

Fort Valley State University Student Satisfaction Inventory

I. DEMOGRAPHICS

Classification/Year:

Choices		Count	Percent
1	New Freshman	90	17%
2	Freshman	75	14%
3	Sophomore	88	17%
4	Junior	143	27%
5	Senior	134	25%
6	Graduate	2	0%
Mean		3.30	

Gender:

Choices		Count	Percent
1	Male	259	49%
2	Female	266	51%
Mean		1.51	

Housing Status:

Choices		Count	Percent
1	On campus	297	60%
2	Off campus	198	40%
Mean		1.40	

Age Group

Choices		Count	Percent
1	18-20	290	56%
2	21-23	181	35%
3	24-25	35	7%
4	26-30	5	1%
5	31-40	8	2%
6	41-60	3	1%
7	61 or older	0	0%
Mean		1.60	

Ethnicity/Race:

Choices		Count	Percent
1	Black (Non-Hispanic Origin)	477	92%
2	White (Non-Hispanic Origin)	7	1%
3	Hispanic	2	0%
4	Asian or Pacific Islander	4	1%
5	American Indian or Alaskan Native	0	0%
6	Multiracial	27	5%
Mean		1.31	

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GPA:

Choices		Count	Percent
1	Below 2.00	15	3%
2	2.00-2.49	84	17%
3	2.50-2.99	192	39%
4	3.00-3.49	142	29%
5	3.50-4.00	58	12%
Mean		3.29	

II. UNIVERSITY SERVICES

1. Academic Success Center

		Count	Percent
IMPORTANCE			
1	No Importance	13	3%
2	Little Importance	17	3%
3	Moderate (average) Importance	120	23%
4	Great Importance	161	31%
5	Very Great Importance	206	40%
Mean		4.03	
SATISFACTION			
1	Very Dissatisfied	11	2%
2	Dissatisfied	16	3%
3	Neutral	114	22%
4	Satisfied	188	36%
5	Very Satisfied	96	19%
0	Have Not Used/Not Available	93	18%
Mean		3.12	

2. Bursar/Cashier Services

		Count	Percent
IMPORTANCE			
1	No Importance	7	1%
2	Little Importance	16	3%
3	Moderate (average) Importance	101	20%
4	Great Importance	176	34%
5	Very Great Importance	215	42%
Mean		4.12	
SATISFACTION			
1	Very Dissatisfied	21	4%
2	Dissatisfied	37	7%
3	Neutral	137	27%
4	Satisfied	214	42%
5	Very Satisfied	91	18%
0	Have Not Used/Not Available	14	3%
Mean		3.54	

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3. Career Planning Services

		Count	Percent
IMPORTANCE			
1	No Importance	10	2%
2	Little Importance	17	3%
3	Moderate (average) Importance	122	24%
4	Great Importance	159	31%
5	Very Great Importance	198	39%
Mean		4.02	
SATISFACTION			
1	Very Dissatisfied	14	3%
2	Dissatisfied	26	5%
3	Neutral	130	25%
4	Satisfied	167	33%
5	Very Satisfied	84	16%
0	Have Not Used/Not Available	90	18%
Mean		3.02	

4. Plant operations/Cleaning Services

		Count	Percent
IMPORTANCE			
1	No Importance	19	4%
2	Little Importance	27	5%
3	Moderate (average) Importance	132	26%
4	Great Importance	156	30%
5	Very Great Importance	180	35%
Mean		3.88	
SATISFACTION			
1	Very Dissatisfied	12	2%
2	Dissatisfied	31	6%
3	Neutral	138	27%
4	Satisfied	188	37%
5	Very Satisfied	76	15%
0	Have Not Used/Not Available	67	13%
Mean		3.16	

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5. Recreation and intramural programs

		Count	Percent
IMPORTANCE			
1	No Importance	20	4%
2	Little Importance	42	8%
3	Moderate (average) Importance	156	31%
4	Great Importance	141	28%
5	Very Great Importance	148	29%
Mean		3.70	
SATISFACTION			
1	Very Dissatisfied	26	5%
2	Dissatisfied	38	7%
3	Neutral	123	24%
4	Satisfied	173	34%
5	Very Satisfied	64	13%
0	Have Not Used/Not Available	86	17%
Mean		2.91	

6. Library facilities and services

		Count	Percent
IMPORTANCE			
1	No Importance	5	1%
2	Little Importance	16	3%
3	Moderate (average) Importance	104	20%
4	Great Importance	153	30%
5	Very Great Importance	232	45%
Mean		4.16	
SATISFACTION			
1	Very Dissatisfied	9	2%
2	Dissatisfied	18	4%
3	Neutral	101	20%
4	Satisfied	194	38%
5	Very Satisfied	156	31%
0	Have Not Used/Not Available	31	6%
Mean		3.74	

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7. Student Government Association

		Count	Percent
IMPORTANCE			
1	No Importance	15	3%
2	Little Importance	27	5%
3	Moderate (average) Importance	128	25%
4	Great Importance	145	28%
5	Very Great Importance	195	38%
Mean		3.94	
SATISFACTION			
1	Very Dissatisfied	19	4%
2	Dissatisfied	19	4%
3	Neutral	119	24%
4	Satisfied	168	33%
5	Very Satisfied	125	25%
0	Have Not Used/Not Available	55	11%
Mean		3.39	

8. Infirmary/Wellness Center

		Count	Percent
IMPORTANCE			
1	No Importance	13	3%
2	Little Importance	16	3%
3	Moderate (average) Importance	98	19%
4	Great Importance	148	29%
5	Very Great Importance	232	46%
Mean		4.12	
SATISFACTION			
1	Very Dissatisfied	50	10%
2	Dissatisfied	48	9%
3	Neutral	117	23%
4	Satisfied	151	29%
5	Very Satisfied	79	15%
0	Have Not Used/Not Available	68	13%
Mean		2.92	

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9. Information Technology

		Count	Percent
IMPORTANCE			
1	No Importance	2	0%
2	Little Importance	26	5%
3	Moderate (average) Importance	123	24%
4	Great Importance	159	31%
5	Very Great Importance	196	39%
Mean		4.03	
SATISFACTION			
1	Very Dissatisfied	19	4%
2	Dissatisfied	36	7%
3	Neutral	136	27%
4	Satisfied	179	35%
5	Very Satisfied	86	17%
0	Have Not Used/Not Available	53	10%
Mean		3.23	

10. Academic Advising

		Count	Percent
IMPORTANCE			
1	No Importance	5	1%
2	Little Importance	23	5%
3	Moderate (average) Importance	91	18%
4	Great Importance	136	27%
5	Very Great Importance	253	50%
Mean		4.20	
SATISFACTION			
1	Very Dissatisfied	30	6%
2	Dissatisfied	40	8%
3	Neutral	111	22%
4	Satisfied	196	39%
5	Very Satisfied	108	21%
0	Have Not Used/Not Available	24	5%
Mean		3.47	

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11. Registration

		Count	Percent
IMPORTANCE			
1	No Importance	3	1%
2	Little Importance	16	3%
3	Moderate (average) Importance	84	16%
4	Great Importance	138	27%
5	Very Great Importance	269	53%
Mean		4.28	
SATISFACTION			
1	Very Dissatisfied	30	6%
2	Dissatisfied	53	11%
3	Neutral	124	25%
4	Satisfied	187	38%
5	Very Satisfied	85	17%
0	Have Not Used/Not Available	19	4%
Mean		3.38	

12. Opportunities for student employment

		Count	Percent
IMPORTANCE			
1	No Importance	8	2%
2	Little Importance	21	4%
3	Moderate (average) Importance	111	22%
4	Great Importance	149	29%
5	Very Great Importance	220	43%
Mean		4.08	
SATISFACTION			
1	Very Dissatisfied	39	8%
2	Dissatisfied	55	11%
3	Neutral	132	26%
4	Satisfied	149	30%
5	Very Satisfied	55	11%
0	Have Not Used/Not Available	72	14%
Mean		2.82	

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13. Student Union (services offered by the student union)

		Count	Percent
IMPORTANCE			
1	No Importance	16	3%
2	Little Importance	37	7%
3	Moderate (average) Importance	168	33%
4	Great Importance	131	26%
5	Very Great Importance	151	30%
Mean		3.72	
SATISFACTION			
1	Very Dissatisfied	18	4%
2	Dissatisfied	21	4%
3	Neutral	161	32%
4	Satisfied	148	29%
5	Very Satisfied	41	8%
0	Have Not Used/Not Available	115	23%
Mean		2.66	

14. Health Services

		Count	Percent
IMPORTANCE			
1	No Importance	8	2%
2	Little Importance	22	4%
3	Moderate (average) Importance	122	24%
4	Great Importance	136	27%
5	Very Great Importance	219	43%
Mean		4.06	
SATISFACTION			
1	Very Dissatisfied	40	8%
2	Dissatisfied	39	8%
3	Neutral	128	25%
4	Satisfied	167	33%
5	Very Satisfied	60	12%
0	Have Not Used/Not Available	73	14%
Mean		2.90	

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15. Intramurals

		Count	Percent
IMPORTANCE			
1	No Importance	31	6%
2	Little Importance	45	9%
3	Moderate (average) Importance	170	34%
4	Great Importance	123	25%
5	Very Great Importance	130	26%
Mean		3.55	
SATISFACTION			
1	Very Dissatisfied	28	6%
2	Dissatisfied	34	7%
3	Neutral	159	32%
4	Satisfied	125	25%
5	Very Satisfied	39	8%
0	Have Not Used/Not Available	119	24%
Mean		2.52	

16. The Department of Financial Aid (Financial Aid Services)

		Count	Percent
IMPORTANCE			
1	No Importance	7	1%
2	Little Importance	21	4%
3	Moderate (average) Importance	75	15%
4	Great Importance	116	23%
5	Very Great Importance	289	57%
Mean		4.30	
SATISFACTION			
1	Very Dissatisfied	109	21%
2	Dissatisfied	99	20%
3	Neutral	120	24%
4	Satisfied	115	23%
5	Very Satisfied	49	10%
0	Have Not Used/Not Available	15	3%
Mean		2.71	

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17. Work Study Opportunities

		Count	Percent
IMPORTANCE			
1	No Importance	10	2%
2	Little Importance	22	4%
3	Moderate (average) Importance	118	23%
4	Great Importance	134	26%
5	Very Great Importance	223	44%
Mean		4.06	
SATISFACTION			
1	Very Dissatisfied	46	9%
2	Dissatisfied	57	11%
3	Neutral	125	25%
4	Satisfied	138	27%
5	Very Satisfied	59	12%
0	Have Not Used/Not Available	83	16%
Mean		2.72	

18. Residence Hall Services and Programs

		Count	Percent
IMPORTANCE			
1	No Importance	21	4%
2	Little Importance	31	6%
3	Moderate (average) Importance	105	21%
4	Great Importance	161	32%
5	Very Great Importance	186	37%
Mean		3.91	
SATISFACTION			
1	Very Dissatisfied	31	6%
2	Dissatisfied	44	9%
3	Neutral	146	29%
4	Satisfied	152	30%
5	Very Satisfied	70	14%
0	Have Not Used/Not Available	61	12%
Mean		3.01	

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19. Cafeteria/Food Services

		Count	Percent
IMPORTANCE			
1	No Importance	18	4%
2	Little Importance	24	5%
3	Moderate (average) Importance	78	15%
4	Great Importance	135	27%
5	Very Great Importance	251	50%
Mean		4.14	
SATISFACTION			
1	Very Dissatisfied	95	19%
2	Dissatisfied	62	12%
3	Neutral	125	24%
4	Satisfied	136	27%
5	Very Satisfied	51	10%
0	Have Not Used/Not Available	42	8%
Mean		2.73	

20. Campus Safety

		Count	Percent
IMPORTANCE			
1	No Importance	9	2%
2	Little Importance	19	4%
3	Moderate (average) Importance	81	16%
4	Great Importance	129	25%
5	Very Great Importance	273	53%
Mean		4.25	
SATISFACTION			
1	Very Dissatisfied	38	8%
2	Dissatisfied	43	9%
3	Neutral	133	26%
4	Satisfied	180	36%
5	Very Satisfied	79	16%
0	Have Not Used/Not Available	31	6%
Mean		3.25	

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21. Classroom Instruction

		Count	Percent
IMPORTANCE			
1	No Importance	6	1%
2	Little Importance	16	3%
3	Moderate (average) Importance	110	22%
4	Great Importance	136	27%
5	Very Great Importance	242	47%
Mean		4.16	
SATISFACTION			
1	Very Dissatisfied	19	4%
2	Dissatisfied	23	5%
3	Neutral	138	27%
4	Satisfied	213	42%
5	Very Satisfied	91	18%
0	Have Not Used/Not Available	21	4%
Mean		3.54	

22. Student Life Activities

		Count	Percent
IMPORTANCE			
1	No Importance	14	3%
2	Little Importance	20	4%
3	Moderate (average) Importance	126	25%
4	Great Importance	158	31%
5	Very Great Importance	188	37%
Mean		3.96	
SATISFACTION			
1	Very Dissatisfied	26	5%
2	Dissatisfied	24	5%
3	Neutral	145	29%
4	Satisfied	189	38%
5	Very Satisfied	80	16%
0	Have Not Used/Not Available	40	8%
Mean		3.30	

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23. New Student Orientation

		Count	Percent
IMPORTANCE			
1	No Importance	22	4%
2	Little Importance	28	6%
3	Moderate (average) Importance	143	28%
4	Great Importance	140	28%
5	Very Great Importance	171	34%
Mean		3.81	
SATISFACTION			
1	Very Dissatisfied	27	5%
2	Dissatisfied	22	4%
3	Neutral	155	30%
4	Satisfied	163	32%
5	Very Satisfied	83	16%
0	Have Not Used/Not Available	59	12%
Mean		3.15	

24. Activities sponsored by the Student Government Association (SGA)

		Count	Percent
IMPORTANCE			
1	No Importance	16	3%
2	Little Importance	30	6%
3	Moderate (average) Importance	145	28%
4	Great Importance	140	28%
5	Very Great Importance	178	35%
Mean		3.85	
SATISFACTION			
1	Very Dissatisfied	20	4%
2	Dissatisfied	23	5%
3	Neutral	140	28%
4	Satisfied	160	32%
5	Very Satisfied	103	21%
0	Have Not Used/Not Available	54	11%
Mean		3.28	

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25. Campus Police

		Count	Percent
IMPORTANCE			
1	No Importance	18	4%
2	Little Importance	17	3%
3	Moderate (average) Importance	96	19%
4	Great Importance	116	23%
5	Very Great Importance	259	51%
Mean		4.15	
SATISFACTION			
1	Very Dissatisfied	50	10%
2	Dissatisfied	31	6%
3	Neutral	142	28%
4	Satisfied	177	35%
5	Very Satisfied	76	15%
0	Have Not Used/Not Available	29	6%
Mean		3.22	

26. Honors Program

		Count	Percent
IMPORTANCE			
1	No Importance	21	4%
2	Little Importance	20	4%
3	Moderate (average) Importance	130	26%
4	Great Importance	148	29%
5	Very Great Importance	185	37%
Mean		3.90	
SATISFACTION			
1	Very Dissatisfied	19	4%
2	Dissatisfied	18	4%
3	Neutral	150	30%
4	Satisfied	137	28%
5	Very Satisfied	65	13%
0	Have Not Used/Not Available	109	22%
Mean		2.77	

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27. Parking

		Count	Percent
IMPORTANCE			
1	No Importance	20	4%
2	Little Importance	32	6%
3	Moderate (average) Importance	104	21%
4	Great Importance	115	23%
5	Very Great Importance	234	46%
Mean		4.01	
SATISFACTION			
1	Very Dissatisfied	116	23%
2	Dissatisfied	72	14%
3	Neutral	105	21%
4	Satisfied	118	23%
5	Very Satisfied	45	9%
0	Have Not Used/Not Available	51	10%
Mean		2.51	

28. College Bookstore

		Count	Percent
IMPORTANCE			
1	No Importance	11	2%
2	Little Importance	14	3%
3	Moderate (average) Importance	121	25%
4	Great Importance	139	28%
5	Very Great Importance	205	42%
Mean		4.05	
SATISFACTION			
1	Very Dissatisfied	44	9%
2	Dissatisfied	50	10%
3	Neutral	148	29%
4	Satisfied	164	33%
5	Very Satisfied	75	15%
0	Have Not Used/Not Available	22	4%
Mean		3.22	

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29. Registrar's Office and Supplies

		Count	Percent
IMPORTANCE			
1	No Importance	7	1%
2	Little Importance	19	4%
3	Moderate (average) Importance	110	22%
4	Great Importance	130	26%
5	Very Great Importance	243	48%
Mean		4.15	
SATISFACTION			
1	Very Dissatisfied	31	6%
2	Dissatisfied	39	8%
3	Neutral	147	29%
4	Satisfied	180	36%
5	Very Satisfied	80	16%
0	Have Not Used/Not Available	27	5%
Mean		3.31	

30. Classroom facilities

		Count	Percent
IMPORTANCE			
1	No Importance	4	1%
2	Little Importance	22	4%
3	Moderate (average) Importance	108	21%
4	Great Importance	129	25%
5	Very Great Importance	247	48%
Mean		4.16	
SATISFACTION			
1	Very Dissatisfied	23	5%
2	Dissatisfied	37	7%
3	Neutral	153	30%
4	Satisfied	186	37%
5	Very Satisfied	85	17%
0	Have Not Used/Not Available	21	4%
Mean		3.42	

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III. COLLEGE ENVIRONMENT

31. Billing and fee payment procedures

		Count	Percent
IMPORTANCE			
1	No Importance	9	2%
2	Little Importance	15	3%
3	Moderate (average) Importance	82	19%
4	Great Importance	119	28%
5	Very Great Importance	206	48%
Mean		4.16	
SATISFACTION			
1	Very Dissatisfied	52	12%
2	Dissatisfied	53	12%
3	Neutral	121	28%
4	Satisfied	112	26%
5	Very Satisfied	70	16%
0	Have Not Used/Not Available	29	7%
Mean		3.02	

32. Tutorial Services

		Count	Percent
IMPORTANCE			
1	No Importance	9	2%
2	Little Importance	15	3%
3	Moderate (average) Importance	89	21%
4	Great Importance	123	28%
5	Very Great Importance	197	45%
Mean		4.12	
SATISFACTION			
1	Very Dissatisfied	19	4%
2	Dissatisfied	15	3%
3	Neutral	111	25%
4	Satisfied	130	30%
5	Very Satisfied	82	19%
0	Have Not Used/Not Available	80	18%
Mean		3.00	

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33. Center for Retention

		Count	Percent
IMPORTANCE			
1	No Importance	24	6%
2	Little Importance	16	4%
3	Moderate (average) Importance	130	30%
4	Great Importance	106	25%
5	Very Great Importance	153	36%
Mean		3.81	
SATISFACTION			
1	Very Dissatisfied	22	5%
2	Dissatisfied	18	4%
3	Neutral	125	29%
4	Satisfied	101	23%
5	Very Satisfied	57	13%
0	Have Not Used/Not Available	114	26%
Mean		2.57	

34. Opportunities for Student employment

		Count	Percent
IMPORTANCE			
1	No Importance	12	3%
2	Little Importance	18	4%
3	Moderate (average) Importance	101	23%
4	Great Importance	111	26%
5	Very Great Importance	189	44%
Mean		4.04	
SATISFACTION			
1	Very Dissatisfied	37	8%
2	Dissatisfied	47	11%
3	Neutral	112	26%
4	Satisfied	119	27%
5	Very Satisfied	54	12%
0	Have Not Used/Not Available	69	16%
Mean		2.77	

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35. Student media (newspaper, campus radio)

		Count	Percent
IMPORTANCE			
1	No Importance	20	5%
2	Little Importance	33	8%
3	Moderate (average) Importance	131	30%
4	Great Importance	125	29%
5	Very Great Importance	126	29%
Mean		3.70	
SATISFACTION			
1	Very Dissatisfied	36	8%
2	Dissatisfied	33	8%
3	Neutral	126	29%
4	Satisfied	121	28%
5	Very Satisfied	46	11%
0	Have Not Used/Not Available	73	17%
Mean		2.74	

36. General condition of campus buildings

		Count	Percent
IMPORTANCE			
1	No Importance	5	1%
2	Little Importance	13	3%
3	Moderate (average) Importance	97	22%
4	Great Importance	116	27%
5	Very Great Importance	203	47%
Mean		4.15	
SATISFACTION			
1	Very Dissatisfied	42	10%
2	Dissatisfied	46	11%
3	Neutral	136	31%
4	Satisfied	144	33%
5	Very Satisfied	52	12%
0	Have Not Used/Not Available	14	3%
Mean		3.18	

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37. The University in general

		Count	Percent
IMPORTANCE			
1	No Importance	3	1%
2	Little Importance	16	4%
3	Moderate (average) Importance	75	17%
4	Great Importance	94	22%
5	Very Great Importance	247	57%
Mean		4.30	
SATISFACTION			
1	Very Dissatisfied	32	7%
2	Dissatisfied	42	10%
3	Neutral	132	30%
4	Satisfied	145	33%
5	Very Satisfied	75	17%
0	Have Not Used/Not Available	15	3%
Mean		3.33	

38. Attitude of non-teaching staff toward students

		Count	Percent
IMPORTANCE			
1	No Importance	15	3%
2	Little Importance	20	5%
3	Moderate (average) Importance	99	23%
4	Great Importance	113	26%
5	Very Great Importance	187	43%
Mean		4.01	
SATISFACTION			
1	Very Dissatisfied	44	10%
2	Dissatisfied	46	11%
3	Neutral	140	32%
4	Satisfied	116	27%
5	Very Satisfied	65	15%
0	Have Not Used/Not Available	24	6%
Mean		3.09	

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IV. COMMENTS

- Need a campus doctor as soon as possible. Very inconvenient.
- Parking for commuters needs to be better!
- I love my FVSU!
- When it comes to parking, we should be able to park in the back building parking lot, behind the education building and founders parking lot. I believe the café ceiling has mold and when it's raining outside, it rains inside the café, too. The food for the café needs to be improved.
- This was kind of too long. Just saying! Have a nice day! We also need to fix the café ceiling because it is very dangerous and some fell on my friend.
- I really think we should fix the ceiling because it fell on ME! GRRR!!!!
- Must do better.
- Replace Moore (HPE) and replace Boston (Pettigrew) ASAP. They're unprofessional and undeserving.
- The campus dorm price needs to change, the service in our café needs to change. The parking is awful! The rules for upper classman in the dormitory needs to change.
- The cafeteria need serious improvements and the quality of food can better. Parking for students on campus and commuters needs to improve. Financial aid takes extremely too long. And some of the classrooms need updating/improvement.
- I am very dissatisfied with the cafeteria. It has mold in the ceiling which is a health issue. The roads itself is horrible and it needs to be remodeled.
- Fix commuter parking.
- Campus radio should be more funded for its important topics (they just did a my brother's keeper interview with the Dean of Education and four student in the education department).
- Give the students what they want.
- HATE financial aid!!!
- We pay too much money to loose visitation due to nonsense.
- Need better customer service. The staff here attitudes SUCK!
- Please don't repeat questions on the survey, and I have customer service. It is getting better but still needs to be clear. Particularly in the residential life department.
- Thanks, please make changes according to this survey.
- There are many issues at Fort Valley State University that need to be addressed and handled accordingly. I feel the if administration were more involved and with the students, these problems would begin to diminish. Nevertheless, FVSU in general is a good college to attend.
- The room checks are straight up rude. There should be a registration on visitation looks.
- The student body needs to get involved, not just students in clubs, SGA, Greek Organization, etc.
- The commuter parking lot in front of the Pettigrew needs repairing BADLY, that is all.
- Some things could be better.
- What is the point of the questionnaire if nothing seems to change?
- Cafeteria needs improvement alternative pins should be given to all majors. Residence Halls are overpriced and way too strict with rules for adults with a negative decline in conditions.
- Financial aid need improvements. Better parking spaces. Better food choices and healthier.
- Since I live off campus I rarely know about activities that go on. I stay out of the loop.
- All of the staff should be able to speak proper English.
- No student life, crappy parking. Why do I have to buy wild card dollars? I'm a commuter, I'll go here and eat.

Fort Valley State University

Student Satisfaction Inventory

IV. COMMENTS (con'td)

- With just a few changes to how the school uses its money and people, Fort Valley State could become a great University.
- Cafeteria needs new ceilings and utensils and food.
- Registration should start with senior only since graduation is priority and we have a limited amount of classes left. The second day of registration should be for junior, the third for sophomores and freshman. Financial aid advisors should enter information in system when the student brings their documents, not let them pile up and they get behind with processing. Also, commuter parking is horrible from Pettigrew! Fees are too excessive for the services I receive. I have a new car that needs repairs because of this.
- I'm loving it.
- Fort Valley State has the potential to be great! Set the bar as the standards for the best by employing people with positive attitudes and those that genuinely care for the students. I would recommend E.Q. training.
- Cafeteria has poor food choices on the weekends and usually doesn't have the biggest variety of food. Needs to expand. Dorms rooms should have direct USB access to the internet connections because the wireless is very unpredictable. Lack of any proper help when it comes to certain problems with functions within the dorms.
- Visitation hours are stupid.
- The café needs better food. The old man with glasses is mean and moves absolutely slow at serving food. I think his name is Mr. White.
- Fix commuter parking lot at Biology Building.
- The café sucks, get food and better options.
- The ladies in financial aid are very rude. Unorganized and slow.
- As much money we spend as a whole to attend FVSU should reflect within our campus & faculty.
- I think that the services offered at the school are necessary but I don't feel like they are all provided to their best ability.
- Parking needs to be re-paved.
- Fort Valley University is yet a great college hand down but unfortunately as a Freshman I am dissatisfied with too many factors as far as housing, food services and my major in biology and I would like to say that the science building is wonderful and so are the classes and professors. This is the main factor why I am still attending and will graduate from FVSU. I'm technically classified as a junior but fresh to this University.
- The only problem I've had this semester was with my Math teacher not wanting to help us and being very rude. I've also had a problem with visitation during this semester. I'm grown, treat me like it.
- The food in the cafeteria is terrible. The school is not what I expected. I'm getting my 30 credits hours and transferring.
- I think that there should be intramural basketball.
- This survey was very time consuming.
- Parking is getting to be a problem. With more and more students driving the demand for parking has increased. Computer labs need an upgrade. Too many printing problems wifi in the business department is up to par.

Fort Valley State University

Student Satisfaction Inventory

IV. COMMENTS (con'td)

- Something's need to be changed. Knowing what needs to be changed isn't the problem, but changing them seems to be the problems
- Every department needs better customer service skills.
- Café food is disgusting and the old gym floor needs to be waxed or something. It's too slippery.
- More parking behind buildings.
- In general this campus needs some recreation overall. FVSU makes me feel as if I should have joined the Army instead of going to college. Not all HBCU's are the same but Fort Valley is at the bottom of the poles. Should have spent my money at an all white school. They would have treated me better. I would have paid that extra \$15,000 anyways.
- The only good thing this school has is the professors, especially Professor Galone and Dr. Gyapong. If everyone was like them the school will definitely attract more students.
- FVSU really needs to look at their financial aid and registration process for traditional and non-traditional students. The financial aid counselors are unfriendly, unhelpful and USELESS. They treat you like you are beneath them and make you feel like you are bothering them. When you call or go in the office, you have to be wondering why you enrollment is declining. Step 1: Fix the registration and financial aid process and train your employees to be professional & courteous to your students.
- Financial aid services have been the worst experience! Maybe if I were younger this process would have forced me to change University. Luckily I am an adult! Oh the staff is unfriendly and they never return phone calls. Ms. Trans is horrible.
- Staff in certain offices have got to be better!
- New financial aid staff.
- School needs to actually focus more on what students want not only in the classroom but outside as well. There is never anything to do on campus and when students try to use the recreational facilities, i.e., the gym campus police always shut it down for no reason, the school as a whole just needs to get better.
- Some teaching staff do not put forth a satisfactory effort and miss many days in class. IM building has less poor computers that often don't work or do not have the proper software needed for the course.
- The non-teaching staff is rude sometimes.
- Didn't get much help from the teacher.
- Being a computer science major I think that it is extremely important to fix the class that we used in the CTM (upstairs where classes are held). Most of them don't work chairs are broken and we need up-to-date software. We need to learn more advanced programs and coding so we will have a better advantage in our field once we graduate.
- Seems as though the campus works in favor of the staff more than the students who pay to be here FVSU can do way better.
- There needs to be more parking for commuters students near the library.