

GUEST COLUMN

## Rude administrators and professors should consider a change in careers

Student's name withheld by request

Courtesy is a hard concept for some people to grasp. You would expect school officials to display good manners. Yeah right!!! Not on this campus.

After a recent experience with certain administrators in the Financial Aid Office, I left feeling unsatisfied and rudely dismissed. I had gone to the loan coordinator's office to apply for a loan. I asked him about completing the process and showed him the tax papers I had brought with me. After looking at them, he threw them down on his desk saying "I can't work with this."

I was rudely dismissed and in shock. Walking back to my dorm I had three questions. Was it really necessary to throw my papers down? Was it my fault that I had been ill-advised? And, finally,

was I the only one who had been treated like this or was this attitude typical of the financial aid office?

Further investigation revealed I am but one of many students to have been treated like a second-class citizen by the financial aid office.

A junior computer science major told me of rude treatment he experienced when he called the loan coordinator to ask if his loan check was in. When the caller revealed that he was a student, the conversation took a mysteriously rude turn. "He made me feel like I was a waste of his time," the student recalled. "He also gave me the impression that he had better things to do."

The official said good-bye and hung up without warning.

The student also complained about waiting an hour to be serviced in the Financial Aid Office while administrators carried on various social calls, oblivious to the students waiting around them. One student walked out, saying "This doesn't make any sense."

A sophomore biology major summed up the frustration many students feel when dealing with financial aid:

"I am tired of the run around you get when you go there. They get mad and get an attitude when you question them about something you don't understand. They act like they can't be bothered with us."

Administrators are not the only people guilty of this behavior. Some professors also treat students rudely. The most notorious of these characters is a member of the Psychology Department. Students say he displays a rude, uncaring attitude toward them both in and out of class.

"I dreaded going to his class," said one former student. "He taught the class with intimidation. He seemed very arrogant. He was not open to questions from students during or after class. Once, I needed to talk to him about a test grade and he acted like he didn't want to talk to me. He walked away from me saying, 'These are not my office hours.' Overall being in his class was a negative experience."

Another student told me this professor comes to class thirty minutes late and students are scared to leave. But If a student came to class a few minutes late he would say loudly, "Just get out. Get out."

A junior English major also had a bad experience with Mr. Psychology. She was taking makeup exams on final exam day and after she finished a test he made snide comments. After taking her exams, the student left feeling upset. He also mistreated this student by throwing her late projects in the trash can in front of her.

Certain administrators and professors have forgotten that the students are their purpose for being here. As students we are entitled to receive courteous and fair treatment. We deserve to be taught in a nurturing environment—not a war zone.

ECSU students do not have to tolerate this kind of treatment. If you are mistreated, make a formal complaint to head administrators and/or the academic chairperson. Believe it or not they will listen to you. If administrators and professors can't treat students decently they do not need to be here.

Is it really hard to treat students with some common courtesy? We are not trying to give administrators a hard time by asking questions; neither are we dumb for doing so. Administrators are here to help us. Remember what that poster says that hangs in the Financial Aid Office: We are here because of students. Perhaps those administrators and professors who cannot live by this statement should consider changing careers.