

Current Student Survey 11-12



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
Career Services	5.0% (23)	3.7% (17)	16.9% (78)	23.6% (109)	50.8% (234)	461
Disability Services	7.0% (32)	0.9% (4)	9.0% (41)	16.3% (74)	66.8% (304)	455
Student Government Association (SGA)	9.5% (43)	7.0% (32)	22.4% (102)	23.5% (107)	37.6% (171)	455
Office of Student Organizations & Strategic Initiatives	10.3% (46)	8.5% (38)	36.8% (165)	18.5% (83)	25.9% (116)	448
Office of Greek Life	30.5% (138)	15.7% (71)	24.5% (111)	11.0% (50)	18.3% (83)	453
Le Souvenir (student yearbook)	25.3% (116)	17.9% (82)	31.2% (143)	13.9% (64)	11.8% (54)	459
Southeastern Channel (campus television station)	21.3% (97)	14.0% (64)	31.8% (145)	17.3% (79)	15.6% (71)	456
KSLU (campus radio station)	21.8% (99)	16.5% (75)	30.3% (138)	17.1% (78)	14.3% (65)	455
Health Center	5.0% (23)	1.9% (9)	11.6% (54)	16.2% (75)	65.3% (303)	464
Financial Aid	1.9% (9)	1.1% (5)	4.9% (23)	8.1% (38)	83.9% (392)	467

Records & Registration	1.5% (7)	2.0% (9)	9.6% (44)	17.2% (79)	69.8% (321)	460
Textbook Rental	2.1% (10)	0.4% (2)	4.4% (21)	9.3% (44)	83.7% (395)	472
Shuttle Services (Lions Traxx)	10.8% (50)	4.5% (21)	19.8% (92)	16.6% (77)	48.4% (225)	465
Student Union	4.1% (19)	1.7% (8)	13.4% (62)	24.2% (112)	56.6% (262)	463
University Parking	3.4% (16)	2.1% (10)	6.8% (32)	6.6% (31)	81.1% (383)	472
Student Handbook	6.1% (28)	6.9% (32)	20.2% (93)	24.3% (112)	42.5% (196)	461
Center for Student Excellence	5.9% (27)	3.9% (18)	20.8% (95)	24.1% (110)	45.2% (206)	456
University Housing	10.0% (46)	2.2% (10)	11.3% (52)	13.9% (64)	62.5% (287)	459
Campus Dining Services	5.9% (27)	2.8% (13)	10.9% (50)	18.3% (84)	62.1% (285)	459
Multicultural/International Student Services	11.7% (53)	8.8% (40)	26.9% (122)	21.2% (96)	31.3% (142)	453
University Police Department	4.1% (19)	2.2% (10)	10.2% (47)	11.7% (54)	71.9% (332)	462
Lion's Roar (student newspaper)	11.8% (54)	7.8% (36)	30.3% (139)	25.7% (118)	24.4% (112)	459
Office of Student Conduct	9.2% (42)	5.9% (27)	23.4% (107)	23.2% (106)	38.3% (175)	457
Recreational Sports & Wellness	7.0% (32)	4.1% (19)	21.8% (100)	19.4% (89)	47.7% (219)	459
University Counseling Center	6.8% (31)	3.7% (17)	15.5% (71)	19.7% (90)	54.4% (249)	458
Leadership Development Services	11.5% (52)	6.0% (27)	28.8% (130)	25.0% (113)	28.8% (130)	452
Office of Testing	8.4% (38)	4.2% (19)	29.0% (131)	22.8% (103)	35.6% (161)	452

Satisfaction

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Haven't Used	Unaware of	Response Count
Career Services	2.0% (9)	3.1% (14)	13.7% (61)	13.2% (59)	14.8% (66)	50.7% (226)	2.5% (11)	446
Disability Services	1.4% (6)	0.9% (4)	5.0% (22)	4.5% (20)	7.9% (35)	78.6% (348)	1.8% (8)	443
Student Government Association (SGA)	3.2% (14)	3.2% (14)	12.0% (53)	20.3% (90)	19.6% (87)	36.1% (160)	5.6% (25)	443
Office of Student Organizations & Strategic Initiatives	1.1% (5)	2.3% (10)	10.4% (46)	12.2% (54)	8.6% (38)	43.1% (191)	22.3% (99)	443
Office of Greek Life	2.5% (11)	2.7% (12)	5.2% (23)	3.6% (16)	9.7% (43)	70.4% (311)	5.9% (26)	442
Le Souvenir (student yearbook)	3.6% (16)	3.2% (14)	12.2% (54)	13.5% (60)	12.4% (55)	50.5% (224)	4.7% (21)	444
Southeastern Channel (campus television station)	3.1% (14)	4.7% (21)	10.3% (46)	11.0% (49)	10.3% (46)	48.5% (216)	11.9% (53)	445
KSLU (campus radio station)	1.8% (8)	2.9% (13)	13.0% (58)	10.5% (47)	13.9% (62)	50.4% (225)	7.4% (33)	446
Health Center	4.7% (21)	2.7% (12)	8.9% (40)	13.8% (62)	14.3% (64)	54.5% (244)	1.1% (5)	448
Financial Aid	7.1% (32)	6.2% (28)	16.1% (73)	24.3% (110)	33.8% (153)	11.7% (53)	0.9% (4)	453
Records & Registration	3.6% (16)	5.3% (24)	21.6% (97)	30.0% (135)	31.3% (141)	7.3% (33)	0.9% (4)	450
Textbook Rental	1.3% (6)	0.7% (3)	7.2% (33)	19.4% (89)	67.1% (308)	4.1% (19)	0.2% (1)	459
Shuttle Services (Lions Traxx)	2.2% (10)	2.0% (9)	11.6% (52)	12.5% (56)	22.9% (103)	46.8% (210)	2.0% (9)	449
Student Union	2.0% (9)	3.6% (16)	20.4% (91)	31.2% (139)	33.4% (149)	9.2% (41)	0.2% (1)	446
University Parking	27.0% (124)	17.4% (80)	25.7% (118)	12.6% (58)	10.9% (50)	6.3% (29)	0.0% (0)	459
Student Handbook	1.8% (8)	3.6% (16)	16.3% (73)	30.6% (137)	31.0% (139)	15.2% (68)	1.6% (7)	448

Center for Student Excellence	2.3% (10)	2.3% (10)	11.0% (49)	17.1% (76)	29.3% (130)	30.6% (136)	7.4% (33)	444
University Housing	1.8% (8)	6.1% (27)	10.3% (46)	13.7% (61)	13.9% (62)	53.9% (240)	0.2% (1)	445
Campus Dining Services	4.5% (20)	4.3% (19)	18.9% (84)	27.0% (120)	24.7% (110)	20.2% (90)	0.4% (2)	445
Multicultural/International Student Services	0.9% (4)	1.6% (7)	6.3% (28)	6.1% (27)	8.6% (38)	63.1% (279)	13.3% (59)	442
University Police Department	9.2% (41)	8.3% (37)	16.1% (72)	19.9% (89)	23.9% (107)	22.4% (100)	0.2% (1)	447
Lion's Roar (student newspaper)	2.9% (13)	4.5% (20)	17.2% (77)	25.7% (115)	23.2% (104)	24.6% (110)	2.0% (9)	448
Office of Student Conduct	1.6% (7)	1.8% (8)	6.6% (29)	9.5% (42)	9.7% (43)	60.9% (269)	10.0% (44)	442
Recreational Sports & Wellness	2.2% (10)	0.7% (3)	11.4% (51)	18.2% (81)	29.6% (132)	35.9% (160)	2.0% (9)	446
University Counseling Center	2.0% (9)	1.1% (5)	6.7% (30)	6.3% (28)	14.1% (63)	66.5% (298)	3.3% (15)	448
Leadership Development Services	1.8% (8)	1.6% (7)	9.0% (40)	6.8% (30)	8.6% (38)	52.3% (231)	19.9% (88)	442
Office of Testing	1.6% (7)	2.0% (9)	7.8% (35)	10.8% (48)	8.5% (38)	57.0% (254)	12.3% (55)	446
answered question								488
skipped question								130

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 (-1.97), followed by Financial (-0.94) and University Police(-0.94). The area with the smallest gap was Multicultural/International Student Services (-0.04).

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

Program, Service, Activity	Mean Difference Rating	Number of Students
Career Service	-.55	209
Disability Services	-.37	87
SGA	-.26	257
Student Organizations & Strategic Initiatives	-.09	152
Greek Life	.12	105
Le Souvenir	.34	198
Southeastern Channel	.07	176
KSLU	.37	188
Health Center	-.81	199
Financial Aid	-.94	395
Records & Registration	-.70	410
Textbook Rental	-.22	439
Lion Traxx	-.24	230

Program, Service, Activity	Mean Difference Rating	Number of Students
Student Union	-.41	402
University Parking	-1.97	336
Student Handbook	-.10	372
Center for Student Excellence	-.23	274
University Housing	-.78	204
Campus Dining	-.74	352
Multicultural/International Student Services	-.04	104
University Police	-.94	345
Lion's Roar	.10	328
Student Conduct	-.16	129
Recreational Sports & Wellness	-.14	276
University Counseling Center	-.26	135
Leadership Development	.07	99
Testing	-.23	139

Respondents were asked to comment about any of the student services, programs, activities, or offices provided by Southeastern.. A total of 132 respondents made a comment. The most frequent comment was regarding parking (30.3%, 48 respondents), including dissatisfaction with the amount of student parking available and the amount tickets are written for. The next most frequent comment dealt with financial aid (10.6%, 14 respondents), including incompetence of student workers, rudeness of all workers and a general lack of knowledge. Below are other themes, in order of endorsement:

1. Technology (9.1%, 12 respondents) - no machines available or long lines; lack of wifi coverage.
2. Eating options/meal plans (8.3%, 11 respondents) - including cost of food on campus and lack of healthy alternatives.
3. Lion Traxx (5.3%, 7 respondents) - including running more shuttles and expanding routes to off-campus sites.

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.

- All of the student services, programs, activities, and offices are very important to a student's college life experience and one by product of the university is to make it as pleasant and easy for the student as possible. The people in those areas are key.
- I attended counseling at the counseling center and it has been one of the most influential things to happen me. I enjoy seeing my counselor and feel that she has helped me a lot.
- Parking is the worst!!!!
- Need more computer labs on campus and more prints!!!
- It would be nice if the staff were more friendlier. Also, I think the student parking I'd ridiculous, all if the good parking area has been reserved for the professors and there are more parking for them than needed. All of the fees the student has to pay for technology fee has also gotten a bit much. I also think students shouldn't have to pay for the extra curricular activities; We don't use them. For instance, cheerleader fee, they need to fund their own money if they want to be a cheerleader. I also think it's unfair to force the students to pay for the school's expansion of things. For instance the union or the car park. Such things should be within the school budget not students.
- EMBA student. Non on campus very often. Very pleased with our Bloomberg lab.
- The Student Excellence Center is extremely important and very much appreciated! Having free tutoring available ensures that the serious students get the help they need to get through the difficult courses.
- As for technology.... in the ET/IT department the labs need to be updated. Its important for students to learn the most up to date technology. It would also be nice if the computers could be serviced more often. There are quite a few errors with compatibility, etc.

- Equipment in the labs needs to be replaced, drawing tables, tools, etc. In the drafting class IT111, we didn't have measuring tools (micrometers, calipers, etc.) to look at as we learned how to use them. Had to be described to us!
- Getting a ticket for parking backwards in a parking spot is the stupidest thing I have ever heard of... Also why do students taking Online classes have to pay all the fees that only apply to students on campus? (newspaper fee, year book fee, gym fee etc.....)
- I am 100% online and have no experience with utilizing the campus services, but I keep receiving emails to do this survey so I am filling it out.
- Every service given by Southeastern is necessary and very convenient for the students.
- I am very unhappy with the university parking and police. As a commuter I am constantly arriving to school early only to spend 10 - 20 minutes looking for a spot. Most of the time I have to park far away. It seems like there are always tons of open spots for staff but never any spots for students, and parking get worse every semester I received a \$50 fine for parking in a staff zone but i had no other choice. After looking for a spot for 15mins I had to park somewhere or I would be late for a test. I parked in a staff parking zone and received a \$50 fine. When I tried to get the fine taken off my record I was told I should have used the shuttle and I shouldn't look for a spot so close to my class. (I saved the e-mail) I was outraged. I had a test and to me that is more important, but SELU is just trying to make a buck they have no concern for the students. I already have a major in marketing at selu and I am back to get a graduate in Psych however because of many horrible experiences at this school I am seriously considering a transfer to another school. SELU alum should be treated better then this.
- Some of the questions above I answered "important", because I think the service is important to the university, yet it may be a service that I have not used. I am just seeing the new "web site" and it will take me a little time to get used to it. Overall, my college experience has been wonderful. My goal is to graduate Dec 2012 with my BSN. I was not aware of services for learning more about computer training. Please let me know more about this or how I can access this service. I am an older, non-traditional student and the computer is a challenge for me at times. Thank you
- Parking is utterly stupid.
- good.
- Financial Aid is such a confusing thing for students and sometimes the office doesn't do a very good job of making things easy to understand.
- The Lion Traxx Shuttle Service is not being implemented as well as it should be. Other universities such as LSU or Tulane offer students on campus without transportation the opportunity to go to retail stores. The shuttle service could be better used to transport students to the Hammond Mall or Wal-mart on the weekend.
- The Office of Student Conduct has several oversights in their policies. The student handbook outlines what sanctions can be given to a student if an administrative agreement is met but not upheld. There is no set of sanctions towards the office if they fail to uphold their end of the agreement. This assumes that OSC is without fault and omnipotent, which is clearly not the case. The director has no direct supervisor who can oversee his or her actions, thus they are allowed to do as they see fit, regardless of their

qualifications in matters that may arise, such as medical issues. How is it that one individual can decide whether a student is formally charged with a violation of the rules, and also can add to the list of charges. University conduct offices work in the gray area outside of the law, however are bound to it. How is it that individuals in that office do not have any experience or education in law or criminal justice? There are severe flaws in the student conduct system at Southeastern.

- A office that is not on this list is the Honors & International Initiatives office. This office is virtually unknown to many students that could benefit from their services. I believe that the university should give more attention to this office as it is a cornerstone of academia.
- We need more PARKING!!!!!!!!!!
- It's cool
- They are all pretty good services. They need more parking though
- I think the SLU police should not give tickets to students at night when they are parked and in the library to do studying.
- It is sad that we have to pay for all these fees if we do not use them
- I suggest the shuttle services be extended to shopping moles.
- The university to provide residential holes for graduate students with families, without meals plan.
- I am a distance learning graduate student.
- The Financial Aid office was very unorganized. At the beginning of the semester, I had trouble getting my award letter. I went to financial aid several times to get help, and the people working there were extremely rude and unhelpful. They were constantly giving me the runaround. On one occasion, I was told that my award letter would be ready the next day, and when I returned and spoke with the same lady, she accused me of lying about what she said on the previous day. I am extremely unsatisfied with this department.
- For me, the Financial Aid office has been a really big help in seeing that all of my information was processed in an orderly fashion, and I've always received a lot of help from the staff in the office.
- Absolutely ridiculous to take away student parking in exchange for a track we don't need and will probably rarely use. Need another parking garage.
- Math lab is pointless also. Don't put a space after a comma on accident and marked completely wrong. No partial for having the correct answer.
- Campus dinign service is very bad. It's closed during the holidays and international students have nowhere to go.
- If parking tickets are going to be issued all of the time, the signs should be changed to reflect that.
- It is difficult to obtain a healthy meal on campus. The food in the cafeteria is rarely fresh and the union does not satisfy this need either.
- overall very pleased with southeastern

- I live in the Washington hall and we share a parking lot with St. Tammany hall and there is no parking spots available for people to park so we are force to park in the freshman over flow lot across from the St. Tammany hall dorms. The problem I have is that I had to park in the overflow lot a couple times and one time I went out to my car and a few people were hanging around it and it didn't seem very right. So I parked in the in the lot that Livingston hall, Taylor hall, Pride hall and Louisiana hall share because there are many parking stops open and It makes me feel as though my car is safe and I got a ticket for \$50 and I am very dissatisfied. Washington and St. Tammany hall needs a bigger parking lot or we should be allowed to park in the parking alot across the field!
- The wireless internet access is pathetic on campus. SLU is operating in the dark ages in comparison to other institutions like LSU. At SLU, only a select few areas of campus are wireless compatible and typically those are so slow that it isnt worth using. At LSU, there is scarcely a spot on campus that does not provide a strong wireless signal!
- A reduction in the % of faculty staff parking should be done. These parking areas are nowhere near capacity or full.
- I think they are all very good.
- University Housing should let you know exactly what day maintenance will be coming into your dorm. Knowing between what hours they will be fixing stuff would be helpful. It is very awkward and inappropriate to have people coming in and out of your bedroom; plus it is a safety issue as well.
- Police tickets are ridiculous. Giving two expensive tickets for one occassion seems a bit extreme.
- There are signs on the library that the computer lab in Tinsley Hall is open 24 hours, which is not true.
- It would be nice to have access to a computer on Saturday on campus for at least from 8-12 pm. I am independent woman, who income is not too great. I worked a full time job at night and barely making it financially. I use your computer service a lot, but it is hard not to have access to the computer on Saturdays.and I don't like to borrow from Peter to pay Paul.
- Dollar menus in the Student Union would be much appreciated! College students are broke, no reason to take even more money from us!
- There a lot of services I havne't used because I am grad student and only come to campus one night a week.
- They all suck. This university is worthless and uneducational at best! Teachers don't care and would have no idea about what they were teaching about if it wasn't for the textbooks. I would be better off teaching myself.
- Dining services are not too bad but there is not enough variety or healthy options available. I am vegan and am often left hungry or unsatisfied.
- I have no clue what the SGA does or if they have any significance at all with campus life.
- Parking is difficult and its frustrating to see so many empty faculty spaces when the upperclass commuters are left searching for 20 minutes for parking.
- I think parking is a very serious issue for all groups of students (Residents, Freshman Commuters, and Upperclass Commuters). I agree it is very important for our faculty and staff members to be able to park on capus and reasonably close, however, it is very

dissettling that a freshman girl living on campus has to walk from North Campus overflow parking, to her dorm near the Library, in the dark. Faculty parking needs to be reined in a bit, no reason for there to be 50-100+ empty faculty parking spots each day and hundreds of students searching for parking. The parking situation needs to be more efficiently and effectively handled. I think Campus Police does an excellent job, and they are always willing to help students. I really appreciate their care and attention.

- I love that there are many activities to do on campus, and I also love the different food selections.
- I hate Course Compass. Not a great way to learn.
- The only service on campus that is really unsatisfactory is the Cafe. The Cafe completely sucks, I have to pay over \$1,000 of my money and they won't let me use my meal how I see fit. Their reasoning behind this was quote "y'all aren't responsible enough to manage your meals." If I'm not able to use my meals the way I need to then I believe it is border line illegal to require the students that live in the dorm to buy the plans. Then the cafe employee's will only serve me one scoop of rice when getting a to-go box. Their reasoning is quote "it's not cost effective for us to serve you more than one scoop." Let's think about this there is 2,300 students that live in the dorms and are required to buy a meal plan at over \$1,000 a piece. That means that the cafe makes over 2.3 million dollars a semester. Then take in consideration all of the students that do not use all the meals that are required to buy. That means even more profit. And the cafe manager (the old black one) still can't see that they are making enough of a profit to serve me an extra scoop of rice. I am very unsatisfied with their service and believe if they will not do the job we pay them for then Southeastern should have a meeting stating that they can either serve the residents the food they pay for or Southeastern will find a new food service that will. Also Southeastern is always asking how they can keep residents here on weekends, the first step is be open on weekends and serve more food than just dried out eggs and bacon, and there have been multiple times that I have eaten there for dinner and there was not a dinner food the cafe served us panacakes for dinner TWICE. One more time if they will not do the job right find a new food service provider **THAT WILL!!!!!!!**
- Homecoming should include all the students on campus and should not be monopolized by SGA. SGA is comprised mainly of Greeks and having them choose what the students need to do for Homecoming and not having a say as a student for Homecoming is not fair. Homecoming this year did not have the float line up marked off like it has for years, the court was not on the stage, the court members had to provide their own transportation for the parade, and SGA did not provide judges for AOP Desserts Cook-Off contest. SGA could build a float for the court members just like all organizations do to be in the parade.
- Also, the President's Round Table should be earlier in the morning before class not in the middle of the morning when most people have class. Friday morning might be a better time. The time should be announced at the President's retreat in order to schedule classes and work around the meeting time.
- When scheduling events on campus if there is a problem with an event the chair person should be contacted and not have to track down the person in order to see if an event has been approved or not.

- Parking is horrific. They aren't fooling us. Everyone knows that there are way more students than parking spots, and that the Board just keeps it that way to make more money. We are forced to park illegally, having no other option.
- The cell phone service and wifi SUCKS!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!very horrible technology at SELU, computers also are horrible.
- The parking on campus is atrocious:
- 1. Parking zones are hugely inconvenient. Bring some of the Freshman Commuter parking to south campus, and some Upperclass Commuter zones on North Campus. 2. University Police adds to the atrocity of campus parking. It seems as if they regard each and every car on campus the same way a starving buzzard regards a starving buffalo. Heaven help you if you need to use another vehicle to get to campus...if you don't park within a quick walk to the police station for a temp. tag, you can almost guarantee a parking ticket will be issued by the time you get the tag and get back to your vehicle. 3. Perhaps by-the-hour metered visitor parking areas would be in order? LSU has them set where a visitor can park, pay \$1 per hour at the meter, and then commence with his or her business without fear of being ticketed. I would like to see Southeastern follow their lead. The gravel lot south of Sims Library (across from Twelve Oaks) would be an ideal choice. Simply pave it, stripe and number it, and install a meter. Not only would it be conveniently located in the heart of the University, but it would be a guaranteed fund raiser.
- When I applied for financial aid, an error was made on my dad's behalf, which was fixed on FAFSA's end. All the financial aid needed to do was reprocess my application, a simple act which took 5 minutes to complete for the financial aid department at Louisiana College where my sister attends (the same error was made on her application). However, it took the financial aid department at Southeastern a month to do. A month in which I was unable to get books for the classes I was taking, because I was unable to get my student I.D. until my fees were paid. I was also told by the financial aid department that I could not get a parking decal without a student I.D.. I was quickly notified otherwise by the campus police department, who notified me in the form of \$250 of parking tickets in 2 days time, along with a boot on my truck, causing me to miss work. I appealed these tickets, and was told that I would be notified as to the outcome, but this has never come to pass, and there are still \$250 worth of fees on my Leonet account. I suspect that the financial aid department attempted to swindle me into taking out a loan, which would explain why they lied to me about needing a student I.D. in order to get a parking decal and why they were constantly trying to get me to take out a loan, a loan which I reminded them that I did not need, provided that they just process my application. I really hope that such inefficiency is corrected, as I would never wish this sort of hell on anyone.
- I liked going to the gym!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
- All of the services, programs, activities, or offices are very helpful with freshman. Being a freshman these services helped alot while I was trying to settle into this whole new world.
- All of our labs should offer Mac computers instead of just the art department.
- University parking needs to be reviewed. It is outrageous to be ticketed for backing into a parking spot. One would think that makes it easier for the parking decal to be viewed.

- There needs to be computer software easily available to students. LSU has software on the website for students to log in and download.
- The health center should not charge students an office visit fee if they have the Take Charge card.
- The shuttle service is completely unnecessary (I started in 05, before it existed) It promotes the waste of student dollars on gasoline, buses, and promotes an obesogenic environment whilst academic programs are being cut. It's cool though, if the classes I wanted to take still existed, at least I wouldn't have to walk to them. For shame, Southeastern. Also, I find it interesting that there is more football merchandise than anything else in the "book" store. I was here before the football program and I assure you, that, since it's reinstatement, the attention paid to the quality of education at Southeastern Louisiana University has plummeted.
- The Records & Registration office has given me nothing but grief. I was notified just a few weeks before priority registration week that they had no records of my final high school transcript, that was mailed to them. After looking on the website and getting the wrong address, it was mailed two more times. After finally realizing that it had been mailed to the wrong address, the day of my appointment, the head of the department still would not let me register for my classes. I think it is utterly ridiculous, not only that Southeastern had no records of my final transcript until this point, but that the wrong mailing address is online, and the head of the department is not understanding enough to help a student out.
- The financial aid department is also lacking, in my opinion. My scholarship and TOPS money didn't kick in until the DAY BEFORE my fees were due. Whether this is a problem with Southeastern or TOPS, it needs to be corrected.
- I hope in the future Southeastern gets more help in the Financial Aid department especially at the beginning of each semester. It is horrible. Horrible to go in person and absolutely horrible to try and leave a voicemail and get someone to call you back. I have a son starting college soon and it is the one thing I dread about him putting Southeastern on his list of prospective schools.
- There should be a better parking situation for off campus doctoral students. Having only to come to campus on rare occasion, I did not purchase a parking pass. There were times I would drive in (from 2 hours away) to park very far away and still get tickets.
- The librarians are VERY VERY HELPFUL!!!! The library needs to be open more hours. I needs to be open on Saturdays. It would be nice if it would open at 7 instead of 7:30 am during the week.
- Especially if the library is closed on Saturdays, at least one computer lab should be open. It would be nice to have a computer lab open 24-7 INCLUDING ON WEEKENDS!
- LA hall has humidity and mold problems, that the maintenance staff does not do much to fix.
- The Cayman Cafeteria needs to have WHOLE GRAIN menu options like brown rice and whole wheat pasta.
- Southeastern has a great program going. Teachers could update blackboard with the grades, but that's the only change I can think of.
- Parking regulations on Fridays should be eased since there is only a minimal number of people on campus and allowing residents to park in any available student lot on Fridays before 12:30 p.m. would not cause any issues for commuting students or faculty/staff.

- Greek life and athletics both are unnecessary services at a time where funds are short. This does not apply to the Pennington center which should always be available (an updated) as a resource for all students to exercise and stay healthy. Although parking is very important, it is a limited resource at Southeastern. In light of the scarcity of available parking, the excessive cost of parking tickets (\$50!?) is an undue and unnecessary burden on students who are already struggling financially. Either create more spaces or stop charging so much. Additionally, career services needs to provide more effective guidance and records and registration needs faster transcript mailing services.
- Parking is something that could be improved slightly. In the lot next to Garrett I received a citation for parking in an obvious spot; however, it did not have a cement barrier
- People working in many of the offices, such as financial aid, are rude and very unhelpful.
- Very dissatisfied with upper class parking being taken away and taken away and taken away! I notice that much of the facility parking it was replaced with is half full most of the time. I would like upper class back in the recent areas of change or at least 50/50 where students can have some of it back.
- There needs to be better communication with students.
- I am an online graduate student who has been to the campus a total of six times in three years. My only complaint is that for an online student it is not practical or needed to buy a parking pass. However when I did need to come parking was a major issue and hassle.
- It would be nice if the library extended its hours past 11pm. I work in Baton Rouge or New Orleans and sometimes I don't get started on my studies until 9pm. If I'm not working I'm attending a night class that doesn't let out until 8pm or I'm at home taking care of my 2 kids. It's fair to say I don't get to start on my studies until 9pm on weeknights because of work/family obligations. I feel like I just got there when the closing announcements are made. ALSO This problem would not be so bad if the school opened a few more labs late in the evening. Maybe something with tables and space along with computer access. The lab in Tinsley Hall is crowded and loud. Students go there to socialize sometimes and I can't afford to be distracted. If I sound like I'm bitching, so what...because I am. I pay good money to attend SLU and I'm just trying to make sure it's put to use effectively.
- The university is lacking in advising. They need to better educate their professors on how to successfully advise the student. Students are feeling as though they are not being prepared
- I have been satisfied with any service here at SLU that I have come in contact with.
- Records and registration office is really helpful when forwarding and mailing the transcripts. Lions Traxx Shuttle Services was helpful for transportation throughout the course.
- My only true issue with Southeastern is the lack of parking available to upperclassmen commuters. I understand that it is hard to accommodate all of your students but when you fire half of the faculty over the past 2 years and the amount of faculty parking has yet to change, then we have an issue. Also, I am an art student and have a lot of crap to haul around, and when the closest parking space is in the Parking Garage which is always full, then I HAVE to park in Faculty. \$50 for a faculty parking violation?

Seriously?? LSU's highest ticket is \$25 and that's for parking BACKWARDS IN A FACULTY spot. That kind of ticket would run me at LEAST \$75 at this school. What are you people thinking charging so much money for such idiotic violations? I would challenge each of you to look around and see how the faculty parking areas are NEVER filled. The Police department is robbing the students of the money we don't have already by putting these ridiculous and outrageous tickets on our cars. I'll stop now because I doubt this will even get read... Have a super day!

- My main concern is I had a lot of trouble finding classes for next semester that fit my catalogue, even in the priority registration because many classes are just not even being offered next semester. I still am not done with registration, I have to keep checking during open registration and hope something comes up. There are some internet courses, but I really DO NOT want to take any courses online.
- virtual text books would be something to think about, where the text books can be a download on a reading device like a kindle, nook. Makes life easier.
- The advisors in the Nursing department leaves alot to be desired. This past semester I had two meetings and both times turned out to be a complete waste of time. I would have been better off not getting advice from the "advisors" as both of them misinformed me and wasted my time and money. However, they pawned me off to a new advisor, and she seems fine. But I know better than to ask for any information that I might actually need.
- It has been difficult to preregister for courses. I needed departmental approval for this Fall and this coming Spring Semester. No one answered my calls and emails early in the week but I did get a response after I sent several emails and left a few messages for help.
- Please stop replacing Upper-class parking with Faculty parking, and/or stop taking Upper-class parking away.
- The pool should be available for use at most hours of the day, somewhat similar to YMCA hours.
- I think that there is more than enough teacher parking and that taking away the few spots along the D Vickers side side to give to teachers is ridiculous. They already have two parking lots right there that I have NEVER seen full! I also think that the university police need to be a little nicer to students! I parked in the SMALL student parking lot by Fayard the other day and was trying to use my laptop between classes in my car but I could not get a strong enough signal. I moved (therefore losing my parking spot) closer to Fayard into the teacher parking, I stopped in one of the spots because the signal got all 5 bars! There were maybe 10 cars in the entire lot and my next class was on the other side of campus, I was not planning on staying there. I am in the middle of trying to register for my classes and a campus police in a golf cart/razer thing came up. I am not sure her name or anything, she was an African American lady probably in her 30s or so, she honked at me to get me to look up, then shooed me off like a puppy. She would not even give me a chance to explain what I was trying to do. I think that is ridiculous, I pay almost \$3000 in tuition a semester and I cannot sit in a 3/4 empty parking lot to register for my classes the following semester to come back and spend another \$3000! I understand she has a job to do but my goodness, have some compassion at some point?! If I would have parked

there then by all means give me a ticket, I get it, but I was not parked nor did she even bother to ask if I was going to stay. The little things like this along with a few other small things are what make me truly miserable at Southeastern!

- Every office or severice I have used, I have been satisfied with.
- The new parking garage is a complete waste! SLU did not plan for growth--they planned for just enough.
- Parking still isn't sufficient. We need more intelligent leaders planning for continued growth and development.
- Ever since I first enrolled in Southeastern, the Office of Financial Aid has had a habit of losing important paper I give them that is needed to receive financial aid forms. I'm very unsatisfied with the extreme incompetence of the office and their lack of ability to keep track of important paperwork.
- the university parking needs to be fixed. We should be able to back up into spaces. They should cut down on all of the faculty parking spaces and more regular parking spaces.
- They are all very well rounded.
- The shuttles need to all be running each day so that they aren't coupled on the same side of campus.
- They are doing a great job
- Student Government officers and staff are great!
- University Parking is a joke. There are not enough spots for Upperclass commuters and they are constantly taking away from Upperclass parking and giving it to Faculty. There are always empty faculty spots along SGA Drive, so why do they need more parking? Employees of this office are rude and inconsiderate. They write tickets after parking zone restrictions have been lifted and are not willing to help you when you attempt to appeal the ticket. Overall, the parking office is a waste of tuition and state funds. The salaries of the people working in this office should be re-allocated to improving the gravel lots on campus and either paving them or having more gravel placed in the lots. There are potholes galore and parking conditions are unfavorable. What is the point of a parking office if they do not do their job?
- The traxx bus is very inconvenient. You get on one bus and they sit for 15 mins to wait for the other bus to go ahead OR they stop and say they are on break and leave you. The financial aid office is no help at all. I'm tired of eating cafeteria food. Why can't they service breakfast all day and be open 24hrs? Why can't I use my meals to let others eat there instead of my declining balance. I miss the old CAB too. I haven't been to one event this semester. I miss CAB's movie nights with candy during the week not friday when i'm not here. I miss the old CAB. I trip over the uneven side walks a lot... just saying
- I think that with all the money we pay for parking (the garage, tags) that we students need more nearby parking. I also believe that when we are forced to get a temporary tag (due to unforeseen events, such as car accidents) the tag should last longer than one week, because sometimes you aren't able to make it to the parking center before your tag expires, leaving ridiculous parking fines. I also think that we need more available computer labs.
- It would be nice to have longer hours for breakfast and dinner in the cafeteria. My classes always seem to be at meal times. ;)

- I have had nothing but problems with financial aid and their policies that treat students like a number and do not care about the individual. I want to talk face to face with the review committee, not just send them a letter.
- The parking is terrible, it seems like there are more faculty parking spots than students. And for the UPD, it seems like they are power hungry and just out to get you. I do not feel protected around them, more like threatened with the exception of a few. Sorry to say, but its true.
- The Health Center is very important for students on campus. I went this past semester and my symptoms were completely ignored. Simply giving ibuprofen will not fix all student problems. If the staff is unable to help with a certain issue, which is understandable, they should at least suggest doctors to go to. I have heard many other students say they were given poor, even harmful, treatment.
- I find that the campus police group up at the North Oaks Park, and the computer labs should not allow foreign exchange students to work in the labs for their English (speech) is really poor. Tutors should be English speaking Americans only, how can a student benefit from a lab or a tutor who can't communicate.
- University Housing= mold and mildew problem that make us sick!!
- It would be nice to understand how the disability services are to be used.
- very friendly financial aid counselor. pennington is super important. good food choices, but needs to be healthier!
- More computer scanners are needed. There is only one free scanner, on the bottom floor computer lab in the library, on the entire campus that I know about. This scanner is usually always occupied when I need to make copies. The xerox pay machines become expensive when I need to make many copies. I wish there were more computer scanners so that I could use up my print balance from the print release window found on campus computers. Overall there are adequate computer materials on campus barring this.
- Health Center is useless except in the days the nurse is in.
- International students do not always have a place to go during some of the short breaks. International students usually stay on campus. It is not a good idea to close all dining services on campus during some breaks, because international students still need to eat over the break, meanwhile, they already pay for their meal plan... Thankfully, no one has starved to death...
- Recreational Sports and Wellness center (Pennington Gym) needs to be open on Saturdays.
- The parking on campus is positively atrocious. I have never had worse experiences with anybody or anything than I have with parking and with campus police. The people in the campus police office are very rude, and contrary to what their job should imply about them, they are very uncaring and unhelpful. Between Tangipahoa Hall and Washington Hall (for instance) there is a parking lot containing MAYBE 100 spaces. Each of these dorm buildings are home to OVER 100 students. This university needs to spend less time worrying about giving parking tickets, and more time worrying about accommodating the parking needs of its residents.
- The level of efficiency at the Office of Financial Aid is ridiculous. One semester I received my financial aid at a later date than my peers because I was told "someone hit the wrong button." Another time my loans weren't processed on time because the paperwork was lost, but I was told it wasn't their fault. When I was told they would have it fixed in half an hour, I checked LeoNet

an hour later to verify that it was processed. When I found that it was not, I went to their office to ask them what the problem was. They proceeded to take it down the hallway after retrieving it from underneath a pile of papers. Several of my peers have told me that they've had similar experiences with Financial Aid. Instead of hiring apathetic, incompetent, and inexperienced student workers, the office of Financial Aid should attempt to hire people who understand how critical student loans are to the students that expect to have them.

- Financial aid officers need more training. It is unprofessional to have your advisor getting up to go ask her supervisor questions every other question especially since you already know the answer and are just getting confirmation. Also, the records department needs to have a better way of filing the transcripts from other universities. I had to request the same one from another college three times, because I would ask one person and they would have it, ask another person in the same office and they wouldnt have it. It was very frustrating.
- Financial aid office is pretty unhelpful or useless. Maybe it's just the peopl who work there? Always frustrating to have to deal with them.
- The police need to find something better to do!!
- they need improvement with parking spaces
- Southeastern's programs are very useful and resourceful.
- The Office of Disability Services and the Testing Center have been of great help to me. They are wonderful. There are many things on campus that I do not use and have rated them accordingly. Also the Police Department is very rude and not very helpful. I don't recieve parking violations but when I needed to get my parking pass changed they were very rude in that process.
- I think one big issue for many students is the Financial Aid Office. Their rules and guidelines are different from that of Southeastern, but they do not do a very good job of explaining the differences. You don't find out anything about financial aid unless you've lost it. That is when they decide to explain to you what you did wrong and what you should have done instead. It confuses a lot of people because although you can be a full time student in the eyes of the school, if you dropped a class, you put yourself in danger of getting put on financial aid probation or even suspension. They need to be put on another level of communication and maybe it can be a part of the Orientation process. A part where they are able to answer any questions and directly go over what financial aid is about with both the students and the parents and also hand out fliers explaining every detail.
- I do not live on campus so i did not use most of the stuff listed here
- Need more advertising or one specific location Like huge (VERY BIG) Screen that advertise all the events. It must be located near fountain :))))))
- i think it can be pointless to have other students pay fees for programs they dont even know exist. it would benefit all students to know what all they are paying for when tuition continues to increase while causing hardship. i personally have never heard of some of these services listed and dont see the need for my money to go to use for them when i have no idea what they are.

- there should be wifi in the dorms....why is the dining service for the residents not open during special weekends???where are we supposed to eat???
- University Housing needs to be looked over by some professional repairmen because there are so many problems. Last year I was almost forced to pay for stains on the carpet(that I couldn't see) so I cleaned it until it was pretty much spotless. This year I have a room that has black marks all over my carpet and even if the person before me was charged for it, where did the money go? It surely didn't go towards cleaning the carpet. Also, my desk was broken when I showed up. When I leave a room for the year, I make sure its spotless so why wasn't my room clean when I got it? I do not appreciate this at all.
- I would like to see more variety in the food in both cayman and the student union and i would like to see more parking for residential life closer to their dorms!!!!!!
- The computer lab in fayard on the first floor, the workers are very loud and talk the whole time which makes it hard to do quizzes or study.
- Parking continues to be a problem and the university police office is not user friendly.
- There should be more parking for upperclassman by the science buildings along Dakota St. Also, too many students use the computers in the computer lab to check Facebook when other students actually have school work to do. Either set aside more computers for surfing the web or not allow the use of computers to check Facebook.
- The Office of Student Conduct needs to make students aware of who to report harassment to by other students and other issues relating to this type of behavior.
- Also, Career Services should inform students more in depth of the procedures to follow with them when looking for jobs after graduation.
- More public parking closer to campus. I cannot afford a parking sticker and have to park very far away.
- I found myself most disappointed by the clumping together of the addendum to the student service fees. Yes, we voted on it, but it was completely all tied together. If one program got it, all the programs got it even if you completely disagreed with the value of the other programs. The students should have been able to vote on EACH program. Most of the programs I had non issues with getting such little amounts as they were asking for, but when all of these \$2-10 fees were suddenly grouped with a \$50 Student Athletics fee, then I really questioned the validity of grouping it with the others. I am extremely disappointed with the way that situation was handled.
- I am very satisfied from the work that Office of Admissions conducts.
- The greeks have taken over SGA. Can not get anything done unless is positively affects the greeks
- I wish I had access to programs I am learning in classrooms for my personal laptop. I am only able to download a program for trial and this is really difficult when your course could last longer than the program you are utilizing. There is almost always a wait for a computer in labs at a certain times of year making it extremely difficult to accomplish some tasks. I had my first experience with Respondus this year, and I must say I hate it. It doesn't work with my home internet and it made my laptop go crazy with errors. I

wish we could just utilize the online testing through BB or do an inclass test rather than this Respondus service. I really don't think its worth it. It has been extremely inconvenient for me this semester. Also, I think there needs to be more fresh food choices in the SU. I often want a salad and don't have 7 + dollars to drop for a salad. This is ridiculously high pricing for a college student.

- There is not enough parking for students using the Whitehall building or any other building on that side of the campus.
- Lion traxx should go both ways, not just one. It would take longer to get some places by just riding traxx.
- More classes should be added sooner for students to schedule. Often I have to get a bad schedule due to no open classes.
- I answered a majority of the question with Not at all important because I have had all 100% online classes which has not required me to be on campus, so I didn't know any other way to answer these questions.
- Textbook rental should be open more than just at the beginning or end of the semesters and have later evening hours for people who work in other cities and need to return or pick up books.