

**Q20 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: 145 Skipped: 373**

<b>Importance</b>						
	<b>1 - Not at all Important</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Very Important</b>	<b>Total</b>
Admissions	4.84% 6	3.23% 4	10.48% 13	20.16% 25	61.29% 76	124
Athletics	10.92% 13	7.56% 9	29.41% 35	14.29% 17	37.82% 45	119
Campus Activities Board (CAB)	14.91% 17	14.04% 16	29.82% 34	22.81% 26	18.42% 21	114
Campus Card Operations	7.56% 9	4.20% 5	25.21% 30	25.21% 30	37.82% 45	119
Campus Dining Services	5.83% 7	5.00% 6	8.33% 10	20.00% 24	60.83% 73	120
Career Services	8.33% 10	3.33% 4	20.00% 24	22.50% 27	45.83% 55	120
Center for Student Excellence	5.17% 6	5.17% 6	29.31% 34	20.69% 24	39.66% 46	116
Columbia Theatre	14.78% 17	17.39% 20	37.39% 43	13.91% 16	16.52% 19	115
Controller's Office (make tuition payments)	5.79% 7	0.83% 1	16.53% 20	18.18% 22	58.68% 71	121
Disability Services	5.08% 6	3.39% 4	8.47% 10	16.95% 20	66.10% 78	118
Document Source Print & Mail Center	10.43% 12	12.17% 14	31.30% 36	20.87% 24	25.22% 29	115
Equipment Checkout through Student Productivity Services	12.93% 15	11.21% 13	36.21% 42	21.55% 25	18.10% 21	116
Financial Aid	4.13% 5	0.83% 1	7.44% 9	9.09% 11	78.51% 95	121
Health Center	4.92% 6	6.56% 8	13.11% 16	18.85% 23	56.56% 69	122
KSLU (campus radio station)	24.14% 28	23.28% 27	31.90% 37	11.21% 13	9.48% 11	116
Le Souvenir (student yearbook)	26.79% 30	24.11% 27	28.57% 32	10.71% 12	9.82% 11	112
Library	2.46% 3	1.64% 2	0.82% 1	14.75% 18	80.33% 98	122
Lion's Lagniappe	12.28% 14	14.91% 17	27.19% 31	17.54% 20	28.07% 32	114

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Lion's Roar (student newspaper)	16.95% 20	17.80% 21	31.36% 37	15.25% 18	18.64% 22	118
Multicultural/International Student Services	12.28% 14	8.77% 10	25.44% 29	25.44% 29	28.07% 32	114
Records & Registration	4.35% 5	3.48% 4	18.26% 21	23.48% 27	50.43% 58	115
Recreational Sports & Wellness (Rec Center)	4.88% 6	4.88% 6	18.70% 23	22.76% 28	48.78% 60	123
Shuttle Services (Lions Traxx)	6.03% 7	6.03% 7	24.14% 28	25.00% 29	38.79% 45	116
Southeastern Channel (campus television station)	29.51% 36	23.77% 29	28.69% 35	11.48% 14	6.56% 8	122
Student Conduct	8.70% 10	5.22% 6	28.70% 33	21.74% 25	35.65% 41	115
Student Engagement (SGA, Student Orgs, Greek Life, Leadership)	17.89% 22	8.94% 11	20.33% 25	11.38% 14	41.46% 51	123
Student Handbook	11.97% 14	16.24% 19	32.48% 38	11.11% 13	28.21% 33	117
Student Union	6.50% 8	0.81% 1	7.32% 9	24.39% 30	60.98% 75	123
Technology	5.04% 6	4.20% 5	10.08% 12	15.97% 19	64.71% 77	119
Testing	4.24% 5	5.08% 6	23.73% 28	19.49% 23	47.46% 56	118
Textbook Rental	3.25% 4	0.81% 1	4.88% 6	8.13% 10	82.93% 102	123
University Bookstore	5.69% 7	3.25% 4	16.26% 20	26.02% 32	48.78% 60	123
University Center	5.83% 7	5.00% 6	31.67% 38	22.50% 27	35.00% 42	120
University Counseling Center	6.03% 7	3.45% 4	13.79% 16	17.24% 20	59.48% 69	116
University Housing	8.70% 10	2.61% 3	6.96% 8	24.35% 28	57.39% 66	115
University Parking	6.50% 8	3.25% 4	4.07% 5	17.07% 21	69.11% 85	123
University Police Department	4.96% 6	1.65% 2	9.09% 11	7.44% 9	76.86% 93	121
Writing Center	6.72% 8	3.36% 4	17.65% 21	32.77% 39	39.50% 47	119

Satisfaction								
	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Haven't Used	Unaware of	Total
Admissions	6.67% 6	11.11% 10	23.33% 21	16.67% 15	37.78% 34	3.33% 3	1.11% 1	90
Athletics	4.55% 4	3.41% 3	21.59% 19	11.36% 10	19.32% 17	38.64% 34	1.14% 1	88
Campus Activities Board (CAB)	2.41% 2	9.64% 8	13.25% 11	12.05% 10	8.43% 7	34.94% 29	19.28% 16	83

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Campus Card Operations	<b>3.41%</b> 3	<b>9.09%</b> 8	<b>17.05%</b> 15	<b>29.55%</b> 26	<b>14.77%</b> 13	<b>20.45%</b> 18	<b>5.68%</b> 5	88
Campus Dining Services	<b>8.99%</b> 8	<b>7.87%</b> 7	<b>14.61%</b> 13	<b>29.21%</b> 26	<b>20.22%</b> 18	<b>17.98%</b> 16	<b>1.12%</b> 1	89
Career Services	<b>3.41%</b> 3	<b>4.55%</b> 4	<b>11.36%</b> 10	<b>14.77%</b> 13	<b>11.36%</b> 10	<b>51.14%</b> 45	<b>3.41%</b> 3	88
Center for Student Excellence	<b>3.61%</b> 3	<b>4.82%</b> 4	<b>14.46%</b> 12	<b>19.28%</b> 16	<b>16.87%</b> 14	<b>36.14%</b> 30	<b>4.82%</b> 4	83
Columbia Theatre	<b>4.65%</b> 4	<b>4.65%</b> 4	<b>12.79%</b> 11	<b>9.30%</b> 8	<b>15.12%</b> 13	<b>48.84%</b> 42	<b>4.65%</b> 4	86
Controller's Office (make tuition payments)	<b>4.71%</b> 4	<b>8.24%</b> 7	<b>23.53%</b> 20	<b>22.35%</b> 19	<b>25.88%</b> 22	<b>10.59%</b> 9	<b>4.71%</b> 4	85
Disability Services	<b>3.37%</b> 3	<b>0.00%</b> 0	<b>7.87%</b> 7	<b>4.49%</b> 4	<b>8.99%</b> 8	<b>70.79%</b> 63	<b>4.49%</b> 4	89
Document Source Print & Mail Center	<b>3.57%</b> 3	<b>2.38%</b> 2	<b>14.29%</b> 12	<b>14.29%</b> 12	<b>19.05%</b> 16	<b>35.71%</b> 30	<b>10.71%</b> 9	84
Equipment Checkout through Student Productivity Services	<b>3.53%</b> 3	<b>0.00%</b> 0	<b>14.12%</b> 12	<b>4.71%</b> 4	<b>8.24%</b> 7	<b>45.88%</b> 39	<b>23.53%</b> 20	85
Financial Aid	<b>10.11%</b> 9	<b>6.74%</b> 6	<b>19.10%</b> 17	<b>21.35%</b> 19	<b>30.34%</b> 27	<b>12.36%</b> 11	<b>0.00%</b> 0	89
Health Center	<b>6.74%</b> 6	<b>2.25%</b> 2	<b>7.87%</b> 7	<b>8.99%</b> 8	<b>13.48%</b> 12	<b>56.18%</b> 50	<b>4.49%</b> 4	89
KSLU (campus radio station)	<b>3.61%</b> 3	<b>7.23%</b> 6	<b>16.87%</b> 14	<b>7.23%</b> 6	<b>8.43%</b> 7	<b>43.37%</b> 36	<b>13.25%</b> 11	83
Le Souvenir (student yearbook)	<b>2.44%</b> 2	<b>4.88%</b> 4	<b>12.20%</b> 10	<b>7.32%</b> 6	<b>6.10%</b> 5	<b>53.66%</b> 44	<b>13.41%</b> 11	82
Library	<b>3.30%</b> 3	<b>2.20%</b> 2	<b>21.98%</b> 20	<b>20.88%</b> 19	<b>51.65%</b> 47	<b>0.00%</b> 0	<b>0.00%</b> 0	91
Lion's Lagniappe	<b>4.76%</b> 4	<b>8.33%</b> 7	<b>10.71%</b> 9	<b>13.10%</b> 11	<b>15.48%</b> 13	<b>44.05%</b> 37	<b>3.57%</b> 3	84
Lion's Roar (student newspaper)	<b>4.82%</b> 4	<b>7.23%</b> 6	<b>24.10%</b> 20	<b>14.46%</b> 12	<b>15.66%</b> 13	<b>33.73%</b> 28	<b>0.00%</b> 0	83
Multicultural/International Student Services	<b>3.57%</b> 3	<b>2.38%</b> 2	<b>13.10%</b> 11	<b>1.19%</b> 1	<b>5.95%</b> 5	<b>60.71%</b> 51	<b>13.10%</b> 11	84
Records & Registration	<b>7.06%</b> 6	<b>5.88%</b> 5	<b>24.71%</b> 21	<b>18.82%</b> 16	<b>23.53%</b> 20	<b>15.29%</b> 13	<b>4.71%</b> 4	85
Recreational Sports & Wellness (Rec Center)	<b>2.25%</b> 2	<b>5.62%</b> 5	<b>12.36%</b> 11	<b>17.98%</b> 16	<b>40.45%</b> 36	<b>21.35%</b> 19	<b>0.00%</b> 0	89
Shuttle Services (Lions Traxx)	<b>3.57%</b> 3	<b>1.19%</b> 1	<b>14.29%</b> 12	<b>10.71%</b> 9	<b>23.81%</b> 20	<b>45.24%</b> 38	<b>1.19%</b> 1	84
Southeastern Channel (campus television station)	<b>7.06%</b> 6	<b>3.53%</b> 3	<b>11.76%</b> 10	<b>10.59%</b> 9	<b>3.53%</b> 3	<b>45.88%</b> 39	<b>17.65%</b> 15	85
Student Conduct	<b>2.44%</b> 2	<b>4.88%</b> 4	<b>14.63%</b> 12	<b>20.73%</b> 17	<b>14.63%</b> 12	<b>29.27%</b> 24	<b>13.41%</b> 11	82
Student Engagement (SGA, Student Orgs, Greek Life, Leadership)	<b>4.55%</b> 4	<b>10.23%</b> 9	<b>13.64%</b> 12	<b>10.23%</b> 9	<b>25.00%</b> 22	<b>35.23%</b> 31	<b>1.14%</b> 1	88
Student Handbook	<b>2.41%</b> 2	<b>3.61%</b> 3	<b>27.71%</b> 23	<b>12.05%</b> 10	<b>15.66%</b> 13	<b>34.94%</b> 29	<b>3.61%</b> 3	83
Student Union	<b>5.56%</b> 5	<b>5.56%</b> 5	<b>16.67%</b> 15	<b>22.22%</b> 20	<b>45.56%</b> 41	<b>3.33%</b> 3	<b>1.11%</b> 1	90

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Technology	<b>6.74%</b> 6	<b>4.49%</b> 4	<b>32.58%</b> 29	<b>22.47%</b> 20	<b>28.09%</b> 25	<b>5.62%</b> 5	<b>0.00%</b> 0	89
Testing	<b>3.49%</b> 3	<b>5.81%</b> 5	<b>20.93%</b> 18	<b>32.56%</b> 28	<b>17.44%</b> 15	<b>18.60%</b> 16	<b>1.16%</b> 1	86
Textbook Rental	<b>7.87%</b> 7	<b>4.49%</b> 4	<b>10.11%</b> 9	<b>21.35%</b> 19	<b>56.18%</b> 50	<b>0.00%</b> 0	<b>0.00%</b> 0	89
University Bookstore	<b>8.70%</b> 8	<b>7.61%</b> 7	<b>15.22%</b> 14	<b>20.65%</b> 19	<b>42.39%</b> 39	<b>3.26%</b> 3	<b>2.17%</b> 2	92
University Center	<b>2.30%</b> 2	<b>0.00%</b> 0	<b>18.39%</b> 16	<b>17.24%</b> 15	<b>27.59%</b> 24	<b>32.18%</b> 28	<b>2.30%</b> 2	87
University Counseling Center	<b>4.76%</b> 4	<b>2.38%</b> 2	<b>5.95%</b> 5	<b>7.14%</b> 6	<b>16.67%</b> 14	<b>58.33%</b> 49	<b>4.76%</b> 4	84
University Housing	<b>4.71%</b> 4	<b>9.41%</b> 8	<b>10.59%</b> 9	<b>14.12%</b> 12	<b>7.06%</b> 6	<b>51.76%</b> 44	<b>2.35%</b> 2	85
University Parking	<b>30.43%</b> 28	<b>18.48%</b> 17	<b>23.91%</b> 22	<b>13.04%</b> 12	<b>8.70%</b> 8	<b>4.35%</b> 4	<b>1.09%</b> 1	92
University Police Department	<b>8.99%</b> 8	<b>8.99%</b> 8	<b>12.36%</b> 11	<b>14.61%</b> 13	<b>30.34%</b> 27	<b>24.72%</b> 22	<b>0.00%</b> 0	89
Writing Center	<b>5.62%</b> 5	<b>3.37%</b> 3	<b>8.99%</b> 8	<b>12.36%</b> 11	<b>23.60%</b> 21	<b>41.57%</b> 37	<b>4.49%</b> 4	89

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 (-2.05), followed by University Housing (-1.41), and Financial Aid (-1.10). The area with the smallest gap was Equipment Checkout through SPS (.00), followed by Document Source (.07).

**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>
Le Souvenir	0.67	27
Southeastern Channel	0.39	31
KSLU	0.33	36
Athletics	0.11	53
Lion's Roar	0.09	55
Student Handbook	0.08	50
Document Source	0.07	45
Equipment Checkout through SPS	0.00	26
Campus Activities Board (CAB)	-0.08	38
Recreational Sports & Wellness	-0.13	69
Lion Traxx	-0.14	44
Lion's Lagniappe	-0.16	44
Writing Center	-0.21	47
University Bookstore	-0.29	85
Multicultural/International Student Services	-0.29	21
Student Union	-0.33	85
Student Conduct	-0.34	47
Student Engagement	-0.36	56
University Counseling Center	-0.37	30
Center for Student Excellence	-0.40	48

<b>Program, Service, Activity</b>	<b>Mean Difference Rating</b>	<b>Number of Students</b>
Campus Card Operations	-0.42	64
Testing	-0.46	67
Library	-0.56	89
Textbook Rental	-0.57	89
Controller	-0.58	72
Records & Registration	-0.66	67
Disability Services	-0.68	22
Career Services	-0.69	39
Admissions	-0.71	86
Health Center	-0.82	34
Technology	-0.86	83
University Police	-0.85	66
Campus Dining	-0.89	72
Financial Aid	-1.10	78
University Housing	-1.41	39
University Parking	-2.05	87

Respondents were asked to comment about any of the student services, programs, activities, or offices provided by Southeastern.. A total of 26 respondents made a comment. All of the comments are presented below. These are verbatim statements from the students, the only editing was to remove obscene language, spelling and grammar is as the student wrote.

- A lot of the employees like in the bookstore, health center, union, math lab, etc. are extremely rude, like if you don't want to be here thats fine but don't be rude to me, but I'm paying for a service.
- Bookstore is extremely overpriced
- Campus Parking; Upperclassmen parking is a wreck!! We fight day in and day out for a spot to begin with and then parking will block off the parking lot to the left of the union and behind the library for visitors. I understand we need to have parking for visitors but there is a substantial amount of teacher parking that could be used for our visitors. There is ALWAYS plenty of spots open in the parking lot next to McClemons Hall not to mention many other areas on campus.
- I believe the controller's office needs to be a bit more courteous. Financial aid office needs to be more informative on deadlines with student aid or paper work. Students need to be informed more on upcoming guest speakers or theatrical shows at the Columbia Theatre. Zachary Taylor Hall needs major renovating and health inspecting.
- I dont like greek life

- I think athletics are a waste of the money I'm paying.
- I would like more workout classes at the Rec. my schedule is so hectic I cant make the classes that are offered this semester, if there were constant classes or more often, different times, I would really enjoy it.
- Lions Roar is extremely biased.
- Loving it
- Many departments I have dealt with are fantastic e.g. Writing Center, Textbook Rental, Library, and the Bookstore. Some departments like Financial Aid have left a bad taste in my mouth from just the rudeness of the workers. I understand I am making more work for you but damn you don't have to pretend I am brain-dead and act like I should know everything about the Campus.
- Naacp was one of the best orgs I joined and delta sigma theta
- Registrar needs to accept military credits based on ACE recommendations. Hard to tout SELU as a Military friendly university and not issue credits recommended by ACE
- Some of the dorm buildings need work and some updating.
- Sometimes the main dish food isn't cooked all the way. I hate that I can not stay here on the weekends because none of the food places stay open late enough for me to grab a bite to eat without leaving campus & the library and math lab is closed. For the weekend
- Southeastern could make small changes that could greatly improve the university. Firstly, the name of ""General Studies"" should be changed to ""Interdisciplinary Studies"". ""General Studies"" as a name of a program of study has a negative connotation and stigma about it. ""Interdisciplinary Studies"" is a more commonly used name for that plan of study and sounds much more attractive to students, employers, and graduate/professional schools. I also think Southeastern could benefit by making freshman live on campus to lose the commuter school reputation.
- Southeastern is boring, college is supposed to be the time of your life. Of course school and studying comes first but there is nothing for us to do after we finish studying. We should have something fun at least once a week. You never know what a student might be going through and that little distraction can make a major difference in someone's life.
- The parking could definitely be better. Freshman parking is just a torture device. I also feel like all the offices should have a list of all the other offices and what extension for the person your trying to reach and can help you get contacted to the right one, rather than saying its the wrong department.
- They are extremely crucial in order for students to thrive and succeed.
- We could use more upperclassmen commuter parking, and more seats on all floors of the library
- We need better parking and more seating in the Student Union. Some days I will buy lunch there and I have no where to sit.
- We shouldn't have to pay for a new campus ID. Half the time, the caf workers are the ones that swipe it too hard and ruin them. And it's so easy to lose and we have the same one for 4 years. Why should we pay for a new one? Not fair. And no one watches nor is aware of the Southeastern channel. Have them broadcast more exciting stuff and more people would watch.
- We're here to learn. Clubs are not needed.