

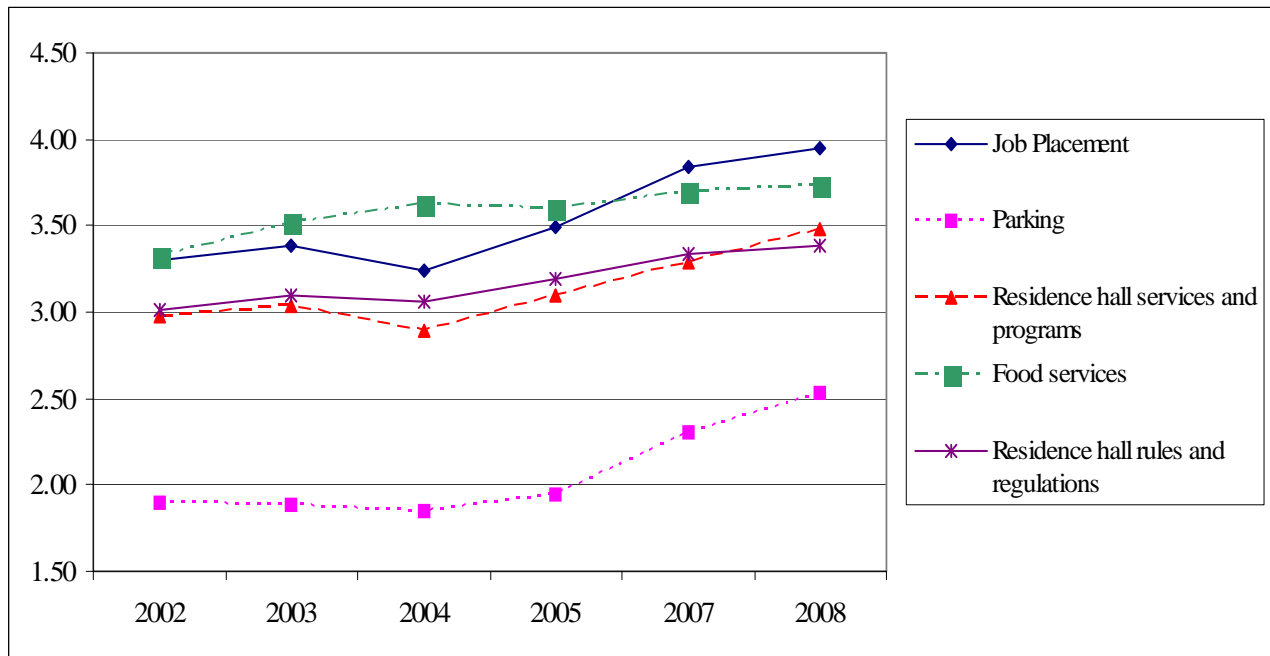
ACT Student Opinion Survey

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 Springs 2007 and 2008 the University of Louisiana System provided the ACT Student Opinion Survey for system institutions. Southeastern administered this survey to a sample of undergraduate courses.

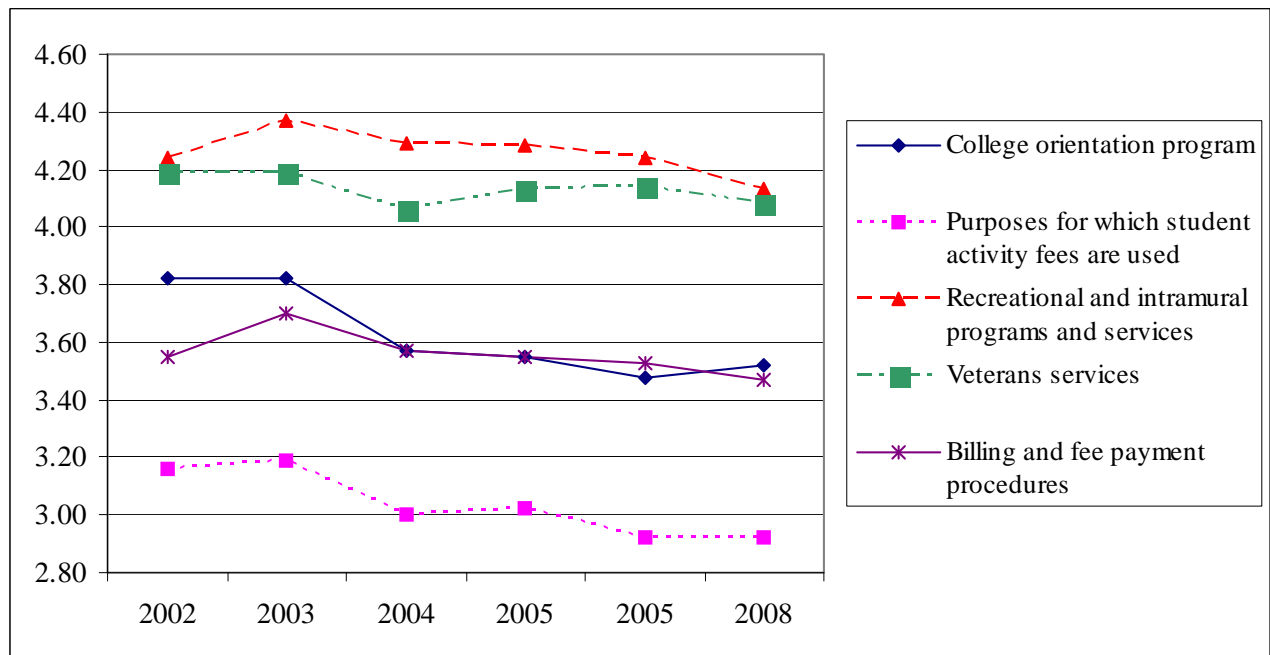
Attached are the complete results of the Spring 2008 survey, as well as national norms, system norms, Spring 2007, Spring 2005, Spring 2004, Spring 2003 and Spring 2002 results for comparison. Below are some highlights of the results.

- Students' level of satisfaction with "This college in general" is above the national and system average. In fact, we are tied with Louisiana Tech for the highest average in the system.
- Areas with the highest level of student satisfaction were:
 - Class size relative to the type of course (mean=4.27)
 - Library facilities and services (mean=4.25)
 - Recreational and intramural programs and services (mean=4.13)
 - Veterans services (mean=4.08)
 - College mass transit services (mean=4.06)
- Areas with the lowest level of student satisfaction were:
 - Parking facilities and services (mean=2.53)
 - Purpose for which student activity fees are used (mean=2.92)
 - Availability of the courses at the times you can take them (mean=2.98)
 - Student voice in college policies (mean=3.26)
 - Residence hall services and programs (mean=3.39)
- The most used services are:
 - Academic advising services (87%)
 - Library facilities and services (84%)
 - Parking facilities and services (83%)
 - Computer services (78%)
 - Food services (75%)

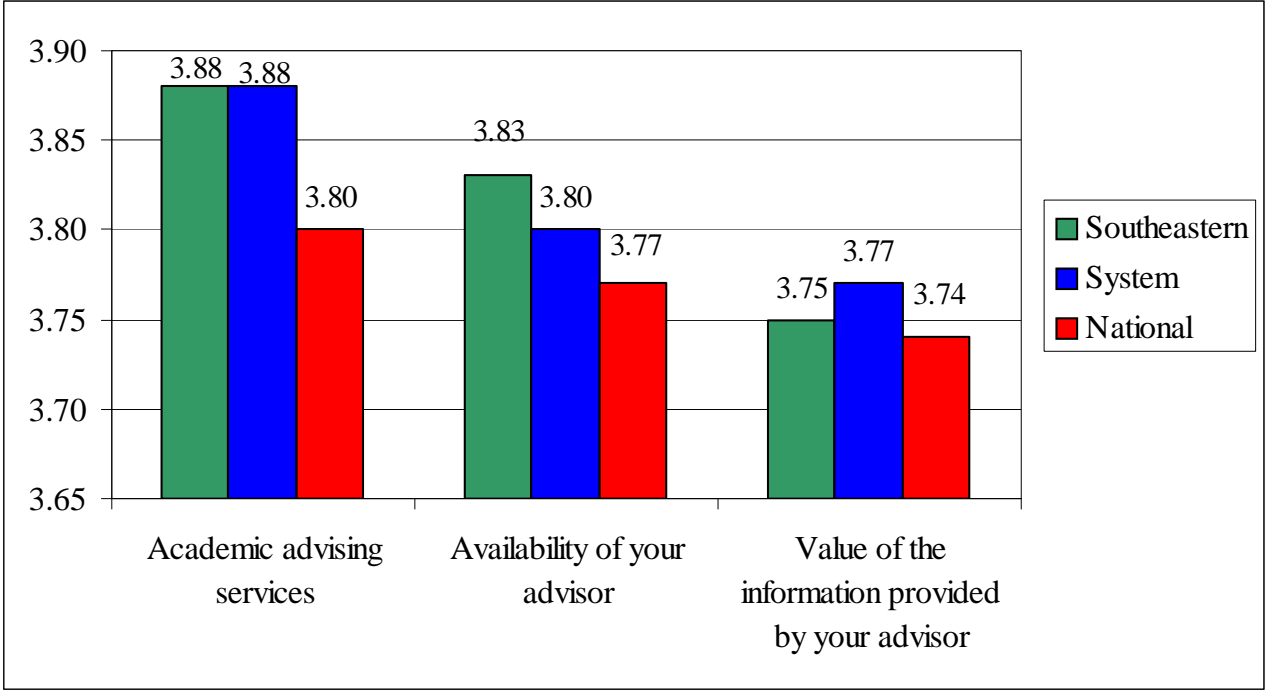
- Forty-eight of the 65 areas have shown increased satisfaction since 2002. The five areas with the largest increases are shown below.



- Thirteen of the 65 areas have shown decreased satisfaction since 2002. 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 the system mean and slightly above the national mean.



Results of the ACT Student Opinion Survey

College Services

	% Used	2008 Mean¹	National Mean²	ULS Mean³	2007 Mean⁴	2005 Mean⁵	2004 Mean⁵	2003 Mean⁵	2002 Mean⁵
Library facilities and services	83.9%	4.25	4.13	4.17	4.31	4.26	4.18	4.19	4.13
Recreational and intramural programs and services	30.9%	4.13	4.11	4.09	4.24	4.28	4.29	4.37	4.24
Cultural programs	14.6%	4.12	3.93	3.91	4.01	3.89	3.99	3.96	3.97
Veterans services	4.3%	4.08	3.94	3.91	4.14	4.13	4.06	4.19	4.19
College mass transit services	12.9%	4.06	3.67	3.34	3.24	3.68	3.57	3.73	3.95
Computer services	77.7%	4.05	4.02	4.04	4.13	4.05	3.96	4.02	4.01
Student employment services	20.5%	4.04	3.83	3.92	3.98	3.89	3.89	3.90	3.82
Student health services	40.9%	4.02	3.77	3.82	4.10	4.12	4.05	4.05	3.98
Honors programs	8.9%	3.97	3.94	3.95	3.85	3.89	3.90	4.01	3.89
College-sponsored social activities	37.1%	3.96	3.88	3.90	3.96	3.83	3.90	3.85	3.76
Credit-by-examination program (PEP, CLEP)	9.3%	3.95	3.98	3.96	3.72	3.98	3.72	3.80	3.71
Job placement services	7.2%	3.95	3.55	3.64	3.84	3.49	3.24	3.38	3.30
Career planning services	23.5%	3.93	3.79	3.86	3.98	3.92	3.83	3.96	3.81
Day care services	2.4%	3.92	3.74	3.69	3.90	3.75	3.43	4.14	3.57
College-sponsored tutorial services	23.3%	3.88	3.85	3.88	3.90	3.92	3.94	4.08	3.93
Academic advising services	86.5%	3.88	3.80	3.88	3.87	3.80	3.66	3.70	3.62
Personal counseling services	11.0%	3.79	3.85	3.88	3.84	3.84	3.82	3.84	3.84
Food services	74.6%	3.73	3.45	3.44	3.70	3.60	3.63	3.52	3.33
Financial aid services	63.4%	3.71	3.73	3.79	3.75	3.66	3.66	3.71	3.63

	% Used	2008 Mean¹	National Mean²	ULS Mean³	2007 Mean⁴	2005 Mean⁵	2004 Mean⁵	2003 Mean⁵	2002 Mean⁵
College orientation program	67.3%	3.52	3.71	3.81	3.48	3.55	3.57	3.82	3.82
Residence hall services and programs	29.4%	3.48	3.40	3.15	3.29	3.10	2.89	3.04	2.97
Student health insurance program	4.9%	3.46	3.35	3.46	3.46	3.45	3.29	3.39	3.27
Parking facilities and services	82.7%	2.53	3.50	2.35	2.30	1.95	1.85	1.88	1.90

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 University of Louisiana System average, shaded cells indicate areas where Southeastern is above the ULS average.

⁴ The mean includes only those respondents who indicated they have used the service, shaded cells indicate areas where 2008 is above 2007.

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

College Environment

	2008 Mean	National Mean ¹	ULS Mean ²	2007 Mean ³	2005 Mean	2004 Mean	2003 Mean	2002 Mean
Academic								
Class size relative to the type of course	4.27	4.07	4.05	4.25	4.17	4.16	4.20	4.15
Attitude of the faculty toward students	4.03	3.95	3.88	4.07	4.04	4.02	4.00	3.99
Instruction in your major field	3.96	3.95	3.91	3.98	3.93	3.93	3.94	3.86
Out-of-class availability of your instructors	3.93	3.90	3.82	3.95	3.95	3.95	3.96	3.93
Course content in your major field	3.92	3.92	3.88	3.91	3.90	3.87	3.88	3.82
Testing/grading system	3.87	3.81	3.84	3.90	3.91	3.93	3.93	3.87
Availability of your advisor	3.83	3.77	3.80	3.78	3.74	3.61	3.63	3.66
Preparation you are receiving for your future occupation	3.83	3.72	3.77	3.80	3.80	3.76	3.76	3.78
Variety of courses offered at this college	3.78	3.68	3.71	3.76	3.73	3.68	3.71	3.60
Value of the information provided by your advisor	3.75	3.74	3.77	3.71	3.66	3.57	3.60	3.57
Flexibility to design your own program of study	3.68	3.59	3.60	3.63	3.61	3.59	3.70	3.63
Admissions								
College catalog/admissions publications	3.87	3.79	3.81	3.87	3.85	3.87	3.92	3.89
Accuracy of college information you received before enrolling	3.67	3.71	3.70	3.67	3.67	3.65	3.70	3.65
General admissions procedures	3.59	3.73	3.69	3.59	3.57	3.54	3.64	3.63
Availability of financial aid information prior to enrolling	3.47	3.56	3.59	3.50	3.52	3.51	3.55	3.52

	2008 Mean	National Mean ¹	ULS Mean ²	2007 Mean ³	2005 Mean	2004 Mean	2003 Mean	2002 Mean
Rules & Policies								
Personal security/safety at this campus	3.76	3.67	3.56	3.74	3.72	3.75	3.77	3.74
Rules governing student conduct at this college	3.60	3.52	3.56	3.66	3.65	3.60	3.66	3.59
Academic probation and suspension policies	3.46	3.46	3.47	3.48	3.50	3.46	3.45	3.48
Residence hall rules and regulations	3.39	3.23	3.23	3.34	3.19	3.06	3.10	3.01
Student voice in college policies	3.26	3.30	3.27	3.23	3.27	3.17	3.23	3.16
Purposes for which student activity fees are used	2.92	3.05	3.04	2.92	3.02	3.00	3.19	3.16
Facilities								
Campus bookstore	3.87	3.65	3.71	3.91	3.82	3.81	3.82	3.86
Student union	3.85	3.71	3.73	3.86	3.86	3.91	3.89	3.83
Athletic facilities	3.84	3.71	3.64	3.86	3.90	3.94	3.89	3.85
Study areas	3.81	3.78	3.72	3.82	3.79	3.79	3.82	3.81
Classroom facilities	3.79	3.70	3.58	3.79	3.80	3.79	3.80	3.78
Laboratory facilities	3.78	3.64	3.54	3.77	3.76	3.71	3.74	3.70
General condition of buildings and grounds	3.72	3.60	3.33	3.73	3.68	3.52	3.64	3.61
Availability of student housing	3.54	3.38	3.30	3.44	3.47	3.32	3.38	3.34
Registration								
Academic calendar for this college	3.85	3.84	3.84	3.90	3.85	3.83	3.85	3.79
General registration procedures	3.56	3.64	3.61	3.60	3.58	3.52	3.62	3.48
Billing and fee payment procedures	3.47	3.58	3.60	3.53	3.55	3.57	3.70	3.55
Availability of the courses you want at times you can take them	2.98	3.10	3.08	3.03	2.94	2.81	2.91	2.86

	2008 Mean	National Mean¹	ULS Mean²	2007 Mean³	2005 Mean	2004 Mean	2003 Mean	2002 Mean
General								
<i>This college in general</i>	4.05	3.92	3.90	4.06	4.01	4.00	4.03	3.98
Opportunities for personal involvement in campus activities	3.77	3.73	3.73	3.78	3.73	3.67	3.69	3.64
Campus media (student newspaper, campus radio)	3.73	3.60	3.65	3.72	3.65	3.60	3.64	3.57
Racial harmony at this college	3.71	3.72	3.69	3.75	3.71	3.73	3.79	3.74
Opportunities for student employment	3.67	3.42	3.49	3.64	3.52	3.45	3.52	3.45
Attitude of college nonteaching staff toward students	3.60	3.59	3.55	3.60	3.57	3.56	3.62	3.54
Religious activities and programs	3.59	3.52	3.64	3.56	3.52	3.49	3.53	3.51
Student government	3.55	3.45	3.51	3.58	3.53	3.45	3.45	3.41
Concern for you as an individual	3.50	3.47	3.46	3.55	3.51	3.45	3.55	3.48

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