

ACT Student Opinion Survey

One of the objectives of the Board of Regents' Master Plan is 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 has mandated that all public universities administer the ACT Student Opinion Survey. In Spring 2000 and Spring 2001 Southeastern administered this survey to a sample of undergraduate courses.

Attached are the complete results of the Spring 2001 survey, as well as national norms and Spring 2000 results for comparison. Below are some highlights of the results.

- While students' level of satisfaction with "This college in general" is below last year's level of satisfaction, it is still above the national average as targeted by the Board of Regents.
- In general, students' level of satisfaction in 2001 was lower than in 2000. Some areas where the level of satisfaction decreased the most were:
 - General registration procedures (3.31 vs. 3.68)
 - Student union (3.54 vs. 3.81)
 - Financial aid services (3.64 vs. 3.90)
 - Billing and fee payment procedures (3.56 vs. 3.80)
 - Residence hall services and programs (3.13 vs. 3.37)
- The areas where students' level of satisfaction increased the most were:
 - College sponsored tutorial services (3.86 vs. 3.74)
 - Career planning services (3.84 vs. 3.71)
- Areas with the highest level of student satisfaction were:
 - Library facilities and services (mean=4.16)
 - Class size relative to the type of course (mean=4.14)
 - Day care services (mean=4.14)
 - Attitude of the faculty toward students (mean=3.98)
 - Computer Services (mean=3.96)
- Areas with the lowest level of student satisfaction were:
 - Parking facilities and services (mean=1.63)
 - College mass transit services (mean=2.50)
 - Availability of the courses at the times you can take them (mean=2.75)
 - Purposes for which student activities fees are used (mean=3.08)
 - Residence hall rules and regulations (3.12)
 - Student voice in college policies (3.12)

Results of the ACT Student Opinion Survey

College Services

	% Used	2001 Mean ¹	National Mean ²	LA Mean ³	2000 Mean ⁴
Library facilities and services	86.7%	4.16	3.98	4.00	4.12
Day care services	2.4%	4.14	3.82	3.65	3.67
Computer services	77.6%	3.96	3.84	3.93	4.01
Recreational and intramural programs and services	24.3%	3.91	4.05	3.99	3.97
Veterans services	6.6%	3.90	3.95	3.84	3.81
Student health services	32.5%	3.88	3.77	3.73	3.90
Honors programs	9.3%	3.88	3.87	3.87	4.00
College orientation program	71.4%	3.86	3.76	3.79	3.90
College-sponsored tutorial services	14.0%	3.86	3.82	3.79	3.74
Credit-by-examination program (PEP, CLEP)	5.3%	3.85	3.88	3.87	3.87
Career planning services	19.3%	3.84	3.76	3.78	3.71
Cultural programs	14.2%	3.84	3.87	3.86	4.04
Student employment services	19.2%	3.82	3.87	3.84	3.93
College-sponsored social activities	28.2%	3.76	3.80	3.81	3.95
Financial aid services	65.2%	3.64	3.67	3.58	3.90
Academic advising services	78.9%	3.58	3.76	3.74	3.60
Personal counseling services	10.7%	3.69	3.81	3.81	3.59
Student health insurance program	5.0%	3.34	3.36	3.33	3.27
Food services	69.8%	3.30	3.19	3.17	3.46
Job placement services	8.4%	3.28	3.60	3.60	3.21
Residence hall services and programs	23.7%	3.13	3.38	2.96	3.37
College mass transit services	1.8%	2.50	3.68	3.25	3.25
Parking facilities and services	85.6%	1.63	2.47	2.23	1.71

¹ The mean includes only for those respondents who indicated they have used the service.

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

³ Louisiana average for public schools, shaded cells indicate areas where Southeastern is above the Louisiana average.

⁴ The mean includes only for those respondents who indicated they have used the service, shaded cells indicate areas where 2001 is above 2000.

College Environment

	2001 Mean	National Mean¹	LA Mean²	2000 Mean³
Academic				
Class size relative to the type of course	4.14	4.04	3.94	4.13
Attitude of the faculty toward students	3.98	3.91	3.77	4.01
Instruction in your major field	3.93	3.91	3.86	3.92
Out-of-class availability of your instructors	3.93	3.87	3.78	3.96
Testing/grading system	3.88	3.81	3.83	3.93
Course content in your major field	3.85	3.88	3.84	3.83
Preparation you are receiving for your future occupation	3.75	3.69	3.72	3.72
Variety of courses offered by this college	3.59	3.59	3.59	3.57
Availability of your advisor	3.58	3.75	3.68	3.66
Flexibility to design your own program of study	3.55	3.55	3.52	3.50
Value of the information provided by your advisor	3.51	3.70	3.66	3.52
Admissions				
College catalog/admissions publications	3.91	3.85	3.82	4.06
Accuracy of college information you received before enrolling	3.74	3.67	3.62	3.83
General admissions procedures	3.59	3.67	3.59	3.74
Availability of financial aid information prior to enrolling	3.53	3.50	3.48	3.68
Rules & Policies				
Personal security/safety at this campus	3.76	3.66	3.41	3.83
Rules governing student conduct at this college	3.59	3.51	3.51	3.66
Academic probation and suspension policies	3.51	3.45	3.45	3.59
Student voice in college policies	3.12	3.20	3.16	3.21
Residence hall rules and regulations	3.12	3.18	3.05	3.16
Purposes for which student activity fees are used	3.08	3.03	3.02	3.16

	Mean	National Mean ¹	LA Mean ²	2000 Mean ³
Facilities				
Campus bookstore	3.82	3.55	3.51	3.92
Study areas	3.70	3.71	3.65	3.78
Classroom facilities	3.66	3.71	3.50	3.64
Laboratory facilities	3.63	3.60	3.45	3.60
Student union	3.54	3.57	3.54	3.81
General condition of buildings and grounds	3.48	3.63	3.23	3.50
Availability of student housing	3.32	3.39	3.22	3.38
Athletic facilities	3.36	3.63	3.42	3.36
Registration				
Academic calendar for this college	3.80	3.80	3.77	3.93
Billing and fee payment procedures	3.56	3.58	3.44	3.80
General registration procedures	3.31	3.56	3.35	3.68
Availability of the courses you want at times you can take them	2.75	3.01	2.88	2.72
General				
<i>This college in general</i>	3.91	3.88	3.76	4.04
Racial harmony at this college	3.71	3.66	3.65	3.76
Opportunities for personal involvement in campus activities	3.65	3.65	3.60	3.70
Campus media (student newspaper, campus radio)	3.56	3.53	3.56	3.59
Religious activities and programs	3.56	3.48	3.55	3.58
Attitude of college nonteaching staff toward students	3.54	3.52	3.39	3.63
Opportunities for student employment	3.47	3.42	3.32	3.49
Concern for you as an individual	3.46	3.39	3.32	3.55
Student government	3.43	3.36	3.42	3.48

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The following questions were additional questions required by the University of Louisiana System Office.

1. Which **ONE** of the following most influenced *your decision to attend college*?

Parents/Guardians	42%
Relative(s)	5%
Friends	7%
University Representative(s)	1%
High School Counselor(s)	2%
Other	36%

2. At what grade level(s) did you *decide to attend college*?

Before 7 th grade	47%
7 th Grade	2%
8 th grade	5%
9 th grade	8%
10 th grade	5%
11 th grade	5%
12 th grade	7%
After 12 th grade	16%

3. Which **ONE** of the following most influenced you *to stay in Louisiana to attend college*?

Family	33%
Friends	4%
Location	22%
Cost	21%
Reputation of this university	2%
Program of study offered at this university	13%
Other	0%

4. Which **ONE** of the following most strongly influenced your decision to attend **this university**?

Academic reputation of the university	5%
Availability of a particular program of study	15%
Variety of courses offered	1%
Location of the university	41%
Size of the university	12%
Entrance requirements for the university	5%
Cost of attending the university	4%
Type of community in which the university is located	0%
Availability of financial aid/scholarship	4%
Friends attending (or plan to attend) the university	3%
Advice of parents or relatives	2%
Other	3%

5. From which **ONE** of the following sources did you learn the **most information about this university**?

Family Member	20%
Friends	23%
Alumni	3%
High School Teacher/Counselor	5%
College Catalogue/brochure/flier	29%
Television/Radio	0%
Newspapers	0%
Internet	4%
Other	11%

6. What was your primary reason for attending college?

To become a better-educated person	29%
To increase my earning power	17%
To qualify for a high-level occupation	34%
To develop independence from my parents	1%
To be with friends who attend or will attend college	0%
To develop my mind and intellectual abilities	10%
To study new and different subjects	2%
To develop personal maturity	1%
To meet new and interesting people	0%
To find a spouse	0%
To develop and use my athletic skills	1%
Couldn't find anything better to do at this time	1%