

Current Student Survey 12-13



Following is a list of student services, programs, activities and offices. In the first drop-down menu, please indicate how important you think each service is. In the second drop-down menu, please indicate your awareness of or satisfaction with each service.

Importance

	1 - Not at all Important	2	3	4	5 - Very Important	Response Count
Admissions	0.3% (1)	1.7% (6)	9.9% (36)	17.4% (63)	70.7% (256)	362
Career Services	2.8% (10)	5.0% (18)	21.0% (75)	24.6% (88)	46.5% (166)	357
Disability Services	4.2% (15)	2.8% (10)	11.6% (41)	14.4% (51)	66.9% (236)	353
Financial Aid	1.1% (4)	0.6% (2)	6.1% (22)	8.0% (29)	84.3% (306)	363
Health Center	5.0% (18)	3.0% (11)	9.1% (33)	17.7% (64)	65.1% (235)	361
KSLU (campus radio station)	22.5% (80)	15.2% (54)	31.5% (112)	16.6% (59)	14.1% (50)	355
Le Souvenir (student yearbook)	24.4% (87)	17.7% (63)	28.1% (100)	16.0% (57)	13.8% (49)	356
Southeastern Channel (campus television station)	22.6% (81)	15.0% (54)	32.9% (118)	15.0% (54)	14.5% (52)	359
Records & Registration	1.1% (4)	1.7% (6)	15.4% (56)	15.4% (56)	66.4% (241)	363
Textbook Rental	0.8% (3)	0.8% (3)	5.7% (21)	8.7% (32)	83.9% (308)	367
Shuttle Services (Lions Traxx)	8.9% (32)	7.0% (25)	16.7% (60)	19.5% (70)	47.9% (172)	359

Student Union	1.9% (7)	2.2% (8)	14.8% (54)	25.5% (93)	55.6% (203)	365
University Parking	2.8% (10)	2.2% (8)	7.5% (27)	12.7% (46)	74.9% (271)	362
Student Handbook	6.6% (24)	8.0% (29)	19.3% (70)	22.3% (81)	43.8% (159)	363
Center for Student Excellence	4.5% (16)	4.5% (16)	21.2% (75)	22.9% (81)	46.9% (166)	354
University Housing	10.6% (38)	2.5% (9)	12.0% (43)	14.5% (52)	60.3% (216)	358
Campus Dining Services	4.8% (17)	2.3% (8)	11.8% (42)	19.4% (69)	61.7% (219)	355
Multicultural/International Student Services	11.4% (40)	7.7% (27)	20.2% (71)	22.7% (80)	38.1% (134)	352
University Police Department	1.4% (5)	2.2% (8)	12.6% (46)	11.8% (43)	72.0% (262)	364
Lion's Roar (student newspaper)	10.4% (37)	8.7% (31)	28.9% (103)	24.1% (86)	28.0% (100)	357
Office of Student Conduct	9.9% (35)	7.6% (27)	25.5% (90)	22.1% (78)	34.8% (123)	353
Recreational Sports & Wellness (Rec Center)	4.2% (15)	3.1% (11)	15.2% (54)	23.6% (84)	53.9% (192)	356
University Counseling Center	3.6% (13)	3.4% (12)	15.9% (57)	21.5% (77)	55.6% (199)	358
Office of Testing	6.3% (22)	7.5% (26)	26.8% (93)	22.5% (78)	36.9% (128)	347
Library	0.8% (3)	0.8% (3)	5.5% (20)	9.1% (33)	83.8% (305)	364
Controller's Office (make tuition payments)	1.4% (5)	2.2% (8)	9.8% (35)	16.5% (59)	70.0% (250)	357
Equipment Checkout through Student Productivity Services	9.7% (34)	7.4% (26)	30.9% (108)	23.5% (82)	28.4% (99)	349
Office for Student Engagement						

(SGA, Student Orgs, Greek Life, Leadership)	9.5% (34)	7.8% (28)	23.1% (83)	20.3% (73)	39.3% (141)	359
University Bookstore	1.7% (6)	5.0% (18)	13.2% (48)	22.3% (81)	57.9% (210)	363
Document Source	7.3% (25)	7.8% (27)	31.1% (107)	22.4% (77)	31.4% (108)	344
Lion's Lagniappe	10.2% (36)	7.4% (26)	23.8% (84)	22.4% (79)	36.3% (128)	353

Satisfaction

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Haven't Used	Unaware of	Response Count
Admissions	1.4% (5)	6.3% (22)	20.2% (70)	27.7% (96)	40.1% (139)	4.0% (14)	0.3% (1)	347
Career Services	0.9% (3)	4.3% (15)	12.8% (44)	11.3% (39)	14.5% (50)	52.8% (182)	3.5% (12)	345
Disability Services	1.4% (5)	1.7% (6)	5.5% (19)	7.0% (24)	11.3% (39)	71.9% (248)	1.2% (4)	345
Financial Aid	6.3% (22)	5.7% (20)	14.4% (50)	25.3% (88)	33.9% (118)	14.1% (49)	0.3% (1)	348
Health Center	4.6% (16)	3.4% (12)	11.5% (40)	12.1% (42)	19.5% (68)	47.7% (166)	1.1% (4)	348
KSLU (campus radio station)	2.3% (8)	4.9% (17)	9.6% (33)	10.1% (35)	11.0% (38)	55.1% (190)	7.0% (24)	345
Le Souvenir (student yearbook)	2.6% (9)	6.7% (23)	12.6% (43)	8.2% (28)	12.3% (42)	49.9% (170)	7.6% (26)	341
Southeastern Channel (campus television station)	2.6% (9)	4.0% (14)	11.8% (41)	9.5% (33)	11.3% (39)	47.1% (163)	13.6% (47)	346
Records & Registration	2.6% (9)	6.6% (23)	18.1% (63)	26.4% (92)	35.1% (122)	10.6% (37)	0.6% (2)	348
Textbook Rental	1.1% (4)	3.2% (11)	10.1% (35)	17.5% (61)	64.7% (225)	3.4% (12)	0.0% (0)	348
Shuttle Services (Lions Traxx)	0.6% (2)	2.6% (9)	10.4% (36)	14.2% (49)	25.1% (87)	46.2% (160)	0.9% (3)	346

Student Union	3.2% (11)	3.5% (12)	21.3% (74)	29.4% (102)	36.0% (125)	6.3% (22)	0.3% (1)	347
University Parking	21.5% (75)	14.9% (52)	25.2% (88)	14.9% (52)	15.2% (53)	8.0% (28)	0.3% (1)	349
Student Handbook	0.9% (3)	4.0% (14)	20.2% (70)	22.5% (78)	32.4% (112)	18.8% (65)	1.2% (4)	346
Center for Student Excellence	1.2% (4)	2.9% (10)	13.5% (46)	19.3% (66)	24.0% (82)	34.2% (117)	5.0% (17)	342
University Housing	2.9% (10)	4.7% (16)	10.2% (35)	17.4% (60)	14.0% (48)	50.6% (174)	0.3% (1)	344
Campus Dining Services	3.2% (11)	6.4% (22)	20.5% (70)	23.4% (80)	27.5% (94)	19.0% (65)	0.0% (0)	342
Multicultural/International Student Services	0.3% (1)	1.7% (6)	7.6% (26)	6.1% (21)	9.6% (33)	64.7% (222)	9.9% (34)	343
University Police Department	5.4% (19)	5.7% (20)	17.2% (60)	18.6% (65)	26.9% (94)	24.9% (87)	1.1% (4)	349
Lion's Roar (student newspaper)	1.8% (6)	3.8% (13)	20.5% (70)	19.6% (67)	24.0% (82)	29.2% (100)	1.2% (4)	342
Office of Student Conduct	0.9% (3)	2.6% (9)	9.7% (33)	6.2% (21)	10.6% (36)	60.4% (206)	9.7% (33)	341
Recreational Sports & Wellness (Rec Center)	0.9% (3)	2.3% (8)	9.6% (33)	18.4% (63)	38.5% (132)	28.9% (99)	1.5% (5)	343
University Counseling Center	1.5% (5)	2.0% (7)	8.5% (29)	9.9% (34)	14.0% (48)	62.3% (213)	1.8% (6)	342
Office of Testing	0.3% (1)	2.3% (8)	7.9% (27)	7.6% (26)	11.7% (40)	58.9% (202)	11.4% (39)	343
Library	1.1% (4)	1.4% (5)	12.6% (44)	27.5% (96)	51.3% (179)	6.0% (21)	0.0% (0)	349
Controller's Office (make tuition payments)	2.0% (7)	6.1% (21)	20.7% (71)	25.4% (87)	37.0% (127)	8.5% (29)	0.3% (1)	343
Equipment Checkout through Student Productivity Services	0.3% (1)	1.5% (5)	9.3% (32)	9.0% (31)	11.0% (38)	56.1% (193)	12.8% (44)	344
Office for Student Engagement								

(SGA, Student Orgs, Greek Life, Leadership)	1.2% (4)	2.9% (10)	14.0% (48)	16.6% (57)	20.1% (69)	43.3% (149)	2.0% (7)	344
University Bookstore	0.9% (3)	6.0% (21)	17.8% (62)	28.2% (98)	42.5% (148)	4.6% (16)	0.0% (0)	348
Document Source	1.2% (4)	2.9% (10)	10.0% (34)	12.0% (41)	15.0% (51)	46.0% (157)	12.9% (44)	341
Lion's Lagniappe	1.2% (4)	2.3% (8)	12.5% (43)	16.8% (58)	30.1% (104)	33.3% (115)	3.8% (13)	345
answered question								398
skipped question								144

It is also important to look at the discrepancy between the importance of a service and the satisfaction with the service. If a service is rated as very important, but satisfaction is very low, this indicates an area which needs to be addressed. The table below provides the mean difference between ratings of importance and ratings of satisfaction with each service, program, or activity. Students who responded “Haven’t Used” or “Unaware” for a service were not included in this analysis. The possible range is -4 to +4, with a negative number indicating a higher perceived importance than satisfaction. A positive number indicates that satisfaction is higher than importance. For example, if a student rated a service as Very Important (5) and rated satisfaction as Very Dissatisfied (1) then the difference rating would be -4. The area with the largest gap between importance and satisfaction was Parking (-1.75), followed by Financial Aid (-0.93) and University Police(-0.77). The areas with the smallest gap were Lion’s Roar and Equipment Checkout through Student Productivity Services (0.02).

Mean difference between importance of and satisfaction with services, programs and activities.

Program, Service, Activity	Mean Difference Rating	Number of Students
Lion's Roar	.02	238
Equipment Checkout through SPS	.02	107
Student Conduct	-.04	102
Lion’s Lagniappe	.08	217
Document Source	-.09	139
Multicultural/International Student Services	-.09	87
Student Engagement	-.13	188
Recreational Sports & Wellness	-.13	239
KSLU	.17	130
Student Handbook	-.17	276
Testing	-.21	102
Center for Student Excellence	-.23	207
University Bookstore	-.27	330

Program, Service, Activity	Mean Difference Rating	Number of Students
Lion Traxx	-.27	183
Le Souvenir	.30	145
Southeastern Channel	.31	136
Textbook Rental	-.31	335
Career Service	-.37	151
Student Union	-.38	323
University Counseling Center	-.42	123
Library	-.45	327
Disability Services	-.48	93
Admissions	-.55	329
Records & Registration	-.59	307
Controller's Office	-.64	310
Campus Dining	-.72	276
University Housing	-.73	169
Health Center	-.74	178
University Police	-.77	257
Financial Aid	-.93	298
University Parking	-1.75	319

Respondents were asked to comment about any of the student services, programs, activities, or offices provided by Southeastern.. A total of 100 respondents made a comment. All of the comments are presented below. These are verbatim statements from the students, the only editing was to remove obscene language, spelling and grammar is as the student wrote.

- A lot of the people working on campus in the union dining, police department, financial aid office, and bookstore can be quite rude. I understand dealing with students isn't always the most pleasant thing to do, but it is their JOB. The bookstore is convenient but extremely overpriced. Parking availability is better since the addition of the parking garage but I am still being forced to park far away from my classes and walking to my class I pass up many empty faculty parking lots.
- All departments need to be more aware of their omission of action during registration periods. I had two unnecessary holds when registering for the spring. One was a transcript hold when my transcript had been received two weeks before. The other was an advising hold when I was advised over a week before. Ridiculous.
- As a new student, the construction was a bit overwhelming. I love to read, and I wish the library had more books, but that's just the nerd in me. I would love it if the bookstore could get the correct translations for my Honors classes!!
- Banana pankake.
- Campus Dining hours are terrible and the staff are very lazy.
- Campus Dining this semester, specifically the cafe, was EXTREMELY disappointing this year. An upgrade of more variety is definitely needed. We pay too much money to have to settle for hamburgers and fries due to the slop that is often served. A bunch of my peers feel this same way. | If the only thing the Health Center will do is refer us to North Oaks Diagnostics and prescribe over the counter medicine, we're better off being ill and disabled. An upgrade to their services/equipment is severely needed. | Tutors need to be trained on Multicultural Interaction..maybe not all, but some. .I tutored one time and never returned. | KSLU needs to make its presence known more on campus.. marketing strategies are definitely needed. It is useless.
- Each and every program at Southeastern Louisiana University is quite important in its own way; for, those who work in each one do their very best to provide students with what they need.
- Everything at Southeastern is great and very convenient for students to use!!! Most students have complaints about the parking attendants. They are not the least bit friendly and most complaints I hear involve their ticketing habits! I haven't experienced this myself but that's all I hear! I'm very pleased with SELU!
- financial aid needs to tell students what scholarships that they qualify for instead of making them ask
- For years I have heard complaints about Financial Aid but I never dealt with them much, so could not comment on their performance. This year I had to use their office for me and my child. The front line student workers are for the most part rude and give out misinformation. VERY disappointed - this has happened to me and my child on separate occasions and it matched what I was told previously about the department. Our individual financial aid counselor was great one we FINALLY were able to reach her. This makes the university look very bad and as an employee of Southeastern, I am embarrassed.
- Giving out tickets for being reversed in a parking spot is dumb. It also did not help the person who backed into my car which led to the replacement of my bumper, fender and light.
- Graphic design department needs new printer fixed.
- Great

- Health center needs full-time RN.
- I am a non-traditional student who takes evening classes and works 40hrs during the week..I dont like the fees i have to pay for crap i will never use..in addition, while cutbacks prompt offices to close either before i get on campus - since I commute, or be just closing - as i am just in 5 minutes before they close - which I am sorry for - but its the only time I can get in reasonably during the week - i dont need attitude for it - let me get the products/help i need for my classes that I am overpaying for in some respect to begin with.
- I believe that financial aid literacy among students should receive more attention. Similarly, helpful staff in the Financial Aid and Records and Registration offices would benefit students. The textbook rental program is a great resource to students. However, there have been instances where some textbooks were not available for rental or the textbook rental ran out of books and students had to wait to receive their books. Upperclassman Commuter parking is also a huge problem on campus. There are not nearly enough parking spots for the volume of students on campus at a given time. This causes a multitude of problems; students are late for class, are forced to park in non-student parking and receive a parking citation, or miss class completely. I would suggest a parking garage dedicated to upperclassman parking located near Fayard Hall/Sims Memorial Library/The Kinesiology Buildings. In the meantime, there are ample Faculty Parking spots that could easily be rezoned for Upperclassman Commuter parking.
- I believe University Police is a waste of money. Hammond is a very safe town and I don't feel as though a campus police force is necessary. The police force just is not necessary considering the size of the campus. I believe the Hammond Police Department is fully capable of responding to emergencies on campus, especially since they cruise around the campus, multiple times, daily. Use the money for technology instead of buying new cruisers or paying people to sit around all day doing paperwork for parking fees that are arbitrary.
- I enjoy everything that Southeastern has to offer, and I try to utilize everything that I pay for in tuition & fees.
- I enjoy spending my time at southeastern but it is very disheartening to have to avoid the union twice a day because of people yelling or someone following you to get you to do something. Also, the union is supposed to be a hang out area but constantly walking through and getting pushed by the ""regular"" ""ignorant groups that like to be obnoxious and make scenes is ridiculous, I believe it should be monitored more.
- I guess running lion shuttle around 1-2 miles around campus will be the best way. library should not be closed at 11 pm. It should be opened for ;longer hours and It should not be closed on weekends like on Sunday.
- I had an open gash on the bottom of my foot one day and my band aid fell off. I went to the health center to get a band aid and the lady in charge was extremely rude and said I had to, with an open gash on the bottom of my foot, walk to the library and make an appointment and then walk back just for a band aid. So I left and went to my majors department head where they gladly gave me a band aid. The health center has some lazy and rude people working in it.
- I have been at SLU for three semesters. I have had an issue with the parking department and subsequently campus police each

semester. I am a 36-year-old woman with OCD tendencies. I am very particular about doing what I am supposed to do. Once during each of my first two semesters I received an email of a citation for freshman parking by Pennington. These were removed and funds returned when addressed and records indicated it was not even the same type of vehicle. This semester as a sophomore, I park between the library and the teacher Ed bld. I was issued a citation in the limestone parking lot for taking two spaces. I was the second car to park there that a.m. plenty of space. I am OCD about my driver wheel lining up on the edge of the concrete block so I know how I was parked. I appealed. The response to the appeal was clear that the appeal was not read and I emailed the SGA to the chief justice as indicated would be the next step and have not had contact from them since that time. One month.

- I have no comment other than that I am satisfied with what Southeastern Louisiana University offers students in these areas. My biggest concern is parking. Why is parking an issue for students when they pay good money to come here for a good education and they have to park far away from school or get tickets for parking in non-parking zones? The students should be accommodated for, especially parking.
- I love the overall feeling of the school and the way the teachers are all passionat about their subjects and education. I wish I did not have so much trouble getting the classes I need and that more times were available.
- I only take the online courses, but just to come up to the campus once a year to speak to a counselor, it was expected that I purchase a parking permit. There should be some alternatives for those of us that do not spend time there. I parked in Hammond and walked. Not really fair.
- I really wish the library was open/open longer on the weekends. Weekends are really the best study time for me because I am not booked with classes. Even if only the first two floors were kept open it would be a big help.
- I think if the Le Souvenir was for purchase, it would save money for the university. Printing all of the books and giving them away is a waste of money. I understand that it is included in our tuition; however, if the university would print them as ordered, it would cut costs for both the university and us as students. I really think it is a waste because I see them laying around everywhere on campus unused. It really upsets me.
- I think many offices can use improvements, in the things they do and how they do it, and in the friendliness of its employees. I also dont think we should have to pay as much as we do for all these services when most students dont use it. We pay a lot for the health center and the doctor and nurses there are horrible, i will never go there again because of how bad they are, but yet i'm paying a lot of money for it and then if you get anything done there you have to pay more for it, it should be included. They told my friend she had lupis, but they didnt run any test or anything for it and i dont think they are very qualified to be diagnosing people like that. The parking is ridiculous, and we are paying a lot to only be able to park in one area with so many restrictions and not enough space for the amount of people. I also think it is ridiculous that we are paying for the new student union when we today aren't going to be using it, and don't want it, and it cuts off the main road going through campus. That is the most ridiculous part of it and it makes no sense to cut a road off rather than move it the other direction where its

grass. I just think we are paying too much unnecessary fees on this campus for things we don't use or that are unnecessary for me and things we shouldn't have to pay for.

- I think something needs to be done about the rudeness and unprofessionalism of the University Parking Dept. When I had an issue earlier this year I had to visit the dept 3 times for my concern to be addressed properly and missed class time because I was waiting in line to be seen. I was issued a ticket at the beginning of the year for having an expired tag (completely my fault) but they decided to also give me a ticket for parking in an upperclassman spot even though I have been an upperclassman for over a year and still had my expired upperclassman ticket displayed. When I spoke to someone on the phone they told me they did this because there was no way of telling if I had purchased the tag from another student or had stolen it and to challenge the 50\$ ticket on LeoNet but I never received a response and the money was taken out of my loan money. I was very offended to be told by campus administration that they were assuming that I was either a liar or a thief simply because I forgot to renew my tag. A couple weeks into school I gave up on having the issue resolved and I feel as though this was a scam by the dept to get additional funds from students. Without fail, I am treated rudely every time I interact with the parking department. It is by far the worst department on campus.
- I think the bus is a complete waste of money. Our campus is EXTREMELY small and Louisiana is notoriously obese...so what's the point? Parking is tight, but that will forever be a problem. The library and the staff are amazing- give those guys funding!! KSLU is fabulous and progressive and we NEED it to look like a real university! Our newspaper is absolutely pathetic. Who edits it? I see multiple grammatical errors regularly. The content is boorish and WASP-ish. Why do we have a Mrs. Southeastern? What place does prancing around in your bathing suit have in academia? It's a complete sexist disgrace...So you have to be skinny to be in it...and you are judged on your looks and your responses to generic and mindless questions? It's an absolute waste of money and it's so not mentally progressive.
- I think the career planning class is a very important class students should take. To help choose which degree fits them best. Many students do not know this class is offered.
- I think the parking situation should be reconsidered. I don't think it should be divided into upper class and lower class commuter parking.
- I wish cub cash was accepted at more places around campus. I don't have lion's lagniappe and it gets upsetting when I have to use my debit card. Although, it does help me with unnecessary spending, because it makes me think whether or not I want to buy the item.
- I would continue to accept their services from here on forth.
- I would really like to see a course offered for SAP ERP Business, financial accounting modules. Or, at least have access with online tutorials. Also, I would like to see more online classes in Economics, Finance and Accounting. This would be beneficial for non-rad and commuting students.
- I'm sure you know by now that the parking situation is atrocious. I would like to be able to opt out of the motor vehicle

registration fee as I can never find a parking spot as well as the parking garage fee as there is no parking available there. The student union addition is a joke. Southeastern is a commuter university. I am not interested in being on campus any longer than necessary and I think it is silly to have to pay a fee to fund the operation of the student union, especially with restaurants there that should be paying for the operation fee. I think the utility surcharge fee is out of line, especially for people who take their classes online. These students have to pay the utility fee as well as a distance education fee. I would like to see posted prominently on the website a breakdown of each fee.

- If possible maybe clubs and organizations could email those who are in them at least once a week.
- It is a blessing to have a larger bus. It was very frustrating to have waited for the bus and not be able to get on. Most days I would just walk because you never knew if you really were going to get on or not.
- I would like to see healthier options for lunch
- Library needs more diversity in the acquisitions. Reference librarians need to be more available and helpful with chats and have more general knowledge about interdisciplinary goals and sources. Health center needs to make students aware that flu shots can make them sick. Financial aid needs to be more helpful and provide students with more individual help. The technology in the classrooms is a real problem. We have projectors that don't work due to the lack of bulbs that are "too expensive" to replace. The technology people cannot help because they say the equipment belongs to a certain department. Seems only logical that there should be a central technology department that responsible for all the technology on campus. It is terrible to see a professor struggling to help students learn and not be able to use the projector or computer due to the lack of a simple light fixture.
- Lions Traxx is amazing. And so is the student union.
- More parking for Washington Hall is needed.
- more workout equipment in the pennignton please
- Need more parking, office of testing wasn't helpful in answering questions, student bookstore needs longer hours
- Not Satisfied with student helpers. Did not know much information and also did not give all information needed and had to make several trips back to complete everything I needed to get done.
- Over my time at Southeastern Louisiana University, there has been a vast improvement in staffing for various services, which increased my satisfaction. I am much happier with the school in general than I have been previously. However, the dorm rooms are not, in my opinion, safe for the health of the occupants. The mold was really out of control due to lack of circulation and the drawers of the bureaus and desks wouldn't stay shut because the floors were uneven. Two of my three residential assistants made me uncomfortable. Besides the dorms, everything else is very satisfactory and most of the staff is very helpful. I appreciate the improvements. (in 2006 things were a lot different!)
- Overall these services are pretty good.
- Overall very organized and enjoyable to use.

- Parking around the university is very poor. Many times, for students, that are 'non-traditional' and have to come in the evening for classes or to speak with a professor get tickets for parking in areas that are close to where they need to be. I think this practice of ticketing should be stopped or open all parking up to everyone after 2:00pm instead of 5:00pm.
- Parking is a joke here. The textbook rental place should put back our books instead of us. They are getting paid to do so! When I lived on campus, my RAs were never available. Maintenance took MONTHS to fix problems in the dorm.
- Parking is a nightmare. With all of the fee increases, it seems like this problem could be adequately addressed. The registration process needs to be revamped and simplified. There should be a more efficient way to remove holds from classes during registration. Southeastern does not take advantage of the technology at its disposal to address this problem. With all of the difficulties I have experienced at Southeastern, I would not recommend the university to my future students!
- PARKING IS GOD AWFUL.
- Parking is horrible. Takes forever to find a spot and gravel lots and very messy
- parking is HORRIBLE. There are obviously more students than teachers, yet they have more parking spots. SOMETHING NEEDS TO BE DONE!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
- Parking needs to know the rules of all parking lot and time frames, instead of giving tickets when the vehicle is is not in the wrong. SGA needs to appeal tickets when parking is in the wrong, instead of making up excuses and stealing money from your students. The library needs to stay open pass 11pm. The excuse of a lack of staff is in unacceptable. University Housing should not have rushed to put dorms up in 3 months, because the outcome is hurting the university in the long run. Dorms that were built only 6 years ago should not be in this bad of condition or have so much mold. If Housing keeps pushing the price up, they better have better facilities coming in the future. All departments have a lack of information and communication. This reflects negatively on the university as a whole.
- Parking sucks. It's really easy to wind up in a situation where you have no parking tag and no means of acquiring one. And you can get literally dozens of tickets for the same infraction without actually being made aware of the infraction in the first place. I was given several hundred dollars in fines for parking in what I thought was a legal spot for two days because I didn't go back to my car on the first day. The last vehicle registration person who handled my parking tag was so awfully rude that I've done as much as possible through the campus police ever since. The campus police I've worked with to get temp. tags and visitor's passes have been so pleasant that I have no idea how those two groups coexist in the same building with only a wall of glass between them.
- Please allow other religions to speak in the Student Union. There are many other views represented at our University besides the evangelical christian view.
- Really appreciate the friendliness and respect given to students.
- Registering as an incoming freshman was terrible. Every time I needed anything for or from financial aid, the controller, or admissions I ended up going to every one of the offices every time. It was repetitive and inefficient, but that was some years

ago. Academic clubs should be viewed as more important than Greek Life social clubs. The food options on campus are mostly unhealthy and of poor quality for the cost. The biology computer lab is not open very often this semester, and there's no printing in the Pursley lab. This is very inconvenient for science students. Considering how crowded the library computers and the "24-hour" lab usually are, it doesn't make sense that we can't have our Biology computer lab back. I would like to see more campus-wide events not pertaining to sporting events. There are not readily available recycling centers (if there are any at all, who knows?) on campus.

- requiring the computer lab in math courses should be an option, not a requirement
- Respectful people and like everything about SLU
- Shuttle Service (Lions Traxx) could use more stops next semester, and pass more frequently.
- Some things, I think we don't need. But I love the textbook rental. Ever since I came to Southeastern it has saved me a ton of money and all my friends are jealous when they find out about it. Really, really great program!
- Student workers in the records and registration department need to be more experienced. I had paperwork that I needed sent to another college, and they mistakenly sent it to me, thus causing me to miss a deadline for application and possibly my enrollment in another college.
- The Admissions Office is pretty cool. So are those Orientation Leaders :)
- The Book Store items are too unaffordable.
- The campus police are extremely lazy and have very negative attitudes generally. Most of them are a WASTE of money. All the expansion of the union is complete unnecessary. Why can't we focus money towards educational opportunities?????
- The campus should provide some sort of shuttle service to bring students to the hospital in the event they don't have a ride but an ambulance is unnecessary. An ambulance was called for me and I didn't have insurance and that short trip gave me a bill for 1500 dollars! The ambulance bill was five times more expensive than the hospital.
- The Center for Student Excellence helped me understand where I went wrong on a few Chemistry quizzes.
- The Controllers office workers are amazing. Their really helpful and you can always hear a smile in their voices
- The fact that we have way more students than faculty, yet each semester you devote more and more parking spaces to faculty, and take away upperclassman commuter parking spaces. You should see how many faculty spaces stay empty while students who pay to attend your school have to park in EGYPT!!! The parking situation should be fixed.
- The Financial Aid office should never have student workers in there. They do not care about if people are successful in college. They only care about what is on Facebook! Send them to work in computer labs.
- The food in the student union should be better quality for the price...or reduce the price. There should be an option for nontraditional students who do not have a lions lagniappe account to dine in the cafeteria when they are on campus or pay by the serving as in the student union. I might use the computer lab more often if I knew where they were. I would like to see a study hall...a place where you can go to use computer or do homework that is not as "quiet" as the library but more

conducive to studying than the student union which can be very loud at times.

- The health center provides excellent care and services. Promotion of this service to students would benefit their own personal health. Student counseling services is difficult to find on campus. Hope the relocation improves this issue. Called this center and was told needed to complete form first then they would schedule appointment non excuse for the delay if someone needs appointment
- The items in the bookstore are great, but I feel that they are very overpriced.
- The only situation that really needs immediate attention is the parking services on and around campus. The parking police will issue a ticket for the smallest violation. With the majority of students having part time jobs, I find the ticket fines to be excessive as well. With all the complications of being a full time student, a \$50 ticket for simply backing into a space is the last thing you want.
- The parking and police department have steadily declined drastically. Each year it gets worse and worse. Tickets are not a way to make up money for the budget cuts. As students we are paying you to provide a service to us, NOT to take advantage of the power WE are giving you. Handing out tickets to cars in empty parking lots is absolutely ridiculous. Putting two tickets on a car at the same time and then placing a boot on the car immediately afterwards is unnecessary. Checking a car from all angles to look for tickets to write is abusing power. Murmuring under your breath comments about students as they walk across crosswalks is unprofessional. When you are paid to watch over housing when the students are NOT allowed on campus and you still let people break in multiple times in multiple places, you are being lazy with your job duties.
- The parking is H O R I B B L E by Fayard Hall. Please do something to fix this ASAP!
- The parking situation for commuter freshmen is unacceptable
- The Theatre department is super amazing. Wish they did more.
- The workers in the Psychology Department are not very knowledgeable nor concerned with student affairs, such as curriculum requirements and class scheduling. Academic advisors in the Psychology Department are also not very knowledgeable with regards to curriculum requirements. I have had two different advisors, both of which have told me wrongful or misleading information.
- There is an improperly marked parking lot behind the tennis court. It causes people to park on what is considered grass but is really grass and rock. It resulted in me receiving an unfair parking ticket and continues to cause unfair tickets to others daily. Someone needs to rectify this problem.
- There is not enough parking on campus. It is so difficult to find a spot. Also, there should be more vegan/vegetarian options placed on campus.
- There needs to be better parking for Housing for Washington and St. Tammany.
- There needs to be more parking available. It is extremely frustrating driving on to campus, seeing a ton of empty faculty spots but nowhere to park for upper-class. Maybe the lots need to be reconfigured based on how they are used. To me it looks as

though some lots are not fully utilized by faculty and those extra spots could be given to commuters.

- Those of us who attend graduate school should be given the option of applying for and receiving a parking tag via US mail. Many of us work full time jobs and have to take off to make it to the office before closing. This should be a privilege for graduates and a service that should be available. We have already proven our loyalty and trustworthiness.
- University Bookstore and Textbook Rental should be opened on at least one Saturday at the beginning and end of the semester for out of town students to drive in and get/return books.
- University bookstore should provide cooler southeastern gear.
- Very disappointed in your methods to teach Math. I do not see the purpose of requiring students to spend most of their classroom time working independently in a Lab. Our costly tuition pays for instructors to teach - something I felt I got very little of the entire semester. I have taken all online courses from your university with the exception of attending one night Math class. All grades online have been A's with one B, and I completed each course feeling satisfaction with my instructors and the amount of guidance I received. I do not see how your university can justify teaching Math with no book for reference and incompetent instructors who could care less whether their students succeed or not.
- Very disappointed that my degree was changed without telling me. No apology was even forthcoming either. The Financial Aid department also dropped the ball. But overall my experience with the Professors and most of the services has been great.
- Very good....Love it.
- Workers in financial aid have been very rude to me. The cafeteria food is questionable and frequently really gross and there is this one lady who is always EXTREMELY rude to me. I can never park in my own dorm's parking lot. The health center told me I had allergies when I had pneumonia. It's absolutely ridiculous how hard it is to schedule here. It's very difficult to make a schedule that I like because all my classes will be offered in only 1 or 2 sections and of course they all end up at the same time. I can't even take one of my classes because it's only offered in one section.
- would just like to comment now that I've been going to school here at SELU for the last 3 yrs. I went to LSU for over 2 years on a TOPS scholarship right out of highschool, and I have to say that if there were any other school in the state that offered my major, IT..i wouldn't be here. There's a good reason why SELU has one of the lowest graduation rates in the country, and has nothing to do with the claims made by the School Board last yr on the SELU channel that ""The students that come here (Southeastern) are different than the ones that go to LSU""..that's a ridiculous claim made by the same people who do not want to be held responsible for that sad fact, just like any worker would not want to be held responsible for such a poor statistic and to answer that question with..'students being different?'. The reasons as to why this university has such a low graduation percentage are the same reasons for my honest answers/opinions of this school as seen above, and its faculty, and workers. This school is all about making their money. Just like any business should be. don't get me wrong, but personally, I feel like this school is very cheap, and try to squeeze any penny they can from you. I've been through alot in my life, more than all my college professors put together where most are in their mid 50's, and I know this already without even having to know

exactly what they've had to experience in life. just sayin..that right there alone, should be enough to tell you that my life has not been easy. and I know how the world works due to these life experiences. And I can honestly say after I graduate from this school this Spring, I will never have anything good to say about this school ever, and would not recommend to anybody.. The faculty is horrible with favoritism being played out where other students have far more of an advantage than others just from the mere fact of 'how much a teacher likes you'..insane to say the least and should not be tolerated at any school, much less a university. I would love to give my honest opinion to the Dean himself, but have found that it's usually in your best interest to keep your opinion to yourself, at least until you get out. hopefully that will adequately supply you with some answers to questions and can help you weed out what's necessary to make this school a much better university. sincerely

- Yearbook-I wasn't even in my own yearbook...very annoying...no one ever explained that you needed to take your grad pic early if you're graduating in the fall... Southeastern Channel-kind of boring...didn't ever really help with my classes... KSLU-kind of boring...never really listened to...annoying how my radio stations mess up when I'm driving past SLU University Parking-absolutely ridiculous...the staff is very rude...I was hit by a drunk driver early one summer, and I bought a new car a day before classes started. So, I had no tag and was given two tickets early that morning because I woke up at about 8 that morning and saw them. I went straight to University Parking and explained that I couldn't have gotten a tag the day before because I bought the car that day at about 6 that evening. So, I wanted to get a tag the next morning, but I was already ticketed. They were rude and could care less about what I was going through. The girl, who has been working there since I started college, had taken one ticket away, the less expensive ticket. I explained to her again that I had woken up early this morning to come get a parking pass, but I was already ticketed. ""Well, you should've gotten it earlier,"" she replied. Honestly, how am I supposed to get a parking pass without my car's VIN number?! I had no car at the time! I was hit by a drunk driver! Cut me some slack! Workers in that department could care less about what students go through. Campus ID gave me a brand new ID for free because my ID was in my wrecked car and the towing people couldn't find it. They understood my situation, but University Parking could care less! University Housing-what is the point of filling out that personality thing if you don't match people by their personalities?! For the past year and a half, I have been stuck with dirty and disgusting roommates. I definitely said that I am VERY clean. Way to go, Housing! I became a maid for my roommates until I finally reported the dirtiness...and then, it still wasn't taken care of!