

Current Student Survey 14-15

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						
Answer Options	1 - Not at all Important	2	3	4	5 - Very Important	Response Count
Admissions	5 (1.6%)	8 (2.5%)	32 (9.9%)	52 (16.1%)	225 (69.9%)	322
Career Services	11 (3.4%)	13 (4.1%)	60 (18.8%)	72 (22.6%)	163 (51.1%)	319
Disability Services	17 (5.3%)	7 (2.2%)	30 (9.4%)	46 (14.5%)	218 (68.6%)	318
Financial Aid	2 (0.6%)	2 (0.6%)	17 (5.2%)	21 (6.4%)	288 (87.3%)	330
Health Center	12 (3.8%)	13 (4.1%)	37 (11.7%)	40 (12.6%)	215 (67.8%)	317
KSLU (campus radio station)	65 (20.8%)	55 (17.6%)	103 (32.9%)	42 (13.4%)	48 (15.3%)	313
Le Souvenir (student yearbook)	72 (22.6%)	61 (19.2%)	97 (30.5%)	39 (12.3%)	49 (15.4%)	318
Southeastern Channel (campus television station)	80 (25.2%)	65 (20.4%)	82 (25.8%)	40 (12.6%)	51 (16.0%)	318
Records & Registration	3 (0.9%)	7 (2.2%)	44 (13.8%)	55 (17.2%)	210 (65.8%)	319
Textbook Rental	3 (0.9%)	2 (0.6%)	18 (5.4%)	24 (7.3%)	284 (85.8%)	331
Shuttle Services (Lions Traxx)	22 (6.8%)	25 (7.7%)	53 (16.4%)	57 (17.6%)	166 (51.4%)	323
Student Union	5 (1.5%)	11 (3.4%)	29 (8.9%)	75 (23.1%)	205 (63.1%)	325
University Parking	10 (3.1%)	7 (2.2%)	29 (9.0%)	36 (11.1%)	242 (74.7%)	324
Student Handbook	20 (6.3%)	33 (10.4%)	89 (28.1%)	64 (20.2%)	111 (35.0%)	317
Center for Student Excellence	17 (5.4%)	13 (4.1%)	77 (24.5%)	58 (18.5%)	149 (47.5%)	314
University Housing	19 (5.9%)	4 (1.3%)	36 (11.3%)	43 (13.4%)	218 (68.1%)	320
Campus Dining Services	11 (3.4%)	9 (2.8%)	41 (12.8%)	50 (15.6%)	209 (65.3%)	320
Multicultural/International Student Services University	34 (10.8%)	23 (7.3%)	70 (22.2%)	64 (20.3%)	124 (39.4%)	315
Police Department	8 (2.5%)	7 (2.1%)	33 (10.1%)	30 (9.2%)	248 (76.1%)	326
Lion's Roar (student newspaper)	49 (15.5%)	41 (13.0%)	100 (31.6%)	51 (16.1%)	75 (23.7%)	316
Office of Student Conduct	20 (6.4%)	27 (8.7%)	98 (31.5%)	65 (20.9%)	101 (32.5%)	311
Recreational Sports & Wellness (Rec Center)	14 (4.3%)	10 (3.1%)	56 (17.2%)	79 (24.3%)	166 (51.1%)	325
University Counseling Center	12 (3.8%)	11 (3.5%)	54 (17.0%)	55 (17.4%)	185 (58.4%)	317
Office of Testing	21 (6.7%)	25 (8.0%)	98 (31.3%)	58 (18.5%)	111 (35.5%)	313
Library	2 (0.6%)	1 (0.3%)	14 (4.3%)	34 (10.5%)	274 (84.3%)	325
Controller's Office (make tuition payments)	2 (0.6%)	11 (3.4%)	34 (10.6%)	61 (19.0%)	213 (66.4%)	321
Equipment Checkout through Student Productivity	27 (8.7%)	23 (7.4%)	107 (34.6%)	63 (20.4%)	89 (28.8%)	309
Office for Student Engagement (SGA, Student Orgs,	29 (9.1%)	26 (8.2%)	79 (24.8%)	52 (16.3%)	133 (41.7%)	319
University Bookstore	7 (2.2%)	10 (3.1%)	47 (14.6%)	82 (25.4%)	177 (54.8%)	323
Document Source	22 (7.1%)	27 (8.7%)	112 (36.2%)	60 (19.4%)	88 (28.5%)	309
Lion's Lagniappe	43 (13.7%)	35 (11.1%)	70 (22.2%)	47 (14.9%)	120 (38.1%)	315

Satisfaction								
Answer Options	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Haven't Used	Unaware of	Response Count
Admissions	6 (1.9%)	20 (6.3%)	64 (20.1%)	91 (28.6%)	117 (36.8%)	17 (5.3%)	3 (0.9%)	318
Career Services	6 (1.9%)	10 (3.1%)	36 (11.3%)	41 (12.9%)	50 (15.7%)	161 (50.6%)	14 (4.4%)	318
Disability Services	3 (0.9%)	3 (0.9%)	18 (5.6%)	14 (4.4%)	21 (6.6%)	252 (79.0%)	8 (2.5%)	319
Financial Aid	16 (4.9%)	21 (6.5%)	49 (15.1%)	68 (20.9%)	125 (38.5%)	45 (13.8%)	1 (0.3%)	325
Health Center	10 (3.2%)	6 (1.9%)	26 (8.2%)	33 (10.4%)	56 (17.7%)	183 (57.7%)	3 (0.9%)	317
KSLU (campus radio station)	5 (1.6%)	16 (5.1%)	32 (10.1%)	36 (11.4%)	43 (13.6%)	160 (50.6%)	24 (7.6%)	316
Le Souvenir (student yearbook)	12 (3.8%)	15 (4.7%)	43 (13.4%)	29 (9.1%)	26 (8.1%)	170 (53.1%)	25 (7.8%)	320
Southeastern Channel (campus television station)	12 (3.8%)	8 (2.5%)	42 (13.2%)	22 (6.9%)	31 (9.7%)	158 (49.5%)	46 (14.4%)	319
Records & Registration	7 (2.2%)	9 (2.8%)	61 (19.2%)	98 (30.8%)	88 (27.7%)	47 (14.8%)	8 (2.5%)	318
Textbook Rental	5 (1.5%)	9 (2.8%)	26 (8.0%)	54 (16.7%)	224 (69.3%)	4 (1.2%)	1 (0.3%)	323
Shuttle Services (Lions Traxx)	5 (1.6%)	8 (2.5%)	24 (7.5%)	56 (17.4%)	79 (24.6%)	145 (45.2%)	4 (1.2%)	321
Student Union	13 (4.1%)	8 (2.5%)	59 (18.6%)	76 (23.9%)	144 (45.3%)	18 (5.7%)	0 (0.0%)	318
University Parking	65 (20.3%)	60 (18.8%)	78 (24.4%)	47 (14.7%)	48 (15.0%)	22 (6.9%)	0 (0.0%)	320
Student Handbook	10 (3.2%)	9 (2.9%)	72 (22.9%)	55 (17.5%)	60 (19.1%)	91 (29.0%)	17 (5.4%)	314
Center for Student Excellence	3 (0.9%)	3 (0.9%)	40 (12.6%)	45 (14.2%)	79 (24.9%)	127 (40.1%)	20 (6.3%)	317
University Housing	10 (3.1%)	10 (3.1%)	51 (16.0%)	42 (13.2%)	50 (15.7%)	154 (48.3%)	2 (0.6%)	319
Campus Dining Services	24 (7.6%)	38 (12.0%)	53 (16.7%)	70 (22.1%)	68 (21.5%)	62 (19.6%)	2 (0.6%)	317
Multicultural/International Student Services University	2 (0.6%)	4 (1.3%)	22 (6.9%)	16 (5.0%)	21 (6.6%)	200 (63.1%)	52 (16.4%)	317
Police Department	19 (5.9%)	18 (5.6%)	53 (16.4%)	52 (16.0%)	91 (28.1%)	89 (27.5%)	2 (0.6%)	324
Lion's Roar (student newspaper)	13 (4.1%)	19 (6.0%)	48 (15.1%)	54 (17.0%)	63 (19.9%)	111 (35.0%)	9 (2.8%)	317
Office of Student Conduct	3 (1.0%)	5 (1.6%)	31 (9.8%)	23 (7.3%)	24 (7.6%)	181 (57.5%)	48 (15.2%)	315
Recreational Sports & Wellness (Rec Center)	2 (0.6%)	6 (1.9%)	37 (11.6%)	61 (19.1%)	109 (34.1%)	103 (32.2%)	2 (0.6%)	320
University Counseling Center	6 (1.9%)	5 (1.6%)	17 (5.3%)	20 (6.3%)	33 (10.3%)	229 (71.8%)	9 (2.8%)	319
Office of Testing	1 (0.3%)	6 (1.9%)	26 (8.2%)	19 (6.0%)	20 (6.3%)	192 (60.6%)	53 (16.7%)	317
Library	5 (1.6%)	11 (3.4%)	39 (12.1%)	70 (21.7%)	182 (56.5%)	13 (4.0%)	2 (0.6%)	322
Controller's Office (make tuition payments)	11 (3.4%)	17 (5.3%)	60 (18.6%)	93 (28.9%)	101 (31.4%)	36 (11.2%)	4 (1.2%)	322
Equipment Checkout through Student Productivity	2 (0.6%)	6 (1.9%)	29 (9.3%)	25 (8.0%)	28 (8.9%)	141 (45.0%)	82 (26.2%)	313
Office for Student Engagement (SGA, Student Orgs,	13 (4.1%)	7 (2.2%)	43 (13.5%)	43 (13.5%)	71 (22.3%)	135 (42.5%)	6 (1.9%)	318
University Bookstore	6 (1.9%)	22 (6.8%)	63 (19.6%)	88 (27.3%)	126 (39.1%)	16 (5.0%)	1 (0.3%)	322
Document Source	1 (0.3%)	3 (0.9%)	43 (13.6%)	28 (8.9%)	62 (19.6%)	115 (36.4%)	64 (20.3%)	316
Lion's Lagniappe	9 (2.8%)	9 (2.8%)	39 (12.2%)	46 (14.4%)	82 (25.7%)	117 (36.7%)	17 (5.3%)	319

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 (-1.76), followed by Campus Dining (-1.10), and Financial Aid (-0.92). The area with the smallest gap was Document Source (.07), followed by Lion’s Lagniappe (-.08).

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

<b>Program, Service, Activity</b>	<b>Mean Difference Rating</b>	<b>Number of Students</b>
KSLU	0.29	129
Le Souvenir	0.14	123
Lion's Roar	0.12	195
Southeastern Channel	0.12	113
Document Source	0.07	135
Lion’s Lagniappe	-0.08	182
Recreational Sports & Wellness	-0.12	214
Center for Student Excellence	-0.13	166
Lion Traxx	-0.17	169
Student Conduct	-0.20	84
Textbook Rental	-0.28	317
University Counseling Center	-0.31	80
Student Handbook	-0.32	202
University Bookstore	-0.33	300
Student Engagement	-0.34	175
Equipment Checkout through SPS	-0.34	88
Testing	-0.34	70
Multicultural/International Student Services	-0.36	64
Library	-0.43	306
Career Services	-0.43	142

<b>Program, Service, Activity</b>	<b>Mean Difference Rating</b>	<b>Number of Students</b>
Admissions	-0.56	296
Records & Registration	-0.57	261
Disability Services	-0.61	57
Controller	-0.63	276
Health Center	-0.67	128
Student Union	-0.70	299
University Police	-0.75	232
University Housing	-0.85	161
Financial Aid	-0.92	277
Campus Dining	-1.10	251
University Parking	-1.76	293

Respondents were asked to comment about any of the student services, programs, activities, or offices provided by Southeastern.. A total of 86 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.

- \* Bring better healthy food choices in Student. There is no healthy place to eat in campus. Maybe some Izzo's, JJ's, Chipotle, some high end food place. \* Better promote Southern's game within campus, sometimes there's a game you only know it after the game is over through pictures posted. \* Please update the website to use https by default. Update it for 2014 please. \* Find some replacement for Leonet and Moodle, they are old. There's no denying of that. There's very modern alternative to this, please use it. Most of them are free unlike People where thousands of dollars is wasted. \* It almost 2015 and the Southern ""app"" is called app. Please make decent native apps for both iOS and Android. Send push notifications about class, events, tuitions, library book remained etc.
- A more proactive approach by enrollment/admissions/advisors for returning students about academic renewal (before it's too late) would be a huge help to returning students.
- All fine
- As a Master's student, career services was not helpful, as the services were extremely basic and general. Appointment was canceled by career services that I made and they did not attempt to reschedule.
- As far as financial aid, admissions, etc. the people in those offices hate their job and either hang up the phone or leave it off the hook. Get people who want to do their job.
- Campus cafeteria food should be cheaper. Book store items should be cheaper.
- Career Services is an awesome department. The employees are very engaging and really take the time and effort to assist your needs. I was very pleased with their input.
- Disability services is terrible, I took this survey just so I could complain about them. I have heard many others complaining about it and know of several instances where people on

crutches were nearly unable to get access to elevators to classes and were given the run around. I qualified for extended time for ADD and had to make copious trips to the office to be given something else to do after I was told they only needed one more thing and I could have the extended time. After I brought the correct doctors notes, list of medication, and official paperwork, I was told it would be about two weeks before i heard from them. Three weeks later I went back to the office to receive a terrible attitude from the employees there and was told that I was at the top of the list and could expect information by the end of the next day. I went back SIX DAYS later, this time very frustrated, as I had to drop my Math class because I could not get the accommodations in time to help me pass the tests and my grade dropped too low. I was answered with an overly nice sounding "'oh, you didn't get my message?'"'. I asked if it was an email and said no I didn't, she then told me that she had called me and left a message on my phone(which was an outright LIE because I do not even have a voice mail box set up my phone for her to leave a message to). I later checked my phone to be sure I was not the one in the wrong who had missed the call, but that was not the case, I had no missed calls from the office of disability services or anywhere else in Hammond. I finally received the accommodations after three more trips to their office and numerous headaches dealing with these people who are doing a fantastic job of hindering disabled people. After this happened to me, I continued to hear numerous stories of similar situation happening to other people. The way the operate is not right and should have attention called to.

- Document source is always so helpful and fast! Love them!
- English Office is very communicative and helpful.
- Ever since the Caymen closed and the Mane Dish opened, my lunch and dinner choices have been very limited. I am lactose sensitive and have to watch what I eat. Earlier this semester, I decided to have breakfast in the Mane Dish. Someone had put the "'Silk Milk'" sign where the skim milk was. It would not have been a problem if I had not needed to go to the doctor to see if there was something he could give me to make digestion of the lactose easier. I also have trouble finding things I can eat due to this and the fact that much of the food in the Mane Dish does not taste very good. I preferred having the freedom of the pasta line, where I could decide what I wanted to put in my pasta or stir fry, like tofu and carrots. Having one choice from each station every day is difficult, especially since I am a picky eater to begin with. I understand wanting students to try different foods, but when you live on campus and have to use the meal plan, these dishes are not what I would choose to eat, especially after having grown accustomed to the freedom of the Caymen for two years. Sometimes I figure I will just have a salad, since that is an easy choice that does not usually require a line and is surely healthier than eating pizza every day. However, the lettuce is often wilted and I can hardly eat half of it before decided to throw it away and have dry cereal, another easy choice (though it would be better if the Mane Dish would have soy milk more than once in a blue moon). The parking office is also a hassle. If I live on campus and have a temporary parking pass that says I live on campus, I should not receive a parking ticket for parking in a residential area. Also, if I have to put up a sign on my window so I do not get a ticket when going to the office to get a parking pass and have to hope it will be appealed if I do get a ticket, I should just stop driving myself to campus and hope my parents can pick me up every weekend so I can make it to work. It is disappointing. Parking gets a lot of negativity, and this is why. I do not intend to be rude, but the parking officers really should read a temp before sticking two tickets on a windshield, especially if they are timed at being less than

five minutes of me leaving my car. The parking office can take up a lot of time to get through to begin with.

- financial aid office seems apathetic as well as student disability services seems a little lazy about their job. Financial aid/ controllers office both didn't email me back and as well as weren't incredibly willing to help beyond pointing me towards some further readings when they could have told me themselves in the time they took to show me some piece of paper for me to read myself when what I was really looking for was the appropriate interpretation of said readings
- Financial aid/scholarship offices are terrible!!!! Too many errors occur!!!!
- For the most part I am extremely satisfied with all aspects of Southeastern. However, it is very frustrating trying to get anyone on the phone. Almost every call I have made has been answered with, ""Hi, I am away from my desk... please leave a number..." only once has someone actually returned my call. All the other times I have had to make a trip to whatever office I am trying to reach and show up in person to get questions answered. This can be very frustrating. Other than that, I absolutely love this school.
- Good
- Here is my explanation of everything I rated negatively: My issue with KSLU is I don't like the music they pick. The newspaper always spells things wrong or has huge grammatical errors and therefore should be more closely monitored. Parking is the worst, there IS NOT ENOUGH PARKING for students. Housing is, well, nothing special. The same goes for on-campus food: decent, but I would rather eat somewhere else. Student Engagement doesn't have their stuff together half the time. Every time I have used the bookstore, they have not had the books I actually need. The police department does not really do much, except give out parking tickets and annoy people. The Library could use an update. On another topic, there are degrees that could be offered here and could be popular, but are not offered.
- Housing is not okay. It's really not wise to make your students stay both semesters and if they don't, make them pay a \$750 fee. That is so ridiculous and I can't believe they made me do that. Campus housing dorms are very disgusting also with the mold. My room was covered in it. I'm not happy at all with housing.
- I am a graduate student in the online Nursing program; Therefore, I rarely use the services offered at the university. I do feel that some are important, even though I have never used them.
- I am not happy that I had to pay to rent a textbook in which my teacher at the last minute changed textbooks, so I also had to come out of pocket to buy the book she switched to on Amazon. Textbook rental stated they would not allow me to get my rental fee back from the original textbook that we were assigned. Students do not have money to just throw away like that.
- I am very disappointed with the parking at SELU. There has been so much construction but the parking is ridiculous. There are so many open spots in faculty parking. The bookstore is extremely overpriced.
- I do not like all the fees that I am forced to pay for of these services and facilities that I do not use. In addition, the fee increases this past semester were way out of line.
- I feel like the different areas for parking, especially upper class commuter and faculty, need to be labeled and separated more clearly. I received parking tickets during my time here because I parked in a lot that was both dorm parking and upper class commuter. The signs

marking the separation of the two was not very clear where the dividing line was, and it cost me \$100 in tickets.

- I feel that some of the services should be advertised more because some students do not know about them or do not know how to use them.
- I had a great experience using the recreation center and the library.
- I have enjoyed myself and appreciate all of the student services, programs, activities, and offices provided by Southeastern.
- I haven't used a lot of the services. Sorry.
- I like the library, librarians are very helpful and knowledgeable in their profession.
- I really appreciated the free scantrons and pens provided by SGA. I'm a non-traditional student commuting from BR so didn't use many services. I think some of the university paperwork to get in was cumbersome and required driving into Hammond to physically pick up a form, walk it to a department to get a signature, then walk it back. I'd prefer if some of that could be electronic.
- I really like how SGA provides free scantrons and pencils for us
- I really think that some consideration should be given to remote students. We pay a fee for being a remote student and we are charged for all of the services that students can only use if they are on campus. With all the charges, I was still asked to get a parking sticker and have used the parking on campus 2 times since enrolling a couple of years ago. (I now park off campus and walk.)
- I think even before construction began, parking availability and accessibility needed to be better. Services for the most part at Southeastern are up to par and handle everything well!
- I think that they should update the conditioning system in ZT to where we can switch from air to heat/ heat to air when we feel like it. I have gone a many days either hot or too cold because we have to wait until maintenance comes back on during the week to either turn on the air/ heat. The radio station should play different cultures music because it doesn't. All you here is white artist. The cafeteria should go back to its old menu from Cayman Cafe because it's been several times when I have went in the and ate cereal because they don't have a good selection of food. It's ok to serve more healthier food but I don't want to go to the cafe when I'm hungry and see a choice of Peanut butter and jelly wraps with Rice Krispies in the middle. Are past where they just throw tomato sauce on it with no flavor or not type of meat. Especially if I stay for the weekends unless there is an event going on the cafe does not serve good food. We either have hamburgers or pizza. I stay on campus so I rely on there food. I don't want to pay for a meal plan and I'm not satisfied with the café.
- I was a distance learner and did not use any of these services.
- I'm not sure why faculty has so many available parking spots when more and more of the faculty is being let go due to budget cuts and other financial issues. Places I used to be able to park a few semesters ago has now been turned into faculty parking. And student parking is moving farther away from classrooms. I just don't see how this makes any sense. As for services like the library, I think they should open at least at 7:00 A.M. When students need to print items before an 8:00 A.M. class, opening at 7:30 A.M. is cutting it kind of close. And if Southeastern is going to use a shuttle system, the buses should probably not come at 20 minute intervals. (At least that has been my experience.) Lastly, if the school needs money so badly, the campus police should be out ticketing more often. I've seen students run stop signs quite often! And in addition, students ALWAYS park in faculty and I rarely see them ticketed. And while I'm on the subject of vehicular activity, there REALLY needs to be a

""one way only"" sign placed around the parking lot near Pursley Hall. I can't even remember how many times I'd almost been hit by students trying to come in through the exit. And yet, I've never seen these students ticketed or anything. Of course, the police would have to be out and about for that to happen.

- Improve on WIFI in classrooms
- In my opinion southeastern isn't great at communicating what they offer. Parking is ridiculous at southeastern. My problem with the parking is the fact that there are so many faculty parking spots and they are never full. If there weren't any students you wouldn't need faculty.
- It seems like there are many things in admissions which are required to be done online, for which I believe there should be in-person alternatives.
- Keep Calm & Chive On!!!
- Lions Traxx: I like it when I need it, but I only use it about once a semester. Office for Student Engagement: Please move SGA back to the Student Union or to the New Student Union. Controller's Office: Sometimes they get confused and I miss paying in person. University Bookstore: I like that it's there and they sell texts the school doesn't rent out, but sometimes they don't have the text I need for class. KSLU: I love to listen to the radio station to and from school and the people are helpful if you really want to know the name of a song that played. Disability Services: While I qualify, I have not used it. My friends have only said good things though. Student Union: The new one is okay. The food sold at the fast-food restaurants sucks and it could use more power outlets. And it gets really noisy sometimes. But the booths with televisions are a welcome change and there's much more indoor seating for really hot or cold days. And I like how the sales people sell their stuff inside. Police Department: I am pretty satisfied with the service I have received and wasn't expecting them to be as helpful or friendly as they are. Lion's Roar: I like it so far, I just think it could be expanded. Is there an online edition? Southeastern Channel: The programs are great and I like watching it. It is one of the best channels on television that I don't have to pay extra for. University Parking: It fills up too fast. I have to arrive more than an hour before classes start to ensure I get a decent spot.
- Love th Rec. Everyone just take their job too serious. Should be more of a fun experience everytime you attend.
- Love the homecoming week. Wihs we had more events and dress up days to look forward to. Would love to enjoy mor eschool pep rallies and spirit
- Mainly, parking is the only issue I can think of. Impossible to find a parking space if you have a 11-2pm class
- Members of the SGA are very rude to students asking questions and do not appear to be very organized. I sewage smell outside (and sometimes inside) the student union near the library entrance has been so bad in the past that it ruined my appetite. I have not noticed it as much this semester.
- More campus police foot patrol at night
- More parking is needed by science buildings. Print Lab is needed for South of friendship circle.
- Need more parking near class rooms.
- Need more upperclass commuter parking! Trying to find a spot to park at certain times is ridiculous!
- Need to watch what is posted in lions roar. Offensive.



- One thing I noticed in the Union is that one Sat. morning in Oct, all of the tv sets were on at 8 am Sat morning when the Union closes at 1 or so on Friday afternoon! I know we have funding issues, and with them being left on for extended periods of time, it is a waste of electricity, albeit maybe a small amount. Also, the old union had the breakfast menu that was reasonable and really good - with the omelettes, grits, biscuits. We need that back! It was great for a quick bite between classes, not for a full sit down breakfast. As a commuter, I would rather spend a few bucks at school than to stop at McDonalds. The 2nd floor food is too expensive for my needs. Also, It would be great if the library or lab would be open on Sat. mornings.
- Rec center and intramurals keep a structured exercise activity outside of classes.
- Rec Center should have a room solely for ping pong. I like ping pong, and if there was a room with 5 ping pong tables I would most likely be in there playing more than once a month.
- Records, registration, and the office of testing are extremely slow at updating test scores and posting credit to transcript. It makes a big difference. Also the workers in the main dish are RUDE. I love the update and the renovations. But it would be nice if they had some nice people working there
- Southeastern channel is pretty boring, would like to see more televised/reruns of sporting events. Continue doing the great job expanding Lions lagniappe around the Hammond area. Would like to see more food choices on campus
- Southeastern has many ways to interact with the campus and the college life. The campus is very nice.
- Southeastern is a very beneficial place and they really care about the success of their students.
- Southeastern's food options in the union sucks and is fattening. The cafeteria's food IS NOT FRESH AND IS SMALL PORTIONS NEVER ANY HEALTHY OPTIONS. University housing employees are extremely rude and hard to work with. Controllers office workers are also rude. VERY UPSETTING
- Students receive a yearbook at grad fair with pictures of the students that graduated the prior semester. This makes no sense to me. I was given one and have no use for it as I am not even in it.
- Textbook Rental is really great.
- The activities are always planned to an extent to where most people can make them which is good.
- The activities are very nice and thoughtful.
- The construction in the union is a huge issue for all students and was not thoughtfully planned. Admissions, registration and advising have been an utter disaster in my return to SELU. Parking for upperclass could always be better.
- The dining service here at Southeastern is atrocious. I am utterly disgusted that money was spent towards a new Union and cafeteria, only to go into both locations and continuously be let down. I just want to walk into the cafeteria and find good food to eat, yet all you seem to provide is bland, ""fancy"" meals. Students DO NOT care if there is a piece of greenery on the plate, we want WHOLESOME meals. The old cafeteria had the best food and I was always happy when I went in there, but now I can hardly find something good to eat. Also, the ladies at the door swiping the cards need a serious attitude check.
- The financial aid reception office needs new computers

- The lady in the financial aid office is very rude
- The library should be open longer than it currently is.
- The main dish needs a lot of improvement. There should also be healthier options for students to eat like having a salad station restaurant & a pita pit restaurant instead of all these mostly unhealthy options.
- The main things that I have had issues with is admissions, financial aid, and registration. I have also had to write an appeal and the appeal office was very unhelpful and rude. This is my first semester back in six years, and I was flying blind trying to figure out what I needed to do to become a student again. I went to a few offices to try and figure out what steps I should take, and no one was very helpful. Had I not come across some other confused students, I probably would not have figured out where to begin after the application process.
- The manage my ID website won't work for my ID, so I have to gift lagniappe to myself or use a machine on campus, which can be inconvenient. The University Bookstore often doesn't have the books for music classes, even if it's supposed to, or runs out quickly. I'd like to use the REC center more but I don't know where to start or what to do because I've never really exercised before. The Mane Dish...sometimes has good food. But some days everything is strange and I have to go use my cub cash somewhere anyway. Always have normal choices!
- The new mane dish isn't as good as the old cafe. A lot of people complain about the portions and the lack of the pasta station from the old café.
- The office of International student services is really trying but I would not blame them since the Office of International admissions hardly does anything. Southeastern should be more International students friendly. Most of us feel like strangers in the campus that should feel like home.
- The Office of Student Engagement is too slow in responding to Registration of Activities. The University Counselling Center is absolutely crucial and should be given more attention.
- The only problem I had was when I parked next to Smith Properties and they towed my car. I parked facing the store not facing Fayard. I also parked on the opposite end of where smith properties was located. There was no sign in the window i parked in front of. The sign that was on two windows down was 8x10 sheet of paper with a circle face figure and in small print was no parking printed. it looked more like an eviction notice or a flyer than a no parking sign. I went back to get my car and it was gone. I finally looked at the sheet of paper and it said your car was probably towed here is where to get it. I spent about \$166.64 to get my car back. To a college person that is a lot of money. When talking to my friends they said they have parked there before and received a warning before they got towed. Besides that a women who worked at Smith Properties walked outside and put a flag in the ground and watched me park knowing i was going to get towed. The towing company said they have towed at least 6 within the week. I didnt know who to complain to because there wasnt much that anyone could do. I thought this was a ggod oppurtunity to express my frustration. I firmly believe in ""you do the crime you do the time"" or in my case fine. While I would like my money back I know that is highly unlikely. What I would like is for there to be a bigger sign on the window. What would be better is a state sign in the ground that says no parking!
- The only problem with the rec center is that it's over crowded and the hours aren't that great. Other than that it's fine.
- The rec fest was awesome.
- The union has too limited of choices and what they have is either over-priced or makes me

sick.

- The University Bookstore should have a better third-party book selection aside from the books that are either unknown or have a big enough notoriety that it's 50/50 with the majority of the population on Earth. If the store ever expands then it should have sections for the different genres such as Manga. If it doesn't then I recommend making a deal with Books-A-Million and have one of their stores here.
- The University parking office is horrible. Their employees are rude and the policies are not beneficial for the students that commute. Temporary parking tags should cover an 8 day period (ie if I got it on a Monday it should be good until the next Monday) so tickets are not given out. When you commute 30+ miles it isn't practical to come on campus on Sunday to get a one day parking pass. Also, if an appeal is filed you need to give an update on it so if you rejected it for some reason it can continue to be fought.
- The website for the Pennington is a bit confusing. And there seems to be a higher demand for parking than is supplied.
- There are always things that can be improved upon, and I feel that the university does not cater enough to resident students. I feel parking is the worst department/program on campus. I have seen and heard many accounts of frivolous ticketing and ticketing for ludicrous offenses. There is not enough parking for students, especially residents. For example, my residential lot is zone 6, which is always full and often has just as many cars in the overflow than there are in the lot itself. And to add insult to injury, there is a mysterious construction project that housing has neglected to inform residents of its purpose and takes up a whole row of parking spaces in a lot that is already too small to accommodate all of the residents. Dining and the Student Union has taken a nose dive in quality ever since the opening of the new union facility. I feel that the dining quality could be very good given the brand new cafeteria, but there doesn't seem to be enough put into it. Food is usually greasy, undercooked, and has an overall poor taste with long wait times at the "rush hour." I also feel that the union, cafeteria, and library do not have hours that fit the needs of resident students; especially on weekends when residents are the only students on campus. It also irks me that two dining locations have to be closed during construction when there is an empty facility where the old Caymen Cafe and Chick FilA locations were that is just sitting empty and could've been used to house those restaurants temporarily to better serve students. I am also extremely dissatisfied with the library, and feel their hours should be extended as well, ESPECIALLY during finals week. I also feel that the library needs to be updated with more computers and maybe study booths that have electrical outlets in them so there won't be a monopoly on outlets. Communication between university programs/departments/services and the students is woefully poor. Organizational activities are rarely communicated to students, and when they are it is often with very little advanced notice. Also, I would again like to reference the construction project in St. Tammany hall. Students were notified that parking would not be available, but not of the purpose of the project. I don't pay thousands of dollars a year to live on campus to park in the overflow and not know why. Also, why would there be a major construction project planned in the middle of the semester when it disrupts students' lives? Why not plan to begin the project during a break where I'm sure it would also be easier for the workers since they wouldn't have to worry about disturbing students. Overall, I feel as though students, especially resident students, are not the priority of administrative offices. There are more inconveniences to students than I can count, which reflects poorly on the university as a whole. I love Southeastern and believe it could be the

premiere university in the state, but to get there students need to be made a priority and those in leadership positions must believe in this school the way I do.

- There are lots of opportunities for success because of all of the programs.
- There isn't enough parking space and it takes students an hr to find parking in the correct classification of a student.
- There isn't much clarity in the requirements and expectations the university has of students in regards to financial aid and other programs. Getting help seems to be difficult, and time consuming. It's almost like it's that way on purpose.
- There needs to be more parking besides in a gravel parking lot that dirties my car and with no lines on the sides so people park ridiculously, taking up more room than their one spot. Either pave the gravel lot or add a new lot because it's horrible!
- Very dissatisfied with the café...
- We need more upper classman parking
- Would like it if the library and union stayed open longer