

Tangling with TOUCH: System flawed

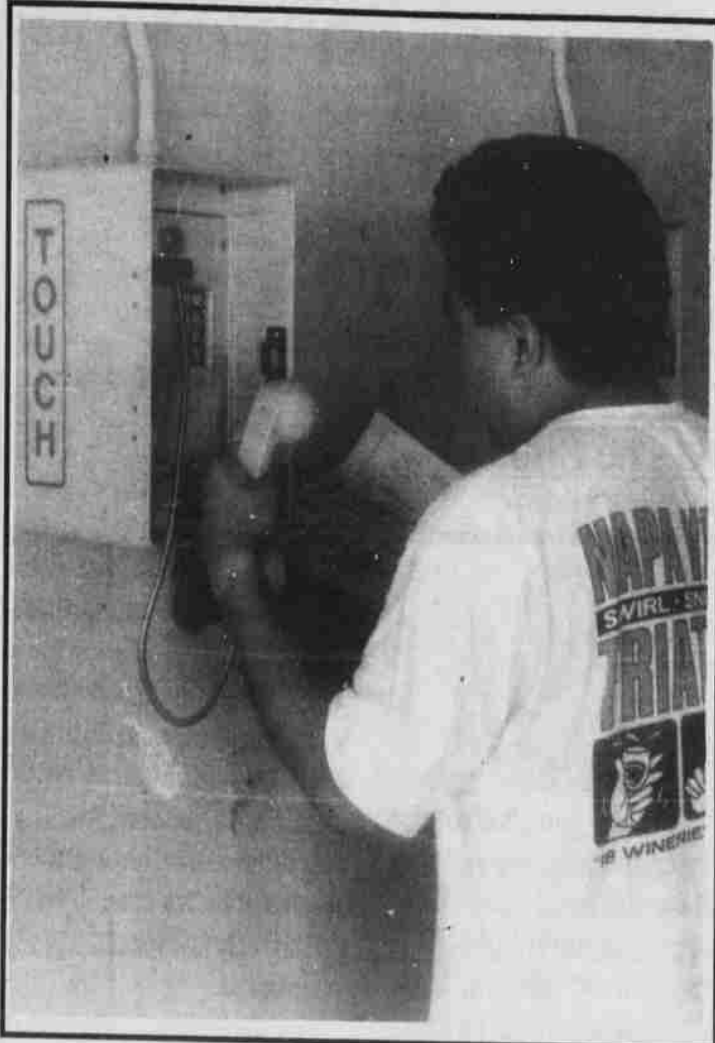


Photo Hyun-Ho Han, Rebel Yell Stock 93
Student frantically attempts to break through touch system to drop his class before the deadline.

BY HOWARD R. GILES III
STAFF WRITER

It's every student's worst nightmare. The university's model of efficiency, "TOUCH" registration, made a mistake.

This summer a student, who wishes to remain anonymous, signed up for an accounting class through the "TOUCH" system.

"I had to drop it because I had to take two prerequisites before that," said this UNLV

junior. Following the procedures outlined in the schedule, she dropped the class.

"I've never had any problems with it before," she said, "I've only heard of people having problems."

Two prerequisites are needed for the accounting class the university says she failed, so that the credit hour cost to remedy her situation comes to \$499.50. This figure does not include the price of books or special fees.

When inquiring at the registrars office, one may find little relief for registration problems. According to the Associate Registrar Sue Bozarth, "It's real tough to know sometimes, what a student has paid for."

In the summer sessions, a student's problems increase because there is no billing.

There are two different sets of steps the office may follow.

First, the office will look at a transaction screen to see the adds and drops a student has made through "TOUCH."

Bozarth maintains that, "if the class is still out there on (TOUCH) she hasn't dropped it."

The second step the registrar will go through is to make inquiries about the student's

"It's real tough to know sometimes, what a student has paid for."

Sue Bozarth
associate registrar

billing activities. Had the student not paid for the class, the registrar would have cleared her record of the "F."

Unfortunately, she had paid for the class.

Believing "TOUCH" had recorded her drop, she expected a refund, but her payment looked to them like intent to take the class, not drop it.

Dae Kim, a junior in the Biology department had problems with "TOUCH" as well.

Last summer Kim was signed up for classes. When trying to validate his I.D. he was told he owed six hundred dollars. After many hours lost in line, the cashier's office found that the "TOUCH" computer had charged him out of state tuition for his summer classes.

UNLV policy is to not charge out of state tuition in the summer. Kim was able to rectify the problem after produc-

ing the check cashed by the school.

Student Jason Jodoin cited another example of "TOUCH" quirks. In the second summer session of 1992, "TOUCH" mysteriously placed Jodoin in a stress management class. When Jodoin was billed for the class he took his problem to the registrar.

The office took him out of the class with no delay.

Again in the third session "TOUCH" placed Jodoin in the stress management class, seemingly a message from this now famous computer. Jodoin tried to drop this class through "TOUCH" but to no avail, the computer insisted on his need for the class.

Only by standing in line and again talking to the registrar's office was Jodoin's problem resolved.

A more memorable problem came in the spring semester of 1993. Jennifer was mysteriously dropped of all of her classes. The news came when Jennifer's parents called to ask why they had received a check from the school, in the amount of her tuition.

see TOUCH p. 4

Quote of the Day
"Come to the edge," he said.
They said, "We are afraid."
"Come to the edge," he said.
They came.
He pushed them...
And they flew.

-Guillaume Apollinaire

Cars

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Said Talbot: "There are specific lines and specific curbs. Any cars that are not in a properly designated spot will be cited."

Brown plans on contesting her fine and writing a letter to the parking committee to complain about and offer solutions to the problem of parking.

"They could have made this space (in the dirt lot) more useful," she said. "(The university) should have foreseen this. It's bad planning. There should be more efficient spacing (in the lots)."

Brown thinks the promotion of, "other forms of transportation," might be a solution.

"They should promote carpooling, and we should have

more bike racks on campus," she said.

UNLV police officer Eugene Jazwinski claimed there is "enough space (on campus) for 10,000 cars."

"We do not have a parking problem," he said. "Students can park at the Thomas and Mack."

Dr. Lawrence Golding, Professor of Kinesiology, and head of the Parking Committee, said the T&M Center is "part of the solution," but it, "doesn't solve (the problem) when there's a big event going on," he said.

Said Golding: "There might be the National Rodeo that's taken up with cars going to that event.

"The T&M is obviously a place that stands out," said

Golding, "and the obvious place to park. But nobody wants to walk."

According to Golding, the problem needs to be addressed immediately. His committee has approached the CAT bus system about the possibility of having parking lots off campus where students park and then ride a shuttle to school.

Golding warned that parking at UNLV, "is a problem. And it's going to get worse...because as new buildings come up, we lose parking spaces. We've been spoiled for a long time," he said, "by having wide open spaces."

The final damage to Cary Brown's pocket book totalled \$120.

Meanwhile, she has come up with her own solution: she bought a bike.

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Warning

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The security guard warns any student who parks in the lot that his/her car will be towed. If the warning is ignored, the license number is taken, and a bright orange sticker is placed on the driver's windshield. The driver is given 24 hours to move the car, otherwise the car is towed.

So far, The Equity Group claims it hasn't towed any cars.

Standing in the dirt lot along Brussels, UNLV officer Eugene

Jazwinski stated that every business across Maryland Parkway was towing cars. He said the dirt lot, the first refuge many head to during the mad morning rush, would soon be gone.

"This lot will be built over," Jazwinski said. "They will not pave it."

New construction on campus has turned parking into a bear, and students late for class simply have no time to walk across campus, so they look for alternate lots.

"It's unfortunate," said Dr. Lawrence Golding, Professor of

Kinesiology and head of UNLV's parking committee. "There's no simple answer to (the problem). The parking committee is very cognizant of this. We're trying to find alternative lots, like the one next to the track."

However, Golding cautioned that, "the situation is going to get worse, because as new buildings come up, we lose parking spaces."

While committees hash things out over the table, tow companies are hitting paydirt.

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