

ACT Student Opinion Survey

One of the objectives of the Board of Regents= Master Plan is to ARaise 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, Spring 2001 and Spring 2002 Southeastern administered this survey to a sample of undergraduate courses.

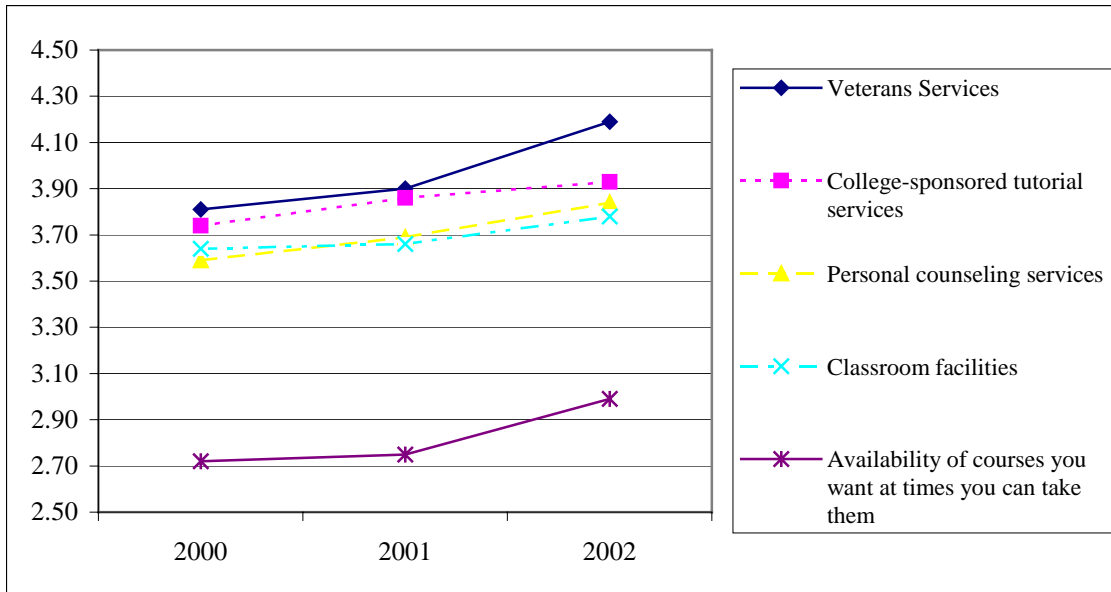
Attached are the complete results of the Spring 2002 survey, as well as national norms, state norms, Spring 2001 and Spring 2000 results for comparison. Below are some highlights of the results.

- ! Students= level of satisfaction with AThis college in general@ is above last year=s level of satisfaction, as well as the national and state average

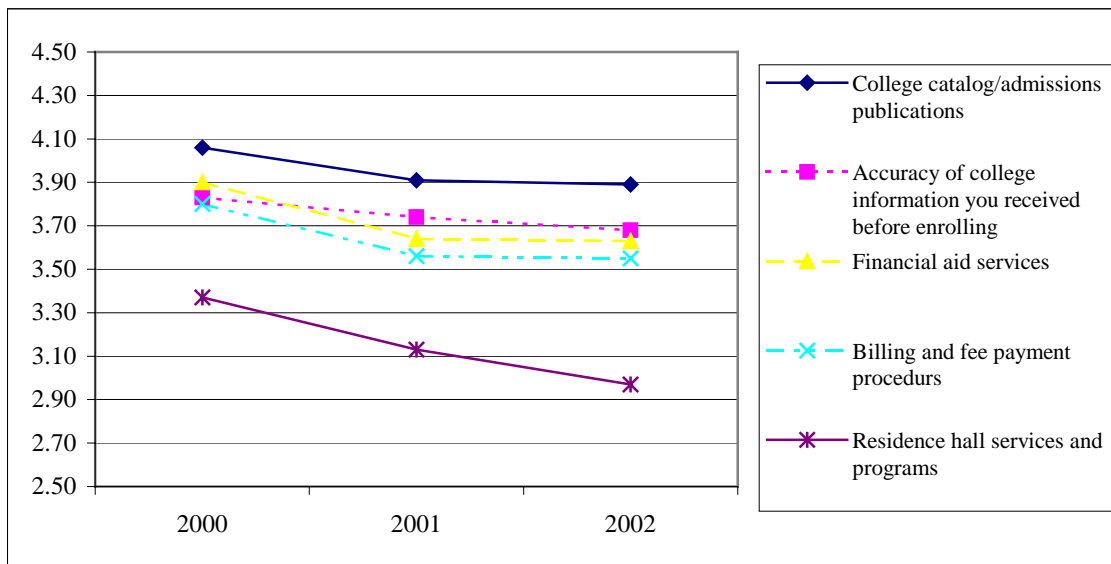
- ! Areas with the highest level of student satisfaction were:
 - \$ Recreational and intramural programs and services (mean=4.24)
 - \$ Veterans services (mean=4.19)
 - \$ Class size relative to the type of course (mean=4.15)
 - \$ Library facilities and services (mean=4.13)
 - \$ Computer Services (mean=4.01)

- ! Areas with the lowest level of student satisfaction were:
 - \$ Parking facilities and services (mean=1.90)
 - \$ Availability of the courses at the times you can take them (mean=2.86)
 - \$ Residence hall services and programs (mean=2.97)
 - \$ Residence hall rules and regulations (mean=2.97)
 - \$ Student health insurance (mean=3.27)

! Eleven of the 65 areas have shown an increase each year. The five areas with the largest increase are shown in the graph below.



! Seventeen of the 65 areas have shown a decrease each year. The five areas with the largest decrease are shown on the graph below.



Results of the ACT Student Opinion Survey

College Services

	% Used	2002 Mean¹	National Mean²	LA Mean³	2001 Mean⁴	2000 Mean⁵
Recreational and intramural programs and services	29.2%	4.24	4.04	4.00	3.91	3.97
Veterans services	6.0%	4.19	3.92	3.90	3.90	3.81
Library facilities and services	83.5%	4.13	4.00	3.99	4.16	4.12
Computer services	76.3%	4.01	3.87	3.91	3.96	4.01
Student health services	30.9%	3.98	3.79	3.77	3.88	3.90
Cultural programs	14.8%	3.97	3.88	3.86	3.84	4.04
College mass transit services	2.4%	3.95	3.58	3.32	2.50	3.25
College-sponsored tutorial services	17.9%	3.93	3.85	3.77	3.86	3.74
Honors programs	8.5%	3.89	3.89	3.88	3.88	4.00
Personal counseling services	11.6%	3.84	3.82	3.82	3.69	3.59
College orientation program	66.7%	3.82	3.77	3.77	3.86	3.90
Student employment services	20.1%	3.82	3.88	3.77	3.82	3.93
Career planning services	24.2%	3.81	3.78	3.71	3.84	3.71
College-sponsored social activities	29.6%	3.76	3.79	3.80	3.76	3.95
Credit-by-examination program (PEP, CLEP)	5.7%	3.71	3.92	3.83	3.85	3.87
Financial aid services	65.8%	3.63	3.69	3.63	3.64	3.90
Academic advising services	78.0%	3.62	3.75	3.73	3.58	3.60
Day care services	2.2%	3.57	3.81	3.66	4.14	3.67

	% Used	2002 Mean¹	National Mean²	LA Mean³	2001 Mean⁴	2000 Mean⁵
Food services	68.8%	3.33	3.22	3.23	3.30	3.46
Job placement services	8.2%	3.30	3.62	3.47	3.28	3.21
Student health insurance program	5.4%	3.27	3.41	3.38	3.34	3.27
Residence hall services and programs	26.0%	2.97	3.34	2.87	3.13	3.37
Parking facilities and services	84.5%	1.90	2.49	2.20	1.63	1.71

¹ The mean includes only 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 those respondents who indicated they have used the service, shaded cells indicate areas where 2002 is above 2001.

⁵ The mean includes only those respondents who indicated they have used the service, shaded cells indicate areas where 2002 is above 2000 and 2001.

College Environment

	2002 Mean	National Mean¹	LA Mean²	2001 Mean³	2000 Mean⁴
Academic					
Class size relative to the type of course	4.15	4.05	3.93	4.14	4.13
Attitude of the faculty toward students	3.99	3.91	3.76	3.98	4.01
Out-of-class availability of your instructors	3.93	3.87	3.78	3.93	3.96
Testing/grading system	3.87	3.82	3.85	3.88	3.93
Instruction in your major field	3.86	3.90	3.84	3.93	3.92
Course content in your major field	3.82	3.87	3.83	3.85	3.83
Preparation you are receiving for your future occupation	3.78	3.68	3.68	3.75	3.72
Availability of your advisor	3.66	3.73	3.67	3.58	3.66
Flexibility to design your own program of study	3.63	3.56	3.53	3.55	3.50
Variety of courses offered at this college	3.60	3.57	3.56	3.59	3.57
Value of the information provided by your advisor	3.57	3.69	3.65	3.51	3.52
Admissions					
College catalog/admissions publications	3.89	3.85	3.81	3.91	4.06
Accuracy of college information you received before enrolling	3.65	3.68	3.59	3.74	3.83
General admissions procedures	3.63	3.67	3.56	3.59	3.74
Availability of financial aid information prior to enrolling	3.52	3.53	3.48	3.53	3.68
	2002 Mean	National Mean¹	LA Mean²	2001 Mean³	2000 Mean⁴

Rules & Policies					
Personal security/safety at this campus	3.74	3.64	3.38	3.76	3.83
Rules governing student conduct at this college	3.59	3.54	3.48	3.59	3.66
Academic probation and suspension policies	3.48	3.46	3.43	3.51	3.59
Student voice in college policies	3.16	3.23	3.16	3.12	3.21
Purposes for which student activity fees are used	3.16	3.05	2.95	3.08	3.16
Residence hall rules and regulations	3.01	3.18	2.98	3.12	3.16
Facilities					
Campus bookstore	3.86	3.55	3.50	3.82	3.92
Athletic facilities	3.85	3.63	3.53	3.36	3.36
Student union	3.83	3.55	3.60	3.54	3.81
Study areas	3.81	3.71	3.67	3.70	3.78
Classroom facilities	3.78	3.71	3.51	3.66	3.64
Laboratory facilities	3.70	3.62	3.43	3.63	3.60
General condition of buildings and grounds	3.61	3.61	3.15	3.48	3.50
Availability of student housing	3.34	3.32	3.21	3.32	3.38
Registration					
Academic calendar for this college	3.79	3.78	3.75	3.80	3.93
Billing and fee payment procedures	3.55	3.57	3.57	3.56	3.80
General registration procedures	3.48	3.55	3.33	3.31	3.68
Availability of the courses you want at times you can take them	2.86	2.99	2.88	2.75	2.72
	2002	National	LA	2001	2000

	Mean	Mean ¹	Mean ²	Mean ³	Mean ⁴
General					
<i>This college in general</i>	3.98	3.88	3.74	3.91	4.04
Racial harmony at this college	3.74	3.71	3.64	3.71	3.76
Opportunities for personal involvement in campus activities	3.64	3.67	3.57	3.65	3.70
Campus media (student newspaper, campus radio)	3.57	3.54	3.56	3.56	3.59
Attitude of college nonteaching staff toward students	3.54	3.54	3.39	3.54	3.63
Religious activities and programs	3.51	3.50	3.53	3.56	3.58
Concern for you as an individual	3.48	3.41	3.28	3.46	3.55
Opportunities for student employment	3.45	3.42	3.29	3.47	3.49
Student government	3.41	3.39	3.37	3.43	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*?

	2002	2001
Parents/Guardians	45%	42%
Relative(s)	5%	5%
Friends	9%	7%
University Representative(s)	2%	1%
High School Counselor(s)	2%	2%
Other	33%	36%

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

	2002	2001
Before 7 th grade	49%	47%
7 th Grade	3%	2%
8 th grade	3%	5%
9 th grade	8%	8%
10 th grade	5%	5%
11 th grade	5%	5%
12 th grade	7%	7%
After 12 th grade	15%	16%

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

	2002	2001
Family	30%	33%
Friends	6%	4%
Location	22%	22%
Cost	22%	21%
Reputation of this university	2%	2%
Program of study offered at this university	4%	13%
Other	9%	0%

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

	2002	2001
Academic reputation of the university	5%	5%
Availability of a particular program of study	13%	15%
Variety of courses offered	1%	1%
Location of the university	37%	41%
Size of the university	10%	12%
Entrance requirements for the university	5%	5%
Cost of attending the university	8%	4%
Type of community in which the university is located	2%	0%
Availability of financial aid/scholarship	5%	4%
Friends attending (or plan to attend) the university	6%	3%
Advice of parents or relatives	5%	2%
Other	N/A	3%

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

	2002	2001
Family Member	18%	20%
Friends	24%	23%
Alumni	3%	3%
High School Teacher/Counselor	6%	5%
College Catalogue/brochure/flier	26%	29%
Television/Radio	0%	0%
Newspapers	0%	0%
Internet	7%	4%
Other	12%	11%

6. What was your primary reason for attending college?

	2002	2001
To become a better-educated person	26%	29%
To increase my earning power	16%	17%
To qualify for a high-level occupation	36%	34%
To develop independence from my parents	1%	1%
To be with friends who attend or will attend college	0%	0%
To develop my mind and intellectual abilities	10%	10%
To study new and different subjects	1%	2%
To develop personal maturity	1%	1%
To meet new and interesting people	0%	0%
To find a spouse	0%	0%
To develop and use my athletic skills	1%	1%
Couldn't find anything better to do at this time	2%	1%