

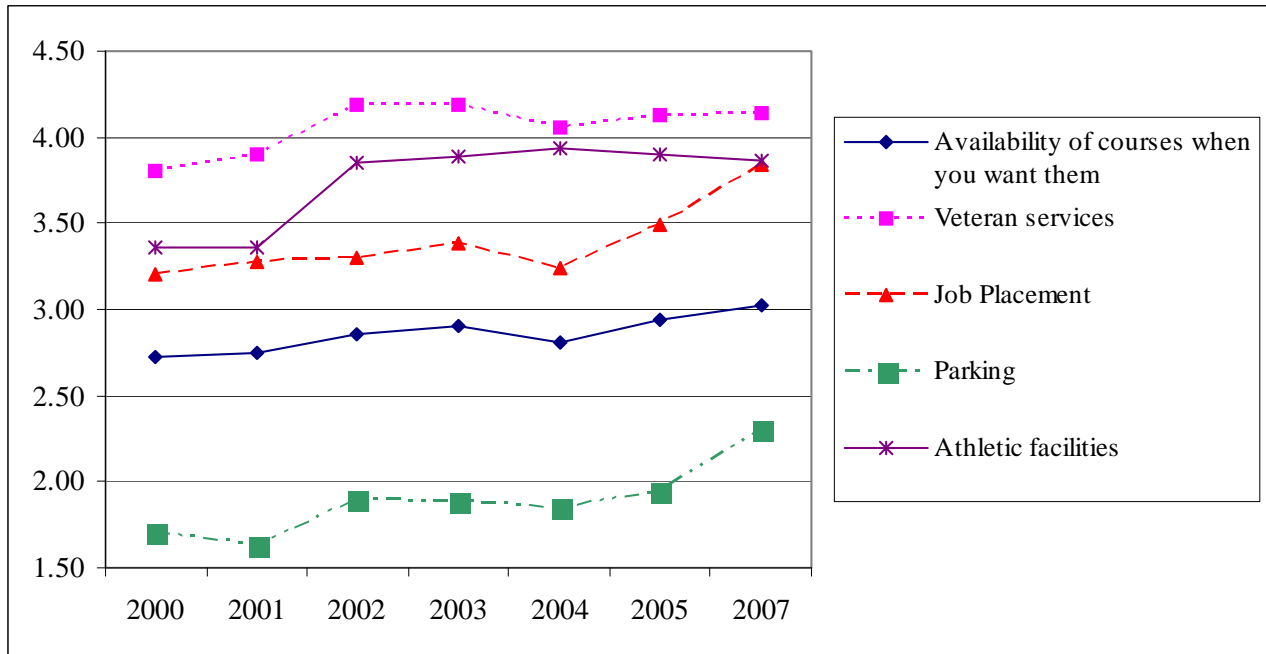
ACT Student Opinion Survey

One of the objectives of the Board of Regents' Master Plan was 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 mandated that all public universities administer the ACT Student Opinion Survey in Spring 2000-Spring 2005. In Spring 2007 the University of Louisiana System provided the ACT Student Opinion Survey for system institutions. Southeastern administered this survey to a sample of undergraduate courses.

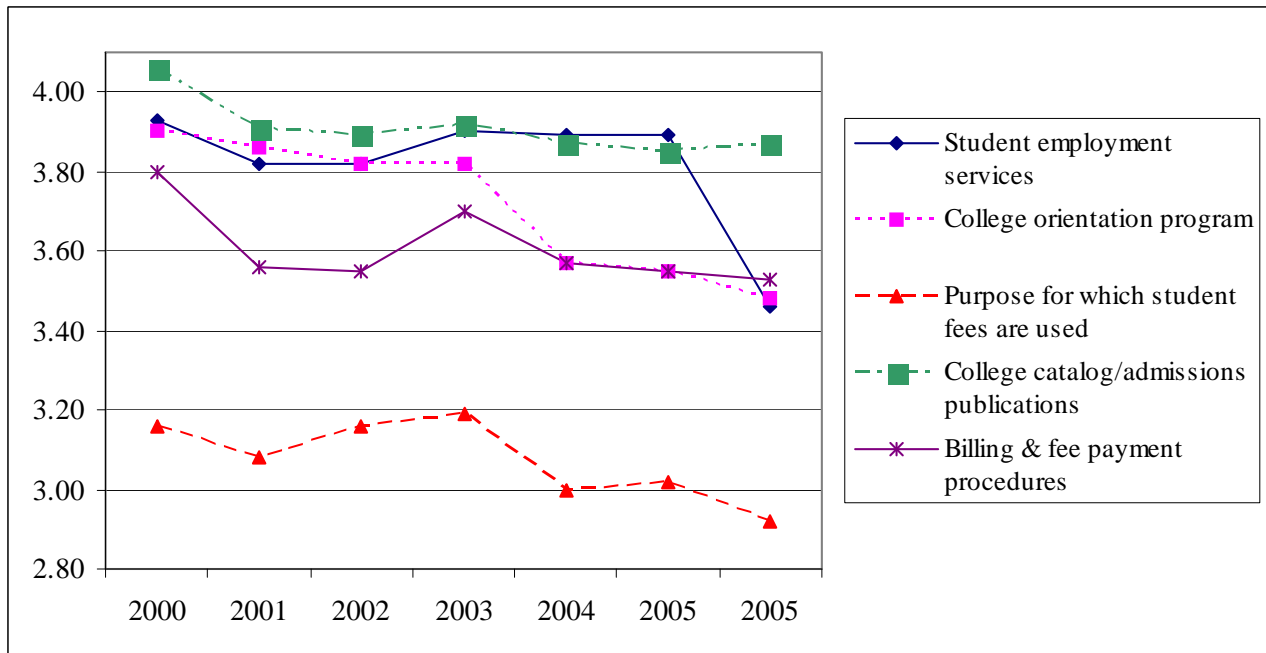
Attached are the complete results of the Spring 2007 survey, as well as national norms, system norms, Spring 2005, Spring 2004, Spring 2003, Spring 2002 and Spring 2001 results for comparison. Below are some highlights of the results.

- Students' level of satisfaction with "This college in general" is above last year's level of satisfaction, as well as above the national and system average
- Areas with the highest level of student satisfaction were:
 - Library facilities and services (mean=4.31)
 - Class size relative to the type of course (mean=4.25)
 - Recreational and intramural programs and services (mean=4.24)
 - Veterans services (mean=4.14)
 - Computer Services (mean=4.13)
- Areas with the lowest level of student satisfaction were:
 - Parking facilities and services (mean=2.30)
 - Purpose for which student activity fees are used (mean=2.92)
 - Availability of the courses at the times you can take them (mean=3.03)
 - Student voice in college policies (mean=2.23)
 - Residence hall services and programs (mean=3.29)
- The most used services are:
 - Library facilities and services (86%)
 - Parking facilities and services (83%)
 - Academic advising services (83%)
 - Computer services (80%)
 - Food services (73%)

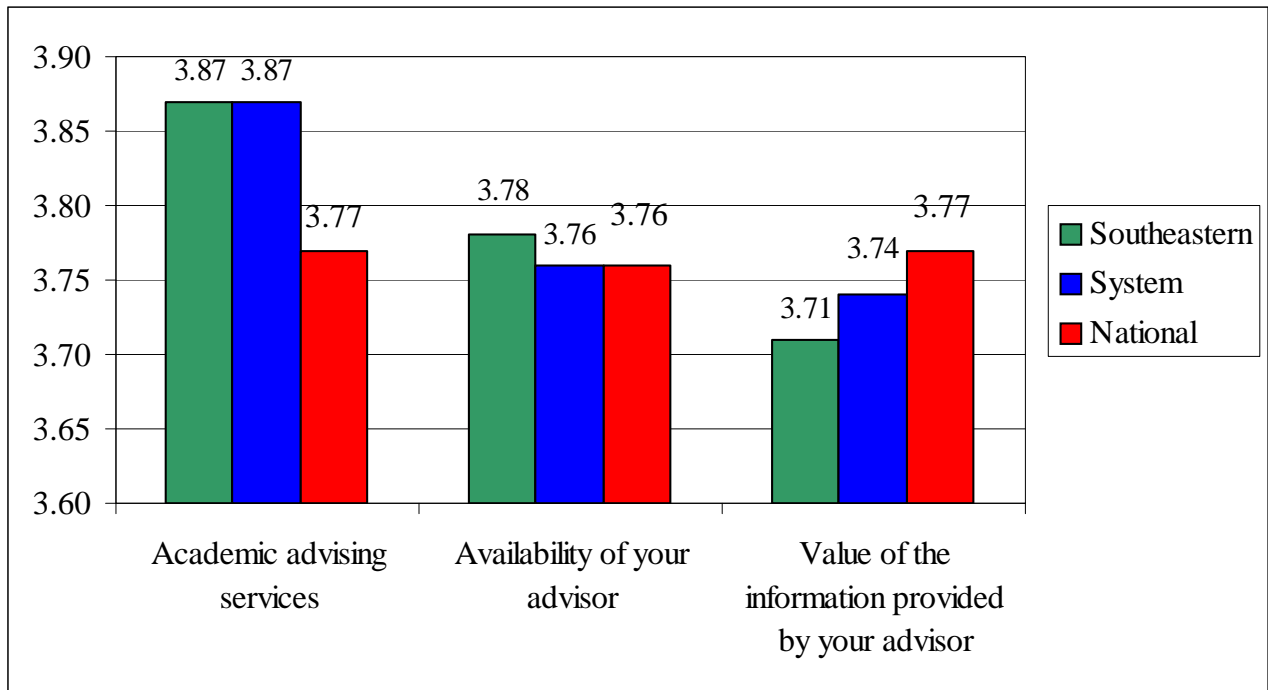
- Thirty-nine of the 65 areas have shown increased satisfaction since 2000. The five areas with the largest increases are shown below.



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



- Academic advising services and availability of advisor are at or above national and system means for satisfaction. However, the value of the information provided is below both system and national means.



Results of the ACT Student Opinion Survey

College Services

| | % Used | 2007 Mean¹ | National Mean² | ULS Mean³ | 2005 Mean⁴ | 2004 Mean⁵ | 2003 Mean⁵ | 2002 Mean⁵ | 2001 Mean⁵ |
|---|-------------------|----------------------------------|--------------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| Library facilities and services | 85.5% | 4.31 | 4.11 | 4.20 | 4.26 | 4.18 | 4.19 | 4.13 | 4.16 |
| Recreational and intramural programs and services | 27.7% | 4.24 | 4.09 | 4.12 | 4.28 | 4.29 | 4.37 | 4.24 | 3.91 |
| Veterans services | 4.1% | 4.14 | 3.98 | 3.93 | 4.13 | 4.06 | 4.19 | 4.19 | 3.90 |
| Computer services | 80.2% | 4.13 | 4.01 | 4.08 | 4.05 | 3.96 | 4.02 | 4.01 | 3.96 |
| Student health services | 41.8% | 4.10 | 3.77 | 3.86 | 4.12 | 4.05 | 4.05 | 3.98 | 3.88 |
| Cultural programs | 15.9% | 4.01 | 3.91 | 3.86 | 3.89 | 3.99 | 3.96 | 3.97 | 3.84 |
| Career planning services | 23.8% | 3.98 | 3.75 | 3.87 | 3.92 | 3.83 | 3.96 | 3.81 | 3.84 |
| Student employment services | 19.9% | 3.98 | 3.82 | 3.85 | 3.89 | 3.89 | 3.90 | 3.82 | 3.82 |
| College-sponsored social activities | 37.2% | 3.96 | 3.85 | 3.92 | 3.83 | 3.90 | 3.85 | 3.76 | 3.76 |
| Day care services | 1.3% | 3.90 | 3.68 | 3.74 | 3.75 | 3.43 | 4.14 | 3.57 | 4.14 |
| College-sponsored tutorial services | 24.6% | 3.90 | 3.83 | 3.88 | 3.92 | 3.94 | 4.08 | 3.93 | 3.86 |
| Academic advising services | 82.6% | 3.87 | 3.77 | 3.87 | 3.80 | 3.66 | 3.70 | 3.62 | 3.58 |
| Honors programs | 9.4% | 3.85 | 3.97 | 3.85 | 3.89 | 3.90 | 4.01 | 3.89 | 3.88 |
| Personal counseling services | 13.3% | 3.84 | 3.83 | 3.90 | 3.84 | 3.82 | 3.84 | 3.84 | 3.69 |
| Job placement services | 5.9% | 3.84 | 3.46 | 3.74 | 3.49 | 3.24 | 3.38 | 3.30 | 3.28 |
| Financial aid services | 66.4% | 3.75 | 3.77 | 3.74 | 3.66 | 3.66 | 3.71 | 3.63 | 3.64 |
| Credit-by-examination program (PEP, CLEP) | 6.5% | 3.72 | 3.98 | 3.95 | 3.98 | 3.72 | 3.80 | 3.71 | 3.85 |
| Food services | 73.0% | 3.70 | 3.40 | 3.48 | 3.60 | 3.63 | 3.52 | 3.33 | 3.30 |
| College orientation program | 66.9% | 3.48 | 3.73 | 3.79 | 3.55 | 3.57 | 3.82 | 3.82 | 3.86 |

| | % Used | 2007 Mean¹ | National Mean² | ULS Mean³ | 2005 Mean⁴ | 2004 Mean⁵ | 2003 Mean⁵ | 2002 Mean⁵ | 2001 Mean⁵ |
|--------------------------------------|-------------------|----------------------------------|--------------------------------------|---------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| Student health insurance program | 5.0% | 3.46 | 3.32 | 3.52 | 3.45 | 3.29 | 3.39 | 3.27 | 3.34 |
| Residence hall services and programs | 27.3% | 3.29 | 3.40 | 3.01 | 3.10 | 2.89 | 3.04 | 2.97 | 3.13 |
| College mass transit services | 1.7% | 3.24 | 3.63 | 3.21 | 3.68 | 3.57 | 3.73 | 3.95 | 2.50 |
| Parking facilities and services | 83.2% | 2.30 | 2.45 | 2.32 | 1.95 | 1.85 | 1.88 | 1.90 | 1.63 |

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 2007 is above 2005.

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

College Environment

| | 2007 Mean | National Mean ¹ | ULS Mean ² | 2005 Mean ³ | 2004 Mean | 2003 Mean | 2002 Mean | 2001 Mean |
|---|--------------|-------------------------------|--------------------------|---------------------------|--------------|--------------|--------------|--------------|
| Academic | | | | | | | | |
| Class size relative to the type of course | 4.25 | 4.06 | 4.02 | 4.17 | 4.16 | 4.20 | 4.15 | 4.14 |
| Attitude of the faculty toward students | 4.07 | 3.96 | 3.88 | 4.04 | 4.02 | 4.00 | 3.99 | 3.98 |
| Instruction in your major field | 3.98 | 3.94 | 3.93 | 3.93 | 3.93 | 3.94 | 3.86 | 3.93 |
| Out-of-class availability of your instructors | 3.95 | 3.90 | 3.82 | 3.95 | 3.95 | 3.96 | 3.93 | 3.93 |
| Course content in your major field | 3.91 | 3.91 | 3.90 | 3.90 | 3.87 | 3.88 | 3.82 | 3.85 |
| Testing/grading system | 3.90 | 3.81 | 3.86 | 3.91 | 3.93 | 3.93 | 3.87 | 3.88 |
| Preparation you are receiving for your future occupation | 3.80 | 3.71 | 3.74 | 3.80 | 3.76 | 3.76 | 3.78 | 3.75 |
| Availability of your advisor | 3.78 | 3.76 | 3.76 | 3.74 | 3.61 | 3.63 | 3.66 | 3.58 |
| Variety of courses offered at this college | 3.76 | 3.64 | 3.68 | 3.73 | 3.68 | 3.71 | 3.60 | 3.59 |
| Value of the information provided by your advisor | 3.71 | 3.72 | 3.74 | 3.66 | 3.57 | 3.60 | 3.57 | 3.51 |
| Flexibility to design your own program of study | 3.63 | 3.58 | 3.59 | 3.61 | 3.59 | 3.70 | 3.63 | 3.55 |
| Admissions | | | | | | | | |
| College catalog/admissions publications | 3.87 | 3.81 | 3.80 | 3.85 | 3.87 | 3.92 | 3.89 | 3.91 |
| Accuracy of college information you received before enrolling | 3.67 | 3.70 | 3.67 | 3.67 | 3.65 | 3.70 | 3.65 | 3.74 |
| General admissions procedures | 3.59 | 3.73 | 3.65 | 3.57 | 3.54 | 3.64 | 3.63 | 3.59 |
| Availability of financial aid information prior to enrolling | 3.50 | 3.59 | 3.55 | 3.52 | 3.51 | 3.55 | 3.52 | 3.53 |

| | 2007 Mean | National Mean ¹ | ULS Mean ² | 2005 Mean ³ | 2004 Mean | 2003 Mean | 2002 Mean | 2001 Mean |
|---|--------------|-------------------------------|--------------------------|---------------------------|--------------|--------------|--------------|--------------|
| Rules & Policies | | | | | | | | |
| Personal security/safety at this campus | 3.74 | 3.67 | 3.58 | 3.72 | 3.75 | 3.77 | 3.74 | 3.76 |
| Rules governing student conduct at this college | 3.66 | 3.52 | 3.56 | 3.65 | 3.60 | 3.66 | 3.59 | 3.59 |
| Academic probation and suspension policies | 3.48 | 3.47 | 3.47 | 3.50 | 3.46 | 3.45 | 3.48 | 3.51 |
| Residence hall rules and regulations | 3.34 | 3.22 | 3.11 | 3.19 | 3.06 | 3.10 | 3.01 | 3.12 |
| Student voice in college policies | 3.23 | 3.28 | 3.27 | 3.27 | 3.17 | 3.23 | 3.16 | 3.12 |
| Purposes for which student activity fees are used | 2.92 | 3.05 | 3.00 | 3.02 | 3.00 | 3.19 | 3.16 | 3.08 |
| Facilities | | | | | | | | |
| Athletic facilities | 3.86 | 3.72 | 3.62 | 3.90 | 3.94 | 3.89 | 3.85 | 3.36 |
| Student union | 3.86 | 3.69 | 3.71 | 3.86 | 3.91 | 3.89 | 3.83 | 3.54 |
| Campus bookstore | 3.91 | 3.61 | 3.72 | 3.82 | 3.81 | 3.82 | 3.86 | 3.82 |
| Classroom facilities | 3.79 | 3.71 | 3.56 | 3.80 | 3.79 | 3.80 | 3.78 | 3.66 |
| Study areas | 3.82 | 3.77 | 3.72 | 3.79 | 3.79 | 3.82 | 3.81 | 3.70 |
| Laboratory facilities | 3.77 | 3.66 | 3.50 | 3.76 | 3.71 | 3.74 | 3.70 | 3.63 |
| General condition of buildings and grounds | 3.73 | 3.61 | 3.27 | 3.68 | 3.52 | 3.64 | 3.61 | 3.48 |
| Availability of student housing | 3.44 | 3.36 | 3.25 | 3.47 | 3.32 | 3.38 | 3.34 | 3.32 |
| Registration | | | | | | | | |
| Academic calendar for this college | 3.90 | 3.90 | 3.81 | 3.85 | 3.83 | 3.85 | 3.79 | 3.80 |
| General registration procedures | 3.60 | 3.62 | 3.56 | 3.58 | 3.52 | 3.62 | 3.48 | 3.31 |
| Billing and fee payment procedures | 3.53 | 3.59 | 3.55 | 3.55 | 3.57 | 3.70 | 3.55 | 3.56 |
| Availability of the courses you want at times you can take them | 3.03 | 3.05 | 3.03 | 2.94 | 2.81 | 2.91 | 2.86 | 2.75 |

| | 2007 Mean | National Mean¹ | ULS Mean² | 2005 Mean³ | 2004 Mean | 2003 Mean | 2002 Mean | 2001 Mean |
|---|----------------------|--------------------------------------|---------------------------------|----------------------------------|----------------------|----------------------|----------------------|----------------------|
| General | | | | | | | | |
| <i>This college in general</i> | 4.06 | 3.93 | 3.88 | 4.01 | 4.00 | 4.03 | 3.98 | 3.91 |
| Opportunities for personal involvement in campus activities | 3.78 | 3.71 | 3.71 | 3.73 | 3.67 | 3.69 | 3.64 | 3.65 |
| Racial harmony at this college | 3.75 | 3.73 | 3.68 | 3.71 | 3.73 | 3.79 | 3.74 | 3.71 |
| Campus media (student newspaper, campus radio) | 3.72 | 3.59 | 3.64 | 3.65 | 3.60 | 3.64 | 3.57 | 3.56 |
| Attitude of college nonteaching staff toward students | 3.60 | 3.58 | 3.53 | 3.57 | 3.56 | 3.62 | 3.54 | 3.54 |
| Student government | 3.58 | 3.42 | 3.50 | 3.53 | 3.45 | 3.45 | 3.41 | 3.43 |
| Opportunities for student employment | 3.64 | 3.40 | 3.43 | 3.52 | 3.45 | 3.52 | 3.45 | 3.47 |
| Religious activities and programs | 3.56 | 3.51 | 3.63 | 3.52 | 3.49 | 3.53 | 3.51 | 3.56 |
| Concern for you as an individual | 3.55 | 3.46 | 3.44 | 3.51 | 3.45 | 3.55 | 3.48 | 3.46 |

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