA access, chemical venting needed in building) / Art Warehouse (temporary building opened in 1978, roof leaks when rain causing slip hazard)"

Addicts smoking cigarettes near Apache Parking structure - stink and litter.

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"Although bathrooms have been renovated in BA, they are not able to keep up with the number of students using them and therefore are always dirty. Overall, BA building is very old and in need of renovation. "

The bathrooms in Discovery Hall are always malfunctioning.

The elevators in LL routinely have problems.

"The E-wings (BCDE) are continually leaking. Facilities continues to work on this facility, but it needs to be razed and a new facility built."

"When it rains, the parts of sidewalk in front of Memorial Union on the Tempe campus is very slippery. It would not be difficult to add some texture to that surface."

"This is probably overseen by ASUPD, but the intersection at McAllister and Tyler is VERY unsafe, with cars often running the stop signs. Pedestrian/bike traffic from the nearby light rail station to Tyler Mall is very haphazard and uncontrolled. I have witnessed many accidents and almost been struck by vehicles traveling >35 mph through the intersection several times. A traffic light needs to be installed there."

"Roof of the Art Warehouse severely leaks continuously, damages equipment and work in progress. / Tower building is severely deteriorated with inadequate room, heating and cooling, bathrooms...."

the air duct filters...at times...have not been changed in 6 months in the UCENT building. We have a number of people who suffer unnecessary respiratory distress whenever they come in to work

Second floor hallway of Discovery Hall. Tiles are coming off the floor. Several were removed when folks tripped. Need new tiles to replace those removed.

"Bathrooms in UCB at West campus, 1st floor Fletcher, and Hayden Library"

"Matthews Hall, Tower Hall"

"Repeated breakdown of elevators in Wexler Hall (PSA). 2nd floor east entrance of ECA, door is very difficult to open. Repeated breakdowns of east side elevator in ECA."

Woman's bathroom on 3rd floor of Wilson Hall has ceiling tiles that are missing.

Psf access is unsafe! Homeless person had building key. / Doors often remain unlocked at night/weekends

"My lab has extremely dirty air that is full of particulates, a huge health hazard. Faucets are not functioning properly, etc. The Physical Sciences building is not secured, one can always enter somewhere and there are no electronic locks. On weekends, working alone is difficult for my female graduate students, as they do not feel safe. Sometimes homeless folks wander the hallways. "

Restroom facilities in LL building need renovation. The temperature in the lower level of the COOR building are extremely low in the summer. Air conditioning costs could be reduces significantly.

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SCOB building heating/cooling is often broken. Also frequent sewer gas problem. Garbage not collected very often.

Smoking occurs EVERYWHERE on campus. The University has failed to uphold smoking-related rules on campus.

the animal care facility should be updated. It's possible to smell animals sometimes outside the building.

farmer building looks condemned on Tempe campus

"1. I have ceiling tiles that are falling/ brown because water is leaking on to the tiles. There are big brown stains. In some case, facilities has simply left the tiles off so that water leaks on to whatever is below. In other cases, grates have been added (so that water again leaks below). / 2. There are other ceiling tiles that have black material (mold?) accumulating on them. These black materials are all adjacent to the vents. / 3. We have temperature control problems. We have had these in the past, but most recently the temperature in the lab was exceptionally high (95+ degrees). This is challenging to deal with since equipment cannot function above about 80 F, and some chemicals volatilize at such high temperatures. / 4. The ventilation system is poor. I was told that the ventilation was set up to bring in a significant air flow to the lab. This means that every single odor ends up entering my lab, contaminating samples. / "

Wilson bathrooms and corridors need renovations.

Psychology North--steps are unsafe (graduate student fell and fractured a bone last spring). Restrooms are not maintained (leaking).

The basement of the School of Music floods. The windows in the east building leak. /

"the women's bathrooms on the first floor and second floor of Cowden Hall are in terrible condition. The lighting is poor (second floor); the doors and locks are difficult to use, and the hardware on the sinks is bad on some sinks. these bathrooms are in serious need of renovation."

The Community Services building- it is in total disrepair- no one should be occupying the building- the plumbing is very problematic - leaks destroy valuable research equipment and files. stairs on Psychology North. extremely slippery when wet.

School of Art stairwells -- need painting and cleaning. Water fountain on Floor 2 of the Art Building has not been working all semester and has also caused flooding.

Many of the male bathrooms in the Farmer building are in need of major repair.

"Tower building, School of Art auxiliary space / School of Art, room 426 needs ventilation / School of Art, room 446A, acid room needs to be expanded to accommodate more students to work safely / Matthews Hall, photography studio, wet rooms"

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"The lower level classrooms in the A.E. England building are not conducive to instruction; they are not unsafe, but have poor acoustics, internet access issues, and restroom access issues."

"The Mercado. Although much work has been done patching problems, these buildings a poorly insulated, often have leaky roofs, and other problems. Recently one of the bathrooms had a flood. It took weeks to clean it properly."

"I don't know if this qualifies, but several of the exterior doors to the PS F-wing cannot be unlocked during 'business hours'. Most of these can be unlocked with a key, but the result of having such conditions is to prompt students to just prop doors open. This is not a safe situation. / I have had the same situation in PSH-wing, specifically the 4th floor exterior door on the east end of the wing. / Drinking fountains also malfunction in the PS F-wing basement (example: east end of wing). / The doors are the most important because we have an issue with non-ASU personnel intruding while students are trying to work late into evenings."

Coor Hall 5th floor water fountain and men's restroom are in constant disrepair and seem to rarely receive attention. This is not a good impression to make!

General Chemistry teaching laboratories

"Doors that are hard to open, have no windows so people get hit opening in busy student walkways, classrooms without power for students to charge laptops or require cords to be stretched in unsafe ways, poor ventilation in bathrooms, "

"Nothing is unsafe. However, our furniture and hallways are starting to show their wear after 10+ years, that is a concern given these are patient care areas. "

"Interdisciplinary Building - roof needs replacing / / Engineering Center C Wing - may need to be torn down due to roof, air quality especially dust, security of doors, lack of good safety practices in EHS use."

PE West gym. It would be good to have the gym floor regularly cleaned/mopped.

"Elevators in Payne Hall often do not work. Also, a few time the doors to the fourth floor of Payne Hall are locked in the morning, even at 7 a.m."

Language and Literature / Sewer Smell / Chipped Concrete / Filthy Ducts / Roach Infestation / Chipped Tiles on Floor in Bathrooms / Filthy through out /

"The first floor of Durham and Language and Literature regularly smells like sewage. This can't possibly be safe. / / I also find it troubling the extent to which students are regularly sitting on the floor throughout the building, on nearly every floor--that there are so few chairs or benches for them to sit on while they are forced to wait to go into their classrooms. This creates dangerous traffic-flow problems, and situations in which people who are walking must jump over seated students' extended legs, as well as communicating a distinct lack of care for their comfort and well being."

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"ENG building, especially the men's bathrooms on the second floor; toilets constantly broken. / McClintock Hall, offices on ground floor; general deterioration from age."

"Hayden Library has serious issues with poor environmental conditions and lack of fire suppression (other than fire extinguishers) in the historic tower. Window frames are loose or unsealed. We have occasional water leaks into collections storage and work areas. It has taken \*years\* for us to recover from the relighting project, staff were literally working in the dark at times, we eventually reversed the whole system and lights are back on permanently. A significant portion of the cultural record of Arizona is located in this building at this time including the papers of fourteen members of Congress. Construction of offsite storage and a remodel of the library is under discussion/in planning but to my knowledge has not been funded yet. "

The restrooms in CDN and CDS are substandard. Faucets don't work or leak. Toilets often don't flush and leak. Stall doors often are broken.

"Brickyard Artisan Court - treads on the stairs in the stairwell are uneven and loose. Some loose ones have been fixed, only to be set as uneven. Uneven is as bad as loose when you're expecting a firm, flat, steady step. My opinion - both loose and uneven creates a safety hazard."

"The LL Building is old, with lots of asbestos in floors, ceilings, and walls, unreliable elevators, difficult to adjust temperatures in classrooms"

Lights in the floor selection buttons inside passenger elevators in LSA and LSC may not be working

"In the category of deteriorating: / This semester I taught two classes with 100+ students in each. One was in PSH 153, the other in SCOB 228. Both classrooms had persistent problems with connections and equipment at the instructor stations, problems that repeatedly seriously impeded teaching. Equipment that cannot be counted on to work when it's needed might as well not be there. Ethernet connections were intermittent, and wifi weak to nonexistent. VGA connections also intermittently failed. I eventually gave up on using my laptop, which meant that software that would have been valuable for the class was unavailable. Microphones intermittently failed, or produced loud background noise. The lighting controls are ridiculous; it's a matter of guesswork to try to adjust lighting in ways suitable for various activities, and there are no labels on any light switches. The rooms themselves are fine, but considering the tuition \$ represented by classes with that many students, why can't the university provide \*and maintain\* the facilities that are most directly related to what we seek to provide in exchange for the tuition, namely instruction? "

Rural garage area is rather dark around 5 PM now that it's December. The lack of lighting is not safe during these times when there are many pedestrians and cars moving in the garage.

"Coor Hall is a relatively new building but is poorly designed and not very well maintained. Bathrooms are often a wreck, there is evident and frequent sexual activity in some of the stalls on

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certain floors, and many of the sinks do not work or only turn on for approx. 4 seconds when the button is pushed. There are ASU stickers placed throughout that say ""Wash hands with warm soapy water"" [to avoid spreading illness], but as the university must know, Coor Hall was built completely without hot water availability to any sink (there is cold water only). The main bank of elevators in Coor often has at least one out of order. After rainstorms, the elevators are prone to getting stuck between floors, apparently due to water intrusion in the electric system. Beyond this, a small point: I would like to see a functioning clock in each classroom on campus."

I think that the lighting in the Apache Parking Structure is much too low. It creates an unsafe situation not only at night but on cloudy/rainy days. This is a particular problem because of the continued practice of oversized vehicles to park on the ramps and blocking two way traffic. Vehicles should not be allowed to obstruct the flow of traffic on the ramps. / There is also a problem of people driving much too fast in the parking structure and not being careful of pedestrians.

"Armstrong Hall seems to be deteriorating in some ways. Whenever it rains, my office leaks. Water drips through the light on my ceiling onto the floor. Although I believe some repairs have been made to fix leaks in other parts of the building, my office's leak has not been repaired."

"I have given Ferran Garcia-Pichel a complete report of the facilities issues in SESE as reported to me by faculty during fall semester. / / In addition, our undergraduates living in Vista del Sol feel they live in unsafe facilities -- they have asked for my help in getting some issues taken care of: / • Gates are left unlocked, are broken or don't close / • Access given by propping doors open / • Lack of action on work orders and/or no response to emails / • Amphitheater (Lemon/Rural Rd, between Willow & Rosewood) is poorly lit, bike parking is here and is very dark at night / • Took three different requests to get a mattress without stains / "

"doors in PSA do not always unlock properly (fire escape route?) / was problem (now fixed?) PSA 21 East end ... / / poor lighting in PSA stairwell, could trip over trash/obstacles. / Get bright lights in there."

"The overall, general conditions of CDN 060 look very tired and worn. The carpets are soiled and the stuffing in the seats make them uncomfortable. I started teaching in this hall in 1998 and it appears that nothing has been done to maintain this room since then." Interdisciplinary Building B is falling apart. / The women's bathroom on the first floor needs to be upgraded.

The Tower Building that is used for many of the Art classes.

"Plumbing in my building (LSE) is deteriorating and not being maintained - leaking sinks, urinals that flood floors,... / Several of the metal tree planting grates along sidewalks throughout campus are broken and in pieces. "

"Wexler Hall-administrative offices are woefully designed and faculty offices can be drastically improved / Bateman wings-many are old and outdated and do not support the current faculty

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needs, PSE is especially poor for teaching purposes / Language and Literature Building-old and ancient / PEBW-terrible and old building / Psych North, especially floors 2 and 3 - one cannot navigate around in the maze of rooms! / LSA-very old"

The stairs are extremely dusty and musty smelling. If we want to enhance health and well-being amongst ASU employees then it is incumbent upon us to ensure that stairwells are maintained clean and safe so that employees who want to take the stairs are able to do so. Employees can use the stairwells as an exercise arena during lunch breaks but also for accessibility; all of which enhance health and wellness and contribute to productivity. More frequent use of the stairs would also reduce dependency on the elevator. / / The air quality in the building is bad. The filters are dirty and many of us develop flu like symptoms while in the office which disappear once outdoors. Many people have air purifiers in their offices to solve the problem in their individual spaces. But arguably the collective cost of power to all these air purifiers can be offset which central air quality control.

I routinely have water leaking into my office (they have come and fixed it multiple times) and (though i have gone to my own expense to protect my equipment) am constantly concerned about damage and loss.

"Mercado building needs updates; carpet, paint, etc. "

"This is not facilitates per se, but parking / commuting / pedestrian traffic. / / I am waiting for somebody to get injured on the light rail mess on Rural south of University. The pedestrian crosswalk ends up on the light rail side of the street there, but most people crossing want to continue to the left, so they (illegally) cross the light rail track and the bus shuttle entry point. Dangerous and chaotic... nobody checks for trains or buses. Overall, pedestrian traffic from ASU across Rural is a mess and has many thousands of pedestrians each day, and all the traffic coming in and out of the parking garages on that stretch. / / Also, there is no University St. bus stop next to the light rail, which is bizarre. The nearest bus stop is the other side of Rural, so you have to get off there, then walk south on Rural and cross Rural back to campus. A bus stop on the SW corner of Rural and University would alleviate pedestrian traffic across Rural (and be so much more convenient)"

"There are some sensitive, low-blank ultraclean laboratories in the basement of PSF that are restricted access. We had a homeless person who was able to access the laboratory with a master key (or it is possible that custodial services left a lab door open). This person was seen by a student over a weekend and DPS was called -- however, DPS DID NOT SEND ANYONE TO INVESTIGATE. This homeless person was residing in the basement for ~4-5 days before he was discovered. During this time, he wandered into (and handled materials in) this highly sensitive clean lab where there are also hazardous chemicals, and propped open all the doors, compromising the restricted access and contaminating this clean facility. "

"Rural Parking garage has undergone renovations and automatic gates. / / The entrance/exit area of the Rural Road garage proximal to the Biodesign Institute and ISTB4 is unsafe. Facility users having let their car on the ground floor have to walk through the entrance/exit driveway and there are neither adequate speed bumps nor a crosswalk indicating that pedestrians have the right

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of way. This is an accident or multiple waiting to happen. / The ongoing problem with users not being able to exit the garage at the automated gates is another major headache. After spending hundreds of dollars per year on parking, facility users should not be subjected to recurring, long waiting times for exiting the facility. Road rage seems preprogrammed for those who need to get out to go about their family life and business."

water leaks as seen in ceiling tiles.

"In my building (which houses the DART!), the elevator seems to be nonfunctional a lot. Also, buttons for automatic doors do not function, sometimes for weeks at a time."

"I would not characterize the Technical Center on Poly as unsafe, but we have problems associated with an older building. We have leaks, pipes that burst, we have had mold in the past and we presently have a problem with mice in the building."

Community Services Building 200 E. Curry Road

The restrooms in GWC are filthy. Water is leaking from joints in pipes. Regularly there are nipper towels and bins are overflowing with waste.

"At the intersection of McAllister and Orange, On Campus, bicycles pedaling north on McAllister routinely run the red light, dodging pedestrians crossing the cross walk. "

"Art warehouse, building 94, has a roof that leaks badly. It is an ongoing problem. As well, the out of use swamp cooler cents and hood vents also leak. / / The restroom in the warehouse reeks of mold, the air fresheners do little to cover this. "

CSB - many of the rooms have ceilings with water damage from condensation from the cooling system in the office above. Particularly the 2nd floor - no one seems to be interested in repairing the ceilings. Looks like crap.

"The water fountain upstairs in Cowden has been a constant problem. It leaks and create a puddle on the floor. It is currently turned off, but has gone through many cycles of being active and inactive. / / Also, the window in my office Cowden 224D has leaked several times during storms."

School of International Languages

Bathrooms in general.

SS building (where the IHR is housed) - the top floor is deteriorating.  
Speed of University Go-Carts on campus

"Payne Hall is old, asbestos still present, no security cameras, etc."

"The Language and Literature building is deteriorating. Besides the asbestos all else ""works"" but at rather dilapidated and very dark and gloomy atmosphere to the building."

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The internet speed at West Hall needs to be upgraded. I heard that it is slower than other buildings on Tempe campus. /

basement offices in Dixie Gammage. Lighting in the Fine Arts Center is well below industry standard

Parking garage near UCENT

Lights in the floor selection buttons of passenger elevators in LSA and LSC may not be working

"Lyceum Theatre: gaps around windows and doors leads to regular mosquito infestations, air conditioning fails regularly, lobby is in aesthetically terrible condition, not ADA compliant, fairly regularly leaks during monsoon / Tower Building: not ADA compliant, other known issues / Nelson Fine Arts Center: Consistently floods during monsoon, bathrooms are not accessible and are in terrible condition, lighting throughout building is appalling, making teaching in many of the studios extremely difficult / Music buildings: Consistently floods during monsoon"

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**Question #8-comments Please provide more information about the difficulties you have experienced with ISAAC access**

Inconsistency of access management across campus, unclear instructions on gaining access to required areas of campus for basic execution of job duties.

Could not get it to work even though I was supposedly on the list. This was a human processing error not a technical error but it took a lot of trouble to sort it out.

People who are employed at ASU, have a suncard but are not in the ISAAC system

Reader not working--having to call PS to open door; or not activated.

My card does not work, and local staff say its not worth calling in a repair, since they have to do that all the time.

ID card stopped working after having only a few months. Needed a full replacement.

We were locked out for several hours during a system update that was supposed to take about 3 minutes. The problem was determined to be in one of UTO's servers and was resolved.

When I transferred here from a different campus, no one update my ID card so I was unable to use it to access the building. I did not realize this until I came in one weekend to work and the card wouldn't work.

lack of service, long (3-4 week) activation times, intermittent service disruptions

some readers seem to have difficulties reading the cards at doors or at parking lot structures

The door to 551 did not recognize my ISAAC access for a few months. I was provided a key as a work-around.

I have access to the building I work in but not to the service elevators.

Activation of sun cards within the ISAAC system does not always translate to a card being activated. Multiple trips by student to Sun Card office are needed to resolve. Generally it's a mystery setting on their end that is preventing a card from truly being activated with in the system.

It's because we are in ABC, a U of A building.

all of a sudden my card ceased working (it was during spring convocation), and i was locked out of the building (FAB). i had to get it re-issued or re-energized. evidently a time limit has been installed on the cards--but nobody told us about this!

Rooms would occasionally be locked/restricted when they should not have been.

I have to use my key as the card doesn't work

my card didn't work, it was "expired" even though I was still an active employee

Card has never worked, since 2007. Gave up long ago.

The Isaac keypad to the front entrance of the technology center does not activate the door lock, keys always have to be used.

It seems to only let ~5 people be programmed to enter into my lab at once. Everytime I ask for a new person to be allowed in, it kicks someone else off the list.

My ASU Suncard "expired", cutting me off from all access.

ISAAC access unreliable in my laboratory. Personal access sometimes inexplicably lost.

My ISACCS access expired, and I am now apparently required to get a new Sun Card to regain access.

Our ID numbers seems to work for awhile on certain access points, then they stop working.

For quite a while at the start of this semester, my Sun Card did not reliably work on elevators in all the buildings I had to access, despite supposedly being authorized. That has been fixed,

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finally. Future facilities-- installers need to be more aware of distances between the card swipe and the disabled access buttons. I am disabled, and in some spots can't get from the swipe to the blue button before the door relocks. Since the building I park in closes promptly at five, that has occasionally led to unsafe conditions.

Access to elevator on weekends/holidays - card does not work on scanner. It works on other scanners.

Weekend room scheduling for my student study sessions. Many times the rooms will not unlock for the times I have reserved them and my card will not unlock them.

On one holiday, the electronic card reader did not work so there was no way to enter the building.

SILC mail room - I used to have access, and now I don't. I learned that I have to request it again. I switched campuses this year, and it took a couple of months for Sunward access on my new campus to come through--not sure why, but it was resolved.

Access card is not set to open the door and the door does not automatically open until 15 minutes prior to class starting. I would like to have earlier access to set up and prepare for class. The classroom is not being used prior to mine.

Doors inactivated on occasion and needed repair. Students, faculty and staff needed to use alternate routes to classes, etc.

couldn't use elevator in my building. problem was fixed.

Card does not always work on external building doors

Access has been changed without notice causing me to have to re register more than once last year.

My card didn't work for a few days - it took us a while to realize that the card access had expired and needed to be reauthorized. I don't know if the expiration date is something my local administrator set up or if that's system wide.

Inconsistencies in the system about my access to certain rooms, I used to be able to get in some rooms but someday I could not and had to contact the administration to check and reactivate.

Horrific issues every single term with access for students at all facilities, but especially Tower and computer labs. We have decided to fully disabled the security system from 7am-10pm for Tower as it does not work and causes terrible disruption.

Sometimes, I must slide my card several times before it works.

My card did not work with Centerpoint's front door.

Periodic situations where ISAAC does not work or "falls out". Generally pretty dependable.

Difficulty with card readers when first installed on new Psychology bldg, but seems to have been resolved.

There are times when classrooms are not opened 30 minutes before class time.

My office is in a dorm and I experience problems at the beginning of each fall semester trying to get access to my office as a result of renewal problems. This year it took about over a week for my access to be fixed so that I could get into my office without waiting for a student worker to let me in.

I lost my Sun Card and had to replace it for \$25.00. I was unable to access my building for two months. We tried multiple times to get the issue resolved being told that I had to spend another \$25 and replace the card I had just purchased. Then suddenly, one day, it worked. cards work poorly and sometimes not at all

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I had to have my Sun Card re-activated twice since the beginning of the year. I continue to not the full access I should have as faculty

Doors don't unlock for classes when they are supposed to. Card access to labs magically disappears.

My card doesn't work when I go to open doors.

My card no longer worked in August.

My card doesn't always work consistently in areas I have permissions. It often takes several times to "swipe" in order to gain access.

I was never able to successfully connect my suncard to the ISAAC access for my office on the downtown campus. I tried for over 6 months, working with various people to try to get the card activated, and finally just gave up.

We often have difficulties giving student access in a timely fashion for studio classes in the School of Art. The process is seemingly a cumbersome burden for our staff. This often creates significant disruptions at the beginning of the semester.

students routinely are kicked off the system, causing them problems with entering the building, classroom access, and well as other inconveniences, such as multiple trips to the office to get access reinstated. the system seems faulty each year, and students are consistently put at a disadvantage.

The electronic access doesn't work for one of the new labs on our floor. There have been multiple attempts to contact ISAAC, but no way to leave a voicemail to set up a time.

no access on weekends sometimes should be unlocked, and it is not

doors seem to randomly lose information about the access that I am supposed to have. there is also an ISAAC controlled door between the loading dock and the 1st floor LER in ISTB4 that has been broken for at least two weeks.

Periodically it does not work for certain rooms. I cannot get postdocs access due to unknown reasons. Arbitrary way that the system responds to request for access.

Needing to enter a classroom to retrieve items left in the classroom outside of class time.

Entering the parking lot in Health South, the gate reader has tremendous trouble reading key card. Often requires backing up and reapproaching gate several times.

Suddenly my card did not work.

The access to our building's elevator is restricted on weekends with a security system. Faculty have to swipe their cards for access. However, the default position of the elevators is to go to the third floor after a few seconds. So, basically anyone can call the elevator, wait for a few seconds, and then have the elevator take him up to the third floor. From there this person has access to all floors. It seems to me that we do not need a security system that is so easy to beat.

We had a brief failure last week, many of our staff were cutoff from the building.

Intermittent and, to be sure, very infrequent outages.

It took a couple of weeks to determine what was wrong with my card and then obtain a new one to use the system. It seems unweildy and I do not always know how to request more access for other spaces. The campuses have different ways of dealing with these issues.

Doors locked down at incorrect hours.

card expired and I was locked out of my building after my nigh class. Would be nice to have some notification. Never knew that suncard access expired.

some of our doors were the first to have ISAAC, and they are suffering the ravages of heavy use over many years. One, on GWC B8, remains unlocked until the handled is turned manually

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several times, otherwise, the handset is operational. Others have experienced similar problems and have been repaired as discovered.

On the weekends, I cannot use the elevator in Coor Hall to access my office. So, I use the stairs. My SunCard access apparently expired, and for a few months I was unable to use the elevators to my building after hours. However, after some inquiries with my unit and the building manager, my access was corrected.

AUTOMatic door to Bateman B usually doesn't work. (I have a disability.)

Rooms not opening during assigned class times, even with my sun card.

Access I used to have has been revoked. I needed access to the lower level of the Post Office since I teach in the lab down there. I had to apply for access again, but seemed odd since it is an area that all students have access to.

My Sun Card went dead, and I could not access Armstrong Hall after hours, nor could I access parts of the Law Library. I was able to get a new Sun Card, and the problem was resolved.

My access to the basement forensic lab in CLCC and the microscope room on the first floor intermittently does not work.

After being given repeated access to the Tower Bldg, my card still failed to operate properly Card did not work. Had to have it reset by department.

When changes are need to provide access or to prevent access, this is often slow and effortful

The card readers are sometimes not functioning in ISTB4.

ISAAC readers not working, ISAAC axis doors propped open

Some doors that are supposed to be secured are unlocked (and have remianed unlocked even after multiple requests to secure them).

ISAAC access has sometimes expired or has been cancelled for me in certain places on campus, without prior notification or warnings.

I don't have access to many rooms (in ISTB4). I have to ask to gain access, and then after a year I lose it again. I'm tenured faculty, I shouldn't be locked out of the mailroom to my department and I shouldn't have to ask for access every year. Other rooms are open to me before 5 pm but not after 5 pm, which is very inconvenient when you are separated from your things! Worst part is that, unlike a physical key, you have no idea if you will have access to a room or not or when that access will go away. It would be nice to see a list of what rooms I have access to and which ones I don't, and when that access will go away. Then I could take care of these issues at a convenient time instead of when I'm standing at a locked door trying to get my departments facilities manager's phone number after hours.

the doors don't always open when they should. Sometimes my key card has not worked. The interior doors to the Lab unlocked and we haven't been able to secure this area. Santan 103A Sometimes my suncard works to access the faculty lounge where the printer is located, other times it does not.

My students are I were locked out of Building A on the Mercado campus. None of our cards would work.

I have had problems opening the door to the mailroom on the 4th floor of the LL building with my card.

We had difficulty getting new hires into the system. Also, a colleague's suncard went inactive due to the timeline of expiration but there was no warning and he just couldn't enter the office one day.

South door of ERC (perennial problem).

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Couldn't get into aberration corrected microscope area when I needed to  
I was not able to enter the building, and doors do not always lock so that one can have access with or without a SUN card.

I have tried scanning my Suncard to enter the office suite after-hours, and I was not allowed access. The light briefing flashed green then red, and the door remained locked.

I was unable to use my ID card to enter the law library or law school earlier this semester.

It regularly expires requiring me to request access, then sends me tens of emails about the expiration. Also the expiration does not sync all of my door access on the same date. If I continue to work in this department, why cant the access be continual?

Chronically unable to access elevator floors above the ground floor in McCord Hall

Failure of card to activate locks at ISTB1

After a supposed upgrade the key card did not work

The ISAAC access to my laboratory has failed several times. The lab door does not have a physical key, so there is no other way to get in. There are pyrophoric gases in the lab. Not good to be locked out.

System malfunctioned, locking everyone out of studios in the Nelson FAC

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**Question. 12-comments Please add any specific comments that you would like to share / regarding how safe you feel on your campus**

I believe that administrators need to figure out a way to allow faculty or students to lock a door from inside of the classroom.

My concerns on physical safety are in regard to the bicycle and skateboard traffic. I wish more of the campus were a walk free zone and that the hours were expanded at least one hour in each direction

"It depends on area, some areas around campus are very dark, areas around Payne to student services / Classrooms are fine, unless in basement - like evening classes at lower level Coor"

"Generally quite safe, but walking on campus during daylight hours I semi-regularly encounter groups speaking out for various causes who often voice their views quite loudly and sometimes confrontationally with passers-by."

I am increasingly aware of vulnerability in the event of an active shooter.

"Riding bicycles and skateboards inside buildings should be prohibited. Please do not tell me that they are already prohibited since faculty, staff, students and delivery people (e.g., sandwiches) can be regularly observed riding them inside buildings."

"I feel physically safe using the facilities in the sense that I'm not afraid of being assaulted or robbed, however I'm 6' and 225 lbs. I'm not sure I'd feel all that safe were I female and smaller."

safety in walking across campus during daylight is often compromised by high traffic of skateboards and bicycles

I feel unsafe in parking garages after dark

"The reason I don't feel completely safe is the potential for gun violence on campus. The facilities themselves are perfectly safe, in my opinion."

Office has a mosquito problem. See previous screen.

The inability to lock the doors of classrooms in the case of an emerging violent incident puts myself and my entire class at horrible and avoidable risk.

"I feel unsafe in the Rural Road parking structure. Drivers drive too fast. Many students are engaged with their smart phones and do not pay attention. I also feel unsafe walking from the garage to my building because of the skateboarders and bicyclists who do not follow traffic rules and disregard pedestrian safety. Also, often times ASU service vehicles do not stop to let pedestrians cross in a designated crosswalk. I find this appalling."

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"Dangerous walking on campus during the day - even in the so-called ""walk only"" zones. Many skateboarders and cyclists go way too fast in the shared walkways, swerve in and around pedestrians with no concern for safety, and disregard the walk only zones apparently with impunity."

"At times, the presence of University police seems to be sparse. In the past, there are times when they have been seen on different parts of the campus, like they were on patrol. This visibility surely would enhance the perception of safety. I also don't know if safety escorts are available at poly, they should be like they are in Tempe."

In general I feel safe -- the worst problem is skateboarders and cyclists when walking around campus -- even in the no walk zones.

I would feel safer if gun control laws were strengthened in this state.

The safety of the Bateman Physical Science Complex is a major concern. The building should be just as protected as Biodesign.

"Recently, we had a homeless person move into our building (Bateman PS-F). The police were called twice over the weekend for him, but declined to come out and take a look because he was not immediately visible to the callers (one in PS-C building, one in basement of PS-F). Later, it turned out he stole a bike from PS-C, a hall monitor from PS-F, and made entry into a secure lab area, disturbing many items. I would have appreciated it if the police could have at least looked around the building after the second call. I frequently find the exterior doors to the building are not secured, and the freight elevator, which provides immediate access to all areas, is virtually never secured. I'm a female researcher who frequently has to work late, and the lack of cameras and security is very disturbing to me. For instance, there are lots of hiding places in the stairwells where there is no visibility, and I've found people camped out there. We've had quite a few thefts as well. Also, the automatic lights in the second floor don't trigger well. I often use my cell phone as a light to get the key in my office lock. This has been reported previously and they came out and fiddled, but it still works for crap. When it's late, there's no natural light in this hallway, so it's pitch black, and typically no one is around. It's pretty creepy since even jumping up and down it's hard to get the lights to turn on."

I feel safer after dark than during the day-there are not bicycles and skateboards speeding past me-fewer at dark

feel generally safe

I would feel more safe if there had not been violence threats and drive-by shootings.

"There were a few lights out around the Farmer Building, so it's hard to see on the West side walkways at night. "

not much of a police presence. not happy with how campus handled recent shooting threat on campus. I had students leaving class early and emailing me later.

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"More working lighting in parking structures, specifically 10th St, would be appreciated.

"The building in which I have an office is open to students and the public without an apparent security during the daytime hours. This is sometimes concerning when I am alone. / Also, some of the classroom window shades are not functional and therefore cannot be used for security purposes."

"The biggest menace for public safety in my experience are students on bikes or skateboards who act like the rules of the road don't apply to them (stop signs are almost routinely treated as non-existent) and race through pedestrian areas at high speeds. These behaviors sometimes make me fear for my safety. Establishment of walk-only zones has helped, but more needs to be done. "

"For many years I have wondered--and asked--about protocols that are specific to campuses and classrooms should there be an ""active shooter"" or similar incident. Yes, I have watched the videos, which are generic and in no way address the specifics of classrooms and whether they automatically lock, how easy it is to be ""trapped"" in a problematic and often poorly-designed classroom, and even if the phones designed for classroom support use could be used or altered in ways that might help with safety. Yet I can't get any relevant information and am not at all convinced anyone is even thinking in this way. Likely they are, but a generic ""what to do"" video that isn't relevant for tons of actual classroom and office situations isn't as helpful as some might think. Finally, I am in the AZ Center building ASU leases and until we get a stairway or elevator that connects the 2nd and 3rd floor, there are tons of safety issues including fire escape, bad signage, and similar that would absolutely interfere with safe evacuations and could potentially leave some of us--students, faculty, and staff--in highly problematic positions. Having said that, I live and work downtown and overall feel safe in terms of moving about our city campus."

Perception and real risk are very different and may have little to do with one another.

none of these spaces provides a way to escape or lock classroom doors from the front of the room. Parking structures are very dark and unpleasant at night.

"I generally feel safe, except for two concerns. Outside in the zones NOT designated walk-only, the bikers have grown more aggressive. I'm concerned about near-accidents involving bicyclists and pedestrians turning into something worse. In the classrooms that I am assigned I wonder what we would do in the event of an armed attack because there is no way to secure the door and no way to exit except through a single door. "

we are on the edge of campus and have periodic homeless people in our bathrooms and wandering the halls.

The police aids have a presence on the Downtown campus and make an effort to keep homeless people from loitering. Additional police aids especially in the evening (dark) hours would make me feel safer.

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I've been at ASU Tempe Campus for 21 years in various capacities and I have never felt unsafe on campus.

Parking lots near the Tempe campus need more light.

The Tempe campus is not well lit at night. There are many dark spots on campus. The Tempe campus is too congested with skateboarders and bicyclists. There have been occasions where I have been hit by skateboarders while walking. The Tempe no bike zones seem to have no effect on bicyclists and skateboarders. They ride through regardless of time of day.

I feel it would be helpful if classroom doors would lock. With all the mass shootings happening for over a decade I find that not having the availability of locking my door (and locking out a potentially dangerous individual) is a liability.

All of my classes and work are off campus. I come to campus only for meetings.

I find problematic that I cannot lock the room when I start teaching. Anyone from the street can enter my class.

"My office is a fire trap, ironically with asbestos ceilings and walls. But physically, I feel safe, except for the threat of fire."

I am not generally on campus at odd hours. My opinions might change if that were the case.

"Health Safety is something I feel very strongly about and in this regard, ASU has failed by allowing many folks to continue to break the rules. "

"The issue is, if a student ""goes off"" (I have had this happen as recent as last fall) in the classroom, there are not a lot of immediate options (I called ASU Cops... They responded fairly quickly, but the student weighed a lot more than me and the situation could have as easily gone sideways). In this day and age, saying no weapons on campus is meaningless at best, especially after you have been shot and killed. For the most part, I believe that I can handle myself and situations (I have very strong situational awareness), but..."

"When I call for an escort, often there's a very long wait so I give up because I have to get home."

"-There are numerous places on campus that are exceptionally dark at night. / -There are no indoor bathrooms in the engineering center, and the outdoor women's bathrooms are sometimes vandalized (with grates pulled off). It is clear that those who do not "

I have to cross downtown Phoenix several times a day. There are transients on most streets. / The traffic around ASU buildings is terrible for both pedestrians and drivers

"I'm get concerned in the evenings, and I'm here in the evenings for evening classes, performances, or simply because with enrollments going up, it takes well into the evening to get my work done at times. "

"There are many homeless individuals around the Cowden building; the building is not access-restricted and, therefore, homeless individuals come into the building to use the restrooms on a

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regular basis. This makes me feel very unsafe. In addition, because the building is not secured, when i come into the office very early (6 am) or stay after dark (6 pm), i am afraid to walk into the restrooms, as I do not know who may be in there. "

"We are aware that there is risk of theft, particularly of lap-tops, bicycles and purses, but I have not personally experienced this, although I personally know people who have."

"The lighting in certain parts of Tempe campus come on late, after darkness."

"I use a motorized wheelchair. My sense of safety on the walkways has increased somewhat with increased enforcement of ""no fly zones.""

"Homeless people sometimes sleep in the Art Building, and there have been many thefts of items from faculty offices. I have found suggestive materials slipped under my office door, and a very long time ago, I received a phone call in the middle of the night threatening me."

"Overall, I appreciate seeing police presence on the Tempe campus. Not overbearing but evident."

"it is always safer during the day, when lots of people are around, but of course feels less safe at night with less traffic."

"I often teach late night classes at Polytechnic and feel safe walking to my car at 11:00 pm even though the only persons around, if any, are the night cleaning persons. / / On the Tempe campus, I am more cautious walking to my car late at night. / / On the Tempe campus, during the day, I sometimes feel less safe than during the night because of skateboards (especially) and bicycles. I fear being knocked over by a skateboarder when crossing a wide mall and skateboarders whiz by."

"There is a teaching room, NHI2-room 110 that doesn't have a landline phone. I would feel safer if it did in case of emergencies."

Some of our building's exterior doors (BA) seem to sometimes be unlocked late at night.

Recently there is an increase in the number of transient and homeless people wandering around the downtown campus. Some of them sit and ask for money. This is especially true on Taylor between Third Street and Central Avenue.

"I don't like that fact that all of the classrooms I've taught in on DTC have one exit. You enter and exit the same door; no alternatives in the event of an emergency. If someone enters the classroom with the intent of harm, you have no escape route. That is bothersome to me."

I feel less safe in the laboratory because of the late night problems with entrance to the building (PS F-wing)

GUNS IN PARKED. CARS. UNSAFE

I do not recall a time when I did not feel safe on campus.

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the wheeled transport systems (bikes/skateboards/hoverboards) are still hazardous even with the walk zones. People ignore them. / / I feel unsafe in my very large classrooms.

"Traffic flow in pedestrian areas remains a concern despite installation of walk-only zones. Mobile phone users are distracted, slow, and erratic. Pedestrian awareness must be prioritized and enforced! "

Students and staff working late hours on campus are very concerned about some buildings being too accessible to the public. We have had homeless people wandering our building at night. Security needs to be taken more seriously.

I feel most unsafe with respect to cyclists and skateboarders.

"The combination of poor infrastructure, dangerous pedestrian walkways, and very dark lighting make the campus environment unnecessarily unsafe,"

It is not clear what kind of safety is at stake here - is it the safety of the facility (a fear that the roof will collapse over your head) or a safety from active shooters. The latter is my main concern.

Were there to be a shooter / I would feel very unsafe in classrooms and offices

I am incredibly grateful for the extended walk only zones.

Getting run into by cars and skateboards while I ride my bicycle on campus is a major concern

"On West campus, the basement classrooms in CLCC do not get any cell reception. I have had classes down there after hours and everyone has felt a little uncomfortable in that space, knowing that if anything happened, if we got locked down there, we couldn't call anyone."

The rating of my personal safety this semester has been affected tremendously by a student who has threatened me. I previously felt quite safe in my office and walking around campus during daylight hours.

"I think that skateboarding should be restricted on campus. Most of the time, skateboarders have no control over their boards. It is just too crowded."

The walk-only zones and enforcement are very important.

"I feel unsafe in the classrooms I teach in because I cannot lock the doors and there are no windows, "

"I feel safe except for the fact that walking around campus is still somewhat hazardous, due to a lack of good judgment (on the part of bicyclists and skateboarders) and a lack of enforcement of campus traffic regulations - for example, the 5 mph bike speed limit in areas shared with pedestrians. I myself bike to campus but I feel strongly that better infrastructure (i.e., clearly

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marked areas for pedestrians and bikes beyond the walk-free zones) or enforcement (or both) is needed to change the culture of aggressive riding on campus."

"I am not on all campuses at night so I cannot respond to those items, however, I was a grad student in Tempe before being hired by the university and I was often out at 2 in the morning. I believe the campus is very safe. While I am not at Poly during the wee hours, I have stayed late and I feel pretty safe there. If I was concerned about a student, I phoned police to escort me to my car. I think the force is too stretched there."

"Due to the threat of active shooters on campus, I would like to be able to lock the classrooms from the inside. / Since I often am in my office late in the evening, I would like my office door to have a peep-hole installed."

I wish there was more lighting in parking structures and around buildings at night  
I teach at night and I return to my office to drop off materials. I generally do not feel safe unless the cleaning staff is present since lights are often off in halls and I need to turn them on as I go to office. I do leave my office light on before going off to class.

"Recent threats to the Tempe campus regarding gun violence a few weeks ago against students made me feel less safe in the classroom...but not by much. I wish the university had responded better to this issue and informed all faculty / students /staff ASAP rather than seemingly sweep it under the rug. Additionally, an increased police presence on that day and the remainder of the week would have made folks feel safer even if the threat was not deemed credible. "

The cross parking lot for the downtown campus is not in the best area and is pretty far from my usual downtown ASU destination.

"Delineation of 'walk only' areas along major malls has been helpful but it has driven skateboard and bike traffic onto some unsuitable and unmarked (or less well marked) routes such as the breezeway along the west side of the PS complex. Likewise, light-controlled crosswalks have been very helpful where installed, but there is still a major trouble spot at the all-way stop intersection of Tyler Street and McAllister Ave, where pedestrians, bicyclists and skateboarders are unregulated. On streets like Orange Mall where bike lanes are delineated, bicyclists still routinely ride on sidewalks."

Those feelings of safety will change drastically if the presence of guns on campus grows.

With some of the violence on university campuses around the country I sometimes become fearful that a student (or person in general) will do something violent at ASU and that any one of us could become a victim.

"The fact that our classrooms on the Barrett campus are completely exposed with only one unlockable exit and windows all the way around, that doesn't inspire a lot of confidence in the event of a on-campus shooter. However, I like the aesthetic of the classroom. Would it be possible to at least have a mechanism for locking the doors from the inside in the event of an active shooter scenario?"

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"The campus seems quite safe to me. Then again, I am a tall male and am not on campus at nighttime very often. I have occasionally had people who are not students in my class, show up in my classrooms during class hours, and on a couple of occasions have had to ask them to leave. (This has not happened recently.) Like many, I do worry about the possible presence of people with firearms on campus."

There is a continuing problem with the speed of bicycles and skateboards on the Tempe campus. Pedestrians for the most part are not treated with courtesy nor are the rules of the road followed. I would prefer to see the Walk Only program expanded but if that is not possible the speed issue must be addressed. The campus is not a racecourse. One should not fear being knocked over walking to and from work. Trying to cross the street from the Apache Structure is often a challenge and one has to field bikes/skateboards going with and against the traffic both on the sidewalk and in the street. They rarely yield to pedestrians. And the notion of trying to take a walk on campus during lunch hour is an impossibility. The situation is even worse in the evening.

"I am always in favor of establishing more walk-only zones on the Tempe campus, as the biggest safety threat in many instances seems to be students on bikes or skateboards."

"ASU is the biggest ""gun free zone"" in the world and an attractive target for the next lunatic who wants to do a mass shooting. Faculty, staff, and students need to be able to exercise their 2nd Amendment rights on campus if we are to have any kind of safety at all. The policy forbidding open and concealed carry needs to be eliminated immediately."

"I would like to have more training in how to handle shooters who may try to enter my classroom. I took the online course option, but I would like more."

"classrooms: windowless, single door death traps ... / / many funny labs next to my office. always wondering about how many dangerous substances in GWC / "

"Generally speaking, I feel safe in my lecture halls as well as my office. That said, anything can happen such as the fact that a student committed suicide outside what is now my office. Fortunately for me, I did not occupy that office when the suicide occurred."

I am somewhat concerned about the recent reductions in security (campus police) presence at the west campus.

The HVAC system in the School of Art is not properly working. While many of the main hallways that are properly temperature regulated the classrooms and offices that branch off have serious issues with ventilation and temperature extremes.

The amount and speed of bicycles and skateboards on campus is ridiculous and I see pedestrians put at risk daily. I have never seen a campus that allows this type of bicycle/skateboard riding on (crowded) sidewalks.

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"we have made modifications to keep homeless people out of our building, but I am occasionally still concerned about how, when, and why they use our building. "

"I find the doors to classrooms often unlocked. I also find every door to my lab propped open for floor cleaning once a semester or so in the evening (after 5 pm). My lab is located in a place then where only the door to the outside of the building is between our lab and the general public. Given that are at least 7 doors (but likely more) to the outside of the building, it would be easy for one to be left open, or someone to slide into the building behind someone with access. And we have a lot of expensive equipment. So this is something I worry about. "

"I almost never notice any security or DPS presence on campus, especially after dark. DPS has not responded in a couple of instances even when they have been alerted of a possible unsafe situation."

I don't like that I cannot lock the classroom door after class begins. Especially with evening courses.

"Main safety issue in daytime is skateboarders. I don't mind sharing with bikes or scooters, but skateboarders are out of control. / I have a general anxiety about guns on campus---I don't want guns anywhere near me, especially in the classroom, and yet I'm pretty sure it's only a matter of time before we have a shooting spree, because, hey, America."

Walking on campus outside of the bike free zones is still dangerous. Crossing some of the streets is particularly dangerous.

"Parking garages after dark do not feel safe. It's loud and not well lit. Some, but certainly not all, male students, when in groups of three or more, are obnoxious, vulgar, loud, and say sexist and sexually explicit things that make me feel disrespected and if not always unsafe. "

"I feel ASU offers and provides everything it can to make people feel safe. However, given the current day in age we live in with all of the mass shootings, no matter what, I would not feel more than ""generally safe."" I would mention that there are a few areas on the Tempe campus where I walk at night that could have more lighting - northeast sidewalk of Gammage (runs a diagonal) and between Moeur building and Interdisciplinary A."

"Given the ""active shooter"" problem that seems to becoming a fact of life on American campuses, I think all classroom doors should have locks that can be controlled by the people in the classroom."

I have often asked for better lighting of the outside of the Technology Center at night. It is quite dark and I do not feel that comfortable for myself or my students when leaving night classes.

"We are located next to a City park. I deem it unsafe because of the population, out of necessity, that live there."

There is a lack of security presence at the Mercado site in the evening.

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"I feel pretty safe in regards to physical crime, but not in regards to traffic (on and around campus)"

It often feels like ASU will be the site of a campus gun incident.

"With all the gun violence in the US, I am increasingly aware of the risks on college campuses from gun violence. As a professor of large classes, I am also aware of students that might wish harm faculty (nothing specific, but of the possibility). More and more often, I am closing and locking my door of my office, for this reason"

The Tempe campus is beautiful. Well lit and very nicely taken care of.

Super safe!

"This questionnaire is not compatible with my browser (FireFox) apparently. I only see check boxes between ""very safe"" and ""does not apply"". Please get some better software. In any case, I feel safe on the Tempe campus"

"The stairwell doors on the 8th floor of University Center do not lock on the outside. Anyone, who gains access to the stairwell, may enter the 8th floor undetected. Stairwell doors on other floors are locked. "

Recurring petty thievery makes my campus office suite unsafe for belongings and has occasionally led to uncomfortable confrontations with individuals who were surprised to discover that faculty were in suite offices.

I'm thankful for the University Police and their assistants who patrol the campus at all hours.

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**Question #25-digest of comments .Please add any specific comments about testing services at ASU**

Not enough large classrooms is greatly impacting the ability for classes in the humanities to offer large enrollment classes. This in turn limits ability to justify TA-lines, which in turn lowers/diminishes our grad program. We've been told that humanities are low priority and must get behind the sciences and other courses that are hard requirements--even though we've created courses that can fill the seats. All this because there are not enough large classrooms for us. With all the money that this school puts into new construction and with all the pressure we've been laboring under for years from the deans to increase our enrollments--and we rise to the occasion. But the response from ASU administration is complete inability to hold up its part of the bargain--provide physical space for what it has asking us to do and what we have demonstrated we are able to do. Huge, huge problem.

Re availability of classrooms... I teach for the provost's LEAD project in the spring, which seats 30-40 students. I'm deeply concerned about securing classrooms that have both (1) moveable chairs (for student group work), as well as (2) full technology that can be used while (3) simultaneously having white-board space.

Great on the Polytechnic campus, although I need to request specific rooms with computers, small group work tables, doc cam every semester. On the Tempe campus, the rooms where I've taught have outdated computer technology; no document camera, cramped quarters for conducting small group work with math manipulatives, limited board space for simultaneous work with projecting a powerpoint AND working mathematically on the board. Tempe classrooms in which I've taught (in Farmer) are extremely outdated and inadequate for my students' learning purposes.

Classrooms need to be set up for small group discussion and need more power for laptops. The fixed seating especially at the Downtown campus and the relative inaccessibility of power for laptops at the Downtown campus and West campus must be considered and revised.

We need more large computer classrooms 60 +! We constantly hear how poorly we compare to the Community Colleges.

More classrooms are needed on the Downtown campus. Many smaller classes are held in conference rooms which serve as "make-shift" classrooms. These conference rooms often don't have computers, the projectors are broken/unreliable, and the technology is not upgraded on the same frequency as in the real classrooms.

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**Question #29-comments .Please provide any additional comments you have about the instructional laboratories you are using here at ASU.**

FAC133 is very dark and is not mediated.

There is no simple way to transport lab materials from Tempe Campus to the Research Park.  
they are appropriate

The chemistry teaching laboratories are an embarrassment.

Funding for the improvement of instructional laboratories -- in my case, language learning laboratories -- is so restrictive as to be useless in terms of revising spaces to improve student outcomes. We rely on course fees, and although we can and do purchase computers and specialized software and media in support of instruction, that's only a part of the learning and teaching support that should be available. Humanities labs offer students the ability to conduct research, create 21st century materials in the context of their classes, and to explore technologies as they relate to the acquisition of languages and cultures. We are unable to create new and better spaces for our students to use because of the restrictions on the use of course fees. ASU should be as committed to developing new physical learning environments for the humanities as it is for the hard sciences.

Items 2 and 3 do not apply to the uses we make of hazardous materials in the courses I presently teach.

My students complete take home labs because there is no available lab space on the west campus for my class.

i teach in a mediated studio where multiple extension cords are necessary to hook up the projector and cords hang in the field of vision

It seems like there is a significant space constraint, a significant personal availability issue, and a significant university firewall issue.

Startup Labs in the Tech building are in constant flux, although they are getting better.

Old equipment, but serviceable.

Little use of them.

I prefer PC than Mac computers running bootcamp. Those are slower and relatively less reliable. UCENT 286 is awful for teaching - the columns in the middle make it impossible for all students to see you; also would like to see a whiteboard that was not covered by the projector screen; Also would love to see a switch to a different LMS - I've had experience with and highly recommend Canvas for that purpose

the classroom is TOOOOOO cold any time of the year.

N/A

EH+S have been excellent partners

There is a large difference in the capabilities of classroom technology on campus. Some rooms are good, some are poor with little support.

I don't use labs

In LL2 the computer became disabled some times this semester and classroom support was unable to fix it within my class period.

I don't use any.

None

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We're crowded, both in terms of space for people (we keep increasing enrollment but not allocating space) and equipment.

These are not extremely dangerous - just art supplies, there is no transport between campuses. Mathematics Manipulative Teaching Materials are stored in a small room in Farmer, yet faculty are scheduled to teach courses requiring use of those materials in buildings other than Farmer.

There needs to be a mathematics teaching laboratory classrooms having access to the mathematics manipulatives in addition to apple computers, and document cameras.

Not very responsive.

the limitations on how we can transport material from lab stores to our laboratories are in many ways ridiculous. I cannot simply carry something across campus in it's IATA approved shipping container when it is packaged to be shipped across the country. that is stupid

Please be mindful of noise levels related to air handling, etc. One classroom I utilized previously was disruptively loud.

More space is needed.

At the Downtown Campus, the facilities are excellent.

Not applicable.

Need more space in the engines lab, Sim room 121.

Need more classrooms with movable tables and chairs - versus the little chair desks - these cramp students and make some activities difficult.

The instructional labs I use are maintained promarily by my school. Storage is not available.

Space is inadequate. There is no flexibility in how the space is arranged, there have been continuous technology problems (very good systems are installed but they continously do not work- probably because of the many people using the rooms in different ways) and there is not enough availability.

NA

They're a little old and really prevent students in intro level courses from doing much more extended and hands on experiments. Additionally, the budget seems inadequate for any significant changes to the classrooms, the tech in those classrooms, or the facilities in those classrooms in order to move them away from more cookie cutter intro labs to more advanced, inquiry driven intro-level labs. It seems like the school cares more about the advance level students lab experiences and less about the intro level students experiences.

The equipment can be noisy -- it would be nice to figure out a way to limit the noise.

EHS has done an amazing job with creating and maintaining a safety culture that is a good balance between practical use, personnel training and structured accountability.

Some administrative staff have actively discouraged reporting of hazardous materials instances due to the required paperwork.

most computer labs are set up in ridiculous style -- no teamwork possible, students hiding behind giant screens. My favorites were ECG 224/228, ECG 319 (???)

it is difficult to find large enough faculties to accommodate a larger studio practice with more than 18 students. my class is now up to 32 and we do not have the space for more

A/V projector was broken and had to be babied (DVI port failed, sometimes refused to turn on) in PSH-460

The research lab I work in was broken into by a homeless person even though it is meant to be a restricted access facility (incident described earlier).

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again, the set up on Poly is superior to Tempe. We have Santan 103 and 107 with a storage room between the classrooms which is idea. I am a guess professor on Tempe and have to haul supplies between my Poly lab and the rooms i use on Tempe. The room situation on Tempe is very poor. I can't get rooms easily to teach my courses or i am given non-lab rooms that don't meet my teaching needs and the learning needs of the students.

I had a person in a wheelchair in class this semester, and I was appalled by the routine problems this person regularly faced getting to and from the classroom, using the miniscule elevator, negotiating tight turns, dodging hazards in hallways and in the classroom, getting facilities to fix the automatic door opener (it took several weeks), etc. If micro-agression is a problem for people with disabilities, this person routinely faced up to five disability-related micro-agressions every day.

Could use more space:)

no comment

n/a

This concerns the lighting in classrooms in the LL building: In many classrooms there is only one light switch that turns on or off all the lights in the room. These switches could be replaced with switches that allow some of the lights to be turned on or dimmed as needed to allow lights to be on in the back of the room and off in the front to make it easier to see what is on the screen when the projector is used.

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**Question #35-comments. Please share any additional comments about recent issues that you may be aware of in regards to parking at ASU**

Please share any additional comments about recent issues that you may be aware of in regards to p...

spaces are too narrow.

The gates often do not work.

The lighting is really quite bad. It becomes a safety issue in my opinion

the parking spaces are way too small. Can't open car door without banging into car in next space. I've had to get into my car on the passenger side and slide into the driver's side because I couldn't open the driver's side door.

people smoke by the garage when you are walking to your car.

"Poor lighting, and drivers who do not follow speed limit or safe driving techniques."

Way too expensive.

"Patrons of School of Music events have to pay for parking to attend, even if the event is free. This practice should be discontinued, as it may discourage patrons from attending. " spaces too small. Even my small car gets dinged in this garage. students should park in upper decks of high rise parking lots

"A recent change to the lane markings outside of the Rural Road Structure at the intersection of Rural Road and Lemon Street has quite a bit of traffic confusion. A lane that previously was designated for vehicles continuing straight on Lemon is now a bike lane. The left-hand turn lane now functions as both a turn lane and the lane for vehicles continuing on Lemon. This change appears to be causing significant backup on Lemon and within the Rural Road structure everyday around 5pm, when many students, faculty, and staff are leaving for the day. Due to the heavy pedestrian traffic, vehicle traffic is limited (especially when turning left) and 3 or 4 cycles of the light go through before many vehicles make it through the intersection. I would appreciate if this parking and traffic issue were addressed in some way."

There are relatively few carpool spots available in the Apache parking structure - about 50% of the time we are unable to get a carpool spot.

Have had a couple of times with new gate arms not working where traffic backs up inside garage. Also on games days (of late) traffic backs up on Myrtle and cars cannot get out of garage. Suggest DPS be deployed to allow cars to exit garage since there is only one way out.

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Generally quite good

"Getting into and out of the structure is sometimes difficult as bikers and walkers seem immune to the fact that they are crossing roads. Additionally, when exiting Apache Structure by the SRC and making a right on to Apache Blvd, I have numerous times almost hit a bike (who was going the wrong way on the side walk) or another car (who was making a U-Turn at the light by the SRC)."

I have been rear-ended twice by students this semester near the intersection of rural and university.

"ASU painted over the ""compact"" only indication on parking spaces - same size, now intended for SUVs, long pickups, etc. It is difficult to negotiate around or open doors. Additionally, there is no dedicated space or passage for those walking in the parking garages."

"On multiple occasions the non-permit drivers are stuck at the exit--typically the south exit--unable to get their passes to work, creating a back up."

Need more time to asses the impact of open visitor parking in already over sold garages. and the impact when Lot-59 is removed to the capacity of the structures. Worry that as an employee I will not have adequate parking in the near term.

There is less than 12 inches between cars that park in adjacent spaces. I'm not even fifty and I feel I'm too old to park here because I have to contort myself to get in and out of the car. Can't open the car door even half way sometimes to get in and out.

"parking at West campus is way too expensive for faculty and students. students constantly park in the neighborhoods across Thunderbird Road, and i really worry about them walking to their cars after night classes. there should be a very reduced student parking rate to avoid this!"

The cost is ridiculous. I have an all campjs permit that is really convenient. I have no complaints about it.

Very poorly designed.

How would you currently owe? rate the parking facilities at ASU? Huh? did this get quality checked?

It is my understanding that students who live in the dorm are supposed to park on the upper levels of the garage. They do not. Why aren't they tickets. I think the garage is not well lit during the day. There should be more prominent speed limit signs. It is a dangerous garage that needs to be monitored more closely.

spaces are way too close

Everything about the stadium structure is too tight a squeeze.

The Rural Road carpool spaces have just moved; the new spaces are insufficient and too small.

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"At times there are special events that use disabled spaces in Poly Lot 30, requiring disabled students and staff to find other disabled parking. One ongoing safety and parking regulation violation is the ongoing parking of University service vehicles, UPS or Fedex drivers, vendors and others parking in the disabled spaces and red zones in lot 30. The parking aides drive by the situation several times a week. These areas are utilized as a drop off area vs. for paid permits or use by safety vehicles. Another ongoing issue is the use of disabled spaces by those who do not have a permit or state disabled placard as spaces to wait to pick up others. "

"Should provide reserved, specially advantageous parking spaces for electric vehicle users similar to those reserved for carpools. A single EV user has a lower carbon footprint than 5 commuters who share a conventional vehicle through carpool! For a university that values sustainability, parking on the Tempe campus is not very welcoming and friendly for both bike commuters and alternative energy vehicle drivers."

"The Centerpoint parking structure has significant issues with visitors who slow egress while paying, or being unable to navigate the payment system. (The garage is unmanned.)"

I am very unhappy that the price of parking close to my office on the Polytechnic campus has gone up significantly in the last couple of years. I am now in the position of having to park quite a ways away from my office to avoid this increase.

The Rural Road parking structure with the new gate and identity system has not been good for me-at 4:30 or 5 exiting on the RURAL road side I have called because of delays

"Downtown: Hard to get into nursing building to get to the parking elevator after 5 sharp. Disabled spaces mostly beside poles that can inhibit getting in/out of car depending upon what side its on. / / Tempe: All campus pass not good for all lots. Especially structure near Stauffer, so often have to park in unsafe area across busy street to get to that building."

Fewer than half the lights are functional in the Rural Rd Parking structure and even on sunny days it is dangerously dark

Rate are too expensive. A cost per use rate would be more reasonable.

"Sometimes Gammage lot is full when I come to teach, if I've had meetings at other locations on campus or in schools. Also, a major problem for me, especially if I am carrying a laptop and other gear, is that I have a research grant that involves faculty and students at the totally opposite side of campus, almost 1 mile away. It would be VERY HELPFUL if we could have some type of research pass to park in lots near our research collaborators. I end up spending a lot of my own money for parking near my research project (engineering) and getting parking tickets, thought I pay \$750 for parking near my college (education). Thank you."

too expensive for employees

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"Not sure why the question is ""How would you currently rate the parking facilities at ASU?"" Why ""owe""? The spaces are small and people with huge vehicles sometimes block two spots, which is inconvenient."

"the parking system at asu is absolutely beneath contempt. lot closures are made without adequate announcements. permits are impossible to obtain for lots proximate to faculty offices. definitely reveals the institution to be subpar. no other research 1 university that I have taught at has had this issue, and at this insane expense. faculty should have top pick and get a discount for parking. lord knows they're not paying us enough otherwise."

Spaces are too small for modern cars; ASU vehicles should park on the upper levels

"Why are people allowed to pay at the barriers. There should be compulsory ticket purchase at ticket machines, to minimize queues for people wishing to leave"  
Pricing is excessive.

"Spaces are far too small, people drive very fast around corners"

Am not happy there now are fewer spots available in the parking structure and it is open to non-decal holders.

I park off campus (59E) to minimize cost which is still substantial. It is therefore annoying when events disrupt parking.

When I have a required meeting at a lot that charges I do not think it is fair to have to pay to park. Staff in our unit are paid so poorly - they should have a lesser priced option to park.

Parking spaces are too narrow and not deep enough. Regular size cars stick out into the travel lane. People going down the ramps often cross over the center line because of regular size cars sticking out. I have seen an accident because of this.

Those with disability placard should be allowed to park in regular space if disabled spots are full.

"Pts policies are designed for students, who are here for 4-6 years. Faculty and staff are very poorly treated, especially in re: violations that accumulate and are never erasable. "

I wish it weren't so much more expensive to park nearer to my office in Coor.

the second avenue lot's surface is atrocious! Every lot around has been resurfaced. The potholes in this lot are very large. It is very very difficult to wheel any kind of cart across this lot's surface without losing wheels!

"stalls for cars are absurdly tight, and tickets are given if your tire is even a millimeter over the line. Hate ASU parking ! ! ! And its way, way too expensive"

Rural Road structure has numerous lights burned out. There are too many VIP spaces and not enough oversized spaces for larger vehicles.

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"the spaces are entirely too small in most garage parking. This probably has to do with the lack of garage options on campus, but the expansive parking lot off Mill and University would be better utilized as a parking garage - thus releasing the amount of parking needed in the other garages and widening the spaces. Given the growth of students we've had over the last few years, it's really unrealistic that the students and faculty can both park in adequate parking without having prioritized the building of at least one other parking garage structure. "

"Allowing general public parking is annoying, people drive fast and wrong way as it is students using it only when they are late for class"

Having my car covered with advertisement flyers really annoys me and I don't think anyone should be allowed to distribute them on ASU parking. It would be good to have a way to report such (admittedly minor) annoyances in a simple manner (and have it be acted upon).

Parking is far too expensive at over \$700 per year.

The corners are dangerous in the downtown NHI underground parking garage

There are some dark(er) areas between my office and where I park (Timbuktu)

"I wish President Crow would stop saying he wants to make it as ""expensive as possible"" for us to park. Given the number of years it has been since my department has received raises, it is pretty demoralizing."

"Cleanliness is something of a problem in the NHI/Health South parking structure. Often, the waste receptacles near the elevators are overflowing with garbage, to the point that the floor is littered with debris. The possibility of more frequent service should be explored."

"Apache structure has been a haven for smokers. I feel that the arrangements for parking on other campuses are unfair. Let me explain. I pay top dollar to park in covered, convenient parking on the Tempe campus. When I need to go to the West campus, on occasion, I am relegated to a distant parking lot without cover, while the comparable parking space on the Tempe campus sits unoccupied. / / Paying for parking is more than paying for a place to park... we choose preferred lots for reasons.... if I have paid for convenience and shade on one campus, I should have access to the same on another campus"

"Lack of convenient, simple to use parking options was a significant barrier last year when we tried to conduct a research project with community participants."

Way too expensive

I think parking is too expensive and would like to see ASU employees get a bit of a break. I am paying hundreds of dollars a year for the privilege of parking at my own workplace.

"There are only two designated spaces for carpoolers in Lot 3, east side, and there are at least four vehicles trying to use them."

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"The parking spaces are TOO small. My car has been dinged my others' doors, and I often have a difficult time getting into spaces because other vehicles have parked outside of the yellow lines for the parking spot. I do not have a large vehicle and, for the most part, those who park 'outside the lines' are in moderate size vehicles (e.g., Toyota Camry, Honda Accord)---but the spaces are too small, and it is difficult to fit a regular size car in these spaces. "

"Parking close to my building (Wexler, formerly known as PSA) should be possible on weekends, but isn't."

"Parking rates are exorbitant. Spaces in Lot 3 fill up making it harder for lot users to park, especially after part of Lot 3 was turned into paid parking."

"the reassignment of parking spaces, to make more space, has made many of the places too small, causing a lot of damage to my doors from the opening of doors in the cars next to me." I teach on two campuses. I pay for a pass on one campus (Polytechnic) and pay at meters when I park at Tempe and West. / This amounts to another \$300. It would be nice if faculty required to teach on two campuses could get a reduced parking meter fee on the secondary campus. (parking at a distant free lot is not an option for me medically).

"Since the new gate access system was installed there have been numerous occasions where the exit gate does not open for some reason, cars back up, and attendants have to fix the problem."

"The lanes are a little narrow, which can make it scary passing someone. Many people don't stop for the stop sign beside the Apache deck entrance .. they just drive straight through it."

"Happy with the recent restriping of the UCENT garage; much easier to see the stall lines, etc"  
Too many problems with gates.

Wrong way drivers. Lots and lots of flickering lights.

Too many too large trucks (double) park in the garage - I would prefer if garage were limited to standard and compact sized vehicles

The top level is pretty dark at night!

"they moved the carpool spaces in my structure to the second floor - put them in an undesirable location and reduced the number of spaces. / in addition, the whole rural road structure is now visitor parking and there are often no spaces available for permit holders. this is ridiculous considering what we have to pay for a permit."

Charging for parking at Thunderbird is a disgrace and a scam. There are few students and staff and 90 of parking spaces are empty

"It would be wonderful to have full-time access at a daily rate to lots, that is, you are authorized to park in a lot but get charged only for in & out and not per month/year. This might encourage alternative/public transport."

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"Parking structure gate entrance and exit at Myrtle and 10th is a nightmare, I have to practically hit the gate to get it to open. Or back up and forward several times. Parking Svcs. had originally told me something was wrong with my card, but everyone else was having trouble also and they were unable to replace my card unless I walked over to their office. I never replaced it, but all of a sudden it magically started working. But the gate is still not very responsive. A big pain really. And for nearly \$800 a year to park, I would hope it would work near perfectly."

"gate cards are a million times better than they used to be, really like having the extra tag to put in spouse's car instead of having to remember to move the permit when we switch cars."

Gate sometimes double clutches and then won't let you out.

The spaces are exceptionally narrow and my SUV is often nicked or I have to crawl over a console from the passenger side to get in as another car has parked close but still within the lines for its space. Hard on a 65+ person.

No electric plugs available for Prius or Leaf or similar cars except at the far northeast corner of the campus. These plugs are low current 120V outlets that are relatively useless for charging.

"Parking services does not meet the needs for those of us who travel campuses. Parking in Lot 59 then taking 30 minutes to get to the destination on ASU campus is not acceptable. I have to pay \$10 every day that I do not park at my ""home campus"" - which is 2-3 times per week. Additionally, I pay over \$400 to park on my ""home campus"" which I only work at 1 day per week. I have been told there is nothing that can be done about this."

The Stadium parking garage is excellent EXCEPT for the gate to exit on the West side which is routinely down and or blocked by people who don't know the system. Hire people to help on days with events!

"The parking lot feels safe, but the surrounding areas do not feel safe. "

I anticipate declining value as it appears the new gate keeping system is designed to cut staff off so ASU can charge for event parking. I trust the costs of the new gate system will \*not\* be passed on to our faculty and staff.

Fulton gate access is a puzzle: many people seem to have trouble exiting and this causes backups.

"This is how the question reads: ""How would you currently rate the parking facilities at ASU?"" What?"

"This is the first University I have been affiliated with that required faculty to pay for parking. If our work is valued, why must we pay to park where we work? Even splitting the cost--I pay half and the University pays the other half--would seem reasonable"

"The parking spaces are very narrow and difficult to get in and out of. The recent addition of visitor parking has further limited the number of spaces, and made the parking structure less

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secure. For example, my tire was slashed while my car was parked in the structure during normal working hours. When this occurred, I was unable to secure any assistance from parking services in changing the tire. "

"I pay to park most often when I am at Tempe. The reciprocal lot is too far away AND there is NO shuttle that drives by that lot. It is inconvenient, especially when I have lots of materials for class as I do not have office space there. The reciprocal lot at West is a walk but I am only there for occasional meetings so I do not care. The downtown reciprocal lot is so far away it is ridiculous. I discovered some free spaces near by and I use those. / / I teach at Poly and at Tempe on the same day so I was eligible for a multicampus pass this semester. I thought that would be great but it is NOT. I discovered when I went in to get the new permit that I had to change to the RED parking (I have green at Poly) then get the new sticker. Red is significantly more money so it was not a deal at all. The university gets to say they do this thing but for me it meant more money. / / It is especially bad for professors who teach in many places. No office space, no good parking. Of course, professors most likely to be traveling are the professors who are not on tenure track and are paid the least. It does not seem to be a very equitable system. The blessing is Poly is cheaper and that is my ""home"" campus. "

"I purchase a disability sticker and it is convenient for my office and some classrooms; however, when returning books to library I cannot get any easy access with my sticker. I often use the drop box at the downtown campus to return books since a dropbox outside library has good access."

"Lot parking is way too expensive for people who work on campus. Additionally, I find it problematic and troublesome that we create a tiered system whereby faculty and administrators paid more money can afford the more convenient parking spots that are only a ~ 5 minute walk to campus while the folks who aren't paid as well can only afford a 290 dollar pass that gets them so close to campus that they have to walk at least 15 minutes from their car to their office, especially when it's 115 outside. Lower the parking pass prices for faculty/staff and give staff/faculty priority in receiving spots that are closer to campus. "

Stairwells and elevators are often dirty

"The parking spaces in Apache are too narrow to pull into when cars are on both sides of the empty space. In part, this is because the driving lanes are also too narrow."

Despite posted prohibitions it is not uncommon to see commuters using skateboards inside parking structures. / / It is not unusual to find advertisements for local businesses stuck under windshield wiper blades of vehicles parked in structures. This suggests inadequate security and lack of sanctions against businesses that are effectively paying employees or contractors to trespass for non-university purposes and interfere with private property.

"The parking lot does not seem to be cleaned up on a regular basis. there has been trash for several weeks in the area where I park. / At certain hours of the day it takes a long time to leave the parking lot- there are long lines, as visitors are also allowed to park and sometimes they have difficulties paying for parking at the gate and have to back up their car. it would help to have attendants in the afternoon, I have seen them only during morning hours and they do not seem to staff either of the exit points."

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I park in Lot 59 and the buses are never available or present when I arrive in the morning or leave in the afternoon.

"The parking spaces are just too narrow for most cars. Broken glass in one parking area was present for months, so I don't expect that there is any regular cleaning of the parking areas. Visitors can hold up employee entrances/exits for long periods. There was almost no information on how to use the new parking gates in 2015, that was not handled well."

Gate access much improved since switched to embedded decals.

I mentioned those under safety issues. Lighting needs to be brighter and the issue of oversized vehicles parking on the ramps and obstructing traffic.

The only complaint I would have is that trash is constantly overflowing in the bins in this garage - it seems on every level.

"I do have a disabled placard, but regular parking gets me closer to my office."

No issues -- parking works beautifully and I am constantly impressed by the maintenance of both Rural Rd. and Fulton.

There are always those individuals who park in a way that the driver-side door cannot be opened easily. I have had to enter via the passenger door more than once because of these inconsiderate drivers.

ASU parking for disabled people is generally no closer to buildings than other parking. This does not great service to employees recovering from foot or leg surgery that have temporary handicap placards during their recovery.

"I park approximately 1 mile from my office, but because I park in a structure, I pay the same amount as those who park in the structure directly outside of the office building. I am on a wait list for the closer structure, but there is no timeline about how long that will take. I find the fact that I have to pay almost 1000\$ for parking (which was not disclosed to me when I accepted the position) that is 1 mile from my office to be extremely frustrating. More preference should be given to faculty members."

The pay-to-park system needs some work; it slows down access in and out of the parking structure significantly.

Thanks for updating the lot for motorcycle easy access!

"The parking has become more tightly controlled at night and on weekends and more expensive. Although this may generate additional parking revenue, it has a negative affect on our research. Graduate students should and do work at night and on weekends. By limiting their parking options, we discourage graduate students and post docs from coming in at night to do lab work or

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check on experiments. This also applies to faculty. I sometimes need to drop in to check on an experiment, but I cannot easily park nearby for a short visit. The loading dock would be a good place to park for loading or dropping off or picking up materials, but these sights are commonly filled with vehicles that are either not loading (contractors) or people parking in loading zones on weekends. "

"Parking slots in Tyler Street Structure are too small for current size of vehicles that patrons use. Recommend making larger parking slots. Also recommend having a few dedicated spaces on first floor of Tyler Street Structure for electric vehicles only (away from charging stations. Also, Blink network charging too expensive!!! Should charge no more than \$1/hour, even if ASU has to get its own stations and stops using Blink Network."

"gate access system sometimes does not work properly (gate sometimes does not open, even though the access reader appears to be ""reading"" the RFD on the hanging tag)."

When I get a classroom in my building it is very convenient- however rarely does that happen. Most of the time I have to walk from CONHI to Mercado or drive to ASU west. When at those locations parking is ridiculous and thus I pay for parking over and above the amount I already pay.

People parking without permits delay exit from the structure. Is it possible to guide UCENT pay for parking to another exit?

"The mixing of guest parking with permit holder parking is a major inconvenience and frequently causes backups and delays because it only takes ONE inexperienced person to cause a delay. I've waited 5, sometimes 10 minutes to escape the parking structure. I also resent very much that the stadium lot does not allow me to park there certain days when there is a game, presumably because the university is trying to maximize revenue from tailgaters. But I paid for that spot for the whole month! Worse, the day before or of the game, lines develop outside the structure preventing me from (legally) parking in it because a pro-em guard is turning away people (I think non-permit holders). This actually made me late to teach class recently. All of this would be solved by having an additional entrance/exit that is just for permit holders. When I suggested this at faculty senate, I was told that this increased delays at the other entrances when it was tried. Well, of course! Concentrate the non-permit holders in the other exits so that the people who pay for those spots every month \*so they can get to work and do their jobs for ASU\* actually can use their spots. In summary: please add an additional entrance/exit to the stadium lot (possibly south side), and make it available only for permit holders. Or somehow pro-rate my \$60 / month parking fee to reflect the times I can't park!"

The damn gates won't open until I call dispatch and I have a universal parking pass. They let me in but not out. Then I have to scream my pass number into the mike while a line builds behind me.

"See earlier comments on safety. The Rural Garage currently is hazardous and rendered borderline dysfunctional by not properly functioning gates and sometimes 50 cars getting stuck in the garage for periods of 5-15 min. The cost of parking is high and the service provided has turned from average to abysmal. Please fix the safety issue first, I brought it up 3 times over the past 2 months and no actions have been taken."

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The number of disabled spots on Tempe are far superior to the Poly campus. There are only 3 disabled spots where i park on Poly and there are times when they are all filled. The location of both lots is not bad. I have to haul a lot of materials and supplies from my classroom to my office - NO OFFICE on Tempe so i work out of my car which is far from convenient.

"As I wrote earlier, parking garages feel unsafe to some degree after dark. This is usually due to loud groups of males who say really horrible things that are degrading to women. "

"Although I pay for a permit to park at Gammage, I do not always get to park there if there is an event because it fills up. "

"New gates often don't work (e.g., Rural Rd. exit onto Rural Rd.), or much too slow; should not have to pay for parking as an employee!! Won't accommodate split permit for multiple work locations, very inconvenient."

My only concern with the 10th Street Structure is that the elevator seems unreliable.

Friendly staff doing their best  
spots in garage off 10th are too small

"spaces are narrow, too many cars park over line making spaces inaccessible."

"The new gates make exiting this ramp a lot slower at the ""high"" traffic times of day. "

"Spaces are extremely narrow such that damage from adjacent cars' doors is a significant risk. In Apache structure, \*every\* spot is a ""compact car only"" spot?!"

Parking spaces are small; poor parking that prevents use of adjacent spaces should be ticketed more often.

spaces are too narrow.

Too many reserved spots on ground floor. Summer of 2015 reduced the number of spaces.

Appreciate greater efforts to reduce traffic around ASU by incentivizing bicycling and light rail (I do both).

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**Question #41-comments** Thinking about the time frame from January 15, 2015 to present, please share any additional comments about riding a bicycle to ASU?

### **1. SHOWER FACILITIES NEEDED:**

More of the buildings should have showers in them. This would make commuting much better, my building (ISTB1) doesn't have a publicly available shower.

There needs to be more showers in the building especially for use during the summer

### **2. INADEQUATE NUMBER OF BIKE RACKS**

The new racks that require me to lift my bike up do not work for me. I had a shoulder injury ten years ago (from carrying a heavy ASU-issued computer around, ironically enough) and consequently cannot lift items over my head. The movement towards these racks is age-ist and unfriendly to women (who do not have the upper body strength that men have). Also you need more racks near the Library. There is no space left until you park a bike late at night or very early in the morning. The prohibition on riding in "walk only" zones during the Winter break is ridiculous. There is almost no one on campus.

I notice some new bike racks were added near the MU. This was an improvement. Hayden library still needs more bike racks near its entrance. I don't think we should have signs saying that bicycles will be removed from fences. If people are locking bikes there, it means there aren't enough bike racks or they aren't conveniently placed.

The problem is insufficient bike storage and bike theft. I store my bicycle in my office and walk on campus, especially between 8-4 pm.

The no-wheel zones are actually not a problem. There are enough entrance roughs. Bicycling could be enhanced offering more parking options for those times when bicycling is not practical.

Thanks for the bike valet. It is really convenient.

The university has been actively removing bicycle racks when there were not nearly enough

The removal of many of the bike racks has made locking up the bike close to my building difficult.

### **3. BIKE SECURITY/THEFTS**

#### **Bike Valet:**

Bike Valet hours are not conducive to employees who may want to use them. The hours are too short for most workdays. But they are an improvement over not having them

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One time forgot to pick up my bike before bike valet closed and had trouble getting home.

Tried the Bike valet, but hours were inconvenient. It doesn't make sense to pay for bike guards. A video observation of the bike areas would suffice. Need more campus police enforcing biking regulations/traffic/security. I like the new bike lane signs, and have gotten used to the walk only zones.

**Bike Theft:**

Overall, biking to campus is convenient. The biggest problem is theft of parked bicycles.

The problem is insufficient bike storage and bike theft. I store my bicycle in my office and walk on campus, especially between 8-4 pm.

Security SUCKS! I had a very expensive bike stolen from in front of my building, and the campus police had pretty much nothing they could do to help.

I live/work downtown so my comments are linked to that campus. I use the GRID Bikes and I hope they continue to be close by. But I also used the "cage" and while that has some advantages, the racks are terrible for anyone who isn't about 6' with some upper-body strength beyond a "norm" for people of wide-ranging ages and bodies. But overall, riding to/from and around DPc is pretty easy and accessible.

I wouldn't risk parking my bike in a rack, theft is a big problem. The valet setups are a nice option.

My bicycle was stolen on campus a month ago, which was unfortunate.

I would like to see at least one controlled-access bike cage in every parking structure.

The reduction in the number of bike racks is perhaps the worst thing to happen to the campus in many years. i have been late to class because there is no place to park my bike near the building that I teach in.

I park my bike in my office. i would worry about it getting stolen if I parked it outside. Maybe security cameras would help deter bicycle theft, which truly is a big issue on campus.

I have had very few, if any, problems, though I know of several friends and colleagues who have had bicycles stolen on or around campus. I appreciate the many bike storage/parking options around campus. I also think it is a good idea to have the "wheels free" zone in the middle of campus.

I've had several very nice bicycles stolen from Tempe campus. I highly recommend using a few GPS "bait bikes" to catch the thieves.

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Safe parking facilities are grossly inadequate. More needs to be done to encourage bike riding and having safe storage of one's bike while on campus is absolutely key.

Bikes have been banned in a number of buildings and bikers are now dependent on good, convenient and safe bike storage on campus. Bike theft has been rampant across campus, victimizing many members of my team, some repeatedly. Bike Vaults ROCK.

..... Also, it would be useful to put webcams (multiple) on all bike locking facilities to dissuade bike theft.

Downtown campus does not have bike valets. This would be a welcome amenity as bike theft is an ongoing issue, and the valet service provides an extra layer of protection against theft. There is only one secured bike rack facility. There should be more than one as many people use the bike racks on campus, even those that are not secure.

#### **4. SHARED WALK/RIDE PATHS ARE UNSAFE**

##### **Separation of Bikes and Pedestrians:**

The shared walk/ride/skate paths do not work well. There should be dedicated cycling/skating lanes and dedicated pedestrian lanes. A bicycle goes much faster than a pedestrian and should not be sharing routes with them.

It might be good to paint bike lanes all over on campus paths. It feels risky to both walk and bike around because pedestrians don't know where bikes will be and bikers don't know where pedestrians will walk.

Separate bike lanes on campus would be a good solution. See my previous comments about safety on campus - aggressive biking/skateboarding and the lack of clearly-defined bike and pedestrian routes (outside of the walk-free zones), along with the lack of enforcement of bike/skateboard regulations, makes both biking and walking on campus hazardous, in my opinion.

I would suggest the pedestrian-only area gets expanded. As soon as bicyclists and skateboarders have left the restricted area, they tend to be absolutely reckless.

Bike-only lanes might be a wiser alternative for handling traffic flow on campus than walk-only zones. Faculty with transportation planning expertise should be consulted.

##### **Bike Lane Maintenance:**

Given the exclusion (walk-only) zones, which I support whole-heartedly, there might be other infrastructure/design/landscaping choices based on bike traffic, e.g., area on NE side of student services has many shrubs that obscure view of bikes and pedestrians.

I like the walk-only zones. Wish the bike racks by Hayden Library weren't so easy to cut through, but I haven't experience any problems.

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## **5. CONFLICT WITH WALK ONLY ZONES VS. UNSAFE BIKE RIDER ROUTES**

### **Biking difficulty Around Pedestrian only zones:**

Riding on campus is difficult because it is very crowded. Nothing to do about that. Riding to campus from home is easy and the paths are well planned.

The 'no bike zone' has been a mess making it hard to get across campus. It seems there could have been a better compromise.

ASU has improved their pedestrian-only zones. I am a bicyclist, but still feel ASU can do even more: I think the pedestrian only times can go from sooner (7:30AM) to later (5:30PM). I often walk across campus at these times, and bikes seem to be going even faster because it is their legal times. It is quite frustrating. It would be nice to learn that ASU is scheming bike only and pedestrian only plans for campus. There are many routes that are wide enough to have a bike path separate from pedestrian, and not shared. Other campuses do this (e.g., Univ. of California @ Santa Barbara). Let's become more progressive on this front. Also, it would be useful to put webcams (multiple) on all bike locking facilities to dissuade bike theft.

Since the new policy was introduced (no bike riding on many ASU malls), no thought was given to alternative bike routes on campus. The result is even more dangerous, in my humble opinion, to both bike riders and pedestrians. The only bike route from College Ave. to the center of the campus cuts through narrow passages near buildings, and is inconvenient. I would have expected ASU to first prepare alternative in-campus bike routes, than announce where bikes should not be used. In addition, it sometimes take days (even after notice) for ASU to cut big tree branches on the way from College Ave. to campus.

The prohibition on riding in "walk only" zones during the Winter break is ridiculous. There is almost no one on campus.

### **Bike Routing on Main Roadways Creates Car/Bike Issues:**

feels unsafe, inconvenient, extra traffic pushed to main thoroughfares such as University Drive and Rural, etc. traffic on and near campus feels like the wild west and is stressful, doesn't feel safe. I may start driving.

I have nearly been struck by moving vehicles and vehicles pulled over to drop students off on 10 street and on myrtle. This is a high traffic area, no one follows the signs. Additionally, the street surface is so hap-hazard I have had my tire stuck more than once...

I'm actively offended that the university claims to be bicycle friendly when it has taken increasingly more draconian steps to make it less convenient and less safe for bicyclists on campus. I never felt in more danger in bicycling on campus until after the institution of "no ride" zones which forces bicyclists into crowded, narrow, unsafe, and overused corridors with a dramatically increased risk of accidents. Meanwhile, the ubiquitous cart users continue to

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virtually run down pedestrians on campus with very little effort made to curtail their poor driving habits.

Biking from ISTB4 to Centerpoint requires travelling on University instead of through the campus due to the "walk only" zones. This is fairly dangerous as many drivers on University regularly cut-off bikes while loading/unloading or making turns.

The walk-only zones on campus are good for pedestrians and I appreciate them when I am walking through campus. However, in order to achieve the walk-only zones, bicycles have been routed onto streets and through parking lots. These are the least safe places for bicycles since it places bicycles in proximity with cars. I feel that safety of pedestrians has been favored over safety of bicyclists on campus. The route I take through Tempe campus on my bicycle now makes little sense after the walk-only zone restrictions. I have to bike through the business school courtyard where there are many pedestrians because the path walk next to the business school is walk only. This is not an ideal place for bicycles to go.... I appreciate the attempt to make walking on campus more pleasant. But my general sense as both a pedestrian and a bicycle rider is that there was very little input from bicyclists involved in the creation of the walk-only zones. For a campus that so actively promotes healthy, environmentally wise choices, it seems out of place and unfortunate that in this regard it has become more difficult to ride a bicycle to campus in recent years. I do appreciate the secure bicycle parking zones and I'm very much looking forward to using the new one on the southside of Biodesign.

We need to tell bicyclists where they can ride, not where they cannot. Instead of marking no-bike zones, the first step should have been to design alternate routes for bicycles. To get from the campus entrance on College (a bike-friendly street) to College and University, one must cut by the Student Services building and through a gap in the hedges to access bikeable paths. Fix this and please MARK OUT TWO-WAY BICYCLE/SKATEBOARD LANES that allow bicyclists to get from one side of the campus to the other!

Improvements on the block of College Ave just north of Apache are excellent. However the right-of-way confusion where the road meets campus should be made clear for east-west traffic as well as northbound bicycle traffic.

would be nice to have more paths without cars.

### **Difficulty for Bike Riders to get to Classroom Buildings Across Campus:**

It is increasingly difficult to get to my office or the classrooms where I teach on bicycle with the walk-only paths. I have to bicycle significantly out of my way and then walk to get to my office because of them. I appreciate their utility but their expanding locations also disadvantages bike commuters - they need to be planned around also providing access to office buildings. Also on the shared pathways it would help everyone if there was a designated bike side and a pedestrian side.

### **Enforcement & Education:**

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Many cyclists use southbound college off campus but car traffic is dense and there seems to be no speed or traffic enforcement on College on campus or south of campus. There needs to be police patrols to control traffic speeds and erratic car driving endangering cyclists as they exit campus especially late afternoons.

I wish there were greater education for students using their bikes around the campus. They don't obey traffic rules for either pedestrians or vehicles and so put themselves and others into great danger (e.g. riding off the sidewalk and over a crosswalk without looking to see if a car is coming; the assumption is that the car should stop because they're in a crosswalk, but they're often moving too fast for a car to see them coming).

to me (someone who hikes regularly) the new signs - on first (several) glance(s) - looked like they were telling walkers to yield to cyclists (because hiking signs use similar notation in a different way). it was much later that I realized they were actually telling cyclists to yield to pedestrians.

## **6. MISCELLANEOUS CONCERNS:**

Most challenges have to do with weather... too hot, rainy.

I wish violators could be ticketed.

I can bike as fast as I drive to my parking structure. But other reasons (pooling) make me rely more on driving than bicycling. I note that I bike more conservatively than others, and so I feel less safe biking in some high-traffic areas on campus.

This is probably going to sound hypocritical, but the people on skateboards really seem like a hazard! Every time I have had a near miss (whether on my bike or on foot), it has been with someone on a skateboard.

Drivers are oblivious/uncourteous towards cyclists.

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**Question #48-comments .Please identify any other recent or ongoing concerns you have related to institutional services at ASU?**

"Closing Hayden library for many months, as is the upcoming plan, seems wildly inconvenient for students and faculty. "

The temperatures in our offices and lab space negatively impact our work.

There are poor communications and transport between the Tempe campus and the Research Park.

Very limited access to online journals limiting my ability to conduct appropriate research reviews.

" This survey is offensive to someone not in CLAS. It asks the primary area and then only lists those three divisions of CLAS. Does the Senate not realize we have colleges of Education, Engineering, Business Public Policy, etc. Senate and ASU is too CLAS centric. / / It is one thing to always be ignored by Crow - but the Senate is faculty and at least they should be inclusive."

PSH 150 is a classroom that I teach in each spring. It always has multiple issues with the computer and projector. I have to contact classroom support frequently.

"The heating and cooling systems are not adequately responsive to the outdoor temperature. The building in which my office is located is much too cold for a significant proportion of the year. Clearly in summer good strong air conditioning is needed. But there seems to be no calibration of the ambient temperature in buildings. The air conditioning is currently still on (in December 2015) and is far too cold - I have had to order space heaters, and am wearing gloves in my office."

The classrooms questions simply don't work for my classrooms problems. The classrooms in Language and Lit fit 38 students max.It's a very tight fit. I taught a class enrolled to an extra 45 students at the request of the department and I will never do that again. ASU is mostly about making money for administrators. Too bad for the students.

I requested to have a window in my office washed over a year ago and it has not been done. I would wash it myself but cannot reach the top.

None at present

I would like to see a downtown ASU community garden.

"Email to a prospective graduate student was sent from the institution this morning that was an automated response from a central server that read in the tone of a cold, institutional, bureaucratic and uninspired response. I appreciate the speed of reponse with the automated

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service, but we need to look and feel more interested in the potential students as if we really cared about them and appreciated their potential to join and become a part of our community." Parking is expensive and spaces are evaporating.

great improvement with solar energy and desert landscaping; all services need to be better accessible for people with disabilities

"Too many of the BART drivers drive way too fast and are inconsiderate of pedestrians, especially in the Walk Only Zone."

"I am a new Assistant Professor (as of August 2015) and I am still (December 2015) waiting for my office to have new furniture and my lab to be renovated. There seems to be some opaque bureaucratic bottleneck. I have a temporary office and some temporary lab space, but my productivity is still hindered. The lab renovations are minor and the office is ready (new paint, carpet, and blinds) except for the furniture, but nothing more has happened since August. It is hard for me to comprehend why I am still waiting for this to be finished when ASU has known about my August arrival since I signed my offer letter in February, 2015. "

"why don't many bathrooms on campus use hot water? doesn't hot water prevent spread of germs? In addition, the cold water tears up my hands in the winter time."

Why aren't you asking about services for diversity and inclusion?

"Absence of day care services for students at West campus--this is a service that our students would greatly appreciate. many are slightly older than typical right-from-highschool kids, and have families, full time jobs, and full course loads. these are very busy people, and i am continually astonished as a professor how many of my students manage to pull off all of the responsibilities they currently bear, and still do well in classes. an affordable day care situation--at least for temporary care while students are in class or working on campus, would be a tremendous asset at West campus. We did used to have one long ago, but it was disestablished. why not reestablish it!"

Students pay lab fees with the expectation that they will use and learn state-of-the-art equipment and techniques. Our teaching laboratory infrastructure contains 20-year old equipment. We do not have resources to upgrade.

the class search option on the registration pages is FAR TOO SLOW.... that needs to be fixed....

Student smoke regularly in allowed smoking areas because they are on the Mesa owned sidewalks on Poly Campus. Their smoke does not stay there. It wafts over onto the campus and that nullifies the intent and purpose of the smoking ban. / / Guns are allowed on campuses. I am not pleased about that. I think it should be changed.

I think there should be designated parking spaces for faculty and staff.

Lack of enforcement of no walk zones and vehicular speed on campus.

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The lack of classroom space at Tempe is appalling. Good pedagogy is being sacrificed to scheduling on a regular basis. Addressing this infrastructure problem should be the highest priority of the administration.

"I like the walk-only zones on the Tempe campus, and I rarely see violations. "

"The move of FACMAN off campus means that when there is a problem it can take >1hr for service, if they even come at all. The decline in janitorial services is a shame. Junk accumulates in our hallways, and it is embarrassing to work in a place full of trash. "

Libraries need to retain the book collections.

Again the gate system in the Rural Road parking Structure when trying to exist on Rural-very frustrating!

"I have classrooms with capacity of 100 that on a regular basis have about 100 students (i.e. they are packed) and sometimes (during exams) even more, and we can barely fit. Certain class sizes are getting too large recently. "

"The resources available to faculty who teach iCourses is limited. It would be useful to have a media studio devoted to iCourse faculty (even if it was only staffed 3/4 time). Additionally, instructional design support is limited for iCourses or in-person courses."

"The consolidation of tech support has made it very difficult to get timely services. For classroom support, for example, one has to call Tempe, who calls downtown, who then send someone to come to the room. And sometimes information gets garbled."

"Janitorial services have been a terrible since they have been contracted out. It does not seem possible for the janitors to remember to close doors to offices. In my building, we have removed our offices and labs from the cleaning list because we repeatedly came into the building in the morning to find our offices and labs unlocked. Even after a sticker system was implemented with a sticker on each door frame to indicate if the office should be locked or not -- my office and labs were repeatedly left unlocked. I put my garbage in the hall and it is now emptied once per week and my office is never cleaned (including the floor). "

"The library, not the Memorial Student Union, is the heart and center of a university."

"Trash/recycle pick-up in my building is a little erratic, but none otherwise. Overall, the institutional services are very efficient." The website has become quite difficult to find things on. / / Benefits information could be more thorough.

Discussion-based classes scheduled in rooms better suited to lecture.

"Not a huge problem, but...for those of us who teach evening courses it would be helpful if there were some student counseling services available via phone after 5 pm. It has occasionally been something I wish we had."

Classroom projectors need to be as bright as possible so I assume that the bulbs should be changed out more frequently.

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The trash in my office and lab is not picked up for two to three weeks at a time. It is a hazard (word is too strong but I can't think of another) to human subjects testing.

"- classroom computers tend to be old and slow, and take far too long to log into on the windows side. / / - student roster photos are often incomplete. In online classes, most students do not have a picture on file. / / - blackboard suffers from a lot "

"Well, you didn't ask for ""added comments"" for classrooms, classroom support, and Blackboard. Not sure why, as those of us who teach notice problems, even as those required to address classroom support problems and Bb are often quite good. It often feels like we don't have a good foundational system in place but we are to tout bells and whistles. But students notice, as do I. We are regularly asked if the rooms suit our needs but then not asked what could be different. I wish that when classrooms are being designed or adapted, some high-volume teachers who use many varieties of technology/classroom equipment and teach many students might give input. We have rooms with teaching stations in odd locations, some with 2 screens that aren't needed given room size and that don't allow for different projections on each screen, and screens with so many plug-ins that more had to be added so we can actually use our drives to teach a class. We have tables that can't move, which while I can understand aspects of that, it doesn't always make for effective classroom situations for groups or to adapt a classroom to a smaller number of students, for example. I have one room (Mercado C240) where I think every chair in there squeaks to a such degree students have made a game of trying to find one that doesn't. :) We have some classrooms (Merc C240 included) that are notoriously problematic with the technology and I have routinely been without sound OR projection OR a clear powerpoint projection OR the internet won't pick up for a youtube (or ASU library streaming) video OR clicker system would cut out on me, etc. We are encouraged to ""innovate"" as teachers but yet the Turning Point clicker system is a highly-problematic match, especially in the classroom and on Macs (which are ubiquitous at DPC), to the point I gave up on them after 3 semesters of use. Bb is now at least mostly workable but has its limits. / / This sounds like a bunch of complaints but it's not really--just a description of what many of us tasked with fully engaging students and making use of our options confront. We have some amazing student workers in classroom support and I don't want to make it seem like they aren't doing an excellent job--I'm just not sure that I should get to know so many of them so well over a semester. :)"

"The fitness complex should be free for faculty and staff. Given that we never get substantial raises, it's the least you could do."

The Center for Solid State Electronic Research is a disaster and very negatively impacts my ability to get research work done. I see other electrical engineering faculty leave because of this problem. Where is the leadership at ASU? The FSE administration does not care.

The towel dispensers in the bathrooms are constantly breaking.

"I am annoyed by charges imposed on what should be services supported by indirect costs on my grants. The new charges for travel are absurd, especially when most of my travel is paid by third parties."

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"facilities requests are poorly tracked and followed up on. Painting for classrooms and offices is requested and no clear answer is given about when this can be done. Some classrooms have not been painted for more than 25 years, yet the unit is supposed to be responsible for painting them with no funds to support. Poor facilities affect morale amongst faculty and students."

"Our classroom computers are quite old, technologically speaking. The internet speed in the classroom is challenging (and a bit embarrassing when trying to Skype with speakers). "

"Maintenance or janitorial service has grown much worse. It has been more than three years since my office was properly swept and mopped. Before that, it was swept and mopped at least once a month. Trash often sits in my trash can for more than a week. I and my colleagues have also found our offices left unlocked by janitorial staff. "

CPMG is a disaster. They are not responsive and rely on old methods. They are particularly poor at communicating with tenants and with turnover of completed projects at the end of construction.

"Adobe Connect is not sufficient - it is problematic to use with more than a few people and if sound is also needed. As we collaborate with others across the country, we need better technology for holding synchronous on-line meetings/presentations. The software available to the ASU on-line programs on Blackboard should also be available for the hybrid/in-person version of Blackboard. "

"Pedestrian safety near roadways as well as due to bicyclists and skateboarders still an issue, despite Walk only zones."

The cleaning personnel in UCENT....not the ones who do the actual cleaning...but their supervisors have no concern for the university mission of EDUCATION! Three times in the past two years my students' work has been thrown away...when it was obviously part of a classroom assignment kept in a place that was in no one's way (near my office...not in a shared use classroom). They deny it...but there is absolutely no other alternative....they are the only ones in at night! I am referring to LARGE paper items!

"Blackboard needs to have better support for instructors who use tablets. The mobile app is geared towards students and does not allow instructors to access grading information. / / There also needs to be a better interface for grading (through the web interface) that does not require going student by student. It is a tedious and unnecessarily lengthy process that takes hours to grade discussion for online courses and return papers. I have used other LMS systems that are much more instructor friendly, allowing for easier grading and a cleaner, more mobile friendly instructor interface."

"Updating the parking services meters where you pay. So many people use Lot 20 and the machine has issues keeping up. Also, a decrease in the cost of the parking permits would be appreciated. "

My biggest issue is that I travel between campuses and SkySong a lot. There needs to be a cross campus parking decal that will enable employees to park in a reasonable location. Those who

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travel already lose a lot of work time. Walking from the designated lots for those with a decal at another campus is waste of valuable time. I heard that administrators get a different kind of parking pass. I think this kind of pass should be available to those who travel a lot for their job. A grossly top heavy administrative structure and no regard for faculty opinions or needs. ASU feels more and more like mediocre diploma mill with too much emphasis on cheap and easy online classes at the expense of on campus teaching and classes.

Maintenance of facilities in physical sciences is inexistant

"There are many facilities, however, only few are accessible. Just because you can find a recharge facility on the web, does not mean that you can go there and do any work. " We all know that ASU has far too few classrooms. It's become difficult to schedule classes when students can take them and faculty can teach them. We can't pretend that student learning is not being affected here: students who choose smaller majors often find that they just can't take the classes they need to take during hours when they can reasonably make it to campus.

High Performance Computing (HPC) seems to lack the resources to become another major supporter of research activities (on par with our libraries).  
None

The wifi is not always reliable in my office on Tempe campus and I use a laptop as my primary computer.

"Scheduling on the west campus should not be held to Tempe/Downtown and/or East campus rules. We have empty classrooms on Mondays and Wednesdays and do not schedule courses on these days because the ""rules"" are that we must schedule Friday classes, thus restricting our pedagogy to 50 minutes sessions. Many faculty end up choosing to be scheduled on Tuesdays and Thursdays only, when this restriction does not apply. While this may address a space issue on the Tempe campus, we don't have a space issue on the West campus and this rule is a ridiculous waste of resouces/classroom and has an adverse effect on the pedagogy. We should be allowed to schedule Monday and Wednesday 75 minutes course sessions without the requirement of a Friday session since there are rooms available. This only became a problem when classroom scheduling moved to a central office that was not concerned about the needs of West campus. We also struggle with having enough spaces that can be used for events, many finding Kiva Lecture Hall an excellent place and size for evening campus events. However, though there are other classrooms available for the size that Kiva can hold, evening courses have begun to be scheduled in Kiva Lecture Hall, thus preventing the use of this space for events. Again, this problem did not exist until the scheduling was moved to a centralized system. Our spaces are being wasted simply because it's easier for those scheduling to use a single set of rules for all campuses when scheduling is done centrally. However, this is adversely effecting both pedagogy and community life on the West campus."

Blackboard is too slow / Dashes in the grade center do not turn automatically into zeros after deadlines / In CAVC classroom support is very slow to respond

"Administrative and custodial services have been cut too much. The work load for department administrators is too high and it take a long time to get things done. The quality of the custodial

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service is highly variable. Some months the service is good and other months it is very bad. There is a constant and high turnover in both types of positions. I sometime feel that there are two classes of employees at ASU. The ones in the Brickyard, Fulton center or new buildings where everything is very nice. Those of us in the old building have to put up with a very low level of service. ASU need to invest in renovating the old buildings and facilities not just looking after the Deans & Presidents. "

"Everything is bare bones minimum. Basic tasks are handled, but that's about it."

"Why don't we get any discounts for parking (really, you want me to teach here, and I live 35 minutes away, so...), and also for the fitness center (especially since I am an alumnus of ASU!)"

"From my recollection, there is inadequate parking for those going into parking services...."

Building janitorial service is inadequate. Restrooms are not clean. Toilet paper and paper towels are not provided in restrooms. Trash is not always emptied.

The new websites are difficult to navigate

"It's great that we have a low number of faculty and staff per number of students when talking to politicians about our budget, but we are at the breaking point. We are so under-staffed.

Sometimes adding technology means that faculty do staff work because somehow it's supposed to be ""easier"" that way. Staff are strained to the breaking point. We cannot just grow without investing in the people who make the place run. "

"I have already commented about the shortage of classrooms on Tempe campus. I am having to teach a class at 6 pm next semester simply because a room could not be found for the size class I teach. Other semesters, I have been placed in buildings far across campus from the center of our department. If ASU is going to continue increasing enrollment, we need to consider that we have to put these students somewhere as well. I don't see any new construction in the works, but there appears to be a need for a plan to accomodate increasing student enrollment with respect to the classrooms needed for them."

"The electronic equipment in many classrooms is simply too complicated for non-specialists to use, especially when multitasking. There are allegations that the university-level computer people are dictating and insisting on things the faculty (and staff) find awkward at best."

"Re-imagine computer labs and classrooms. Most students own laptops, so a computer lab could have workstations with outlets for laptop users to plug in and some desktop stations. "

"Noise issues: / 1) some classes in PSA use loud audiovisual, which comes through the walls to my classroom. / 2) Loud music makes the center of campus unusable during the middle of the day. / 3) overly loud music in other areas: the foodstand at Palm Walk and Tyler mall, the area around the cafe in Hayden library, the campanile at Memorial union between 5 and 5:15."

"We have a serious problem in Cowden with the custodial staff leaving offices open when they come in to take out trash. As a result of these continuing problems (which have been occurring for at least 2 years), many of the faculty have asked for their offices and research labs to be taken

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off of the cleaning list (we cannot risk the safety concerns due to IRB regulations of needing to have our research materials in locked offices; not to mention the concern of having our computers and other materials stolen). This has resulted in the halls of Cowden being full of trash cans left outside of office doors. We still want our trash to be emptied, and therefore have had to leave our trash cans outside of our offices. Overall, it is my opinion that this makes the inside of the building look awful---but I prefer this to the alternative of risking my office not getting locked/closed when the cleaning staff come through to empty trash cans. Unfortunately, this is an issue that has been ongoing and, despite numerous attempts to communicate our concerns to facilities management, this continues. "

"There is a burdensome and ever increasing amount of bureaucracy for any and every aspect of life on campus. There is an ever-increasing number of forms and steps for almost anything you want to do, particularly when it involves money. I often wonder if there could possibly be anything like the level of fraud that would necessitate the level of bureaucracy that goes into any expenditure. It takes a year to change the pre-requisites on a class. There is a cumbersome and pointless annual program assessment etc. etc. etc. etc. This really is a problem that wastes a lot of time when people could meaningfully be contributing to the mission of the university. While I appreciate the importance of accountability, some effort should be made to keep this in balance."

"Need additional support for night courses - classroom support, IT support, and parking passes for guest instructors; need additional support for courses that are offered to other campuses via distance technology - more classrooms with this equipment available."

"There's a toilet in the men's restroom on the 2nd floor of the BAC that has been broken with a bag on it for at least four months. If it indeed needs to be out of commission for so long it would be very useful to have a sign up that says something like ""Out of Order: Repair Scheduled xx/xx/xx"" and to close the stall door. / / I submitted a request to facilities to ask if the A/C could be adjusted in BAC 213 (classroom) in September 2015 and I never heard back. The students regularly asked if I could do anything and I wasn't really sure what else I could do. / / It would be nice to have disposable toilet seat covers available in all of the restrooms. I've noticed many restrooms don't have that which I found surprising."

It seems faculty are required to do more and more with shrinking resources. The lowest common denominator of student quality decreasing. Overall academic quality is deteriorating as ASU grows. There appears to be little or no concern about academic quality as enrollment expands.

"The custodial service is abominable. Trash in classrooms overflows, the aroma from office wastebaskets is disconcerting. It appears that we have the bare minimum of support by people who really don't care. On the other hand, if a building requires 8-5 support, the people who work there are worthy of high praise. Seems like the dunderheads are assigned to the night shift."

better payment system than checks / maintain faculty offices when painting halls and in the same budget / treat faculty as asset not revenue resource for fees and fines

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"Classroom temperatures are often time too hot and I have to call too often. Student learning experience suffers and it creates a poor atmosphere. When I call, it takes too much time, I only have a minute or two before class starts, and they want my name, department, email address, etc. They say, wait till the room gets full and it will cool off, but when I have to call day after day it is painful obvious that there is an issue that is not adequately addressed. / / Lighting - most of my classrooms have many light switches, but they are not designed to darken the projection screen without making the rest of the room too dark (where the students sit). None of the switches are labeled and I often click multiple switches searching for the best combination to enable classroom effectiveness."

"Institutional services are holding back the evolution of ASU. Unless something drastic happens within the managements structure, ASU will not move up the rankings."  
I have no concerns at this time.

"Just the cleaning of PE West gym floor. A faculty/staff basketball game is there three-times-a-week. Cleaning the floor would protect faculty and staff who participate in that game, which builds faculty/staff camaraderie and encourages physical fitness."

Travel system to Concur is a nuisance for reporting expenses against approved travel. / Website redesign for my unit through UTO is woefully bad.

"The availability of many of these resources are difficult to find. Upon hire, having optional training sessions for things like Blackboard and EH&S safety training would be very helpful. Being new to ASU, it is unclear where to go for information about what is required or necessary. Including this as a component of the on-boarding process for new faculty would be immensely helpful."

Our conference room needs an internet connection in Sutton Hall 3rd floor.

"Please see my earlier comment. We desperately need chairs or benches in Durham Language & Literature, on almost every floor, so that students are not lined up on the floors in the hallway, uncomfortable as they wait and try to study, and unsafe as they extend their legs, making walking through the hallways a danger. Why can't benches be put in here, on one or both sides, or where fire codes allow for them? I am grateful for the four chairs put in on the ground floor. They are always taken. I never see them empty. But seriously--four chairs for the whole building? This is the best we can do?"

More classroom spaces is needed or the school needs to cap enrollments

"Parking, parking, parking."

"Generally great work. The parking services are sometimes good and sometimes need work, but that is understandable given the great number of events on or around campus and the number of drivers who are clueless to the systems in use."

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"I'm not sure if it falls under this category, but our students are asked to utilize the Writing Center. However, it consistently seems that the Writing Center is booked, often several weeks in advance, throughout the entire semester, naturally getting worse when tutors are most needed. I personally feel that this service is crucial for students' education and advancement, so if it is possible to improve on this in any way (i.e. more funding to support more tutors...), I would be a huge supporter of that. Thank you."

"Bathrooms: the commercial sector has learned that good, clean, attractive, safe, comfortable bathrooms are a very positive factor in customer satisfaction and revenue growth. I think we lag seriously in that regard, letting bathrooms slip to the bottom of the list when we fix things up. But everybody has to use them and when people feel good about their bathrooms, they feel good about what else is going on inside that building. \*AND\*: it does attract a lot of comment that Fulton has lovely bathrooms, for the benefit of the great and the powerful, while most other places suffer badly by comparison."

please see earlier comments regarding DRC

I do not feel our classrooms are safe when we have no ability to lock the doors. I also feel there is insufficient training about what to do when there is an active shooter or campus as well as insufficient information about threats to campus

"In regards to the classrooms: I would like my classrooms to have enough board room so that, when I lower the screen projector, there is enough room left on the board for me to write. In the two classrooms that I am using this spring, the screen covers the board entirely so that it is impossible for me to project on the screen and, at the same time, write on the board. This greatly hampers my ability to teach effectively since I have to constantly lower and raise the screen during the lecture."

"the grade center in blackboard is terrible. Unable to weight grades for example. In consulting with IT blackboard staff, they advise always to stick with EXCEL, but that means I have have enter grades two different places. Easy to make a transcription error in process."

"Insufficient office space for employees that results in academic professionals who teach classes having to share office space with one another. I perceive that non-tenured faculty and academic professionals seem to be treated differently than tenured faculty, with tenured faculty being treated much better in terms of access to personal offices. "

Fulton Center is way too cold (when the air conditioning is on rather than heating).

The travel service software is APPALLING! It is extremely cumbersome and totally out-of-date.

"In general, I find the response from any service is timely and effective. I have used FACMAN, EHS and HR recently, and all have been most helpful. "

"Each classroom should have a functioning podium or lectern, and a clock. (This is just a pet peeve of mine!) / / Some thought should be taken to the better and more strategic/efficient placement of trashcans and recycling cans within and around each building on campus. / /

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Generally the facilities staff does a great job, but it appears that they are stretched thin sometimes in terms of staff to maintain (and preventatively maintain) all the buildings and facilities. Thank you."

"The key to the system working for me, being temporarily disabled, are the DART services. Without DART I'd be excessively limited."

"I am concerned that the contract cleaners, at least those I see in ISTB4, are understaffed and underpaid. I hope we can do the right thing for them."

"want more classrooms like ECG 224/228 or ECG 319 used to be. / LOTS of whiteboards. computer access (or laptop networking). / DOC-CAMS everywhere. / reasonable sized team tables. / screens NOT covering the center of the whiteboard. / / Stop thinking of lecture halls -- youtube delivers those better -- students / come to ASU for things youtube cannot deliver, but most classrooms are / set up like (uncomfortable) movie theatres (lecture oriented)."

It concerns me that we cannot trust our janitorial service to close and lock our doors (because staff routinely leave them open) - especially given that many of our offices and labs contain protected/confidential research data that (as investigators) we have promised (via an IRB-approved commitment to our research participants) to keep the data in locked offices. this has resulted in many professors and labs being forced out of receiving janitorial services at all.

"The smoking ban needs to be more effectively enforced on some of the boundary areas (i.e. near Biodesign and ISTB4 and also some of the lawn areas on the east side of campus. / / Also, when homeless people are reported occupying buildings the DPS needs to respond ASAP and help move the unwanted people out of the buildings. "

"There have been recent security incidents where homeless people have had access to the Physical Sciences buildings in off hours. Recently, one got into a clean lab in PSF with valuable samples and dangerous chemicals. When DPS was called on this, they did not respond. This situation posed a great risk to ASU research infrastructure, students and the safety of the intruder. We must improve security and make sure that DPS responds to these calls."

Need to develop key card access to Bateman PSF as soon as possible.

I am generally happy with the support services that I receive. Keep up the good work! Parking for those who are inconvenienced by having classrooms spread across 3 distant locations.

"Lack of heating and cooling after hours prevents working a flex schedule. At one time, we were able to request for air to our office location, but this policy has been eliminated according to building services. "

Get rid of the Concur system asap. It is not designed for a university where many of us use external funding for travel. It is designed for a company which pays for the travel of its employees using company funds and the travel documents are done by trained professionals not faculty who only use it infrequently. And it is worse if you try to send a grad student somewhere

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or are doing in-state travel. Can you believe that we are supposed to spend hours learning how to use it. The software designers for this company must have failed computer science.

"Some locations literally invite theft. The biodesign auditorium is a prime example. There are no lockers for the wireless microphones, remote controls, etc. There is always at least one, and sometimes up to half a dozen wireless microphones left after events for anyone to pick up and leave. The problem has been brought to the attention of the reception desk but no action has been taken. / / Virus protection for Macintosh computers is a HUGE unaddressed issue that may cost ASU millions of dollars down the road if not addressed. RTS has provided me in the past with 2 non-functioning virus protections software solutions that had to be uninstalled to enable productivity. RTS support tells me that ASU is not willing to invest into a workable software program. The cost of not protecting our network and sensitive data constitutes a HUGE liability. I'd be happy to pay for virus protection myself but at a minimum would expect our computer support to be able to recommend, install and maintain a workable solution. / / The criticism above is directed at a situation rather than at our personnel, which I experienced as being helpful and friendly 99% of the time. / / Finally, it would be good if a master key for ISTB4 could be left at the Biodesign reception that is staffed 24-hours/7 days a week. On multiple occasions, students and faculty have accidentally locked themselves out of their offices and labs and it is almost impossible to find someone who can let personnel back in. The reception is not staffed most of the times and campus officers are at a loss on whom to contact to get into the building. The solution to the above has been for me and others to track down janitors and cleaning personnel, typically non-English speaking employees, who would let anyone into any office without questioning and without asking for identification. Another major concern regarding both safety and security. / / Thanks for the opportunity to provide input and many thanks for your assistance in seeking to address the above issues!"

The main thing for me is the Tempe campus. Not having enough classrooms available to teach classes and not having enough office space for faculty who travel between the campuses. Both of these items are issues that challenge the teaching and learning success of my courses and students.

"I realize I am a recent convert to the cause of disability access at ASU because of the experience of my student in a wheelchair. I have been very disappointed to learn how slowly the response is to known problems. For example, when the button stops working on a door, it should be fixed immediately, not after several weeks (yes, physical plant was notified). If you are going to have a number to call that something is not working, then there should be someone to answer that call (go ahead, call the number). People with disabilities should not have to be the ones constantly advocating for their own safety, and they definitely should not have to beg and plead to get simple problems handled. "

"ASU is too big, cold, and sterile. It has changed significantly over the years and I do not know if the ultimate goal to educate is actually being implemented. I think we are creative about generating funds, but not necessarily about educating students." Water fountains in GWC do not work. More generally about half the fountains on campus do not work. I need to make an effort to learn the ones that do.

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"Blackboard is very difficult to learn and cumbersome to use. I experienced this as an instructor and students in my class also had difficulty locating important links on the site. It is extremely inconvenient that I can only see the student perspective by logging in through another browser with a ""student"" account. Please consider providing alternate course websites, such as Moodle, which have ""student previews"" available on the instructors site and are more intuitive to use. Thank you!"

"As mentioned we do not have enough classrooms at the downtown campus. To accommodate, we have been offering classes on the weekends. The weekend use is problematic. At times the doors are locked even during class time, the air conditioning is off even in the summer, if the university wants us to use the campus on the weekend, resources need to be put in place to make this work."

no comment

"Not having the authority to stop smokers from smoking, I suffered many incidents of students smoking right at my window (Hayden Library lower concourse). This was another example for ASU announcing policies without first securing their implementation process. "

"Poor maintenance. Janitors should check for non-working items such as fixtures in bathrooms and be required to report same to maintenance. They should clean walls/partitions in restrooms, disgustingly dirty especially around urinals. Should keep drain traps filled in restroom floors (e.g., first floor ERC), causes horrible odors when dry. Janitors should dust offices. Lack of outgoing shipping (packaging services) a big obstacle for research, forces us to keep old, flammable packing materials in labs."

Excellent place to work and learn...

"ASU police have been more visible, but their locations are very predictable. They are always behind information desks in the buildings or at one of the main crosswalks. I have never observed an officer actively patrolling any building. Kudos to the security guards at Mercado who do rove the premises. / / It would be helpful to have consistent technology in all classrooms. Visible instructions for operating the instructor technology desk in every classroom would be very helpful. / / "

"The classrooms downtown are not ideal for PhD seminars nor for our typical undergraduate class sizes (60-85). / / We need more spaces that are appropriate for a PhD seminar with 10 or fewer students. Right now they put us in these classrooms for 25 students, which are set up with locked down desks and are not at all conducive for seminar style discussions. / / I have also now taught twice in a room designed for 100-120 students with a class of 60 students. The space is cavernous and not ideal for a 60 student classroom. NHI110 for example is designed for an instructor to stand at a podium - meanwhile the computer is at a lower level. So if I need to use the computer students cannot see me and I am ""trapped"" in the corner. Additionally, we cannot have group work and interactive discussion and activities with smaller classes in this large space."

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The only other options are the 80 person room at UCENT that has giant columns blocking students' view."

Having enough batteries available for the microphone in several classrooms. Having dry erase erasers in SS 229.

Frequently have issues in my office regarding heating or cooling concerns.

"Tired of buildings flooding. EHS does not check water hook-ups in labs; when these fail (often because they're connected by graduate students), it's expensive and a real hassle."

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**Question #41-comments.Thinking about the time frame from January 15, 2015 to present, please share any additional comments about riding a bicycle to ASU?**

More of the buildings should have showers in them. This would make commuting much better, my building (ISTB1) doesn't have a publicly available shower.

The new racks that require me to lift my bike up do not work for me. I had a shoulder injury ten years ago (from carrying a heavy ASU-issued computer around, ironically enough) and consequently cannot lift items over my head. The movement towards these racks is age-ist and unfriendly to women (who do not have the upper body strength that men have). Also you need more racks near the Library. There is no space left until you park a bike late at night or very early in the morning. The prohibition on riding in "walk only" zones during the Winter break is ridiculous. There is almost no one on campus.

The shared walk/ride/skate paths do not work well. There should be dedicated cycling/skating lanes and dedicated pedestrian lanes. A bicycle goes much faster than a pedestrian and should not be sharing routes with them.

Most challenges have to do with weather... too hot, rainy...

Biking from ISTB4 to Centerpoint requires travelling on University instead of through the campus due to the "walk only" zones. This is fairly dangerous as many drivers on University regularly cut-off bikes while loading/unloading or making turns.

I notice some new bike racks were added near the MU. This was an improvement. Hayden library still needs more bike racks near its entrance. I don't think we should have signs saying that bicycles will be removed from fences. If people are locking bikes there, it means there aren't enough bike racks or they aren't conveniently placed.

Bike Valet hours are not conducive to employees who may want to use them. The hours are too short for most workdays. But they are an improvement over not having them.

One time forgot to pick up my bike before bike valet closed and had trouble getting home.

I'm actively offended that the university claims to be bicycle friendly when it has taken increasingly more draconian steps to make it less convenient and less safe for bicyclists on campus. I never felt in more danger in bicycling on campus until after the institution of "no ride" zones which forces bicyclists into crowded, narrow, unsafe, and overused corridors with a dramatically increased risk of accidents. Meanwhile, the ubiquitous cart users continue to virtually run down pedestrians on campus with very little effort made to curtail their poor driving habits.

The walk-only zones on campus are good for pedestrians and I appreciate them when I am walking through campus. However, in order to achieve the walk-only zones, bicycles have been routed onto streets and through parking lots. These are the least safe places for bicycles since it places bicycles in proximity with cars. I feel that safety of pedestrians has been favored over safety of bicyclists on campus. The route I take through Tempe campus on my bicycle now makes little sense after the walk-only zone restrictions. I have to bike through the business school courtyard where there are many pedestrians because the palm walk next to the business school is walk only. This is not an ideal place for bicycles to go. Then I have to bike through the book store parking lot, where there are many cars trying to park or back out. This is horrible for bicyclist safety. A parking lot is very unsafe for bicycles. Then I take the sidewalk next to ISTB-1 north to Tyler mall so I can park my bicycle next to Goldwater. I can ride up to Tyler, but then I have to walk my bike 50 feet east on Tyler Mall to get through a short bit of walk-only zone

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before reaching the bicycle rack. Can the walk only zone be moved 50 feet west so that there is a continuous bike route here? There used to be bicycle lanes on Orange Ave., but now bicycles are mixed with cars. This seems like a step backward. The green bicycle lane that heads northbound into campus on College Ave. between Apache and Lemon goes against the direction of car traffic. This is generally ok, but there is no signage for the bike riders at the north end of the road where it T-s into Lemon. The cars have stop signs. But the bikes have no sign. Cars on Lemon are not looking for bikes heading northbound on College and since the bikes have no stop sign, it causes a dangerous situation. At the intersection of McAllister and Orange, for bicycles heading southbound on McAllister and looking to turn left onto Terrace Mall, it is not clear how we should do this. There is a large median lane at the intersection, should bicycles use that lane to make left turns onto Terrace Mall? The sidewalk on the southside of University Ave. is packed with bicycles now, presumably because there are few ways to move east-west through campus on a bicycle due to the walk-only zones. Can anything be done to help? Bicycle air stations seem to be broken more often than not when I try to use them. (north of the business school and on the south side of the gym) I appreciate the attempt to make walking on campus more pleasant. But my general sense as both a pedestrian and a bicycle rider is that there was very little input from bicyclists involved in the creation of the walk-only zones. For a campus that so actively promotes healthy, environmentally wise choices, it seems out of place and unfortunate that in this regard it has become more difficult to ride a bicycle to campus in recent years. I do appreciate the secure bicycle parking zones and I'm very much looking forward to using the new one on the southside of Biodesign.

Overall, biking to campus is convenient. The biggest problem is theft of parked bicycles. Tried the Bike valet, but hours were inconvenient. It doesn't make sense to pay for bike guards. A video observation of the bike areas would suffice. Need more campus police enforcing biking regulations/traffic/security. I like the new bike lane signs, and have gotten used to the walk only zones.

We need to tell bicyclists where they can ride, not where they cannot. Instead of marking no-bike zones, the first step should have been to design alternate routes for bicycles. To get from the campus entrance on College (a bike-friendly street) to College and University, one must cut by the Student Services building and through a gap in the hedges to access bikeable paths. Fix this and please MARK OUT TWO-WAY BICYCLE/SKATEBOARD LANES that allow bicyclists to get from one side of the campus to the other!

The problem is insufficient bike storage and bike theft. I store my bicycle in my office and walk on campus, especially between 8-4 pm.

Security SUCKS! I had a very expensive bike stolen from in front of my building, and the campus police had pretty much nothing they could do to help.

I live/work downtown so my comments are linked to that campus. I use the GRID Bikes and I hope they continue to be close by. But I also used the "cage" and while that has some advantages, the racks are terrible for anyone who isn't about 6' with some upper-body strength beyond a "norm" for people of wide-ranging ages and bodies. But overall, riding to/from and around DPc is pretty easy and accessible.

I wouldn't risk parking my bike in a rack, theft is a big problem. The valet setups are a nice option.

I wish violators could be ticketed.

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I would suggest the pedestrian-only area gets expanded. As soon as bicyclists and skateboarders have left the restricted area, they tend to be absolutely reckless.

My bicycle was stolen on campus a month ago, which was unfortunate.

There needs to be more showers in the building especially for use during the summer.

I would like to see at least one controlled-access bike cage in every parking structure.

Improvements on the block of College Ave just north of Apache are excellent. However the right-of-way confusion where the road meets campus should be made clear for east-west traffic as well as northbound bicycle traffic.

I park my bike in my office. i would worry about it getting stolen if I parked it outside. Maybe security cameras would help deter bicycle theft, which truly is a big issue on campus.

would be nice to have more paths without cars.

I can bike as fast as I drive to my parking structure. But other reasons (pooling) make me rely more on driving than bicycling. I note that I bike more conservatively than others, and so I feel less safe biking in some high-traffic areas on campus.

It might be good to paint bike lanes all over on campus paths. It feels risky to both walk and bike around because pedestrians don't know where bikes will be and bikers don't know where pedestrians will walk.

the reduction in the number of bike racks is perhaps the worst thing to happen to the campus in many years. i have been late to class because there is no place to park my bike near the building that I teach in.

Bike-only lanes might be a wiser alternative for handling traffic flow on campus than walk-only zones. Faculty with transportation planning expertise should be consulted.

Given the exclusion (walk-only) zones, which I support whole-heartedly, there might be other infrastructure/design/landscaping choices based on bike traffice, e.g., area on NE side of student services has many shrubs that obscure view of bikes and pedestrians.

I have had very few, if any, problems, though I know of several friends and colleagues who have had bicycles stolen on or around campus. I appreciate the many bike storage/parking options around campus. I also think it is a good idea to have the "wheels free" zone in the middle of campus.

Riding on campus is difficult because it is very crowded. Nothing to do about that. Riding to campus from home is easy and the paths are well planned.

Many cyclists use southbound college off campus but car traffic is dense and there seems to be no speed or traffic enforcement on College on campus or south of campus. There needs to be police patrols to control traffic speeds and erratic car driving endangering cyclists as they exit campus especially late afternoons.

Separate bike lanes on campus would be a good solution.

See my previous comments about safety on campus - aggressive biking/skateboarding and the lack of clearly-defined bike and pedestrian routes (outside of the walk-free zones), along with the lack of enforcement of bike/skateboard regulations, makes both biking and walking on campus hazardous, in my opinion.

I wish there were greater education for students using their bikes around the campus. They don't obey traffic rules for either pedestrians or vehicles and so put themselves and others into great danger (e.g. riding off the sidewalk and over a crosswalk without looking to see if a car is coming; the assumption is that the car should stop because they're in a crosswalk, but they're often moving too fast for a car to see them coming).

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I've had several very nice bicycles stolen from Tempe campus. I highly recommend using a few GPS "bait bikes" to catch the thieves.

to me (someone who hikes regularly) the knew signs - on first (several) glance(s) - looked like they were telling walkers to yield to cyclists (because hiking signs use similar notation in a different way). it was much later that I realized they were actually telling cyclists to yield to pedestrians.

Safe parking facilities are grossly inadequate. More needs to be done to encourage bike riding and having safe storage of one's bike while on campus is absolutely key.

The no-wheel zones are actually not a problem. There are enough entrance roughs. Bicycling could be enhanced offering more parking options for those times when bicycling is not practical.

It is increasingly difficult to get to my office or the classrooms where I teach on bicycle with the walk-only paths. I have to bicycle significantly out of my way and then walk to get to my office because of them. I appreciate their utility but their expanding locations also disadvantages bike commuters - they need to be planned around also providing access to office buildings. Also on the shared pathways it would help everyone if there was a designated bike side and a pedestrian side.

The 'no bike zone' has been a mess making it hard to get across campus. It seems there could have been a better compromise.

Thanks for the bike valet. It is really convenient.

Bikes have been banned in a number of buildings and bikers are now dependent on good, convenient and safe bike storage on campus. Bike theft has been rampant across campus, victimizing many members of my team, some repeatedly. Bike Vaults ROCK.  
it improved

This is probably going to sound hypocritical, but the people on skateboards really seem like a hazard! Every time I have had a near miss (whether on my bike or on foot), it has been with someone on a skateboard.

The university has been actively removing bicycle racks when there were not nearly enough. feels unsafe, inconvenient, extra traffic pushed to main thoroughfares such as University Drive and Rural, etc. traffic on and near campus feels like the wild west and is stressful, doesn't feel safe. I may start driving.

Drivers are oblivious/uncourteous towards cyclists.

ASU has improved their pedestrian-only zones. I am a bicyclist, but still feel ASU can do even more: I think the pedestrian only times can go from sooner (7:30AM) to later (5:30PM). I often walk across campus at these times, and bikes seem to be going even faster because it is their legal times. It is quite frustrating. It would be nice to learn that ASU is scheming bike only and pedestrian only plans for campus. There are many routes that are wide enough to have a bike path separate from pedestrian, and not shared. Other campuses do this (e.g., Univ. of California @ Santa Barbara). Let's become more progressive on this front. Also, it would be useful to put webcams (multiple) on all bike locking facilities to dissuade bike theft.

Since the new policy was introduced (no bike riding on many ASU malls), no thought was given to alternative bike routes on campus. The result is even more dangerous, in my humble opinion, to both bike riders and pedestrians. The only bike route from College Ave. to the center of the campus cuts through narrow passages near buildings, and is inconvenient. I would have expected ASU to first prepare alternative in-campus bike routes, than announce where bikes should not be

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used. In addition, it sometimes take days (even after notice) for ASU to cut big tree branches on the way from College Ave. to campus.

I have nearly been struck by moving vehicles and vehicles pulled over to drop students off on 10 street and on myrtle. This is a high traffic area, no one follows the signs. Additionally, the street surface is so hap-hazard I have had my tire stuck more than once...

The removal of many of the bike racks has made locking up the bike close to my building difficult.

Downtown campus does not have bike valets. This would be a welcome amenity as bike theft is an ongoing issue, and the valet service provides an extra layer of protection against theft. There is only one secured bike rack facility. There should be more than one as many people use the bike racks on campus, even those that are not secure.

ASU has the best bicycle infrastructure I have ever seen at a university. I have been a full time bike commuter for over 12 years now - at 6 other universities. ASU offers loads of bike parking and the secure spots are perfect. I have absolutely no complaints and nothing but praise for the biking infrastructure.

I like the walk-only zones. Wish the bike racks by Hayden Library weren't so easy to cut through, but I haven't experience any problems.

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**Question #47-comments. Please share any additional comments about recent issues related to the ASU libraries.**

Please don't close Hayden for a year!  
I use the on-line journal access and it is excellent.  
I do all my work online.

Having access to more online journals that higher end universities have access to would make things much easier for research.

The library is great. The employees are great. The services are great. Interlibrary loan is amazing. Special collections and archives people are great. It sure would be good to get a replacement in Latin American Studies librarianship for Melissa Guy who has left. The helpfulness of the personnel is always excellent. The library was one reason I came to work at ASU many years ago and they continue to deliver superb service.

ASU Libraries have never asked whether I need them to subscribe to journals in my field.

I work for the Library. Haven't been there in ages as they have everything I need online.

"a request for an interlibrary loan publication was cancelled by the library as being too recent, but not alternative to access was offered"

I haven't stepped into a library but lib.asu.edu is a valuable resource.

"space is time- and use-worn, Needs renovation/update and re-org of materials. "

"I depend heavily on the interlibrary loan service (ILLiad). It is excellent. I hope it will continue to be funded. The campus copy service (Canon?) is frustrating at times. There seems to be a period of time after which jobs are deleted from my individual queue, but I have never seen a warning about this. Also there are issues printing color documents in black and white. "

"We are missing some major journals (however, are able to access them through interlibrary loans)" asu libraries are terrific

"Luckily, I have access to Mayo Clinic library and a friend that works at the FDA who has access to almost all journals."

Access to Westlaw for non-law faculty would be welcome!  
i mostly use the online library

the staff is wonderful

library staff is Great!

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We used to have book and document delivery to department offices and its was great! It really helped facilitate my research. Bring it back!

Excellent librarians. Beautiful library.

Don't like the redesigned web page. Why do we have to acknowledge that the requests are not secure each time we try to use the library? Why are they not?

The law library is moving to a new facility next summer.

I use: <https://lib.asu.edu/>

"Nearly everything has to be delivered, but it arrives in a couple of days."

"I strongly support plans to renovate Hayden because space is used inefficiently and it is a very unattractive library to work in. A library should be inspiring, with lots of books, a palace for the mind, like the Fitness Center is a palace for the body. However, I am completely opposed to moving books from the stacks into storage once the library is renovated. I can work well with the current system where some books are in storage, and am willing to put up with a year without books while the library is renovated. But I cannot do my research or teach effectively without being able to use the stacks on a regular basis. I am part of the public campaign against such a plan at the New York Public Library and am preparing to mount a similar petition, letter, meeting, and newspaper campaign here. Second, I work in digital humanities and there is no place in the library or anywhere on this campus to do the high quality scanning with OCR. So I do that work piecemeal and in the Digital Humanities Center at Columbia University, my alma mater. I gather this will change in a renovated library, which will also include scanners for fragile books and large format materials."

"I request ILL items fairly frequently, and have had some difficulty securing them through the West library in a timely manner--e.g., I'll receive a notice that the material is en route, but it takes several more days to arrive or become available. I'd prefer to receive a notice when the book is there and available for check-out, rather than having to continually check in with the library to see if it's arrived."

"I LOVE the fact that almost all resources I need at ASU are available online, via the extensive subscriptions the library purchases to journals."

the libraries do not have access to recent issues of leading journals in my discipline and related disciplines. the libraries are responsive to requests to purchase materials however. slowly things will improve. but there is much work to be done.

I work in one. Ours is great.

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"I am a huge fan of our libraries! :) The staff at DPc is incredibly helpful in all areas and always help with specific problems. As someone who uses the library for research (including archive work), media bookings, course reserves, and so much more, I can't say enough. My only complaint (as they know--and I'm not alone) is that the e-book system is terrible but in talking to public library folks, this is a huge problem across the board, as publishers still aren't really thinking well about this. If an item is online it needs to be available to many, in a consistent fashion, and in a solidly good format. None of that is true at this point. While this needs work, this is not essentially a ""problem"" of the library's but a broader one. Also, we have so many media items that can't be used due to changing technology and I am hopeful that licensing will allow for the streaming of more and more items instead of the having to try to locate a VCR, for example. But those are issues that aren't about access or the great staff. Thank you librarians!" Great staff!

"The noise level from the malls on the south and west sides of Hayden Library, especially in the 11:30am-1pm period, can make it difficult to work inside that library."

I use the engineering databases online made available by the Library  
Current layout as book storage is not a good use of space. Looking forward to new layouts. I also utilize the architecture library.

Access to more medical journals/databases would be helpful.

The libraries online system and access is wonderful. I do miss some of the quieter areas of the library given the number of students who frequent the library these days.  
Love the individual quiet study rooms at Noble because I can actually get work done there. We need more of these kinds of pplaces on the Tempe campus for graduate students/contract faculty.

I wish we had more online holdigns and the online access to these holdings wouldn't be restricted to 3 students viewing at once. I've assigned chapters from books from our digital holdings or streaming videos and if more than 3 students were trying to view the holding they were denied access.

"The subject area librarian that gave a presentation in my class seemed to be using outdated methods of finding research and not able to meet my students at their level, which is no experience using databases."

"Gosh, how much time do you have? / We in the humanities spend an awful lot of time trying to get students acquainted with books and how to use them. Most of our students come with little to no experience in this area. Plans for the library to greatly decrease ease of access to books are a strike directly against the humanities. I know that no insuperable barriers are being put up to use of books: my point is that books are now clearly being given second-class status to other resources--resources that, in literary fields, still lag behind print matter in their usefulness. I've got loads of other objections, but I'll stop there. Just one note: I'm not a luddite--most of my research is very computer-based. But I work with students who need convincing that books

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deserve to be found and opened, and I really need to have the library on my side. It's still too early to remove most books from the libraries."

ASU's libraries are a great asset; the ILL in particular and the ONE Search are both very good and really help me to be effective in my research and teaching.  
My students use the online library because we are off campus.

ILL is an amazing system- love it!

They have very few business databases of any value to me or my fellow accounting faculty. I use the online library and end up having to request a lot of articles because they are not available from the ASU library.

"It is nearly impossible to work in the university libraries during the academic year. Again, rules are NOT enforced, raising the obvious question: What is the point of having said rules to begin with?"

"ASU's digital access is excellent, and the library staff are phenomenal. This is the one are of ASU that provides excellent support, so my hope is that no changes are made (except to perhaps increase their acquisitions budget). Excellent libraries are critical for enhancing research progress. "

Woefully underfunded for materials and staff. Especially in providing media resources to online and hybrid courses/students

Libraries are under-resourced. We are trying to be #1 in our PhD program and can't get access to journals we need.

I only recently learned of the ability to request email delivery of articles in the stacks. This is a fantastic perk! ...and delivery was very timely. Excellent efficiency.

"Sometimes the librarians talk loudly in quiet areas--though they are helping other patrons. Recommend that they use their ""library voices.""  
The Illiad service is excellent.

"the book delivery service was wonderful, but now that this is not available, i have to get research assistants to check materials out on my behalf, which is not ideal. "

I mostly use the online resources and it is a great convenience to be able to request books. I am generally satisfied.

interlibrary loan services are outstanding. Rarely use the actual library. More online journal access would help.

"Access to journals published by the National Council of Teachers of Mathematics ( Teaching Children Mathematics, Mathematics Teaching in the Middle School, and Mathematics Teacher) would be of great service to me and to my students. Currently, these journals, which are used

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every semester by myself and my students, are not available online; they are only available in hard copy at Noble. Online access would be a tremendous to our students and to my research."

"Good service, and good resources."

The librarians are very helpful and professional.

"Everything I do is on-line and thus ""which library"" is not a question that matters. I don't work ""in"" any library (don't think I have stepped foot in one for nearly a decade)."

Librarians provide great service to our students and faculty; they are happy to come and speak to/work with students in our classes. Books should not be stored off-site. The library should not be turned into a student study center.

I would like to see the library provide e-versions of reserve books for fully-online students.

I am very impressed with the helpfulness of the Noble library staff.

"Sometimes the website indicates their is full text material online, but then the links take me nowhere, and in fact it cannot be accessed online."

Additional comments about SDFC (question was not previously available): Men's restrooms are frequently in very poor condition. We need a more regular cleaning schedule. Floors in fitness class rooms are also frequently in poor condition with significant collection of dust and hair. The basketball courts in the SDFC-Tempe should be swept more frequently as they become slippery within days of the semester starting.

Looking forward to a full 21st C version of the library.

"While my particular area of research is not necessarily a strength of the collection, the librarians have been very diligent about acquiring new materials or borrowing them through ILL. " use all library services/ill online

In regard to the library: I often find myself not finding in the library recent books or articles from top presses and journals that I need for my research. It is relatively easy to ask the library to purchase these books or order them through ILL.

There are several medical and engineering journals that are commonly used in my field that the university does not have access to. I do everything on line.

"The byzantine entryway to Hayden is a sad disaster. The circulation desk is like a secure area in a bank and very uninviting. The seven-day hold on books gathered for patron use, by request, is too short a period. I do not understand why renewals are by default not possible on ILL materials. There is also great need for additional resources put into online databases needed for humanities research and teaching. I'm grateful for the new director's plans for the library and hope they are fully funded. They are crucial. "

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The West campus library is outstanding in terms of staff and facilities.

Need agreement between ASU and Harvard Business Publishing

"Libraries need more funding for crucial digital resources in the Humanities; too many are not available, at a university that aspires to top-level research."

We work hard to overcome the technical and financial barriers to access set by for-profit publishers. Faculty should consider open access publishers since we are basically buying back your research at exorbitant and rapidly increasing cost. Open access enables faster innovation and more creativity.

I know they struggle to get bathrooms maintained appropriately: very important.

"Interlibrary services can be very helpful, depending on which member of the staff one interacts with. Some are extremely helpful, others are more difficult and less helpful. Procedures are not explained thoroughly, and seem to change depending on which staff member one interacts with."

"I was disappointed that the library charged me \$30 for an interlibrary loan book that was recalled when I was out of town (for work) - I tried to explain that I had no way of getting the book back on time, but they refused to change the fine. (It wasn't more than a week or two late, as I recall). It has discouraged me from using the library as much as I used to, since I don't think I should be fined for having access to the materials I need to do my job."

Love how strong our libraries are. I have worked with a number of librarians and all are very informative and go out of their way to be helpful.

Again there is a problem with access for persons with disabilities. / Dropboxes closer to disability parking would help. Nothing wrong with the libraries in my opinion.

There are not enough comfortable reading chairs and quiet spaces in Hayden.

The librarians are great about getting me the material I need if I can't find it myself.

I mostly access library materials on line

"The libraries have been a critical part of my success in my job, and the research librarians are amazing when I have trouble finding what I need (because sometimes I need some very unusual materials)"

The service by the ASU Interlibrary Loan through ILLiad is exceptional. My work is greatly facilitated by my being able to obtain a wide range of the scientific literature in electronic format.

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"Library is always very responsive to requests for documents or interlibrary loan. However, I am concerned that most book purchases for the library nowadays are e-books. This is simply not the way I like to work, and e-book access is often awkward. My impression in general is that library acquisitions are not keeping up with the current scholarship as well as they used to. I do realize that the costs of journal subscriptions are often absurdly high and eat into this budget."

As a librarian in Hayden I feel that the building has been allowed to deteriorate over the years that I have worked here. I also feel that the research materials budget has not adequately kept up with inflation.

I have not yet tried to work in the library or to check out library materials.

"key is electronic access to journals, incl old ones. physical libraries are barely used"  
The assistants in the Design (Architecture) library are great.

The School of Art should have their own library!

"I use the PubMed search frequently for journal articles for the courses I teach and to aid in clinical encounters. Many of the journals are unavailable, which is frustrating when teaching at the doctorate level."

Mostly access library materials online.

Only through their purchase of site licenses to the journals that I need. I have not checked a book out in years.

Only online use and library article retrieval services.

"On a field trip to the Hayden library, it also became apparent that the elevator service to get in (remember, there is a person with a wheelchair in my class) was 1) hidden; 2) there was only one (this is an ADA violation); and 3) so small that the individual had a difficult time pushing the buttons to operate it. My understanding is that Hayden Library is being renovated: Disability access needs to be a top priority!"

Do actually have libraries anymore?

Many mathematics journals are neither available electronically nor in the stacks. When I travel to other research universities the situation is much better.

It is now standard in research libraries in the U.S. to have overhead scanners that allow users to scan books without damaging spines or pages. Hayden and the other libraries must acquire such scanners so that faculty and students can scan from books in an efficient and responsible manner.

The holdings/subscriptions at ASU are far beneath other institutions at which I've worked. It is a stretch to claim to be an R1 institution when library resources are so weak. We don't need a new stadium; we need journal access!

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"I work in the Libraries, but I tried to answer these questions as a user not as an employee."

"The instructional classroom at the UCENT library should be open whenever the schedule is free. It should not be restricted to an overflow area. The computer floor is highly utilized, and more areas should be available to allow students to spread out more and focus. All library staff, including student workers, should be well-trained and able to respond to basic requests or be able to direct requests to the individuals able to address the request. Specifically, staff should know how to handle textbook transfer requests or the individuals who take care of those requests. "

the library has been great about reserving textbooks for my classes through regular reminder emails.

Almost never use the libraries. Online journal access suffices.

It is unfortunate that videos that have been stolen are not replaced.

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**Question #49. Open comment area** Thinking primarily since January 2015 to date, briefly address any issues pertaining to the facilities, utilities and services that you are aware of but were not covered by this survey.

**All comments are provided under added subheadings**

1. ASU Digital Issues:

Blackboard:

Blackboard is AWFUL!!!! Other online platforms like Canvas are so much more effective and user-friendly.

The reported change in the scope of instructional designers re: Blackboard has been detrimental to the quality of online courses, especially during the 1st weeks of each semester section. More extensive faculty work/tasks on Blackboard course design is expected. Without notice that this would be a new expectation, scrambling during the 1st couple of weeks of the course has been necessary. This has led to student dis-satisfaction, as well as abrupt revisions in pre-course time planning for faculty. If this is truly a new expectation (since IDs are now given a much broader scope of faculty and courses to support), organized Blackboard trainings should be planned and scheduled, rather than the IDs sending us links to instructional modules. Bootcamp is insufficient for these needs. As a result, new faculty will need more trainings as well. My vote, of course, would be to go back to the ID being the experts and the ones who do the technical work on the Bb courses as requested by faculty, before releasing for student access.

The performance report function in Blackboard constantly does not work. This limits instructors' ability to track student participation in content areas. This severely limits faculty's ability to assess academic integrity issues. For example a student claims "I was trying for 2 hours to submit an assignment and I kept getting error message". If the report function does not work we can't verify student claims.

IT Support:

Computer technology support for the departments is abysmal. I had a hard drive crash in our shared office suite. The technology guy (Kody) took the CPU in April 2015 and the computer has yet to be returned or replaced. We only have two fully functional computers for six people in our office suite. Trying to get a response from the technology office is like trying to get money for higher ed from the state legislature. Great idea but not going to happen. For the most part, I have had good experiences with UTO but the computer support for departmental contract faculty leaves a lot to be desired.

It is much too difficult to get IT help on the online form. It takes 20 minutes to search through the issues, and sending an email was much better way to handle it. Some of the online forms are also very difficult to use, for instance, student academic status reports. This is horrible! It gives

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me anxiety to even think about how hard this is. Any way to integrate this into blackboard in a simple process?

I have found the classroom support team to be very responsive in fixing things

In classrooms, the computer equipment often blocks visibility of the boards. Mediated classrooms are often extremely inconvenient for classes like mine, where use of the boards is paramount.

#### Poor WiFi/Old Computers on Campus

Sometimes the internet band width on campus is very slow

In classrooms, the computer equipment often blocks visibility of the boards. Mediated classrooms are often extremely inconvenient for classes like mine, where use of the boards is paramount.

The computers in the library are unbearably slow.

4. In classrooms located underground (e.g. CDN 68), the wi-fi is not powerful enough. I use e-clickers in my lectures to deliver quizzes where students can answer the questions using their smart phones, laptops or tablets. In this particular classroom I always have students who are unable to connect.

Wifi is woefully inadequate on campus. Keeps going in and out, preventing me from doing my work efficiently. When will the wifi stability be improved? I think that the facilities/tech office needs to be much more transparent with faculty/staff/students regarding this issue.

#### 2. Maintenance Issues:

##### Lighting Issues:

Regular fluorescent light bulb replacement in general-use areas

Office lighting could be greatly improved. My office has one overhead light and it's extremely insufficient. I brought in my own lamp, but it's still not enough.

The lighting in the Hayden Library courtyard is terrible and dangerous in the evenings. It is hard to see the steps and the courtyard itself is too dark.

##### Heating/Cooling Issues:

The air conditioning is too strong in the summer. ASU sustainability website says that the policy is to cool only to 80 degrees. I am certain my office was 70 degrees or colder. Some places in the building are even colder than that. I also suspect the heating is higher than the stated policy of 68, but not very much higher.

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Buildings at Polytech, especially offices in Peralta are cold this time of year. This morning my office was 64 degrees and another office in another building was 65 degrees. Faculty and staff are walking around with mittens to keep their fingers functioning.

As I said at the beginning, the temperature of the buildings I use most is not conducive to working. It is either too cold or too warm, depending on which part of the building or the outdoor temperature.

We should be allowed to control the air temperature in our classrooms and offices. It is really hard to work in a hot office or classroom. Also, we should be allowed to enter our classrooms earlier than 20 minutes prior to start time.

My office is always hot in the summer, and facilities always comes with their thermometer and says it is fine. In the summer, I sit in my office and sweat all day.

a/c set to high - so hot that I can't work effectively

Temperature control seems to be a problem off and on but that is it. Dining services ahs their own survey which I recently completed.

Janitorial/Cleaning Issues:

I don't like the new office cleaning schedule - emptying trash once a week is problematic

Trash pickup in my building is inadequate. Used equipment (left improperly by others) in the hall sat for over one year (!!!) in a very visible area before being moved even though I requested multiple times that it be dealt with.

Offices are rarely, if ever, vacuumed or dusted. Restroom facilities remain out of order for long periods of time

Please see comments about janitorial services. They are appalling.

I just wish the un-renovated parts of SCOB were kept in repair.

The only thing I can think of is trash/recycle collection. My understanding is that the University went to two day pick-up for individual offices, and daily pick-up in break rooms/kitchens. When mine is picked up twice in a week, it tends to be something like Monday/Friday, which just seems silly.

Weekly trash pick up in offices are unsanitary, please go back to daily or at least 3 times a week.

The cleaning services are terrible-halls are dirty, women's restrooms have items overflowing from the individual disposal containers in the stalls and the trash receptacles for towels to dry hands. Carpets are rarely vacuumed. Trash should be emptied from offices daily. Some of the

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restrooms in highly used areas should be cleaned more than once a day. Breeding ground for germs and disease.

See my comment on the abominable custodial services on the last question, and the one positive item I have to say about Olympus. I also think the ASU police are underrated.

Paper towels and toilet paper in restrooms are difficult to access in dispensers that are trying to conserve paper. I think we use more since the quality is so bad and dispensers are unclean and difficult to use.

Only taking out our office trash once a week. Get that it saves money, but is not very practical with our layout in regards to where we have to go to dump lunch trash without a nearby lunchroom. Occasional carpet cleaning for how much foot traffic we get?? (like actually cleaning, not just vacuuming).

Overall, the facilities are filthy. The janitors are not cleaning regularly and the building is full of bugs, dirt, and hair balls. It's gross and embarrassing.

The back elevator to COOR Hall is much too often in poor condition.

Labs and offices are not properly cleaned. Garbage is taken out, but that's it. No vacuuming, nothing.

UCENT needs better janitorial service in men's bathrooms (unclean, broken soap dispenser) and for offices.

General Issues:

maintenance and repairs of old buildings is still lagging. old buildings have historic value and should be maintained.

Lack of basic maintenance... Hvac, compressed air, water in physical sciences buildings... Water leaking into basements of physical sciences for years...

restrooms in the bateman physical science buildings are deteriorating. many don't have working sinks, toilets that don't flush reliably, etc.

FacMan is completely dysfunctional. Calling them for repairs in the lab never ends in a satisfactory fashion. Even if you give them your cell phone, so they can let you know when they arrive, they never call. You can't ever talk to any of them, and you'll never know what they actually did do.

Trash removal from our offices only once per week: really? What I see in response is that people are putting regular trash into recycling containers because they are centrally located in hallways, etc. I do not see proactive maintenance with burned out light bulbs occurring. In my office there has been a light out for months, and in general these things only get attended to if I ask

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specifically. Doesn't seem like we should have to ask to have a light bulb changed. Don't the custodial employees monitor this?

### 3. Policy Issues:

#### Teaching Policies:

I have a once a week class on Weds nights each semester. This fall, on the Weds before Thanksgiving, i and many other faculty held class that night. However, the library closed early, the janitors had been called to work early to do their regular cleaning, the food service was closed, and without any forewarning even my School's front desk staff had been let go before i arrived to campus at 4:00. ASU needs to decide how to handle Weds classes before holidays and be consistent about it across the whole university. We now have more and more out of state students, who really do need to leave ASU on Weds in order to get 'home' by Thurs--whether that means driving to CA or flying somewhere else. it is not realistic to expect such students to attend a Weds night class (or afternoon)--yet faculty are expected to hold class. I gave a quiz that night and 1/3 of the class was missing, thus have to make up the quiz later, which entails a lot of rigmarole. i have personally decided that i will not hold class on the Weds before Thanksgiving ever again--but it would be much better to have a policy by ASU to dictate this and accomodate the needs of our changing student body. When the janitor came into my class at 8:00 to clean, i had to tell him that we still had 45 minutes of class, and he was annoyed that we were going to delay him. This just should not be happening.

#### Campus rules/policies:

The no-smoking policy. It is unreasonable to have a policy and then expect members of the community to enforce it. There has to be a system. People routinely smoke outside our building, and we have had pushback when they are asked not to smoke. It's not workable.

There is still too much smoking on campus especially since the no smoke policy was established.

Smoking on campus is still prevalent and not being addressed in an effective manner.

- we need more enforcement of the campus smoking ban, especially during the evening hours.

Still some issues of smoking on campus, particularly near edges of campus and in Sun Devil Stadium

There seems to be a considerable rise in students using electronic cigarettes on campus (especailly around Communication building)

One on-campus campaign that is not fully working is the no-smoking campaign.

#### Recreation Center Issues:

The sun devil fitness center (formerly the SRC) essentially doubled its cost to faculty over a short time span. Then it dropped having faculty from its advisory board. Now it costs about the same as commercial gyms (with standard discounts). I think this is a mistake. Satisfying student

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needs is fine, but faculty make the curriculum, teach the classes, get the grants, and are the biggest factor in ASU's reputation as a university, and they are here for 20-50 years. I think they are the most valuable long-term resource. If there are small things ASU can do for its faculty, it should not hesitate in doing it. It pays off in the long run, and not doing small things leads to discontent which is not good for anyone, including ASU students. When recruiting faculty, a common question is the situation with respect to recreational sports facilities. It used to be that I could say that there are nice facilities which are relatively inexpensive for faculty. Now, the honest answer is that ASU charges market rates for faculty to use its facilities. Most of job candidates will not use a gym at the campus they end up at, so we are discouraging them from coming to ASU for nothing. Here is an idea. Charge faculty the student rate. It will cost ASU a few thousand dollars up front, a tiny amount with respect to ASU's budget. As it is, a substantial portion of faculty memberships at the Sun Devil Fitness Center never get used, so this would not overwhelm it with faculty/staff use. On the other hand, it will create good will with ASU's faculty/staff, and be of some help in recruiting young faculty. Then again, why would we want to do that when we can milk a few thousand dollars from our existing faculty.

#### Campus Safety/ Security Issues:

Poly has HS, middle school, and elementary school students on the campus. I have witnessed them being harassed/threatened. I have no idea who threatened them - staff, faculty, or visitors. But those students deserve to feel safe on the campus too.

Please address the disabled parking issues at ASU poly, especially in lot 30. It is understood here that the parking rules are more laid-back, however, disabled people often pay the highest amounts for disabled parking and should be able to park easily. Plus the safety issue re parking in the fire lanes persists.

Access to research laboratories (with hazardous materials) is too loose. This really needs to be fixed to prevent uninformed people from the ASU community from hurting themselves.

Safety is a real concern for many of us, especially those of us who teach evening courses. Also, I must confess that we occasionally have students I fear, and fear for. I hope guns are never allowed on campus.

the Tempe campus has a lot of removable bollards. When some of them are removed (which happens frequently for extended periods of time), they leave a sharp edged, easy to miss base that projects above the ground and presents a trip hazard.

Distracted walking/skateboarding/biking, especially via mobile phone users, needs to be addressed on campus.

Generally, classroom doors are not able to be locked by me in the event of an emergency. Most doors swing outward, so there is no way for me to keep unwanted people out (in the event of an active shooter or intruder disrupting class). Though I did not have any issues with an intruder, thinking preventatively, I am limited in what I can do to reduce the risk of an unwelcome person walking into my classrooms. Classroom emergency exits: often there is only one way in and one

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way out that leads to a hallway. There are limited exits to move from classroom to outside the building.

Instructors should be able to lock their classroom from the inside. 2. office doors should be fitted with peep-holes

#### General Issues:

It is outrageous that a public university with little money and growing debt is building yet another stadium with all the extras, including wi-fi everywhere. It shows the wrong priorities and a lack of preparation for a future with a diminishing role for football.

It's a very difficult campus to have a disability on. When I broke my leg I became aware of how one would have to go all the way around a building to find a handicapped access door and while the service that brought disabled people to campus was a god-send, it was terrible that they would bring me to the gym or anywhere but classes. The ASU cops are GREAT, despite the bad press they sometimes get, I've had wonderful experiences with them

#### 4. Infrastructure Issues:

##### ASU Plant/Maintenance issues:

Central Plant is in desperate need of updating and better management. The facility routinely loses the ability to deliver chilled water to the scientific buildings on campus. There is no level of back up in the case of failures. Millions and millions of dollars worth of equipment rely on chilled water to keep them operational. Loss of water flow has the potential to damage them. Within the last 2 years the frequency of chilled water outages has risen dramatically. I'm fortunate to work in a building with a back up system, but even this is not good enough to truly protect the equipment within this building from the loss of chilled water.

The cost to units of getting anything done with remodels or construction (even simple painting or minor change) seems extraordinarily high, given what I pay as a homeowner for similar projects. The cost at ASU seems double or triple. How is that possible or reasonable?

Prior to January 2015, the office doors in the basement of Payne opened out into the hallway. In the spring of 2013, this resulted in an accident where someone opened a door into me as I was walking down the hall. This resulted in me being knocked off my feet and sent in an ambulance to St Lukes. A workman's comp claim was filed. I raise this issue only to say that if this situation still exists in Payne or elsewhere it should be fixed.

Asphalt in 2nd Ave parking lot needs attention; looks really bad, not repaired correctly when it was resurfaced a couple of years ago.

There is a complete lack of interest in improving the primary mission of ASU. Instead facilities, utilities and services work on their schedule and for their own purposes.

Filthy Buildings Lack of Cleaning in classrooms, offices, and bathrooms Coor sinks in ladies bathroom blocked and smell

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Restroom facilities are often in need of service--either cleanliness, towels, toilet paper--and in general could be updated or renovated to be more fitting of a first-rate university

bathrooms in older buildings in campus are consistently smelly and disgusting.

Right now the heat is out in the Simulator building. Has been out for the previous two days. Yes it was reported to facilities on day one, still not heat.

Classroom Issues:  
need more large classrooms on campus!!!

Please fix the lack of classroom space on the Tempe campus.

Not enough classrooms downtown Now I have to commute to West to teach on some days

It was really unfortunate that ASU closed down the Protein Chemistry facility. I'm not aware of another research university that doesn't have an equivalent lab, it shows a lack of vision from the administration. Presumably this will save them money in the short term, but in the long term decrease the amount of external funding.

The computer classroom facilities on the Polytechnic campus are in desperate need of redesign. The existing layout/design impedes student-centered teaching, interaction between the instructor and students, and collaboration among students. We could be doing much more in our classes with pedagogical spaces that are effectively designed.

For those of us who teach in film, many of the mediated classrooms we use have issues that make showing films difficult. Often, the room is simply too light for students to adequately see what's being shown. There are occasionally sound and picture issues associated with the equipment. Truth is, I have always been able to make do, but I think it's fair to say these rooms do not enhance, the students' learning experience.

Additionally, the classroom I taught in has rolling chairs with small desks attached. My students often complain about this set up and it does make it hard to facilitate group work.

I have classrooms with capacity of 100 that on a regular basis have about 100 students (i.e. they are packed) and sometimes (during exams) even more, and we can barely fit. Certain class sizes are getting too large recently.

Downtown is in dire need of additional classrooms of varying size, especially if enrollment continues to increase. No-low costs parking options for visitors to downtown campus is very poor. Especially as it pertains to ABC-1. Accommodating research participants is extremely challenging.

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The classrooms in the COOR building and Computing Commons make teaching very difficult. Ever since the new computer monitors have been installed, it is very difficult for instructors and students to see each other. The technology has become an obstruction to teaching. In previous years, laptops were available for students. They gave students the opportunity to use them conveniently as tools but did not interfere with personal interaction. I would also appreciate document cameras in all classrooms.

Facilities and Classroom scheduling

I could teach much larger classes but there are not enough big classes for Humanities classes.

It's not clear why we can't book classrooms in advance. This is a total pain when trying to plan anything.

Simulation Learning Resources space is crucial to nursing and inter-professional education. Please continue every effort to upgrade these facilities. A plan is in process. A nursing shortage is coming. Best to create space now that will function efficiently. We are currently spread across 3 buildings and several blocks from the main faculty offices.

3. classroom screen projectors should be positioned so as not to cover the whole board.

4. In classrooms located underground (e.g. CDN 68), the wi-fi is not powerful enough. I use e-clickers in my lectures to deliver quizzes where students can answer the questions using their smart phones, laptops or tablets. In this particular classroom I always have students who are unable to connect.

Dry erase markers often do not erase in the classrooms! Making it difficult to teach an entire class, or two classes back to back if using the dry erase board.

Audio is frequently a problem in classrooms...showing video clips during lectures often does not project sound to entire classroom, especially in Mercado classrooms. Microphones for large classrooms frequently have dead batteries, especially in AE England and AZ Center 240. Classrooms in UCENT with pillars down the center aisle make it impossible to see the whole class if the instructor leaves the podium. Instructors that have back-to-back classes on opposite sides of campus (i.e. Cronkite - Mercado) frequently need to shorten one class to be able to start the next on time. If staying in the same classroom is not possible, scheduling should at the very least try to keep the classes in the same or neighboring buildings.

There is inadequate support for classrooms that require film viewings. Most rooms are not light-locked, cannot accommodate sound levels, do not have adequate lighting control, have awkwardly placed or obstructed screens, have poorly maintained projectors that do not are not designed to project motion pictures or video. These large (and small) film courses serve approximately 2000 students on campus every academic year, and yet there is no single room/facility (let alone multiple) that are adequate to teaching a course of 120-150 people. (There are a few 200+ lecture halls that are "better" for film projection, but unavailable for

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medium-sized classes). Classroom support does what they can, but in many cases, the rooms simply are not properly equipped. It is embarrassing to have to describe to students what is happening on screen because the lights will not turn off, the sound cannot be made loud enough, and the projector is too dim to see any image with a shadow.

I teach in large rooms w/ 100's of students. This semester I discovered a cheating ring, primarily international students. Previous year assignments were being texted or snapchatted to students in the room, via smart phones. I would like to see classrooms containing cell blocking or scrambling devices. If this cannot be done, then I would like to see installation of security cameras that look down on students so that professors can look to see if phones are turned on during tests.

#### Laboratory Issues:

Research facilities are administered in an ad hoc manner by the college/unit responsible with little attempt to build self-sustaining core facilities oriented to maximize grant income. I would like to see these services consolidated into ORSPA.

Purchasing is slow. Perhaps this is a function of my unit, but it has taken weeks to get items ordered. This is critically important to improve, since work cannot commence until all supplies are received.

I have issues related to my research lab in ISTB4, but this survey is not the appropriate place for those concerns to be raised. But, the point is that there are disconnects between various agencies at ASU that are very annoying and disturbing.

There is inconsistent messages and often conflicting messages from FACMAN, EH & S and the Fire Marshall, especially with regards to safety requirements for laboratory facilities. When there are conflicting messages it is also hard to know the chain of command and who has the final say or how to diplomatically deal with these conflicting messages. / / Also I have been told there is no existing way for our lab to safely use a bunsen burner (in ISTB4). If we wish to use one I have been told by FACMAN + the Fire Marshall that we need to pay to complete the installation of the nitrogen lines run to the lab benches that were never completed during building construction, or to pay to run methane lines from the LER into our main lab to supply the bunsen burner. Both of these come at a significant expense to me as the PI. I am also tying up other equipment to come up with a work around. Given that a bunsen burner is a fairly standard piece of lab equipment it seems appropriate to not handle this on a case by case basis but address it on a building wide level.

#### Personnel Issues:

During the disastrous cutbacks of a few years ago, we lost many staff positions. That may have been justified and necessary, but it now means that we have a number of support gridlock issues that lead to poor service and the appearance of a lack of caring to students (and even to staff and faculty).

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The Center for Solid State Electronic Research is a disaster and very negatively impacts my ability to get research work done. I see other electrical engineering faculty leave because of this problem. Where is the leadership at ASU? The FSE administration does not care.

Same as previously, only double it ! Grossly ineffective, top heavy, bloated administration, and way too much reliance on public relations operatives to deal with or dismiss any real problems. The place feels more and more like the University of Phoenix on steroids -- a diploma mill that is the laughing stock of the country. Sadly!

Our students are asked to utilize the Writing Center. However, it consistently seems that the Writing Center is booked, often several weeks in advance, throughout the entire semester, naturally getting worse when tutors are most needed. I personally feel that this service is crucial for students' education and advancement, so if it is possible to improve on this in any way (i.e. more funding to support more tutors...), I would be a huge supporter of that. Thank you.

ASU is a great place, but is severely under-resourced. The instructor-student ratios and staff-student ratios are far below national averages. The people I know care and work very, very hard - but at what point does one just throw up one's hands up in despair? It is no longer 2008. Perhaps the time has come to show recognition for the sacrifices made over the past number of years? / Just a thought....

#### Parking Issues:

I was not able to select that I use a parking pass because I was a new hire this year and there were not any available permits. I thought this was inconvenient for new faculty hires. We don't even get a change to get parking permits

Very satisfied with my classroom, office space, general facilities where I work (Barrett). I have to say, though, that the parking spaces where I park (the Rural Road structure) have been repainted to be ludicrously small--the smallest I've ever seen in a U.S. parking lot. Often there is no room to park my compact in a "space" between two large SUVs--and it's not the SUV owners' fault, they're only taking up as much room as they need. I don't think this is a safety issue, exactly, but I can't believe cars aren't being damaged in the struggle to pull into a "space" and then to somehow open doors when squeezed between two other vehicles.

Surely there are better ways to handle the overload of traffic associated with evening events at Gammage Auditorium, especially around 7:00-7:30 p.m., when many late classes end and other things are beginning. It can take over half an hour to get off the campus.

#### Transportation Issues:

In the context of moving the law school this summer, I would like to see better and more frequent public transportation, particularly ASU buses, going from both Polytechnic and Tempe downtown. I would also like to see covered parking options at Polytechnic.

I would like to use a bicycle to get to the light rail and use the light rail to get to work. I tried this for about two years. Here's why I stopped. Partly the problem is that sometimes you need to

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park anyway, and if you park even a few days a month you might as well pay for the month, in which case why pay for light rail too? Don't know if this was solved. But the bigger issue was that my light rail pass obtained through ASU did not allow me to get directly on the train. You have to go to the kiosk and scan the card before boarding, and while that doesn't seem like a big delay, it means one time out of ten I either miss the train and wait 10-15 minutes (in the heat) or I get on the train and take my chances. I don't understand why my free pass doesn't entitle me to just get on the train, or why the light rail doesn't have a place to scan the card \*on the train\*. Believe it or not that's what made me stop taking light rail. I wish ASU could lean on VTA to get scanners for monthly passes on the train, it would make a world of difference.

**Campus Public Spaces/Landscaping issues:**

The campus needs more shade trees (or shade providing structures) along the walkway from Lot 58 to the main campus. More shade on the main campus would be nice too.

The music offered in front of the MU during the lunch hour is good, but painfully loud. I love the energy and creativity of this aspect of ASU, but it inhibits conversation, potentially damages hearing, and, perhaps, sends the wrong message of what a university is about. I'd like to see the music continue, but just at a lower volume.

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