

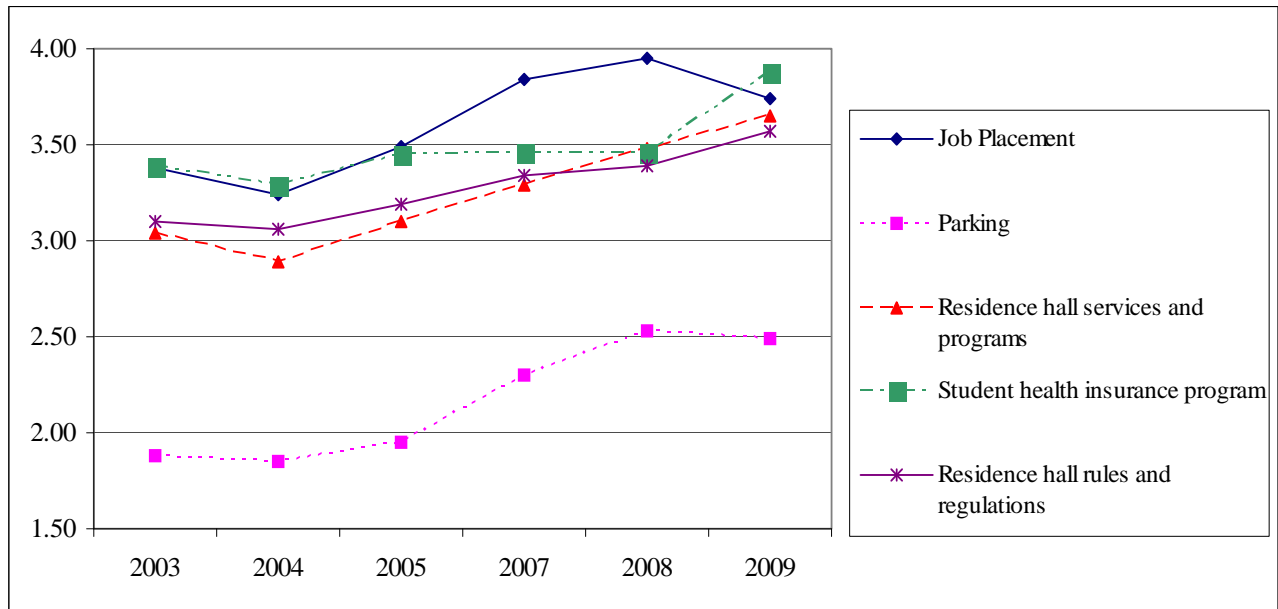
## ACT Student Opinion Survey

One of the objectives of the Board of Regents' Master Plan was to "Raise the level of satisfaction toward their university as reported by currently enrolled students in Louisiana's degree-granting, four-year institutions to the national average for each institution's SREB/Carnegie classification by 2005" (Goal II, Objective III). In order to measure students' satisfaction, the Board of Regents mandated that all public universities administer the ACT Student Opinion Survey in Spring 2000-Spring 2005. In Springs 2007-2009, the University of Louisiana System provided the ACT Student Opinion Survey for system institutions. Southeastern administered this survey to a sample of undergraduate courses.

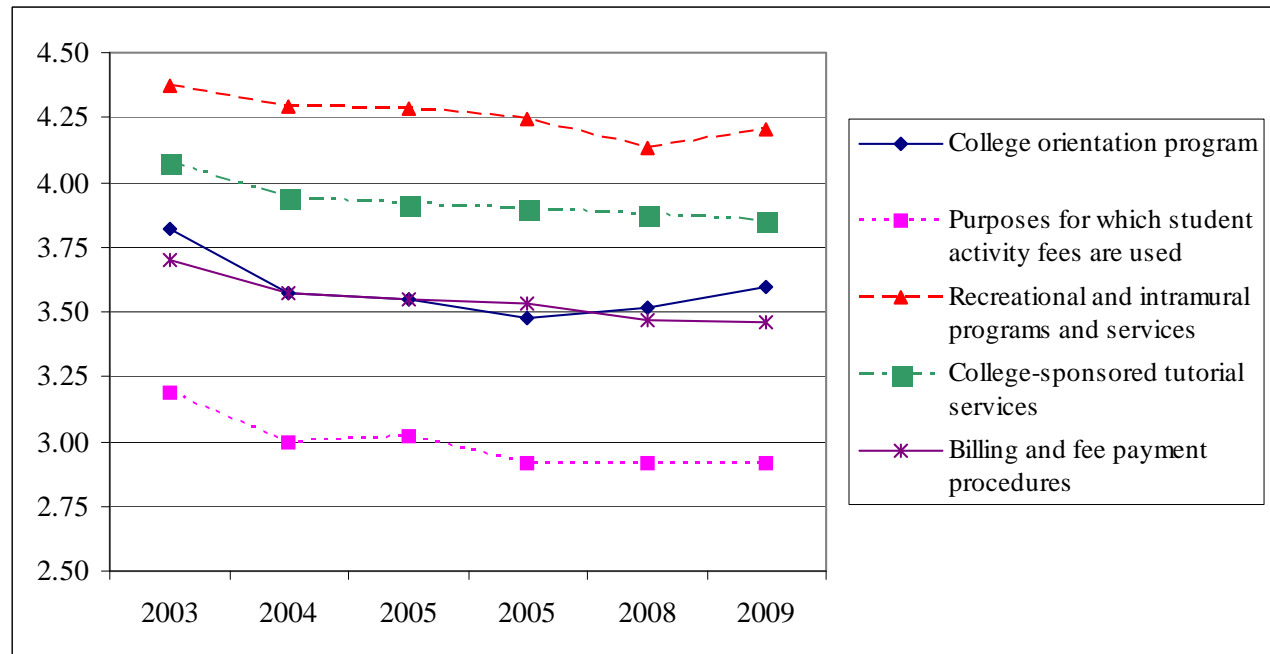
Attached are the complete results of the Spring 2009 survey, as well as national norms, system norms, Spring 2008, Spring 2007, Spring 2005, Spring 2004 and Spring 2003 results for comparison. Below are some highlights of the results.

- Students' level of satisfaction with "This college in general" is above the national and system average. Southeastern had the highest level of satisfaction in the system.
- Areas with the highest level of student satisfaction were:
  - Class size relative to the type of course (mean=4.28)
  - Library facilities and services (mean=4.28)
  - Recreational and intramural programs and services (mean=4.20)
  - Veterans services (mean=4.09)
  - Personal counseling services (mean=4.07)
- Areas with the lowest level of student satisfaction were:
  - Parking facilities and services (mean=2.49)
  - Purpose for which student activity fees are used (mean=2.92)
  - Availability of the courses at the times you can take them (mean=2.96)
  - Day care services (mean=3.18)
  - Student voice in college policies (mean=3.32)
- The most used services are:
  - Academic advising services (88%)
  - Library facilities and services (85%)
  - Parking facilities and services (84%)
  - Computer services (80%)
  - Food services (79%)

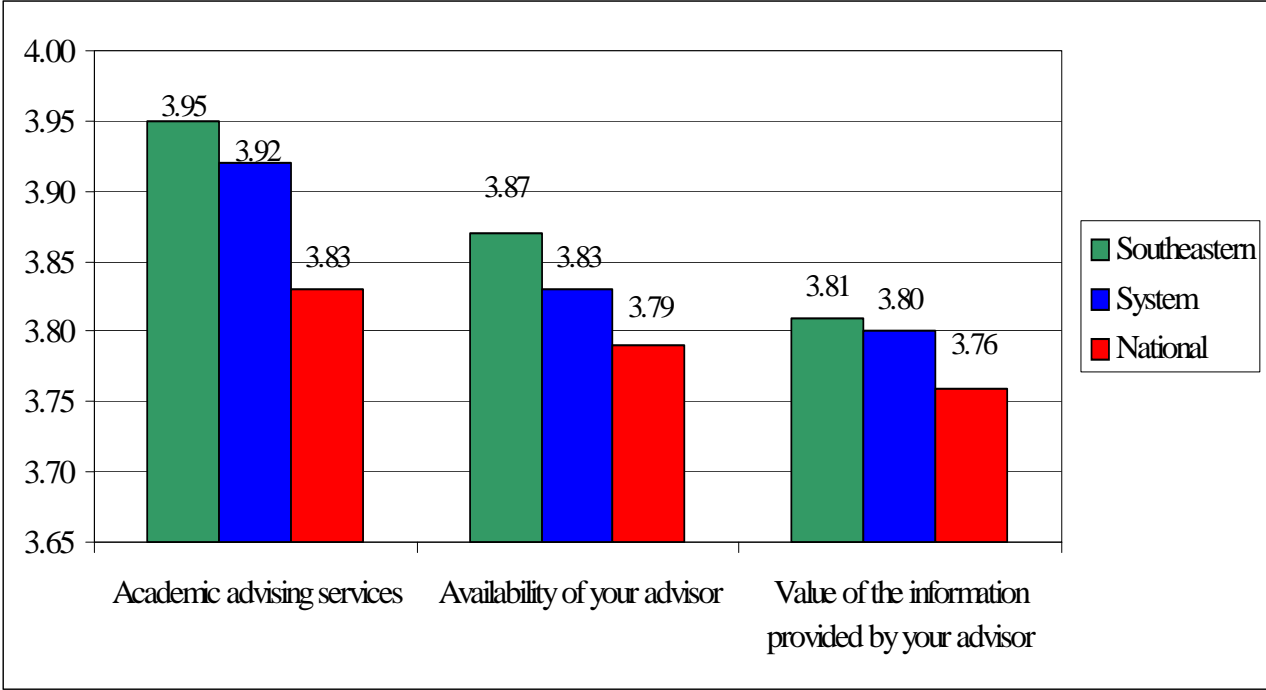
- Forty-four of the 65 areas have shown increased satisfaction since 2003. The five areas with the largest increases are shown below.



- Sixteen of the 65 areas have shown decreased satisfaction since 2003. The five areas with the largest decreases are shown below.



- Academic advising services, availability of advisor, and the value of the information are provided are at or above national and system means for satisfaction.



## Results of the ACT Student Opinion Survey

### College Services

	% Used	2009 Mean <sup>1</sup>	National Mean <sup>2</sup>	ULS Mean <sup>3</sup>	2008 Mean <sup>4</sup>	2007 Mean <sup>5</sup>	2005 Mean <sup>5</sup>	2004 Mean <sup>5</sup>	2003 Mean <sup>5</sup>
Library facilities and services	85.1%	4.28	4.13	4.15	4.25	4.31	4.26	4.18	4.19
Recreational and intramural programs and services	31.7%	4.20	4.10	4.10	4.13	4.24	4.28	4.29	4.37
Veterans services	4.5%	4.09	3.97	4.00	4.08	4.14	4.13	4.06	4.19
Personal counseling services	10.8%	4.07	3.86	3.95	3.79	3.84	3.84	3.82	3.84
Career planning services	22.9%	4.04	3.82	3.87	3.93	3.98	3.92	3.83	3.96
College-sponsored social activities	40.8%	4.02	3.88	3.93	3.96	3.96	3.83	3.90	3.85
Cultural programs	16.8%	4.00	3.94	3.87	4.12	4.01	3.89	3.99	3.96
Academic advising services	87.7%	3.95	3.83	3.92	3.88	3.87	3.80	3.66	3.70
Computer services	80.1%	3.95	4.02	4.03	4.05	4.13	4.05	3.96	4.02
Credit-by-examination program (PEP, CLEP)	6.4%	3.92	3.95	4.00	3.95	3.72	3.98	3.72	3.80
Student health services	39.7%	3.92	3.78	3.82	4.02	4.10	4.12	4.05	4.05
Student employment services	20.4%	3.88	3.86	3.82	4.04	3.98	3.89	3.89	3.90
Student health insurance program	5.9%	3.88	3.36	3.59	3.46	3.46	3.45	3.29	3.39
Honors programs	10.2%	3.86	3.95	3.91	3.97	3.85	3.89	3.90	4.01
College-sponsored tutorial services	21.7%	3.85	3.86	3.93	3.88	3.90	3.92	3.94	4.08
Food services	79.0%	3.81	3.45	3.48	3.73	3.70	3.60	3.63	3.52
Financial aid services	65.5%	3.78	3.73	3.80	3.71	3.75	3.66	3.66	3.71
Job placement services	6.0%	3.74	3.57	3.65	3.95	3.84	3.49	3.24	3.38
College mass transit services	21.0%	3.73	3.66	3.40	4.06	3.24	3.68	3.57	3.73

	<b>% Used</b>	<b>2009 Mean<sup>1</sup></b>	<b>National Mean<sup>2</sup></b>	<b>ULS Mean<sup>3</sup></b>	<b>2008 Mean<sup>4</sup></b>	<b>2007 Mean<sup>5</sup></b>	<b>2005 Mean<sup>5</sup></b>	<b>2004 Mean<sup>5</sup></b>	<b>2003 Mean<sup>5</sup></b>
College orientation program	68.7%	3.60	3.73	3.80	3.52	3.48	3.55	3.57	3.82
Residence hall services and programs	35.2%	3.65	3.42	3.24	3.48	3.29	3.10	2.89	3.04
Day care services	1.9%	3.18	3.72	3.79	3.92	3.90	3.75	3.43	4.14
Parking facilities and services	84.2%	2.49	2.52	2.42	2.53	2.30	1.95	1.85	1.88

<sup>1</sup> The mean includes only those respondents who indicated they have used the service.

<sup>2</sup> National average for public schools, shaded cells indicate areas where Southeastern is above the national average.

<sup>3</sup> University of Louisiana System average, shaded cells indicate areas where Southeastern is above the ULS average.

<sup>4</sup> The mean includes only those respondents who indicated they have used the service, shaded cells indicate areas where 2009 is above 2008.

<sup>5</sup> The mean includes only those respondents who indicated they have used the service.

## College Environment

	2009 Mean	National Mean <sup>1</sup>	ULS Mean <sup>2</sup>	2008 Mean <sup>3</sup>	2007 Mean	2005 Mean	2004 Mean	2003 Mean
<b>Academic</b>								
Class size relative to the type of course	4.28	4.09	4.06	4.27	4.25	4.17	4.16	4.20
Attitude of the faculty toward students	4.05	3.96	3.90	4.03	4.07	4.04	4.02	4.00
Instruction in your major field	4.00	3.96	3.93	3.96	3.98	3.93	3.93	3.94
Out-of-class availability of your instructors	3.96	3.90	3.86	3.93	3.95	3.95	3.95	3.96
Course content in your major field	3.90	3.93	3.90	3.92	3.91	3.90	3.87	3.88
Testing/grading system	3.90	3.82	3.83	3.87	3.90	3.91	3.93	3.93
Preparation you are receiving for your future occupation	3.89	3.74	3.79	3.83	3.80	3.80	3.76	3.76
Availability of your advisor	3.87	3.79	3.83	3.83	3.78	3.74	3.61	3.63
Variety of courses offered at this college	3.81	3.68	3.73	3.78	3.76	3.73	3.68	3.71
Value of the information provided by your advisor	3.81	3.76	3.80	3.75	3.71	3.66	3.57	3.60
Flexibility to design your own program of study	3.63	3.60	3.61	3.68	3.63	3.61	3.59	3.70
<b>Admissions</b>								
College catalog/admissions publications	3.92	3.79	3.79	3.87	3.87	3.85	3.87	3.92
Accuracy of college information you received before enrolling	3.76	3.71	3.72	3.67	3.67	3.67	3.65	3.70
General admissions procedures	3.66	3.74	3.71	3.59	3.59	3.57	3.54	3.64
Availability of financial aid information prior to enrolling	3.55	3.57	3.60	3.47	3.50	3.52	3.51	3.55

	2009 Mean	National Mean <sup>1</sup>	ULS Mean <sup>2</sup>	2008 Mean <sup>3</sup>	2007 Mean	2005 Mean	2004 Mean	2003 Mean
<b>Rules &amp; Policies</b>								
Personal security/safety at this campus	3.83	3.67	3.62	3.76	3.74	3.72	3.75	3.77
Rules governing student conduct at this college	3.70	3.53	3.58	3.60	3.66	3.65	3.60	3.66
Residence hall rules and regulations	3.57	3.25	3.25	3.39	3.34	3.19	3.06	3.10
Academic probation and suspension policies	3.52	3.47	3.49	3.46	3.48	3.50	3.46	3.45
Student voice in college policies	3.32	3.30	3.30	3.26	3.23	3.27	3.17	3.23
Purposes for which student activity fees are used	2.92	3.07	3.04	2.92	2.92	3.02	3.00	3.19
<b>Facilities</b>								
Student union	3.97	3.71	3.78	3.85	3.86	3.86	3.91	3.89
Campus bookstore	3.91	3.65	3.72	3.87	3.91	3.82	3.81	3.82
Athletic facilities	3.87	3.71	3.68	3.84	3.86	3.90	3.94	3.89
Study areas	3.83	3.78	3.76	3.81	3.82	3.79	3.79	3.82
Classroom facilities	3.83	3.70	3.65	3.79	3.79	3.80	3.79	3.80
General condition of buildings and grounds	3.78	3.60	3.43	3.72	3.73	3.68	3.52	3.64
Laboratory facilities	3.73	3.66	3.60	3.78	3.77	3.76	3.71	3.74
Availability of student housing	3.60	3.38	3.33	3.54	3.44	3.47	3.32	3.38
<b>Registration</b>								
Academic calendar for this college	3.88	3.84	3.83	3.85	3.90	3.85	3.83	3.85
General registration procedures	3.68	3.65	3.63	3.56	3.60	3.58	3.52	3.62
Billing and fee payment procedures	3.46	3.59	3.56	3.47	3.53	3.55	3.57	3.70
Availability of the courses you want at times you can take them	2.96	3.12	3.14	2.98	3.03	2.94	2.81	2.91

	<b>2009 Mean</b>	<b>National Mean<sup>1</sup></b>	<b>ULS Mean<sup>2</sup></b>	<b>2008 Mean<sup>3</sup></b>	<b>2007 Mean</b>	<b>2005 Mean</b>	<b>2004 Mean</b>	<b>2003 Mean</b>
<b>General</b>								
<i><b>This college in general</b></i>	<b>4.09</b>	<b>3.93</b>	<b>3.92</b>	<b>4.05</b>	<b>4.06</b>	<b>4.01</b>	<b>4.00</b>	<b>4.03</b>
Opportunities for personal involvement in campus activities	3.81	3.73	3.73	3.77	3.78	3.73	3.67	3.69
Campus media (student newspaper, campus radio)	3.78	3.61	3.64	3.73	3.72	3.65	3.60	3.64
Racial harmony at this college	3.73	3.74	3.70	3.71	3.75	3.71	3.73	3.79
Attitude of college nonteaching staff toward students	3.64	3.60	3.57	3.60	3.60	3.57	3.56	3.62
Religious activities and programs	3.64	3.53	3.64	3.59	3.56	3.52	3.49	3.53
Opportunities for student employment	3.60	3.44	3.42	3.67	3.64	3.52	3.45	3.52
Concern for you as an individual	3.58	3.49	3.49	3.50	3.55	3.51	3.45	3.55
Student government	3.57	3.45	3.52	3.55	3.58	3.53	3.45	3.45

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