

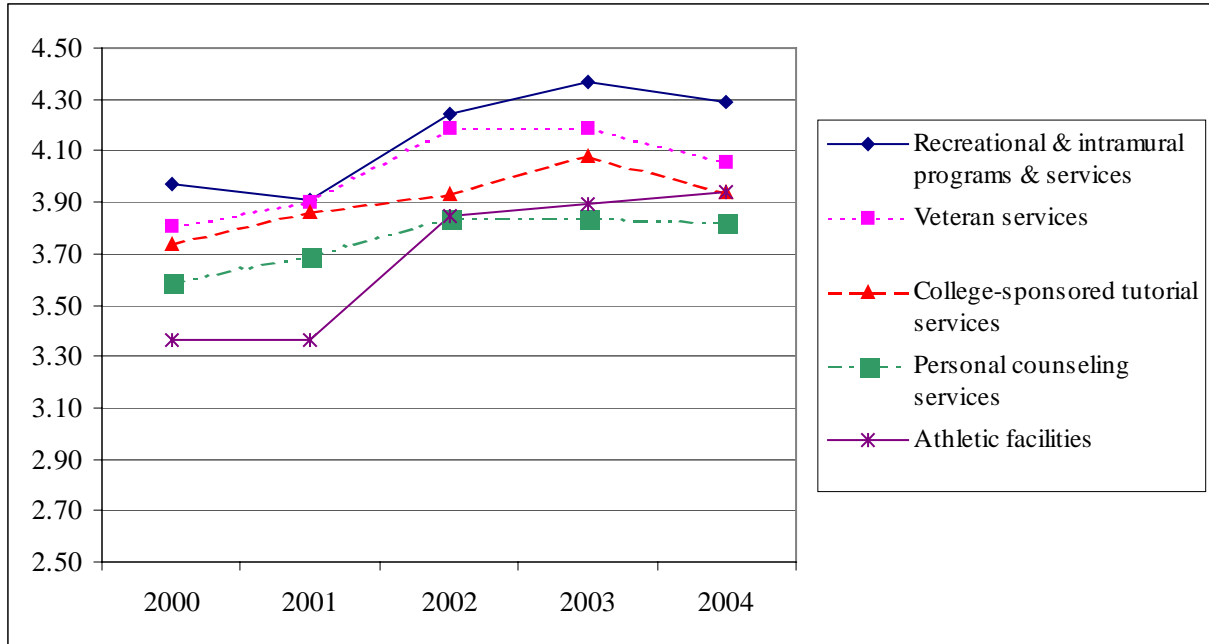
## ACT Student Opinion Survey

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, Spring 2003, and Spring 2004 Southeastern administered this survey to a sample of undergraduate courses.

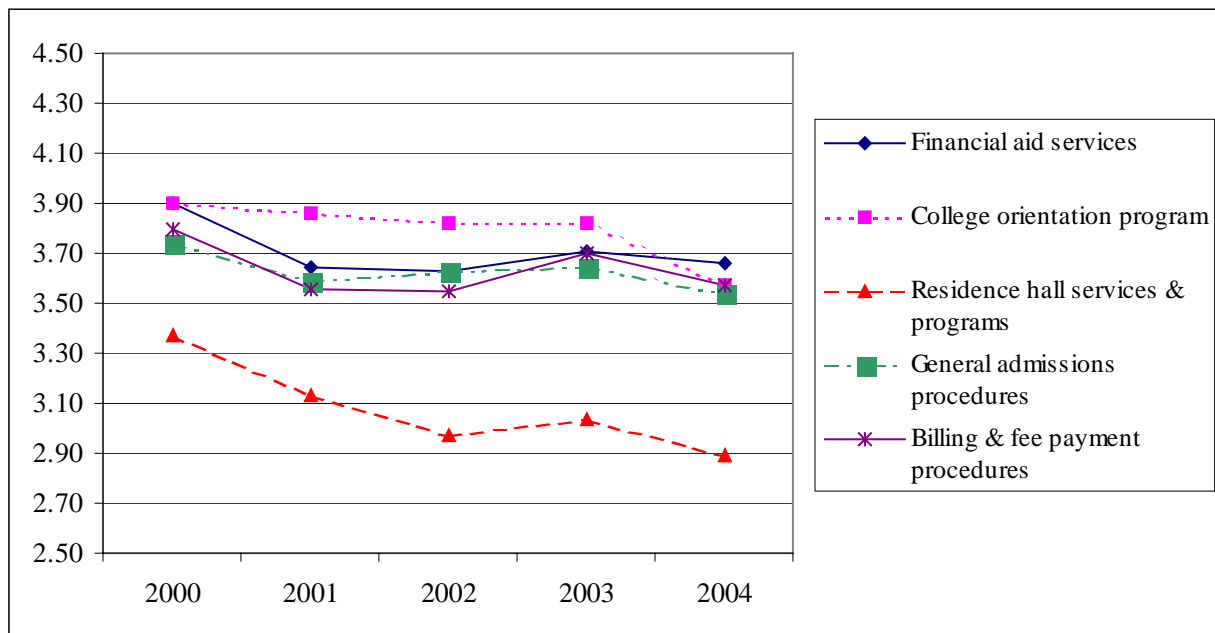
Attached are the complete results of the Spring 2004 survey, as well as national norms, state norms, Spring 2003, Spring 2002, Spring 2001 and Spring 2000 results for comparison. Below are some highlights of the results.

- ! Students' level of satisfaction with "This college in general" is slightly below last year's level of satisfaction, but above the national and state average
  
- ! Areas with the highest level of student satisfaction were:
  - Recreational and intramural programs and services (mean=4.29)
  - Library facilities and services (mean=4.19)
  - Class size relative to the type of course (mean=4.16)
  - Veterans services (mean=4.06)
  - Student Health Services (mean=4.05)
  
- ! Areas with the lowest level of student satisfaction were:
  - Parking facilities and services (mean=1.85)
  - Availability of the courses at the times you can take them (mean=2.81)
  - Residence hall services and programs (mean=2.89)
  - Purpose for which student activity fees are used (mean=3.19)
  - Residence hall rules and regulations (mean=3.06)
  
- ! The most used services are:
  - Parking facilities and services (85%)
  - Library facilities and services (84%)
  - Academic advising services (80%)
  - Computer services (79%)
  - Food services (71%)

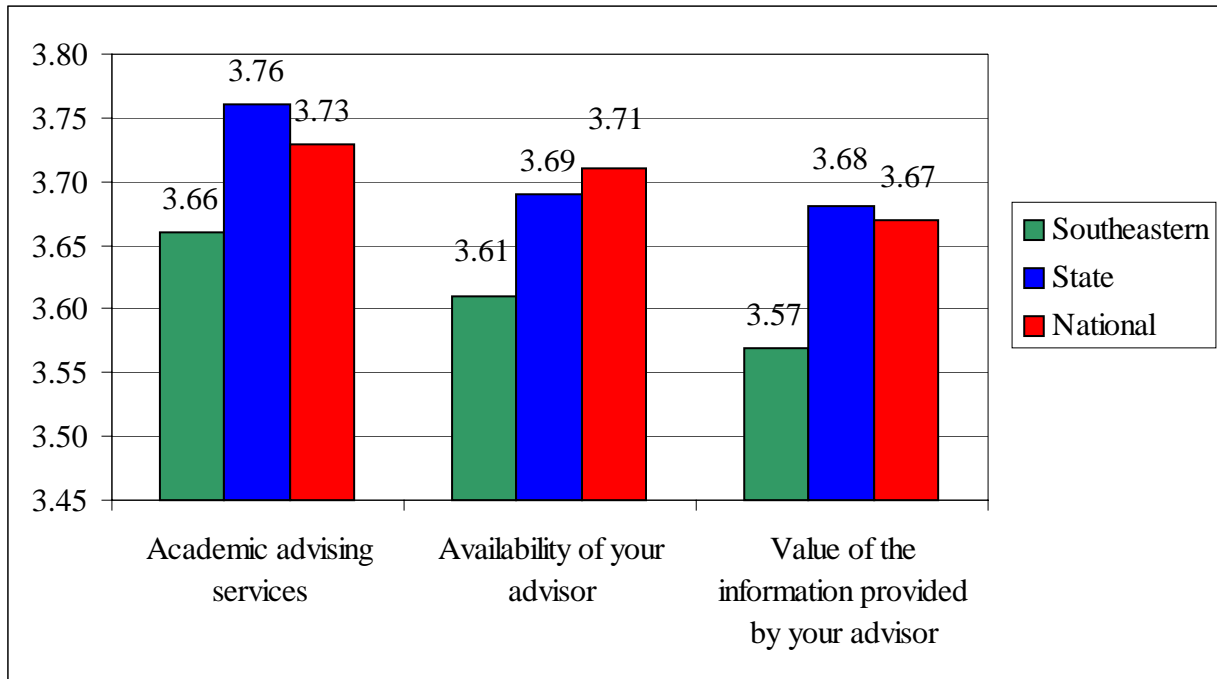
! Twenty-nine of the 65 areas have shown increased satisfaction since 2000. The five areas with the largest increases are shown below.



! Thirty-five of the 65 areas have shown decreased satisfaction since 2000. The five areas with the largest decreases are shown below.



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



## Results of the ACT Student Opinion Survey

### College Services

	% Used	2004 Mean <sup>1</sup>	National Mean <sup>2</sup>	LA Mean <sup>3</sup>	2003 Mean <sup>4</sup>	2002 Mean <sup>5</sup>	2001 Mean <sup>5</sup>	2000 Mean <sup>5</sup>
Recreational and intramural programs and services	28.7%	4.29	4.04	4.08	4.37	4.24	3.91	3.97
Library facilities and services	84.4%	4.18	4.03	4.13	4.19	4.13	4.16	4.12
Veterans services	5.4%	4.06	3.92	3.91	4.19	4.19	3.90	3.81
Student health services	33.7%	4.05	3.76	3.81	4.05	3.98	3.88	3.90
Cultural programs	12.3%	3.99	3.87	3.84	3.96	3.97	3.84	4.04
Computer services	79.0%	3.96	3.92	4.03	4.02	4.01	3.96	4.01
College-sponsored tutorial services	22.4%	3.94	3.85	3.83	4.08	3.93	3.86	3.74
Honors programs	7.5%	3.90	3.91	3.92	4.01	3.89	3.88	4.00
College-sponsored social activities	30.8%	3.90	3.81	3.82	3.85	3.76	3.76	3.95
Student employment services	20.7%	3.89	3.83	3.79	3.90	3.82	3.82	3.93
Career planning services	22.9%	3.83	3.74	3.78	3.96	3.81	3.84	3.71
Personal counseling services	11.0%	3.82	3.83	3.82	3.84	3.84	3.69	3.59
Credit-by-examination program (PEP, CLEP)	6.9%	3.72	3.97	3.93	3.80	3.71	3.85	3.87
Financial aid services	67.5%	3.66	3.73	3.72	3.71	3.63	3.64	3.90
Academic advising services	79.8%	3.66	3.73	3.76	3.70	3.62	3.58	3.60
Food services	71.1%	3.63	3.26	3.43	3.52	3.33	3.30	3.46
College mass transit services	2.0%	3.57	3.48	3.33	3.73	3.95	2.50	3.25
College orientation program	68.2%	3.57	3.75	3.77	3.82	3.82	3.86	3.90

	<b>% Used</b>	<b>2004 Mean<sup>1</sup></b>	<b>National Mean<sup>2</sup></b>	<b>LA Mean<sup>3</sup></b>	<b>2003 Mean<sup>4</sup></b>	<b>2002 Mean<sup>5</sup></b>	<b>2001 Mean<sup>5</sup></b>	<b>2000 Mean<sup>5</sup></b>
Day care services	2.3%	3.43	3.74	3.77	4.14	3.57	4.14	3.67
Student health insurance program	4.9%	3.29	3.39	3.46	3.39	3.27	3.34	3.27
Job placement services	7.5%	3.24	3.51	3.41	3.38	3.30	3.28	3.21
Residence hall services and programs	23.7%	2.89	3.32	2.95	3.04	2.97	3.13	3.37
Parking facilities and services	85.3%	1.85	2.43	2.22	1.88	1.90	1.63	1.71

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

<sup>4</sup> The mean includes only those respondents who indicated they have used the service, shaded cells indicate areas where 2004 is above 2003.

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

### College Environment

	2004 Mean	National Mean <sup>1</sup>	LA Mean <sup>2</sup>	2003 Mean <sup>3</sup>	2002 Mean	2001 Mean	2000 Mean
<b>Academic</b>							
Class size relative to the type of course	4.16	4.03	3.94	4.20	4.15	4.14	4.13
Attitude of the faculty toward students	4.02	3.90	3.82	4.00	3.99	3.98	4.01
Out-of-class availability of your instructors	3.95	3.86	3.81	3.96	3.93	3.93	3.96
Instruction in your major field	3.93	3.90	3.86	3.94	3.86	3.93	3.92
Testing/grading system	3.93	3.81	3.86	3.93	3.87	3.88	3.93
Course content in your major field	3.87	3.88	3.83	3.88	3.82	3.85	3.83
Preparation you are receiving for your future occupation	3.76	3.69	3.68	3.76	3.78	3.75	3.72
Variety of courses offered at this college	3.68	3.58	3.59	3.71	3.60	3.59	3.57
Availability of your advisor	3.61	3.71	3.69	3.63	3.66	3.58	3.66
Flexibility to design your own program of study	3.59	3.54	3.57	3.70	3.63	3.55	3.50
Value of the information provided by your advisor	3.57	3.67	3.68	3.60	3.57	3.51	3.52
<b>Admissions</b>							
College catalog/admissions publications	3.87	3.82	3.82	3.92	3.89	3.91	4.06
Accuracy of college information you received before enrolling	3.65	3.68	3.65	3.70	3.65	3.74	3.83
General admissions procedures	3.54	3.67	3.60	3.64	3.63	3.59	3.74
Availability of financial aid information prior to enrolling	3.51	3.55	3.54	3.55	3.52	3.53	3.68

	<b>2004 Mean</b>	<b>National Mean<sup>1</sup></b>	<b>LA Mean<sup>2</sup></b>	<b>2003 Mean<sup>3</sup></b>	<b>2002 Mean</b>	<b>2001 Mean</b>	<b>2000 Mean</b>
<b>Rules &amp; Policies</b>							
Personal security/safety at this campus	3.75	3.63	3.53	3.77	3.74	3.76	3.83
Rules governing student conduct at this college	3.60	3.54	3.52	3.66	3.59	3.59	3.66
Academic probation and suspension policies	3.46	3.47	3.46	3.45	3.48	3.51	3.59
Student voice in college policies	3.17	3.23	3.23	3.23	3.16	3.12	3.21
Residence hall rules and regulations	3.06	3.19	3.07	3.10	3.01	3.12	3.16
Purposes for which student activity fees are used	3.00	3.04	3.00	3.19	3.16	3.08	3.16
<b>Facilities</b>							
Athletic facilities	3.94	3.64	3.63	3.89	3.85	3.36	3.36
Student union	3.91	3.60	3.63	3.89	3.83	3.54	3.81
Campus bookstore	3.81	3.54	3.66	3.82	3.86	3.82	3.92
Study areas	3.79	3.72	3.70	3.82	3.81	3.70	3.78
Classroom facilities	3.79	3.69	3.55	3.80	3.78	3.66	3.64
Laboratory facilities	3.71	3.63	3.50	3.74	3.70	3.63	3.60
General condition of buildings and grounds	3.52	3.57	3.25	3.64	3.61	3.48	3.50
Availability of student housing	3.32	3.29	3.25	3.38	3.34	3.32	3.38
<b>Registration</b>							
Academic calendar for this college	3.83	3.76	3.77	3.85	3.79	3.80	3.93
Billing and fee payment procedures	3.57	3.55	3.50	3.70	3.55	3.56	3.80
General registration procedures	3.52	3.53	3.43	3.62	3.48	3.31	3.68

Availability of the courses you want at times you can take them	2.81	2.96	2.91	2.91	2.86	2.75	2.72
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	<b>2004 Mean</b>	<b>National Mean<sup>1</sup></b>	<b>LA Mean<sup>2</sup></b>	<b>2003 Mean<sup>3</sup></b>	<b>2002 Mean</b>	<b>2001 Mean</b>	<b>2000 Mean</b>
<b>General</b>							
<i><b>This college in general</b></i>	<b>4.00</b>	<b>3.88</b>	<b>3.83</b>	<b>4.03</b>	<b>3.98</b>	<b>3.91</b>	<b>4.04</b>
Racial harmony at this college	3.73	3.72	3.69	3.79	3.74	3.71	3.76
Opportunities for personal involvement in campus activities	3.67	3.67	3.63	3.69	3.64	3.65	3.70
Campus media (student newspaper, campus radio)	3.60	3.56	3.64	3.64	3.57	3.56	3.59
Attitude of college nonteaching staff toward students	3.56	3.52	3.46	3.62	3.54	3.54	3.63
Religious activities and programs	3.49	3.51	3.57	3.53	3.51	3.56	3.58
Concern for you as an individual	3.45	3.41	3.37	3.55	3.48	3.46	3.55
Opportunities for student employment	3.45	3.40	3.31	3.52	3.45	3.47	3.49
Student government	3.45	3.40	3.42	3.45	3.41	3.43	3.48

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