



Student Advocacy Survey 2019

Mount Saint Vincent University Students Union



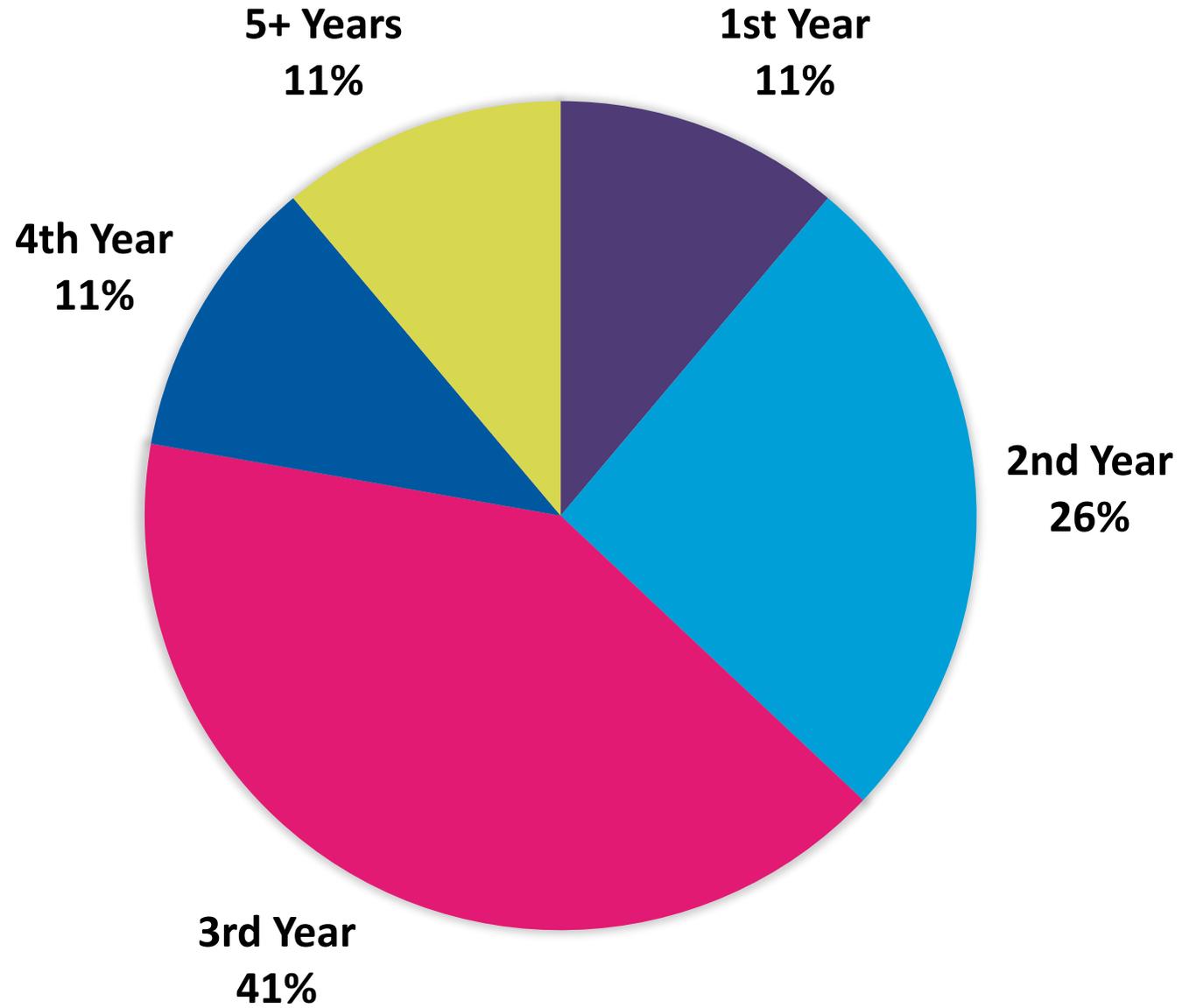
Important Notes

- Some of the comments/responses to the survey questions contained sensitive information and to protect the privacy of the individuals involved those portions of the comments could not be published.
- Please also note that, statistically, 27 respondents out of 3,500 students is not sufficient to put qualitative weight to the data. We cannot use this small portion of people to accurately represent all Mount students.

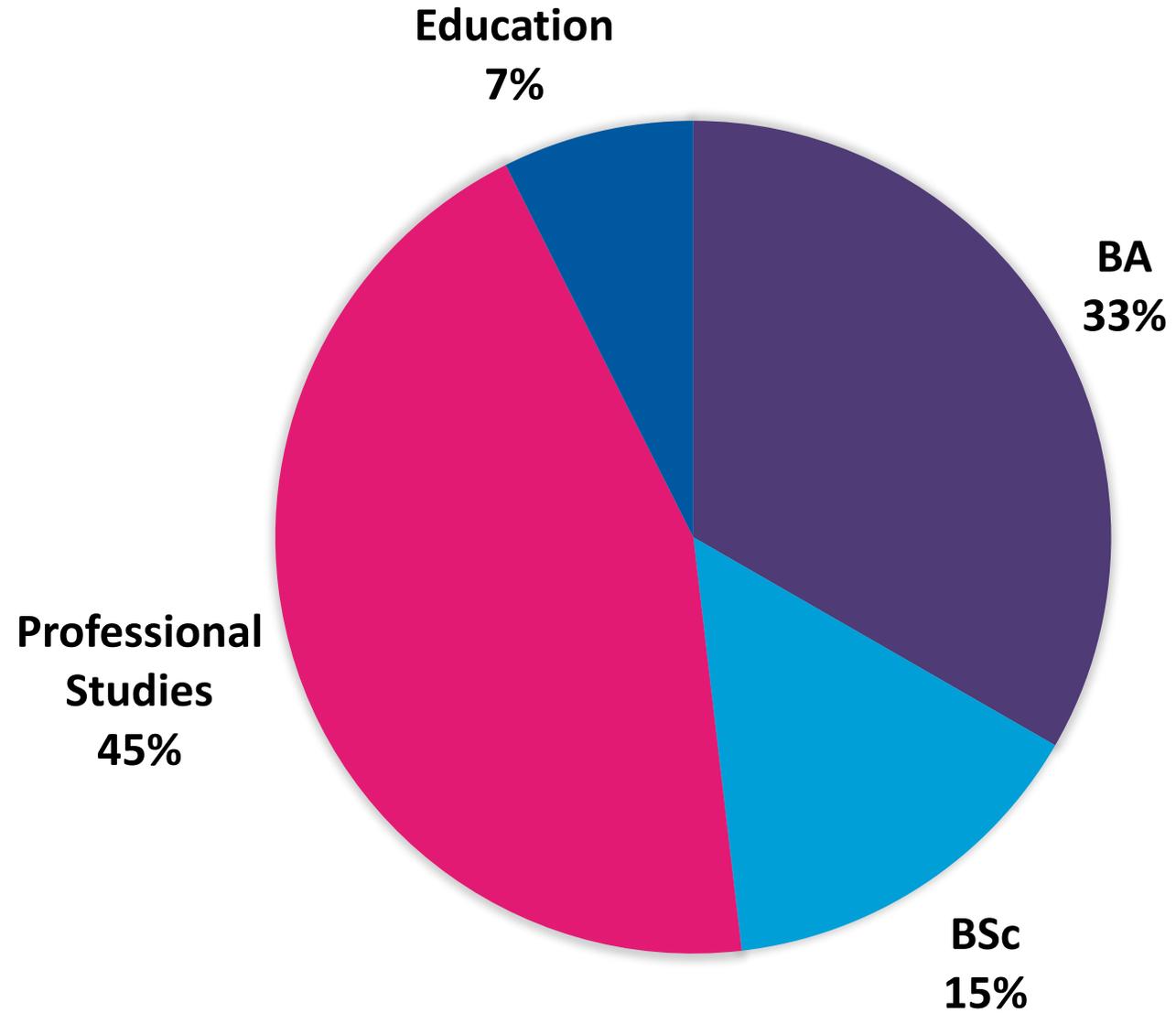
Demographics

- 27 Entries
- 1st year students – 5+ year students
- Arts
 - History
 - Family Studies
 - Psychology
- Science
 - Biology
 - Psychology
- Professional Studies
 - Public Relations
 - Child & Youth Study
 - Business
- Education

STUDENTS YEAR OF STUDY



STUDENTS PROGRAM OF STUDY



Please tell us about your experiences with the Students Union.

- Always lots of fun stuff happening and lots of good advertising
- I've only had minimal interaction with the students union but it has all been positive.
- All Postive!
- Very good
- Good mostly. could be more accessible. Be in mccain more often. come to students.
- Good for the most part
- Pretty good experience. Don't utilize many services so I'm pretty indifferent but I think it has been a good year
- The events have been fun! Plenty of different things to attend. However, sometimes the events are loud enough for me to hear from my dorm.

Please tell us about your experiences with the Students Union.

- Not much
- Haven't had any.
- Other than the health plan, I basically have none.
- I feel like I don't know anything about the SU and the presence is not as strong as it is with other universities.
- Minimal
- *shrug*

Please tell us about your experiences with the Students Union.

- I only had experiences with the students union in first year, as they focus mainly on first years.
- I have very little other than o-week... it sucked, but I did like the gambling.
- I've asked and suggested a few things. Not seen any implemented. So meh
- They've been alright to deal with. Slow moving and I think deeper problems are in management. Video quality and promotional efforts are pathetic and take away from credibility.

Please tell us about your experiences with the Students Union.

- i've volunteered with the student's union for a number of years. it has lots of potential to be a great service to students but isn't being really serving students like it should. like they just want something to put on their resumes and care about themselves more than students
- I think having a student union is great, but I haven't had much support from it. Every issue I face with profs and university rules, I've had to fight alone. And it's been really hard.

Please tell us about your experiences with the Students Union.

- Every student pays the same amount of union dues and yet only those that are 20 something benefit with events. The claim that events are open to everyone is really quite misleading. Very few, if any, mature students (who are very close to the majority of students at the mount) are interested in 'partying' at Vinnie's Pub, where most events take place, with young students the age of our own children, in fact, my own child attends the mount and I feel confident she is no more interested in partying with me than I with her. I feel mature students have been disregarded by the student union. I sent a message to the union voicing this exact concern and was not priviledged with a response. Very dissappointing experience with msvusu

Please tell us about your experiences with the Students Union.

- I feel that the MSVUSU has become increasingly more irrelevant and its sole focus seems to be on advocacy versus anything else. I'm so sick of hearing about all the 'wrongs' that seem to have been done to a very small minority of politically motivated people. You need to understand that Mount students want STUDENT LIFE. I pay the lowest tuition in the province. Stop advocating for free/lower tuition, and start putting work in on making this place ENGAGING, FUN, and INTERESTING. I'm literally paying you part of my fees, and I actually have no clue where they go outside of some people holding picket signs and holding closed door sessions about different issues on campus. I heard after my orientation week that the SU was responsible for its organization, and that was probably the first time I had a bad taste in my mouth about you. Stop trying to be a bunch of small-time politicians. Stop trying to shove politics down our throat. Stop trying to impose your political views on students. Be LEADERS. Be APPROACHABLE. Prevent the MSVUSU from becoming the MSVUSwho.

Please tell us about your experiences with Vinnies Pub

- Always a good time there, so many great events .
- Good
- I have never been there but I hear that it is always a good time
- I LOVE VINNIES
- It's ugly. and feels gross like a sports bar
- Very good
- Karaoke always fun!
- Super fun, Todd is a great manager
- Love the pub. Layout is fantastic, staff are excellent and drink selections are good. They should do a better job advertising events though.

Please tell us about your experiences with Vinnies Pub

- I actually really like Vinnie's. When I lived on campus I would go once or twice per week. Now that I live off campus I might go once per week. I think Vinnie's needs a face lift, and perhaps some better promotion around campus. I'm really not sure why more people don't go there... It's likely because our SU leadership isn't out and about promoting it until they're blue in the face. Get into the residences and PUMP IT UP when you can. If people start to connect Vinnie's with excitement, then more may go. P.S. The food is ALWAYS awesome. Is that Chartwells? It's way different than anywhere else on campus.
- The pub events have always been decently fun. Sex toy bingo and the Halloween pubs were probably my two favourite events. However, I think there should be more advertising about pub events because I find not many people know about them when I ask if they're going. Not everyone follows vinnie's on Facebook. More posters might work!

Please tell us about your experiences with Vinnies Pub

- A great place to let loose after a hard day, but the food is terrible! I wish they would serve more craft beer on tap (specifically Nine Locks and Good Robot). I do enjoy attending their events
- I find Vinnies doesn't do a good job of announcing events in a timely manner. Ive missed the past 3 sex toy bingos because they dont give me enough time to book it off work.
- I went there once during o-week, it was lame. I wish there was fun stuff happening though
- But never get posts about events until the day of, not good advertising.

Please tell us about your experiences with Vinnies Pub

- i've had some really uncomfortable experiences and i've heard others have too. also, vinnie's isn't a place i'd want to hang out
- It's ugly. and feels gross like a sports bar.
- Vinnies pub was a fun spot in first year but now it seems to have gone downhill. Its a good study spot during the day.
- It is sad that we have a wonderful business and tourism and hospitality department and our school bar is a dirty old pub. Where is the innovation? Why aren't we leading the way and applying ours students knowledge to help the school and create something!

Please tell us about your experiences with the Wellness Centre and Pantry.

- Good
- Haven't used it, but I'm really happy we have one on campus! It's an incredible resource for those who need it!
- I've used the pantry a few times and think it's a great campus resource.
- Never been. Great that it's there, though.
- Very good
- I once went in there to get a kool-aid jammer. Until that day I didn't know it existed.

Please tell us about your experiences with the Wellness Centre and Pantry.

- Again, not much. Even though its hard to afford my own food, I dont use these services because it seems like its for super poor students. Idk.
- The wellness pantry is such a nice resource!! I'm so happy we have the option of going there especially since I live on campus. I love having snacks in my dorm when I dont like what's at meal hall.
- Haven't had to use it.
- I do not live on residence, therefore I do not use this.
- it's kinda cliquey? like it's great to have that for students but i don't feel comfortable going in there

Please tell us about your experiences with the Pride Centre.

- Great
- I don't know where I'd be without the pride center! I have gained so many lifelong friends through it and it has helped me on my journey. Wether a place to volunteer, chat with like minded folks, a quiet place to study, get resources, decompress, talk openly in a safe space, or just grab a cup of coffee...the pride center is highly valuable!
- Very good

Please tell us about your experiences with the Pride Centre.

- I see lots of posters around campus that promote the pride centre in a positive manner
- Also haven't had an experience with it. But, as someone with a lesbian sister, I think it is extremely important to have this in place!
- I dont have a lot of experience there but the area is nice and I'm glad it's always open.
- Haven't had to use it
- i've never been but it seems like they do good stuff

Please tell us about your experiences with the Pride Centre.

- Too “out”
- What is this?

Please tell us about your experiences living in residence.

- Like my second home, student lounges are a great place to do work or be with friends, RAs are all very friendly and make sure everyone is aware of events happening

Please tell us about your experiences living in residence.

- My first year of residence was probably better than my second. I'm not sure if the rules got less stringent or if the people on my floor are just more rambunctious this year. But I find people are very loud on my floor and the RA's and security did little to change that. It's possible they didn't know about it though since I didn't complain. I found a lot of people were very unhygienic in the washrooms and I had problems with the person under my dorm smoking a lot (which took months for the problem to be resolved). I do recommend that someone checks on the showers the odd time because I find the drains get clogged and I don't have a way to fix it. On the plus side, the rooms are very nice and I do love the captain's bed and new desks they put in this year. I would recommend having windows that actually open a fair amount in Assisi because my dorm gets so overheated and the window does practically nothing to cool it down since it doesn't open.

Please tell us about your experiences living in residence.

- Bad. Felt like student life treated me as simply a number
- residence life is awful. it feel like they're the big brother watching over everyone. and how you have to sign your life away is ridiculous. also expensive--it's the same price to get an actual 1-bedroom apartment, if not cheaper
- AWFUL. “Residence Life” should have more students working within it. Please under grade the building- mostly bathrooms and windows
- Meh. Rez life isn't great.

Please tell us about your experiences living in residence.

- After having visited friends at other residences at other schools I have to say that MSVU may have one of the lamest residence experiences around. There's no fun, or really any tradition like you see at other schools, and that's super upsetting. Honestly, if it wasn't for PR, I might not have come to MSVU. I lived in res for two years and basically spent the entire time being jealous of friends at other schools. My program is great, but the on-campus experience is super lacking. Really, from orientation week until I moved off-campus, my entire res experience was underwhelming. That, and the buildings REALLY need some work. Have you been to X lately? Or Dal?

Please tell us about your experiences living in residence.

- Poor. When having issues needing to be addressed by staff, you are not notified when these issues are being addressed. As an example, when complaining about bug bites, I was never made aware that anything was being done. I complained multiple times asking res life to send someone up and I only learned months into this issue that pest control had been sent up multiple times (most of my emails even went unanswered). Students should be made aware of the status of the complaint as well as when people are coming in to the apartment and what they will be doing. Lastly, there is no one above res life that some of these problems can be brought to so no further complaints can be made.

Please tell us about your experiences with Chartwells.

- Excellent, friendly staff
- Good options overall.
- Fantastic at all locations. Personable, friendly, and take the time to remember students despite the vast numbers
- Great food options. Fresh food and fair portion sizes. I have no real complaints here. I enjoy all the meals I've had on campus.
- Pretty good expect not open during evenings of exams which is strange seeing people go early to study and may want something after

Please tell us about your experiences with Chartwells.

- So, I ate at the caf for both years in res and I thought the food was really good. I'd actually say it was better than expected. The staff are usually pretty cool and the desserts are always awesome. I had a couple of friends from other countries who mentioned they wished more international options were available, and I'd say that's probably something to consider. Maybe more of us Canadians would get into more international food if it was introduced to us more frequently at the caf. I didn't really spend much time or money at any of the other places because full meal plan (which by the way is so much better than my friends at other schools with other plans).

Please tell us about your experiences with Chartwells.

- Good food, but terrible prices, extremely expensive!
- I buy food from the seton café on occasion, but I have not used the cafeteria.
- Food was mediocre, staff was always very friendly
- Reasonable. Nice people. Slightly overpriced.
- 5.5/10
- Meh. Don't want to have to pay for it just because of residence.

Please tell us about your experiences with Chartwells.

- More vegan, dairy free and gluten free options are needed.
- Terrible and unhealthy food
- Does not provide enough veggie options for someone who has other dietary restrictions
- their food SUCKS! if you have any dietary restrictions you're screwed, and the quality in meal hall really isn't good
- Food is shit mate.

Please tell us about your experiences with Chartwells.

- From my two years of living on campus I have had plenty of different meal hall experiences. In my first year I found the food was rather enjoyable for the most part. There was a large variety and I was content with it. However, things are a bit different this year. I find that over half of the meals they serve at meal hall are meals that I don't like. For some reason they never seem to have mashed potatoes anymore unlike last year. My main problem is that I don't like the food that they have, and the meals they serve are getting old. At this point I have already memorized what day of the week they have certain foods because they repeat it so often. I also know about a few people who have gotten salmonella and food poisoning from meal hall within the past year. Just two weeks ago my friend had a burger that was completely pink on the inside. I find that meal hall is very expensive for the low quality it typically offers. I don't think it's fair that I am required to purchase one of the two most expensive meal plans because I live in Assisi, since most days I don't go to meal hall and eat my own food that I purchase on the side and keep in my dorm. I think we should be able to pick from all of the meal plans no matter what residence building we live in. I have the most expensive meal plan because it was mandatory for me to choose it and I barely go to meal hall at all, plus I spend even more money on food I actually eat. Plus I fear getting sick from the food at meal hall now. The meal plan is really not an affordable option but I have no other choice, and I wish that could change. Pod 5 and Pod 7 meal plans are just too expensive and not worth it to me, which is why I think we should be able to pick from any meal plan. Just because I have unlimited access to meal hall does not mean I'm going to use it. I just want to graduate without a heaping amount of debt from the meal plan I didn't use.

How do you feel about the cost of tuition at Mount Saint Vincent University?

- Too high!
- I feel negatively, it is very costly.
- It's too high.
- Ridiculous
- It's too high.
- Keeps getting higher
- A lot of money for the prof to read the text book to you.
- Much too high, and almost unaffordable.
- too expensive.
- It's ridiculously high

How do you feel about the cost of tuition at Mount Saint Vincent University?

- Too high for the quality of some of my professors. I truly don't like it here because some professors seem to get how to teach and some are lazy and make me want a refund. The costs are too high for this school.
- I don't like how it increased this past year. I feel like it could be cheaper. I also realized that online courses are significantly more expensive than my on campus ones. I think either all courses should be the same price or the online ones should be cheaper. I had an on campus course that was around \$550, which also had a lab, but my online course was around \$900 and the teacher only held one hour long session once every two weeks. In my opinion it's not worth the money.

How do you feel about the cost of tuition at Mount Saint Vincent University?

- I think it is on average, but I don't fully understand what the student union fee's are really going towards.
- I think it is moderately fair compared to other institutions in NS.
- Great prices compared to all other universities in the area but disappointed in how much it's been raised since I've started here
- I think it is too high, and I do not think it is necessary to add student union fees onto our tuition if we are A. not living on residence, or B. we are on a co-op term and are not at school

How do you feel about the cost of tuition at Mount Saint Vincent University?

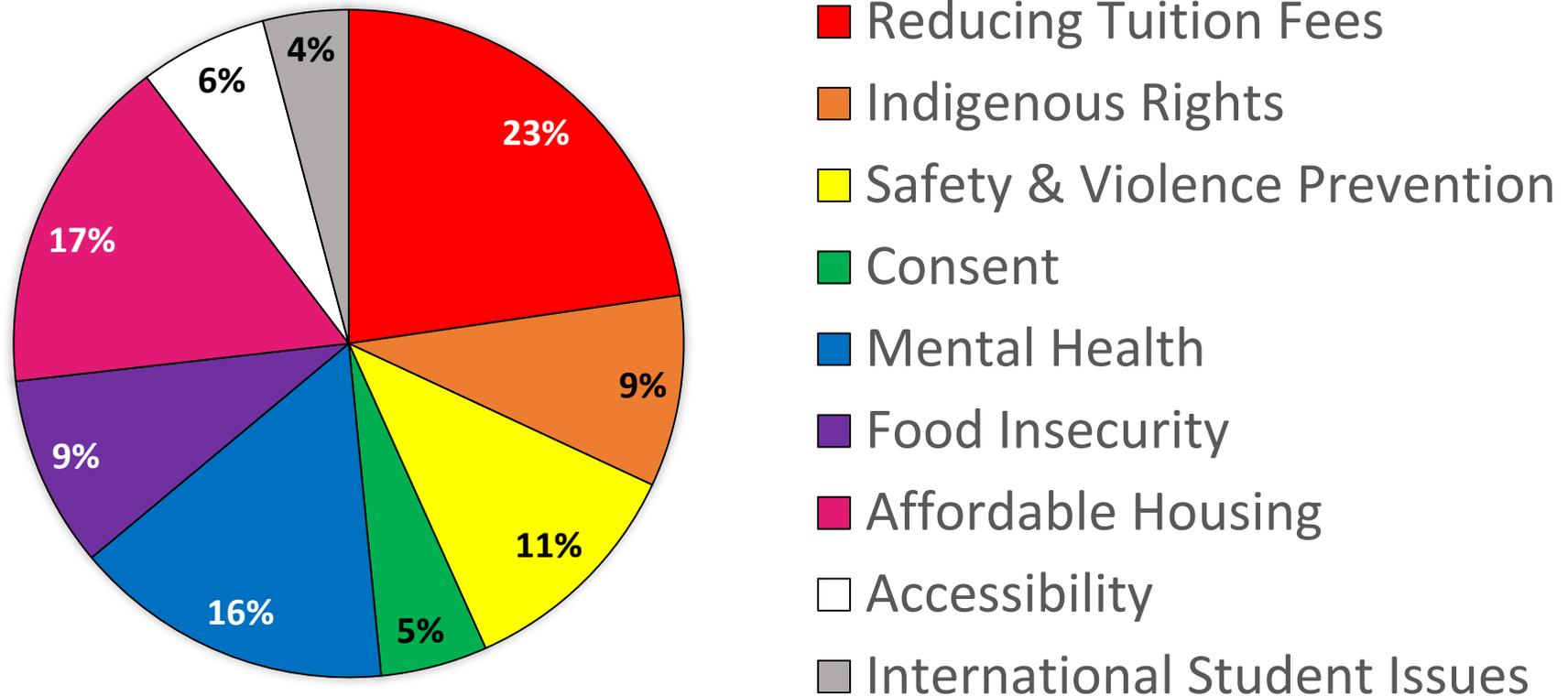
- I think it's better than most schools, however, I haven't been getting the education I want for how much I've been paying.
- I don't have strong feelings.
- It is decent. Maybe drop/lower distance fee
- I feel pretty neutral would obviously love them to be lower however.
- The cost of tuition at Mount Saint Vincent University should be lowered to create opportunities for more equitable learning.
- Too high!!! Too many increases!!!
- I think fees for union dues should have opt out options or reduced rates for distance students as they don't have full access to the services.

How do you feel about the cost of tuition at Mount Saint Vincent University?

- It's the lowest tuition in the province, right? So, I feel pretty good about it. I have friends at Dal that are paying like double what I am here, so yeah, I think we're doing pretty good on that front. They have to keep the lights on some how, right? And really, what's the alternative? Higher sales taxes on all the things we buy? That's just pushing the costs of university on to the general public, and I'm pretty sure we're taxed enough already in Nova Scotia. 15% is nuts.

Question: Which of these campaigns are you interested in seeing more of on campus?

RESPONSES



Are there any campaigns we did not list that you are interested in?

- Make the Mount more fun
- Gender inclusion on campus
- Living wage
- Burn out
- Can't find anywhere to put this. Make the buildings accessible. Westwood isn't-no button on second set of doors at third floor entrance. Link-ends with stairs. Westwood parking-only one way to get on sidewalk and it isn't near the door.

Are there any campaigns we did not list that you are interested in?

- Increasing low-income students' ability to attend - particularly by the use of targeted grants (not tuition reductions)
- The parking situation is frustrating
- More events geared towards being inclusive of everyone
- Disordered eating and mental health awareness. Supports for survivors of sexual violence

Are there any campaigns we did not list that you are interested in?

- Yes. STUDENT LIFE. Start advocating for investments in residence, new/refreshed buildings, better orientation week. Please.. PLEASE.. start focusing on some of the fun stuff we're missing and ditch the political agenda. You aren't doing yourselves any favours. Just look at the lack of people running for positions. It's awful. That should be telling enough that you're going in the wrong direction. Nobody is engaged.

Are there any campaigns we did not list that you are interested in?

- I feel really strongly about having a campaign for student advocacy. A support system to help students win battles against the school. (E.g. right now I'm fighting a battle that involves not getting into a program due to the type of bachelors degree I have - have a BA instead of a BSc and I didn't get into honours because of it)

How do you feel about the newly renovated building on campus?

- Like it
- You mean the new science building? This question is super poorly written. If that's what you're talking about, then I'm all for it. More buildings on campus should see renovations happening within them. Evaristus is my least favorite. It's so ugly inside.
- It looks great
- Its beautiful.
- Great!
- Good

How do you feel about the newly renovated building on campus?

- doesn't really serve students? like how about a childcare centre?
- This question is poorly worded. Do you mean the new building for research we mainly don't have access to? Was there another set of renovations. You should mention a specific building name and discription of it. Please work on your survey creation skills.

How do you feel about the newly renovated building on campus?

- Are you referring to the McCain? If so... Love it. If not IDK what you mean.
- Which one is that? I'm in first year, so I don't know which one is "newly-renovated".
- Which building is that?
- Was not aware of newly renovated building
- What building?
- I'm not quite sure which building this is
- Which building ?
- What building?

How do you feel about the development of the land near campus?

- Angry
- I am not happy about it. Animals are losing their home's.
- I am saddened that the trees cut down, it was home not only to the crows but to much more wildlife.
- I highly oppose the development.
- I think the mount needs to stop cutting down trees on campus. Part of what brings students here is the beauty, and its been ruined a bit over the past couple years.
- Upset that the crows don't have their home to go to at night
- I haven't heard of this, but if it takes down trees, I hate it.

How do you feel about the development of the land near campus?

- Fine. The Mount will have a community of sorts to be in, so that's kind of cool when you think of it. I won't be here to experience it, but hopefully there will be apartments, grocery/convenience store, a small LC, maybe a pub, etc. Would be great if you could walk up there and have all those conveniences. I think it's an awesome move. Sad for the crows, but they'll figure it out.
- I enjoy looking at the land on my way to class
- Depends on what it is for
- Do you mean above the residences? If so, it was poorly communicated to students, but I am neutral to the idea. Development is necessary, but I hope there is a bit of a waking trail to Clayton Park. Also, the Mount should be proactively trying to see how they can run student-run businesses in the community. That way students can get experience and money in their fields.

How do you feel about the development of the land near campus?

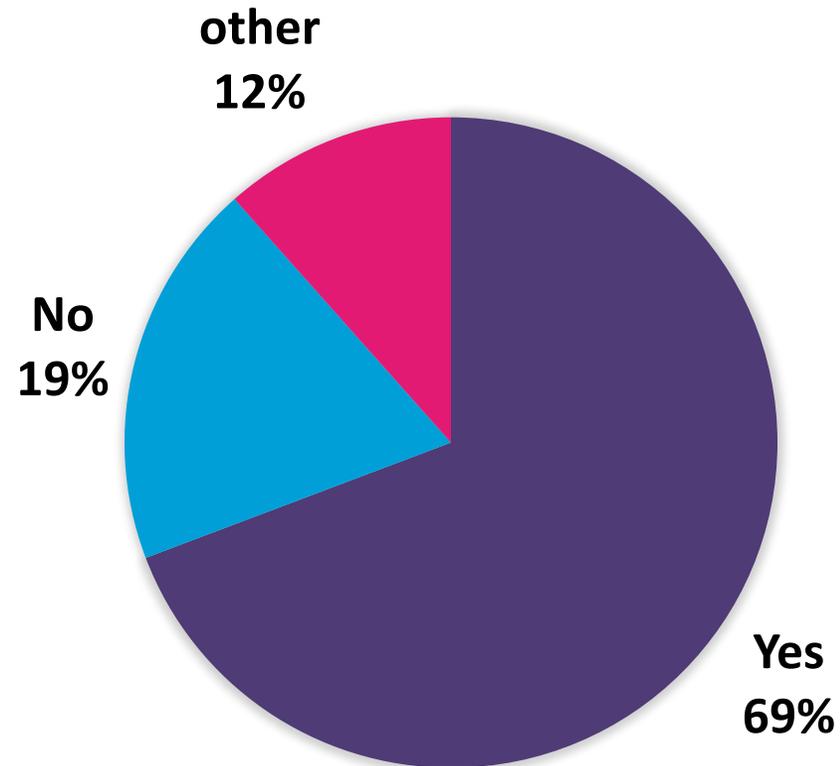
- Should include low-income housing and should be designed to facilitate residents' access to public transportation.
- I feel that it needs to take into consideration environmental concerns and prioritize student consultation
- I feel fine with it.. I'm not sure what is being put there, but if the land is owned by MSVU and there is a need for a new space, then have at it.
- More parking pls.. Extend our metro transit passes through the summer. And about the land development, if we get a better fitness center IDC
- Wish it didn't have to happen. Seton road is busy enough, sad that it's going to be more than just MSVU on this land.

How do you feel about the development of the land near campus?

- I feel like the nature and wildlife wasn't considered before cutting down all of the trees. There are thousands of crows and many deer that call the Mount home and used to live in those trees. Now I see them on the pathways around campus because they have nowhere else to go. I think the development of land should stop. What they've done so far has already been damaging towards the natural wildlife. Plus if they put condos up there, there will just be issues with students parking in the condo areas as well as further potential damage to wildlife due to their being a larger population of people in the area. The wildlife was not considered in this development which is sad.

Question: Do you think the University should hire more full-time professors?

RESPONSES



Please explain your answer: (yes)

- YES! There isn't enough profs to support the education we DESERVE.
- Yeah, they deserve recognition
- there are so many good part-time profs that msu could lose because they are paid terribly. and super good full-time profs are overworked.
- As a biology student I think there should be more availability in courses that are required and few more professors may make that happen
- At the moment, there is a huge rich/poor divide between professors and lecturers. Professors make six-figure salaries, so are basically all in the 1%. Lecturers make a tiny fraction of that. Professors should make about half their current salary, and there should be lots of them

Please explain your answer: (yes)

- This will provide more long-term standards in teaching and will give students at the Mount access to more consistent information. Having the majority of a program be taught by part-time faculty creates large fluctuations in the quality of what is being taught from year to year, which could affect student experiences and understanding of their field of study. By hiring more full-time professors, the Mount also shows that they value their staff by giving them more opportunities in their respective fields.
- They need to stop underpaying amazing profs because they don't want to pay for full timers. Some programs like child and youth are almost only part-timers when it is one of the sought after programs. Like WTF?

Please explain your answer: (no)

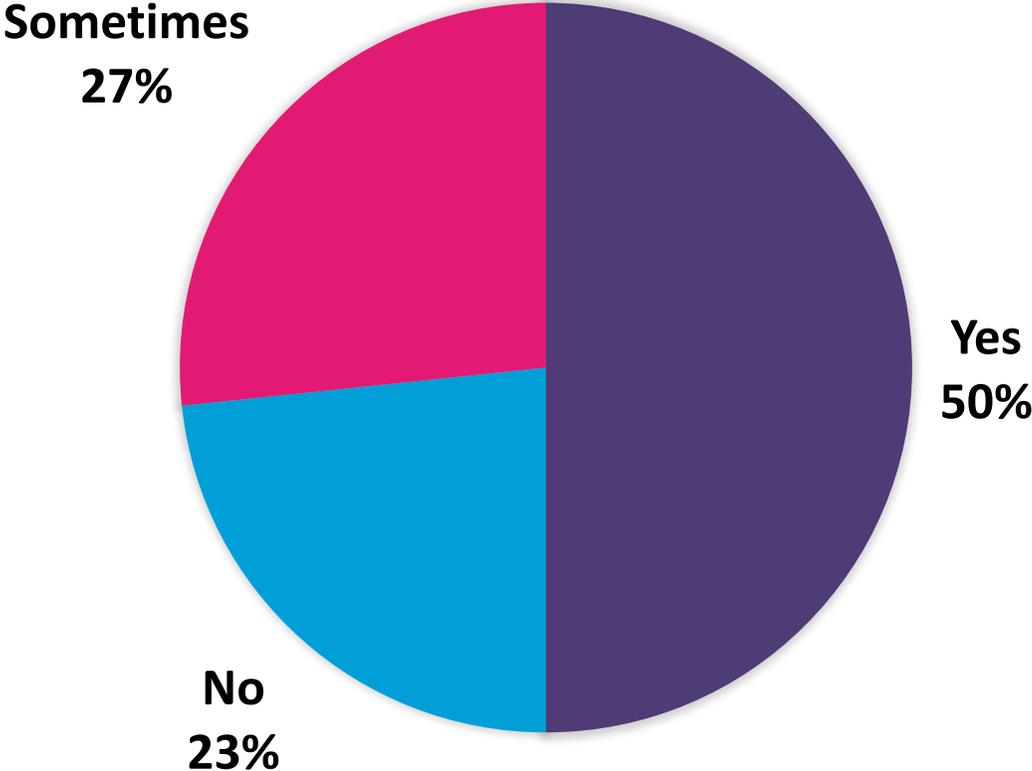
- I mean, I think most people wouldn't know what the difference is between full-time and part-time so I'd say you're trying to get a certain answer out of people here? Maybe? Personally, I'd rather have someone with current-day knowledge in my classroom. I could care less if they're full-time or part-time. If I got what I needed to get out of my course content, that's what I'm here for.
- Some of my best professors have been part-time instructors who own their own businesses and consulting on the side. In my experience they are the most up to date on current knowledge of their field and provide the most realistic and useful course content. Many full time instructors fall into the academic bubble where their course content is out of date from current real world practice.

Please explain your answer: (yes and no)

- I only say this because most of the part time profs I've had are absolutely horrible. And some of them went on to become full time professors and are immune from the course reviews at the end of term. Its disgusting how many profs should have never been promoted.
- This doesn't make a real difference to me. But hire Professor Deal.

Question: Do you feel safe at Mount Saint Vincent University?

RESPONSES



Please explain your answer: (yes)

- I've never felt threatened or unsafe at any time of day on campus. I love that they installed a bunch of new lights though over the past couple of years. Just makes it safer.
- Lots of security that are friendly, doors that don't have security all the time are locked at night (sometimes too early in my opinion), security cameras
- Why was the default to no? Could you not have designed a better multiple choice option for this question? Over 4 years I've always felt safe in and around the Mount.

Please explain your answer: (no)

- Why would I? The one thing security does now is lock doors that are suppose to be unlocked; they don't enforce much and they aren't reliable,

Please explain your answer: (sometimes)

- Maybe better lighting around campus would be beneficial
- i'm not totally confident in security, like they seem nice. but residence policies and harassment and discrimination is super unclear--like if i have an issue who i should go to, etc.
- I don't think the administration is doing a good job at taking ownership of the fact that our campus is poorly lit, there are not enough cameras or security checks. Instead, I feel the administration manipulates situations and puts the blame right back on to the victims and it's not right. They should be ashamed of how they have dealt with situations!
- I've had some scary experiences on campus but after calling the security line, they came to help right away!

Please explain your answer: (sometimes)

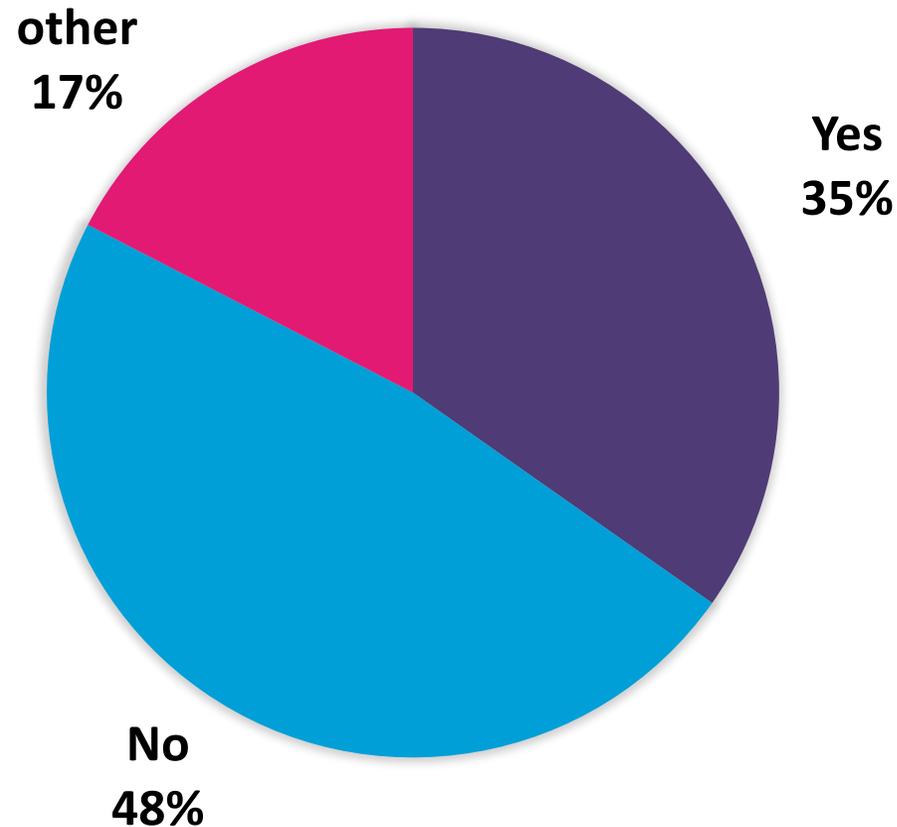
- Last year there were multiple sexual assaults, and I got an email saying that there would be improvement such as more lighting outside and more cameras. However, all I've noticed is a few trees got chopped down on stone road, and there are still no lights on the side with the sidewalk, and no security cameras outside by the residence buildings. Plus security never ID's and sometimes never even looks up when I walk in the residence building in the middle of the night. What if someone who wasn't a student walked right into the building because no one was looking? It's for these reasons that I don't feel safe outside, especially at night.

Please explain your answer: (yes and no)

- I wouldn't walk campus at night. Despite added lighting there are areas that still are not brightly lit because a low wattage yellow light but is use. For example the stairs from Everistus that lead down the road to Seton. For anyone with vision limitations, yellow lights are not at all helpful but the white lights micmics natural light and provide better viewing even at the same voltage of the yellow. I do however feel security consistently tries to provide good safety measures and this past year the presence seemed more obvious which is very nice to see.

Question: Do you think the Mount Saint Vincent University Administration is working for you?

RESPONSES



Please explain your answer: (yes)

- I mean, I feel supported, my tuition is relatively low (so low compared to other unis), they give great scholarships, new/renovated facilities are coming up, and the staff are always super friendly and approachable. It's pretty hard to complain. You know who I don't think is working for me? The current MSVUSU executive. Want to make a step in the right direction? Make the results of this survey public. That would be a step in the right direction.
- The binary answer options to this question are silly - it's way too complex for that.
- I find the administration to be very on top of their game. They are very responsive even at highly busy times and knowledgeable. Of the very limited times they don't have an answer, they find the answer rather than leaving a student 'hanging' to find their own answer

Please explain your answer: (no)

- HELL no. They don't do anything to help students!
- The administration makes it hard for students to voice their complaints. I don't think this school actually cares about what students think or how they are treated. Some profs have bullied students and made their lives hell and the school chose to ignore it.
- I feel there is a serious lack of care and concern for students
- They only care about bottom line-money.

Please explain your answer: (no)

- I have had a positive experience with most profs I have encountered this year, but there is a few who I feel does not care about the students and who does not follow the marking scheme.
- I think that the Mount Saint Vincent administration is working for themselves.
- basically, this uni is a pr campaign for msvu to be used as a conference centre. that's how i see it.
- There have been so many miscommunications between the administration and students that it often feels like in order to get the most that you can from the Mount you have to become an advocate and activist to fight for what you need.

Please explain your answer: (other)

- IDK... I hope so.
- Sure.
- A better worded question would be "please rate the following university services". This question is poorly worded as it doesn't give a clear explanation of what "administration" is or what duties that falls under. I found university services very good in regards to registration and academic advising. Contact I've had with university executives has also been very positive.

Questions?

