



## *2019 All Student Survey Report*

**UNIVERSITY UNITS IMPACTED** ⇒ Academic Affairs, Enrollment Management, Marketing, Admissions

For questions or further data breakdowns, please contact Director Ron Severtis in the Office of Institutional Effectiveness (OIE) at [rseverti@ius.edu](mailto:rseverti@ius.edu)

### **BACKGROUND**

The All Student Survey (formerly known as the Continuing Student Survey) is administered as needed by the Office of Institutional Effectiveness (OIE) to all currently enrolled students. The All Student Survey explores student experience, satisfaction and preference on topics aligned with emerging campus priorities. The focus for the 2019 administration included a variety of topics such as course scheduling, course format, course offerings, etc. and a copy of the survey instrument is found in Appendix A.

### **THE DATA**

An electronic version of the survey was sent to 4,881 students on September 13, 2019. A total of 958 students responded to the survey for a 20% response rate. Individual question response rate varies, as most survey questions were voluntary and some respondents chose not to answer certain questions. Partial responses are included in the data report and, unless otherwise indicated, non-respondents are excluded in tabled data counts and percentages. Data is reported overall (undergraduate plus graduate) and by-school, with graduate responses reported separately as well. Qualitative comments will be produced for individual units.

**DEMOGRAPHICS**

Table 1 provides respondent breakdown by school.

*Table 1: Respondents by School:*

School	N	%
Social Sciences (SSC)	176	18%
Business (BUS)	166	17%
Natural Science (NSC)	147	15%
Arts & Letters (ARL)	145	15%
Education (EDU)	136	14%
Nursing (NUR)	123	13%
Exploratory Students (UND)	50	5%
Nondegree (ND)	8	1%
Interdisciplinary Studies (MIS)	7	1%
<b>Total</b>	<b>958</b>	<b>100%</b>

Table 2 breaks down the respondents by class level and school.

*Table 2: Respondents by Class Level and School:*

	All	ARL	BUS	EDU	MIS	NSC	NURS	SSC	UND	ND
Freshman	31%	27%	27%	28%	--	29%	34%	31%	68%	--
Sophomore	19%	19%	17%	16%	--	18%	19%	23%	22%	--
Junior	19%	19%	20%	15%	--	24%	20%	24%	4%	--
Senior	24%	35%	25%	22%	--	29%	26%	20%	--	--
Grad Students	4%	--	10%	9%	100%	--	1%	2%	--	--
Non-degree	3%	--	--	10%	--	--	--	--	6%	100%
<b>Total:</b>	<b>100%</b>									

**COURSE SCHEDULING PREFERENCES**

For undergraduate respondents, midday courses (11 AM to 1 PM) were the most popular, except amongst non-degree students; the predominant preferred course time for non-degree students was afternoon (1 PM to 5:30 PM). Graduate respondents largely preferred evening courses, followed by online courses.

*Table 3: Course Scheduling Preferences (Undergraduates):*

	All	ARL	BUS	EDU	NSC	NURS	SSC	UND	ND
Morning (7 AM to 11 AM)	37%	31%	25%	45%	43%	47%	36%	34%	25%
Midday (11 AM to 1 PM)	63%	63%	48%	74%	70%	60%	62%	78%	25%
Afternoon (1 PM to 5:30 PM)	33%	43%	32%	29%	33%	16%	40%	24%	50%
Evening (5:30 PM to 10 PM)	11%	12%	20%	5%	14%	3%	10%	12%	13%
Online so I could take it anytime	22%	29%	26%	25%	21%	18%	16%	22%	25%

*Please note that students could select more than one response.*

*Table 4: Course Scheduling Preferences (Graduates):*

	All	BUS	EDU	MIS	NURS	SSC
Morning (7 AM to 11 AM)	17%	29%	12%	--	100%	--
Midday (11 AM to 1 PM)	11%	12%	8%	29%	--	--
Afternoon (1 PM to 5:30 PM)	9%	6%	8%	29%	--	--
Evening (5:30 PM to 10 PM)	69%	65%	65%	86%	--	100%
Online so I could take it anytime	50%	53%	58%	14%	--	67%

*Please note that students could select more than one response.*

**COURSE FORMAT PREFERENCES**

The majority of undergraduate respondents indicated that they mostly preferred to take courses in a traditional classroom, followed by somewhat online courses (except amongst Business undergraduates, who indicated slightly more preference towards somewhat online courses).

The predominant course format preferred by the overall graduate group was mostly online courses. MIS and Nursing students showed a preference for traditional classroom courses, but graduate students from Business, Education, and Social Sciences indicated noticeable preference towards courses with at least some online component.

*Table 5: Course Format Preferences (Undergraduates):*

	All	ARL	BUS	EDU	NSC	NURS	SSC	UND	ND
Entirely Online	18%	21%	16%	16%	16%	17%	19%	16%	38%
Mostly Online	11%	13%	17%	5%	12%	11%	8%	14%	13%
Somewhat Online	42%	44%	51%	47%	38%	34%	40%	40%	25%
In a traditional classroom	59%	56%	42%	61%	69%	62%	66%	56%	75%

*Please note that students could select more than one response.*

*Table 6: Course Format Preferences (Graduates):*

	All	BUS	EDU	MIS	NURS	SSC
Entirely Online	26%	24%	35%	--	--	33%
Mostly Online	39%	41%	42%	14%	--	67%
Somewhat Online	30%	29%	31%	14%	--	67%
In a traditional classroom	35%	35%	27%	57%	100%	33%

*Please note that students could select more than one response.*

**SATISFACTION WITH SEMESTER COURSE OFFERINGS**

The large majority of both undergraduate and graduate students slightly agreed or strongly agreed that courses were offered in the semester that they needed them. Overall disagreement was low; however, the highest reported disagreement was amongst graduate students in the School of Business; 24% of graduate Business respondents slightly disagreed or strongly disagreed that courses were offered in the semester that they needed them.

*Table 7: Satisfaction with Semester Course Offerings (Undergraduates):*

	All	ARL	BUS	EDU	NSC	NURS	SSC	UND	ND
Strongly Agree	44%	36%	42%	44%	37%	70%	39%	50%	50%
Slightly Agree	42%	48%	42%	40%	44%	22%	49%	46%	50%
Slightly Disagree	9%	13%	11%	9%	12%	3%	8%	2%	--
Strongly Disagree	2%	1%	3%	3%	3%	1%	3%	--	--
I don't know/Not Applicable	3%	2%	2%	5%	3%	4%	2%	2%	--
Total:	100%	100%	100%	100%	100%	100%	100%	100%	100%

*Table 8: Satisfaction with Semester Course Offerings (Graduates):*

	All	BUS	EDU	MIS	NURS	SSC
Strongly Agree	45%	18%	68%	29%	100%	33%
Slightly Agree	36%	53%	20%	57%	--	33%
Slightly Disagree	9%	18%	4%	14%	--	--
Strongly Disagree	4%	6%	4%	--	--	--
I don't know/Not Applicable	6%	6%	4%	--	--	33%
Total:	100%	100%	100%	100%	100%	100%

**SATISFACTION WITH OFFERED COURSE TIMES**

The large majority of both undergraduate and graduate respondents slightly agreed or strongly agreed that courses were offered at the time of day when they need them. Overall disagreement was low amongst undergraduates, with Business and Natural Sciences undergraduates reporting the most slight or strong disagreement (Business – 19%, Natural Sciences – 15%).

Graduate respondents reported more disagreement, with 30% of graduate Business respondents, 14% of MIS graduate respondents, and 12% of graduate Education respondents slightly or strongly disagreeing that courses were offered at the time of day when they needed them.

*Table 9: Satisfaction with Offered Course Times (Undergraduates):*

	All	ARL	BUS	EDU	NSC	NURS	SSC	UND	ND
Strongly Agree	37%	35%	32%	34%	31%	54%	35%	53%	38%
Slightly Agree	50%	50%	47%	58%	52%	38%	55%	37%	63%
Slightly Disagree	9%	8%	16%	5%	13%	4%	6%	4%	--
Strongly Disagree	2%	1%	3%	2%	2%	1%	2%	--	--
I don't know/Not Applicable	3%	6%	2%	2%	1%	3%	1%	6%	--
Total:	100%	100%	100%	100%	100%	100%	100%	100%	100%

*Table 10: Satisfaction with Offered Course Times (Graduates):*

	All	BUS	EDU	MIS	NURS	SSC
Strongly Agree	38%	35%	48%	29%	--	--
Slightly Agree	40%	29%	36%	57%	100%	67%
Slightly Disagree	9%	18%	4%	14%	--	--
Strongly Disagree	8%	12%	8%	--	--	--
I don't know/Not Applicable	6%	6%	4%	--	--	33%
Total:	100%	100%	100%	100%	100%	100%

**EMPLOYMENT**

Nearly 80% of undergraduate respondents reported that they work for pay, whereas 94% of graduate respondents reported working for pay.

*Table 11: Employment (Undergraduates):*

	All	ARL	BUS	EDU	NSC	NURS	SSC	UND	ND
Yes	79%	77%	88%	82%	74%	77%	77%	82%	100%
No	21%	23%	12%	18%	26%	23%	23%	18%	--
Total:	100%	100%	100%	100%	100%	100%	100%	100%	100%

*Table 12: Employment (Graduates):*

	All	BUS	EDU	MIS	NURS	SSC
Yes	94%	94%	92%	100%	100%	100%
No	6%	6%	8%	--	--	--
Total:	100%	100%	100%	100%	100%	100%

**WORKING SCHEDULES**

For the most part, undergraduate respondent responses were distributed at similar rates through most of the working options listed below, with working on the weekend receiving the most responses (33%), followed by working evenings (28%). Working from 11 PM to 7 AM received the lowest amount of responses, with only 4% of undergraduates reporting working during these hours.

*Table 13: Working Schedules (Undergraduates):*

	All	ARL	BUS	EDU	NSC	NURS	SSC	UND	ND
I work mornings.	25%	24%	31%	20%	26%	16%	29%	18%	38%
I work afternoons.	23%	23%	29%	25%	19%	17%	25%	18%	38%
I work evenings.	28%	26%	32%	21%	24%	26%	32%	38%	25%
I work weekends.	33%	29%	32%	34%	32%	42%	29%	48%	38%
I work approximately 8 AM to 5 PM	21%	25%	34%	12%	20%	18%	20%	10%	25%
I work approximately 4 PM to midnight	14%	19%	15%	9%	13%	10%	13%	22%	13%
I work approximately 11 PM to 7 AM	4%	1%	3%	5%	3%	8%	2%	4%	--
My work schedule rotates often	26%	28%	23%	35%	20%	29%	25%	22%	25%

*Please note that students could select more than one response.*

The large majority of graduate respondents reported that they worked mornings or afternoons, with 78% reporting that they worked approximately 8 AM to 5 PM.

*Table 14: Working Schedules (Graduates):*

	All	BUS	EDU	MIS	NURS	SSC
I work mornings.	35%	47%	27%	29%	100%	33%
I work afternoons.	26%	35%	23%	--	100%	33%
I work evenings.	4%	--	8%	--	--	--
I work weekends.	9%	6%	8%	14%	100%	--
I work approximately 8 AM to 5 PM	78%	82%	85%	57%	--	67%
I work approximately 4 PM to midnight	2%	--	--	14%	--	--
I work approximately 11 PM to 7 AM	2%	--	--	14%	--	--
My work schedule rotates often	7%	--	4%	29%	100%	--

*Please note that students could select more than one response.*

**COMMUNICATION FROM UNIVERSITY**

The large majority (84%) of undergraduate respondents indicated that email is the best way to contact them about important matters related to their academic progress. An additional 46% indicated that they would like to be contacted via text.

*Table 15: Communication from University (Undergraduates):*

	All	ARL	BUS	EDU	NSC	NURS	SSC	UND	ND
Via Email	84%	88%	80%	85%	87%	82%	79%	90%	100%
Via Text	46%	35%	36%	44%	47%	56%	51%	60%	63%
Directly From Advisors	33%	37%	40%	32%	33%	25%	31%	38%	25%
In-Person	33%	33%	30%	26%	36%	33%	37%	40%	25%
Via Canvas	33%	26%	34%	45%	31%	28%	37%	32%	38%
Via Phone	31%	28%	34%	30%	27%	36%	32%	36%	38%
Directly From Faculty	25%	29%	21%	20%	24%	26%	32%	18%	25%

*Please note that students could select more than one response.*

Email was also the predominant preferred method of communication for graduate respondents, with 80% of respondents indicating that email is how they would like the university to contact them. An additional 37% indicated that they would like to be contacted via text, while another 35% wished to be contacted via phone.

Table 16: Communication from University (Graduates):

	All	BUS	EDU	MIS	NURS	SSC
Via Email	80%	82%	81%	57%	100%	100%
Via Text	37%	29%	38%	29%	--	100%
Via Phone	35%	41%	27%	29%	--	100%
Directly From Advisors	31%	35%	35%	--	100%	33%
Directly From Faculty	28%	24%	27%	43%	100%	--
Via Canvas	28%	18%	35%	14%	100%	33%
In-Person	15%	18%	8%	29%	--	33%

Please note that students could select more than one response.

**BRIDGE USAGE**

Twenty-seven percent of undergraduate respondents indicate that they use bridges as part of their commute to IU Southeast. Of the 27%, two-thirds use the Sherman Minton Bridge. The Lewis & Clark Bridge was a distant second with 17% and the JFK/Lincoln Bridge was third with 10%.

Table 17: Bridge Usage (Undergraduates):

	All	ARL	BUS	EDU	NSC	NURS	SSC	UND	ND
Sherman Minton Bridge (I-64)	67%	72%	67%	60%	71%	54%	75%	60%	50%
Lewis & Clark Bridge (East End Bridge)	17%	17%	15%	30%	11%	15%	12%	30%	50%
JFK & Abraham Lincoln Bridge (I -65)	10%	3%	13%	7%	13%	15%	10%	10%	--
Clark Memorial Bridge (Second Street Bridge)	6%	8%	5%	3%	4%	15%	4%	--	--
Total:	100%	100%	100%	100%	100%	100%	100%	100%	100%

One-third of all Graduate respondents reported using bridges in their commute to IU Southeast. Within the 33%, an equal number of graduate respondents reported using the Sherman Minton Bridge, the JFK & Abraham Lincoln Bridge, or the Clark Memorial Bridge.

Table 18: Bridge Usage (Graduates):

	All	BUS	EDU	MIS	NURS	SSC
Sherman Minton Bridge (I-64)	29%	11%	33%	100%	--	100%
JFK & Abraham Lincoln Bridge (I -65)	29%	33%	33%	--	--	--
Clark Memorial Bridge (Second Street Bridge)	29%	44%	17%	--	--	--
Lewis & Clark Bridge (East End Bridge)	12%	11%	17%	--	--	--
Total:	100%	100%	100%	100%	--	100%

**IU SOUTHEAST UNIT SATISFACTION**

The majority of IU Southeast undergraduates were satisfied with the academic units listed in the table below. Satisfaction rates were especially high for Academic School (faculty and staff), the Library, and Academic Advising. Disability Services had the lowest reported levels of satisfaction; however, dissatisfaction for this unit was low and 37% of undergraduate respondents responded with “neutral.”

*Table 19: IU Southeast Unit Satisfaction (Undergraduates):*

	All	ARL	BUS	EDU	NSC	NURS	SSC	UND	ND
Academic School (Faculty & Staff)	90%	89%	92%	92%	89%	87%	93%	83%	75%
Library	90%	85%	89%	92%	94%	90%	90%	100%	100%
Academic Advising	81%	84%	86%	60%	77%	85%	86%	93%	63%
Student Success Center	77%	77%	74%	75%	81%	80%	74%	73%	100%
Disability Services	59%	56%	58%	54%	70%	59%	60%	47%	--

*Please note that percentages combine 'Very Satisfied' and 'Somewhat Satisfied' responses.*

The majority of IU Southeast graduate students were also satisfied with the evaluated academic units, with Academic School (faculty and staff), the Library, and Academic Advising receiving the highest levels of satisfaction. Similar to the undergraduates, Disability Services received the lowest reported satisfaction, however, 42% of respondents responded with “neutral.” An additional 23% of graduate respondents rated the Student Success Center as “neutral.”

*Table 20: IU Southeast Unit Satisfaction (Graduates):*

	All	BUS	EDU	MIS	NURS	SSC
Academic School (Faculty & Staff)	94%	86%	96%	100%	100%	100%
Library	82%	82%	67%	100%	100%	100%
Academic Advising	82%	75%	76%	100%	100%	100%
Student Success Center	69%	50%	82%	80%	--	100%
Disability Services	58%	--	60%	100%	--	100%

*Please note that percentages combine 'Very Satisfied' and 'Somewhat Satisfied' responses.*

The majority of IU Southeast undergraduate students were also satisfied with the second set of evaluated campus units. Overall dissatisfaction was low, though each unit received neutral response rates of 15% to 24%.

*Table 21: IU Southeast Unit Satisfaction cont. (Undergraduates):*

	All	ARL	BUS	EDU	NSC	NURS	SSC	UND	ND
Campus Police	80%	77%	76%	83%	80%	84%	80%	85%	80%
Student Central	76%	72%	73%	71%	79%	80%	81%	79%	40%
Career Development	74%	67%	83%	62%	78%	74%	80%	64%	50%
Campus Life	73%	70%	72%	68%	73%	83%	75%	72%	50%
Personal Counseling	72%	63%	74%	65%	71%	73%	81%	75%	75%
Campus Dining	70%	71%	67%	67%	76%	68%	70%	72%	67%

*Please note that percentages combine 'Very Satisfied' and 'Somewhat Satisfied' responses.*

Graduate student response rates for the second set of evaluated campus units were similar to those of the undergraduates, with the majority of graduate respondents indicating satisfaction with the units in the table below. Overall dissatisfaction was very low, though each unit received a neutral response of 11% to 24%.

Table 22: IU Southeast Unit Satisfaction cont. (Graduates):

	All	BUS	EDU	MIS	NURS	SSC
Career Development	88%	63%	100%	100%	--	100%
Campus Life	80%	40%	100%	100%	--	67%
Personal Counseling	78%	50%	91%	75%	--	100%
Campus Police	78%	75%	83%	80%	100%	--
Student Central	76%	57%	90%	80%	--	67%
Campus Dining	70%	60%	86%	80%	100%	--

Please note that percentages combine 'Very Satisfied' and 'Somewhat Satisfied' responses.

### IU SOUTHEAST GRADUATE PROGRAMS

The predominant way that IU Southeast graduate students found out about the graduate program was through completing their undergraduate degree at IU Southeast, followed by IU Southeast’s web pages and communication with faculty members. None of the graduate respondents reported learning of the graduate program through the IU Southeast Alumni magazine, direct mail from IU Southeast, or radio advertising.

Table 23: How did you find out about the IU Southeast graduate program?

	All	BUS	EDU	MIS	NURS	SSC
I am an alumni of IU Southeast	35%	35%	31%	43%	--	67%
IU Southeast web pages	24%	24%	23%	29%	--	33%
Faculty member	20%	12%	23%	29%	100%	--
From a friend or relative	19%	24%	23%	--	--	--
I talked to someone from IU Southeast at a career or job fair	11%	12%	8%	29%	--	--
Advisor	9%	6%	15%	--	--	--
Other	9%	6%	12%	14%	--	--
I attended an open house at IU Southeast	7%	6%	12%	--	--	--
Digital/Electronic Ad	7%	12%	8%	--	--	--
IU Southeast students	7%	12%	4%	--	100%	--
Students at another University/School	7%	6%	8%	14%	--	--
IU Southeast Alumni magazine	--	--	--	--	--	--
Direct mail from IU Southeast	--	--	--	--	--	--
Radio Advertising	--	--	--	--	--	--

Please note that students could select more than one response.

The large majority of IU Southeast graduate respondents reported that they chose an IU Southeast graduate program due to the university’s location and cost. Program quality was also an important factor for over half of respondents.

Table 24: Why did you choose a graduate program at IU Southeast?

	All	BUS	EDU	MIS	NURS	SSC
Location	70%	71%	69%	71%	100%	67%
Cost	67%	76%	62%	43%	100%	100%
Quality of the program	54%	59%	50%	71%	100%	--
Quality of IU Southeast faculty	46%	41%	50%	57%	--	33%
Familiarity with IU Southeast campus	44%	29%	42%	57%	100%	100%
Other	9%	12%	12%	--	--	--

Please note that students could select more than one response.

Satisfaction with the graduate program application process was notably high, with each question receiving satisfaction ratings of 90% or higher.

Table 25: Satisfaction with Graduate Program Application Process:

	All	BUS	EDU	MIS	NURS	SSC
The IU Southeast graduate web page provided information I needed about my program	92%	87%	91%	100%	100%	100%
The electronic application was easy to complete	92%	93%	95%	86%	100%	67%
The IU Southeast graduate web page made it easy to apply	91%	93%	90%	100%	100%	67%
I was able to find out who to ask questions concerning my program	90%	87%	91%	100%	100%	67%

Please note that percentages combine 'Strongly Agree' and 'Somewhat Agree' responses.

Please note that responses of 'Does Not Apply' were removed from analysis.

Eighty-eight percent of graduate students also reported that staff and faculty answered their questions about the graduate program quickly.

Table 26: Did staff/faculty answer questions quickly?

	All	BUS	EDU	MIS	NURS	SSC
Yes	88%	93%	83%	86%	100%	100%
No	12%	7%	17%	14%	--	--
Total:	100%	100%	100%	100%	100%	100%

## STUDENT COMMENTS

### CONCERNS WITH COURSE OFFERINGS EACH SEMESTER

Respondents were asked: “Please describe your concerns with course offerings in the semester(s) you need them.” Please note that the comments below were not edited for grammar and spelling.

1. I couldn’t take physiology last summer because it wasn’t offered in a summer 1. And I couldn’t take a Spanish class above 300 this semester because not a single one of them fit into my nursing school schedule.
2. Classes that I needed to take aren’t always available that semester. Then I have to take an alternative class I’m not interested in as much.
3. I can’t recall the courses I need in the future but a lot of them are not online and in the evening time. I am a business major with a concentration in human resource.

4. My complaint is specifically in regards to music classes. Several of the required classes overlap, and for some students, it isn't feasible to wait until the next semester (or semester after next, for the classes on rotation) to take it.
5. Need more course offerings in the evening at the Masters level
6. Arts classes are mostly available during the day
7. Not enough evening classes for people that work full time!
8. There are some courses that are only offered in certain semester (in my case the fall). Being a full time educator and coach in the fall my schedule is full. I wish some were offered in spring and/or summer as alternative options.
9. Those who are on track to graduate a certain semester are forced to be staying on an additional semester just because a course is not offered. This makes the student prolong future plans for their career and more money out of their pocket.
10. There aren't many experimental science psychology courses or sociology courses offered at a time
11. I came to IUS already having my associate's degree out of high school. When I got to orientation they could not put me in any upper level classes that I needed because somehow they were already full.
12. Some classes that are 101 and 102 that can be concurrent in the same semester aren't available so you have to wait a semester to get basic courses out of the way.
13. The required courses for a degree plan follow a set pattern and course x is only offered in the fall and course y is only offered in the spring. If my schedule does not allow for me to take course x at night in the fall then I have to wait to see if I can take it in the spring, or like I am doing now, taking the same course at another university and transferring the credits back to IUS.
14. From my experience, there is not a variety of times that the class is offered.
15. Courses that line up with my degree are often times not even offered. My Advisors do a good job finding alternative courses for me.
16. There are a lot of courses only offered on alternating semesters, sometimes that they are only offered in the Fall of odd years and that doesn't work when students are required to have that class for their degree.
17. May not know a course is available in enough time to sort out financial aid
18. I am a transfer student and I wasn't able to officially be my major until I was already taking classes for a semester, and it only pushed me even farther behind when I had to wait ANOTHER semester to take the classes I was supposed to be taking.
19. I wanted to complete the Professional Writing certificate in addition to my major, but a lot of the courses were not being offered this year and one of the courses was cancelled for this fall. I wish the courses required for this certificate were offered more often so I could complete the certificate before I graduate.
20. Many classes only have a few open times a week, overlapping with other classes
21. No options for students that only need one class except to wait for the semester it's given
22. Not much offered online
23. First I had issues with courses being scheduled at the wrong times, to only be notified weeks before the semester. The double scheduling forced to take a different time, in which was the opposite of what I wanted. I would prefer morning classing, but ended up with two night classes and my earliest class starting at 11.
24. Not all the courses are taught when needed or taught concurrently to others
25. Need more professors for different courses. Two teachers for a course isn't enough.
26. I would like for all of the classes that are necessary for the MCAT to be available every semester so that I can take my MCAT at any time during the year.
27. Classes are at the same time of other class that I need
28. Courses I want are either offered in a different semester, or are cancelled.
29. I am an adult student and some classes I need are offered during the day or online. I do better in an actual class room and not able to go during the day because of work. Online is ok but not preferred.
30. Not all courses that I need are offered F2F in the evenings and that makes it hard for working students

31. Do not offer enough classes at different times.
32. Of the 5 classes in my degree, 4 of them are only offered once a year
33. Math courses are not offered both semesters
34. Not all are offered in person, which makes it hard for those who do not excel in online courses and makes it harder to contact instructor for help.
35. Some classes are only available during night time
36. Summer classes was the worst! Bio 102 class 1-4pm? I can't work in the morning or afternoon. Also only 1 bio 102 class on the fall. Not convenient
37. There is only one Spanish-150 course offered in the Fall semester. I am in Span-100 now but Span-150 would have been a better match for my Spanish skills. Unfortunately, I cannot attend the 150 class because it does not fit into my work schedule and I do not want to take it online-too expensive. .
38. Some of the required courses are only offered in the morning or during the summer (during the day). I work full-time and this makes it very inconvenient for me and my work to accommodate this schedule.
39. I am in the nursing program and we have lack of options for class times
40. Course offerings are lacking, not offered frequently enough. Or are offered at poor times. I'm sure it's because of the minimal staff. There isn't anything you can do about it and remain profitable outside of offering online courses, and if I were to take online courses, there is no incentive to take them here.
41. CJUS-P 522 appears to only be taught in spring semesters.
42. Not enough Tuesday/Thursday
43. Classes that are required for graduation should be offered every single semester.
44. History Courses are not always offered that are required for Secondary Education Social Studies
45. There is often only one section of a class offered per semester. This forces students to modify their work schedule around school. This is not always possible for some jobs.
46. Some classes have pre-requisites taught in only certain semesters. If you fall into a special case, you may have to delay graduation.
47. I sometimes have to take courses at other IU campuses online because they aren't offered online by IUS.
48. Some on line courses are not available
49. summer/spring
50. Due to some online classes being offer during specific semesters, graduations are delayed
51. There has been only one time offered for each class making it difficult to work during the day.
52. All of my courses are available in the evenings and it is easier for me to have classes in the mornings
53. Certain courses I need are offered every 2 years
54. I'm in a master's program, and I was unable to take a course because it conflicted with my schedule. I feel like there should be a better understand that if someone is in the master's program they have a lot of outside conflicts. There should be online class options for each class.
55. I would have chosen day classes if offered this semester
56. It would be better if I could have all my classes on the same day instead of different days
57. seems like all of the studio classes conflict with each other
58. The higher the level class such as 400 level classes are not offered as often lower level classes and they are hardly offered online. some classes are only offered during the Summer which it not very flexible
59. You seem to offer classes on M-W schedule different than on T-TH, I prefer the T-Th classes but the time that I wanted for the class was offered on a Monday. This has been the case several times
60. Some classes are only offered every other year, making it difficult to schedule what I need at times.
61. I need 13 classes to graduate, only one of which was offered this semester.
62. I really need some of my core criminal justices classes to appear online. I will help out of alot
63. Next semester I have to take three different classes at three different semester not far takes me longer to finish school
64. Advanced economics classes and business classes force me to take them at unideal times.

65. I have had issues with classes only being offered at the same time on the same days as other classes required for me to take.
66. Y'all need to not have so many semester specific classes
67. There were no options to take a senior seminar course as it conflicted with the others I was taking. Being more flexible and offering other viable options in this case would help
68. There are only some classes that are available every other semester. Sometimes it keeps me from doing classes until a semester later
69. There are some courses that I must have to graduate that are only offered once a year (1 semester a year), at one time, with one professor. This makes it extremely difficult for someone like me who commutes an hour from school and has a full time job to take the courses I need to graduate on time. The limited course offerings at IUS offer no flexibility for students in their schedule, especially for students like me nearing graduation.
70. A lack of 300-400 psychology and cjus classes that are concentration specific
71. I would like more online
72. Some 300 and 400 level classes don't have as many classes offered.
73. Terrible amount of options
74. Often business classes are only offered at night or late afternoon and I work second shift.
75. Chem 2
76. Biology courses on rotation set many students back
77. not enough online class options
78. A lot of classes offered only once per calendar year ie a class being fall only. Can severely limit degree progress if classes do not line up to take in the first available semester.
79. I'm a single mom and I have to take most of my classes online. I'm concerned as I reach my final year because many of my english courses and capstone courses aren't offered online.
80. When trying to layout your schedule for the next 4+ years, it's a struggle when classes are not offered in both semesters. It's understandable that there would be hurdles to having all classes available in the summer, but with the technological advances in offering online courses, it seems this struggle would not be so difficult in normal semester months.
81. Some classes offered on same days didn't allow me to take classes I needed.

### **CONCERNS WITH OFFERED COURSE TIMES**

Respondents were asked: "Please describe your concerns with course offerings at the time of day you need them." Please note that the comments below were not edited for grammar and spelling.

1. There are not as many options in the afternoon as in the mornings
2. I work 2 jobs and a few evening classes would be beneficial for me personally. I'm sure others are returning students who also work.
3. Would like more course offerings at the Masters level
4. With art classes face-face is required as well as outside of class time, most of these courses are only offered during the day
5. Not enough evening classes
6. Evenings
7. I originally came to IUS for the psychology program, because it's listed on IUS.edu as entirely online and evening classes, however, it's not. I had to change jobs by moving to 3rd shift just to be able to complete my schooling.
8. To make my schedule work, i have days where I have classes spread out from 9:30am to 9:00pm. I would rather that not be the case.

9. There is a good variety of times for lower level courses but when it comes to many 300 and 400 level courses, there is only one time of day offered and it has not fit my schedule many times so I have to get creative with my schedule, hire evening babysitters or take the course at another university
10. Many I need are scheduled at the same time as other classes
11. Classes are often hours apart or only in the evening.
12. I need Span-S 150, 200, and 250, but there are no evening options for these courses. The few remaining biology courses I need are during the day, as well; I've spent many semesters altering my work schedule to accommodate my classes, but this isn't always the best practice, especially for a working adult.
13. I work a full time day shift job
14. May courses are offered at the same time. This only allows me the option to take one on campus and one online.
15. Two of the classes I needed to take were scheduled on the same day at the same time, so I could only pick one of them.
16. Many of the classes needed for my journalism degree such as informatics and the horizon newspaper class are later in the day. With a family it is hard to take night courses.
17. I would much rather be at school and in classes back to back or at similar times. Instead, I have one in the morning and then another at 6. It is difficult to attend meetings and events that organizations are hosting when your schedule is night classes Monday-Thursday
18. For those that work third shift at UPS or other jobs, I think there needs to be more evening classes available.
19. With most of the work being done online, I don't understand the need to come in for lectures. If I am teaching myself 70% of the course, I think it's a waste of time to be coming in.
20. Some classes such as Genetics are only offered at one time but can clash with other classes
21. There are courses that I need to take in a certain semester, but a bunch of them are offered at the exact same times, or the class times overlap. This is very frustrating, especially having a newborn and not wanting to be on campus until 10pm.
22. Most classes I could take are offered after 4 pm, and being disabled and in pain, it is impossible to take them.
23. I am on an adjusted schedule from work and some classes that I prefer are not available on that day. I work 10 hours a day, with one day off from that schedule to attend classes, but this university is mostly geared toward kids right out of high school. You do have working adults here as well!
24. Two courses I had to take this semester were only offered in the evening on the same night. I get out at 8:45pm and have to be back at 9:30am the following days. Another course I have to take is 3hrs long one day a week in the middle of the day. This forced me to have to take another course online this semester instead of being able to attend on campus. I don't enjoy online courses, especially ones like statistics.
25. We need more evening all F2F or Hybrid (1 day-week F2F) courses.
26. I need them in the morning or afternoon. Ending at like 4:15, I feel like most classes are starting to switch to night classes starting at six and ending at 8 or P.M. that is really hard on me since I have to commute an hour and fifteen minutes to school
27. I often have really big gaps in my schedule that I don't care for. I want to get my day over with sooner rather than late at night. I'm not a fan of driving home in the dark.
28. When I filled out my schedule at orientation, I was told my schedule looked great. I later was told that I was in an English class I already had dual credits from. I didn't need the one they told me was fine. Because of this, I had to take one late because I had no other choice.
29. Most people work during the day. The classes that I am taking require me to take off of work to come to school.
30. Several core classes required for graduation such as senior seminar was only offered one set day and time. If you are not told ahead of time how to set your schedule up you run into issues where certain classes are only taught certain semesters or certain times.
31. I am a realtor and would love to have classes start earlier in the day like 7 am
32. Biology classes are only available one time a semester. Worst time of the day. 1-4pm.

33. Some of the required courses are only offered in the morning or during the summer (during the day). I work full-time and this makes it very inconvenient for me and my work to accommodate this schedule.
34. I wish there was a senior seminar classes offer in the evening.
35. I feel like classes just coincidentally conflicted with my schedule
36. I would prefer to complete my degree 100% online, however most of my required classes are not offered online.
37. With working 3 jobs, I have a hectic schedule to work around. I need all my classes done by 2:30 which can be difficult to find with my senior year classes.
38. This is an exception, but as a senior student I was hoping the classes I needed to take were offered in the evening after normal working hours. I need to do the internships that I am in, and I would be able to juggle that if my classes were offered at night.
39. I could have taken more courses however because I work full time I am only available at 4 pm or later and many courses were not offered then.
40. There should be an early morning and late afternoon offering for each class that's offered during the semester.
41. A lot of the days and times are the same so it makes me pick one class over the others.
42. I am a transfer student and at my old school we have classes at noon. For some reason here we have lunch at the time so there are no classes at all?
43. Not enough variation in scheduling. Psych. Senior Seminar was only offered in late afternoon.
44. Same as the last question.
45. I am a stay at home mom and a student so it's difficult c to manage my schedule and my children's schedules.
46. It's hard to fit a science lab class into a schedule when the student has an off-campus job.
47. There have been some courses that I can only attend in the evening. Since I ride two buses, it was really an inconvenience because I was leaving campus to catch one bus at 8:50 PM and due to it not connecting to my 2nd bus, I would have to wait a 90 minutes before my next bus arrived. I was arriving home anywhere from 11:00 to midnight.
48. The time conflicted with my work/coaching responsibilities and so I couldn't take the class. There was no alternative.
49. Upper level classes are not offered as much as lower level classes. Some 400 level classes are only offered during the summer and only in an on campus setting leaving limited flexibility.
50. Online courses are limited and I have to take classes from multiple campuses to be 100% online
51. Prefer face to face and one class is only mornings or online.
52. 2 of my classes only had nighttime options
53. I'm taking three night classes, and that was the only time they were offered unless I wanted to take them online.
54. There should be more course offerings for required courses - morning, afternoon and night.
55. Little to no evening classes that I need are available.
56. I personally like to get my classes done mid-day but most of my courses are only offered after 5PM which puts me on campus until 9:30PM.
57. Most courses only have one option for when and where to take them, often only offered one semester out of the year.
58. Most classes weren't available in the evenings when needed most
59. Certain courses in the biology/ chemistry departments are only offered once, meaning one must choose
60. Coming into my first year with the ability to take a multitude of higher-level classes made it difficult to fit what I needed into the same semester because those classes overlapped. I couldn't take my calculus class because it overlapped too much with my programming class, so now I'm in a math class that is a nice refresher, but I rarely learn new material.
61. They're flip flopped between MW and TR classes, they aren't offered at the same times of day between the 4 days
62. Business classes are often only offered at night. Specifically HR classes.

63. In the past, I had to quit a job at UPS (who helped to pay my tuition) because I had to take an 11:30AM class with no other options.
64. Only offered in mornings
65. More face to face classes available for compete science majors
66. I understand the difficulty in having all classes available at all times. As a nontraditional student, I prefer online learning. If the class is not online, it's hard to fit into a full time working and/or parents schedule when the class is only offered one time on one day during the semester.

### **INTERACTIONS WITH CAMPUS OFFICES**

Respondents were asked: "Please describe any positive or negative interactions that you have had with the offices above [Library, Academic Advising, Disability Services, Student Success Center, Academic School]." Please note that the comments below were not edited for grammar and spelling.

1. They've been helpful and great to me when I am in need!
2. In the education department, myself and many other students have found that receiving feedback or having questions answered rarely occurs in a timely fashion.
3. Super nice and instructive
4. The Communication professors are great.
5. I have never interacted in the library or the disability office, but I have had pleasant interactions with every other department.
6. Mostly helpful, advising helped me change my schedule to lighten the workload this semester.
7. Very helpful, very clean, mature workplaces
8. Every
9. I've had mostly positive interactions but on occasion some teachers don't respect students the ways they would want to be respected
10. My [course] professor is TERRIBLE. PERIOD.
11. They have helped me to the right places and very welcoming
12. I've been through 4 advisors since I've enrolled. Which I have to start over and explain to them each time.
13. Everyone is always so friendly and helpful! You can tell they really care!
14. My ACES advisor and all of the professors I have had interaction with have been very helpful and they were good experiences.
15. Advisors have many availabilities to work around my schedule, professors and SI sessions are plentiful and I have resources when I need them.
16. Kris Bloos is awesome!! He's answered every one of my questions and has helped me make the best academic plan for me!
17. I've had good experiences with all checked
18. After orientation, I was completely lost on what to do or who to contact about questions I had. The Student Success Center does a great job of answering questions in detail! Thank you so much Student Success Center!
19. The library was very helpful in aiding me when I was looking for a book for class.
20. These offices were helpful with what I needed.
21. I work at the Library for work study, and the people here are always fun to talk to.
22. The disability center was so nice to me
23. At the academic advising office, I was a transfer student and they got my on the right path at IUS.
24. Instructors have generally been supportive
25. Some teachers not understanding my disability.
26. I have had no negative interactions
27. [Professor] is a professor I profoundly believe to be lacking professionalism.

28. The librarians are so helpful and polite! I love the environment and seating areas available for studying.
29. I found that most the offices on campus were very helpful when I needed questions answered.
30. Everyone is every nice and helpful
31. I don't like that you have to wait in the student success center to be helped just for them to tell you to sit back down and wait for someone who specializes in the area when we used to be able to just make an appointment with the person we want to talk to. My last advisor, Casandra, was fantastic and so helpful but when I met with an advisor for business they weren't as helpful or welcoming. I haven't yet met with my communications advisor but I expect good things.
32. It's pretty good.
33. I have had no noteworthy experiences with the Library (which is a good thing). I absolutely love the advisor I go to (Greg in A&L) and most of the instructors I have had. I really only had one bad instructor who several of us ended up having to go to the dean about.
34. I have not had negative interactions. Every single one has been very helpful especially to me, a freshman.
35. I have had no negative experiences or interactions.
36. I've had positive interactions with all of the offices above. There was never a time where I had a bad interaction. They all helped in some kind of way.
37. All good interactions with these offices
38. Negative: Staff- [Professor] has not been an effective instructor. [They are] forgetful in classroom tasks, [they do not] grade, and [they] will change [their] mind on given assignments last minute, many assignments I have completed and then [they do] not even collect them. Most of class [they] will go off on a tangent, talking about random things that have nothing to do with content. Honestly, I feel that I am teaching myself in each class I have had to take with [them]. For two semesters we have bought books that we've not even opened! At this point I feel like I've wasted money on two classes.
39. The Bursar office can be very rude at times, it is like they do not want to be there
40. Gregory is a great advisor and has always been available to answer questions and sort out my academic path. All of the teachers I have had have been wonderful and very helpful available to help or answer questions.
41. I had an incident with my advisors my first year and they signed me up to take the wrong class, so I took a lower level class I had already taken. Other than that, I've had good experiences with factuality and staff.
42. Academic advising felt condescending. I understand that some students may need more direction; however, I was chastised for not coming in more even though I was on track with my classes.
43. Most of the staff is friendly and considerate. Overall, I have loved my experience at IUS, mostly because of how supportive the professors and other faculty are. You can really tell they want you to succeed. I'll forever be grateful to the amazing people I met there who welcomed me with open arms and guided me to my success.
44. My advisor has been amazing. She (Susan Ridout) is very easy to contact and she replies quickly. She offers support when needed. She is amazing!
45. Everyone has been helpful and reassuring
46. The aces program is amazing and helpful.
47. Any interactions I have had at IUS have been absolutely amazing! Staff is wonderful and always willing to help when I need it. I have been highly impressed with every encounter I have had.
48. The only interactions I have had with most of the offices listed above were to get my stamps for my FYS passport, and everyone running the offices were very kind and helpful.
49. Staff is informative, quick service, friendly
50. Greg Roberts has always been a great help with dealing with my double major and personal counseling services has helped me a lot
51. Very Friendly
52. Always friendly staff willing to help
53. I was sitting on a bench in Crestview Hall at around 5pm doing homework. Since it was later in the afternoon, I was the only person sitting in the hall. The dean of the school of social sciences came up to me and made me

feel very comfortable there. She asked what major I was, how I was liking IUS, how I was liking certain classes, etc. She was a very warm person, almost like a mother figure. Super easy to talk to. She made me feel like I mattered at IUS and I wasn't just another student. It was great!

54. It would help if advisors understood when we tell them we work full time and not try to overload students to increase enrollment.
55. I almost couldn't enroll in my math class and that would have cost me to lose all of my scholarship money because the student success center lost my test score I had tried working with my advisor through email and face to face meeting and she finally got back with me and said they lost my score. I tried to contact them through call and email. I had to tell them my score date I took it and time and then they finally found it. This happened over the course of three or so weeks. I almost didn't get in a class. That would have cost me to have to try to find another class to take on the spur of the moment or possibly lose my scholarships. It was not a pleasant experience.
56. I have had good experiences so far
57. All of my Profs in Natural Sciences and Crestview have been awesome so far! They're willing to help me out with anything, and are very quick to respond to emails.
58. I had several communications with staff from the school of education after my course requirements changed as class were removed. Several members were involved and quickly helped come to find solutions to my situation.
59. I remember once at the library me and my friends needed to get posters printed for the student conference, but the printer wasn't working. The library staff did a great job at helping us fix it and print our posters. They are very helpful people and great to be around.
60. Everyone seems to actually like where they are and are interested in the students.
61. I only put that I was dissatisfied with the disabilities office because as of late they have been treating a friend of mine unfairly in matters regarding her service animal.
62. I love the library! I can go in there after classes and head downstairs to the bottom floor and get so much done!
63. Loved most of my teachers because they are understanding and willing to help me whenever I need it. Then I have had two who kind of been the opposite and would not want to take a class with them again.
64. The Academic Advising department is great. I'm in the mentoring program and in ACES. They were very helpful in accessing my interests.
65. I have emailed my adviser and asked questions and she didn't respond.
66. I love the faculty!
67. They are such nice and helpful people
68. My advisor spent almost two hours going over my transfer credits and how they would apply to the different programs I was interested in to allow me to make an informed decision. She also demonstrated Canvas and informed me of the other tools available to ensure success. I wasn't judged for being a non-traditional student and that really meant a lot to me. It was a very positive experience.
69. There are too many rotations with advisor positions
70. I transferred from a community college and IUS has welcomed me with open arms. My advisor is very helpful in helping me select my right classes. My professors are super easy to communicate with. I will recommend anyone to attend IUS. I'm happy with my choice.
71. I have had no negative interactions.
72. Staff seems very willing to help. It is hard to get a hold of some professors and advisers at times.
73. Everyone in these offices is always polite and helpful.
74. All the professors are really nice and gladly help me when I need it.
75. Parking is outrageously expensive. Why do we have to pay to park? The parking operations people treat you like your a criminal
76. I enjoy the people and the helpfulness in the student center. It makes paying tuition a lot easier.
77. My professor Dr. Ross has helped me a lot. He has even gone out of his way to meet me and get to know me while helping me.

78. The Bursar and Academic Advisors office have helped me explore my options to save money when it comes to tuition.
79. Advising seems to be inconsistent
80. When I need help finding a book or a set of books, a librarian helps me.
81. I've had issues in the past with my previous academic school (education) not being clear about requirements. Since I have switched majors, I now am making up for lost time and getting in gen ed courses that I didn't know I needed to have previously.
82. I feel negatively about disability services and housing services because I have a very good friend who lives on campus and has a therapy dog, and they are practically refusing to let her bring the dog back, even though it was medically prescribed to her. Also the only reason she cannot bring the dog is because an RA claimed they were scared of dogs. Also the RA has a handicapped dorm room even though she has no handicap and just "wanted a bigger room."
83. All are quick and very efficient at what they do.
84. I haven't had any negative experiences every time I have went into any of the programs at ius the people have always been nice and kind to me and helped me with what I needed.
85. The Student Success Center was beyond helpful during the first few weeks of school, even though it was hectic.
86. I love the group rooms in the library and the business advising office is very helpful every time I visit them. The student center is helpful.
87. The advisers have been very helpful. Chris and Sandra have made time to help me with questions, adding a class, etc. This was very much appreciated.
88. The school of education is very kind and lively!
89. I really wish there were more advisors open to chat with students on a walk-in time frame.
90. Everyone has been super helpful!
91. Kris Bloos is awesome, always tries to fit me into his schedule, very knowledgeable.
92. They have all been great experiences !
93. They answered any and all my questions
94. The advising office was awesome! They helped me out majorly.
95. Dana Gohmann is a fantastic academic advisor and I have really enjoyed having her as my advisor the past three years. She really cares about the students and takes all the time necessary to help students.
96. I have positive experience any time I go to the Office they treat me good.
97. In all of the above offices I have had great experiences with the faculty and staff that work within them.
98. The people are really nice.
99. The staff is very helpful and encouraging both in and out of the classroom.
100. I have been advised to take classes that didn't count towards anything. I've been advised to enroll in classes that weren't even being offered in that semester. More often than not, I would rather just never go see my advisors because I have had so much trouble with them.
101. Every one of them have been helpful to me.
102. I have had only positive experiences with all but a couple of professors and staff. Most issues are more due to personality clashes, which is bound to happen in any situation.
103. They doing good job
104. I like having an advisor but we don't get contacted too often by them. Which they are really busy but maybe just an email to double check we are on track for the semester would be nice
105. The majority of my interactions with staff and the library have been exceedingly good with the few bad experiences thrown in. The few bad experiences I have had revolve around professors creating bad and intimidating learning environments that made me feel unwelcome as a student, however, this has only happened once in recent memory so I have an overall positive view.
106. The library is an amazing place to do homework. The librarians are easy to work with. Academic advising is great. My SI for biology is always there to help as well as my mentor.

107. Very helpful and caring staff.
108. I am very satisfied with the Advisors but they are severely over worked. There needs to be more advisors in the school of business.
109. Most of the time the staff is organized and is knowledgeable on what they are speaking about.
110. I haven't had any negative offenses. Last semester, I used the student services to find a tutor for me and they were great. My tutor helped me out so much.
111. Everyone has been very helpful with any and all questions that I have asked. All faculty have been very kind in communicating with me and have taken time out of their day to help me directly. I really appreciate this aspect about the university.
112. Advising and the Student Success Center have been very helpful answering questions I've had
113. Disability services offered ABSOLUTELY NO ACCOMADATIONS that i needed. They had me going to different drs to get all kinds of reports, of which none of the drs had a clue what was needed. I will NEVER use disability services again....maybe thats what they want.
114. Everyone is always very willing to help, even if they don't know the answer. They point my in the right direction or find the answer.
115. Everybody gives you just the right amount of information, and if they don't they will always elaborate for you and give you advantages such as tutors or extra help
116. All great very friendly fast and convenient
117. Everything is pretty good for the most part. I don't have any complaints or concerns at the moment.
118. My academic advisor was extremely polite and thorough with my schedule. Very pleased with the patience represented.
119. I have an extremely hard time getting in contact with my advisor. [Advisor] doesn't respond to emails quickly and I went without a \$200 scholarship this semester because [they] never got back to me.
120. None
121. I love the expertise. I get to graduate on time because of specialist
122. The only thing I see as an issue is wait times
123. My academic advisers are always very helpful and made me realize I could get two minors without taking almost any more classes.
124. Gregory Roberts is the best advisor ever! :)
125. I haven't had the opportunity to visit many of the places but I have had nothing but great experiences with the faculty and staff.
126. Positive interaction I had with the Academic Advising office is every time I go in there I get any questions I have answered immediately.
127. The faculty and staff in the Library, Academic Advising offices, Student Success Center, and the School of Arts & Letters are great! They are very friendly and always willing to help students in a timely manner.
128. None
129. everyone is very nice
130. I recently had my academic advising meeting and it was amazing! I have my schedule completed to successfully graduate with the degree I want. The advisors are very knowledgeable and helpful.
131. Greg is always open to meet or answer my questions and helps with things outside of his way
132. It is difficult to have a course as a freshman that is online, but you show up in class. If M101 was taught to us by a professor, it would probably be easier than trying to learn everything for yourself online.
133. I have had the best experiences with all of these offices and I love the faculty in my academic school.
134. Police could chill out with the tickets
135. Dr. Hollenbeck took time out of his day to talk to me about my class schedule for all 4 years of college.
136. When signing up for classes the advisor was standoffish and only helped the minimum. [They were not] rude but [they were not] extremely helpful either.

137. Some staff prefer not to use canvas apps like the calendar which is how I primarily keep track of work. The fluctuation of which teachers use canvas and which teachers don't throws me off frequently.
138. Nursing school is unorganized, secretive of where our nursing fee is going, nursing professors are rude and insulting.
139. I went to academic advising to switch majors and drop a class and was not told that when I dropped my class I would lose my scholarship. In fact, nothing was ever said to me until my bursar bill was due and I noticed that my normal IUS scholarship no longer applied. I am extremely frustrated that this was not brought to my attention, otherwise I would have done something to prevent it. Now, the one class that I dropped cost me a lot more than just the price of the class.
140. The new student services is awful. It is so difficult to get to talk to anyone, and none of them are all knowledgeable about everything. Also, it is not easy to one to talk to. It is intimidating.
141. My advisor, Sheila in Natural Sciences is WONDERFUL!!
142. They are all willing to help
143. I have not really had a negative interaction with any faculty or facilities at IUS
144. [Individuals] in the career development center [are] not very nice and the student success center is a waste of resources. SSC did nothing for me and they were EXTREMELY rude.
145. Faculty is extremely friendly and helpful most of the time!
146. None
147. I'm in the library a lot when I'm not in class. It's nice to have such a big open space to study and have access to computers as well as printers.
148. Advising appointments have always been on time, and my professors have been friendly and eager to offer help.
149. I had one instructor for several classes throughout my time thus far and he is an excellent instructor. He has great enthusiasm for and knowledge of what he teaches. I have enjoyed my classes with him. My advisor did not advise me that my Pell Grant was going to be much smaller this semester, so when I found out it was quite a shock! I must say that I find it wasteful when you are asked to get numerous books for a class and don't actually use all of them. Instead there are a lot of handouts, most of which can be hard to read because of the quality of the download. If I have to spend my money on a textbook, I expect to use it. Student financial aid funds are swallowed up quickly and if I could save myself the cost of a textbook that isn't really going to be used, it would be nice.
150. Overall I am very satisfied with IUS. While being a transfer student and not knowing where exactly everything is, the layout of the buildings makes it a lot easier. One key note is that I truly feel the academic advising is great, but lacks the excellence when it comes to course scheduling. Soon or later I feel like a scheduling mishap will prevent me from graduating on time.
151. The advising office didn't seem to help me very much. I set up my own classes and everything. I hope my new one is better. I haven't met her yet.
152. The librarians try to help to the best of their ability.
153. It was a real pain to get accurate information about which of my classes would transfer and work towards my major.
154. I have had fairly positive reactions across the board on all accounts where I have interacted with any of these offices. For the most part, the faculty and staff of each have been helpful and friendly.
155. There was a mixup with the scheduling of my advising appt., they said the person was new. But the advisor still helped me, though it was rather quick. Faculty and staff are very helpful, supportive and well organized.
156. My advisor has not been as helpful as needed.
157. The advisers in the school of natural sciences are all very friendly and helpful. They all seem like they want to see the student succeed and graduate in a timely manner.
158. I haven't experienced anything negative during my time with IUS.
159. I feel that all of my instructors are very helpful and try their hardest to make sure every student understands the lessons.

160. Professional and convenient!
161. Advisors helped me to navigate enrolling in an internship course as an undergraduate.
162. In regards to Academic Advising, I was never told by my Spanish advisor that I would need to complete a research paper, do a Spanish work thing, or a study abroad. I only stumbled upon this information in a Spanish class when someone was talking about their Spanish capstone project. They too hadn't heard the information from their advisor; they heard it from a Spanish professor really late in their senior year.
163. I have no negative interactions. Everything is positive about this school. I'm so glad I chose IU southeast.
164. Everyone that I have talked to have been super helpful with whatever I need.
165. They where all pretty well
166. Always asking if I need help
167. I always have to double or triple check my advisors and it has messed up my academic timeline multiple times. That's my biggest issue with these offices specifically but I'm also irritated by the lack of in depth help I've received from financial aid.
168. In my experience the faculty and staff have been extremely helpful. The teachers which I have encountered have obviously cared a great deal about the students and their success.
169. Going into the library someone is always there to help.
170. School of Arts and Letters has been nothing but helpful as I have come back to school two years after undergrad. I've only had positive interactions with them.
171. I think overall IUS does a great job addressing student needs and making sure that it is a user friendly process in most cases. I do feel that my academic advising was a little rocky - I'm an accounting major and almost all of my upper level acct. courses are in my last year with nothing else left for me to take to help offset the work load.
172. Some of the handicap doors do not work in some of the buildings.
173. I have experienced in each of these offices a friendly manner. Each one helps out everyone who comes with questions, no matter how many times with their attitudes being the same.
174. The bookstore staff is absolutely horrible. Every time I go in, the employees working are extremely rude and have very bad attitudes towards any questions I have regarding books.
175. Everyone is very helpful and nice, I never have to be confused on what to do because there is always someone around willing to help me with whatever I need.
176. The disability services office should be on the first floor in a building that does NOT have stairs, and the student success center is NOT friendly towards people with disabilities, at least in my experience.
177. Communication between faculty and students needs to be better.
178. Speaking with my freshman seminar professor has been really helpful.
179. All good
180. The library is always clean and quiet
181. The student success center tried helping me with FAFSA, but the [person] told me how to do it incorrectly and I almost missed the deadline. I actually went back to IvyTech and they helped me with my FAFSA even though I'm no longer a student there anymore. I didn't know who else to ask at IUS. Most of the professors at IUS have been excellent, but some of the faculty gives the impression that helping me isn't as important. Depends on the circumstances and individual.
182. I love the study rooms and sections in the library to have time in between my classes to get homework done or study.
183. My professors offices are always open for my convenience and I like that.
184. Some teachers just make you feel like you shouldn't go up and talk to them.
185. none, been helpful
186. Happy with my advisor Kris Bloos and more often than not, the professors I've had.
187. None
188. They provide really great information

189. They have all been very positive interactions. I do not use disability services so I chose to not speak on behalf of them
190. All interactions have been very professional, friendly and helpful.
191. My academic advisor in Arts & Letters is best. He goes above and beyond to help, answer questions, and plan.
192. I utilize the personal counseling department, and I cannot express how amazing and important it is that IUS offers free counseling for students. It has changed my life. Thank you.
193. The Academic Advising for the school of arts and letters is great! I am very fortunate to have Greg as an advisor.
194. I never really learned how to use library resources.
195. Everyone I have been in contact with has been extremely helpful and knowledgeable.
196. I do not have any experience with disability services, but the other offices have never wronged me.
197. I haven't been to the Library yet, however, the student success center, I had many people trying to help me and seemed to care.
198. all positive service
199. My academic advisor was extremely helpful with helping me set up my schedule after I changed majors. She was very nice and gave useful information.
200. My professors are great with feedback. Matt with disability services has been a huge help.
201. I have always been greeted with a smile from every office and everyone works very hard to help me with whatever I need help with.
202. Everyone is very professional.
203. How am I supposed to get good advice from my advisors when they change every semester?
204. I love my first year here for many reasons. The one that sticks out the most is how anyone is ready to help you, from professors to students. Everyone wants you to succeed.
205. I have no really had interactions with most of the offices listed, but academically IU Southeast is such warm welcoming second home.
206. My academic adviser was very understanding about dropping a class. We have also scheduled my spring semester of classes.
207. I had a talked with my academic adviser and it was great I had all my questions answered and even got some tips. I also made another appointment to help me with my schedule for next semester.
208. I've emailed the finacial aid people regarding my aid and they haven't responded. It's been almost a week.
209. My [professor] is absolutely boring
210. I feel some faculty should be monitored more by the head of their department, if an issue arises with them.
211. I am very early into my student career. I have not utilized the Library yet. I have met with my Advisor once and the instructor is doing a great job.
212. For the last two years I have felt as though my academic advisor has put forth minimal effort. I feel as though I am just bothering [them] when I reach out with a question or need information I have been unable to find elsewhere. This almost completely deters me from going to [them] and only then as a last resort.
213. All have been satisfactory
214. All interactions I have had with these offices are positive. Everyone is wanting to help one another, and the atmosphere is good.
215. I have been accused of being a racist by a professor at IUS. Other instructors have made me feel stupid at times.
216. None
217. Everyone is very friendly!
218. Professors here, especially in the criminal justice department, are beyond amazing and always go above and beyond for their students.
219. I have had wonderful service in all categories!
220. Very helpful advisers, very involved faculty.
221. The natural sciences advising staff is very helpful.
222. I had trouble with education advising when I was an education major

223. Advisor rarely responds to my emails.
224. They're so nice and helpful
225. Library is as it should be. Lots of room, plenty of stations, tables, and books (although I cannot spare time to read them). Academic Advising had answered the questions that I need and helped schedule things for me, this fall, I had to do things at the last moment. Student Success Center, I had no problems in getting what I need to get done there.
226. As a transfer student I've never felt more welcomed at a school than I do here. The faculty here is absolutely amazing.
227. I haven't had any experience in the library or disability services but I've had good experiences in the others.
228. Advisers usually cancelled on me many times within an hour of appointment. Some are not very helpful answering emails
229. The faculty, other students and support staff was very helpful during first day(s) of class.
230. All faculty and staff have been efficient when answering questions that I have presented concerning my degree and required courses.
231. For the school of arts and letters, getting a meeting with an adviser can be a hassle depending on the time of the semester. I know they have tried to fix this by having temporary advisers help during class sign ups, but I feel like these people don't know enough about the school to properly suggest a course that is related to my field or my interests (they can only go off course descriptions, and don't know much more). Last semester I didn't even meet with an adviser to schedule my semester because it was just too much of a pain.
232. Twice, I have felt the professor was unprepared for the semester. I would also appreciate it if the course info was posted to canvas earlier than the day classes begin.
233. I had tutoring through the student success center and they were really quick and helpful when finding me a tutor that was right for me.
234. My academic advisors have not helped me go down the career path that I want. They have tried to get me to change it, so I have had to figure out my class schedule by myself.
235. The library needs many more study rooms, it is very hard to study in groups frequently without reserving them and that's only a 2 hour window
236. I've never been turned down for help and have benefited greatly from the services
237. Of the above offices, the ONLY complaint I have is that my advisor neglected to inform me that my ESL class (EDUC-L 441) was a hybrid & we only meet 5 times the entire semester. I prefer having a consistent, weekly face-to-face interaction with my professor and peers. Other than that, I can't think of anything negative.
238. I have pretty good experiences with academic advising. Everyone was very nice and extremely helpful with helping my get the classes that I need for my degree.
239. The library is easily accessible and always has desks available, however, it gets very warm inside (I prefer a chilly study environment). Advisers are friendly and it does not take weeks to get into their office. All of my professors have been friendly and genuinely interested in my success.
240. Sharon Davis was very kind and helpful
241. I had a cruel and hurtful teacher who talked down to students and [they were] one of the leaders of the program that [they] taught on campus so [they are] "untouchable" – [they] can do whatever [they] want and get away with it.
242. Everyone on campus has been warm and inviting- literally everyone, from strangers to IT to faculty/staff.
243. I have not had much interaction with the library staff, but I like going to the library because it is a quiet place to study and it is very easy to print things off there. I love my academic advisor. She is always polite and very helpful. I have never had any interaction with the disability services.
244. I have most always had good experiences, and the faculty are nice and ready to help.
245. The [school] advisors are awful. They are not helpful at all and I've given up on seeking advice from them. I feel like I am talking to a brick wall when I go in for advice. I've resorted to going to the [a different school] for advice with my major.

246. The library is very easy to work with when scheduling a group study room
247. I have not had any negative interactions, everyone on staff here at ius has been polite and helpful whenever I seek them out.
248. Academic advising is always helpful with answering questions
249. Everyone has been super friendly and helpful
250. None
251. My Advisors are always great with helping me get where I need to be.
252. Everyone in the offices were friendly, welcoming, and informative.
253. I have had an awesome pre-nursing advisor. Allie Hall has been great with me, I have bounced around from major to major and she has helped me every time! She's great!
254. I have not had any bad experience with any!
255. I have never had any negative interactions with any of the offices listed above. I have always gotten what I need quickly and I was always satisfied
256. So far excellent, well marked, well kept, Friendly staff
257. Academic Advising in the School of Education is rarely up to date and students get told different answers when they have a question.
258. My advising hindered me for the first 3 years of school. I finally got Sheila Gustafson and she put me right on track to graduate and was caring on what needed to happen to best suit me. There were several classes I had to enroll in that were 100 level courses that no one told me i had to take until my senior year of college. I wanted to focus on my capstone courses and working my senior year, but that couldn't happen because all advisors up to senior year didn't know what they were doing. I would suggest making sure that the advisors go through customer service training and if they are advising in say the school of business, they need to know what the normal track to graduate is. Make meetings more personal. Learn how to make the students feel more comfortable in their studies.
259. Advising was super friendly & let me know I had quite a few transfer credits.
260. When attending full time I loved the library because it is the perfect place to study. I have had many good experiences with my professors.
261. The library is awesome and very helpful
262. Library is a great resource! IUS needs additional facilities for students to casually convene.
263. [Professor] was the absolute worst Faculty I have ever met. I was really hopeful for a good [course] teacher but I ended up entirely teaching myself the class. [They were] no help when I reached out to [them] about question [they] would repeat Exactly what [they] said in lecture. [Their] accent makes [them] IMPOSSIBLE to understand in [their] lectures. One absolutely terrible online teacher. [Professor] and [Professor] on the other hand, have perfected online classes with the perfect amount of interaction.
264. Lack of unity amongst faculty.
265. My adviser Susan Ridout makes sure I take the classes I need to graduate with sufficient time. I always get the best support from her.
266. They are all very welcoming
267. I feel extremely welcomed by the faculty and everyone is here for the same goals which sets a very encouraging atmosphere
268. Before being in the education program, I did not feel any of my advisors cared about me or helped with ensuring I was in the correct classes. (Except Shane Thomas he was extremely helpful and I often made appointments with him rather than the assigned advisor)
269. Student Success Coaching is nonexistent
270. With all the offices above, I have been helped to the fullest extent with any questions or concerns I have had.
271. Advising meetings have always been very helpful and they are all so nice

272. The education advising office has very nice people, but the advisors do not know what is going on. Sadly it seems I know more than [they do]. I'm paying for [them] to advise me and [they do] not know anything about the classes or requirements.
273. Prompt service
274. The professors seem like they really don't care about the students here. They really don't want to help us out, they just wanna do their job and get out.
275. I have never gone to someone that made me feel like they did not care or not want to help.
276. The student success center makes sure you're on the right track for everything. My teachers are the nicest people I've met.
277. The help in the library
278. Overall, the advisors are very helpful. Professors seem to want their students to succeed and do their best to help us. Counseling services are great. I also really enjoy the adult student center.
279. For the most part, everyone has answered my questions and has been helpful. For the advisors, maybe they could be more knowledgeable about all the courses and degrees offered.
280. Friendly
281. My advising session was helpful, engaging and personal. It was the best meeting for school I've ever had. Thank you Jenn!
282. MOST faculty are kind, knowledgeable and helpful
283. They have aided me when I have needed for the most part.
284. The only complaint I have is regarding advising. I'm a pre-pharmacy student who's trying to get into pharmacy school as soon as possible. The plan an academic advisor and I put together included a microbiology class for biology majors which requires pre-reqs I wasn't planning on taking. There was a slight panic when I realized I wouldn't qualify for enrollment into this class by next semester, but after checking with Sullivan's Pharmacy School, I learned of another microbiology class that they accept that's geared for folks who aren't biology majors. Minor oversight, and I lucked out. However, I can imagine a situation where such an oversight would have lead to delays and disappointment. Past that, advising was great. Responsive, informative, and helpful.
285. Had about five different advisors in one semester. Not helpful at all.
286. Faculty is very supportive
287. Everyone that I have interacted with seems to genuinely care about student success.
288. The writing center was great
289. All staff has been positive and encouraging.
290. Most professors are happy to assist during office hours. Dr. Abshire even showed up to my advising appointment regarding study abroad
291. They're always ready to help me when I need it and the hours everything is available is extremely helpful.
292. Very helpful
293. The library has always been helpful and the workers are kind.
294. All of my undergraduate professors were fantastic and I loved them!
295. All individuals in these settings were kind and helpful
296. SoN faculty do not care about the students and try to make them fail
297. The library needs a lot more study rooms.
298. Kris Bloos was very helpful in laying out my entire schedule of classes from my first semester to my last, and going over possibilities of class changes depending on my career path
299. The academic advising is very helpful with answering questions that I may have and have been very quick to respond and kind.
300. I have not had any bad experiences whatsoever. Everyone is always welcoming and inviting. If I end up at the wrong place or need redirection, someone is always willing to help me find my way.
301. The librarians are really sweet and nice when I left my crimson card they called and let me know.
302. The advising has been really great. They helped me schedule the classes and times I wanted

303. Some of the professors come across as sexist and dismissive during office hours.
304. Everyone so far has always been polite and eager to help.
305. Each time I met with an advisor, they were incredibly helpful and patient
306. I went to the success center but I haven't heard anything regarding tutors for Accounting 202.
307. No real problems yet
308. Anytime I visit an office, I am always greeted and they answer any questions I have in a simple way.
309. Parking citations can be a nightmare. If someone has bought a pass but does not have it displayed in the window there should be some type of recognition that a person has paid because they have to register their plate number. I have seen tickets getting written to people who have a parking pass but got written a citation and was forced to pay the citation because they pass was not displayed properly. When trying to dispute the situation at the police station the student was hurried out of the office because the office was going to close in 10 min and no one wanted to stay and help the student. Officers seemed like they didn't want to do their job and were eager to just leave rather than help students.
310. All offices are very committed to making sure the students have what they need to feel comfortable.
311. Library hours are terrible
312. I have had very good interactions with the offices above and they have been really helpful if I've had any questions
313. When first starting at IUS the elementary academic adviser where changed often and also seem to not have a good understanding of the education program.
314. I have had good interactions with these offices nothing to seriously bad.
315. Professor work load
316. Advising in the business school is lacking, advisers should be more open to the goals of the student and knowledgeable in ways to accomplish those goals.
317. Needs to be more strict on classroom materials, too much like high school here
318. There are some very good and "caring" professors and staff here at IUS in which I have been Blessed to experience, however, I see need for improvement as to have professors that have their "First" and "Only" focus in and on the students success!! This will only come by listening and getting feedback from the student body. Longevity is not always an indicator that a professor or staff member has the best interest of the student body.
319. Had some difficult connecting to Student Success.
320. The multiple times I have met with my academic advisor, I have felt like [they were] rushing to be done and that I was wasting [their] time. Every time I asked a question I felt like I shouldn't have asked anything or that it was a silly question. I didn't feel that [they] wanted to help me, it felt like [they] just wanted to go home.
321. MIS director is awesome, I can run anything by her, she's always very understanding
322. Nothing specific comes to mind
323. My academic advisor didn't really give me any advice for my schedule
324. I love the staff here they are all nice and welcoming
325. I've always had positive interactions with all the offices.
326. The librarians are very nice and helpful, they always have a smile on their faces and are ready to help.
327. My advisor is really good
328. The academic advising was great when I was enrolling in classes.
329. Anytime I've had to go to any advisor here on campus, they're super supportive and friendly and nice, which makes the experience so much better!
330. My advisor seemed very confused and unable to answer my questions regarding my long-term schedule, making me only more confused.
331. The offices have always contacted me very well with any billing notices I have and are always good to let me know of any statements I should be aware of.
332. [Professor] was the worst interaction with a teacher/professor in my entire life

333. I feel very supported by certain academic offices, but I have had a bad interaction with one of the old arts and letters academic advisors.
334. I feel at home wherever I go on campus and the staff and faculty are a huge part of that.
335. Academic School has always been supportive and helpful!
336. All the workers are always so sweet to me and help me figure out all my questions
337. My academic advisor is rude, always behind on [their] schedule, and never gives me the correct information. I've never had a good experience with [them].
338. I haven't interacted with all of them, but those that I have are only positive experiences.
339. They are all very helpful
340. The theater department (Rebekkah and the rest of the theater staff) were very supportive while I had to go to and deal with an issue involving campus police. They are spectacular people to work with and great people to learn from.
341. Most faculty and staff members in the journalism department at IUS have been fantastic. Specifically Adam Maksl, Jane Dailey, and Ron Allman were amazing professors and were always willing to go above and beyond to help me when I had questions both in and out of class hours.
342. All of the offices have the resources I need and are able to answer any questions I may have.
343. Whenever I have to take an exam in the student success center, they have treated me well in that regard.
344. I feel like most of my teachers don't care, they are just here to be paid.
345. I haven't had any negative interactions. Everyone has been very nice. One girl from the writing center helped me with a paper for English and she was very nice and gave me helpful tips on how to improve my writing.
346. I have made two advising appointments and both helped me understand my major and the classes I need to graduate
347. The library is always a great place to study and the staff is always willing to help you find something you need or answer any questions you have.
348. I have had all good interactions, everyone has been super nice and friendly. They have all been helpful as well.
349. [Advisor] has received many complaints among the students that are assigned to [them]. [They] wrongly inform quite often.
350. The student success center got me in contact with a mentor in the mentorship program. He's been a huge help in finding whatever it is that I want to do with my life.
351. Everyone I have encountered has been tremendously helpful.
352. Mr. David Becker responds quickly and is one of the most engaged online instructors I have encountered. My success coach Mr. Beeson was also fantastic
353. have not been able to see the disability person
354. The librarians have been very kind to me thus far. If any problems were to arise then I would let someone know.
355. I have had no negative interactions with the above offices.
356. My academic advisor was very helpful with getting me set in the right direction.
357. Everyone has been very kind.
358. The Student Success Center was really helpful in sorting out some financial issues I had coming into the semester. The faculty there was really helpful and made me feel less stressed about my situation!
359. All staff and faculty really would like to help
360. My academic adviser was very helpful for me when it came to selecting my classes and making sure I was on the right track.
361. It's hard to get an answer from an advisor without visiting their office.
362. The advisors have no idea what each program involves. I have had issues with them designing plans for me that are impossible to complete.
363. Shows care for students academic careers
364. When my Academic adviser changed, I reached out to the new adviser and they tried to send me to someone else but on all my records it has [their] name.

365. It's hard to get a hold of my academic advisor.
366. None
367. I have had a lot of adjunct or new professors
368. Very polite and kind
369. I know they're there if I need them
370. Academic and Advising offices are typically extremely helpful.
371. My advisor has often forgotten courses when helping set up my necessary classes for next semester. He is very kind, but I often find myself stressed in the aftermath of meeting when I realize we left out 3-4 credit hours.
372. Always willing to help.
373. The music department has been amazing! Heather and Dodie are very helpful and knowledgeable and the faculty are very supportive and encouraging.
374. Before switching my major to Fine Arts, I was in the Elementary Education department and was highly dissatisfied with their advisors. I did not feel welcomed, my advisor was condescending. It seemed as though I was an inconvenience.
375. Advisors that had me take courses that I was not ready for
376. I have had a positive experience with all instructors and the overall experience has been great. I only went to the student success center one time and I haven't bothered going back because of that experience. I take nursing classes but I needed help in statistics. They didn't even try to find somebody that could tutor statistics. I was disappointed because when I attended Ivy Tech, they would always find a tutor even if they had to call someone and make an appointment for the two of us to meet. That is my only complaint. The writing center on the other hand is terrific!
377. A few professors have accents that are hard to understand, and yet they teach generally difficult subjects.
378. All have been helpful when I go in to ask them questions!
379. I haven't had any.
380. Negative only with IT. They were rude and not helpful.
381. All faculty and staff I have had the pleasure of working/talking with have been absolutely great. Extremely sweet and knowledgeable, especially in the Ogle Center!
382. Very helpful
383. I just wanted to say that Aimee Adam and Deborah Finkel are the best professors I've had in my college career.
384. Anywhere I have ever gone for info on campus has been a wonderful experience and everybody has been extremely helpful.
385. I am very happy that I came to IU Southeast for my Undergraduate and one of my favorite things about IUS is the small class sizes.
386. I was a work study student with the Registrar's office and they helped me not only earn some income but also gain work experience while I was taking my courses.
387. Being a small campus, resources are fairly easy to locate and attain
388. Very helpful
389. My professors always remind me of assignments and keep me informed.
390. I enjoy the class schedule availability
391. Online student so I am rarely on campus. I did meet with an advisor and have had regular follow up from him. I did take a makeup exam through the student success center.
392. My academic adviser will not respond to me and has not done [their] job whatsoever. I have tried to contact [them] since the middle of the summer about taking an online class at Ivy Tech. I left voicemails at [their] office, and no one ever got back to me. I have also emailed [them] and [they have] still yet to reply. I tried to figure it out by myself and later got told (after I got kicked out of the class at Ivy Tech and I only received half my aid) that I had to fill out a consortium request form. I did that and [Advisor] emailed me with a question about my request form and I replied with the answer and then asked [them] some questions about it and [they] did not reply. I submitted the form early September and I have yet to get my aid. I have also reached out to financial aid

and they referred me to IUS student central and I told them my situation and they replied basically saying I have no option other to wait. They also told me it is going to be even MORE delayed because someone messed up Ivy Tech's contact information (????). I have yet to buy a parking pass due to not receiving aid and I have received 4 parking tickets which I also cannot pay for. I can't pay for the remainder of my class at Ivy Tech and if I don't receive my aid soon I will get kicked out of it (again). I had to borrow money from friends and family to buy my books and school supplies and told them they would get paid back in the first couple weeks of school, and haven't even been able to pay them back. [Advisor] could have helped me avoid this whole situation but has instead just ignored me. I have never felt more disregarded at IUS in the three years I have gone to school here. This is the most unprofessional experience I have ever had at a university. To say I am disappointed is an understatement. I am now in such a financial burden and no one has tried to help me figure anything out.

393. I believe most of the professors from the Biology and Chemistry department are spectacular.
394. Faculty and Staff are very nice for the most part. A few negative outliers shouldn't ruin this for everyone so I stayed Neutral in my decision.
395. I appreciate the time they spent explaining all financial aid.
396. Arts and Letters advisers could be better at helping students.

#### INTERACTIONS WITH CAMPUS OFFICES CONT.

Respondents were asked: "Please describe any positive or negative interactions that you have had with the offices above [Campus Police, Campus Life, Career Development, Student Central, Personal Counseling, Campus Dining]." Please note that the comments below were not edited for grammar and spelling.

1. I have had negative interactions with one staff member in campus life but other than that everyone is great!
2. I have never had interactions with any of the above.
3. I would like to see calorie counts and allergy warnings posted in the cafeteria for each item. Makes it hard for students like me to track how many calories they are eating and know what I can and can't eat in the cafeteria due to allergies.
4. Student dining has good food, but not a huge amount of options each day
5. Everyone is very welcoming
6. I feel like we need more food options to eat from on campus
7. More healthier options, stop using plastic container, needs to be more environmentally friendly. Food is meh.
8. I don't really use those services
9. The campus police officers are very outgoing and are easy to talk to. They are very friendly.
10. Campus dining has some of the best food and the best people on staff!
11. I've had the best with dining and student central
12. Campus Life helped me participate in the open mic
13. The counseling has helped me out a lot
14. The dining on campus is great!
15. Cafeteria setting is very good
16. Campus dining is too expensive in some aspects. I go there because I'm a broke college student and find it more convenient and much healthier than driving to get fast food, but it may be cheaper for me to just waste the gas.
17. All in good standing.
18. I have had no negative interactions
19. Kris Bloos is a fantastic individual that knows how to make your graduation goals achievable. I have no negative feelings towards any of the other academic advisors. Kris Bloos is just a really cool guy.
20. The campus police have been very helpful and compassionate with roommate issues and car troubles.
21. These places provided somewhere I felt comfortable to go to for the day-to-day activities on campus.

22. Campus police needs a more helpful or better trained dispatch and front desk staff (they either don't understand what you need or don't know the answer about 75% of the time), the officers are helpful though so it's usually better to just find one of them.
23. I lost my keys and the campus police were nice enough to go around the school and contact people just to look for them!! They are AMAZING!
24. I am not able to get a job on campus because I will not be rewarded a work/study permit based on how much money my parents make. I believe this is highly unfair. There are many work/study positions open, yet I am not allowed to apply for any although I would love to have a job on campus. I pay for everything besides college, and it is completely unfair for my financial need to be judged on my parents' salaries.
25. Well, I had somewhat positive experiences with each of these. But, sometimes I feel that they have treated me the wrong way. It was just some minor issues.
26. Need more Freshman Orientations, the cost for catering is too high, no dealings with student central
27. I have had all good interactions at the places above.
28. Y'all need better food. I miss the deli being open after 4pm. I find some people in Student Central to be somewhat rude and unhelpful.
29. The dining area is always clean and full of life. Also I have had many great experiences with student central.
30. I had to visit many of these for my passport stamps as well and they were all kind. The campus dining is also way better than the food I had in high school.
31. Personal counseling is wonderful
32. Friendly
33. Need more options on campus for food. I do like how there's stuff around campus, but I hate leaving and having to come back
34. Food is pricey
35. I have had good experiences so far
36. The police department had puppies one day, so that was great!!! I really do feel safe with the officers on campus, and everyone I've come into contact with has been very nice.
37. Although the food here is quite good, having a well-known fast food restaurant would be ideal
38. They do great!
39. I love having the food options here because subway is my favorite place to eat. I think maybe add another food place just so in kinda mixes everything up and people don't get used to it.
40. Career development helped pair my interests with potential career choices.
41. Counseling is really helping me!
42. There have been some issues with campus dining. [Individual] can be rude to the customers and [their] employees.
43. The Subway is great!
44. They are nice and helpful faculty
45. Everyone was very helpful and courteous. Student Central staff were incredibly helpful answering my questions about financial aid and incidental questions I had while I was there. They also were quick to reply to my questions submitted via email as well.
46. Everyone is so welcoming at IUS. I would always see campus officers walking around and that makes me feel safe. The campus dining is big and open, so there's a lot of space. The food is pretty good as well.
47. Our police officers are the best. Every interaction with other offices is helpful and good.
48. The campus police make me feel safe while living on campus.
49. I haven't made too many interactions with those offices but student central was very helpful.
50. The food is good at the dining hall, and student central is very informative
51. We need more restaurant options
52. I couldn't feel a connection with one of the counselors and I felt like [they] didn't help me.
53. I use personal counseling services and I am very happy about having this resource available to me.

54. Campus Dining can be difficult to work with - specifically with requesting rooms or approving events.
55. Career Development/internship process is confusing
56. Campus life is very biased. They don't support certain organizations the way that they should and they have officers that are incredibly disrespectful to students and members of organizations.
57. I haven't used much of what's posted above.
58. Always positive the people are really caring about your successes
59. Personal counseling is an amazing benefit on our campus.
60. I went into the office of campus life to ask about a club. I wanted to see if they had any information they could provide me. I was provided a website to check the activities posted by the groups; however, since that club had not updated the website, it made it harder to find when/where the club was meeting.
61. I think there should be more student life activities
62. Not many on campus dining options, but many dining places just off campus
63. More healthier food options
64. Help me find classes
65. I'm very thankful to the career development center for all their help this past year!
66. In all of the above listed offices, I have had great experiences with the faculty and staff working within them.
67. Functions nicely
68. I just wish we had a Chick-Fil-A on campus instead of a Papa Johns
69. I wish we had more options to eat
70. I have tried to reach out to the personal counseling services several times but I never heard anything back from them.
71. I didn't find personal counseling to be as helpful for me as I would have liked it to be.
72. The food doesn't have gluten free options
73. I actually like their service
74. I was very pleased when I sought out personal counseling and was met with an easy and straight forward process. It was easy to start and ask for help which I greatly appreciated.
75. I keep getting parking tickets even though I told them I ordered my pass and it hasn't come in yet
76. The campus police are great at informing information and giving help. I eat at the dining all the time it's good and easy to find what I want with a broad variety of food.
77. Great food at campus and reasonably priced.
78. Student Central is really helpful to me.
79. I love the food IUS has to offer. The prices are great. Last semester my car got hit in the parking lot and I parked in under a camera and they still didn't catch the person who hit my car when I was in class. I had to pay the repairs.
80. I feel that campus dining is a little inconvenient for me personally because of the time that they close. Being an athlete, when I get out of practice they are either closing at the same time or have been closed for an hour or so. It is inconvenient for me to get food this way because I have the unlimited meal plan and I feel like I can't use it unless it's during lunch.
81. Friendly and convenient
82. There's not much to do on campus and there aren't that many "dining" options.
83. The cafe food is actually better than I expected. Actually enjoy eating the food from the on campus facilities.
84. None
85. The campus activities keep me involved and I love it! I never did anything in high school besides key club. I love all the opportunities.
86. The campus dining has often been rude to me. My personal counselor is very nice.
87. It's hard to get an appointment with Career Development.
88. I do my job study in the Career Development and I have nothing but kind words for all of the staff here. They have all been extremely welcoming and always ready to help.

89. Positive interactions that I had with campus Dining is the cafeteria manager telling me I can sit any where I want when I was not sure where to sit because of all the availability of seats.
90. The Career Development Center and Campus Dining staff have been very helpful to me in the past. The Career Development Center made finding and acquiring my internship easy, and the Campus Dining always provides good quality food. I have had positive experiences with them!
91. None
92. nothing to discuss
93. The police are very friendly and they are so helpful. The campus dining has great health options for a good price.
94. Positive because being involved in CRU is fun and I am glad I found this organization.
95. For my peers, Student Central has been a negative experience when helping them with tuition rates and payment plans.
96. Nothing truly "good for you" to eat, not very much Crohns friendly meals
97. Campus Police have helped me with my car multiple times and never made me feel poor or dumb.
98. I am glad our campus has personal counseling though I haven't used it and our police staff is very friendly and supportive.
99. Campus police are amazing and so nice
100. Campus dining is very difficult for those of us with dietary restrictions. I am gluten and dairy free and the only options available to me are a salad every day unless something special is made by the kitchen. It is extremely frustrating as I know that many other students are like me and we are unable to eat anywhere (even coffee shop) because of these health issues that we have.
101. More dining options for lunch would be nice. Another restaurant near the library would be great!
102. My negative comment was for Student Central not Student Success.
103. There needs to be more healthy options on campus for students and staff. Also, allergy warnings would be nice to accommodate those with serious allergic reactions.
104. Yes
105. None
106. Student central has helped me tremendously with understanding my school payments
107. Amanda Felton in Campus Life had helped me multiple times with finding where I need to go. Even helping me figure out how to plan an event on campus with what steps I need to take to make the event happen! She is a great part of the IUS staff!
108. The campus police are always eager to help and keep the campus safe.
109. I have had minimal interactions with the above offices and therefore have neither positive nor negative emotions for the most part.
110. Student Central helped me with some technical issues.
111. The staff of student central are always very helpful in answering my questions, and during the few interactions that I have had with the Campus Police, it was clear that they are very serious about our safety.
112. The parking dispensers used to make me late to class because they didn't work
113. Career development helped me when I began an internship as an undergrad student
114. The commons have pretty delicious food.
115. All were very well to the ones I've been too
116. Campus dining is always very busy when I go, but they are able to get us in and out in less than a couple minutes
117. I didn't have negative feelings towards anybody in different departments. I haven't gone to career and development yet. I haven't gone to personal counseling in two years. And I haven't had an encounter with campus life yet.
118. The campus dining could be updated. The cafeteria looks bland and the food is average.
119. I have not yet had a chance to experience with any of these but student central. Student central is a great resource for me to use and it is quiet

120. Everything is very nice, I enjoy getting the updates from the campus police so that I am aware of what's happening around me. The dining is also very good, the only complaint is the workers can sometimes be rude.
121. Campus police does not take all forms of sexual harassment seriously.
122. Student Central is a mess. What once took 15 minutes now takes 45 with all the backtracking and extra steps consolidating various offices causes.
123. Student Central never seems to understand what my problems are and always give me the same answers to different but related problems.
124. All good
125. I wish campus dining had healthier food options
126. Everything above is excellent at what they do have have no problem with them.
127. Campus police gave me a parking citation, stating that I did not have a "visible valid parking permit," when I in fact had one visible. I had to clear this up with campus security. [Individual] told me "campus police have been making a lot of mistakes this week, so this isn't isolated." [They] continued, "each student only gets one citation bypass per year." This means if an officer makes another mistake, I HAVE to pay my citation. It doesn't matter if I did anything wrong.
128. I feel that there should be more restaurants on campus for students that close late at night
129. Again this is geared mostly for fresh out of high school students. This is how it is interpret in the emails and the general attitude of how they make all the arrangements. I just can't take off from work to fulfill my professor/instructors demands. I have bills to pay
130. None
131. I don't see a lot of these
132. Should be more campus involvement opportunities
133. I love the campus overall.
134. I do wish there were a little bit more variety for students that want to eat healthy, a lot of the food offered is not healthy and I would love to be able to eat something besides salad and grilled chicken every day. That being said, the food is still tasty.
135. I always feel safe when I see the campus police, and I feel safer on campus with campus police around
136. I want to know about what I can do with my major choice and what kind of companies may want me.
137. While I do not participate with campus life or student central, I find the other offices very effective with what they do. Especially personal counseling.
138. Student Central was helpful but also very unhelpful, hopefully just caught them at a bad time. Food is amazing, love the salad bar.
139. all positive
140. The food is very good, which is nice compared to high school.
141. I think all of these offices do a great job. I really enjoyed the campus life giving out free IU tickets, I got to go and it was a blast!
142. The campus police are very nice and always willing to help!
143. [Staff member] does not care about the students that live in the dorms.
144. At the very end of summer my boyfriend, a friend, and I were fishing in the ponds outside on campus and I ended up with a hook in my foot, which was very scary for me, and when we called for help from the blue emergency post they did not take it very serious, took longer than it should have for someone to come down, and then the policeman they sent down to me was extremely unprofessional and rude and even went as far as to laugh in my face while I was hysterically crying.
145. The campus police was very nice and explaining what campus activities they do.
146. I also work at the campus dining but it so nice and refreshing.
147. Food is good

148. Not really aware of what is served nowadays in the campus dining area besides subway and papa johns. I feel there could be more done with food options as far as maybe marketing new items or showcasing certain healthy options
149. All interactions with these offices are also positive.
150. None
151. The dining has been good, I just wish there were a few more healthy options!
152. More gluten free options in the cafeteria would be appreciated. Even the fries are breaded therefore anyone with gluten allergy cannot eat them.
153. Sometimes i felt stuent central mis-directed me a few times causing me to have to make several visits to resolve a issue i had with financial aid.
154. I haven't met with a career counselor thus far, or been provided with much information back any sort of internship.
155. Very good interactions with the people from that list so far
156. Wish we had more options of food
157. I really should spend the time to check out these departments/sections of the university.
158. A lot of activities are mid-day when I'm in classes
159. The campus police helped direct me to a coordinator's office.
160. The dining hall lacks options sometimes for the special of the day and they have changed the ranch dressing from last semester and it is very upsetting
161. Other than sporadically joining in on CSF events, I haven't really found any groups (not necessarily organizations, just groups of people) that I've felt like I "meshed" with...this is my sophomore year, and I don't feel like I've really found my "place" yet. I feel a bit lonely sometimes, but I'm not great at going up and talking to strangers by myself (unless I have a question), and I haven't found any organizations outside of CSF that really interested me (I know CRU exists, they just didn't jazz me I guess). I have no interest in Greek life, and I have no interest in (and barely understand) sports...I'm not sure how to make friends. I guess it's the big downside of being a commuter student. (Sorry that was REALLY long!)
162. I don't understand why we have the five dollar minimum for our credit/debit cards. I understand you want to encourage us to use our crimson card, but most of us can't. Some college kids are POOR.
163. The campus dining staff are extremely friendly and was having a smile on their faces.
164. Good interactions
165. The campus police and student central have been nice and helpful when I have questions. I have never been to campus life, the career development center, or campus dining.
166. Food is a little expensive for portion size.
167. Not enough choices in the cafeteria. Need more restaurants on campus
168. I have not been to all of these places but I have not had any negative interactions thus far in the semester.
169. Police and cafeteria staff are friendly and provide good service
170. Student central has been there to answer all the questions that I may have.
171. None
172. Again, no bad experience. Some I haven't visited much
173. I have not had any negative interactions with the offices listed above.
174. Slow service at subway, all else is very good.
175. All were great, just didn't eat on campus very often.
176. The salad bar is awesome but kinda pricey.
177. Campus life has been a clunky office to work with as an officer of an organization.
178. The campus cafeteria tries to hide their terrible inspection ratings. I've gotten sick several times while here, and after seeing the inspection results, now I understand why I kept getting sick. Student Central is fine on its own, but you should not have to sign in to ask a simple question. That is purely boosting the report numbers to exaggerate their reporting score.

179. Campus police available to jump vehicles or help with flat tires, or if you accidentally pull over the parking stops they will help you.
180. I had personal counseling only at the beginning of the graduate program and it was a good experience.
181. Very helpful when needed
182. Campus dining staff is very friendly. They are quick and produce good food. I would like them to change up menu some and offer more. Student central does pretty well and gets the job done. I think the bursar needs to have a feature where there able to tell if you have financial aid. They have acted many times like there is no financial aid for me in reality there is. The financial aid office confirms it and the bursar says not. There needs to be more transparency between both offices.
183. The campus police changed my tire once so that was helpful
184. Helpful with parking passes
185. Campus police are [not very helpful]. I got two 20 dollar tickets. I am a transfer student and didn't know we needed parking passes. I ask for forgiveness on them and they denied it. This was my 3rd week of school and I still don't know how to get a parking pass.
186. Campus police makes sure everyone knows what's going on around campus.
187. Police take good control of campus
188. Everyone at IUS is helpful and friendly.
189. Friendly
190. Love the emails from campus police.
191. Not enough healthy options. Tight quarters.
192. Again they have been of aid when required
193. The police give parking tickets like crazy and should have more important things to do with their time. The system for getting a parking pass for the day is also terrible. The machines don't work half of the time and no one should have to wait an hour for someone to come to the police office just for a parking pass. The cafeteria needs healthier options. There is a salad bar but eating a salad for every meal is not fun. The only option for drinks outside of the bottled options is cokes and they have too much sugar. You all added a pizza place in the cafeteria but pizza is not healthy either. Too many carbs.
194. It is difficult to get a call back from student central on the same day you call which is frustrating when you have a time sensitive question.
195. Excellent food on campus
196. Everyone in career development seems to want to help the student succeed.
197. Student center explained everything great
198. Campus is well kept and maintained.
199. The only issue I had with Campus Police was when I suffered a very severe vertigo attack and the officer who was assisting me tried to make me sit up by pulling on me. Other than that I have had no issues with the campus police. To be honest, I don't particularly like the new setup with Student Central. At times it is more of a hassle trying to get through to see someone than I feel is necessary. I also don't feel they should not be asking your date of birth out loud. I don't feel this is pertinent to my being helped. If I go to Campus Dining, I usually grab something cheap and inexpensive (grilled cheese sandwich or some tenders). I tried several soups but they were horrible. And the one time I decided something from the Chef's selection looked pleasing to eat, I was very disappointed because when I opened it, there was a bug on my food. Suffice to say, I rarely purchase anything to eat or I will purchase a fountain drink.
200. Last year my club ordered the hot chocolate from the dining hall and it was terrible.
201. Large option for dinner and always friendly
202. Helpful
203. The Cafe has great chicken, and even when the lines are long they get people through quickly.
204. The campus police were always great and the career development center is probably the most beneficial resource on campus!

205. Campus life is always friendly and the food in the dining hall is tasty with lots of options.
206. All seem incredibly patient and kind.
207. You should be able to see the campus police more and staff around
208. When my parked car was hit, the campus police were prompt to the scene as well as cooperative when I wanted to follow up.
209. Officers do not seem very helpful on campus. They are rude, abuse their power, and don't seem interested in helping students.
210. One time I lost my keys and campus police did a good job at letting me know when they were returned.
211. Overall the food has been very good and everyone is very friendly and helpful in the other offices
212. Officer Million was very helpful and when needed the officers were always there.
213. The chicken tenders were changed from last year and they are basically half portion compared to last year.
214. More variety of meals
215. My observance of Campus Police is putting citations on students cars, never have I seen them policing the campus for the safety of students! What about making sure the students are safe?? Instead of seeing them as big ticket items.
216. Campus dining has been burning the chicken tenders for weeks now
217. Dining services/coffee shop closes too soon
218. Food is always fresh and delicious
219. Career Development couldn't give me a lot of assistance and had little to no knowledge of my field (theatre), although they were very kind. Campus dining is sometimes overpriced for what you get. \$4 for a Quesadilla is excessive.
220. When my roommate and I had an issue with her family member the campus police were extremely helpful and understanding of our situation. I've met a few of the officers and they are all very nice!
221. Career development is very helpful and never had a negative interaction.
222. The food is good
223. None
224. The campus life center is great about letting everyone know about the upcoming events. Also, they are great with the sororities
225. I locked my keys in my car recently and the IUPD came in a timely manner and were super nice while helping.
226. Campus life was nice and helped me understand more.
227. Personal Counseling Service is amazing.
228. I really enjoy the career development center, they are very welcoming.
229. The campus is like a little community and I love it.
230. I go to counseling and the people I have had are very good at what they do
231. Sometimes the cashiers seem rude.
232. Campus police had been helpful in my case and I love campus dining. There's something very appealing about being able to eat without leaving campus
233. The employees at Student Central are very knowledgeable about the students' needs.
234. I am satisfied with meeting up with campus police, because I feel safe on campus.
235. Everyone has done a great job at helping me
236. Honestly, we do not have the variety that I would like to see at IUS. I know a lot cannot be done about that at the moment but I wish I didn't have to leave school just to get food.
237. I really like the staff and students, their all so nice. Sometimes I have a hard time understanding the teachers, most times they help me understand. I had a hard time sending in my assignments and the people in the library and IT helped me send them in, and that's why my very first assignments didn't get in on time.
238. Campus police have been very nice and guided me when I needed to get my fys passport stamped.
239. The student central office is always really crowded, and I have very little time to visit.
240. There needs to be some form of food open during evenings for people with the meal plan

241. I think the Campus Police has a very high price for parking permits. I also think that they should give out at least one warning for an offense before handing out \$20 parking tickets.
242. I tried to make an appointment with personal counseling and never received a call back
243. Campus life has been a great help to me.
244. Career development has been helpful but I feel that sometimes help desk isn't the best
245. Very polite and kind
246. Always there when needed.
247. I haven't used most of these but haven't had any problems with the ones I have.
248. I haven't had any.
249. The IUSPD is absolutely amazing. The University couldn't ask for a better team of Officers and Staff members. They are kind, courteous and precise. They should all get very big raises.
250. They helped me answer questions
251. I am very satisfied with the following above of always being able to get assistance when I need it.
252. Everyone is friendly, haven't had a bad or even poor encounter
253. I love week of welcome!
254. I enjoyed the food selection at IUS Dining services
255. Due to its recent dramatics, I would like the papa johns in the cafeteria to be removed. I understand I can chose not to eat there, I also know it cost a lot of money to put in. But, walking past it everyday tells me that IU a university that prides itself on diversity, is supporting a company in which its CEO uses racial slurs. It's both hypocritical and upsetting.
256. The students at the dining area could be more cheerful and interactive.

#### GRADUATE PROGRAM COMMENTS

Graduate respondents were asked: "Please tell us more about your experience communicating with your graduate program." Please note that the comments below were not edited for grammar and spelling.

1. I wouldn't recommend T2T because of the frustrations caused by lack of communication.
2. Dr. Walsh, the Director of my program, was very helpful and continues to provide exceptional guidance. The [Individual] however is not very helpful, slow to respond, and impossible to interact with.
3. My experience has been great. I feel every faculty member I have interacted with was of the mindset to help me achieve success. My questions have all been answered promptly and I think that is a large part of my success.
4. Overall it went smoothly. I don't remember any issues at the time.
5. So far has worked with my work schedule. However I do get home late and wish more online classes were available
6. There is a lack of communication within the T2T program. During the admission process there was supposed to be an interview and at the last minute the interview was cancelled. It seems everyone that applied to the program was accepted. It's not a big deal but I cancelled a trip out of the country thinking that I had to be here for an interview. Also, during this program I have found that some faculty members do not respond to emails until the emails are sent over and over.
7. My Program Director gave me incorrect information multiple times, and [they] did not follow through with finding the correct answers in a timely manner.
8. Sharon Allen was able to get me admitted into the MSSF program and scheduled for a class in days, not even weeks.
9. I am taking prerequisites right now and have not formally applied. I have been conditionally accepted. It was relatively easy to do the paperwork online. I am old school and love the classroom setting. I feel so much is lost

in our younger generation with doing so much without human interaction. We are growing a generation of people with no people skills. I find this very concerning.

10. I relate a great deal to Dr. Walsh and I am much more comfortable discussing my program with her and trust her guidance.
11. Kim does an excellent job.
12. Everyone in the graduate program was fast and reliable.
13. Good communication
14. Dr. Murray is great... A lot of the faculty is awesome and t2t staff is great ... But as a whole, School of Ed (especially as a whole regarding undergrad) is disorganized.
15. I exchange e-mails with the admission office and all of my questions were answered in a timely manner.
16. I have enjoyed it so far.
17. Prompt email response
18. I had several interactions with various professors. They were all helpful, courteous and timely.
19. The faculty were great in helping me apply and answer all questions I had.
20. Dr. Mary Bradley answers your questions within 2 to 4 hours, which is very quick. If she doesn't know the answer, she will find out for you. She makes you feel comfortable and welcomed to the program.
21. Sara Walsh rocks!
22. Dr. Bradley has always been extremely thorough when providing information.
23. I was told how to apply and knew faculty was there to help if I needed it. They were honest with me about the MSN program not yet being accredited so I could make an educated decision. It's a new program and I understand that, but they are doing a great job.

APPENDIX A

# CWS-0085 All-Student Survey Fall 2019

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Start of Block: All Students

## All-Student Survey

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**This institutional survey is used to collect feedback from current students and to drive campus decision-making.**

**To be eligible for the random prize giveaways of \$100 and \$20 Crimson Card account credits (five \$20 credits and one grand prize of a \$100 credit), be sure to click the final SUBMIT>> button to submit your responses.** Thank you for starting this IU Southeast feedback survey. Your answers will remain confidential and anonymous unless you choose otherwise. Results will be delivered to the appropriate unites so that they may improve their service to you.

There are no foreseeable risks in taking this survey. For information on how these results will be used feel free to contact Ron Severtis, the Director of the Office of Institutional Effectiveness, at [rseverti@ius.edu](mailto:rseverti@ius.edu)

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Page Break

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Start of Block: Time/Modality of Courses

Ideally, when would you prefer to take a course? (Select all that apply)

- Morning (7 AM - 11 AM)
  - Midday (11 AM - 1 PM)
  - Afternoon (1 PM - 5:30 PM)
  - Evening (5:30 PM - 10 PM)
  - Online so I could take it anytime.
- 

Courses are offered in the semester when I need them.

- Strongly Agree
  - Slightly Agree
  - Slightly Disagree
  - Strongly Disagree
  - I don't know/ Not Applicable
- 

*Display This Question:*

*If Courses are offered in the semester when I need them. = Slightly Disagree*  
*Or Courses are offered in the semester when I need them. = Strongly Disagree*

Please describe your concerns with course offerings in the semester(s) you need them.

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Ideally, how would you prefer to take a course (Select all that apply)

- Entirely Online (allows student to complete course requirements at any time from any location)
  - Mostly Online (with a few on-campus meetings for labs or exams, with 76% or more of the instructional content delivered online)
  - Somewhat Online (Combines classroom instruction with online instruction, with 25%-75% instruction delivered online)
  - In a traditional classroom (face-to face) with no online components
- 

Courses are offered at the time of day when I need them.

- Strongly Agree
  - Slightly Agree
  - Slightly Disagree
  - Strongly Disagree
  - I don't know/ Not Applicable
- 

*Display This Question:*

*If Courses are offered at the time of day when I need them. = Slightly Disagree*  
*Or Courses are offered at the time of day when I need them. = Strongly Disagree*

Please describe your concerns with course offerings at the time of day you need them.

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We are trying to get a better picture of our student body. Do you work for pay?

Yes

No

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*Display This Question:*

*If We are trying to get a better picture of our student body. Do you work for pay? = Yes*

When do you work? (Select all that apply)

I work mornings.

I work afternoons.

I work evenings.

I work weekends.

I work approximately 8 AM to 5 PM (first shift hours)

I work approximately 4 PM to midnight ( second shift hours)

I work approximately 11 PM to 7 AM (third shift hours)

My work schedule rotates often.

End of Block: Time/Modality of Courses

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Start of Block: Communication from University

For the most important matters related to your academic progress (enrollment or graduation) how should the university contact you? (Select all that apply)

Directly From Faculty

Directly From Advisors

Via Email

Via Canvas

In-Person

Via Phone

Via Text

End of Block: Communication from University

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Start of Block: Student Information

Which bridges, if any, do you primarily use as part of your commute to IUS?

Lewis & Clark Bridge (East End Bridge)

Sherman Minton Bridge (I-64)

JFK & Abraham Lincoln Bridge (I-65)

Clark Memorial Bridge (Second Street Bridge)

I do not use any bridges.

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In your overall interactions with the following IU Southeast units, please rate your level of satisfaction. If you have no interacted with a particular unit please select 'N/A'. You will have an opportunity to add your thoughts or details in each section below.

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	N/A
Library	<input type="radio"/>					
Academic Advising	<input type="radio"/>					
Disability Services	<input type="radio"/>					
Student Success Center	<input type="radio"/>					
Academic School (Faculty & Staff)	<input type="radio"/>					

Please describe any positive or negative interactions that you have had with the offices above.

\_\_\_\_\_

Page Break

In your overall interactions with the following IU Southeast units, please rate your level of satisfaction. If you have not interacted with a particular unit please select 'N/A'. You will have an opportunity to add your thoughts or details in each section below.

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	N/A
Campus Police	<input type="radio"/>					
Campus Life	<input type="radio"/>					
Career Development	<input type="radio"/>					
Student Central	<input type="radio"/>					
Personal Counseling	<input type="radio"/>					
Campus Dining	<input type="radio"/>					

Please describe any positive or negative interactions that you have had with the offices above.

\_\_\_\_\_

End of Block: Student Information

Start of Block: Graduate Students

**Graduate Students**

How did you find out about your IU Southeast graduate program? (Check all that apply)

- Digital/Electronic Ad
  - IU Southeast web pages
  - From a friend or relative
  - I am an alumni of IU Southeast
  - I talked to someone from IU Southeast at a career or job fair
  - I attended an open house at IU Southeast
  - Faculty member
  - Advisor
  - IU Southeast students
  - Students at another University/School
  - IU Southeast Alumni magazine
  - Direct mail from IU Southeast
  - Radio Advertising
  - Other (Please specify) \_\_\_\_\_
-

Why did you choose a graduate program at IU Southeast? (Check all that apply)

- Cost
- Location
- Familiarity with IU Southeast campus
- Quality of IU Southeast faculty
- Quality of the program
- Other (Please specify) \_\_\_\_\_

We are interested in getting your opinion about the application process for admission to your graduate program. Please rate your level of satisfaction on the following items.

	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree	Does Not Apply
The electronic application was easy to complete.	<input type="radio"/>					
The IU Southeast graduate web page made it easy to apply.	<input type="radio"/>					
The IU Southeast graduate web page provided information I needed about my program.	<input type="radio"/>					
I was able to find out easily who to ask questions concerning my program.	<input type="radio"/>					

If you interacted with a staff or faculty member in your graduate program, were your questions answered quickly?

Yes

No

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Please tell us more about your experience communication with your graduate program.

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End of Block: Graduate Students

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Start of Block: End

**Thank you for participating. You MUST click the SUBMIT button to finalize your responses.**

End of Block: End

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