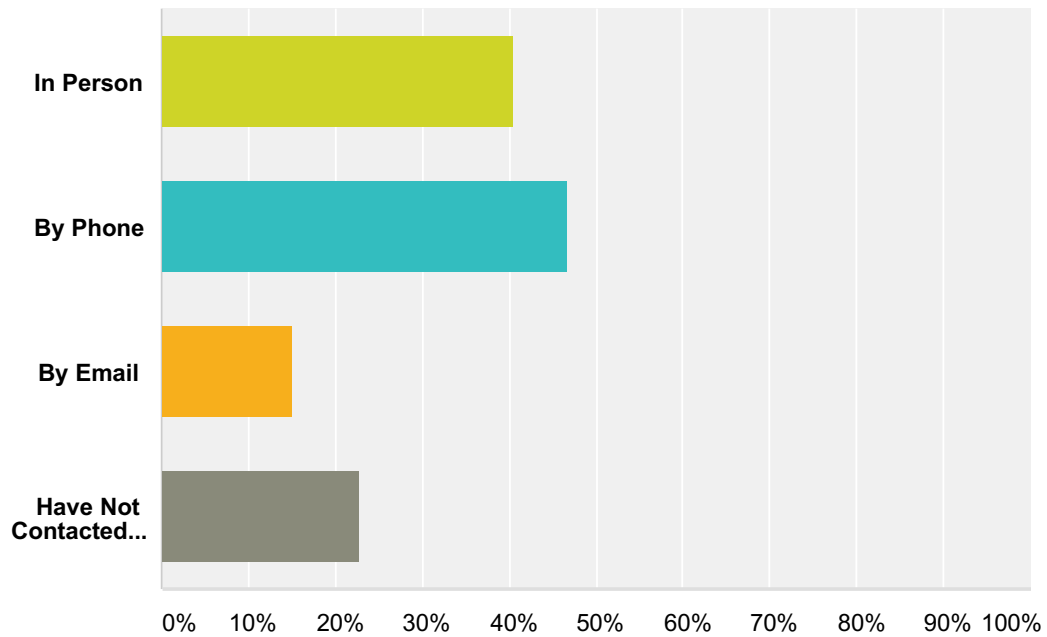


Q11 How do you contact the Controller's Office?

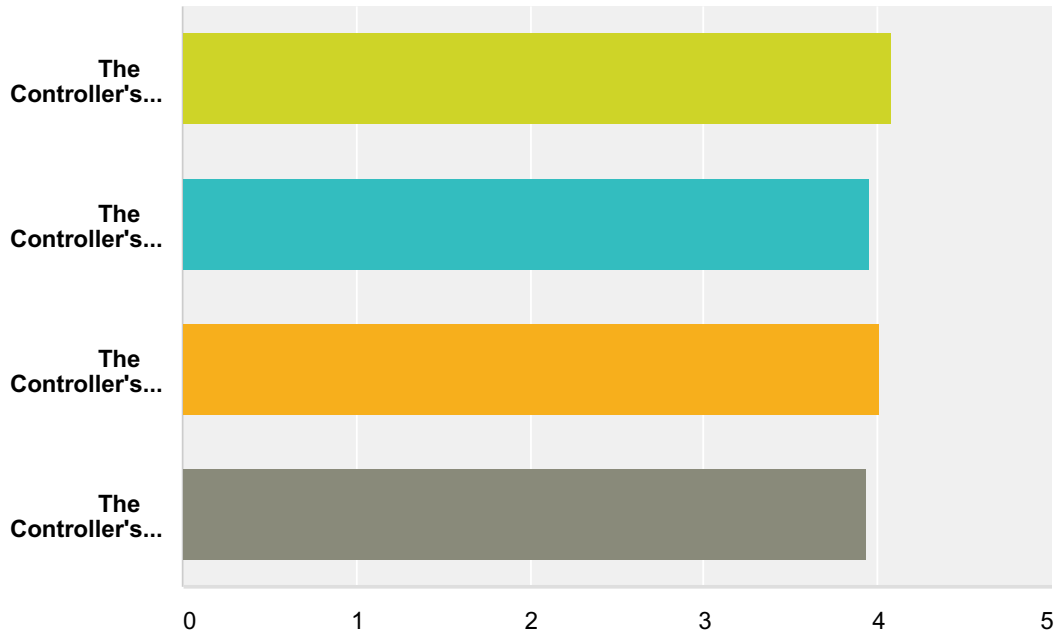
Answered: 378 Skipped: 55



Answer Choices	Responses	
In Person	40.48%	153
By Phone	46.83%	177
By Email	15.08%	57
Have Not Contacted Controller's Office	22.75%	86
Total Respondents: 378		

Q12 On a scale from 1 to 5, where 1 means Strongly Disagree and 5 means Strongly Agree, please indicate your level of agreement with each of the following statements.

Answered: 282 Skipped: 151



	1- Strongly Disagree	2	3	4	5 - Strongly Agree	Total	Weighted Average
The Controller's Office answered my question within 2 business days	2.88% 8	5.40% 15	19.06% 53	26.62% 74	46.04% 128	278	4.08
The Controller's Office staff is courteous	2.85% 8	6.41% 18	20.64% 58	32.38% 91	37.72% 106	281	3.96
The Controller's Office staff is helpful	3.58% 10	3.58% 10	21.51% 60	31.18% 87	40.14% 112	279	4.01
The Controller's Office staff is knowledgeable	3.20% 9	6.76% 19	20.64% 58	32.03% 90	37.37% 105	281	3.94

Q13 What do you think the Controller's Office could do to improve services?

Answered: 69 Skipped: 364

#	Responses	Date
1	front of the office a bit abrasive	12/8/2016 1:43 PM
2	Show Invoices or detailed charges on the link in Self Service	12/8/2016 8:57 AM
3	Be more communicative and more helpful i called before and never got a hit back	12/7/2016 1:58 PM
4	NA	12/6/2016 10:53 PM
5	Give more information via Leonet or contact via email about account balances etc...	12/6/2016 9:35 PM
6	They should be specific with the total cost of tuition.	12/6/2016 11:32 AM
7	Nothing	12/6/2016 7:12 AM
8	Better location maybe	12/6/2016 12:48 AM
9	Increase communication across the board so everyone is on the same page	12/5/2016 11:20 PM
10	Less red tape	12/5/2016 7:32 PM
11	Answer the phone lines in a timely manner so that students wouldn't have to come into the office to receive assistance.	12/5/2016 7:27 PM
12	N/A	12/5/2016 6:05 PM
13	When giving information to students the workers need to have all the same answers, because if not the student will not know what is correct to do in a particular situation.	12/5/2016 5:54 PM
14	Nothing	12/5/2016 4:16 PM
15	Kept sending me from one person to the next, then back again - passing the buck.	12/5/2016 3:56 PM
16	Nothing	12/5/2016 3:23 PM
17	N/A	12/5/2016 2:47 PM
18	N/A	12/5/2016 2:12 PM
19	be more nice	12/5/2016 2:11 PM
20	Extend hours	12/5/2016 1:53 PM
21	tes	12/5/2016 1:28 PM
22	Stop sending prowl to other people to avoid doing work	12/5/2016 1:23 PM
23	N/A	12/5/2016 1:04 PM
24	Hire new employees	12/5/2016 12:53 PM
25	Get better staff...	12/5/2016 12:39 PM
26	All have the same information.	12/5/2016 12:25 PM
27	I don't know	12/5/2016 12:15 PM
28	Be more personable. Have more people working and available.	12/5/2016 12:00 PM
29	It is okay	12/5/2016 11:52 AM
30	Nothing	12/5/2016 11:51 AM
31	N/A	12/5/2016 11:18 AM
32	All of my experiences with the Controller's Office have been delightful.	12/3/2016 3:51 PM
33	Nothing very helpful	11/30/2016 11:46 PM

Current Student Survey 16-17

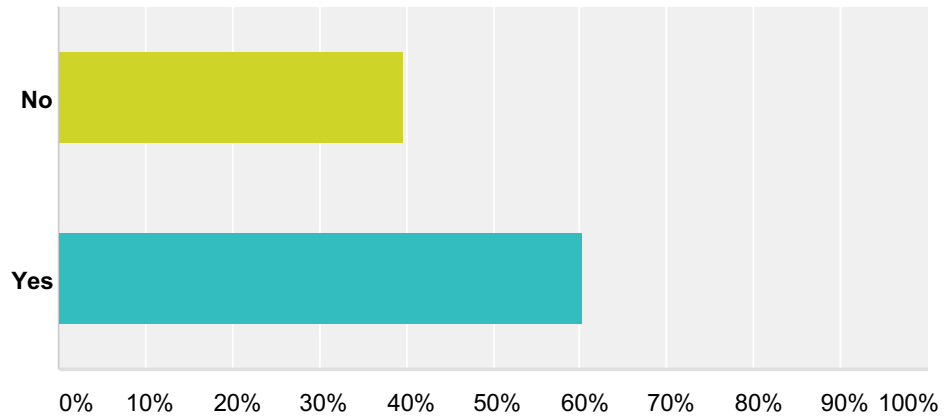
34	While they are very helpful, there seems to be a constant lack of communication in many Southeastern Administrative Departments. It's almost like the "rules" change so often they have a hard time keeping track. I would like to mention that Mrs.BarabaraThibodaux was extremely helpful to me at the beginning of this semester.	11/30/2016 2:51 PM
35	nothing	11/28/2016 7:09 AM
36	I've had a wonderful experience with the Controller's Office and interact with them weekly as a part of my GA position and personally as a graduate student. The only hiccup I've experienced was in reference to misinformation posted online about the fees for graduating and thesis binding fees, but the staff has been very helpful.	11/27/2016 7:51 PM
37	Help students understand their questions and problems. Be more helpful.	11/26/2016 8:35 PM
38	Be more helpful	11/26/2016 10:42 AM
39	Nothing	11/25/2016 3:21 PM
40	graduation sign up is backwards. You should be able to sign up on leonet, see the fee on your account then be able to pay it. currently it is opposite, you have to pay before you can sign up but no one tells you this.	11/23/2016 7:08 PM
41	Jessica should respond to student's voicemail within a timely manner, not 10 days. Jessica did not assist me. She would state that she would call me back and would had to call her. Her supervisor was able to assist me after 2 months of trying to work with Jessica.	11/23/2016 2:36 PM
42	Train workers to be more efficient	11/23/2016 1:42 PM
43	Nothing	11/23/2016 1:08 PM
44	Add more workers so when it's busy the lines aren't backed up as much	11/23/2016 1:07 PM
45	Quit Discriminating	11/23/2016 12:27 PM
46	More specific reach outs for TTE grad students who are teachers.	11/23/2016 8:43 AM
47	They can answer the phone more and answer my questions more direct instead of the run around	11/23/2016 7:16 AM
48	I have had no problems with the Controller's Office	11/23/2016 5:43 AM
49	more staff available to answer phones	11/22/2016 5:35 PM
50	Keep up the good work	11/22/2016 4:56 PM
51	Have a bright attitude	11/22/2016 4:11 PM
52	I think they are fine, but definitely not the most welcoming of people. They do their job and they seem to do it as efficiently as they can, and I feel like that's all that matters.	11/22/2016 2:34 PM
53	?	11/22/2016 2:30 PM
54	NONE	11/22/2016 1:52 PM
55	Nothing	11/22/2016 1:33 PM
56	The controllers office could move to south campus and become a designated smoking area.	11/22/2016 1:31 PM
57	everything is fine...	11/22/2016 1:30 PM
58	Idk	11/22/2016 1:29 PM
59	They are very helpful by phone and in person. I like the extra computer set up. I was able to use it to make sure my alternative deposit was set up correctly. They also emailed me the information I needed to set up my alternative deposit immediately while I waited.	11/22/2016 1:18 PM
60	Be happy	11/22/2016 12:32 PM
61	N/A	11/22/2016 12:32 PM
62	status updates through leonet	11/22/2016 12:29 PM
63	Away to text the controller office and get feedback right away (within business hours).	11/22/2016 12:28 PM
64	They literally act like they never want to help anyone.	11/22/2016 12:25 PM
65	I have never had a problem with the controllers office. They are always friendly and they always are helpful with anything I have a question about	11/22/2016 12:22 PM
66	Nothing	11/22/2016 12:21 PM
67	nothing, they are great	8/31/2016 11:55 AM

Current Student Survey 16-17

68	vv	8/24/2016 12:20 PM
69	hh	8/24/2016 12:17 PM

Q14 Have you received any refunds from Southeastern?

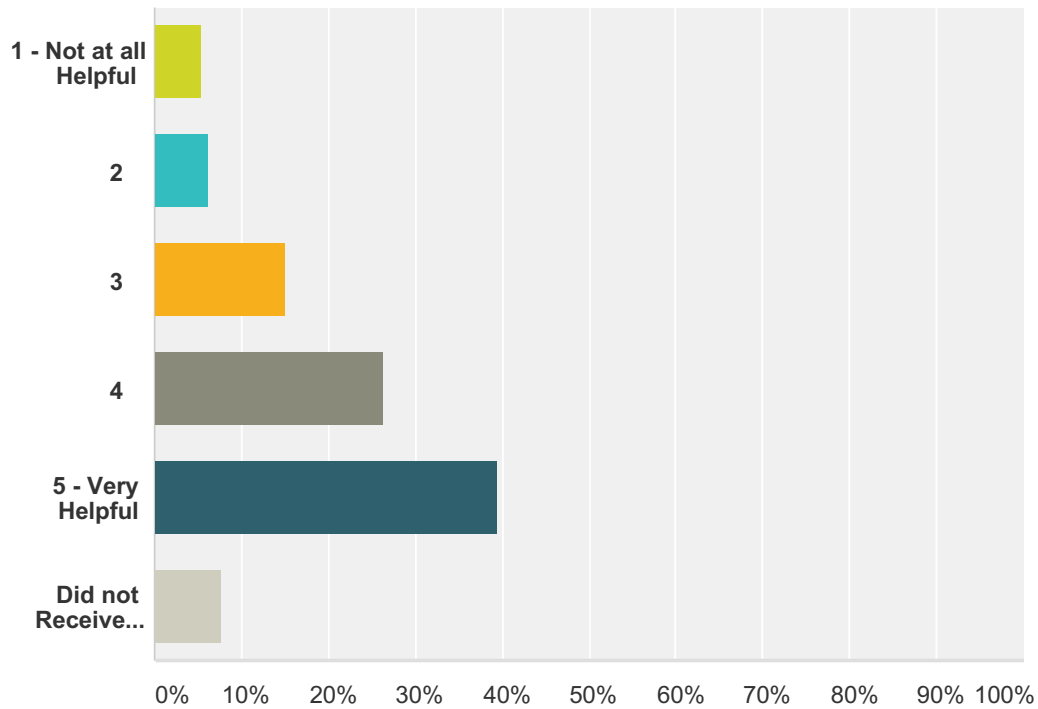
Answered: 365 Skipped: 68



Answer Choices	Responses	
No	39.73%	145
Yes	60.27%	220
Total		365

Q15 How helpful were the instructions to select a refund preference sent via email?

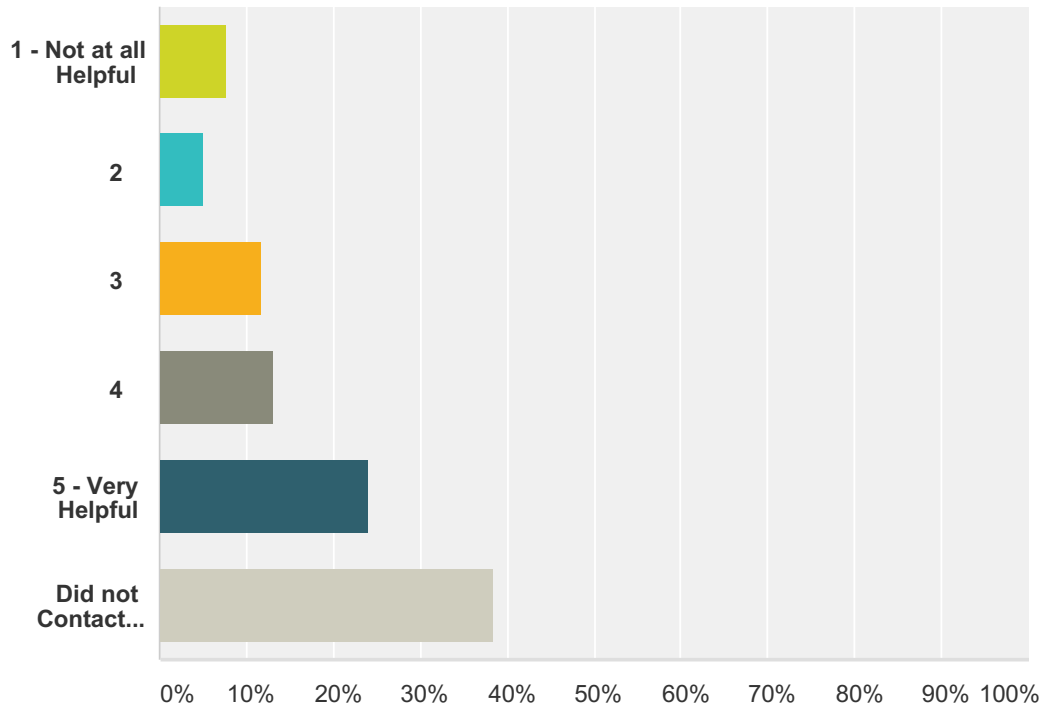
Answered: 221 Skipped: 212



Answer Choices	Responses	
1 - Not at all Helpful	5.43%	12
2	6.33%	14
3	14.93%	33
4	26.24%	58
5 - Very Helpful	39.37%	87
Did not Receive Instructions	7.69%	17
Total		221

Q16 How helpful was BankMobile staff?

Answered: 221 Skipped: 212



Answer Choices	Responses	
1 - Not at all Helpful	7.69%	17
2	4.98%	11
3	11.76%	26
4	13.12%	29
5 - Very Helpful	23.98%	53
Did not Contact BankMobile	38.46%	85
Total		221