

DISSATISFIED CUSTOMERS: Chinese Business Institute Students Speak Out



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STUDENTS SAY THE DARNDEST THINGS: OR DO THEY?

At an institution of higher learning in one of China's richest coastal cities, the college students are invited to make their complaints known.

If students are not satisfied with some aspects of teaching or school management, ***** is open to complaints. Please contact lecturers if it is related to academic affairs and department head if it is related to administration. We will respond within ten working days. Further contact can be made with the dean in charge of academic affairs if no satisfying reply is received. [Telephone numbers omitted] pg. 14, 2004 Academic Handbook

The students' complaints registered in this report clearly demonstrate that they are keenly aware of the necessary elements of a quality education. Their concerns track with the concerns expressed in published articles on applied linguistics.

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INTRODUCTION

A Business Institute (“BI”) in a rich coastal city of China, is a joint venture between a Foreign University (“FU”) and a Chinese University (“CU”). BI delivers higher education courses, on three separate campuses, in English and business, to more than 2,500 students, to prepare them to make their personal contribution to China’s future well-off society. The students are both customers of BI and the product produced by BI. When the students graduate they become the strongest word-of-mouth marketing tool¹ available to BI, which is first and foremost a business that must utilize modern business management practices and marketing skills.

This BI joint venture is one of the most successful in all of China and it delivers a quality education at a reasonable price. However, customer satisfaction and confidence appears to be somewhat lacking.

Each semester the students are asked to make a written evaluation² of their courses, teachers and BI. Q10 asks: “I would recommend studying at BI to my friends.” With only 10% of the students indicating their willingness to recommend BI to their friends, and no apparent follow-up by the BI administration³ to ascertain the reasons for this “no confidence” vote against BI; the author undertook a student survey in an attempt to ascertain the source of such widespread customer dissatisfaction. Out of the approximately 1,500 single and double degree students at the #1 campus, Four hundred Eighty (480) third-year students were asked to answer the following:

“IF YOU HAD THE AUTHORITY, POWER AND MONEY TO CHANGE JUST ONE THING AT BI TO MAKE YOUR EDUCATION BETTER; WHAT WOULD YOU CHANGE AND WHY?”

Caveat: Neither the assignment nor the author’s personal opinions were discussed with the students in advance. The students were promised anonymity.

The purpose of this paper is to provide a management tool for self-examination, reflection and planning. There is no intent to embarrass any particular person or

¹ People who enjoy a good vacation return home and tell three friends. People who have a bad vacation return home and tell ten friends. This is why it is generally said that “bad news travels fast.”

² The efficacy of this student evaluation has been criticized in a chain of Memos.

³ The “use” protocol of the student survey was sought by written memorandum but no reply was received.

department. The students' e-mailed responses are replicated herein without correction of poor grammar, spelling and punctuation.⁴

The students' responses fall into the following twenty (20) general categories (listed alphabetically):

Page	Complaint	# of Complaints	%	Page	Complaint	# of Complaints	%
5	ADMINISTRATIVE CREDIBILITY	29	8	26	EXTERNSHIP	15	4.2
11	AUTONOMOUS LEARNING	4	.01	28	GRADES	1	0.3
13	CLASS SCHEDULING	30	8.4	28	LIBRARY	30	8.4
18	CLASS SIZE	3	.83	32	SUPPORT STAFF	10	2.7
18	CURRICULUM	23	6.4	33	TEACHERS	78	22
23	DISCIPLIN	5	.13	49	TEACHING METHODOLOGY	28	7.7
24	DORMITORY	7	1.9	55	TEXTBOOKS	19	5
25	ENGLISH COURSES	4	.11	58	TUITION	28	7.7
26	EQUIPMENT	14	3.9	60	TUTORS	2	.5
28	EXAMINATIONS	9	2.5	61	MISCELLANEOUS	10	2.7

ADMINISTRATIVE CREDIBILITY

I think the biggest problem in BI is the instability of college rules. Maybe you are not familiar with our credit system. Actually, we have to finish 20 credits of portfolio of public optional courses, cross-subject courses and cross-major courses. But when we were in Baoshan, we had been told that either portfolio is OK unless we choose more than 3 credits of each type. But when we arrived in Jiading, the story is totally different. The teacher here told us that the credits for public optional courses should be less than 6 credits. My Goodness! Many students have chosen more than required according to her new say. This means we have to pay extra tuition on these extra credits. I know one of my classmates have exceeded more than 7 credits. It is more than 1500RMB. Why should we students take the responsibility which was made by the disagreement by the faculties??! I have talked with many students, and they have expressed their unsatisfactory about this. More ironical is that even the teacher who is responsible for telling us what type of the course it is does not exactly know the category. That makes us students very confused, you know. Even worse, we senior students have to adapt to lower-grade students' learning schedule, which means the courses we are choosing now may become unauthorized in the future. Generally, BI does not have a clear learning or teaching schedule for our students and we always live a worrying life. If I had the power,

⁴ The student computers have Chinese software that does not include English spell check capability.

I would change this situation, I would at least tell the students what the rules and regulations of the institute are, and do not always change it. I think that is one of the reasons why our students would not recommend BI to others, because we think it is immature and unstable.

Only one thing I wanna do to change a little of BI is DO NOT CHEAT STUDENTS! Rules in BI are always changing. I do have wasted 6.5 study points(1300 yuan) because the changing rules. Do not make an excuse to students after rules changing. Do not waste students' money and motion.

Before I entered BI, the introduction of BI said that when a student graduated, he or she could get two diplomas, one would be awarded by CU, and the other would be awarded by FU. This attracted me, and my will was to enter BI to get two diplomas. Only after I entered BI that I knew it was not easy to get two diplomas. I must take part in an exam of IELTS and get the prescriptive score and than I can have the qualification to get two diplomas. But why doesn't BI announce this regulation before we enter this university clearly? I feel this is unfair to all of us. If I had the power, I won't make the students who want to get two diplomas too disappointed. Before them enter BI, BI must tell them clearly how to get the two diplomas and make them have the specific direction to endeavor to. As an institution to give education to students, *** must take charge of those students.

As you know, I'am not a really university student in China, if I want to became a really university student I have to take part in one exam which will be held in June. In past years, if I wanted to take part in this exam, I also would have to recevie score in another two exam ,one was English exam , the other was computer exam,but from next year, Chinese education document decide that we cannot get these two exam, instead, we must have to pass CET-4 and CU computer exam(the first level).In theory, BI should inform us of this change,at least, they should divulge this possibility to us,but they don't.They choose to inform us when this change has been reported in the newspaper.But it's too late, because CU computer exam has finished, then we cannot take part in this exam this year,and our have only one chance to become a really university student in next year.However, many other universities have informed their students.How can BI do this, they deprive us of this chance!!!!!!!!!!!!Not only I but all of us are very angry!!!!!!!!Very very very angry!!! I want to change the way that our * leaders consider things, i hope the information about our students can be more easily to get,not they tell us when everything has been decided,but all the possibilities that our students may meet or face.Let us choose what we should do!!Let us be responsible for our behaviour, not them!! Not they tell us that one exam we should take,or another we shouldn't!!**

Maybe I will renew administer of college, because I feel hard to get used to the routine with teachers. But all of teachers are subordinated to master, such as BI, and BI. In my opinion, The leader of BI should server for students, especially they should be integrity to

do their work, but they do anything for themselves firstly. We want to change the environment until restarting new master who have mutual benefits with students. After studying new knowledge, I recognize that teachers violate the copyright all the time, and administrator should be responsible for it because all of these contracts are from master.

The only thing I want to improve is morality and ethic. Education does not refer to the knowledge and some skills we learnt from the textbook only, it also includes morality and ethics. It's hard, however, to learn from the textbook. Sometimes, the college itself will do something against the ethics or even the laws. The illegal copyright textbook is an obvious example of that.

In my opinion that almost problems are due to the bad managements which controlled by the higher authorities. In fact we had been cheated before we entered the BI. Before we entered the BI, we are told that the diploma offered by the foreign counterpart was available to everyone, the IELTS tests were not mentioned. But after two weeks, we were told to take IELTS tests in order to get the diploma. It is apparent that we have been cheated. It is the thing that make me suspect the trust on the BI. It is absurd that BI has taught us to think it clearly before we give our trust.

Thanks for giving me this opportunity to express my thought about BI. The teaching methodology is OK, the course arrangement is fairly good and the tuition can be acceptable. However, what I want to express is the authoritarians of BI seldom try to put their feet in our students' shoes. I guess the most annoying problem is the ambiguous role in their management and then they leave us a couple of problems to deal with but we really unfamiliar about the procedure of those problems, for example, at the beginning of this semester, we were all confused about the course selection. I went to the student fair office again and again but everytime the answer is far from satisfaction. The teacher bothered to answer our question, pointed to the bulletin and asked ourselves to figure what it was talking about. Sometimes, she even got annoyed and refuse to answer our questions by the excuse of no idea. I completely lost at sea, if she didn't know, who else I can turn into for help. In addition, at beginning of every semester, there were a lot of students going to that office to request the explanation of some extra tuition (the stated tuition initially was 15,000RMB, but each year our actual fee was far beyond that stated money). Thus, we want a list from BI to see how many courses we have chosen during the previous year. However, we still don't know who is responsible for this. We went to the student fair office to require and been told to type out the list our by ourselves and then handed it to her. However, the question is still that we entirely didn't know from where to type this form. Consequently, I sincerely suggest BI should rearrange, make clear or create the responsibility to deal with this little things but happened day today. The party of BI authoritarians should give us a clear and direct direction to do with our problems. It ought to assign the very person who can grapple with our little problems.

BI should keep its promises to student and ACTUALLY do the things they said. BI, please keep your promises! There are too many things that BI promised but never did or at last changed its promised. We have had enough of this kind of cheating. I. When we first entered this university, BI required us a 6.0 score of IELTS for getting double degree, however BI changed this requirement to IELTS 6.5 in our first year study. Luckily I passed this bottomline but many of my friends didn't, you can imagine the pressure they suffered but still got nothing in the end. II. BI required we students to take more than 3 and less than 20 course credits in other faculty of BI. Hard to believe that BI changed this requirement in our third year study and saying that no more than 6 credits are required! For me, I have taken 13 credits already during the past two years, this means I have to re-take the more 7 (13 - 6) credits' course and paying the extra RMB1400 all by myself! There are lots of other things regarding as a cheating behaviors of BI by we students which I could spend a whole typing all about. I would never recommend BI to my friends unless BI start to learn how to behave as an education institution which has credit and professional educational ethic.

What I would change is to set strict regulation and rules here. At BI, the requirements to students always change and there is no strict rules. For examples, our syllabuses about the compulsory subjects have changed for several times. BI gives us surprising notices frequently. There are many uncertainties at BI. Even though, part of students have entered the double-degree program, we are still worried about whether we can get the double degrees in the end. Maybe some new requirements will be set in the future to limit the students who can finally get the double degrees. Sometimes I think the faculty cheats us for what I see at BI is not as the description mentioned in the introduction book about BI and some new requirements are unreasonable. In my opinion, faculty is an educational organization, so it should have strict regulation and rules to regulate the operation instead of letting students under an environment full of uncertainties. It can't change the requirements arbitrarily. Faculty should be trusted, but the fact is that we can't trust BI and many of us are dissatisfied with BI. From the marketing point of view, BI is failed at attracting students. It can't gurantee students the basic need-trust. How can we expect more from it?

Presently, the management of BI is confusing. Plans and decisions are made hurriedly and casually. As a result, students often complain with BI and many of them tend to regret being enrolled into BI. What should be changed is that the college has to be straight-out to students. All plans and decisions should be draw on the table. Students also have right to be informed of those policy.

Most of us always complain the protean regulations. For example, the adversiment for institutional enrollment just said once we were here , we could get double degrees. However, half of a year later, we were told that the extra requirement was your ielts exam. I should admit I am not good at English, if I know this earlier, I

would take this factor into consideration at the beginning. What's more, in the second year of study, the teacher told us we should pass all the exams in the list, which list was very different from it given in first year. Many students once failed in any courses thought that they could make up in the third year. So they concentrated on their IELTS exams. Although they got 6.5 on IELTS, they also couldn't be given double degrees. Things like these always exist among our study, which greatly make us sick. I hope that some measures are to be taken to fix regulations.

I will say the problem of management. The manager didn't have willing to communicate with students. When a policy was decided or a rule would be changed, the manager didn't tell us why they made that and didn't provide any evidence for it. It made us confused and even waste our time and money. When I ask my adviser BI *management* whether or not a cross-course and she said it should be yes. But now she says no, and didn't give me any explanation. I lost 600 RMB. If I have enough authority, I will disclose all information during a fixed time. And the managers must communicate with students and know what they need and satisfied them because students gave BI 15000RMB per year.

I still didn't like our college because of its bad management system.

I will change the "leaders" of BI, because I am not satisfied with them.

We are students, not animals! we pay quite a lot of money, but we have learned and how have we be treated as? it is unfair!

Change the leader I want they care students more, not only care money.

I would do one thing for BI that is change the leaders. I would use all foreigners to lead and teach instead of 70% Chinese teachers and 30% foreign teachers now.

I will change the administration system in BI. First of all, I will cancel the reception in the hall of BI Building, because reception is for office rather than for school. If we have any question, we are ready to ask teachers, not receptionist. As I enter the BI Building, I hope that I am entering a building where I can feel the studying atmosphere. Second, I don't understand why there are two students standing at the gate every morning, and why someone are looking inside the classroom from the window each morning to watch if anyone is eating the breakfast. They could find other better way to stop us eating at class. They should let the teacher make the rules and decide whether we can or can not. We feel like being monitored when having classes in the morning. Finally, I will let one of these classrooms to be open for whole night. As we all know, the classrooms in the BI Building are air-conditioned. Every time the final exams are coming, lots of students are willing to stay whole night in the classroom to study. Since it is becoming colder and colder, the desire to learn in a warm classroom is stronger.

If I were BI president ,I will take a lesson about Social poise and grace.we contact diffenent people every day.Only reciprocal respect ,we will popull with people .Though a lesson about Social poise and grace ,we could preclude misunderstanding and mistake.

The focus of BI should be changed from expanding the scale of enrolling students and the number of majors to improving staff qualifications and establishing its own direction and culture. BI should regard expenditure and reputation as goals but not targets.

I thhink BI sometimes did not inform us of some regulations(those maybe are not important for them but at least are important for most of us) on time. As a result, we wasted mech money, and such situation did not happen only one time. I think, they should consider more about us, thinking about what we need, then we will not always complain about BI. We have wasted much money, Ithink which is serious in BI, and the effect of the money is not obvious and under expected. What we want is not spending no meney but spending right money in order to get good effect.

The first thing that BI need to change the charge, the money & the way they take the money. The cost in BI is the most thing that we complaining about all days. When we first coming to BI, the notice of the school said 15,000 a year. That is treble cost if I study in BI province OK, I agreed. However, since the first year I came here, the tuition fee has never been under 18,000 RMB. At the beginning of last term, I just paid about 23,000 for last year's schooling. If you ask BI about why it beyond so much every year, they say that is depend on yourself. The cost is depend on the study points that you have chosen last year. As you know, our Global Marketing has four study points this term. They say that about 200 RMB for one study point, the points that you have chosen multiply 200 RMB, the answer would be your cost. If all the classes are given by BI, we would have no doubt about the way they accounting. However, some classes that is absolutely not given by BI, like the math, will also cost us 200RMB per point. That is absolutely unreasonable.

BI disappointed us is about the double degrees. About more than half of us cannot have the right to get double degrees, unfortunately, I am one of them again. Before I enter BI of CU, the introduction from BI said that the students of it can get double degrees. That is why I came here. However, at the half year of grade two, also almost half of my "exciting" life in university has gone, BI told us that not everyone can get the degree from FU. And trying to get double degrees, you must get 6.5 on IELTS, no down on your basal courses & the average mark of you 13 basal courses must more than 65. For me and half of us, it is a mission impossible. Most of us felt that BI given a lie to us had cheated us to select BI when we were choosing a university for my future in middle school. How can I and my family explains to our friends and relations that, now, I am costing treble money for one single degree?! And one thing that I must mention is that BI changed its standard for students to get the double degree three times in one week. That was really terrible!

I find one of the major problems is lack of communication between teachers and students, and between the student services and students. The teachers only deal with students in classes; extra work is not welcomed (we can excuse them for considering no payment to them with extra work). In some Chinese teachers' classes, there is only one-way communication that we are receivers only. We have no chance to express our opinions and wonders. Moreover, the teachers in the student services have not good attitude with students, are always not patient. So the asymmetric information problem

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I will make BI be honest to its students. If BI have to change any policies, it should acquire for students'advise and suggestions first. Otherwise, students will feel cheated and become angry. For instance, those who want to obtain double degree should get 6.5 points in IELTS test before July 2004, which is officially claimed in the beginning of our second year in BI. In fact, the requirement was 6.0 points, which is much easier for students to get, before we enter BI. Students do not know when did BI change the policy. Students were unable to change their major into another college since they have been sophomore according to university's regulation. They can do nothing but accept the changed policy or give up taking IELTS test. If BI could inform students before policy being changed, it would show its honesty image to students and set its reputation.

Change the master of the SILC and the people who is resposable for the teaching. The tutors are so disappointed and not so professional as before, I prefer the foreign tutors that are experts of the particular course. Now we just have the tutors not specialized in the related course he/she teaches, also they are not teaching the course according to their own major.

(Administrative credibility is a major problem throughout China.⁵ This is due primarily to a lack of effective communication. The solution is to be found in consistent and transparent management with effective communication. A language school that teaches effective communication must set the proper

⁵ "China ESL: An Industry Run Amuck?" (2003) Niu Qiang & Martin Wolff, Progress in Education Vol. 12 Chapter 4, New York; www.usingenglish.com

example through its own effective communications. According to line managers, the complaints revolving around the double degree program result from hasty implementation of a poorly planned program.)

AUTONOMOUS LEARNING

Give more manage power to students themselves instead of teachers, which called management ourselves, and the role of school is just remind, supervise and urge, but not restrain and command.

Why do that?

Because I found some situations and reasons as follows,

1. After graduating from the college, our students are hard to find a satisfied job because of poor social experience and inadequate ability that to solve the problem when they meet with the trouble.
2. In the university, students are lack of activity, not only on study but on building personal relationship as well because of teachers' strict education style and vacant of vitality school activity.
3. I found that university administer pay more money and attention on finding good teachers, but lose sight of the most important thing that the students can do the best, only when they active in studying and doing something by themselves, but not rely on teachers completely. What teachers should do is to show us the right way and help us when we need, instead of commanding our behavior. So I believe that we can pay more money on holding students activity to encourage students friendship and ability on management.

How?

Manage students by ourselves, and give us more activity fee on holding more university activity, which controlled by ourselves. It can help to make college life more substantial, and also give more chance to students to master the ability that manage ourselves and others. Do like that also verify a saying we always said that combine theory into practice.

I think set a self-study hall for students is the best way.

- 1). In self-study hall, there is many book for students reading whatever they like. This room like a library where is including Business book, Management reference, Law literature and so on. In order to convenience for students study, this room is free for anyone.**
 - 2). On the other hand, computer is very important in this room, I will contribute twenty computers for the multimedia teaching. When somebody needs some new information for their report, they can browse Internet by computer.**
 - 3). This will offer some book and tape for students who want learn IELTS. There are listing, writing, speaking and writing exercise and exam. Except that, some oral interpretation exercise and exam are supplied for someone to learn.**
- That is my idea for BI, I think if set up this room**

If I have authority or power to change sth.in BI, I will change some teachers teaching mode. Because I found that some course just tell us what the thing is, it include what,let us to design a structure or strategy based on our fantasy and superficial knowledge(maybe we have just learn sth.for 1 time and have no idea of it) and in the end ,resite all, and after examination we forget all things soon. I think its useless, we should know something really, some people's experence and try to practice it reality if condition permits. We have this kind of lesson like Anne's project management course, she let us to sell something and advertising ourself to contribute some poor students, I think its a good pracitce to run a project like this.

I will use the authority to change the education structure. In our country' s education, the students lake the active attitude in studying.They just learn the knowledge which teacher teach them,and they are hard to think things independently.So the change of the authority will improve way of teaching and studying.It can make a rule that the teacher is just a guide for the students. They only tell the range of the knowledge to the students and let them understand the new knowledge by themselves.That not only can cultivate their studying ability and the spirit of exploring the further knowledge, but also can let the students read many useful references. On the other hand, that can decrease the copywrite of the famous writer's books.

(The above issue has been discussed in published applied linguistics journal articles.⁶)

CLASS SCHEDULING

I want to abolish the short-semester system. Because the semester is too short, we do not have enough time to go through every content of the courses. In most of our courses, we just went through some simple concepts and terms. What we learned in limited time is far from enough. BI regard the short-semester system a advanced system, but I think it is impractical.

I want to change the length of one semaster. Because in just ten weeks, it's difficult for us to finish learning such an abstruseness book. We only could knw some topic. But I think what we need to study is the detail of the book. We need more case, more

⁶ “Can You Get a First Class Education at a Third Tier College in China?” (2004) Niu Qiang, Martin Wolff, Teng Hei, Anne-Marie Gregory, Progress in Education Vol. 13 Chapter 2, New York; Awarded first prize in Henan Province competition Certificate No. CG0536, 2003. 5 (presented at the March 2004 International EFL Teaching Conference, Shanghai China); www.usingenglish.com
 “The Unqualified Teaching (sic) The Unmotivated In A Hostile Environment” (2005) Niu Qiang & Martin Wolff, Progress in Education Vol 16 Ch. ____ (in press) New York; www.usingenglish.com

knowledge. Though professors try to teach us more, time limit them to introduce knowledge of all aspect. So I want to change the length of a semester.

I'll change the schedule of courses. The arrangement of classes isn't very scientific and reasonable. One day is filled with many classes at least 8 classes, and next day is empty. That wastes the students' time on studying. And they will reduce their enthusiasm on studying.

First thing is that change the time of the lesson. I think the time should give more time for students to rest. For example the time of the first lesson should be changed at 9 o'clock. That can give students more time to sleep. It can avoid student missing the lesson. Every one can have a good mind to study.

In my opinion, in BI, the very important thing I don't much satisfied with is the time when we start our first class everyday. I think it can change to 9 or 10am. 'Cos we have to get up very early in the cold morning, that made us cannot focus on what the teacher has said, and reduce the quality of education.

I would make the time of each semester in BI longer than before. Since we have three semester each year while the other universities in China have two, I think the semester is too short for us to totally cover all the chapters for each subject. If the semester can be longer than before, we can have more time to learn it carefully.

I will change the time of a term. So I can get better education. Now every year we have three terms and every term just has ten weeks. In the ten weeks we must study about six courses including so many courses, which are taught in English. As a Chinese student, English is not our major language. I think it is hard for me to study these courses in such a short time. Although I know it is good for me to listen, speak, read, write more English, I cannot understand these courses deeply in such short time. I will change the time of a term from ten weeks into four months like other usual university in China. It will give us enough time to study courses and English. I think I will get better scores than now in an enough time to study.

I would change the short-semester system. Because I think it is too difficult to us to learn so much knowledge during ten weeks. In fact, our textbooks are always very thick and contain lots of information. Now BI require us finish those textbooks within ten weeks, what we can do is gain a superficial understanding through cursory observation but not lucubrate, because we haven't enough time. I think it is not the final intention of BI. And it is not our goals to study in BI.

I would change the duration of a semester. The only ten weeks including middle and final exams can not provide enough time for not only the students also the teachers. For one thing, the teachers need enough courses to give sufficient information both from the

textbook and outside the textbook such as the latest news which may be more important and useful to the students. For another thing, students need enough time to study. It takes time to review, to do the homework, to look up the information from different companies and to write the analytical essays. With little time, nobody can deal with so many things, let alone to complete successfully. We are not genius from Cambridge. We are ordinary students who want to be successful only through diligent studying. Hence, the time plays the key role in our BI life. In brief, BI should change the 10- week semester to be longer to satisfy the teachers and students' needs.

I will cancel the mid-term exam. Due to the short term system of CU, mid-term exam is not necessary, it's waste of time. In other universities, there are 20 weeks in a term, and they take a mid-term at week 10. We only have 10 weeks in a term, why we have to take the mid-term exam?? We can't learn enough knowledge for the exam.

I hope that the courses can be taught in a more reasonable way. We only have ten weeks in a term. In BI, we use very specific materials and usually these books or materials are used only in one term. Although after we take the course, we can still use the books by ourselves such as reading it again and learn more from it besides the contents mentioned and taught in the classes, knowledge is wasted at some stand especially when the courses are taught by Chinese teachers. We usually only have four classes a week per key course, which means we only have four hours to connect with each of our majoy course. We can learn more besides the class time, but the efficiency is obviously much lower. I must mention that four hours a week is really not enough and can not make all use of the books and the materials we hold. When the case happens to some Chinese teachers, they even do not use the materials choosed by the top level of BI. They are working so hard that they search for other books and make carefully notes and teach them to us. They think qualified teachers do not use and teach what are in the books. It is true but the limited time in classes make a lot of difficults to us to take notes and when we want to review, we have no source to use and the books we buy become helpless to our course. What we can do is worry and shout in the room loudly.

Since we only have 10 weeks for each semester, we could just learn some basic and simple points from the courses. We really need some deeper and further knowledge. The limited time is also a major problem.

I will change the semester in BI that we can get better education. In SILC we have three semesters every year. Two is long semester and one is short. Long semester is about ten weeks. It is not appropriate. Firstly, every semester we have to learn many subjects, and after five weeks we have to have mid-term and another five weeks, we have to have final term. It means we have to have an exam about once a month. It makes us feel tired and gives us so many pressures. Secondly, only ten weeks is too short for we to master so many subjects. Almost every subject we have not finish all chapters, we just choose some of them to study and we cannot master this subject totally. Thirdly, sometimes we learn

the half of one subject at the first semester and learn another half at the third semester. It is not good for us to master the subject continually. For the conclusion, two long semester and one short semester is not appropriate for the students in BI; it doesn't make any help for us to learn well. So if I have the authority, the power, and the money I will change the institution of semester that helps us to get better education.

I will change our time of lessons. Because sometimes we have not enough time to have dinner or eat supper too late. It is harmful to our healthy.

I think 10 weeks for one semester is too short . It has three disadvantages :

- 1.waste resources We have different books in different semesters. Mostly we choose a few chapters to learn in one book then we throw the book away. What a pity it is!
- 2.high liquidity Teachers are equipped to courses. When adopting to the teaching manners of a teacher, we have to say goodbye to that teacher and be ready to accept another teacher. That challenges our adaptability.
- 3.low comprehensive 10 weeks to master one certain course for us is too difficult. We can only get a general idea of the course not deep comprehensive. Sometimes we even find that we can't remember what we have learned after finishing one course. I have a proposal to solve that problem: Although 10 weeks for one semester is the module for the whole CU that BI can't change, BI can do sth to improve the situation brought by the module. I suggest one course be divided into two semesters. Of course, the course should be taught by one teacher. I think we would learn more from the certain course and be more qualified with our major.

It too short for us to study many subjects.

The three-term system isn't proper, we learn less we can in the limited short each term.

I want to change the short semester system. In fact, the problem of short-term system has been brought to popular attention among the students. According to the feedback from the students who have studied in BI from 2000 when BI carried out the short-term system, we find that there are many limitations for the students to study and review, so we should concern that whether it is reasonable to carry out short-term system, and we will try to make some useful suggestions for changing our busy and disorder school life. As a student in BI, I think the limitations included that we do not have enough time to study, review and relax. As we all know that we have many courses in each semester, however just ten weeks time for us, how we can learn and use it masterly. There are too much examination and too short time to learn and review it, which cause a vicious cycle to us. Furthermore, we all Chinese students and we are all accustomed to traditional semester system which is two semesters, so we can not adapt to short-term system in a short time. After all, if just one thing I can change that is change the short semester system in BI. In the eye of me, BI means a freedom and relaxation environment of studying, and I really want it become more perfect. On the other hand, the mission statement of BI, BI University is cross-knowledge of learning and teaching and west culture and east

culture, so short-term system is a indicate of west school semester system. However, all the policy should depended on the situation of a country, so I think if we can improve the short-term system, BI will give much more students a large place to gain the knowledge adequately.

I would change the system of lessons. Now BI takes four terms one year, spring summer autumn and winter. Each term has ten weeks except the summer term. We learn different lessons in one term, and only one or two lessons will continue two terms. So we have no enough time to learn one lesson. We can finish some lessons that have thin books in ten weeks, but most of our lessons have too thick books to finish them. We can learn only a little for ten weeks are too short. Sometimes when we begin to have some interested in these lessons and sometimes we just learn the basis of the lesson, ten weeks would finish and the lessons would finish. So I think change the system of lessons will good and helpful for the students. First, I will choose the lessons more carefully and avoid repetition. Not one term learn in Chinese and one term learn in English. Second, I will select some important and helpful lessons for each specialized subject, and these lessons will continue two or three terms. This will help students have deep impression for the knowledge.

I think the arrangements of the subjects are not very reasonable. The only thing that the double degrees students have is the totally four lectures from the BI teachers. How can we learn from them during such a short time?

From my point of view, BI did not give us sufficient freedom. As university students, we need the right and option to choose class time and teachers. In fact, we only enjoyed such right to arrange our time during the freshman and early sophomore year. Since junior year, they arranged almost everything for us. This greatly limited our activities beyond course. For instance, the class times were badly arranged so that we have to spend all five weekdays at school while there are not many classes. The problem is, as getting close to graduate, many students want to take other exams or search for job opportunities outside school. BI's problem is that when they arrange the schedule, they did not take our expectation into consideration. I know it is tough for them to arrange time, but at least, they should ask us before making the schedule.

I will change the semester system or the course arrangement in BI which may have better education for the students. I think most schools and universities in china have two terms system, that is very suitable for china's education condition. But in BI, there is a three terms system. What students face is a large amount of course in 10 weeks. Most students reflet that each semester is too short and the courses are too many. Sometimes they are condused, they think they working hard most for the score. They really want to learn someting deeper. What is more the holidays between each term are short, not like another universities. Students may not adapt to it.

I want change three term to two term. The man who study in three term is very tired. It's not better to study. We have no enough time to study other something I like. Although school lesson is very important, I think if only we study school lesson, it's not better. Three term change to two term can help us to study better.

I will change the term in BI if I have the money and power. Because I think three term is not very good. I feel tired, so do many other students. I think two term is better. In BI if you fail in the final exam, you must take it again. The cost is very high. If we have two term, we take much less subject. Also we pay less.

I found that the management of BI's education is not in order. For example, the timetable of some courses is wrong or the arrangement of the courses is not suitable. I will improve the quality of the management to give students' convenience.

I would like to change the timetable of the lessons to make it suitable to students. Now our timetable always separates our leisure time. This restricts us to enjoy holiday and take part in outside activities like part time jobs. So I think it is important to change the timetable to be more flexible.

Three semesters is unreasonable in China. We have to finish some books that are more than 1000 pages in 10 weeks. However, in Business English, we use 176 pages text book for three semesters! Absolutely unreasonable

The first thing I want to change in BI is the short-term rule. The short-term rule made us be tired with many classes. And it also lets us have no enough time to learn the book deeply. I think it is not a good way for us to learn the knowledge.

I will change the arrangement of courses. Because in some terms, many courses are arranged on Friday, but on Tuesday, Wednesday, or Thursday, there are only one course in the morning or at afternoon. We are undergraduated students, and we have many things to do, such as job interview. On one hand, we don't want to miss the lessons, and on the other hand, if we have important things, it will be impossible for us to leave and come back before the lessons begin! Hence, we don't like such arrangements, and the courses should be arranged more compact.

We are fresh graduates, so we have to look for a job during this term, but SILC arranged us 5 courses this semester. I think it's unfair to us. I want the regulations of SILC more rational.

(The short semester issue is one for CU, not BI. In addition, the students need to learn to operate under time constraints, just like the real world.)

CLASS SIZE

I will hire more teachers and build a new building for more classrooms. There are too many students in one classrooms. Teachers can't care everyone in one class. I will hire temporary teachers from famous universities or famous people all over the world to teach our students.

I will put the class in small one.

There are too many students in one class; the efficiency of the lesson is poor, for it is hard for teacher to care about every one in the class.

(The above issue has been discussed in published applied linguistics journal articles.⁷)

CURRICULUM

In my opinion, the biggest problem of BI is its way of education. There is almost no clear idea in allocation of its teaching direction. BI's educational idea is a combination of CU's idea and FU's idea. BI wants to change Chinese economic educational idea. It could not, however, use FU's idea totally and directly. In fact, the combination created by BI is full of mistake. Teachers do not know how much knowledge do students really know. So they can teach everything they want as they wish, they just afraid of teaching repetition knowledge to students as that is useless. However, we always are taught twice in some knowledge as teachers think we did not have, and some important idea we do not know as teacher think we must have been taught formally. The main cause of this problem is that BI have no complete education system either to students or to teachers. BI has to change its educational style. Its graduates have less professional knowledge than other school's graduates. BI should design its teaching style firstly. (There are too many mistakes in former one.) Then BI have to let its staffs know what is range of knowledge he could teach in one semester. BI need not only weather students complain for its poor education, but also think about solution to the problem. We need a normal BI.

Credit problem. There are three kinds of optional courses in curriculum that we should finish. The total credits of them add up to 20. When we studied in #2 campus before, teacher told us that we should choose subjects belonging to these three kinds and the credit of each optional course should all reach at least 3. That means we can choose subjects under any of these three to finish the rest of credit, namely 11. However, when we study in #1 campus now, we are told that the credit of the first

⁷ "Can You Get a First Class Education at a Third Tier College in China?" (2004) Niu Qiang, Martin Wolff, Teng Hei, Anne-Marie Gregory, Progress in Education Vol. 13 Chapter 2, New York; Awarded first prize in Henan Province competition Certificate No. CG0536, 2003. 5 (presented at the March 2004 International EFL Teaching Conference, Shanghai China)

kind of optional course we choose should not exceed 6. You know, as we are told we can choose randomly about 11 credit in #2 campus, many student had choosed subjects belonging to the first kind of optional course. And total credit of the firt kind of optional course had exceeded 6. That means we have to pay extra money to finish courses to meet their new requirments. Why should we undertake this consequence of their fault?

I will choose to change the course set here. The course set at BI is really terrible. To be honest, we always under great studying stress. Each semester, we have a lot of courses to study and to our anger; many courses we are now studying have been taught before. We did not learn anything new but have paid a large sum of tuition and miscellaneous fees. Sometimes the textbooks and teachers are not carefully chosen. Because of the disappointing course organization here, we have little time to relax or to do any part-time jobs. In a word, it is so expensive to study here and the most important thing is that most of us think it is not worth the money. The change of course set surely will not change the situation of BI. Many things should be improved to achieve the goal of being a real high-qualified institution.

I prefer to change the couse outline of our core specialized subjects. The main problem I have found is in silc inflexible or stiff course . Every semester, we need to select courses for the next term through school website, namely autonomous selecting. Actually, we are told to select the fixed courses and teachers without any choices. In many cases, the teachers that the college have chosen for us are not the ones that we have expected. Even worse, I often have learned little after attending classes , so I would like to learn some courses by myself in library. More over, as the courses are fixed, so we can only have several specialized subjects each semester and absolutely, it is wast of time. If we can have more subjects according to our abilities, it will be much better. Afterall, everyone has different plan for its future and there may be something important else. Of course, in that way, it will be more complex for college to manage.

I will let the double diploma stutends to study in the FU for one year. Because I think it much useful for students here to learn well. Though BI offers us text books and some good teachers , it doesn't offer a good learning surroundings for the students. They should give us some chances to study in FU to gain on more FU culture and thinking styles which we can't learn in other colleges. Therefore, i think BI should offer students the change to study in FU.

I would make the courses more reasonable, more useful and more practical for our double-dregree students. We are qualified to have the chance to get double dregree, while BI does not give us good enough education. Some of the rubish cousres neither worth what we've paid for nor what we've spend time and energy studying on.

The priority thing which I would like to change is about the course schedule in B.I.I would rearrange the major courses. Several main reasons can be identified.

Firstly, the course schedule we are implementing now is not reasonable. For example, in the very first semester, we had only one major subject, however, in the sixth semester, we had to learn five major courses at the same time. Furthermore, the related courses are not arranged appropriately. For instance, the Basic Accounting was learned in the first semester while the Financial Accounting was studied in the fifth semester, which is quite illogical. What's more, most of the courses we should learn are very difficult, however in CU, one year is divided into four short semesters, it is almost impossible for the students to master all the knowledge in so many thick text books in such a short period time. Sometimes, all we had learned can only make ourselves pass the final exam. Very few knowledge can be fully understood and remembered for a long time. Therefore, I think some difficult subjects should be divided into two parts and be taught in two semesters respectively. Only when students have enough time to learn, can they fully absorb the knowledge and become interested in learning.

I will change the time of every subject. Because some subjects have much knowledge, but students don't have enough time to learn it. When the subject is finished, students only know a small part of whole subject. And every term student have many subject to learn, they don't have they own time to learn other things that they can't learn in school. Find a job is very important in extra time. They can learn many experiences in work.

Change our university for its course content. I think that the applyment capability of the knowledge that we have learned is more significant than how many we have remembered. Using theory in guiding practise activities is approximately meaningful. The practise opportunities should be accessed to students at any grade both in there class and part-time.

I would like to give students who are really fond of studies and are willing to accept new specialized subjects the chance of advanced study. In BI, there are so many junior students whose diploma degrees are lower than those of undergraduate students. Although CU has some education policies that offer junior students who have already finished total course credit can continue further education until they get Bachelor degrees. There are merely apartment students who have well conditions can enter the stage of undergraduate education. Others will go to work or enter irregular training school to study. Among those people, there must be hard-working students who really long for study, just because they fail the final selective test. Their total marks did not reach the enroll standard, maybe very close to the standard, but the school refused their application. Give every student the chance of study! Do anything as managers do, remember what you have done is deeply influencing the student who have already studied in this school or want to (longing for) study in here, because study is students' the most cherished desire in China!

I manager to improve our structure of course. Because of that I think our lesson is lack of continuity. We finish our one course, and then the next course is more likely involved other kind of study. We only know the surface. May be even less than this! We have more time than we expected. So I will let us learn more and deep.

I will change the current Accounting courses system. Now I am a three-year student in BI, from my own three-year experience studying Accounting courses, I just find the whole Accounting courses system we now use is not suitable for us. As we do not major in Accounting, to us, Accounting should just be regard as a tool just English and computer. So, what we should learn is the basic knowledge of Accounting. Any complex and impractical knowledge is of no use to us. I think the current Accounting courses such as Commercial Finance, International Finance, Enterprise Resource Planning are too complex for us. Furthermore, the design of such courses is just like a slip on the water, what we have learned is really small. The point is that the university does not emphasize basic knowledge of Accounting. I remember that we only use one semester to learn the whole basic knowledge of Accounting and along with the basic finance. It is just impossible for us to have a good command of basic Accounting. In fact, it just makes us feel puzzle when mixing the Accounting with Finance. To us, the more difficult courses we later learned are just lip without foundation. No wonder the knowledge we have is poor and pieces. If I have the power, I will design the accounting course to pay much attention on basic knowledge and to study the whole Accounting system –that is divide Accounting with Finance.

I think I will change the courses system. Since I have learned for whole two years, now is the third one, and I feel what I have learned were not suitable. Most courses are too difficult and neglect the basic knowledge. And to me, who without any knowledge of the courses, is really not suit. Since they are so difficult, most of us just try to deal with the exams, remember what may be in the exams, and after exams, most of them are just be forgotten. Finally, we learned almost nothing. I think the propose of enter the university is to learn and learn the way to learn. I will graduate this year, and when I ask myself: How many knowledge have I learned in the university? I feel it's hard to answer. Knowledge of each course is just pieces. Each year, we should learn a lot of courses. And each course just can be learned for almost ten weeks. I think it's too short to learn one course. To one course, what can we learn is too little and pieces. We can't learn one course well in such short time. So if I have the power to change the course system, I will pay much attention on the basic courses, and try to make students really learn more knowledge and useful things.

I think I will take off the relearn principle at silc. This principle make many students not work hard. They think it does not matter that they don't pass the course because they will have another chance to learn it again. If it has not the relearn system now, more students will work harder than before instead of talking or sleeping in class. They know that they only have one chance now. If they miss this

chance, they will never have another. Moreover, learning the course again is not cheap; it also can help students to save a lot of money. In a word, taking off the relearn principle is a wise idea.

I think the English courses for the freshmen are not proper. What we need is more practices in English listening and speaking.

I want to let more students have chances to communicate with foreigners especially the last year students. In the first two or three years of college studies, students have many chances to talk to their foreigner teachers. But when they are in the last year of the university, they have few lessons which are taught by foreigner teachers.

I will change some educational policy. The first thing is to cancel the double degree policy, it costs our too much money and time. I think BI should give the fail student another chance to pass the exam, such as resit. The second is three semesters policy, I think it is not very suit Chinese custom. In a three semester school, students and teachers can enjoy the Christmas vacation in a semester's end. But in China, Christmas is not the vacation in law but the Spring Festival. The Spring Festival is during a semester, so BI has to pause the semester for the vacation, then resume it after the festival. The policy is not good for the continuity of courses.

I will ask the student to choose the class by themselves, if I have the authority, the power, and the money. Because the students in BI should have the equal right to choose the class, the student can choose those classes they like and those teachers whom they like. It is helpful for the student to have the interest in studying the class which they choose, and they will study hard.

I think the some subjects we have learn is only theory. We have never used it in the life. So I hope we can change it. I should add some subject which is useful in life and fulfil.

I'll do some things in BI's choosing lesson. As we all know, different student have different studying ability and studying interests. So we'll supply a lot of kinds of subjects to the students, every student can choose what they want and what they like to learn.

The thing I want to change is the courses of double-teaching given by Chinese teachers, I think it makes us puzzle and we all have no interest in their lessons.

I hope to emphasize the training of students' thinking, not just the incomplete book knowledge. BI should focus on the real cases education and teachers should teach us through these cases. Thus, we can understand the knowledge further and lovely. To foster students' thinking, BI had better establish its own reference room which includes many domestic and foreign books and journals. Also, it has many videos of some interviews of managers who are in charge of the famous companies. This will

enlarge our knowledge. In my opinion, training of the thinking is more important than the book knowledge.

I would change the system of choosing curriculum. The students in BI can choose the curriculums themselves according their hobbies and aims. In my opinion, this system can let the students study automatically, and learn much harder.

(The above issue has been discussed in published applied linguistics journal articles.⁸)

DISCIPLIN

I will make more rules, and assure them effective. Because the students in China are always not so consciousness. They need rules to restriction them. Then the school will be more serious, and the students will get better habits. It is good for their future life and career. At the same time, the school will be more regularly. The lessons will be more efficient and the students can get more. Everywhere of the school looks religious and comfortably. Then the school will be better and better.

The first thing I think I will do is to enforce students in BI to be polite to the teachers, no matter they are familiar with their teachers or not, they ought to say "Hello", "How are you" or let teachers go first when up and downstairs. It is necessary for our students to be polite to our teachers.

I think I would like to set a machine, if possible, at the entrance of each classroom. In this way, each student need to make a record on his card before he enter the classroom. The machine will record when, where and what class have the students entered. This is because some students are always absent or late for class, but the teacher usually doesn't have so much time to check the namelist, so with the existence of this kind of machine, every student can get their attendance & participation mark based on this card. And this can save the teachers a lot of time.

I will reinforce the administrate of school hospital, because many students take advantage of kind of doctors to get the sick leave in order not to have lessons. For example: some students always get up very early, so if the teacher signs the name they will do that to avoid minus score. I think studios manners is the key of better education, then probability of present is the best way to show the studios manners. Of all, I will use my power to make the school hospital sign the sick leave only when the students are real bad ill.

⁸ "Can You Get a First Class Education at a Third Tier College in China?" (2004) Niu Qiang, Martin Wolff, Teng Hei, Anne-Marie Gregory, Progress in Education Vol. 13 Chapter 2, New York; Awarded first prize in Henan Province competition Certificate No. CG0536, 2003. 5 (presented at the March 2004 International EFL Teaching Conference, Shanghai China)

I would make the new rules ,for example ,students can have lessons as long as they like ,if they are absent ,thats okay!perhaps more freedom will take more effect!Anyway that's just a dream.

(This issue has been discussed in published applied linguistics journal articles.⁹)

DORMITORY

I will install air condition and bathroom in the domitory. It's very cold and hot in the winter and summer. And there is no hot water in the domitory. It always take us 25mins to get the hot water. And our hands always be frozen when we wash our clothes.

In our school,the dormitory of students is not very perfect. It is cold in winter and hot in summer, specially the rooms which face to the north. So if I have the power to change one thing in our school,I would buy one air condition for each room.

I would improve the conditions of the dormitory. When it is winter and summer, it will be very cold or hot in dormitories. I think such a bad conditions make students study very difficult. The expense of living in it is very expensive; it is not equal to the conditions. I think it should have a bathroom and a conditioner. When students don't want to study, they will have a bad mark; they also will study the same lesson again.

The service system should include the examination registers, student's employment support, score inquire, the living services (good food, safe guard in each dormitory, charge collect clean-up workers and so on). Living in our segment of CU I feel unsafe and inconvenient. In fact, anyone can enter each dormitory when supervision ladies are out of her seat. I've heard that a girl had been hurt in her dormitory by a man came out of school. It's dangerous! On the other hand, our living environment is inconvenient. We haven't hot water and if I want hot water, I have to bring up 2 bottles and walk for 16 minutes in return. That's difficult for girls.

I must promise everyone have a good study enviroment,when we learn in our dormitory it was too cold in winter too hot in summer,so i will invest a lot of money to provide a good dormitory for every student.

I will fit air condition for every dormitory.

I just want to make the dormitory more suitable.Every room has it's own air condition and toilet.The door of the dormitory never be closed.If there are some electical facility,it's better.

⁹ "China's ESL Goals and Objectives: Are They Being Met?" (7/04) Niu Qiang & Martin Wolff, English Today, Vol 20 No 3, Cambridge University Press; www.usingenglish.com

(This is an issue that should be directed to the *** University and the National Government. Universities South of the Yellow River are treated differently than those to the North.)

ENGLISH COURSES

I will add an extra alternative English course to study for grade 3 students who want to learn English more. We are 3 year inplan students. From this autumn semester, we are surprised to find that we have no English lesson from this year. One of the most important reasons for us to choose this department is that BI is a joint venture in education between CU and FU. So maybe English education is better than other departments. We all cherish the hope that we are good at English when we graduate from this university. I think the English language program should covers three or four years not just only two years. So it will be better to add an extra alternative English course for students who want to learn English more.

I will set the English course to Grade Three students. When we are at Grade One and Grade Two, we have english classes. But now at Grade Three, there's no english listening/speaking/writing class anymore. English is so important that we should learn it and never stop.

I want to have a special class to learn English. Although we can understand the general idea of what the foreign teachers say, we can't clearly know what the book tell us. It's not easy for us to learn after class. If we take the special English class, we can expand our vocabulary and learn the knowledge more easily. We don't know English well enough to take the class.

I will invite more foreign teachers to teach in the BI. In order to create a foreign language situation, the students should learn all the subjects in English. Thus, they can improve their English faster. I will also hold more English club. In the club, students can play with their foreign teachers. They are not students and teachers in the club, they can be friends. they can play happily and improve their English level.

(The above issue has been discussed in published applied linguistics journal articles.¹⁰)

¹⁰ "Can You Get a First Class Education at a Third Tier College in China?" (2004) Niu Qiang, Martin Wolff, Teng Hei, Anne-Marie Gregory, Progress in Education Vol. 13 Chapter 2, New York; Awarded first prize in Henan Province competition Certificate No. CG0536, 2003. 5 (presented at the March 2004 International EFL Teaching Conference, Shanghai China)
 "The Unqualified Teaching (sic) The Unmotivated In A Hostile Environment" (2005) Niu Qiang & Martin Wolff, Progress in Education Vol 16 Ch. ___ (in press) New York

EQUIPMENT

I will update all the computers and the network system. Because I think computer and internet are very important to our students. The following statements will enumerate some advantages of good computer and internet.

Advantages of internet:

- a) lots of global information on it
- b) get information quickly
- c) get information newly

Advantages of good computers

- a) do our subject on it quickly and with good quality
(awful computer often make us wasting lots of time on it)
- b) they are basic of speed of network

However now the computers in the computer center are too slow and we also have many barriers to get access to the international website. If I update the computers and the network system, there will be more convenience in our study. We can get a better education.

The thing which I want to do here at BI is to increase the computers of the research center at BI. Because many students want to use the computers to find some information about their study and do the homework, but the computers are not enough for us to use. Even though the period of the examine, the research center are full of people, if we don't go there early, we can't have the seats. That's why I want to buy some more computers at BI.

If I have enough power to minister the BI, I will use money to exchange the conditions of our college. Though now we have a good condition, the surroundings is too better for students to study hard. Now we feel warm in our classroom in cold winter, and sometimes we will feel tired when we are having lessons. So I will give students a completely new condition. I will give students a condition, which is not too warm and have some modern equipments in the classroom. I hope students can have a sense of sight and sense of hearing in studying. So I think sometimes the power is more important.

I hope BI can open the international web all through a week. But after Monday, I found they shut it! Even tonight, just before I send you this email, I can't visit the prenhall website. I cannot understand why they do so.

Last but not the least, the equipment for teaching always goes wrong. We don't have the certain person to fix the machine. So the teacher usually takes much time in the wrong machine and don't tell us anything about the cours

I hope every student can have a computer when they are in the class. As we all know, when the teacher of silc give us a lecture, some of them will use the PPT, others may be give us a case to discuss. If each person have a computer, we can gain the knowledge clearly. And on the other hand,when we have computers for everybody, it's easy for us to search and collect the useful information on the Internet to solve the problem of case. So if I have enough power and money I will establish all of the classrooms that every seat with a computer.

I think that our college should establish "Internet Classroom". Students can be taught some lessons by the teachers of the other university. Then they can learn more knowledge without spending a lot of money. And they also can communicate with excellent students in the world and read more books from many "Internet Library". In short, they can learn more knowledge without spend a lot of money!

I think BI should improve the BI's web site into a more electricalized one. with the convenience brought by the electricalization, students can do homework in electrical form and afterwards, send to their teachers through an online submission system. moreover, teachers can also hand out the homework through a centralized teaching system and inform their students by email.

I would add more computers at BI. Because most students at BI are using computers for studying, but the computers are not enough. it takes much more trouble to them. I suggest to buy more computers so that every student can use and can have a better education.

I will change BI's environment with computers. Now, some homework needs type. Furthermore, the students need look up a flock of information at study in spare time. The college provided many computers in order to use for students. However, they are not satisfied. Usually many students have not use the computer. So I will arrange a computer at least with every dormitory and provide internet. They are free. I think the students will have a better education. I will change BI's environment with computers. Now, some homework needs type. Furthermore, the students need look up a flock of information at study in spare time. The college provided many computers in order to use for students. However, they are not satisfied. Usually many students have not use the computer. So I will arrange a computer at least with every dormitory and provide internet. They are free. I think the students will have a better education.

I will bulit a study web site in BI. it means we can study and exam online instead go to BI. The reason as follows: 1. It can save time and and money. BI is to far to my home. I have to spend about 6 hours on go to BI per week. I pay pay a lot of money for the bus also. 2. It can increase my effect on studying. use the web site to study can let the study more flexible. Sometime I have a very important things to do , but i have class, I have

attend in class.this time my body is in class, but my mental is out. It no good for me in this lessons. so we must use a flexible way to let our study more effect.

I will let every classroom have the computer for every student. I will append more computers for the students in computer room.

I will change BI's environment with computers.Now, some homework needs type. Furthermore, the students need look up a flock of information at study in spare time. The college provided many computers in order to use for students. However, they are not satisfied. Usually many students have not use the computer. So I will arrange a computer at least with every dormitory and provide internet. They are free.I think the students will have a better education.

I find the Internet can be a great resource to use and can actually effect. Like we discuss the problem now through the E-mails is a good way if the teacher is very responsible to students. To set up a BBS in the website of BI, that can make students get information by a more easily way, in another hands, teachers can get much more feedback from students.

(The author has made observations about the poor equipment situation in three different Memos and has requested a modern approach to both repair and replacement as well as inventory control and accountability. To date the author has not seen any appreciable improvements.)

EXAMINATIONS

I will change the exam system of BI,if I have right and money.Because most of local students feel that there is a conflict-short term lessons with a big amount of exams.In specailly,Our collage is connected with the FU,who suggests a close English background,which it is unsuitable for local students.I mean it is too difficult to accept knowledges in english at a such fast speed.So,If I have got money,I would support more extra lessons for it.

I would make all the final exams to be a open book test.I have experienced too many lessons in BI like this,teachers just give the scope of the books and line down the sentences for us to memorise for the final test,It takes me a lont time to memorise them,but after test, I just forget all of them.In my opinion we human don't need to remember the knowledges,we can simply find in Internet, books...why bother us take times to record in mind? what we need just where to find the materials and how to use them.so why not open book?

I would cancel the rule of rebuilding the lessons.Because most of the students are afraid of rebuilding the lessons,they study hard only for the marks,not for get more knowledge.That make them more mechanical and increative,there will be too much

pressure for them. I would make a new rule for the students who fail in the test. That is the students who fail in one course must recite the lessons of the course. Then, they also can learn much knowledge from it.

The first thing I will do is to add the reexaminations for the students who have not passed. Now in BI, if students fail in the final exams for any reasons, we have to restudy the course and pay it again. I think it is unfair. The tuition in BI is very expensive, we have to pay at least eight hundred yuan for a course. That means if we have not passed the course, even for we are ill which makes us absent the final exams, we have to pay eight hundred again. So I think it is essential to give these students a chance to reexamine, then they may pass the exams, and they just should pay the expense of the reexamination.

The most important one I want to change is the assessment of examination. In BI, each teacher has his or her own means of assessment, some focus mostly on attendance, some focus on the ability of study, and others just help all the students to pass the examination. Therefore, different assessment on the same course may bring unfair to students. I suggest that we should have an accordant, better assessment system in ***.

A. TEST QUESTIONS IN THE EXAMINATION

- a. The most significant thing of teaching is to help students to master the means of learning rather than just the knowledge.
- b. Teaching shouldn't focus on the recitation of the notions and notes, but the understanding of the content.
- c. Teaching should combine with practice, which means, teachers can use examples in our daily life to explain the content.

All above should be considered when they choose test questions in the examination. Many students easily pass the exams without working hard and just recite the notes that teachers provide. This kind of education is useless.

B. ATTENDENCE

Some teachers ignore the attendance in a class, and they don't care how many people come to listen and they just finish their tasks "Speaking on the class". I don't think they are responsible. Although universities don't need to put everything detailed in rule, they still need to have a strict system, which can promote students who are not self-control to study.

C. NO BIAS

Most teachers prefer the students who are active and close to them, and these students always get more information about the final examination and usually get high marks. However, they may not study hard and just use some tact during the course. This is quite unfair to others and teachers shouldn't have any favoritism in their teaching.

I would give the students who have failed in the exam one more chance to make up examination. You know the tuition in * is more than other colleges, the same as the make-up examination. Though I have not failed in any examination, I become very nervous before examination. We all are worried about the examination. We**

don't want to hurt our parents and waste their money. I know BI want to make us work hard through this way, but it is a big bundle for me. If I can give students one more chance to be tested again freely, I think it's a good way to loose our nerver.

I would make the students have the mid-term examination every semester. Doing this can make sure students know the knowledge thoughtly. On the other hand, though mid-term exam teacher can know who study hard and who don't.

I would instead the final exam to speech. In China, many students only want to pass the exam. They don't care whether they can use what they learn for their future, so I think I would instead the final exam to speech to know whether the students control the lesson or not.

Cancel the system of restudy.

EXTERNSHIP

I think the student should be given more chance to put into practice. I think that is the best teacher for student. If I have enough money, I will form a small company. Let the student work in it. And the teacher will be their boss. They can teach them and manage. This company's process is not making money. Its process is give student more chance to learn more thing.

What we have learnt now is book knowledge which is not enough. We also need some practical knowledge for real work. If the CEOs give lectures for us, maybe they will tell us how to use what we have learnt now to cope with the real work because they all have lots of experiences in practical works. It's very helpful to us. We will learn what we need in future study.

I will use the authority to create the more chances that let our students to have past-time job in big company. Let our students to use their knowledge that they learn from the BI in practice. They can find what they should learn more and what they should work hard.

I would do one thing that is sent the students to Australia every holidays and it is also a test for students. Students don't have to do final exam on paper, only have a travel in BI. That can be improve the ability of English studying. I think it is the better edution to students who study in BI.

I want to change the indoor model. Because our textbooks only focus on the theories, while without some practices. Outdoor education, in my opinion, can raise the awareness of students on some theories. And it is more direct than indoor education.

I think that I would increased the practical subject. For example, I would establish a fictitious Students' Company. Let students themselves deal with themselves thing in

the lives. There two reasons to explain it. The one reason is that students can understand what they learn deeply from running the fictitious company. The most important point that students can use what they learn from academics subjects. The activity not only can strength our theory knowledge but also can make theory with practice. The other reason is that can destroy the wall between society and university. It is well known that school is different from society, which is not complex. The situation does not protect the student. It is said that 30% students who graduated Form University to work don't bear too much society pressure and kill themselves. The students should know more about the society whatever it is good or bad.

We want to get out of classroom and enter into social environment more. Learn from the boss, from our own eyes! More directly more actually.

I will use the authority to create the more chances that let our students to have past-time job in big company. Let our students to use their knowledge that they learn from the BI in practice. They can find what they should learn more and what they should work hard.

I will change the subjects that we are studying. because,many subjects we learned are unnessary and repeated. I think we need more practised during our education. This will play an important role to our future.

I will give more oppotunities to practice students' ability of their specialty, and then give them chance to pass the specialized exams.because we just study theorise in the school now, and we still don't know what to do in the future. if we want to find a good job in the future, we must know what to do in detail and have specialized certificates.

I will let students go to some famous multinational companies whatever they like.Now, we must find a company by ourself if we want a job to pratise or to prove our ability,but it's too hard to find a situable company .Most of companies can't give us such opportunities .So that we have the theory on book , lack of truely practice and working experience .It will bacome our biggest weakness after we graduate. According to students' likeness or their furture plan of career , they can choose diff kinds of company just like a bank or a stock company or even a service company .So that the students can partice themselves and they will know which part of knowledge they are still lack of . After that ,they will study on purpose , choose particular course which they need in furture. Meanwhile, we can have working experience which all of companies most need now. That's can even make BI's students have more priority .

I will change some ways of education in BI. I think we shouldn't always reading the books. We should have more practice. We will work in society soon, so it's necessary for us to go out to the class,to learn how to do with ourselves, use our knowledge

what we have learnt from the class. I mean practice is important to us now. We should do more, not always reading in the class.

BI should increase the opportunities for students to contact the society. For instance, BI could cooperate with related institutions or companies to give more probational opportunities to students. In this case, they could put their knowledge into practice in return they could understand the knowledge more deep than before.

I think our education have enough equipment but haven't enough practice. We learn many theories then we haven't enough chances to know is these true or how these run. So I wish our school can organize some activities let us to visit some modern company to know how they run which theories have been used and so on.

I would try to help BI students have more chances to practise what they have learned from books. For instance, trying to contact with some famous companies, and persuade them offer students some opportunities to be their trainee in students' free time, besides our winter or summer holidays. Because now I am finding job, many companies think that working experiences and trainee experiences are very important, especially experiences that related to what you apply for.

(Many universities have mandatory externship programs during the last year. Internships do appear to be available at this institution, at least according to the 2004 Academic Handbook. Beijing University allows students to run experimental businesses on or off campus. Many universities utilize field trips to visit various types of businesses.)

GRADES

I think the final and only score is not transparent. I think every student have the right to know own mid-term score and final exam score. But in fact, the professor always let us know the mid-term score, we don't know our final exam score. And how can we know whether the professor have no mistake about the final exam score.

In the second term of the first year in BI, my final score of computer subject only got 50, and I doubt how was I got so low score. At last, I decided to ask my lecturer. She checked my final exam. She found the mistake. I got 70 instead of 50. I think she got a big mistake for me. Not only the bad score to me, but also it influenced me my scholarship. But thank her all the way, I got the scholarship at last because she changed my score.

(There should be transparency in all matters. Final grades should be posted or mailed.)

LIBRARY (other facilities)

I will set a big library in BI first. I'd like to collect many famous and outstanding foreign books in it. I hope these books can help Chinese students to improve English and the knowledge, students can recognize the world more widely from these books.

I think BI should have its own library opened all the time where students can get plenty of information resources on economics and management.

I want to build a new building which contains a small cinema, a small library and a club. The small cinema is only on the film which speak English so that students can improve their English quickly. Both the teacher and the students can offer the film and without any time and place limitation. The small library only offers some books which relates to our major. In our school it is very difficult to find a new book that is about our major. For example, when I read some business law, sometimes I don't understand what is the word mean, because the dictionary can not offer the special word meaning and the school library has not such kind of dictionary and never open at weekend. We also need a club which students can stay there and discuss something about their major. If the teacher has time they also can come to this club to join the club and discuss the cases with the students. In there students will not feel nervous and they can say anything they want.

They are free.

I will allocate funds to the students in order to they can go abroad. Because BI teaches more English than many other colleges and if you do want to master a new language you must know many things such as culture, custom, history and so on. Only going abroad we can learn these. We can talk to more foreigners and feel the local culture. In China PR we cannot get such things because we see Ch. character and talk to each other in Chinese everyday. If I can go abroad I want to go to Liverpool because I like The Beatles very much and the famous band is from Liverpool. I want to see Penny Lane and Strawberry Fields with my own eyes. Although John Lennon is the leader I like Paul McCartney better. So I can get a better education because I am interested in it and I think my English will make a great progress. But the premise is I can go abroad.

I have some proposal to improve the study environment that will do us good. First, the classrooms for us to study by ourselves every evening are so little and can hardly afford so many students to study in. In addition, as a college student it is important to know about the advanced knowledge, so that it is rather vital for the college to raise academic lectures. However, it is rare in BI.

I will hold more and more activity; make students do some things in actual life. Because most of students can do thing by themselves. They need more and more work to do.

I want to have more chances of communication between foreign teachers and us. I think we Chinese students need a condition of speaking English. The oral English of us is not

very good. The more we can speak, the more understanding we can get from the communication. It can let us have more interests in English. When we can speak fluently, we have got what we want.

The one thing I want to change in our university is to arrange more activities in the society for the students. I think the life now is similar with the counterpart in the senior high school. We should not only learn knowledge in the class, but also do some practices out of the school.

I will rebuild a large-scale library. There are large number of specialized subject books and materials in the large-scale library. Of course, these books and materials are granted copyright, so our teachers and students can fair use these books and materials legally.

I will hold more big-size English party regularly.

The very thing I want to change in BI is to enhance the communication between students and teachers. For example, holding more activities such as parties is a good way to improve the relationship between students and teachers. The relationship is not as close as ever before. If the communication is enhanced well, teachers can help students and give more suggestions on their study and life.

I will change the size of building the classrooms and toilets are all too small.

I will add the number of toilet, because BI have more students, if I want to go to the toilet in the break time, it will spend all my time in toilet. This will waste our time to relax or study.

I would rebuild “the experiment building”. I’d like to add three floors, which are used to be a coffee bar and a small library. The third floor will be the coffee bar. Students can have a cup of coffee and have a rest after class or after borrowing the books. The forth and the fifth floor is filled in different kinds of books, VCDs which can help students’ studies, but absolutely not the illegal copy ones. Although BI had got better education equipments and environment than other colleges in CU, I think it is necessary to provide a better way by which students can get information and knowledge. The books in school library are too old to use. Then, I suppose it is necessary to build a new library in BI. The library should own new books and current issues. Another important thing is that these books must be so interesting that they can attract students. The library and the computer room will be the best place where students can get useful information for their research. The coffee bar is not only the place that is used to have a rest for students and teachers; it is also the social place where teachers and students can have communication. There are few chances for students and teachers to talk with each other after class now. So I think setting a coffee bar is a good idea.

I will set up some interesting groups. BI has invested a lot of money in building and teaching equipment. But on life, it doesn't give colorful activity after school to students. Student association maybe does a party on festival. As special day, festival is too few in a year. If they have some interesting groups, they don't trouble where they should go and what they should do after school. Students can set up some interesting groups by themselves, but they need borrow place and equipment sometimes. It is not easy for them. BI should support student group, and give them some money if they need. For example, BI has a multimedia room, students only watch one film in it every week, and they have to pay 2RMB. We can change it. Change one film every week to one film every night. Of course, every film should speak English. There are more than one hundred of computer in computer center, but only one-third is opened to students. The speed of Internet is slowly, and many international webs are limited to read. I think all of computers should open to students and no limitation. In fact, I don't change anything of BI. I only want to say we should take good advantage of equipment of BI. Many equipment are sleeping now, I always want to ask why we can't use them. If we don't use it, it will lose its value.

I want to improve the circumstance of our university library as soon as I can. First of all, books in our library are so out of date and the varieties of books can't meet the needs of students of different institutes. Most of times, students prefer suffing on the internet to find some materials or current information instead of researching in the library especially those who are major in economy, commerce or finacial. I want to increase the variety of books, magzines and newspapers which are really useful for and interested by the students. The most important thing is that the books should be copyrighted, no piracy. second, the surrounding of the library is awful. To add some basic facilities is necessary, including installing air conditioners, lengthen the opening time, enlarge the studying room and adding some roomes for group discussing. Moreover, I want to assign students to manage the library instead of those teachers who seems always under pressure and unkind to the us.

Suroundings is too poor, too small classrooms, too noisy.

I will ask BI give more chances for students to communicate with foreign teachers. Most of us have no confidence to chat with foreign teachers in class, our spoken English is poorer and poorer. I hope that college often hold a meeting ,a conference or a party in BI .It can help students get along with foreign teachers. Let us learn their knowledge, their culture and know much news and also have more exercise in English.

I would change the environment in the BI. I will widen the stairs so that it will not be crowded in the rush time. I will increase the number of barthrooms. The better the environment is , the higher quality the students will be. Students will study harder in a more comfortable environment. A perfect environment will provide students with better education.

I will build a room for students to talk to each other and their foreigner teachers. They can play games ,they can see films and they can have a speech as they like. If I have the power and authority, I will hold a competition to see whose spoken English is best.So that it can creat students' interest to learn English.

The first thing I want to change in BI is to change the condition of our library. Firstly, the books are too obsolete! The update of the books is too slowly. Most of the novels are older than me. We hardly find the popular novels. And the academic books also very old. If you want to lent some books about computer. Most of them are useless. Secondly, the amount of the books is too little. The library lack a lot of aspects books. We hardly find the book we need. And sometimes you find a book you want to lend, but it already be lent by other student. You had to wait for maybe a month. It's too inconvenient. Thirdly, I would buy a lot of books to help student in study. Reduce the copy of the book. We should advocate protect intellectual property. Fourthly, in the library there are some reading rooms. Everyday a lot of students read at here, but the condition of there not very good. In the summer it's too hot, and in the winter it's too cold. I also would make it better.

I would change the environment in the BI. I will widen the stairs so that it will not be crowded in the rush time. I will increase the number of barthrooms. The better the environment is , the higher quality the students will be. Students will study harder in a more comfortable environment. A perfect environment will provide students with better education.

The environment can influence students to study. For example, they always will play computer games in their bedroom without control. Therefore, the students who want to do his work will go to the teaching room. But, they just open one room for students to study. The doorkeepers dislike students work in the room. Therefore, students do not have a good environment for study. I wish our college can open more room for students to review their classes.

I would build a big room. In this room, it will have many difference stage proparties for study. This room can supply many chance to the students to practice what they had learned in the class. I think practical training can train the ability of students, and they will grasp their curriculum as well.

I will invest more resource of media for the BI, limited resource of media is still problem for the BI

I will build a bigger school buildind and a bigger playground and have maney student.

I will first make the studing enviroment become better.I think surroundings is the most important.If students can study together and discuss the problem instead of playing together.Then our education will be better.

In my opinion, BI like a career training institution, instead of A university. What we and the great university need emergently was a big library.

I'd like to buy more English refrence books and offer them to students for free.

i will build several computer rooms. because now, the computer room is too small to meet the students' needs. i hope the students can have much more time and chance to get information and knowledge when they are outside classes.

(The need for an English acquisition and English-speaking environment is undeniable.¹¹)

SUPPORT STAFF

I will fire some of the employments (not teachers) in BI. Their attitude always bad.

The management structures seem should to be restructured, for now the staffs in BI are in problem with efficiency and sometimes are difficult to communicate with.

I want to change is the attitude of some counselors who should help us to solve some daily difficulties.I feel they are not willing to help students, in other words, they always have no patience with students.

I'd like to improve BI's information and service system. As a student I found that it is difficult to earn fresh information in this school. For example, information of rank examinations (include concrete items: What needs to be prepared, focus on what); information about school conditions (all the things should be shown to students such as new policies, details of education expense, employed info of last Graduate students, etc.). As usual this info is not open to students or hard for students to know. I often inquiry my friends in JiaoTong University for the new rank examinations information because their information system is good and their teacher will tell them every thing of detail.

I would change the attitudes of the office workers in BI.I think when sutudents meet problems in the college the office workers don't care very much.It isn't fair to deal with the problems for every students.

¹¹ "The Unqualified Teaching (sic) The Unmotivated In A Hostile Environment"(2005) Niu Qiang & Martin Wolff, Progress in Education Vol 16 Ch. ____ (in press) New York; www.usingenglish.com

I found that the management of BI's education is not in order. Some times it will bring a lot of troubles to students and teachers. For example, the timetable of some courses is wrong or the arrangement of the courses is not suitable. I will improve the quality of the management

BI failed to build up a platform of exchanging between the college and the students. The leaders of BI do not exactly know what we want and the students do not know how to communicate with them and express their opinions.

If some one get some trouble and went to BI for help, they will hardly to get a real help, and fell like not be one student of BI at all. Last winter, when BI ask us to take the IELTS for double degree, I stay in ** for some courses of IELTS training. I was late for registering for staying in school in winter holiday and so did not have a room to stay in CU. I am not a **. I just found that if I stay in ** for the IELTS training in winter holiday, I would not even have a room for sleeping! I asked BI for help, they said you are late for registering and we cannot help you. If you have nowhere to sleep, that is your fault. I felt like being kicked out by my own school like a beggar! I was so angry, but what else can I do? Praying for a bed from god?

We really have a lot of problems and unsatisfactions on our study, and we try to turn to the managers for help, but no one replies to us. It seems that they are not willing to help us due to a lot of excuse. Most of us can do nothing but complying.

The management structures seem should to be restructured, for now the staffs in BI are in problem with efficiency and sometimes are difficult to communicate with.

(The student services department needs to receive some basic instruction in second language acquisition theory so that all of its oral and written communications with EFL students is in the target language, English. They should communicate in English and be more forthcoming with information to both students and staff. They should also have periodic training in modern customer relations theory and practice. At present this department manifests archaic thinking and a disseminator of misinformation)

TEACHERS

I think the most urgent thing is to make tutors teach the subjects that they can perform best. there is a phenomenon that some tutors are allocated to teach the subjects which are not their majors. someone whose major is **** is now teaching ****, and my former teacher who majors in *** taught us ***&****, i even heard that an English majorer is teaching us business now. these kind of tutors are not proficient in the subjects. they even don't know some basic ideas, how can they perform well? changing it, is not only the most import for reading books, but also the most primary.

I want to change the system about choosing the teachers. In BI, the leaders always invite the teachers who have the doctorate. I think leaders haven't considered whether these doctors are suitable to be a teacher, to become the friends of the students. Sometimes we find these doctors are very boring in the class. They only know to read the books. Maybe leaders think more doctors in BI, more reputation BI will have. Maybe!

1. Most of the teachers are not professional on the subjects they teach and they seem not know enough about teaching. Some of them just read the textbooks or the slides, and they hardly explain them for the students in detail. Students will feel very boring in such useless classes and it is some kind of wasting time.
2. Some of the teachers here have high qualifications and good education. They may be doctor or have some experience overseas. However, they still do not know how to teaching. They may just pour out the knowledge and theories. Students feel it very hard to understand their words.
3. Chinese teachers are asked to speak English in BI, but I do not think English is the most important in selecting teachers. We major in the certain subjects but not English. I think teachers should first have the ability of teaching the subjects very well in Chinese, and then they may try to teach in English.

I will fire the foreign English teachers who teach students Listening and Speaking English in BI. Because these teachers have little knowledge. So the class is too boring because they have no more knowledge to tell us. They have no teaching methods to make students learn something. They have no patient, either. If we have something not understand in class and want to ask them to say it again, some teacher will be annoyed and tell us she hasn't eat lunch. All the people spent much more money than other college on studying. I think all the people want to learn something in BI. So I want to innovate the quality of English language teaching in BI.

I will employ the English teacher instead of the Chinese teacher. Everyone in the BI all speak English, no Chinese. Reason: 1. we can improve the oral English 2. we can know about the western customs deeply you will speak English all the day in BI, and you will find it is the better way to our education. We can take in the way of the western's education. As we all know, china becomes more and more international, and the society needs those who are qualified with the international. English is very important. The aim of the BI is to develop those people.

I would first replace some teachers in BI with someone who are professional or have real working experience to teaching here.

The Teachers in BI reasonably should be fluent in English. In spite of foreign teachers, not all the Chinese teacher are able to teach in English. The reason is that these teachers got their master or doctor degree in China and they haven't obtained an foreign

studying experiences. What was worse, some of the Chinese teachers coming from the western region of China speak such poor English that we students can't understand. As a kind of cooperation project between Australia and China, BI should hire some Chinese teachers who are fluent in English, able to communicate with others in English without difficulties, and at least without regional accent when speaking English. Preferably, teachers with overseas study experience could be hired because they are not only familiar with the ideology of western management and economics but speak English freely as well. No wonder the students in BI don't think highly of the education of BI.

I would employ more good teachers to improve the quality of education at BI. There are several reasons: First, BI has already got a good study environment and facilities, so it is necessary to equip with good "software" like good teachers. Second, although there have been a few outstanding teachers at BI, it is not enough to meet the needs of an increasing number of students. Third, we also should have more teachers who are good at teaching. Some teachers are good at his or her major while that not means he or she is a good teacher. A good teacher, I think, is one can tell us how to deal with the problem and how to think of the problem, not just read the PPT or books.

I hope BI can recruit some good teachers, especially the Chinese teacher. Some of our Chinese teachers have a high degree and graduate from a famous school, but their teaching skill is nearly nothing. Sometimes we guess some of our major courses are not taught by teachers whose major is relative with this. We just want the right teacher to teach us the right course. If a teacher knows the courses clearly but he cannot explain them to students, he is not qualified to be a teacher, then why BI allow him to come in?

The first thing I most want to change is to let the teacher at the right position. This means put the teacher on the subject which they best good at. The reason I advise this is I think some of the teachers in BI not in their best good at subject. The college let them to teach some not well-informed subject.

The first thing I think I will do is to enforce students in silc to be polite to the teachers, no matter they are familiar with their teachers or not, they ought to say "Hello", "How are you" or let teachers go first when up and downstairs. It is necessary for our students to be polite to our teachers.

I would recruit enough staff. Right now BI is lack of staff, many lectures are taught by teachers who are not familiar with this area. That's really made both teachers and students in trouble!

I think the most important thing is that some teachers in BI are not good at teaching. They have experience in working but this does not mean that they can also be good teachers.

Their students are always confused by what they say in the class. So it is waste of time to attend this kind of class.

The most important problem is the courses we took. Most of the courses are too theoretical, some teachers just taught what are in the text books. We really don't know whether it will be useful in our further career. What we have learned in class seems totally useless in our futher work. Both teachers and we students are too exam--oriented. The purpose we learned this course is to pass the exam and have a good mark. HOver, good mark is necessary, but not the key point to our futher career. What we really need is knowledge, skills, and ability.Unfortunetly, the school doesn't provide us with these things, we should also learn from the real world. I think this is not only the BI's problem, but aslo needs immediant attention from all the universities in China.

I would change some teachers in BI who are not capable enough to improve our students academic skills and ability. As a commercial college, the teachers must have much experience in business and know well about how to make students be familiar with business and academic knowledge. They also have the responsibility to teach students how to think and act in the business as well as keep up with the times. Unfortunately, some teachers here just follow the ppt in the class and students make their notes below.The so-called "lecture" teaching style is just the same as in the middle or high school. What's worse, students know little even nothing after the class's over because when they take notes, they don't quite understand or have no time to hear what the teacher syas and the teacher doesn't explain it to them clearly. Personally, if the BI wanna be the top-ranking commercial college in China, they must hire more experienced and knowledged teachers who have very preffessional and deep sight in his or her domain.

I want to tell you something that I dissatisfied with BI. To tell the truth, some teachers in BI are not qualified for their jobs. They do not have enough expertise and they just hell around in BI. These teachers should be fired immediately. Second, I found that some text books we use are older edition than our teachers', which could be a problem for us to study and for our teachers to teach. I think the text books we use should be consistent with our teachers. Third, I think some courses we study is useless for us. I can not find the benefits for us to study these kind fo courses.

I would have more qualified teachers to replace some stuff here, especially for the administration department. University is designed to serve students, we are like customers. However, we are treated impolitely and impatiently. We do not mean to have quarrel with those teachers, but we just can not bear their manner towards us sometimes. In addition, we are here to learn knowledge, to learn useful knowledge from experienced teachers. We want teachers who can really give us something. High degree dose not mean

that one can teach well. Those who can only give us theoretic knowledge may not be qualified enough to be a university teacher.

I want to change if I had both the power and money at BI, is the "teaching team", in other words, is about the selection and the hiring of the teachers at *.If someone do some research of the educational certification of the BI's teachers (for instance, the college that they graduated from or the job career they had before teaching at BI, and so on), is pretty excellent, to be honest. Unfortunately, many times a good "certification" is not equal to a "qualified" teacher. I really found that sometimes a so-called good teacher failed to have a good command of the teaching skills, a few of the teachers at BI even do not know how to communicate effectively with their students in class! That is horrible to teachers as well as students. I consider "teaching" as a kind of art, a piece of perfect certification is far from a good command of this art. Generally speaking, the art is generated from one teacher's experience in his teaching career(not other careers,for instance, the job or the further study career in the past). Therefore, I strongly suggest that our BI should pay more attention to one tacher's experience, rather than merely focus on the certification or careers during the selection and hiring process. I did not say that good certifications are not important, but the more experienced teachers are always gain more welcome.**

The first and most important thing I want to change at BI is that BI should employ more qualified teacher to improve the quality of teaching.Because some teachers in BI are not qualified or not good at teaching. I have heard many students complaining about their teachers. It possible that some students may not be used to the teaching style of some teacher. But so many students are complaining. There must be some thing wrong. Many teachers in BI are teaching several subjects whatever major he is in. For example, a teacher majoring in management is arranged to teacher financing and accounting.Students in BI pay three times more educational fees than students in other colleges. But we didn't even receive education as good as them. This is the most important. Our student counsellor even told us that we shouldn't expect your teacher to teach you better because of your more expensive fees. It's unbelievable. If we can't get better education, why should we pay more such more fees?

Moreover BI have few experienced and knowledgable teachers to teach us, most of the teachers failed to develop students' ability and skills to think as well as sovlе problems; they failed to arise students' interest on the course. The consequence is students only care about what grade they will get in the exams and recite the textbook. Again, we've been wasting too much time in first two years, if BI has provided us good enough education, our researching&analysing skills, logical thinking skills and solving problems skills could be more competitive. The input we invest in BI is expensive and the output must be outstanding and competent as well.

I would change many of the teachers. Many of our teachers have a scholar of Master or Doctor, but not all of them have experiences about teaching us. And when they teach the lesson, they won't be liable the practice. What would you think if we only have the theoretical lessons? So I would employ experienced and practical teachers.

I will use the power to wipe off some immorality in BI. BI is not only a good college to give us knowledge, but also a big company to make profit from their customers. A fraction of teachers are just like spending vacation while stay in the classroom. They pay no attention to the lesson, so we failed in the final. We have to pay the fine to the BI and they make profit. Maybe they don't mean to do this, but the bad quality of some bodys, we lose time and money above all, we lose the confidence of learning.

I will enhance the level of international communication of academic at *** to make us have a better education. I hold that as a successful college, the characteristic of *** is the international education. International education means the integration all of us have learned from east and west. It's not easy to do. We can find that at BI, not only Chinese professors but also foreign professors have their own way to teach. Students have the different way to deal with the subjects that teach by Chinese professors and foreign professors. I think it's not only the problem of the style of teaching. It's reflecting that Chinese professors and foreign professors have little chance to communicate academic. The tradition style of teaching-students listening all professors' say should be eliminated. A good education should involve communication at academic. It can increase the interesting of studying. Students can get a way of learning the material, finding the problems. If I have the authority, the power and the money, they can be used to attract more outstanding professors to go to BI to teach. We can train all the staff to get a new way of teaching and share of academic education. Many communications of academic between professors and professors, professors and students, students and students can be increase.

I'll hire more qualified professors instead of current teachers. In class, many Chinese teachers in BI only read the powerpoint which the college offers them as supplement, so they don't have enough experience to teach students. Although some teachers add case study to the lessons, they often give students' corrected answers and make students think in this way, but not motivate students think creatively. Chinese students have a common problem that they pursue to the outcome not the process, which is harmful to students' development in the future. Therefore, we need qualified teachers help us open our minds to think problems.

I would change the teachers first. Although many teachers of BI are very qualified themselves, they do not know how to teach us. Some of them just read the headlines of the powerpoint and explain a little. The assessment of teachers at the end of each semester seems unhelpful for the improvement.

I would change most teaching staffs. Because most of them lack relevant specialized knowledge. they even don't know how to teach us or they don't understand the knowledge or theories. Usually, they waste our time in the class to do unrelated activities, or talk about other topics which are not useful for us. Besides, some of them have poor English, especially their accent and expression. I would not recommend my friends to BI, because it's too expensive or it is not worthwhile to spend so much money.

Some teachers in BI are not very professional. They do not have enough knowledge and skill to handle the student's problem. Sometimes, they even get angry during the class. More worse is they make the student fail in the exam according to their favour. In my opinion, as a teacher must be patient and kind for everyone, just like his /her son and daughter and forgering them to be a useful person in the future.

I'll ask BI invited more good foreign professors to teach us. Because 5/3 professors are Chinese teachers, they always teach us by Chinese. It is not good for us to learn English.

Some teacher has extremely high degree of study. However what about the quality of his teaching skill? I think it is more important than what he has learned before! We don't need all he has learned, we need his better way of learning and his correct direction.

The one thing I want to change is BI's teachers. When BI hires a teacher, it should be tested in every aspect to make sure if he or she could be an eligible teacher, rather than because of he or she is a MBA or a Doctor. I think the most important thing in the test is occupational ethics. Does the teacher really want to be a teacher or just work for the money? Does he or she really love us? As a foreign teacher, does he or she love China and really want to work in China? We are college students, and we have mind and feelings. We know who treats us sincerely and who does not. Teacher's behavior and his or her consciousness of responsibility often effect us greatly. Chinese always say: Teachers are the engineers who portray Human being's psyche. As students, we benefit from a good teacher for life, but a teacher who is lack of occupational ethics may also influence us for life. So I think BI should pay more attention on the system of hiring a teacher and teachers' rewards and punishment system.

I want to change BI's teacher. Many Chinese teacher can not speak English fluently. But our lessons must be taught in both English and Chinese. Some teachers can not teach the lessons well.

BI must be sure that every teacher must be the best, i think good teacher can attract students' interesting, so i will use my power and money to invite the best teacher.

I will let teachers of Harvard University to teach some lessons on Internet. We can look them and talk with them. And we can use the library of Harvard University.

I will use the authority to change the BI education. Because I think that authority is a important condition to do thing. I will use the authority to invite some famous professors to have a lecture in BI. That can help our students to learn something that will profit for them in the future.

I will complain our teachers. I know that all of our specialized course teachers' undergraduate course are English. That's why they can teach us with both English and Chinese. However, they didn't have the base specialized course education how they can teach us. For example, our [**** course] teacher even didn't know that debit should be recorded in left, credit should be recorded in right and they should be balance. It's so ironical. If I have authority I will fire them and hire the teacher who graduated from Fudan University like our [**** course] teacher ****.

Let me be the master of the BI improve the education system maybe change some teacher from their chair, but not the foreign professor because they are good in their position.

Some teachers are not professional enough, even they do not know what subject they are teaching.

I will recruit some more professional teachers instead of some present others. As a certain business college co-operated with FU, BI guarantees that the students will be trained in fluent Spoken English and communication skills. We so get kinds of business courses which are taught in English. But I find it's uncomfortable to listen to a Chinese teacher to give a class in English. Some of them usually can't express the key of the courses not the correct meaning. That has bad influence on mastering the course to any student. Though they have the specialised knowledge, I think they aren't capable of being teachers at BI. Foreign teachers have the advantage in language, but a few of them don't own the firm ability in courses. I used to take part in a business writing class. The teacher was a happy old lady who enjoyed travelling but showed little expertise in writing business letter. We contacted full of funs, just funs. So I decide to give the BI students much more good teachers whom they should have owned to get better education.

I will change some Chinese teachers, because some of them are really lack of responsibilities. Some local teachers are not qualified to their job. Some teachers only readers in their classes, students can not know any other information out of book. They use the PPT which is offered by book. They have not their idea on it. Students think it is

boring. Therefore, when hire a teacher, we should focus both on their knowledge but on their ability of teaching. I think that improving these points, our education can be better.

I will change some teachers in BI. In BI, of course, we have some good teachers, but there are some teachers who not good at teaching and can't satisfy their students. Some times we, the students, want to learn some knowledge in class but the teacher just talking about himself or something that we can't learn anything through it. Some teachers even don't understand the textbook fully. Maybe it's not the teachers wrong, because every teacher have their own majors and sometimes they are allowed to teach the class which is different from their majors. For example, we had a multinational finance teacher whose major is management, so when he gave us the finical class he often stopped it because he found that he had made a mistake. When we asked him a question, he often thought a long time (so longer that the students had worked it out themselves) and sometime even gave us a wrong answer. Another situation is that some teachers may good at academic study but not good at teaching. During the 3-year's studying in BI, we have had some interesting classes, and some teachers are funny and can make those knowledge easy to be understood. Those teacher not only taught us knowledge but also taught us the way of thinking. I mean that BI can really find the good teachers. We pay lots of money one year to study in BI and we want that BI can employ the best teachers.

Most teachers including foreign teachers disappoint us a lot.

I'll hire more foreign English teachers. Because in the BI, there are not enough English teachers. It's easy to find that the graduates of grade three or four have no English speaking or Writing leasson. That's certainly bad for their English improving. As a result. I'll ask more teachers from Amercia or Britain as well as Australia to help the student train the language ability. Of course, it's good for their job-hunting or knowledge acquaintance.

I want to invite more doctor just like ***.Because I feel only good teacher can help the student and the BI,I don't think there are enough responsible teacher in the BI.

I want to change an outstanding foreign teacher, who can always stand by me and teach me how to improve my English. Then I can improve my English as soon as possible.

I what to improve the ability of the teachers or recruit new teachers whose aptitude are better. Because teachers are quite important to students, they act as guide and leading role. Good teachers could give students right direction and imbue the students with the fresh and new knowledge which students lack. In addition, good teachers could help students grow and be mature. But currently, the teachers in BI lack attraction and their teaching methods are rigid. For example, they only read slides or books which we could read by ourselves rather than give us extra explanation or told us some fresh current

affairs occurred in the real world with the analysis. They could not help us link the knowledge with the real world. On the other hand, some teachers' expertise knowledge scope is limited. Sometimes they even could not answer students' questions.

Hire more experienced and more qualified teachers who not only have comprehensive academic knowledge in his or her field, but also have actual experience in society. We can go through the textbooks after class by ourselves, and do more actual up-to-date cases in class. I think some teachers in BI is far less satisfactory. They cannot express their ideas clearly and many times we feel that studying on our own is a better way than attending classes.

I think first thing I want to improve is the faculty. Teacher is important to all the students. If the teacher can teach the lesson interesting and have the way to improve students' study, students can learn this subject with their interests. And a good teacher is not just limited in teaching the knowledge in the books, they will give the knowledge to the students as more as possible, and even teach their the knowledge of life and be a good man. So I think teacher is the most important in anyone's study life, rather than any material conditions

I'll try to take a test to show the teacher's teaching ability. By this test, I'll find all the teacher's ability, and then I'll fire some teacher that who are not proper to work in BI. Because every school should have their own educational style. Second, I'll employ some new teacher to teach in *. Of course, they'll be proper to teach in BI.**

I also think the teachers BI choose for certain subjects are not very suitable.

There is a lack of qualified teaching staff obtaining the capability of explaining classical theories, giving answers to tough questions, and enlightening creative ideas. But in BI, a large amount of teachers do not understand the subjects they are teaching, even though they had master and doctor degrees. When a student presents a question in class, the teacher cannot understand the question, let alone giving the solution.

If I have the power, I can choose teachers who have better teach methods that can help students to learn more current things, not only in the books. If that can be true, the class will be more interesting, then they will more concentrate on the class, and learn more things, then no sleeping, no dreaming, no

I will invite some foreigners who work in China for a long time and some Chinese who used to live overseas to train both foreign teachers and students. I have several reasons to support that this change will make BI to educate us better. The biggest reason is the difference between cultures. Sometime teachers will make some topics, which let Chinese students embarrassed, to active the lecture. In the other hand,

students often angry the teachers, but they donot know. So, they need train to know the rules in different countries, and after that, we can communicate more smppthly.

I think BI need more good teacher. We need more good teacher to teach more konwledge what can use in our future.

I would like to chang some teacher who was not intersting and amazing.We,students want a teacher just like **, we don't like traditional teachers,because we can't focucus on them whole class.that'sall.**

Some of the teacher's level in BI is very low,We can't gain knowledge from them,If we can choose teachers by ourselves,BI will know which teacher is good and which teacher must be fired.Bacause our university's assignment is education,not profit.

I'll ask * as dean of our college and hire many new teachers whose teaching method is like ***.**

I hope that our colledge could invite more teachers like you who not only have high academic degree, but also have excellent skills to teach.we students think that most teachers in our colledge don't know how to teach well, however, they have been abroad or have master degree.

The first thing I will do is to hire teachers with high qualifications and professional knowledge. Some of the teachers just read books during lectures; some of them don't give us any suggestions and comments after our presentation at the tutorials. Moreover, BI doesn't match the teachers' class with their experts

I think BI have to change most of the teachers. Have a look at the silc's teachers, few of them are professor. Further more, some teacher even do not understand the major they teach. Their knowledge surprised us: poor! BI has enough money to change the teacher. The most important thing for a university is not how much money it has, but how good it's teachers are.So if BI want to be a good place for students, it has to change some teacher. We students need some good teachers who have enough knowledge to teach us.

I think the chinese teachers in our school is not quite good .They do not give our lectures by both english and chinese.Most of them teaches by chinese.What is more, they always just read the books in class. Some of the foreign teachers are not strict too.We can not get any knowleage at all,even any fun.

The biggest problem, I think, existed in our institute is that our teachers are not professional. I cannot image how a teacher can teach two totally different and not relative subjects. For example, a teacher not only teaches international management but also international financing. I think almost of our teachers are not professional. They can

teach us whatever the institute ask them to teach. If possible, the institute should first solve the problem.

Teachers in BI sometimes are not professional and the arrangement of teachers is not reasonable. My suggestion is that when decide the arrangement of teachers, the major specialty of teachers should be accorded with lessons they teach for students.

Teachers in the BI sometimes don't teach very well because they are not good at the subjects they teach other than their level of teaching. For example, one teacher is good at teaching international financing but he is appointed to teach international trade and business. One teacher is good at teaching management but he is nominated to teach international financing. So, many of the students are not very satisfied with the teachers. BI has many excellent teachers but officials don't put them in a very suitable positions. As a result, I suggest that teachers should be appointed in the subjects that they are good at.

There is a problem related with teachers in BI. Some teachers are specialized in what they are teaching, some are not familiar with the materials and others know about the context but cannot explain it clearly. As a result, some are easy to understand while others are boring. Faced with this problem, my suggestion are following: Firstly, the institution should establish a strict system of picking teachers. The examination not only includes how high the degree he owns, but also checks to what extent he knows about what he will teach. Secondly, the system of picking teachers should face to students. That means the applicants should have the capability to explain clearly and simplifiedly so as that students are interested in the course. Finally, necessary praise or punishment should be proved. This will observe the teaching process and demonstrate the quality of teaching.

I will change the teachers in BI. Some teachers they have the knowledge, but they don't know how to teach and how to express. I want to change this situation. Through doing this, our students can learn more than before and master the lessons very well.

Some teachers are too young to have enough working experience to teach us the major course.

I will change the teachers in BI. Some teachers they have the knowledge, but they don't know how to teach and how to express. I want to change this situation. Through doing this, our students can learn more than before and master the lessons very well.

I would first replace some teachers in BI with someone who are professional or have real working experience to teaching here.

As a student, the main problem BI has is the arrangement including the teachers and textbooks. All of our courses are teaching with English or double-language. It is ok for

native English-speakers to teach us in English, however, it is bad for some Chinese teachers. Either their oral speaking is really hard to be understood or some of them's pronunciation is making us to sleep that means their intonation is stable all of the lesson and very boring. Besides, some teachers' teaching skills are poor though their professional knowledge are very good.

The quality of the teachers is also very important, so we should engage more seasoned professors.

Change teachers. The ability of the teachers are uneven. I have two classes in which BI change teachers for the students are not satisfied with the teachers.

Some teachers are not responsible for their jobs. In class, reading text books is their main method of teaching.

I think I will first to replace all Chinese teachers with foreign teachers. Reason for that most of them do not suit for teaching in English. I do not doubt about their major knowledge, but I think they can not use the foreign books to show their knowledge to students. Only foreign teachers can use the foreign books well.

I want to recruit more eligible teachers. And I want to improve their English ability. Because Chinese teachers' level of English are not qualified, however students' books are all English version. So we need more teachers who could speak English influently. Otherwise, the students couldn't understand thoroughly about content of books.

The first thing I would do was to improve the recruitment system. I have been studying at BI for five years and I really think that some teachers and professors are not so satisfied. Some teachers even do not have the academic knowledge. Sometimes, when he or she is having a lecture, he or she would say nothing about the class. In my opinion, BI should hire some persons who really have the ability and academic knowledge to help us with study. These years, BI hires many Chinese teachers who went to foreign countries and come back to China. This is a good idea. However, I really think some of them are not qualified to be a professor.

I think I would change people, both teachers and students; or make some rules to make it run better! Some students do things like little kids, some of them lose the class, but have some reasons. In fact, this reason was not true. Teachers, some teachers are profession in their field, but were not suitable for teaching.

(The issue of competent teachers has been discussed in numerous applied linguistics journal articles.¹² It is suggested that since English is the language of instruction at BI, the foreign teachers should not receive free Chinese lessons but the Chinese teachers should receive free English lessons. BI has this issue upside down. Since BI pays a competitive salary, it needs to be more aggressive in recruiting top foreign teachers in compliance with the SAFEA guidelines which require a Bachelor's degree and two (2) years teaching experience.)

TEACHING METHODOLOGY

The first thing what I want to change is the Studing environent. Every stuendent in BI already has a better language environment than other students who in other university. We study our course in english. we talk with teachers in english. However, we have not got a absolutely english environment. We use english only on the class. It means that 2 or 3 of 24 hours we have to use english. It's too short to practise our english. I will build a new domitory witch all the students and teachers live in it. Therefore, we have to eat together, learn together, even sleep in the same place. That means we can use english all through days,not only in class but also in daily life.

Some teachers are not responsible for their jobs. In class, reading text books is their main method of teaching.

The teachers in BI are required to retrained. Some teachers are poor to teach knowledge, what they do is to read the book from the beginning to the end. The class is too boring and we fall asleep.

I would like to invite some entrepreneurs of famous MNCs to give lectures to BI students frequently. I would also arrange students to visit large companies, so that they could learn more about the real business world and their future working environment.

I will send group of staff to listen to other teacher's class and get feedback from students about what they think of the course and the teacher regularly. Some course

¹² "China ESL: An Industry Run Amuck?" (2003) Niu Qiang & Martin Wolff, Progress in Education Vol. 12 Chapter 4, New York

"The Unqualified Teaching (sic) The Unmotivated In A Hostile Environment"(2005) Niu Qiang & Martin Wolff, Progress in Education Vol 16 Ch. ____ (in press) New York

"CHINA EFL/ESL JOBS: a Case of False Advertising" (1/04) Niu Qiang and Martin Wolff
<http://www.usingenglish.com>

"The Chinglish Syndrome: Do recent developments endanger the language policy of China?" (9/03) Niu Qiang & Martin Wolff, English Today, Vol 19 No 4, Cambridge University Press;
www.usingenglish.com

are really boring and helpless, the dean should not wait until the students raise the problem.

I will change the some teachers' teaching style. Teacher is the most important part of the university. Some of the BI teachers only use there poor English to read the PPT. This is a serious problem.In my point of view. The teacher should use their knowledge to practise his students to become the qualified employee in the future.

BI should improve levels of teaching.

First, only being good at English is not enough.Some teachers are just have a high level of English .They don't have much knowledge so that they can't teach us as a specialist teacher. Second, BI is lack of teachers with responsibility. Some teachers just plan for teaching in our school for one or two years and then they want to go to other companies for high salary.So teaching to the students is not what they like or want.They even waste half of the class time for calling all the students' name to check the attendance.

The biggest problem is the teaching problem towards the double degreesdtudents,beacuse it is the biggest feature of BI.If this features is failed, BI is failed.The foreign teachers from FU come here and give us lectures twice a semester, which contains three lectures in one time.In the lecture, they just show PPT to us, and sometimes there is even no adequate PPT. Hence, it's hard for us to get along with the professor and catch the meaning about what he has said.Furthermore, the lecture time is too long, it takes more than 3.5 hours, so it very quick for us to feel tired and can not concertrate on the lecture. We pay 2500RMB for each course, so it is unfir to have such teaching way.The book can't be taught in 6 lectures. We need interaction with teather, we need thinking in the class instead of only listening to the professors. We want small class teaching in every week, just like our marketing class.

So as a qualified university teacher, he not only gives the knowledge to the students, but also helps students to have their own economic mind. Now, in BI, some teachers only read the book word from word. This is not enough. The good teacher should teach the students more practical skills that are used in the business job. For example, the way of how to communicate with the members in the group.So the good teachers are very necessary to the BI. And I want to change this thing.

Teaching staff should be improved. High qualified tutors are crucial to a college. This is related to reputation of BI as well as the teaching quality. First-rank teaching staff is the guarantee of recruiting and benefits also come from students.

I don't like the way of teaching. Some teachers just read the whole book and translate it into chinese in class such as HR. If u could recite this book, it seems easy to get high marks. But I think, we only learn the fomulation from the book. The most important thing

is to generate our own ideas. Teacher could give us open-book exams and evaluate our achievements by considering both the knowledge mastered in class and ideas from our thinking.

I think the most important thing in university is to deal with the relationship between the students and the teachers. The students in university are in order to study. They would become the useful people to contribute their power to society. As we all know, the students not only study hard but also learn the public relationship that how to communicate with each other. The teacher's responsibility is to teach the university students upper views, but usually teachers ignore communicating with the students. They thought study the textbooks is the most task for the students in the university. Just the opposite, teaching students recognize the society and conduct the students entrance the society is very very important. The effective communication between students and teachers is most things. If I am a minister of the university, I will set up a network system to create an opportunity for teachers and students. If we hope our university world becomes the famous university in China, taking the action is very meaningful. The advice can help all universities to enhance its education levels. Not only the company needs effective communication but also university needs it. The university is belonging to teachers and students. We must coordinate the relationship. We must talk with each other and learn of each other. So I will establish a network system to give people a lot of considerate space.

I will enhance the level of international communication of academic at BI to make us have a better education. I hold that as a successful college, the characteristic of BI is the international education. International education means the integration all of us have learned from east and west. It's not easy to do. We can find that at BI, not only Chinese professors but also foreign professors have their own way to teach. Students have the different way to deal with the subjects that teach by Chinese professors and foreign professors. I think it's not only the problem of the style of teaching. It's reflecting that Chinese professors and foreign professors have little chance to communicate academic. The tradition style of teaching-students listening all professors' say should be eliminated. A good education should involve communication at academic. It can increase the interesting of studying. Students can get a way of learning the material, finding the problems. If I have the authority, the power and the money, they can be used to attract more outstanding professors to go to BI to teach. We can train all the staff to get a new way of teaching and share of academic education. Many communications of academic between professors and professors, professors and students, students and students can be increase.

One of the most impressive one is the problem caused by teachers. When recruiting people, our faculty only takes consideration of teachers' level of education and their ability in English. Whereas this is not enough to be a suitable teacher in such a commercial college, because most of them cannot even express themselves when talking about certain kind of academic problems. This is sometimes miserable for

our students, since we could hardly learn anything after one term's study. Thus, the only way is to read the book ourselves. Furthermore, some teachers might even not solve the problems they allocated to us by themselves without the assistance of reference book.

I think chinese teachers have little communication with foreign teachers. However, We must be given lesson by chineses and foreigners simultaneously and both sides have little related. Same books provid by both sides is necessary.

I would change chinese conventional education style to practical learning, not just for exam. Less exam, more communication. Less cultural conflict, more understanding. Deeper learning, not just skipping.

My answer to this question is obviously, that is "*The Teaching Method of Most Chinese Teachers in BI*". I would use my authority or power to demand or request teachers should change their improper teaching methods into a decent and standard one.

We have to confess that the outside studying environment and all those facilities in BI are much better than most faculties in college. For most subjects, we have original edition text books with really good and responsible teachers. However, the teaching method of most Chinese teachers is not proper for our college students. They are more like high school teachers which try to teach us everything they know but without checking if we have understood. Consequently, exams are becoming a kind of method which to test our memories.

Better education calls for **INTERACTIVE TEACHING**. It's not just asking questions in class, assigning and checking homework, or holding class or group discussions. Almost all teachings do these things, so is there more to it?

"*Motivational*", a term I learned from Organizational Behaviors, could be a key word as far as I'm concerned. Learning is hard work, and an injection of motivation at the right moment can make all the difference. One motivation factor provided by the interactive teacher is the requirement of a response to a live classroom task. This serves to jolt us into action, to get our brain off the couch, so to speak. Moreover, I do think an immediate feedback in the form of reaction from our peers, or from the teacher is a really strong motivator. Chinese teachers should try to make the class more active instead of make us accept knowledge passively. In this way, I'm sure our education could be much better.

I want to change the system of education in BI with my power and authority. Because we never really learned more information, not only practical knowledge but also theory knowledge. Though we have many examinations to examine how we catch the knowledge, we don't master any subject. Many students only study hard for one week or less to pass the examination. After the exam, they have nothing in their mind on textbook. I wish BI make a better education not only is concerned with theory, but also practical information and skills. Really focus on whether the students really catch the information, not to go after the appearance.

Students should be given more lectures by successful businessman or scholars of other universities. Because students could not study in the seal space and only focus on that the teachers give. They should widen their horizon and shift the angle. The different and distinct conception by those people could inspire the students.

Firstly, a large number of students would rather playing than study. I think college should encourage them work harder. Let them know it is good for them to study. However, students cannot get the knowledge in school year. This may because there is not enough time to learn a text book completely. It means there are too many classes in a term. All of these classes have a huge works to do such as case study. We all know that case study is good for study, but we cannot memorize which case is in which class. And if a student does a case perfectly, he/she may forget to do another case. So, I do not think it is good for a student to have a lot of works in a week. I suggest that the teachers should coordinate their tasks for students.

1. One book should be learned for two semesters or more, it not only help us to acquire the knowledge in the book completely but also reduce the cost of book
2. It could be better to have more lectures hold by some famous MNC to let us know their operation.
3. More information about certification which will be useful to our future work should be showed in our billboard.
4. There should be more practice and less theory in our class. More instance would be better. (Marketing is a good example. a good class:))
5. In holidays, there can be some communicant study between our consitution and BI. Students can go to FU to feel the study environment there. It is voluntary, not forcible.

I hope to change parts of teaching method of the school. I feel that we shouldn't just pay attention to study of the theories knowledge, but should focus on practice learning. At the future, a lot of things that we learn now are all useless, because they are too old. When we work, we need to study the new knowledge. So studding ability of practice is more important than the theories knowledge. The college need have more practice lessons.

If I am a leader of BI, maybe I will change the way of education. In most Asian societies, the people have the same language, history, and culture. Perhaps for this reason, the educational system in much of the Orient reflects society's belief in group goals and purposes rather than individualism. Students in China often work together and help one another on assignments. In the classroom, the reaching methods are often very formal. The teacher lectures, and the students listen. There is not much discussion. Instead, the students recite rules or information that they have memorized. Now it is good for us that SILC has many foreign teachers. This is a very good way for students to learn another method of education. The advantages to Orient systems of education is that students learn much more math and science than western students by the end of high school. Students will pay much more time on their study. But the disadvantage is that many students say

that after an exam, they forget much of the information that they have memorized. So we should make the systems of education more easier to students. By this way, students can memory things more deeply.

I will change the pattern of education. As a student, I know which lesson students like to have. We like all kinds of vivid and interesting lessons. Such as seeing the films or discussing together. The new pattern of education could catch our eyes. If we take more different pattern of lessons, the students will feel fresh and they will pay more attention on it. Sometimes we could play small games about lessons. It is important that we should take entertainment into study.

I think it is unreasonable to use PPT so regularly for every course since it makes students, like me especially, fall into sleep easily. There is no obvious relationship with efficiency and e-tutoring methods. The next problem is about the language. It is not wise to force every teacher in BI to speak English, for some of them are really poor at their oral English. We students are more familiar with original British and American speaking languages, but it takes time for us to understand what those teachers say. The last one is about the team work. As far as I know, students in foreign countries will choose the level of group. For those who want A will gather, not with those for C. What we are doing here is letting A students do all the team work with C students sleeping around. This reduces everybody's passion of studying. A students are not willing to do the work while C students do not care about anything. That's the point.

Some teachers just read the text book when they are teaching. This way of teaching will make students have no interesting. Further more, the study book always been changed when we have already buy the books. It always waste our money. I suggest BI find more teachers like *.**

I don't like the way of teaching. Some teachers just read the whole book and translate it into Chinese in class such as ***. If you could recite this book, it seems easy to get high marks. But I think, we only learn the formulation from the book. The most important thing is to generate our own ideas. Teacher could give us open-book exams and evaluate our achievements by considering both the knowledge mastered in class and ideas from our thinking.

I change teachers. because so many stupid teachers here and they don't care about us and also their lessons are really a wast of time and money for us.

In my opinion, the thing I want to change is the system of double-language teaching in BI giving by the Chinese teachers. Their spoken English is horrible to make us be interested in their courses and our English level is also limited. What we learned from their English teaching is almost blank. So, I think if this situation can be improved, the efficiency of our learning can be improved as a result.

I think we need more experts who know not only knowledge but also us.

TEXTBOOKS

What I want to do above all is to change our textbook. As known to all, most of our textbooks we have learnt previously written in English or English version in that we are students in BI, which is cooperated with FU. Quite a number of leaders or teachers in BI even our parents think textbooks written in English will improve our ability of English and it is essential for a student who learns international business management & commerce, nevertheless, there are also a number of students can't adapt to the whole-English environment. In spite of the fact that I admit many students can enhance their ability of English and acquire the knowledge originally from overseas by reading textbook written in English, it is extremely harmful for students to learn basic course in English such as Microeconomics Macroeconomics Accounting and Marketing. These subjects I mentioned above is very significant. Whether we learn these subjects well directly affect our future study. However, if we learn these subjects in English, a number of misunderstanding key points' coming along is inevitable. Therefore, changing the textbook is crucial factor to improve the quality of teaching.

I will change some textbooks to suit me. In BI, most of the students are dissatisfied with the textbooks BI has chosen. Major of the complaints are as followed: most of the textbooks do not fit students. As most of the textbooks are pure English edition, they highly increased the difficulties. It is difficult for students to understand the correct meaning of the textbooks. Although we know BI's advantage is improving English level and let students learn some western knowledge. Of course, it is good for us, but Most of the students think that it is beyond their abilities and I think so too. BI has not fully considered the actual English level of students. Furthermore, most of the textbooks are written for Western readers. That is, a lot of knowledge are just suitable for the Western environment and have little usage in China. So I will using some Chinese textbooks to help me understand some special knowledge if I have the power. As a result, I will have fewer problems when I work in future.

I want to change my books that for my study. Because the books that we read are also boring. And the some of the books are always copied from some other foreign school illegal.

I will try my best to tackle the problem on operating in BI. This problem covers three aspects. First of all, we often hear that some students complaint about the materials of compulsory courses. Why? The books which we use are not accordance with original courses. When students are having classes, they will suddenly be at sea and consider that tuition and fees have been corrupted. Secondly, high expenditure puts a high pressure on students; families. In China, students can always depend on their parents for all kinds of expenditure, including living allowances. But, we wonder that too much money has been spent on which aspects. From our

compulsory education, we gain few benefits. While, we pay more money for learning than other students pay for.

I would recommend BI to have a complete plan about what they are going to do in the whole year, and let everyone in BI know the plan. Take our Multinational Finance for example, the book the teacher had and had prepared for teaching was not the same book as the students had received. Moreover, noneone had told the MF teacher about this book difference and the teacher had no idea about that until he gave his class to his students. It was quite sad to both the teacher and the students. Moreover, not every teacher in the BI works as hard as professor Martin does. Some of them just present the ppt slide with ambiguous explanations.

The test books also reflect the bad managements. For example, we have a book called economics, micro-economics and macro-economics are involved. It is pity that the book is only used for three months. We are required to buy another book named macro-economics to continue our study. As a result, money is wasted. The same problems happened this term again. It is absurd that what we learn in the class is not match with the book we have. BI always make the same mistakes and BI does not learn from them

I found BI is awful in text books. For example, in this term, we have four courses, but two of them have a problem. The problem is we have different editions of book. It means our text book is different from our teachers in edition. Another course which called multinational finance is even worse. Our book is multinational finance, our teacher's book is internation financial management. My god, when the teacher gave us a lecture, we even can't find it in our book! The last course, Global marketing, its text book is piracy!

I will change the textbook . Now what we use are all the English textbooks. We are Chinese students.A few of us will go abroad to have further study.But most of us want learn the knowlege in order to use in the daily life in Cina.They will not go abroad.So the Cinese textbook is enough to them

Then some teachers don't instruct us throughout the books but some of chapters selected. It does bad to us to catch on the whole economic knowledge systematically and compresively.

I want to change some of the teaching materials that we use. First, some of the English materials are photocopied and they are not very clearly. Second, we have the situation that the school buys one teaching material but the teacher says it is not related to our study and doesn't use it.I really don't know why the school doesn't change another useful book.

I'll buy the teaching books in a right way. to respect the copyright.

I just want to change the way of copying the entire foreign books as the text books.

First of all, using copying books leads to a wrong consciousness for our students that this action is right. From this action, the students will also use this method that copies other entire essays in themselves essays, however, the eliciting is not coping the entire books or essays. The universities as the studying heaven, the action of copying should not be allowed to exist in because it also will reduce the enthusiasm to create. Another reason why I want to change the action is that once students don't realize that copying other entire essays is a piracy, they will be accused if some students write some essays including copying other entire essays and publish on Internet. Therefore, the teachers in the universities should cultivate the consciousness of what is piracy and what is right of eliciting because more and more people don't know the piracy in the society. Last but not least, perhaps copying several chapters or pages in other books is a purpose of education not the commercial purpose. Nevertheless, some people will make use of the chance to make the counterfeit goods to save the payout, especially using the text books of copying foreign books. Consequently, I have the power to change the action of copying the entire books as the text. The universities need to give the examples for the masses. In brief, if I have the authority and power, getting rid of using the text books of piracy is that I just want to change. The students should own the knowledge of piracy, then, our country will have the bright future not copy the model of other countries to develop ourselves country.

BI reproduce the foreign texts should be change.

1.BI contain the course of international business law, the purpose is that lets the students understand the legal business behavior, obeying the law in future work, acquiring the profits legally. But our college break the copyright law in the aspect of using the teaching foreign texts of the photocopy.

2.Reproduce foreign texts is not only break the law, also is disrespect of the author and the intellection. This behavior is contradicting with the business law which we teaching in class, such education will not let the students feel the importance of the copyright law, even thinking that that is just a ruling of surface.

3.Though we use the teaching material of the original texts will increase our education expenses, we can't educate our student with the way of infringe upon the copyright. BI should use the foreign texts of legal bring out. That is fair use

The textbooks that BI arranged are not reasonable, I think most of us must have the same opinion. I know the institution is willing to put us in a high lever to study and i am very agree with this point. But they are not do well in the coordination between the textbook and the teaching. It causes a lot of waste of money, time and makes us inconvenient. I think they can do something in these areas.

We often hear that some students complaint about the materials of compulsory courses. Why? The books which we use are not accordance with original courses. When students are having classes, they will suddenly be at sea and consider that tuition and fees have been corrupted.

One thing I want to change in BI is the books which SILC students use for study major courses. Now the text books we use are almost in English, but I think for some courses, it should be better to use Chinese written books. We are students learning business not only foreign language learning, it is too difficult for us to understand so many business books and theories in all English. Therefore, I think change the text books is more practical.

i will change the textbook which we are just using right now.because some books are out of date,boring and hard to understand.It is just kind of waste student's money.I think if i can change one thing,i will select the textbook carefully and give students new books which full of interesting examples and fresh information about the world.

i want to change some course text books. some text books can't help students any more but waste money. they're just theory but without lively examples or vivid description. i will change some text books that can really help students. not only the knowledge but also the details of reality, then can help students to understand the theory.

I will proposethe school can change the mechanism that the textbook is bought. The school buys the textbook for students. And require to students that can't damage the textbook. This book can be lend to the next term students.The textbook of our institute is wasted seriously now; a lot of textbooks only study several chapters and even does not us. Some teachers even require classmates to buy very thick book, but only utilize PPT in class. Some books may never be opened until the class over. The school should recommend economization. School should not waste money only because the money that students spend is come from parents but not from school, The quality of teaching quality is not decided by quality of the book

(This issue has been discussed in published applied linguistics journal articles.¹³)

TUITION

BI charge us additional fee without reasons. Book fee is higher.

The tuition in BI is too expensive. We all want the tuition can be more inexpensivebut not cheap. In other word, I feel that BI did not serve the students completely by using that much of money. The amount of our tuition is as thrice as

¹³ "China's ESL Goals and Objectives: Are They Being Met?" (7/04) Niu Qiang & Martin Wolff, English Today, Vol 20 No 3, Cambridge University Press

others' whereas the educational quality in BI maybe just less than twice of others'. The best programs need best teachers like you, best library and best education. However, most teachers including foreign teachers disappoint us a lot. BI should use our tuition to hire more excellent teachers.

I'll reduce the expense of study. Because the cost of semester is more higher than other colleges, a lot of students who want to study in the BI can't afford the expense.

BI charge us too much money, but they only provide us the same rights as the other students in the university. They charge us 800 RMB to have a maths course which only cost 200 RMB for other students. It is not equal in the market in CU. When my younger sister enters the senior middle school, she gets an English book which is the same as we got in my first year in silc. Unbelievable, * teach us so silly things. The English course also wastes our money. *** should provide us more business courses, we choose BI because it has the international teachers who will provide us the wonderful views. I hope *** will make the fee equal, and make a good quality of the English course.**

The first thing I will do is changing BI tuition standards. It is unfair for us that the expense of credit is the same whether the program belongs to our faculty or other faculties. As we all know the students in silc spend three times higher than others in each credit. It means we choose other faculty lessons and pay for it at silc expense standard. Meanwhile, other faculty students select BI lessons and just pay it up to their charge standard. Some of us fail in final exam in their programs, we have to select again and pay as last time. It is hard to accept. More than half of students in silc complain about it including me. I will adjust tuition expense at once.

Tuition problem. Before entering BI, we are told tuition is 15,000 RMB each year. But now many students' tuition has exceeded 20,000. I don't know why that happened. Most of us felt that they have deceived us.

I would cut down the tuition first. The high fee is a serious pressure for ordinary students in China, especially for those good students from poor families. So I suggest that the school cut 1/3 of the tuition off to attract more excellent students.

The study expenses are more than we expected. We should pay 700 hundred RMB fixed book fee each year. However, if we order any book or material, we are charged extra.

I will choose to decrease the tuition fee. BI is a special college. The students can use international material about English and often chat with foreign teachers. There are more chances to study English than other colleges. However, because of its high tuition fee, some students do not have enough conditions to study in BI. I hope more and more students can join our family.

I hope that BI should cancel the system that students have to pay a lot of money to study the course they do not pass in the next semester again. It is natural that students should study well and pass every exam. But if someone cannot do it well, whether they must to pay money for punishment. Paying a lot of money maybe is a big pressure to some families. Even if school carry out this kind of system, it is hard to say that it must be effective to make every student study seriously. On the other hand, if the course the students should restudy don't open next term, it will influence the students' graduation. In conclusion, I think that BI should give the students the chances to make up failed exam. So the system that students should pay money to study the course again should be canceled.

I will reduce the price of expenses. Because the BI have high price in all other college in shanghai university .it is a very big burden for student family.

I consider the retaking fee is so high. As we know, students fall in the exam is very common in China. It is resonable to ask for some retaking fee. However, 300 RMB for one credit does not make sence for us. Too expensive school fee makes the system like a business, not education.

We must pay much money for our study.

But the money of education is really too expensive actually.

I would like to reduce the fee of education first. Many students are unable to continue to learn unless they can afford the huge expenses.

If we fail in final exam, we haven't second time to make up for it. We must pay much money. I think i will reduce the money.

One thing which i want to change the most is the rereaded fees. In BI if you did not pass one course, you must give at least 800rmb to have this lesson again.In my opinion the fees are too high for students to pay and most students'family are just in the middle class.Maybe some teachers think the fees are high,some students will be afraid of it and work hard to get a good mark.But it brings the heavy onus for their parents.The purpose of rereading one lesson is to grasp the knowledge well,not just pay the money for the college.The BI could make a phone to their parents or warn the students that you have the low score.Give the students one chance to perform well.I think all the students want to get the real knowledge and have the good memory in the campus.

I think the rule of double subject is not reasonable. We must pay about 800 yuan for a subject if we can not pass it. It is too much for us. Maybe it will let us work more hard, but it will also make us afraid of the test. To not fail, some people will cheat. It is harmful for both us and BI. So if I have the power, I will change it. I will reduce

the payment for double subject. And tell the student if they have really worked hard, you will pass. The object for BI is to educate student not to earn money.

BI's restudying fees are so expensive, then it'll make the students very upset to learn the subjects. They only learn the subject in order to pass this subject, not in their own interest. So they'll not learn real things. So I'll make the restudying fees much lower. Then it'll not give the student much pressure, they'll learn the subject just for interest.

The tuition fee is so high in BI, some people can not afford the tuition fee of the course, our tuition fee is as twice or three times as other institute's. I will invest my money to help the students who can not afford the tuition fee and I will change the tuition fee in BI in an average level.

I think the tuition is too high especially the expense of the book. Every semester, the book expense is about 500-700RMB. This is the total income of a worker who comes off sentry duty.

I will cancel the payment of double subject. Because it is very expensive. If you have many subjects you don't pass, you will leave the school. And I will pay for the book we use. AND I will tell our teacher they can't tell anything of final exam paper.

From now on, our students always think about the tuition is puzzling, every year of the tuition is totally different from each other, and there are also a great amount of money must be handed in, I think this is really ambiguous, I should make a clear list of the courses student took every year, label fees of every course and find if it really exists some unmoral things happen in BI, that's worth investigating.

The most important change I will give is the tuition system. The currently system is unfair for the students which are failed in the courses that are not opened by BI, such as advanced maths, sociology and so on. Students in the same classroom, taught by the same teacher, using the same textbook, but not paying the same amount of money. Does it fair? No! absolutely unfair! So I will change the tuition system. How much we gain, then how much we pay. The course which CU open, we pay the BI's price, the other course we just pay the money same as others sitting in the classroom.

There are many things to show the management of BI is jumbled. The thing most make us angry is the tuition fee. As you know, silc's tuition fee is much larger than other college, it is 15000RMB per year while other college is 6000RMB per year. In the past, if a person of BI failed the lessons which was shared with other college's students, he should pay 65RMB per point to recover the lesson. cotemporary, if he failed the lessons which only given to the students of BI, he should pay 400RMB per point to recover the lesson. I think this is fair, we used foreign teachers in our college's lessons, they get high salary, so we pay more money to have their lesson, we used the same resource when we share the lesson with other college's students, we

pay as much as they pay. But things have changed,whatever lessons we failed,we must pay 200RMB per point.the only reason is for convenience. we all thought it was unfair! we pay 200RMB to recover the lesson while other college's students only pay 65RMB! we use the same teacher,same classroom,even the same time! why we must pay more 135RMB?actually,only few people failed in the silc's lessons,contrarily,there are many guys failed in the maths ,the lesson which shared with a lot of other colleges. maybe,get more money is the real reason.

The study expenses is more than we expected. We should pay 700 hundred RMB fixed book fee each year. However, if we order any book or material, we are charged extral.

(The students raise basic economic issues which demonstrate that we obviously need to do a better job of teaching basic business economics.)

TUTORS

Like Harward University, every student has a tutor teacher. Helping student improve academic skills. Solving living problems at school. In addition, arranging the students who have the same interests and value opinions into one dormitory room. They can make a group and make progress together. They will find true friends easier.

I will increase some special tutors to help the students to improve their study or life.

MISCELLANEOUS

I intend to make a project which can change the major division of BI,separating detailed submajor respectively. There are two main reasons: Firstly,it can increase not only the ability to compete of BI students,but also the differentiation from other departments. Secondly, submajors should be emphasized on to make up for our improfessional in our major.

One big problem that I want to say about BI is about choosing our submajors. My major is International Trade and Commerce. In the spring semester of my sophomore year, we were asked to choose our submajors, which were to be studied in the 3rd and 4th year. There were 3 choices - marketing, finance and accounting. I chose accounting as my submajor. However, in the end, the school suddenly said that all of us would study finance. This meant those who had chosen marketing and accounting would also study finance. I was somewhat angry, coz it seemed like

cheating. Some people said that the school actually just want to see which subject most of us were interested in. It was really disgusting

The most important thing I think is to let BI become an independent school. As we all know, CU is set up in **** as a new university, it's not as famous as other universities like Fu Dan University, and it's hard for us to improve the education of the whole university in a short time. So if BI becomes an independent school, BI will have the authority to make plan for future development and silc will become the world famous business school much more quickly. In this case, more outstanding students and professors will come to BI, which may improve the education in BI and make BI known to all.

I would have BI cooperate with a better ranked university, for example, * University. The reason is that, the teaching standard plays little role in university. It is the collegers` responsibilities to study and the tutors are responsible for guide and assist. So, in China, where masculinist is valued and status is emphasised, the rank of the university can help the students directly and effectively. This is the only thing BI can provide to the students which deserves the tripled fees. And I think even the fee is five times the common fee, still there are students who are willing to enter to have a double degree of University.**

I think BI is a college corporated with FU. As a result, students should have more chances to connect with international culture and knowledge. Therefore, I'll give some superior graduates opportunities to go abroad. In this way, they can expand their horizons and improve English or enhance their confidence as well. The BI students must study in a competitive learning situation in order to get this chance.

I want to get or to be provided more opportunities to go abroad and study as exchange students. Firstly, it is based on the advantage of BI, which has corporated with FU. Secondly, there is no better opportunity to improve second-language skills than living in the country with constant use of the language in academic and everyday life, especially the spoken English. Thirdly, in the process of exchange time, students will develop many interpersonal skills and ability of communication with a new and different perspective of the world. Therefore, I will change the study opportunity if I have the power and money.

I'll changing the students' traffic condition firstly. Now, I'll deeply feel that the traffic in *** is not convenient, and going home takes me about 2 hours. It has troubled me over two years. Now, BI has teachers' school bus and only has two. I think it is not enough to supply to our teachers and students, especially students. If I have enough money and power in BI, I am sure I will change the students' traffic condition firstly.

I think we should let the students communicate with the students in the west. Perhaps it's too difficult! We should let every students know about the life of a

foreign students will do! And the gap of the life in China and in the west. That I think will stimulate them to study! Of course , we also can provide the students the time and the space to study English \ law and any other subjects.

The relationship between BI and other institute is not good. For example , the library provides the booking service except for BI.

I would ask BI to provide any photostat for free to students, and ask BI not to copy entirely. Because a copyrighted work can provide many real and detailed information, which are the object and direct opinions of authors themselves. These can help us learn well. And the copyrighted work only be used without authorization of the copyright holder under the doctrine of fair use generally when the work is produced in a small amount and for non-profit purpose.

CONCLUSION

Many of the students complaints are justified¹⁴, are supported by modern teaching pedagogy and methodology, and remedies are available utilizing modern business management skills.

For those issues that are neither justified nor reasonable, BI must assume full responsibility for not properly educating the students in modern business management techniques, principles and skills.

It is clear that BI does not provide an appropriate second language acquisition or speaking environment.

The total number of students who responded to the survey¹⁵ indicates both interest and reliability in their prioritizing of the issues. The responses clearly indicate the students' areas of most concern:

¹⁴ Teachers; Library (other facilities); teaching methodology; administrative credibility; autonomous learning; equipment; textbooks

¹⁵ 77.9% "Questionnaires are more likely to be returned if respondents consider them relevant. A very common reason given for non-response is that the survey doesn't mean anything to the person who received it." Cui, Wei Wei (2003). Reducing error in mail surveys. *Practical Assessment, Research & Evaluation*, 8(18). Retrieved January 7, 2005 from <http://PAREonline.net/getvn.asp?v=8&n=18> .
Ideally, statistical surveys based on scientific probability samples should be conducted to obtain information on designated populations. A response rate of about 75 percent or more is a typical target range for a scientific sample. ... data obtained from a sizeable number of respondents reflect a significant body of information that should not be ignored. ...Sound decision making should be based on all the information that is available. Sometimes judgment needs to be exercised to put a weight on the value of the information. But, no information should be dismissed out of hand simply because it is not ideal.

As an English language and business institute, the institute must implement modern second language acquisition theory and modern business management practices. This is the simple solution to customer satisfaction.

78 - TEACHERS	10 - SUPPORT STAFF
30 - LIBRARY (other facilities)	10 - MISCELLANEOUS
30 - CLASS SCHEDULING	9 - EXAMINATIONS
29 - ADMINISTRATIVE CREDIBILITY	7 - DORMITORY
28 - TEACHING METHODOLOGY	5 - DISCIPLIN
28 - TUITION	4 - AUTONOMOUS LEARNING
23 - CURRICULUM	4 - ENGLISH COURSES
19 - TEXTBOOKS	3 - CLASS SIZE
15 - EXTERNSHIP	2 - TUTORS
14 - EQUIPMENT	1 - GRADES

Frequently, the alternative is to base management decisions on a few casual conversations. This practice suffers from far worse reliability problems. ©2002 Track Marketing Group.

NOTE ON SURVEY RELIABILITY:

If your population consists of just a few hundred people, you might find that you need to survey almost all of them in order to achieve the level of accuracy that you desire. As the population size increases, the percentage of people needed to achieve a high level of accuracy decreases rapidly.

In other words, to achieve the same level of accuracy:
Larger population = Smaller percentage of people surveyed
Smaller population = Larger percentage of people surveyed

Assuming 1,500 students; an error rate of + -4%, with a 90% confidence rate; the survey should poll 331 responding students.

480 (32%) of 1,500 students were polled and 374 or 77.9% responded. (12 of the responses were discarded as they failed to respond to the survey question.)