Q27 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.

Answered: 381 Skipped: 207

Importance						
	1 - Not at all Important	2	3	4	5 - Very Important	Total
Admissions	1.76% 6	1.76% 6	7.92% 27	14.08% 48	74.49% 254	341
Career Services	3.94% 13	2.73% 9	18.48% 61	25.45% 84	49.39% 163	330
Disability Services	6.19% 21	2.06% 7	8.85% 30	13.27% 45	69.62% 236	339
Financial Aid	2.05% 7	0.58% 2	4.39% 15	9.36% 32	83.63% 286	342
Health Center	4.78% 16	2.99% 10	11.04% 37	15.82% 53	65.37% 219	335
KSLU (campus radio station)	23.37% 79	20.12% 68	28.70% 97	13.91% 47	13.91% 47	338
Le Souvenir (student yearbook)	25.67% 86	19.40% 65	25.67% 86	11.64% 39	17.61% 59	335
Southeastern Channel (campus television station)	20.00% 67	22.39% 75	28.06% 94	12.24% 41	17.31% 58	335
Records & Registration	1.18% 4	0.89% 3	13.91% 47	15.38% 52	68.64% 232	338
Textbook Rental	1.19% 4	2.67% 9	4.15% 14	6.82% 23	85.16% 287	337
Shuttle Services (Lions Traxx)	8.26% 28	3.83% 13	15.34% 52	20.06% 68	52.51% 178	339
Student Union	4.49% 15	2.99% 10	11.68% 39	25.75% 86	55.09% 184	334
University Parking	3.21% 11	2.92% 10	6.41% 22	14.58% 50	72.89% 250	343
Student Handbook	8.06% 27	7.16% 24	25.07% 84	21.19% 71	38.51% 129	335
Center for Student Excellence	4.76% 16	2.68% 9	24.70% 83	20.24% 68	47.62% 160	336
University Housing	9.64% 32	3.61% 12	12.35% 41	15.06% 50	59.34% 197	332
Campus Dining Services	4.80% 16	3.30% 11	13.81% 46	16.82% 56	61.26% 204	333

Multicultural/International Student Services	**11.45%** 38	**9.34%** 31	**24.10%** 80	**20.48%** 68	**34.64%** 115	332
University Police Department	**2.96%** 10	**2.37%** 8	**7.10%** 24	**14.20%** 48	**73.37%** 248	338
Lion's Roar (student newspaper)	**11.71%** 39	**10.81%** 36	**28.83%** 96	**24.02%** 80	**24.62%** 82	333
Office of Student Conduct	**7.60%** 25	**8.81%** 29	**23.40%** 77	**21.58%** 71	**38.60%** 127	329
Recreational Sports & Wellness (Rec Center)	**4.79%** 16	**4.49%** 15	**14.37%** 48	**23.05%** 77	**53.29%** 178	334
University Counseling Center	**5.62%** 19	**2.66%** 9	**13.61%** 46	**16.27%** 55	**61.83%** 209	338
Office of Testing	**7.58%** 25	**6.97%** 23	**28.18%** 93	**24.24%** 80	**33.03%** 109	330
Library	**0.87%** 3	**1.16%** 4	**4.36%** 15	**11.34%** 39	**82.27%** 283	344
Controller's Office (make tuition payments)	**1.18%** 4	**2.65%** 9	**8.24%** 28	**16.76%** 57	**71.18%** 242	340
Equipment Checkout through Student Productivity Services	**12.04%** 39	**6.79%** 22	**30.56%** 99	**22.84%** 74	**27.78%** 90	324
Office for Student Engagement (SGA, Student Orgs, Greek Life, Leadership)	**12.39%** 42	**8.55%** 29	**20.94%** 71	**20.35%** 69	**37.76%** 128	339
University Bookstore	**1.19%** 4	**2.67%** 9	**15.73%** 53	**24.33%** 82	**56.08%** 189	337
Document Source	**6.77%** 22	**9.54%** 31	**29.23%** 95	**21.23%** 69	**33.23%** 108	325
Lion's Lagniappe	**11.50%** 39	**7.37%** 25	**24.78%** 84	**22.71%** 77	**33.63%** 114	339

Satisfaction

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Haven't Used	Unaware of	Total
Admissions	**2.69%** 9	**5.97%** 20	**22.09%** 74	**26.87%** 90	**37.91%** 127	**3.58%** 12	**0.90%** 3	335
Career Services	**1.25%** 4	**3.12%** 10	**10.59%** 34	**12.77%** 41	**15.26%** 49	**54.52%** 175	**2.49%** 8	321
Disability Services	**0.93%** 3	**2.78%** 9	**5.25%** 17	**3.40%** 11	**8.95%** 29	**77.78%** 252	**0.93%** 3	324
Financial Aid	**6.06%** 20	**7.27%** 24	**15.76%** 52	**23.64%** 78	**33.94%** 112	**13.33%** 44	**0.00%** 0	330
Health Center	**3.05%** 10	**4.57%** 15	**9.45%** 31	**11.28%** 37	**17.68%** 58	**52.13%** 171	**1.83%** 6	328
KSLU (campus radio station)	**3.65%** 12	**5.17%** 17	**13.37%** 44	**11.25%** 37	**7.90%** 26	**52.28%** 172	**6.38%** 21	329
Le Souvenir (student yearbook)	**2.18%** 7	**2.80%** 9	**14.64%** 47	**10.90%** 35	**8.10%** 26	**52.02%** 167	**9.35%** 30	321
Southeastern Channel (campus television station)	**2.77%** 9	**3.69%** 12	**11.69%** 38	**10.77%** 35	**7.69%** 25	**48.62%** 158	**14.77%** 48	325

Records & Registration	**2.76%** 9	**3.68%** 12	**21.47%** 70	**23.62%** 77	**33.74%** 110	**13.50%** 44	**1.23%** 4	326
Textbook Rental	**1.83%** 6	**3.35%** 11	**8.23%** 27	**18.60%** 61	**66.16%** 217	**1.83%** 6	**0.00%** 0	328
Shuttle Services (Lions Traxx)	**1.82%** 6	**2.12%** 7	**10.00%** 33	**11.21%** 37	**24.85%** 82	**48.79%** 161	**1.21%** 4	330
Student Union	**2.46%** 8	**4.31%** 14	**17.23%** 56	**29.54%** 96	**34.46%** 112	**11.38%** 37	**0.62%** 2	325
University Parking	**21.99%** 73	**15.96%** 53	**22.59%** 75	**18.07%** 60	**15.36%** 51	**6.02%** 20	**0.00%** 0	332
Student Handbook	**3.09%** 10	**5.56%** 18	**21.30%** 69	**21.91%** 71	**24.69%** 80	**21.60%** 70	**1.85%** 6	324
Center for Student Excellence	**2.74%** 9	**3.35%** 11	**12.80%** 42	**17.38%** 57	**25.00%** 82	**34.76%** 114	**3.96%** 13	328
University Housing	**2.81%** 9	**5.31%** 17	**14.06%** 45	**10.00%** 32	**13.44%** 43	**53.75%** 172	**0.63%** 2	320
Campus Dining Services	**2.83%** 9	**5.35%** 17	**20.13%** 64	**26.73%** 85	**23.90%** 76	**20.13%** 64	**0.94%** 3	318
Multicultural/International Student Services	**0.62%** 2	**0.62%** 2	**6.79%** 22	**6.48%** 21	**8.95%** 29	**64.51%** 209	**12.04%** 39	324
University Police Department	**4.85%** 16	**7.88%** 26	**17.88%** 59	**16.97%** 56	**23.03%** 76	**28.79%** 95	**0.61%** 2	330
Lion's Roar (student newspaper)	**3.11%** 10	**3.73%** 12	**15.84%** 51	**24.22%** 78	**19.88%** 64	**31.37%** 101	**1.86%** 6	322
Office of Student Conduct	**0.93%** 3	**1.86%** 6	**7.43%** 24	**6.81%** 22	**8.05%** 26	**62.85%** 203	**12.07%** 39	323
Recreational Sports & Wellness (Rec Center)	**0.61%** 2	**0.91%** 3	**6.67%** 22	**18.48%** 61	**39.70%** 131	**32.42%** 107	**1.21%** 4	330
University Counseling Center	**1.52%** 5	**1.82%** 6	**6.67%** 22	**8.18%** 27	**17.88%** 59	**62.42%** 206	**1.52%** 5	330
Office of Testing	**1.83%** 6	**0.92%** 3	**5.50%** 18	**6.42%** 21	**8.56%** 28	**60.24%** 197	**16.51%** 54	327
Library	**0.60%** 2	**2.41%** 8	**12.35%** 41	**24.10%** 80	**55.72%** 185	**4.82%** 16	**0.00%** 0	332
Controller's Office (make tuition payments)	**4.31%** 14	**6.15%** 20	**19.69%** 64	**27.69%** 90	**31.38%** 102	**10.46%** 34	**0.31%** 1	325
Equipment Checkout through Student Productivity Services	**0.32%** 1	**0.63%** 2	**8.20%** 26	**8.83%** 28	**6.94%** 22	**57.73%** 183	**17.35%** 55	317
Office for Student Engagement (SGA, Student Orgs, Greek Life, Leadership)	**2.10%** 7	**2.40%** 8	**14.11%** 47	**13.51%** 45	**18.32%** 61	**48.05%** 160	**1.50%** 5	333
University Bookstore	**0.92%** 3	**5.54%** 18	**17.23%** 56	**28.62%** 93	**43.69%** 142	**3.69%** 12	**0.31%** 1	325
Document Source	**0.93%** 3	**0.62%** 2	**13.71%** 44	**11.21%** 36	**19.31%** 62	**37.69%** 121	**16.51%** 53	321
Lion's Lagniappe	**1.22%** 4	**3.05%** 10	**15.55%** 51	**17.38%** 57	**25.00%** 82	**33.54%** 110	**4.27%** 14	328

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) than the difference rating would be -4. The area with the largest gap between importance and satisfaction was Parking (-1.73), followed by Financial Aid (-0.95) and University Police(-0.94). The area with the smallest gap was Lion's Lagniappe (-.01), followed by Recreational Sports & Wellness (.02) and Document Source (-.03).

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

Program, Service, Activity	Mean Difference Rating	Number of Students
Lion's Lagniappe	-0.01	201
Recreational Sports & Wellness	0.02	214
Document Source	-0.03	144
Student Conduct	0.05	78
Lion's Roar	0.06	211
Southeastern Channel	0.06	116
Equipment Checkout through SPS	-0.16	77
Multicultural/International Student Services	-0.18	72
Le Souvenir	0.18	121
Student Engagement	-0.20	163
KSLU	0.20	131
Student Handbook	-0.22	244
Testing	-0.22	73
Lion Traxx	-0.23	160
University Bookstore	-0.26	308
Textbook Rental	-0.29	317
Center for Student Excellence	-0.32	196
Library	-0.36	312
Student Union	-0.37	282
University Counseling Center	-0.38	116

Program, Service, Activity	Mean Difference Rating	Number of Students
Disability Services	-0.42	67
Career Services	-0.50	135
Records & Registration	-0.61	275
Admissions	-0.70	313
Campus Dining	-0.70	248
Health Center	-0.72	148
University Housing	-0.75	144
Controller	-0.78	312
University Police	-0.94	228
Financial Aid	-0.95	282
University Parking	-1.73	309

Respondents were asked to comment about any of the student services, programs, activities, or offices provided by Southeastern.. A total of 81 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.

- As a freshman, parking all the way across the campus is ridiculous. I don't like walking that far especially when it's raining and super cold.
- As a graduate student who take courses online, I think it's unfair to be forced to pay a technology fee when all coursework is completed using my own personal equipment. I also believe that an online student should not be required to purchase an ID, because it's not needed.
- As an EMBA student, I am only on campus two or three time a month. The campus dining catering has been very good. Most of the services that we use seem to function well. I have used the veterans' office to process my post-9/11 GI Bill benefits. They have been very helpful. I think it would improve our experience if we had better access to the computer lab or to printers during our periods on campus.
- Availability is limited in tutoring center. The Bookstore and textbook rental services are always has long lines due to technical difficulties. Library is great and look forward to new union
- BR campus library closed - this is very inconvenient for nursing students who now do not have a library. Also, some effort should be made to update the BR campus, such as add lighting to the lounge and updating the old library (now computer lab).
- Campus police needs to change the parking signs Around campus that say parking between 7-4. They ticketed my elderly aunt after a play at 8pm. This is ridiculous. Either change the signs or follow then.
- Cub cash should be used where ever lions lagniappe has to be used
- Dining Services (mostly cafeteria) do not have any care for students who have special dietary

needs. Like, sometimes there is barely any food for vegetarian. Serving Staffs don't know what is used in a food. There had been cases which had meat products in it which was said be a vegetarian food. "" We get a feeling that they are playing with our health and belief.

- Dorm upkeep and humidity moderately satisfactory. Some of my friends have gotten sick from the cafeteria.
- Everything is pretty good
- Everything that I have experienced this first semester has been great. Very satisfied with everything and everyone is very helpful and friendly.
- Everything was great and a tremendous help to my academic career
- Financial aid office is never helpful. The students working there have blatantly ignored people looking for help. I experienced one girl texting on her phone while I was trying to get information about what I needed to turn in in order to receive financial aid. Every year I am told about three difference things after making the long commute to campus just to be told I still don't have everything I need. The students working there do not care about what they're doing.
- Greek live helped maintain GPA and to get active/connected on campus.
- Half of the services unavailable I was unaware of and so I cannot accurately gauge the importance of it. However, several of the service I have not used are because they are useless to me. Wish I knew more about the counseling center. Might have used that more in the past.
- Have made TWO appointments to see a counselor at the Counseling Center and each appointment was cancelled by them. Never did see anyone. It may as well not exist..
- I am a 54 year old full time graduate student. Recently retired for the second time. Arrived at my first class of the semester unaware of a student e-mail, moodle, kiosk avaiable at library, 300 printed pages paid for etc. Totally embarassed when I had not read the 4 articles and 1st book assigned. There was NO ORIENTATION , NOTHING FOR GRAD STUDENTS ABSENT FROM ACADEMIA FOR 32 YEARS. ENSURE ALL STUDENTS ARE AWARE OF OF AND PARTICIPATE IN AN SELU ORIENTATION!!!
- I am currently a pregnant full time student and was very disappointed that there was no assistance from the university nor was there any place to gain more knowledge on help about how to take on parking and the semester in general as a pregnant student.I also DO NOT see the need for a union expansion when the one we have barely gets used or the new track and field when I am parking miles off of campus just to walk to my classes..... Especially when we already had a track it seems silly to me to build new things instead of improving the things you already have... Text book rentals is very beneficial and is a great resource to us students!!! When it come to the library the computers on the second floor are so slow and the system is so out dated I wish there were more computer facilities offered towards the back of campus closer toward white hall since psych students are not allowed to use the computer lab we do have unless we are gradstudents and even if I was a grad student I still wouldn't use them because the software and hardware is so outdated for the entire department!!!! I wish the career service was more exploited so you would know what all they offer and how beneficial they really are!!!!!
- I am pleased with the programs, services, and activities offered by Southeastern.
- I am very dissatisfied with the array of courses southeastern offers for student accommodations with home and work life. The way classes are offered are tailored t what the teachers want and their lives and what's convenient for them. I am a social work major. There is already a VERY limited array of classes to pick from each semester. However, it

would seem that if you have enough students to fill TWO (2) classes on the same course, common sense would say that you would offer one on Mon/Wed and the other on Tues/Th. to accommodate students who commute This is Social Work 305 I'm talking about. There are two classes, both being offered on Mon.Wed. Now, that makes students like me, either get pushed back another semester (already been pushed back 3 because of the problem of lack of class selection) or have to figure out how I'm going to go to school EVERY DAY. Why can't that class be offered on both days if there's enough students to fill the class? Because SLU is accommodating its staff morever the students who pay to keep the college running and the staff's salary and the class in question as well. Southeastern does not care about its students, they have forgotten their purpose. Any time you go to the director of the department and ask them why they can't offer a class that has multiple openings on Mon/Wed and the other on Tues/TH and you are told, ""it done by computer, we have no control over how they schedule our classes., and No there is no way we can change that it is set in stone and we don't have the power to change"" FROM THE DEAN OF THE DEPT. All of that is lies and they were told to a student who has been pushed back from graduating several times because of lack of classes and the way the SW dept makes it where you practically have to come EVERY DAY during the week each semester to graduate. I asked specifically (because I realize SW is in the crappiest building on campus so there must not be too much money thrown their way from the upper ups) if class scheduling would be a problem BEFORE I changed majors. And I was told, ""Oh no, the way we set it up is usually all the core classes are offered on Tues/Thurs."" Well here we are again, another semester where they have all the core classes, except one offered on Tues/Thurs. I had the chance of transferring to LSU to their Child and Fam Educ. Degree which is basically the same as SLU's social work degree a couple semesters ago and paid my application fee, spoke to an advisor at LSU. All I had to do was send them my records. Which I now have ""official"" transcripts to send. And I emailed the dean of sw and advised her and she asked me to come and speak w/her. She set out a schedule that has me graduating Fall 2014... She said I should stick with selu and that I shouldn't run into any further problems w/scheduling after I got passed that class and semester. Well, guess what here we are again with the same problem, except this time it could easily be fixed. That SW305 could be offered on Mon/Wed and Tues/Thurs... And I am not the only student this has messed up there are at least 15 other students who don't have a clue how they are going to be able to drive all the way to Hammond to take one class. It's ridiculous and shows just how concerned Selu is with student's ability to graduate and get their degree.

- I believe all book rentals should be reviewed for cultural sensitivity before assigning to courses, student email should be confidential and administrative personnel should not be allowed to read student emails at their leisure and should only be allowed for specific or relevant reasons, with permission from students. In my opinion, registration policy should be followed at all times and not adjusted solely to meet the needs of a department or institutional purposes. I also believe administrative staff should not use discriminatory or culturally insensitive comments towards students of different cultures for instance, being told by a Dean of Students ""you're fortunate to even be in the program"" because a student was questioning the implementation of a policy.
- I didn't have enough paper to print out school notes and I've never had that happen with all my years at southeastern I'm very unhappy with that.
- I don't know what department controls this, but the internet in the dorms is crap. There have

been at least 12 days this semester alone where my internet has completely stopped working for up to 7 hours at a time. I call the people to come fix it but by the time they come, there's nothing wrong with it at the moment. While sometimes I can go to the library or something to use their internet, I can't always either from time constraints or because it's a weekday. PLEASE MAKE THIS INTERNET PROBLEM STOP!

- I dont really go around the campus much unless it is somewhere i really need to go to. Some of it is really helpful some is not.
- I feel like the tv channel, radio station, and yearbook are all a waste of money. Each year, too many yearbooks are printed and people get them and leave them all of the place wasting them. As a former editor of the yearbook of my high school, i know they are not cheap. The tv channel is filled with boring talks that people dont even watch. I feel like the money could be spent somewhere else. The health center is a joke, they told someone she had Lupis and was dying (without doing any testing). Each time i have gone in they do absolutely nothing, tell me im a hypochondriac and tell me i have to go to an ER. They are also so rude there, and it's stupid how they turn you down and make you leave to go sign up for a time online. It's not convenient, and we pay way too much for that place, and then if we get anything done there we have to pay for it additionally, that should be included in the fees we pay for it already. But if you want it to be taken seriously, hire real nurses and doctors because those people don't know what they are talking about. Campus Dining Services employees are rude when you ask questions. I got the drink sticker this past semester and i feel like it was a waste of money. And the meal plans offered suck and we need more options. Or maybe an option to be able to get a specified amount you want in just cub cash. But they just increased the all cub cash one and it is way too much money for one person to spend in a semester. I feel like i don't even want to get a meal plan this semester because they all suck compared to what i want. Parking - needs to be clearer and specify the rules. The signs on campus say we can not park on campus until 4 and from Monday to Friday. So why are people still getting tickets for parking places after 4 and on the weekends. When no one is here on the weekends, people should be able to park anywhere. But their updated system for getting the parking tags this past year was a huge improvement and much better. Sorry for the rants, but i am about to graduate and these are some things i see could use a change.
- I feel that certain services require too much money in the tuition break down. There are many services that I never use but still get charged for. It would be amazing to see a ""pay as you use"" feature in the tuition. I understand this would probably eliminate everything for the list, but it'd be pretty nice!
- I guess its pretty good
- I HATE THE PARKING DEPARTMENT. I HATE THAT THEY GIVE TICKETS TO STUDENTS WHO ARE ALREADY PAYING OUT THE WAZOO TO GO HERE. THE PARKING DEPARTMENT MAKES ME FURIOUS. THEY HAVE TO PAY STUDENT WORKERS TO GIVE TICKETS WITH THE MONEY THEY COLLECT FROM GIVING TICKETS TO FELLOW STUDENTS. THERE IS SOMETHING WRONG WITH THAT PICTURE.
- I love textbook rentals. I wish every university did this.
- i never really needed to use any of the programs on campus this semester so i don't have anything to say about them
- I think an email should be sent out for when students can pick up there yearbook and where. Last Fall 2012, they were passed out in the Union, but this Fall I never heard anything about

them and would have liked to get one.

- I think the Lion Traxx are very useful, especially for freshman (that have to park the longest away from any class), but some of the drivers aren't very nice or good. A couple seem slam on the breaks and floor the gas pedal for take off.
- I was very bummed about the tickets I got on my car this year, doing things that would have been ok other places... That was the only thing I was dissatisfied with this year.
- I will no longer use the bookstore for texts that must be purchased. They consistently under order books and left man students waiting too long for books. I wanted to keep my purchase on campus but with internet providers I can't wait over a month for texts to be available in the future, nor does it make sense. I am not sure campus bookstores serve a purpose in this day and age.
- I wish there were more healthier food options offered on campus. Unprocessed whole foods and foods with out refined carbs and sugars. Eating salads every day gets old fast.
- I'm highly upset that there is not a quidditch team.
- Improve parking, transfer credits need to be improved....
- Intramural sports referees should better chosen
- It can be confusing and difficult to try and find a list of clubs and activities to get involved with.
- Many of these services I only used during undergrad
- More sources at the library. Doing research is very difficult with the limited number of articles offered by the library. Also bookstore prices should be cheaper! This is a college campus with a ton of broke students. We can't afford to pay $56 for a sweatshirt. Walmart and Academy have them for less than half of what one on campus costs.
- My curriculum is 100% online. I do not think I should have to pay all of the individual fees for things like ""choir"" and ""cheerleaders"" and on campus improvements that I will not use as a part of my tuition in additional to a distance learning fee. I think fees for online students should be separate and different than traditional students. I would not mind paying for library or technology fees, rec center (since I can use) or even student union fees since I may use it after it is completed on nights when I go to the library to study but the other miscellaneous fees that go to various on-campus groups I should not have to contribute to. It is annoying each semester to see that breakdown and know I have to pay that and I rarely even go on campus. Regarding the library, the facility is nice, however the study rooms on the 4th floor have NO sound barrier and there is a fees for their use that I was not informed of when I checked in so I received a late fee bill from SLU. I am a graduate student, aren't there rooms available for us?? The rec center should allow children over 12 to accompany their parent to the gym, currently the age is 16 but for nontraditional students and alumni changing this would be a benefit to some who could attend after school or work.
- need more computers/labs. more parking.
- Need more parking for upperclass students. Its ridiculous how many faculty parking spots go unused during the day. Love the fact that we have textbook rental but the new thing where we have to put our own books back kind of stinks. It would get us out the door quicker if we could just drop them off.
- Parking is rediculous!
- parking should be anywhere long as they're a student and have a tag. the lion traxx should have ore bus stops. you shouldn't have to make an appointment to see your advisor or department head. The way the math classes are set up is stupid.

- Parking should be limited to more spaces than there are for students in convenient areas, and not as many for staff. It appears there are far more parking spaces for staff, when clearly there are far more students than there are of staff! I'm just saying!
- Parking situation is a disaster. Tickets are given like candy and the fees are ridiculous for college students who don't have that kinda money. The amount of what's charged literally is the difference of money to eat and live off of. It's crazy and something should be done.
- Parking staff is extremely rude.
- Please provide more parking for student commuters and less for faculty because there are a lot more students than faculty.
- Satisfied with my experience so far
- Southeastern is such a great place for students to feel comfortable when they are attending. All of the services offered meet a various range of diverse needs for a diverse student population. I believe that students should be informed about the recycling programs that the Physical Plant is putting into place. They should be encouraged to somehow get involved in the push for a sustainable campus.
- Southeastern NEEDS other programs in the TEC such as the SmartBoard program. It was impossible to do additional work on computers in the lab in the TEC without the software.
- Student parking is one of my main concerns. There seems to be a numerous amount of faculty and staff parking that are empty while the students scramble all over the campus looking for a parking spot.
- The admissions/financial aid/records department needs a better phone system to prevent callers from hearing busy signals or being placed on hold for long periods of time. I would suggest a phone bank for at least a week where students can call and get answers to their accounts or general inquires.
- The departments that deal with registration, financial aid, enrollment, ect. are very unorganized and very unhelpful. There have been many, many times where I was bounced from department to department because no one could be bothered to establish who I actually needed to speak to about whatever issue was at hand. The students that answer the phones are very unhelpful.
- The library needs to put more of it's articles, psychology in particular, online and not send back ILL resquest saying they can be found in vol.21 of the journal on this section when the library collection starts at vol.32 of that particular journal so now you are just out of luck getting the needed article because they kick back your ILL resquest every time you submit it.
- The library needs to stay open later. The lion traxx drivers need to obey the laws like no texting and driving and obey the speed limits. Textbook rental is the best thing to ever.
- The new website is very hard to navigate and the design is overwhelming.
- The office of admissions is a very helpful place
- The office of financial aid is horrible. The people that are there do not know what they are doing or do not care. There needs to be a major overhaul of the staffing that runs this office. This seems to be the general consensus from every student I have talked to. Another issue is the lack of available classes. There aren't enough classes for the people that need them when they need them for students to be able to graduate on time.
- The pilot program for math161A was more challenging than it was said to be. Not taught a few things on the final test and some of the online test.
- The Radio: KSLU should not block other stations!!! I don't listen to the radio.. because I can't get my preference...it's fuzzy. There is no Christian, Country, or Disney music!

- The services are extremely important in order to provide a stress free to all the students. SELU still need to improve on wifi through out the entire campus and expand the parking space.
- The Southeastern Police are very rude, and the workers in the infirmary are also. The experiences I have had with both were terrible, and I never want to be treated like that again.
- The Technology center and library is exceptionally well, but I hate when I go to use a computer and either keys do not work or the mouse is dis-functional. Financial Aid= They are a very important. For the last 3 semesters me or my mom has called we seemed to get an attitude from the worker. (Not all the workers in that office are like that)
- The technology department is way behind the times. Some of the computers have been there since I first started my bachelors in 2002. The 24 hour lab isn't a 24 hour lab... Change the name or make it a 24 hour lab. Health services is not efficient and doesn't seem to care about anyone. Enrollment services is a joke. They don't want to transfer you to anyone in financial aid because ""they can help you."" Then they give out false information.
- There is not enough parking spots for the students. There is WAY to many parking spots for teachers. You can not have that many teachers in the building at one time. It also isn't fair to ""reserve"" parking spots for football games. The people who pays for their education should have first pick of the spots not some football dad who is here to watch a game. The school needs to get it's priorities strait.
- They are all great. I haven't had the opportunity to use all of them yet.
- they are great.
- This campus needs more recycling bins located throughout campus, such as in front of the library or in front of each dormitory hall.
- Those who work in the career services center are very nice, yet I have not been given any resources that have been exceptionally helpful. As a graduate student, useful career resources are of most importance to me, as this helps determine the future of my career. Also, I pay the textbook fee each semester, but the rental center has not supplied any books I have needed.
- Too much money is wasted on programs for University Housing. Not enough money is used to improve the appearance of SLU's campus.
- University Parking is a joke. I am paying for a spot that I am NOT guaranteed everyday.
- University Police should not be issuing tickets just because somebody need a jump because their battery died, AND if they DO issue the ticket anyway, the ticket should be handed to the person before the officer walks away.
- very helpful
- Wireless internet is always poor or not available. The leonet mobile app for iPhones are not updated with the moodle link. Also, my android or Google cannot find the app or isn't available for it. The mobile app should be more widely used for all phone services. For tech support concerning email app with phones should be more detailed and provide more steps so that the student can do it themselves.
- Wish the library had more hours on the weekend. and that locations where there more than enough faculty parking be adjusted. Its frustrating when upperclass is full and an entire lot next to it is empty or less than 10% capacity. Reevaluate and rezone faculty parking spaces.
- Would like to see a strategy to make the campus 'greener'... Example: LEED platinum buildings being built to conserve energy.
- Zachary Taylor could use some updates majorly. For example, new matresses, instead of

having a key to get into the dorm, it would be nice to be able to use the I.D. to get into the dorm instead of the keys.