

fix it list

The attached list represents concerns from the Morgan State University community and the current status of the solutions to those concerns. In most cases, each item is one that has been resolved, and where it has yet to be resolved, a timeline for solving the issue is included.



Initial Complaint	Resolution
Academic Outreach and Engagement	
Need more online programs	Four new online academic programs introduced in Fall 2016
Academic Affairs	
New cyber security major	The School of Engineering already has a MHEC approved certificate program in Cyber Security.
Increase library hours to 2 AM	Currently discussing keeping part of the library opened 24/7 during the school year
We need an online application for applying for graduation	Online Graduation Application now available
Why can't I order my transcripts online?	Online Transcript ordering has been implemented
Is there an easy way to apply for the ACCESS Orientation program?	The ACCESS Orientation application is now available online!
Why can't I order my transcripts online?	Online Transcript ordering has been implemented
Replace flag in front of Jenkins and it should be raised to the top when not at half mast	Morgan State's Bear Battalion at Turners Armory has replaced the flag recently and it was full mast as of a few weeks ago.



**Morgan State University
2016-2017 Fix-it list update**

Athletics	
We don't have an athletic booster club.	In January 2016 one was created and is called the Athletic Excellence Fund
Allow fans to use a debit or Visa card to buy tickets at Hughes Stadium/Hill Field House	Available Fall 2016
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Offer season tickets with parking passes	New food and food delivery option at football games (Family Fun Pack) for season ticket holders which now includes options with food delivery to your seat
Business Services	
Change food service, more variety, longer hours, improve quality of meals and snacks	Food Services currently has a campaign called "You ask for it, You Got It" to work with students on suggestions, ideas, and improvement.
More fast food options on campus. We need a Chick-Fil-A or a Chipotle	Chick-Fil-A now opened in the University Student Union Canteen
Campus Structures	
There is no schedule for the Morgan shuttle bus	BEARTransit has been branded. Its GPS System has been enhanced.
Canteen should have music	Background music in Canteen will be available Fall 2016
The New School of Business is great but it is a lot of trouble crossing Hillen Road.	The Legacy Bridge is completed and you can use it to cross Hillen Road
Post signs around campus and in buildings to help people navigate	Brand new campus signage has been implemented all over campus
Have an electronic sign in front telling fans when there is going to be a game	We currently have two new electronic signs – one on North campus and one on South campus
Take over the Northwood Shopping Center and make it University friendly	We don't own Northwood. However the university is currently working with the owners of the center on the development of Northwood Plaza.
Complete work that was started on the driveway and landscaping which is close to Montebello canopy	Work completed



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Customer Service	
Fix Montebello (Records & Registration/Financial Aid Offices) – employees are rude	Employees have started to attend the required customer service classes to work on improving service. The Morgan Cares More class, a customer service class required to be taken by all employees each year, emphasizes that Morgan’s goal is to deliver excellence service and to treat others with respect. The Morgan Cares More class, a customer service class required to be taken by all employees each year, emphasizes that Morgan’s goal is to deliver excellence service and to treat others with respect
Listen to student complaints and ask for feedback every semester	Each Spring semester, the University asks students to participate in the Annual Student Satisfaction Survey to give Morgan a letter grade as to how we are doing in serving our students.
Improve customer service with MSUPD	The Morgan State Police strives to improve customer service by taking customer service classes and engaging with students through several activities like Coffee with Cops, on campus safety walks, and the annual student vs. police officers softball game.
Faculty & Staff	
Salary compression is a problem at Morgan	A study is currently being conducted on campus
More travel funds for faculty research/travel	More funding has been added to the budget of Academic Affairs for faculty travel.
Finance & Management	
Will Morgan ever have Zip cars?	Coming soon! Zip Car proposal in Procurement
Restrooms are not clean and are missing soap	A quality checklist is currently being implemented in restrooms on campus to make sure that they have been cleaned
More security patrolling on foot and in vehicles	Morgan now has additional security on campus grounds throughout the day



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Update blue perimeter guard stations and make them visible to other MSU facilities	Blue guard stations have been upgraded with new signs
Office of Information Technology	
Faster & Improved Wi-Fi	Next Generation Network (NGN) is currently being implemented. The NGN project will increase network speeds from the current 100 Mbps to a whopping 160 Gbps resulting in an increase of 15,900% speed! To date, nine buildings have been upgraded to the new network. These buildings are the Health Center, Cummings Hall, Baldwin Hall, Hurt Gymnasium, ESR Library, University Student Center, Rawlings Hall, Thurgood Marshall Complex and Holmes Hall.
We need an OIT person who will assist with creating forms/online signature	OIT now has an Online Forms Communications specialist on staff
Fix continued issues with microphone and PA systems on campus	The Morgan University Student Union as well the Murphy Fine Arts building have recently received an upgraded of their sound system. For Murphy, we have replaced the sound and Gilliam Concert Hall as a part of phase one of our renovation of the sound system. Phase two will incorporate an upgrade for the remainder of the venues and Murphy Fine Arts Center.
Upgrade computers in the Communications Building (Rooms 233 & 238)	Brand new computers were installed
Missing keyboards for library computers	The library IT staff now does a walk-thru twice a week to check the status of computers. All missing keyboards have been replaced.
Increase computers on campus	The Holmes Hall open lab and the Library Lab - Room 118 - now have new computers.



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Office of Economic Development

Please continue to provide services to the Baltimore Community as a Model High Performance School to enrich the quality of the community	Currently being done by the Morgan Community Mile Program. For example Morgan Mile worked with organizing the community's Farmer's Market in Lauraville each Tuesday on Hartford Road.
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Students

Students need a social life to be healthy.	See monthly calendar for a list of social activities. A new park, Rawlings Park was opened this year.
More classes on student conflict management	There are new classes for students: <ul style="list-style-type: none"> • New Conflict Mediation Online Class • New LGBT - Kognito Sessions Online • New Alcohol.edu Classes Online
Identify special-needs students; help students and family adjust to campus life	Morgan hired a social worker to handle these situations. The Bear Team Case Manager program is now in place.
Health Care should be given to all students including graduate students	Anybody who pays for health insurance can receive it, including graduate students.
Have open mic night and things of the sort in the theatre	We now have a Jazz at Morgan event. Morgan recently sponsored an open Mic with a live band) for students across campus to display their talents and gifts
Students should be able to have events like cook outs and pool parties. Some students are not returning because MSU is not an inviting school	We currently have cook outs. SGA recently sponsored a "Welcome Back" cook out; No pool parties at this time due to the space limitation of 150 people
Promote/advertise the good things that students do	Currently displaying student work and accomplishments on the Morgan website



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Dorms need improvements	Here are some recent improvements: <ul style="list-style-type: none">• O'Connell Hall - new student room furniture (Each student room has new furniture)• Thurgood Marshall - new student room furniture (C and B buildings)• New laundry room system advertisement implemented• New water fountains were installed in O'Connell Hall• Blount Towers and Harper/Tubman front desks have been remodeled
Need more events/speakers	In 2016, the Morgan State University Presidential Distinguished Speaker Series was initiated to bring the nation's leading thought leaders from various professional fields of study to Morgan State University.
Game room in the Student Center should be free	Currently under consideration
Improve meal plan for students	The meal plan now has more options. Please see Resident and Commuter Meal Plans in the meal plan brochure or go to www.dineoncampus.com/Morgan

THANKS

for helping to make the Morgan State University community stronger.



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