

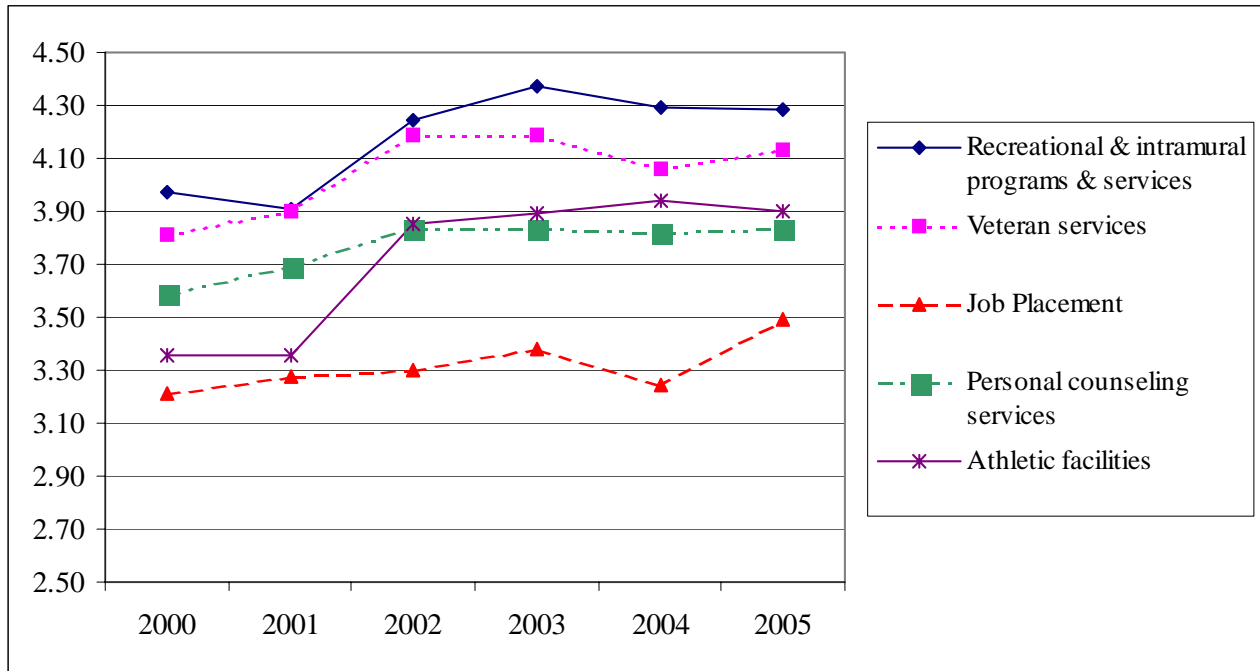
ACT Student Opinion Survey

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, Spring 2004, and Spring 2005 Southeastern administered this survey to a sample of undergraduate courses.

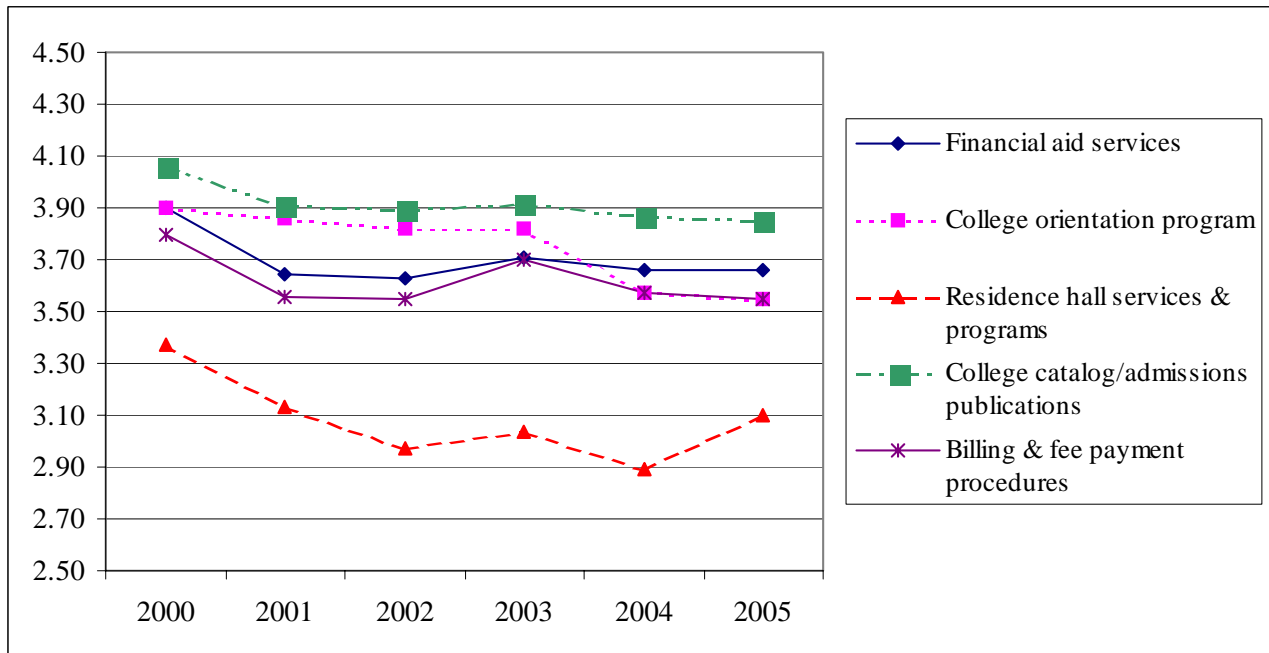
Attached are the complete results of the Spring 2005 survey, as well as national norms, state norms, Spring 2004, Spring 2003, Spring 2002, Spring 2001 and Spring 2000 results for comparison. Below are some highlights of the results.

- Students' level of satisfaction with "This college in general" is above last year's level of satisfaction, as well as above the national and state average
- Areas with the highest level of student satisfaction were:
 - Recreational and intramural programs and services (mean=4.28)
 - Library facilities and services (mean=4.26)
 - Class size relative to the type of course (mean=4.17)
 - Veterans services (mean=4.13)
 - Student Health Services (mean=4.12)
- Areas with the lowest level of student satisfaction were:
 - Parking facilities and services (mean=1.95)
 - Availability of the courses at the times you can take them (mean=2.94)
 - Purpose for which student activity fees are used (mean=3.02)
 - Residence hall services and programs (mean=3.10)
 - Residence hall rules and regulations (mean=3.19)
- The most used services are:
 - Library facilities and services (83%)
 - Parking facilities and services (83%)
 - Academic advising services (80%)
 - Computer services (78%)
 - Food services (69%)

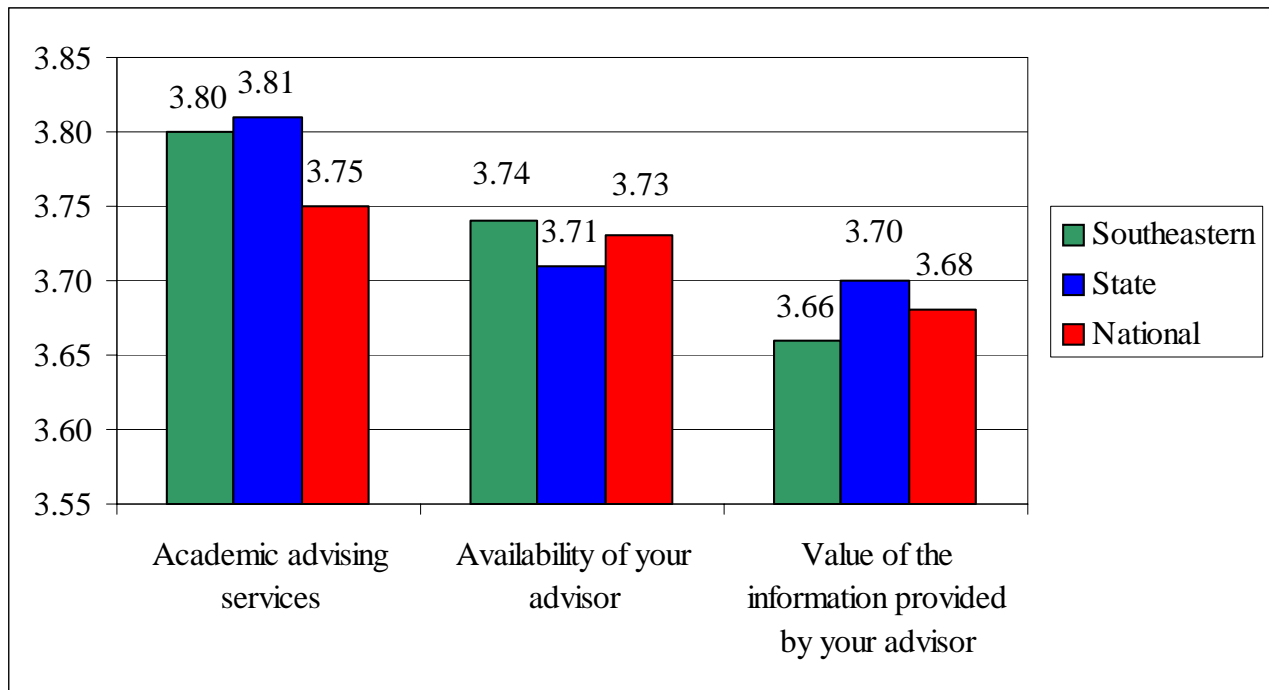
- Thirty-nine of the 65 areas have shown increased satisfaction since 2000. The five areas with the largest increases are shown below.



- Twenty-six 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	2005 Mean ¹	National Mean ²	LA Mean ³	2004 Mean ⁴	2003 Mean ⁵	2002 Mean ⁵	2001 Mean ⁵	2000 Mean ⁵
Recreational and intramural programs and services	28.6%	4.28	4.05	4.08	4.29	4.37	4.24	3.91	3.97
Library facilities and services	83.4%	4.26	4.04	4.15	4.18	4.19	4.13	4.16	4.12
Veterans services	4.8%	4.13	3.96	4.01	4.06	4.19	4.19	3.90	3.81
Student health services	35.2%	4.12	3.77	3.84	4.05	4.05	3.98	3.88	3.90
Computer services	78.4%	4.05	3.96	4.06	3.96	4.02	4.01	3.96	4.01
Credit-by-examination program (PEP, CLEP)	7.2%	3.98	3.98	3.93	3.72	3.80	3.71	3.85	3.87
College-sponsored tutorial services	22.5%	3.92	3.86	3.84	3.94	4.08	3.93	3.86	3.74
Career planning services	23.7%	3.92	3.72	3.79	3.83	3.96	3.81	3.84	3.71
Student employment services	18.7%	3.89	3.82	3.84	3.89	3.90	3.82	3.82	3.93
Honors programs	7.3%	3.89	3.94	3.09	3.90	4.01	3.89	3.88	4.00
Cultural programs	15.5%	3.89	3.90	3.88	3.99	3.96	3.97	3.84	4.04
Personal counseling services	11.3%	3.84	3.84	3.85	3.82	3.84	3.84	3.69	3.59
College-sponsored social activities	33.5%	3.83	3.83	3.84	3.90	3.85	3.76	3.76	3.95
Academic advising services	79.9%	3.80	3.75	3.81	3.66	3.70	3.62	3.58	3.60
Day care services	1.6%	3.75	3.68	3.90	3.43	4.14	3.57	4.14	3.67
College mass transit services	1.8%	3.68	3.58	3.29	3.57	3.73	3.95	2.50	3.25
Financial aid services	66.1%	3.66	3.78	3.72	3.66	3.71	3.63	3.64	3.90
Food services	68.8%	3.60	3.30	3.43	3.63	3.52	3.33	3.30	3.46
College orientation program	67.7%	3.55	3.73	3.76	3.57	3.82	3.82	3.86	3.90

	% Used	2005 Mean¹	National Mean²	LA Mean³	2004 Mean⁴	2003 Mean⁵	2002 Mean⁵	2001 Mean⁵	2000 Mean⁵
Job placement services	7.6%	3.49	3.47	3.50	3.24	3.38	3.30	3.28	3.21
Student health insurance program	5.7%	3.45	3.34	3.49	3.29	3.39	3.27	3.34	3.27
Residence hall services and programs	22.6%	3.10	3.32	2.96	2.89	3.04	2.97	3.13	3.37
Parking facilities and services	83.3%	1.95	2.42	2.34	1.85	1.88	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 2005 is above 2004.

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

College Environment

	2005 Mean	National Mean ¹	LA Mean ²	2004 Mean ³	2003 Mean	2002 Mean	2001 Mean	2000 Mean
Academic								
Class size relative to the type of course	4.17	4.02	3.96	4.16	4.20	4.15	4.14	4.13
Attitude of the faculty toward students	4.04	3.93	3.84	4.02	4.00	3.99	3.98	4.01
Out-of-class availability of your instructors	3.95	3.88	3.80	3.95	3.96	3.93	3.93	3.96
Instruction in your major field	3.93	3.93	3.86	3.93	3.94	3.86	3.93	3.92
Testing/grading system	3.91	3.82	3.83	3.93	3.93	3.87	3.88	3.93
Course content in your major field	3.90	3.90	3.85	3.87	3.88	3.82	3.85	3.83
Preparation you are receiving for your future occupation	3.80	3.69	3.71	3.76	3.76	3.78	3.75	3.72
Availability of your advisor	3.74	3.73	3.71	3.61	3.63	3.66	3.58	3.66
Variety of courses offered at this college	3.73	3.63	3.62	3.68	3.71	3.60	3.59	3.57
Value of the information provided by your advisor	3.66	3.68	3.70	3.57	3.60	3.57	3.51	3.52
Flexibility to design your own program of study	3.61	3.55	3.56	3.59	3.70	3.63	3.55	3.50
Admissions								
College catalog/admissions publications	3.85	3.80	3.79	3.87	3.92	3.89	3.91	4.06
Accuracy of college information you received before enrolling	3.67	3.69	3.66	3.65	3.70	3.65	3.74	3.83
General admissions procedures	3.57	3.70	3.62	3.54	3.64	3.63	3.59	3.74
Availability of financial aid information prior to enrolling	3.52	3.57	3.54	3.51	3.55	3.52	3.53	3.68

	2005 Mean	National Mean ¹	LA Mean ²	2004 Mean ³	2003 Mean	2002 Mean	2001 Mean	2000 Mean
Rules & Policies								
Personal security/safety at this campus	3.72	3.65	3.53	3.75	3.77	3.74	3.76	3.83
Rules governing student conduct at this college	3.65	3.50	3.53	3.60	3.66	3.59	3.59	3.66
Academic probation and suspension policies	3.50	3.45	3.46	3.46	3.45	3.48	3.51	3.59
Student voice in college policies	3.27	3.24	3.24	3.17	3.23	3.16	3.12	3.21
Residence hall rules and regulations	3.19	3.16	3.09	3.06	3.10	3.01	3.12	3.16
Purposes for which student activity fees are used	3.02	3.03	3.00	3.00	3.19	3.16	3.08	3.16
Facilities								
Athletic facilities	3.90	3.71	3.61	3.94	3.89	3.85	3.36	3.36
Student union	3.86	3.69	3.61	3.91	3.89	3.83	3.54	3.81
Campus bookstore	3.82	3.57	3.65	3.81	3.82	3.86	3.82	3.92
Classroom facilities	3.80	3.70	3.58	3.79	3.80	3.78	3.66	3.64
Study areas	3.79	3.73	3.71	3.79	3.82	3.81	3.70	3.78
Laboratory facilities	3.76	3.64	3.52	3.71	3.74	3.70	3.63	3.60
General condition of buildings and grounds	3.68	3.57	3.29	3.52	3.64	3.61	3.48	3.50
Availability of student housing	3.47	3.33	3.24	3.32	3.38	3.34	3.32	3.38
Registration								
Academic calendar for this college	3.85	3.81	3.78	3.83	3.85	3.79	3.80	3.93
General registration procedures	3.58	3.55	3.48	3.52	3.62	3.48	3.31	3.68
Billing and fee payment procedures	3.55	3.56	3.50	3.57	3.70	3.55	3.56	3.80
Availability of the courses you want at times you can take them	2.94	3.00	2.93	2.81	2.91	2.86	2.75	2.72

	2005 Mean	National Mean ¹	LA Mean ²	2004 Mean ³	2003 Mean	2002 Mean	2001 Mean	2000 Mean
General								
<i>This college in general</i>	4.01	3.93	3.83	4.00	4.03	3.98	3.91	4.04
Opportunities for personal involvement in campus activities	3.73	3.70	3.63	3.67	3.69	3.64	3.65	3.70
Racial harmony at this college	3.71	3.72	3.67	3.73	3.79	3.74	3.71	3.76
Campus media (student newspaper, campus radio)	3.65	3.61	3.58	3.60	3.64	3.57	3.56	3.59
Attitude of college nonteaching staff toward students	3.57	3.55	3.50	3.56	3.62	3.54	3.54	3.63
Student government	3.53	3.39	3.43	3.45	3.45	3.41	3.43	3.48
Opportunities for student employment	3.52	3.39	3.32	3.45	3.52	3.45	3.47	3.49
Religious activities and programs	3.52	3.54	3.55	3.49	3.53	3.51	3.56	3.58
Concern for you as an individual	3.51	3.43	3.39	3.45	3.55	3.48	3.46	3.55

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