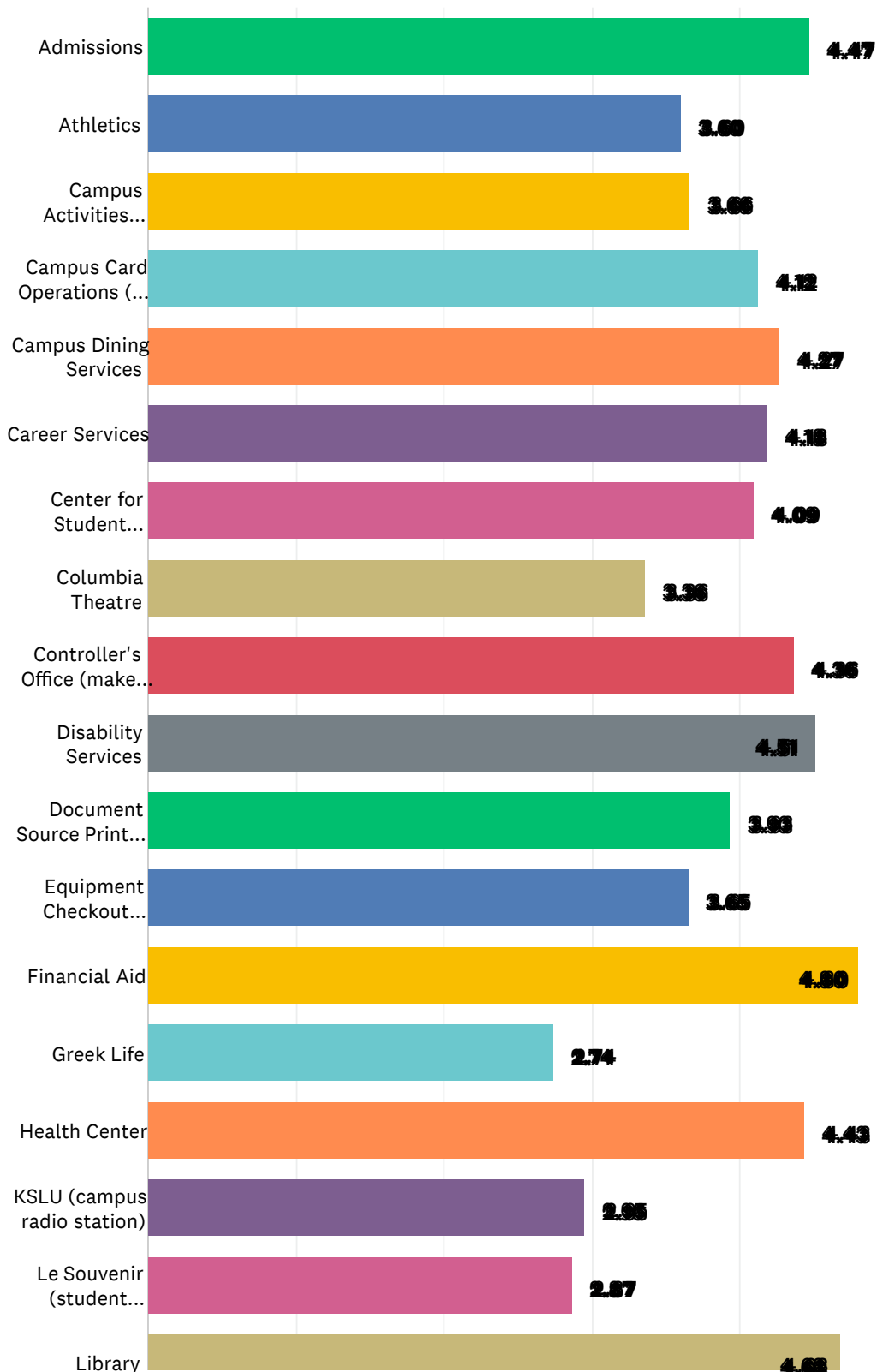
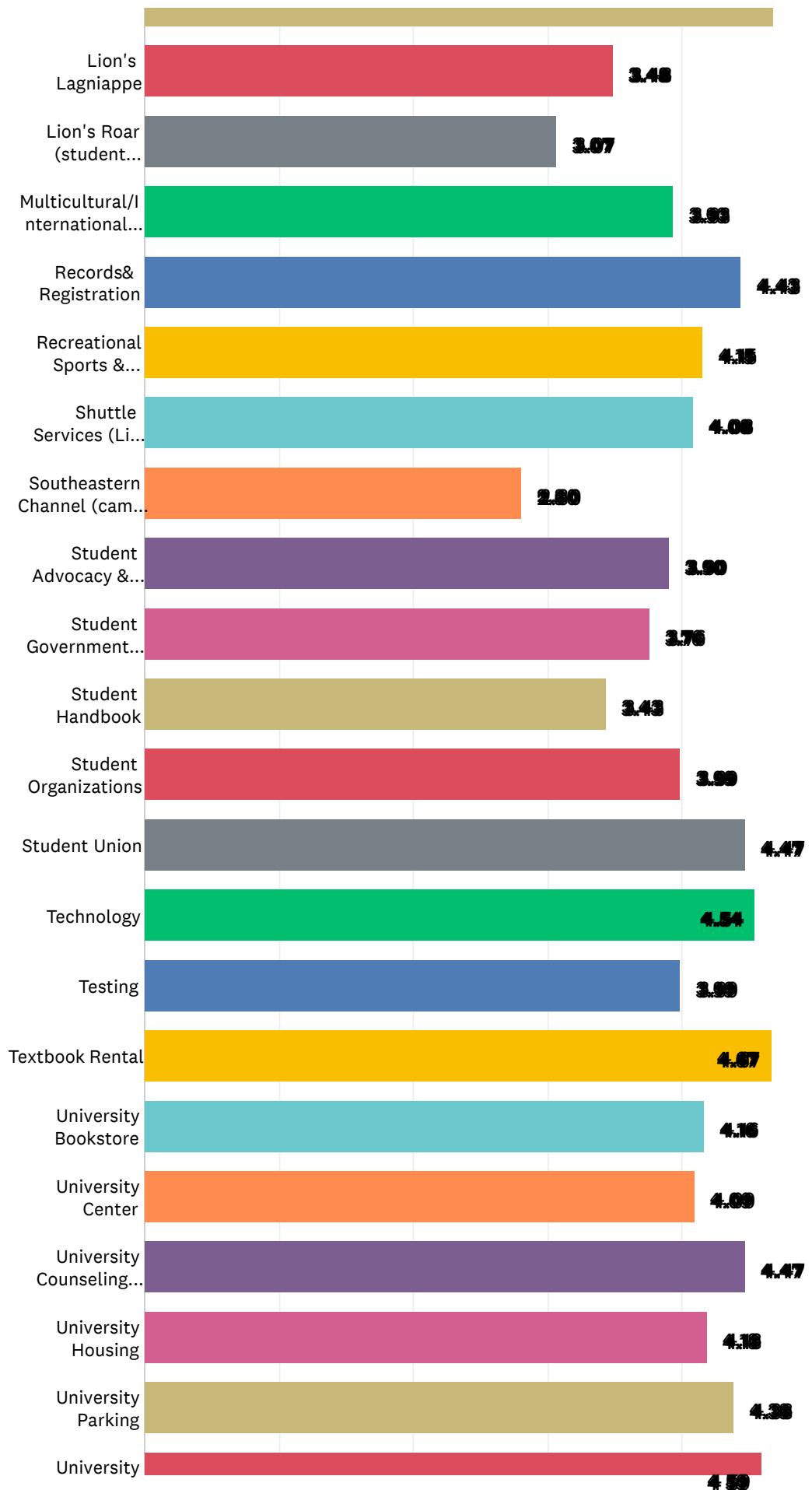


Q1 Following is a list of student services, programs, activities and offices. On a scale from 1 to 5, please indicate how important you think each is.

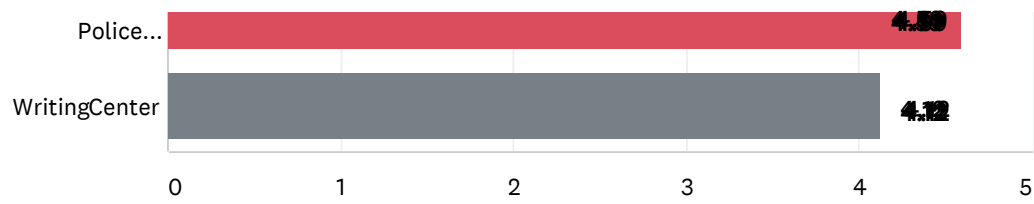
Answered: 235 Skipped: 0



# Current Student Survey 19-20 - Programs & Service



### Current Student Survey 19-20 - Programs & Service



Current Student Survey 19-20 - Programs & Service

	1 - NOT AT ALL IMPORTANT	2	3	4	5 - VERY IMPORTANT	TOTAL
Admissions	0.85% 2	4.26% 10	8.94% 21	18.72% 44	67.23% 158	235
Athletics	9.44% 22	11.16% 26	23.61% 55	21.46% 50	34.33% 80	233
Campus Activities Board (CAB)	9.01% 21	6.87% 16	27.90% 65	21.89% 51	34.33% 80	233
Campus Card Operations (ID Services)	2.14% 5	6.84% 16	19.66% 46	19.66% 46	51.71% 121	234
Campus Dining Services	4.68% 11	3.40% 8	11.91% 28	20.00% 47	60.00% 141	235
Career Services	2.14% 5	3.85% 9	19.23% 45	23.50% 55	51.28% 120	234
Center for Student Excellence	5.15% 12	5.15% 12	19.31% 45	15.88% 37	54.51% 127	233
Columbia Theatre	11.59% 27	7.73% 18	35.62% 83	23.18% 54	21.89% 51	233
Controller's Office (make tuition payments)	2.55% 6	2.55% 6	12.77% 30	20.85% 49	61.28% 144	235
Disability Services	2.13% 5	1.70% 4	10.21% 24	14.47% 34	71.49% 168	235
Document Source Print & Mail Center	5.13% 12	6.41% 15	22.22% 52	23.08% 54	43.16% 101	234
Equipment Checkout through Student Productivity Services	7.23% 17	6.81% 16	30.21% 71	25.11% 59	30.64% 72	235
Financial Aid	1.73% 4	0.87% 2	2.16% 5	6.49% 15	88.74% 205	231
Greek Life	28.09% 66	15.74% 37	27.66% 65	11.49% 27	17.02% 40	235
Health Center	2.55% 6	2.55% 6	10.64% 25	18.30% 43	65.96% 155	235
KSLU (campus radio station)	16.67% 39	18.80% 44	31.20% 73	19.66% 46	13.68% 32	234
Le Souvenir (student yearbook)	21.70% 51	16.17% 38	31.06% 73	15.74% 37	15.32% 36	235
Library	0.43% 1	0.43% 1	8.55% 20	11.97% 28	78.63% 184	234
Lion's Lagniappe	10.26% 24	12.39% 29	28.21% 66	17.09% 40	32.05% 75	234
Lion's Roar (student newspaper)	15.88% 37	12.02% 28	36.91% 86	19.31% 45	15.88% 37	233
Multicultural/International Student Services	5.11% 12	5.53% 13	25.53% 60	19.15% 45	44.68% 105	235
Records & Registration	0.85% 2	1.70% 4	16.60% 39	14.89% 35	65.96% 155	235
Recreational Sports & Wellness (Rec Center)	3.40% 8	1.28% 3	20.00% 47	27.23% 64	48.09% 113	235

# Current Student Survey 19-20 - Programs & Service

Shuttle Services (Lions Traxx)	6.84% 16	6.41% 15	14.53% 34	16.67% 39	55.56% 130	234
Southeastern Channel (campus television station)	19.15% 45	22.55% 53	30.64% 72	14.89% 35	12.77% 30	235
Student Advocacy & Accountability	4.68% 11	6.81% 16	23.83% 56	23.40% 55	41.28% 97	235
Student Government Association (SGA)	8.51% 20	5.96% 14	25.53% 60	20.85% 49	39.15% 92	235
Student Handbook	12.34% 29	7.66% 18	32.34% 76	19.57% 46	28.09% 66	235
Student Organizations	5.56% 13	6.84% 16	17.52% 41	23.50% 55	46.58% 109	234
Student Union	2.13% 5	2.13% 5	11.06% 26	15.74% 37	68.94% 162	235
Technology	1.28% 3	0.85% 2	12.34% 29	13.62% 32	71.91% 169	235
Testing	4.70% 11	5.56% 13	21.79% 51	22.22% 52	45.73% 107	234
Textbook Rental	1.28% 3	1.28% 3	6.81% 16	10.64% 25	80.00% 188	235
University Bookstore	2.98% 7	2.98% 7	20.85% 49	21.28% 50	51.91% 122	235
University Center	3.43% 8	5.15% 12	21.46% 50	19.31% 45	50.64% 118	233
University Counseling Center	2.98% 7	3.40% 8	9.36% 22	11.91% 28	72.34% 170	235
University Housing	5.98% 14	4.27% 10	14.10% 33	17.09% 40	58.55% 137	234
University Parking	5.53% 13	2.55% 6	9.36% 22	13.62% 32	68.94% 162	235
University Police Department	2.98% 7	2.13% 5	5.96% 14	10.64% 25	78.30% 184	235
Writing Center	3.83% 9	3.83% 9	19.15% 45	22.98% 54	50.21% 118	235

**Q2** Following is a list of student services, programs, activities and offices. Please indicate your awareness of or Satisfaction with each.

Answered: 234   Skipped: 1

Current Student Survey 19-20 - Programs & Service

	1 - VERY DISSATISFIED	2	3	4	5 - VERY SATISFIED	HAVEN'T USED	UNAWARE OF	TOTAL
Admissions	3.4% 8	1.7% 4	15.5% 36	24.0% 56	45.9% 107	8.2% 19	1.3% 3	233
Athletics	5.2% 12	1.3% 3	10.8% 25	13.4% 31	20.3% 47	48.3% 112	0.9% 2	232
Campus Activities Board (CAB)	3.9% 9	1.3% 3	10.7% 25	12.0% 28	24.0% 56	40.3% 94	7.7% 18	233
Campus Card Operations	4.3% 10	2.1% 5	12.4% 29	23.2% 54	40.8% 95	15.9% 37	1.3% 3	233
Campus Dining Services	6.0% 14	3.9% 9	12.5% 29	23.7% 55	35.8% 83	18.1% 42	0.0% 0	232
Career Services	2.6% 6	0.4% 1	6.9% 16	12.5% 29	16.8% 39	56.9% 132	3.9% 9	232
Center for Student Excellence	2.1% 5	2.1% 5	8.2% 19	16.7% 39	40.3% 94	25.3% 59	5.2% 12	233
Columbia Theatre	2.6% 6	3.0% 7	5.2% 12	11.6% 27	23.3% 54	44.8% 104	9.5% 22	232
Controller's Office (make tuition payments)	3.4% 8	2.6% 6	13.3% 31	19.3% 45	36.1% 84	24.0% 56	1.3% 3	233
Disability Services	1.7% 4	1.3% 3	2.6% 6	7.3% 17	10.7% 25	74.2% 173	2.1% 5	233
Document Source Print & Mail Center	2.1% 5	0.9% 2	5.2% 12	14.6% 34	25.8% 60	48.5% 113	3.0% 7	233
Equipment Checkout through Student Productivity Services	1.3% 3	1.7% 4	4.7% 11	9.9% 23	12.4% 29	60.1% 140	9.9% 23	233
Financial Aid	6.9% 16	3.4% 8	10.3% 24	23.3% 54	47.8% 111	8.2% 19	0.0% 0	232
Greek Life	8.6% 20	0.9% 2	5.6% 13	5.2% 12	8.6% 20	65.5% 152	5.6% 13	232
Health Center	3.0% 7	3.4% 8	4.7% 11	12.4% 29	21.9% 51	54.1% 126	0.4% 1	233
KSLU (campus radio station)	2.2% 5	1.7% 4	5.6% 13	8.6% 20	9.9% 23	59.9% 139	12.1% 28	232
Le Souvenir (student yearbook)	3.8% 9	4.3% 10	6.8% 16	7.3% 17	7.7% 18	61.1% 143	9.0% 21	234
Library	2.1% 5	2.1% 5	7.7% 18	19.3% 45	63.5% 148	5.2% 12	0.0% 0	233
Lion's Lagniappe	2.6% 6	4.7% 11	5.6% 13	13.4% 31	26.3% 61	43.5% 101	3.9% 9	232
Lion's Roar (student newspaper)	3.9% 9	2.6% 6	13.7% 32	13.3% 31	21.0% 49	40.8% 95	4.7% 11	233
Multicultural/International Student Services	2.6% 6	1.7% 4	2.6% 6	6.4% 15	11.2% 26	68.2% 159	7.3% 17	233
Records & Registration	3.0% 7	1.7% 4	9.0% 21	25.8% 60	38.6% 90	19.3% 45	2.6% 6	233
Recreational Sports & Wellness (Rec Center)	2.1% 5	1.7% 4	8.6% 20	15.9% 37	39.1% 91	32.2% 75	0.4% 1	233

# Current Student Survey 19-20 - Programs & Service

Shuttle Services (Lions Traxx)	4.3% 10	2.6% 6	9.9% 23	16.7% 39	24.5% 57	41.2% 96	0.9% 2	233
Southeastern Channel (campus television station)	3.4% 8	2.2% 5	3.9% 9	4.3% 10	5.2% 12	60.3% 140	20.7% 48	232
Student Advocacy & Accountability	3.4% 8	1.3% 3	5.6% 13	10.8% 25	14.7% 34	53.0% 123	11.2% 26	232
Student Handbook	2.6% 6	2.1% 5	12.9% 30	18.9% 44	23.6% 55	36.9% 86	3.0% 7	233
Student Organizations	3.0% 7	1.3% 3	12.9% 30	17.2% 40	30.0% 70	33.5% 78	2.1% 5	233
Student Union	1.7% 4	2.1% 5	11.2% 26	22.3% 52	60.5% 141	2.1% 5	0.0% 0	233
Technology	3.9% 9	1.7% 4	11.2% 26	26.6% 62	39.9% 93	15.5% 36	1.3% 3	233
Testing	4.3% 10	4.3% 10	15.5% 36	20.6% 48	21.9% 51	31.3% 73	2.1% 5	233
Textbook Rental	1.7% 4	0.9% 2	6.4% 15	16.3% 38	73.0% 170	1.7% 4	0.0% 0	233
University Bookstore	1.3% 3	4.3% 10	15.9% 37	22.3% 52	53.2% 124	3.0% 7	0.0% 0	233
University Center	3.4% 8	0.9% 2	13.3% 31	20.6% 48	36.9% 86	23.2% 54	1.7% 4	233
University Counseling Center	3.4% 8	0.9% 2	3.0% 7	13.4% 31	18.1% 42	59.9% 139	1.3% 3	232
University Housing	6.0% 14	4.3% 10	9.1% 21	12.1% 28	16.4% 38	51.7% 120	0.4% 1	232
University Parking	19.7% 46	16.7% 39	19.7% 46	19.7% 46	18.0% 42	6.0% 14	0.0% 0	233
University Police Department	4.7% 11	3.0% 7	9.4% 22	16.7% 39	32.2% 75	33.5% 78	0.4% 1	233
Writing Center	2.6% 6	2.1% 5	6.4% 15	13.3% 31	28.8% 67	46.4% 108	0.4% 1	233



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 (-1.42), followed by University Housing (-0.76), and Financial Aid (-0.72). The area with the smallest gap was Recreational Sports & Wellness (-0.03), followed by Document Source (.05), Multicultural/International Students (-.05), and Center for Student Excellence (-.05).

**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>
Document Source	0.05	112
Recreational Sports & Wellness	-0.03	157
Multicultural/International Student Services	-0.05	57
Center for Student Excellence	-0.05	161
Campus Card Operations	-0.06	193
University Center	-0.06	174
Greek Life	0.07	67
Campus Activities Board (CAB)	0.08	120
Textbook Rental	-0.08	229
University Bookstore	0.09	226
Student Union	-0.09	228
Southeastern Channel	-0.11	44
Writing Center	-0.12	124
Student Handbook	0.14	140
Equipment Checkout through SPS	0.16	70
Athletics	-0.17	116
Le Souvenir	0.17	70
Student Organizations	-0.17	149

<b>Program, Service, Activity</b>	<b>Mean Difference Rating</b>	<b>Number of Students</b>
Lion's Lagniappe	0.19	122
Library	-0.22	220
Student Advocacy & Accountability	-0.22	83
Testing	-0.22	154
KSLU	0.26	65
Columbia Theatre	0.28	104
Records & Registration	-0.29	182
Lion's Roar	0.30	125
Admissions	-0.31	211
Career Services	-0.32	90
Controller	-0.33	174
Disability Services	-0.36	55
Lion Traxx	-0.36	134
University Counseling Center	-0.36	90
Health Center	-0.40	106
Campus Dining	-0.42	190
Technology	-0.47	194
University Police	-0.51	154
Financial Aid	-0.72	209
University Housing	-0.76	110
University Parking	-1.42	219

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. The spelling and grammar are as the student wrote.

- Fix parking issues. It's ridiculous. As a commuter college, more parking should be available. Also, giving tickets to people parking in non-designated parking areas really makes me despise the school. Upper class men are not riding a bus to class. Stop giving tickets to poor college students. Fix the parking issues.
- You should expand parking, and get the lion traxx working better.

- I was a cheerleader and the program was very unorganized and the most unprofessional organization I have ever been a part of.
- The health center employees could be a little less negative and more welcoming.
- For the love of God, do something with the financial aid department. It is staffed with some of the most heartless and incompetent people I have ever met in my life. I told them that my husband and I are struggling to pay our bills because I was turned down for need-based aid, and their response to me was "at least you're graduating." I am DISGUSTED at the ineptitude and blatant disregard for the financial situations of the students at this school. The people working in the financial aid office have blatantly lied to students and have failed to inform them when they lost confidential paperwork containing the social security numbers of students. I would not be surprised if there is something crooked going on in that pathetic excuse of a department. They should all be ashamed of themselves.
- The Writing Center is one of my favorite student services that are offered by Southeastern because it is really helpful when I need someone to revise my essays or when I need help getting my thoughts organized before having to write an essay.
- The lack of skilled advisors is key to why so many students fail out as a freshman or go on to change their majors multiple times/can't finish their degree in time. I am a student and could advise most of the CoB better than my advisors could. It's ridiculous. I switched from the music department two years ago and don't even get me started on that mess of a department. The lack of preparedness and willingness to improve vital functions for incoming students reflects poorly on the university and is a large inhibitor of the growth of the university. Parking isn't as bad as it could be, but it's still not ideal. A lot of professors I've encountered don't genuinely care about their students. They have a very single-focus mindset. I understand you cannot cater to every student in every way they need, but blatantly refusing to help someone who is behind/struggling is disgusting for a teacher. Your entire job is to educate students, not belittle them and make them feel less than. You are a professor and a mentor to the students you teach. Please learn to act in such a manner. The general lack of care shown to certain facilities on campus is disgusting. Pottle Hall is rampaged constantly during football games and they aren't even staffed with a decent janitor team. The building is falling apart and there is no end in sight of the neglect of that area of campus. Few buildings receive the care they need on campus and it's sad. If you want to contact me, find some way to do it through this survey. I have solutions, but nobody cares nonetheless. Students are silenced in hopes that athletics succeed and academics survive. We're becoming LSU. I specifically chose SLU to avoid that culture and here we are.
- LionHire is absolutely terrible and the career fair this year was a joke.
- Southeastern 101 needs an online class specifically for non traditional students online. UPD

is underfunded and under staffed. We need more and better equipped Police Officers and staff to keep us safe. Mrs. Tiffany at UPD is awesome.

- They are all great and can be useful for future students.

- Stop trying to make this school like LSU. We need parking not more housing options. Most people at this school commute from 25-60 minutes to get to school every day. Make it very inconvenient to not find a parking spot when you drive all that way. You keep taking more student parking and either adding a new building or giving it to staff members. About 15-20% of staff parking goes unused during the day. Students need to be able to quickly park and get to school. Also, the prices on certain "necessities" is ridiculous. To buy a cap and gown for grad school costs \$91. For what? Its not like its tailored for every individual person. Its just a scam to get people to give the school more money and its not like its going towards faculty and staff raises. Jokes on you. Im not walking. Ill take my degree and get out of here
- I asked to start a swim club with a representative of the recreational sports staff and I didn't hear anything back.
- You guys need to do a better job in general. You have students working all these jobs when you need actual workers to give people answers about certain issues. Second the parking is awful. The school spent all this money for what? This is a commuter college.
- Southeastern isn't the school the get so people's attention and connects with students. Other colleges around have better opportunities and events and have appropriate answers to give when calling and asking questions for help. Southeast does not give the welcoming and happy approach that other colleges do, it only seems like the office workers are there because they have to be, not because they want to help students.
- The counseling center needs to be expanded to serve more of the student population. Everyone there works very hard and does a great job, but the demand for counseling stretches everyone thin. We also need another medical psychologist or psychologist to manage medications with students who have few resources. Textbook rental is one of the best perks of attending SLU.
- Great stuff
- I put very dissatisfied for the Testing Center because they have an extremely low availability for Praxis Tests (the required tests for education majors to continue in the program/graduate). I feel especially because SLU has such a well respected College of Education, that the Testing Center should be accommodating their own students. I had to go to UNO and a private testing center to take all 6 tests because the SLU testing center did not offer tests for several months.
- Items in the book store are way over priced. For example a calculator that cost 9 dollars at Walmart cost 20 dollars in the book store.

- If certain parking lots are closed off for events, students should not receive parking tickets for that day. It is extremely difficult to find a parking spot in this case. Earlier this semester, I had to drive around for over an hour to finally find a space.
- I really enjoy being at Southeastern! It is such a supportive and welcoming campus!
- The food could be so much better. The cafeteria could try making better foods. It's like they make the same dishes every week. Other than that, everything is fine.
- UPD seems to be very unfriendly and could do more on campus presence instead of sitting in their cars on the side of N. Oak St. I am very thankful for the Health Services office and textbook rental system!
- I am very pleased with the union! The workers are all so sweet and are awesome at maintaining the campus!!
- Textbook rental needs extended hours- difficult for working online or commuter students to come in and obtain textbooks. I have been renting through third party due to this. Advising staff is more times than not rude and condescending to students. Do not offer help or explanation just expects students to obey, this is not what an adviser is. Advisers should care and help guide students through this time. Most students do not know next steps and they should want to go to their advisers, but when they receive constant negativity and disrespect from them it does not nourish a viable relationship.
- Southeastern does a good job all around.
- I got into a minor car accident on campus and the University Police Department was very helpful. The younger officer was extremely helpful and nice.
- The writing center is a really good idea, however everyone has a range of opinions and they don't really help you with your essay. Every time I have gone I have left confused and really have gotten nothing from it. They contradict what my professor wants. I feel like if we had the professors in there instead of all the student workers then it would be more beneficial. Just like the math lab has the math professors the writing center should have the professors as well.
- Everything is messed up
- I think housing needs help. I have seen many of my RA friends jump through hoops to appease Housing. It is a nightmare for them to balance everything on top of an unsteady system.
- Admissions office express has super nice and helpful student workers!

- Everything has been fine.
- Parking sucks
- The only problem I have ever had with SELU is with advising.
- some of the services/programs i considered not important are important for creativity and community but not necessarily academic. i believe there should be a way to promote more servives and programs, like the student health center, disability services and counselling
- Need parking garages set up at the 4 corners of campus to allow students to park easier. This would allow SLU to plan for taking on more students in the future and ease the transition when that happens
- I am an older student that will complete my last semester this spring 2020. I came back to scholl after 20+ years and only needed 16 hours. The Compete LA program helped me jump through hoops to be able to return. I have always enjoyed SLU and its education and will be able to complete my life goals because of these two individuals.
- I don't think college students should be forced to pay for a meal plan. It should be optional.
- PARKING NEEDS to get better. I do not care how you do it, get more parking, do not allow as many parking passes, have fewer students whatever really works but at the beginning of the semester it took me multiple times over an hour to park. The fact that the wifi has been down during the semester or super slow in some buildings is unacceptable. Finally, the financial aid office needs to be more efficient. Every school I have attended the financial aid comes through before the semester starts and this one is weeks into the semester when it hits your account. They also do not answer your phone calls because they are always busy.
- The people at Disability Services need better training. They know very little and are seldom helpful. I only use them so can have my testing accommodations.
- I've enjoyed the programs so far at Southeastern.
- The textbook rental program is a huge plus about going to southeastern and I also like how we have the option to do online advising prior to enrollment. I find that the enrollment schedule is very helpful and is much better than having everyone trying to schedule all at once leading to the sight freezing or crashing like other schools.
- I like how SELU at least offers all these services. I think the school dining services should offer some healthier foods, however.
- I wish some clubs and organizations met on two different days of the week. I can't make it on Tuesdays because of a full time job.

- There should be an option not to pay money for textbook rentals that we do not check out or use.
- Displeased with athletics because I have money taken out of my financial aid that goes towards athletic events that I couldn't care less about, but yet rack up a bill of \$1,600+ or random fees. As far as the library and student technology center goes, there should be noise discipline enforced. It can be difficult to focus while there is conversations going on in a "quiet zone". In front of the library, there is a sign that says "no loitering". Yet, every time that I walk past the library, there is usually a host of people just hanging out like it says that it is a hangout spot. The campus police should do a better job at enforcing this.
- they are nice
- All very helpful