

**Review of 2006-2007 MFA Results**  
A. A. in Office Administration  
B.A. in Business Administration  
Department of Business Administration

The mission of Southeastern Louisiana University is to meet the educational and cultural needs, primarily of Southeast Louisiana, to disseminate knowledge and to facilitate life-long learning through quality instruction, research and service in a safe, student-centered environment. In pursuit of the mission of Southeastern Louisiana University, the Department of Business Administration endeavors to meet or exceed three major goals as follows: (1) to provide students with a broad body of knowledge representative of the current field of business so that they are successful in future employment and/or further postsecondary educational opportunities; (2) to foster positive educational experiences and interpersonal interactions; and (3) to enhance and utilize the physical and technological infrastructure. The concerted effort by the Department of Business Administration to achieve each of these goals is assessed based upon the results of the 2006-2007 Southeastern Louisiana University Exit Survey. Students' responses to each exit survey question are measured on a scale of 1 (very dissatisfied) to 5 (very satisfied). The Department of Business Administration strives to fulfill its goal that at least 75 percent of graduating students in both AA and BA degree programs complete their respective degrees with a positive opinion or experience in each of the exit survey questions, responding with a score of 3 or above.

**Goal 1: To provide students with a broad body of knowledge representative of the current field of business so that they are successful in future employment and/or postsecondary educational opportunities**

The first goal is measured by evaluating students' satisfaction with quality of instruction, the department, and overall degree program. Students' perspectives will indicate whether they believe they received an overall education that provides them with confidence about their

competence to succeed in future employment and/or educational endeavors. Regarding the clarity of the degree requirements, effectiveness of the faculty as teachers, quality of instruction in advanced courses, and the relevancy of courses, the survey results show that the department of Business Administration exceeded its expectations. 100 percent of the students surveyed in AA degree program and at least 98.5 percent of the students in BA degree program were satisfied (evaluating their experience with a score 3 or above). At least 87.5 percent of the students surveyed in AA degree program and 84 percent of students surveyed in BA degree program responded with a score 4 or above.

Regarding the effectiveness of beginning courses in preparing for advanced courses, the quality of instruction regarding standards and ethics in the business field, and the global perspective of courses, 100 percent of the students surveyed in AA degree program and at least 97 percent of the students surveyed in BA degree program were satisfied.

Regarding the availability of required courses and/or elective courses, the survey results indicate that 100 percent of the students surveyed in AA degree program and at least 90.2 percent of the students surveyed in BA degree program reported being satisfied. However, with respect to the availability of required courses, only 62.4 percent of the students surveyed in BA degree program responded with a score 4 or above. The results indicate a greater need for more efficient course management at introductory level.

Finally, regarding overall quality of the degree programs and department, 100 percent of the students surveyed in AA degree program and at least 99.2 percent of the students surveyed in BA degree program were satisfied. Especially, 100 percent of the students surveyed in AA degree program responded to these questions with the highest score possible (5 on a scale of 1 to

5) while at least 92.5 percent of the students surveyed in BA degree program evaluated their positive experiences at a score 4 or above.

**Goal 2: To foster positive educational experiences and interpersonal interactions**

The second goal of the department is measured by evaluating students' satisfaction with interaction with faculty members, other support personnel, and the opportunity to work with other students. 100 percent of the students surveyed in the AA degree program and at least 90.2 percent of the students surveyed in BA degree program reported being satisfied with the opportunities to interact with faculty outside of class, with the meaningful interaction with faculty in research or other scholarly activities, with the perceived interest shown by faculty regarding academic development, with the faculty treatment of students both inside and outside of the classroom, with the help they received from faculty with regard to further educational opportunities, and with usefulness of academic advice.

On the other hand, at least 75 percent of the student surveyed in AA degree program and at least 83.5 percent of the students surveyed in BA degree program were satisfied with the help received from faculty with regard to further educational opportunity, with advisors' knowledge of requirements, with accessibility of advisors, and with advisors' concern with students' academic goals. However, 25 percent of the students surveyed in AA degree program reported being less than satisfied (responded with a score below 3) with the accessibility of their advisors and with advisors' concern with their academic goals, suggesting a greater need for faculty assistance in advising students in AA degree program.

The office staff members play a crucial role in assisting students with a variety of needs. The department exceeded the goal with 100 percent of the students surveyed in AA degree program and 95.5 percent of the students surveyed in BA degree program being satisfied with the

friendliness and helpfulness of the office staff. In addition, by allowing students to collaborate on class projects with other students, faculty members help foster friendships and collegiality. 100 percent of the students surveyed in AA degree program and 98.5 percent of the students surveyed in BA degree program reported being satisfied with the opportunities to collaborate with other students on class projects. Finally, 100 percent of the students surveyed in AA degree program and 91.7 percent of the students surveyed in BA degree program students were satisfied with their participation in professional activities, associations, or clubs.

### **Goal 3: To enhance and utilize the physical and technological infrastructure**

The third goal of the department is to enhance and utilize the physical and technological infrastructure of the department. Implementing this agenda not only helps to ensure that students are satisfied with their learning environments but also prepares them for the technologically advanced workplace. The goal is measured by evaluating students' satisfaction with the library resources related to their majors, with the use of appropriate technology in the classroom, with facilities and equipment for their courses, and with the size of classes in their majors. Of the students surveyed in AA degree program, 100 percent were satisfied with the library resources, the use of appropriate technology in the classroom, with facilities and equipment for their courses, and the size of classes.

The students surveyed in BA degree program also reported great satisfaction (with a score 3 or above) regarding the use of appropriate technology in the classroom (97.2 percent), the size of classes in their majors (99.2 percent), the library resources related to their major (96.9 percent), and the facilities and equipment for their courses (96.2 percent).

### **Notes**

Students in the BA degree program are exposed to cultural and global perspectives

through completion of required and elective courses. As participants in these courses, students learn knowledge about non-U.S. countries, governments, cultures, peoples, languages, and histories. Further, to achieve our goal to provide students with a broad body of knowledge representative of the current field of business, students are made aware of their role in a multi-cultural and global environment throughout their participation in required courses because the current field of business mandates this knowledge.

In addition to required courses that achieve the goal to provide students with cultural and global perspectives, the Department of Business Administration offers other courses that provide these perspectives. For example, the department offers a special topics course in Latin American Studies. Students are also given the opportunity to learn about other cultures through the opportunity to study abroad in either Panama or Costa Rica. Students participating in the study abroad programs as well as the special topics courses receive direct experience in multi-cultural settings.

**Table 12**  
**Southeastern Exit Survey 2006-2007**  
**Department of General Business**

Number of Respondents: AA Office Administration - 8; BA General Business - 133					
	Very Dissatisfied - 1	2	3	4	Very Satisfied - 5
<b>How satisfied are you with the:</b>					
<b>1. Clarity of the degree requirements as outlined in the catalogue and/or curriculum sheets</b>					
AA in Office Administration	0.0%	0.0%	0.0%	12.5%	87.5%
BA in General Business	0.0%	0.8%	7.5%	33.1%	58.6%
<b>2. Opportunities to interact with faculty outside of class</b>					
AA in Office Administration	0.0%	0.0%	12.5%	0.0%	87.5%
BA in General Business	0.0%	3.8%	10.5%	33.1%	52.6%
<b>3. Effectiveness of the faculty as teachers</b>					
AA in Office Administration	0.0%	0.0%	12.5%	0.0%	87.5%
BA in General Business	0.0%	0.0%	9.0%	47.4%	43.6%
<b>4. Friendliness and helpfulness of the office staff</b>					
AA in Office Administration	0.0%	0.0%	0.0%	12.5%	87.5%
BA in General Business	1.5%	3.0%	11.3%	27.1%	57.1%
<b>5. Interest shown by faculty in your academic development</b>					
AA in Office Administration	0.0%	0.0%	0.0%	12.5%	87.5%
BA in General Business	0.0%	2.3%	8.3%	37.6%	51.9%
<b>6. Effectiveness of beginning courses in preparing you for advanced courses</b>					
AA in Office Administration	0.0%	0.0%	0.0%	12.5%	87.5%
BA in General Business	0.0%	3.0%	15.0%	38.3%	43.6%
<b>7. Quality of instruction in advanced courses</b>					
AA in Office Administration	0.0%	0.0%	0.0%	12.5%	87.5%
BA in General Business	0.0%	0.8%	15.0%	37.6%	46.6%
<b>8. Faculty treatment of students both inside and outside of the classroom</b>					
AA in Office Administration	0.0%	0.0%	0.0%	0.0%	100.0%
BA in General Business	0.0%	0.0%	6.0%	30.8%	63.2%
<b>9. Professional activities, associations, or clubs</b>					
AA in Office Administration	0.0%	0.0%	0.0%	0.0%	100.0%
BA in General Business	4.5%	3.8%	28.6%	32.3%	30.8%

Table 12 cont. Southeastern Exit Survey 2006-2007 Department of General Business					
Number of Respondents: AA Office Administration - 8; BA General Business - 133					
	Very Dissatisfied - 1	2	3	4	Very Satisfied - 5
<b>10. Opportunity for meaningful interaction with faculty in research or other scholarly activity</b>					
AA in Office Administration	0.0%	0.0%	0.0%	12.5%	87.5%
BA in General Business	3.0%	3.8%	21.8%	34.6%	36.8%
<b>11. Availability of the required courses</b>					
AA in Office Administration	0.0%	0.0%	12.5%	12.5%	75.0%
BA in General Business	4.5%	5.3%	27.8%	30.1%	32.3%
<b>12. Availability of elective courses you wanted to take in your major</b>					
AA in Office Administration	0.0%	0.0%	0.0%	12.5%	87.5%
BA in General Business	3.8%	5.3%	18.8%	40.6%	31.6%
<b>13. Quality of instruction regarding standards and ethics in your major field</b>					
AA in Office Administration	0.0%	0.0%	0.0%	0.0%	100.0%
BA in General Business	0.0%	0.8%	6.8%	38.3%	54.1%
<b>14. Opportunities for you to collaborate with other students on class projects</b>					
AA in Office Administration	0.0%	0.0%	0.0%	0.0%	100.0%
BA in General Business	0.0%	1.5%	12.0%	30.1%	56.4%
<b>15. Library resources related to your major</b>					
AA in Office Administration	0.0%	0.0%	12.5%	12.5%	75.0%
BA in General Business	0.8%	2.3%	21.8%	30.8%	44.4%
<b>16. Use of appropriate technology in the classroom</b>					
AA in Office Administration	0.0%	0.0%	0.0%	0.0%	100.0%
BA in General Business	0.0%	3.8%	14.3%	32.3%	49.6%
<b>17. Facilities and equipment (including computer resources) for courses in your major</b>					
AA in Office Administration	0.0%	0.0%	0.0%	12.5%	87.5%
BA in General Business	1.5%	2.3%	17.3%	27.1%	51.9%
<b>18. Help you received from faculty in your department with regard to further educational opportunities</b>					
AA in Office Administration	0.0%	0.0%	0.0%	0.0%	100.0%
BA in General Business	0.8%	3.0%	18.8%	35.3%	42.1%

**Table 12 cont.**  
**Southeastern Exit Survey 2006-2007**  
**Department of General Business**

Number of Respondents: AA Office Administration - 8; BA General Business - 133					
	Very Dissatisfied - 1	2	3	4	Very Satisfied - 5
<b>19. The size of classes in your major</b>					
AA in Office Administration	0.0%	0.0%	0.0%	0.0%	100.0%
BA in General Business	0.0%	0.8%	4.5%	27.8%	66.9%
<b>20. Help you received from faculty in your department with regard to finding employment in your field</b>					
AA in Office Administration	0.0%	0.0%	12.5%	25.0%	62.5%
BA in General Business	6.8%	9.8%	30.1%	23.3%	30.1%
<b>21. The global perspective of courses</b>					
AA in Office Administration	0.0%	0.0%	0.0%	12.5%	87.5%
BA in General Business	0.8%	1.5%	16.5%	38.3%	42.9%
<b>22. The relevancy of courses</b>					
AA in Office Administration	0.0%	0.0%	0.0%	0.0%	100.0%
BA in General Business	0.0%	1.5%	11.3%	45.1%	42.1%
<b>23. "Real-world" experiences, exposure, examples, etc. in or out of the classroom</b>					
AA in Office Administration	0.0%	0.0%	0.0%	25.0%	75.0%
BA in General Business	1.5%	4.5%	16.5%	33.8%	43.6%
<b>24. Overall quality of your department</b>					
AA in Office Administration	0.0%	0.0%	0.0%	0.0%	100.0%
BA in General Business	0.0%	0.8%	5.3%	39.8%	54.1%
<b>25. Overall quality of your degree program</b>					
AA in Office Administration	0.0%	0.0%	0.0%	0.0%	100.0%
BA in General Business	0.0%	0.8%	6.8%	44.4%	48.1%
<b>26. Usefulness of the academic advice you received from your advisor</b>					
AA in Office Administration	0.0%	12.5%	12.5%	0.0%	75.0%
BA in General Business	4.5%	5.3%	26.3%	24.8%	39.1%
<b>27. Your advisor's knowledge of requirements</b>					
AA in Office Administration	0.0%	12.5%	0.0%	0.0%	87.5%
BA in General Business	3.0%	3.8%	18.0%	31.6%	43.6%
<b>28. The accessibility of your advisor</b>					
AA in Office Administration	12.5%	12.5%	0.0%	0.0%	75.0%
BA in General Business	4.5%	1.5%	24.8%	28.6%	40.6%

Table 12 cont.					
Southeastern Exit Survey 2006-2007					
Department of General Business					
Number of Respondents: AA Office Administration - 8; BA General Business - 133					
	Very Dissatisfied - 1	2	3	4	Very Satisfied - 5
<b>29. Your advisor's concern with your academic goals</b>					
AA in Office Administration	12.5%	12.5%	0.0%	0.0%	75.0%
BA in General Business	5.3%	6.8%	25.6%	22.6%	39.8%
<b>30. How many times during the previous academic year did you meet with your advisor (for 10 minutes or more)?</b> (1 - I did not meet with my advisor; 2 - Once; 3 - Two or three times; 4 - Four or five times; 5 - Six or more times)					
	1	2	3	4	5
AA in Office Administration	25.0%	0.0%	50.0%	12.5%	12.5%
BA in General Business	31.6%	25.6%	30.8%	7.5%	4.5%
<b>How satisfied are you with:</b>					
<b>31. Practicum, internship, clinical, or other hands-on experiences outside of the classroom</b> (1 - Did not participate; 2 - Very Dissatisfied; 3 - Dissatisfied; 4 - Satisfied; 5 - Very Satisfied)					
AA in Office Administration	37.5%	0.0%	0.0%	12.5%	50.0%
BA in General Business	78.9%	2.3%	4.5%	9.0%	5.3%
<b>32. Study abroad and/or student exchange experiences</b> (1 - Did not participate; 2 - Very Dissatisfied; 3 - Dissatisfied; 4 - Satisfied; 5 - Very Satisfied)					
	1	2	3	4	5
AA in Office Administration	87.5%	0.0%	0.0%	0.0%	12.5%
BA in General Business	88.0%	0.0%	0.8%	1.5%	9.8%
<b>33. Honors program</b> (1 - Did not participate; 2 - Very Dissatisfied; 3 - Dissatisfied; 4 - Satisfied; 5 - Very Satisfied)					
	1	2	3	4	5
AA in Office Administration	100.0%	0.0%	0.0%	0.0%	0.0%
BA in General Business	92.5%	0.0%	1.5%	3.8%	2.3%
<b>34. Undergraduate research programs (such as OSCAR, PROFIT, SURE, and SOAR)</b> (1 - Did not participate; 2 - Very Dissatisfied; 3 - Dissatisfied; 4 - Satisfied; 5 - Very Satisfied)					
	1	2	3	4	5
AA in Office Administration	100.0%	0.0%	0.0%	0.0%	0.0%
BA in General Business	97.0%	0.0%	1.5%	0.8%	0.8%