

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, Spring 2001, Spring 2002, and Spring 2003 Southeastern administered this survey to a sample of undergraduate courses.

Attached are the complete results of the Spring 2003 survey, as well as national norms, state norms, Spring 2002, Spring 2001 and Spring 2000 results for comparison. Below are some highlights of the results.

! Students' level of satisfaction with "This 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=4.37)
- Class size relative to the type of course (mean=4.20)
- Veterans services (mean=4.19)
- Library facilities and services (mean=4.19)
- Day care services (mean=4.14)
- College-sponsored tutorial services (mean=4.08)

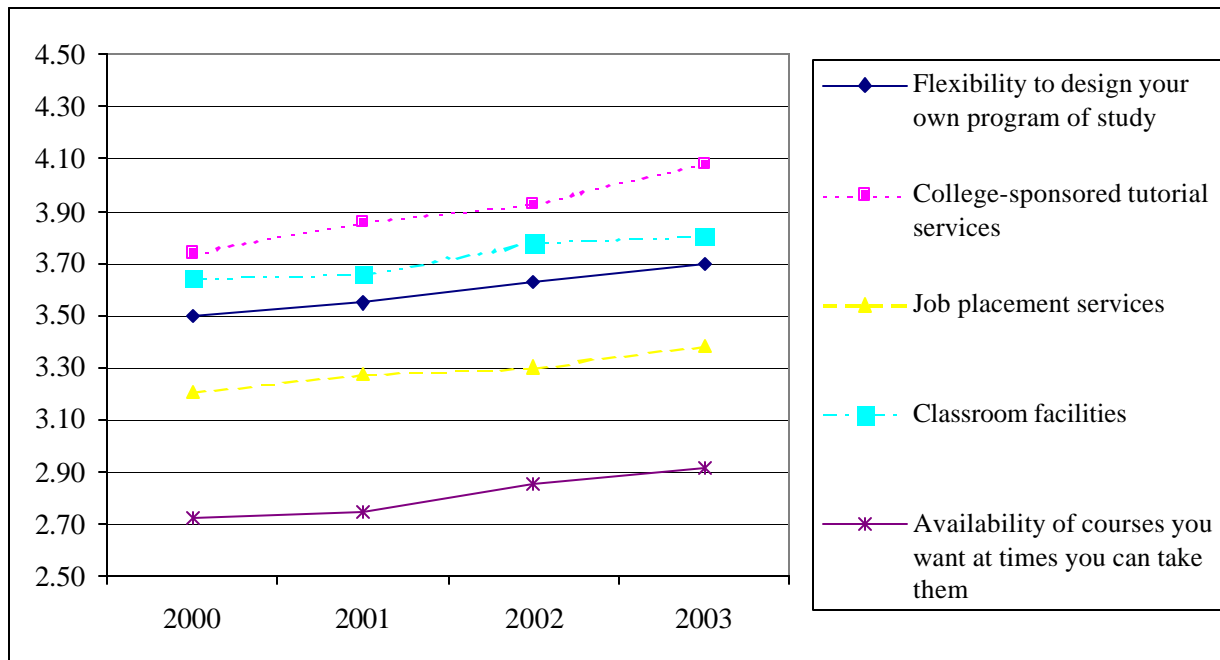
! Areas with the lowest level of student satisfaction were:

- Parking facilities and services (mean=1.88)
- Availability of the courses at the times you can take them (mean=2.91)
- Residence hall services and programs (mean=3.04)
- Residence hall rules and regulations (mean=3.04)
- Student health insurance (mean=3.10)
- Purpose for which student activity fees are used (mean=3.19)

! The most used services are:

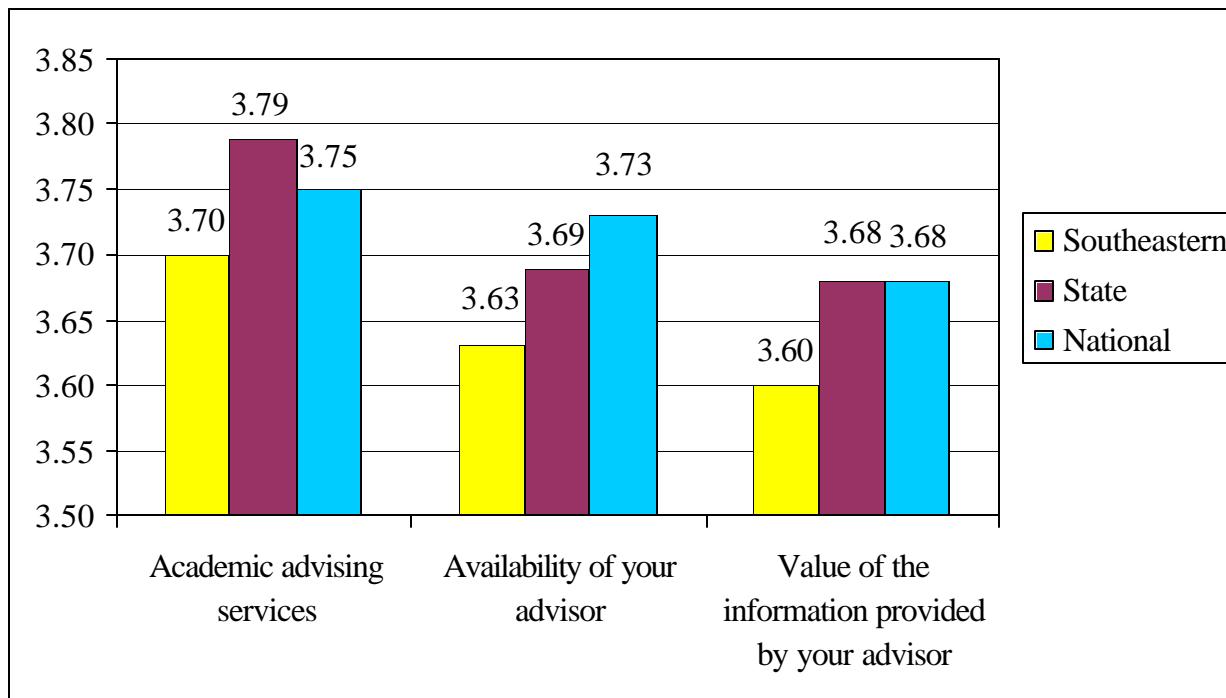
- Parking facilities and services (85%)
- Library facilities and services (83%)
- Academic advising services (78%)
- Computer services (78%)
- Food services (69%)

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



! Of the 65 areas, only academic probation and suspension policies has shown a decrease in satisfaction each year

! Advising related items are below national and state means for satisfaction



Results of the ACT Student Opinion Survey

College Services

	% Used	2003 Mean¹	National Mean²	LA Mean³	2002 Mean⁴	2001 Mean⁵	2000 Mean⁵
Recreational and intramural programs and services	26.3%	4.37	4.03	4.02	4.24	3.91	3.97
Veterans services	5.3%	4.19	3.93	3.94	4.19	3.90	3.81
Library facilities and services	82.5%	4.19	4.00	4.08	4.13	4.16	4.12
Day care services	2.4%	4.14	3.73	3.73	3.57	4.14	3.67
College-sponsored tutorial services	19.8%	4.08	3.86	3.82	3.93	3.86	3.74
Student health services	26.7%	4.05	3.79	3.83	3.98	3.88	3.90
Computer services	77.5%	4.02	3.82	3.98	4.01	3.96	4.01
Honors programs	8.5%	4.01	3.90	3.95	3.89	3.88	4.00
Career planning services	22.3%	3.96	3.77	3.76	3.81	3.84	3.71
Cultural programs	12.5%	3.96	3.88	3.83	3.97	3.84	4.04
Student employment services	17.1%	3.90	3.86	3.85	3.82	3.82	3.93
College-sponsored social activities	27.2%	3.85	3.81	3.79	3.76	3.76	3.95
Personal counseling services	9.5%	3.84	3.82	3.82	3.84	3.69	3.59
College orientation program	68.1%	3.82	3.78	3.79	3.82	3.86	3.90
Credit-by-examination program (PEP, CLEP)	5.5%	3.80	3.94	3.90	3.71	3.85	3.87
College mass transit services	2.0%	3.73	3.46	3.34	3.95	2.50	3.25
Financial aid services	65.4%	3.71	3.72	3.70	3.63	3.64	3.90
Academic advising services	78.4%	3.70	3.75	3.79	3.62	3.58	3.60

Food services	68.9%	3.52	3.24	3.37	3.33	3.30	3.46
	% Used	2003 Mean¹	National Mean²	LA Mean³	2002 Mean⁴	2001 Mean⁵	2000 Mean⁵
Student health insurance program	4.0%	3.39	3.43	3.43	3.27	3.34	3.27
Job placement services	8.8%	3.38	3.60	3.45	3.30	3.28	3.21
Residence hall services and programs	22.1%	3.04	3.31	2.98	2.97	3.13	3.37
Parking facilities and services	84.6%	1.88	2.47	2.21	1.90	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 2003 is above 2002.

⁵ The mean includes only those respondents who indicated they have used the service.

College Environment

	2003 Mean	National Mean¹	LA Mean²	2002 Mean³	2001 Mean	2000 Mean
Academic						
Class size relative to the type of course	4.20	4.04	3.95	4.15	4.14	4.13
Attitude of the faculty toward students	4.00	3.89	3.80	3.99	3.98	4.01
Out-of-class availability of your instructors	3.96	3.85	3.80	3.93	3.93	3.96
Instruction in your major field	3.94	3.88	3.85	3.86	3.93	3.92
Testing/grading system	3.93	3.81	3.85	3.87	3.88	3.93
Course content in your major field	3.88	3.87	3.84	3.82	3.85	3.83
Preparation you are receiving for your future occupation	3.76	3.68	3.67	3.78	3.75	3.72
Variety of courses offered at this college	3.71	3.57	3.58	3.60	3.59	3.57
Flexibility to design your own program of study	3.70	3.55	3.56	3.63	3.55	3.50
Availability of your advisor	3.63	3.73	3.69	3.66	3.58	3.66
Value of the information provided by your advisor	3.60	3.68	3.68	3.57	3.51	3.52
Admissions						
College catalog/admissions publications	3.92	3.85	3.80	3.89	3.91	4.06
Accuracy of college information you received before enrolling	3.70	3.68	3.63	3.65	3.74	3.83
General admissions procedures	3.64	3.67	3.59	3.63	3.59	3.74
Availability of financial aid information prior to enrolling	3.55	3.55	3.52	3.52	3.53	3.68

	2003 Mean	National Mean¹	LA Mean²	2002 Mean³	2001 Mean	2000 Mean
Rules & Policies						
Personal security/safety at this campus	3.77	3.64	3.40	3.74	3.76	3.83
Rules governing student conduct at this college	3.66	3.55	3.51	3.59	3.59	3.66
Academic probation and suspension policies	3.45	3.47	3.43	3.48	3.51	3.59
Student voice in college policies	3.23	3.24	3.20	3.16	3.12	3.21
Purposes for which student activity fees are used	3.19	3.06	3.03	3.16	3.08	3.16
Residence hall rules and regulations	3.10	3.19	3.02	3.01	3.12	3.16
Facilities						
Athletic facilities	3.89	3.61	3.58	3.85	3.36	3.36
Student union	3.89	3.58	3.61	3.83	3.54	3.81
Study areas	3.82	3.71	3.70	3.81	3.70	3.78
Campus bookstore	3.82	3.53	3.56	3.86	3.82	3.92
Classroom facilities	3.80	3.71	3.53	3.78	3.66	3.64
Laboratory facilities	3.74	3.62	3.48	3.70	3.63	3.60
General condition of buildings and grounds	3.64	3.59	3.22	3.61	3.48	3.50
Availability of student housing	3.38	3.30	3.27	3.34	3.32	3.38
Registration						
Academic calendar for this college	3.85	3.76	3.75	3.79	3.80	3.93
Billing and fee payment procedures	3.70	3.56	3.50	3.55	3.56	3.80
General registration procedures	3.62	3.54	3.38	3.48	3.31	3.68
Availability of the courses you want at times you can take them	2.91	2.98	2.90	2.86	2.75	2.72

	2003 Mean	National Mean¹	LA Mean²	2002 Mean³	2001 Mean	2000 Mean
General						
<i>This college in general</i>	4.03	3.87	3.79	3.98	3.91	4.04
Racial harmony at this college	3.79	3.72	3.68	3.74	3.71	3.76
Opportunities for personal involvement in campus activities	3.69	3.67	3.59	3.64	3.65	3.70
Campus media (student newspaper, campus radio)	3.64	3.55	3.61	3.57	3.56	3.59
Attitude of college nonteaching staff toward students	3.62	3.54	3.45	3.54	3.54	3.63
Concern for you as an individual	3.55	3.41	3.34	3.48	3.46	3.55
Religious activities and programs	3.53	3.52	3.54	3.51	3.56	3.58
Opportunities for student employment	3.52	3.41	3.32	3.45	3.47	3.49
Student government	3.45	3.41	3.39	3.41	3.43	3.48

¹ National average for public school, shaded cells indicate areas where Southeastern is above the national average.

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

³ Shaded cells indicate areas where 2003 is above 2002.

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*?

	2003	2002	2001
Parents/Guardians	43%	45%	42%
Relative(s)	6%	5%	5%
Friends	8%	9%	7%
University Representative(s)	2%	2%	1%
High School Counselor(s)	2%	2%	2%
Other	35%	33%	36%

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

	2003	2002	2001
Before 7 th grade	48%	49%	47%
7 th Grade	3%	3%	2%
8 th grade	3%	3%	5%
9 th grade	8%	8%	8%
10 th grade	5%	5%	5%
11 th grade	5%	5%	5%
12 th grade	8%	7%	7%
After 12 th grade	16%	15%	16%

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

	2003	2002	2001
Family	33%	30%	33%
Friends	5%	6%	4%
Location	22%	22%	22%
Cost	19%	22%	21%
Reputation of this university	2%	2%	2%
Program of study offered at this university	4%	4%	13%
Other	10%	9%	0%

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

	2003	2002	2001
Academic reputation of the university	6%	5%	5%
Availability of a particular program of study	12%	13%	15%
Variety of courses offered	1%	1%	1%
Location of the university	34%	37%	41%
Size of the university	10%	10%	12%
Entrance requirements for the university	4%	5%	5%
Cost of attending the university	6%	8%	4%
Type of community in which the university is located	2%	2%	0%
Availability of financial aid/scholarship	4%	5%	4%
Friends attending (or plan to attend) the university	5%	6%	3%
Advice of parents or relatives	4%	5%	2%
Other	7%	N/A	3%

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

	2003	2002	2001
Family Member	17%	18%	20%
Friends	23%	24%	23%
Alumni	4%	3%	3%
High School Teacher/Counselor	6%	6%	5%
College Catalogue/brochure/flier	25%	26%	29%
Television/Radio	0%	0%	0%
Newspapers	0%	0%	0%
Internet	10%	7%	4%
Other	10%	12%	11%

6. What was your primary reason for attending college?

	2003	2002	2001
To become a better-educated person	27%	26%	29%
To increase my earning power	15%	16%	17%
To qualify for a high-level occupation	36%	36%	34%
To develop independence from my parents	1%	1%	1%
To be with friends who attend or will attend college	0%	0%	0%
To develop my mind and intellectual abilities	9%	10%	10%
To study new and different subjects	1%	1%	2%
To develop personal maturity	0%	1%	1%
To meet new and interesting people	0%	0%	0%
To find a spouse	0%	0%	0%
To develop and use my athletic skills	2%	1%	1%
Couldn't find anything better to do at this time	1%	2%	1%