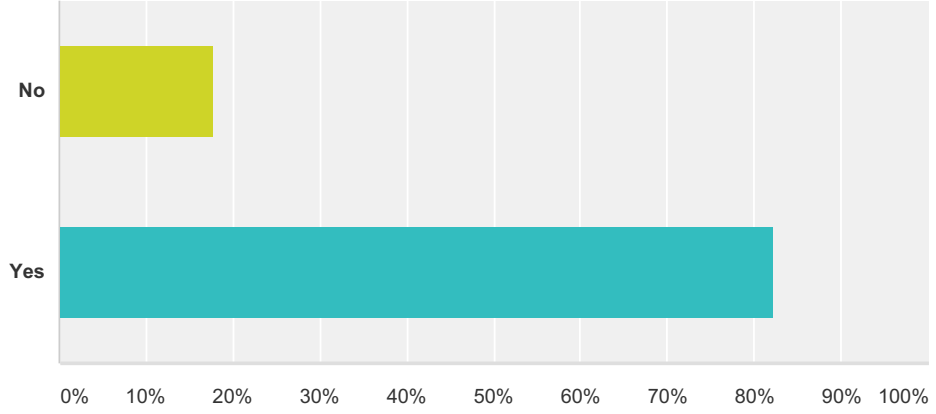


Q7 Did you receive communications from Southeastern and HigherOne regarding our partnership to administer student refunds?

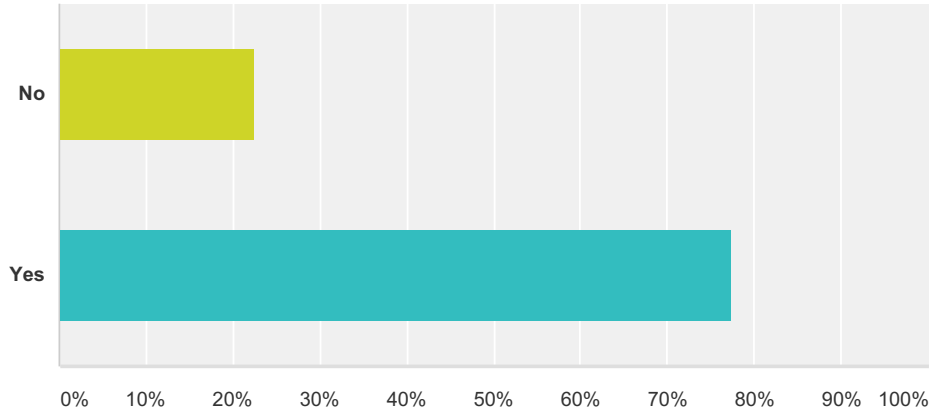
Answered: 322 Skipped: 219



Answer Choices	Responses
No	17.70% 57
Yes	82.30% 265
Total	322

Q8 Did you receive communications from Southeastern and HigherOne providing guidance and instructions on how to activate your card and selected a preference?

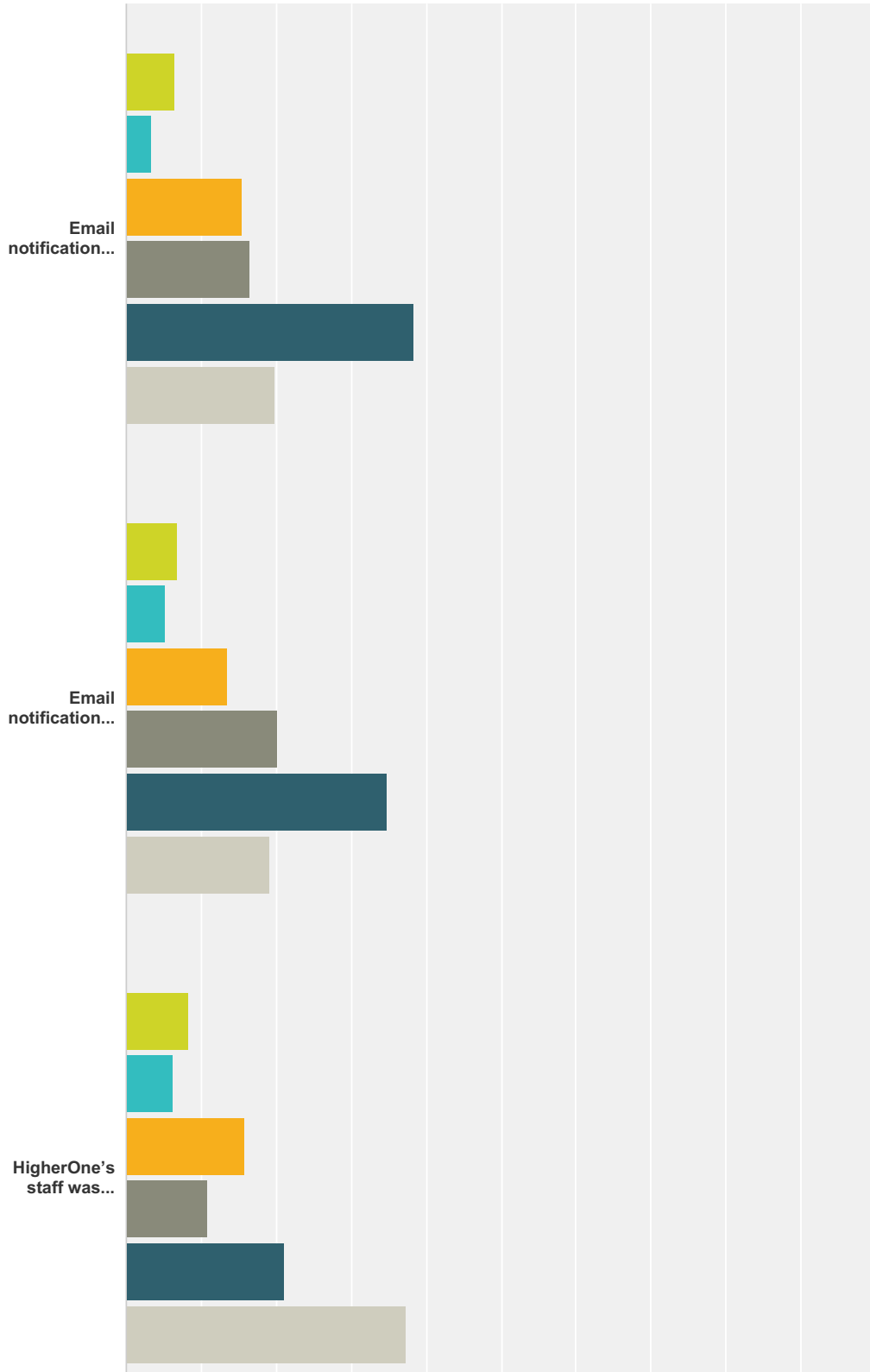
Answered: 314 Skipped: 227



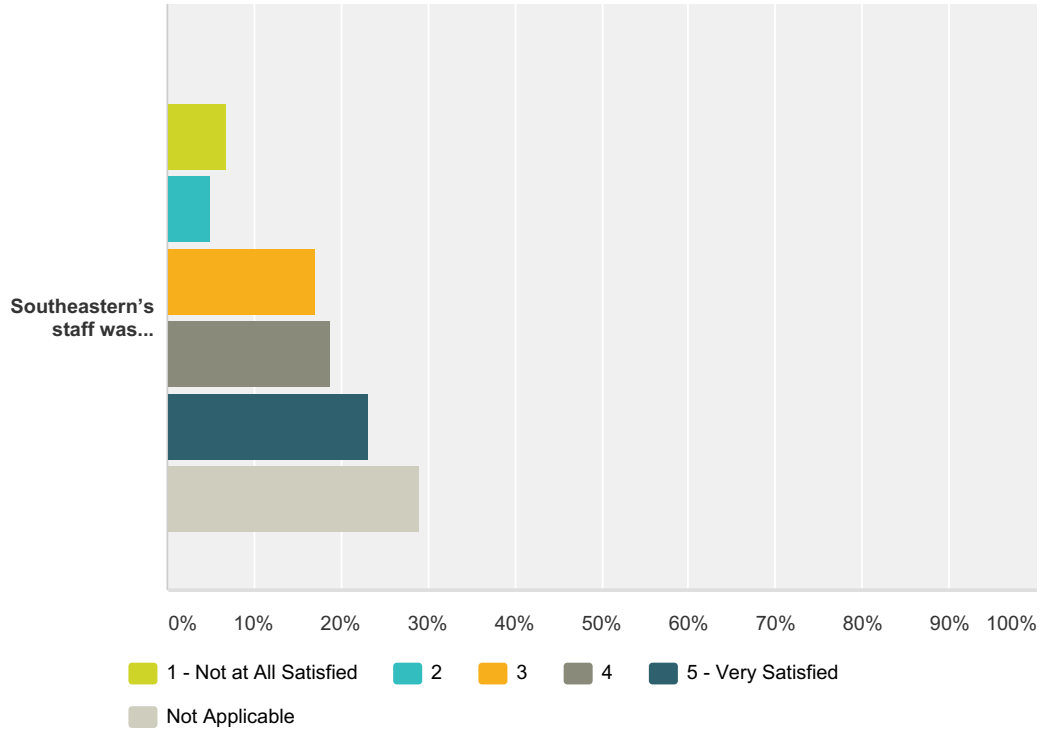
Answer Choices	Responses	
No	22.61%	71
Yes	77.39%	243
Total		314

Q9 On a scale from 1 to 5, where 1 means Not at all Satisfied and 5 means Very Satisfied, please indicate how satisfied you are with the following.

Answered: 323 Skipped: 218



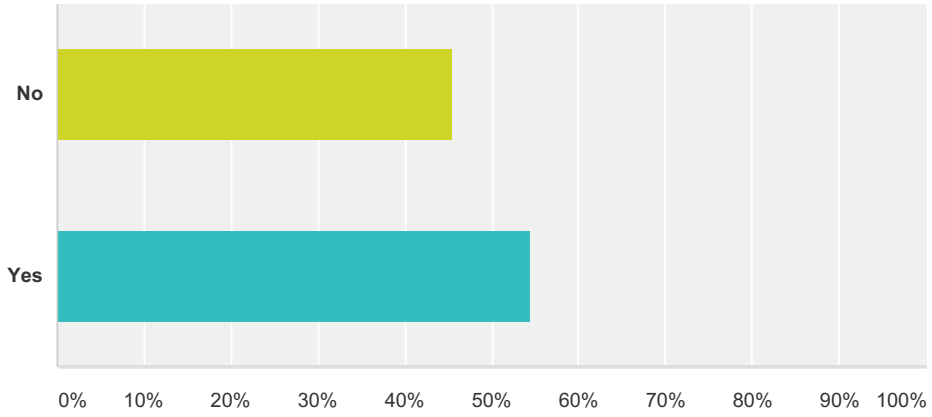
Current Student Survey 14-15



	1 - Not at All Satisfied	2	3	4	5 - Very Satisfied	Not Applicable	Total
Email notifications were informative to let me know a card was coming.	6.50% 21	3.41% 11	15.48% 50	16.41% 53	38.39% 124	19.81% 64	323
Email notifications were helpful by providing instructions for making a refund preference.	6.83% 22	5.28% 17	13.66% 44	20.19% 65	34.78% 112	19.25% 62	322
HigherOne's staff was knowledgeable and helpful.	8.41% 27	6.23% 20	15.89% 51	10.90% 35	21.18% 68	37.38% 120	321
Southeastern's staff was knowledgeable and helpful.	6.81% 22	4.95% 16	17.03% 55	18.89% 61	23.22% 75	29.10% 94	323

Q10 Would you like to see Southeastern continue the partnership with HigherOne?

Answered: 303 Skipped: 238



Answer Choices	Responses	
No	45.54%	138
Yes	54.46%	165
Total		303

Current Student Survey 14-15

Q11 What type of expenses did you encounter?

Answered: 89 Skipped: 452

#	Responses	Date
1	I discarded the card and just used the check that southeastern mailed to me instead.	1/5/2015 4:16 PM
2	all kind of expenses. It's not a good question.	12/29/2014 1:22 PM
3	I didn't talk to anyone about it and it was a straight forward process.	12/22/2014 3:51 PM
4	Gas for traveling back and forth for classes	12/22/2014 3:18 PM
5	Withdrawal fee at an atm away from school.	12/22/2014 10:02 AM
6	Lab books, cap and gown, lab equipment, etc.	12/22/2014 9:45 AM
7	none	12/22/2014 9:01 AM
8	Actually didn't get anything. Pay out of pocket. Which is bs that we don't get any back. No help at all since my parents make to much. Which isn't my money!!!	12/22/2014 12:34 AM
9	?	12/20/2014 8:52 AM
10	i was told by people not to use it so i am unfamiliar with it	12/19/2014 8:09 PM
11	Debit transactions fee	12/19/2014 5:33 PM
12	Did not know what it was, had no idea southeastern was partnering with this company so I initially ignored the emails, caused a delay in receiving my refund	12/19/2014 1:31 PM
13	Gas because I am a commuter, and food costs because I don't live on campus.	12/19/2014 1:10 PM
14	Rent, groceries, medicine	12/19/2014 11:46 AM
15	I don't know I kept getting emails but a card never came in the mail.	12/19/2014 11:26 AM
16	Gas,fiid, bills	12/19/2014 10:01 AM
17	I didn't really use the program...	12/19/2014 9:29 AM
18	N/a	12/19/2014 9:12 AM
19	Additional books Commuting expenses Extra curricular fees	12/19/2014 8:53 AM
20	Slu knew NOTHING! and higher one was an automated message. STOP USING THEM!!!!!!!!!!	12/19/2014 8:27 AM
21	I did not use the Higher One system.	12/12/2014 10:56 AM
22	To use PIN, money gets taken away from your account, I would prefer my money be direct deposited into my bank account like it used to be.	12/12/2014 10:14 AM
23	Spss software, easybib software	12/11/2014 11:53 PM
24	I haven't had any reason to use this card. Furthermore, my grandmother cut it up, thinking it was a credit card application.	12/11/2014 3:38 PM
25	fees	12/11/2014 1:04 PM
26	A lot	12/11/2014 11:19 AM
27	Food Expenses Living expenses	12/10/2014 8:08 PM
28	I did not activate or use HigherOne at all.	12/10/2014 6:26 PM
29	I never used it.	12/10/2014 3:25 PM

Current Student Survey 14-15

30	My expenses are mostly food and school supplies. I spend more money on food than I would like to because the hours of dining locations on campus do not always meet my needs. I would also like to see Southeastern cut ties with HigherOne. Although I chose to not set up an account through them, students in 8 states filed a class action lawsuit against the company and its partner Bancorp Bank for charging nondisclosed service fees. It is reported that HigherOne made \$66 million in "convenience fees" in 2010 alone. While the case has been settled (for some \$15 million), I believe that if Southeastern truly cares about students they will cut ties from a company that has a history of preying on college students who are less financially savvy because of our lack of experience by charging nondisclosed fees.	12/10/2014 11:29 AM
31	Grants covered the majority of my tuition, leaving just a small amount of tuition, my meal plan, and books to be covered by a loan.	12/10/2014 11:25 AM
32	All the basic school expenses: tuition, textbooks, housing, dining, etc	12/10/2014 10:17 AM
33	i would have liked to know the stages of my refund being put into my account	12/9/2014 11:18 PM
34	N/A. Just don't find it useful	12/9/2014 10:58 PM
35	Did not activate the my HigherOne card.	12/9/2014 9:08 PM
36	N/a	12/9/2014 8:58 PM
37	I receive a direct deposit into my banking account and do not use the card.	12/9/2014 8:00 PM
38	none besides the usual	12/9/2014 7:39 PM
39	None, my refund was put on my card, but the first I tried using it to pay fees it declined me.	12/9/2014 7:35 PM
40	I need a refund but never got the card.	12/9/2014 4:29 PM
41	Aggravated at choices for refund	12/9/2014 4:05 PM
42	None	12/9/2014 2:18 PM
43	Books	12/9/2014 1:51 PM
44	Tuition	12/9/2014 1:31 PM
45	None	12/9/2014 12:41 PM
46	I don't know.	12/9/2014 12:37 PM
47	Do not want to use card. Would like to keep my check	12/9/2014 12:35 PM
48	I got a refund for being overcharged by the textbook rental. I had thrown away my lion card since it wasn't clear what it was for. It took an extra 3 weeks to receive my refund via a check in the mail.	12/9/2014 12:34 PM
49	Expensive.	12/9/2014 12:22 PM
50	N/A	12/9/2014 12:20 PM
51	Several- rent, academics, housing, fees	12/9/2014 12:13 PM
52	None	12/7/2014 1:25 PM
53	Tuition, eating, parking	12/5/2014 12:25 PM
54	You must use the card as a credit card. They charge a fee each time you use it as a debit.	12/4/2014 8:05 PM
55	None.	12/4/2014 4:13 PM
56	N/A	12/3/2014 11:45 AM
57	I didn't encounter any monetary expenses but as an established employee who had already given my direct deposit information it was quite the hassle to have to ensure that my deposit went to that account instead of an account I did not want.	12/3/2014 11:00 AM
58	I still have not gotten my refund back from this semester, and exam week is next week.....	12/3/2014 10:12 AM
59	fees	12/2/2014 9:57 PM
60	Bills and food.	12/2/2014 7:11 PM

Current Student Survey 14-15

61	Too many emails even after receiving the card.	12/2/2014 5:29 AM
62	None? I told them I didn't want to use it.	12/1/2014 10:11 PM
63	I set up my automatic bank refund, so I did not have fees, but Delgado had used a similar card. There were fees if you did not use it as a credit.	12/1/2014 10:08 PM
64	Housing buyout. It's ridiculous.	12/1/2014 9:16 PM
65	Besides the increased tuition and fees? Besides the distance technology fee to take a foreign language class where I had to try to teach myself? Besides the foreign language lab fee that I had to pay despite the fact that I am taking an online class?	12/1/2014 9:13 PM
66	none	12/1/2014 8:57 PM
67	didnt use my card, its pointless	12/1/2014 8:22 PM
68	It's really stupid and an unnecessary third party. It just takes longer for the refund I NEED to survive at school to come.	12/1/2014 6:49 PM
69	Tuition	12/1/2014 6:12 PM
70	Not sure what HigherOne is.	12/1/2014 4:42 PM
71	N/a	12/1/2014 4:22 PM
72	Expenses I encounter were gas, food, medical, classes that were added to my term II semester.	12/1/2014 3:48 PM
73	Refunds.	12/1/2014 3:30 PM
74	n/a	12/1/2014 3:30 PM
75	Getting my account out of lock down was frustrating. They say you can use your Birth Certification to verify your identity but they don't accept it. Also, not really useful when most students either already has a their own bank account or has a good supply of the Lion cash. Just got mine unlocked but I don't have my \$400 refund like my father and I were told.	12/1/2014 3:07 PM
76	Tuition and everything for that	12/1/2014 2:55 PM
77	I'm not sure	12/1/2014 2:38 PM
78	Tuition	12/1/2014 2:35 PM
79	normal expenses	12/1/2014 1:54 PM
80	N/A	12/1/2014 1:43 PM
81	HigherOne is just another red tape in the process, just cut the middle man.	12/1/2014 1:35 PM
82	None	12/1/2014 1:29 PM
83	na	12/1/2014 1:20 PM
84	None	12/1/2014 1:17 PM
85	Having to pay rent and utilities	12/1/2014 1:07 PM
86	I recieved no refund for this fall2014 semester!	12/1/2014 1:06 PM
87	With higher one I did not ecountered any expenses to my knowledge	12/1/2014 12:44 PM
88	Tuition, books, and supplies	12/1/2014 12:42 PM
89	food and gas	12/1/2014 12:41 PM