

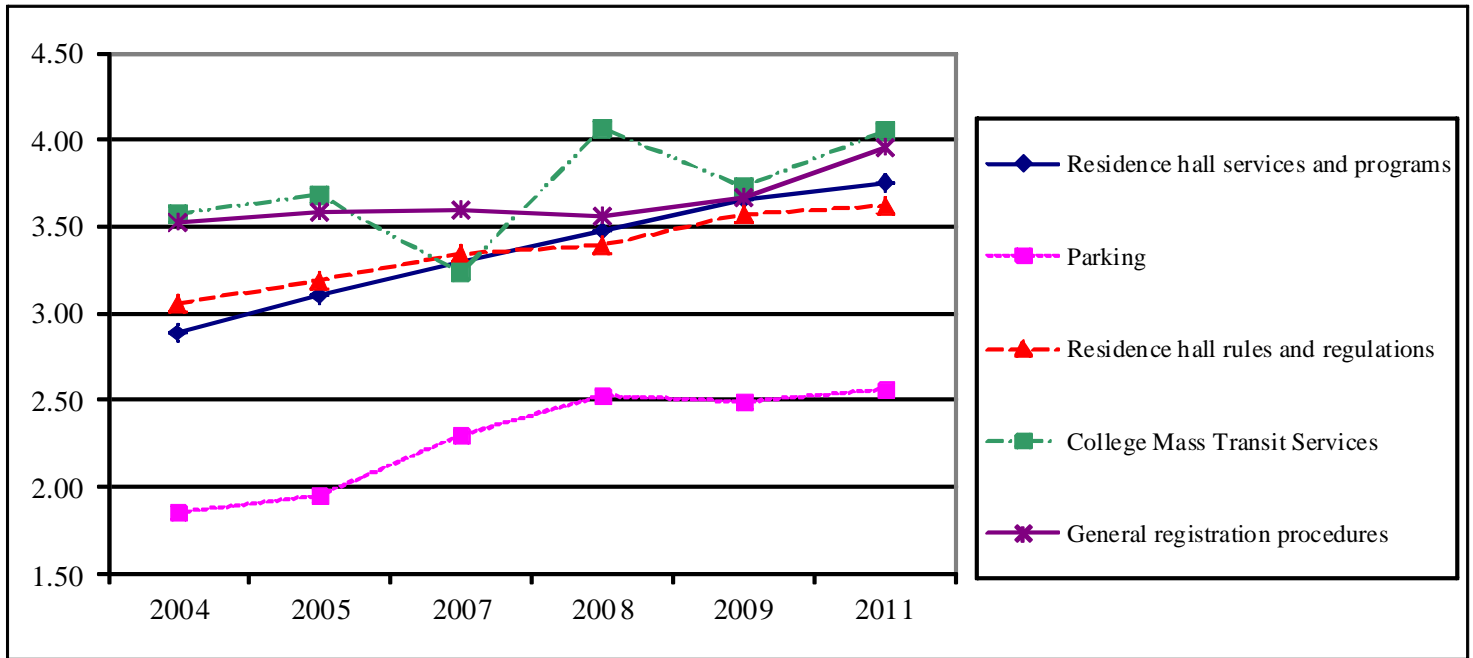
ACT Student Opinion Survey

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 2007-2009 and Spring 2011, the University of Louisiana System provided the ACT Student Opinion Survey for system institutions. Southeastern administered this survey to a sample of undergraduate courses.

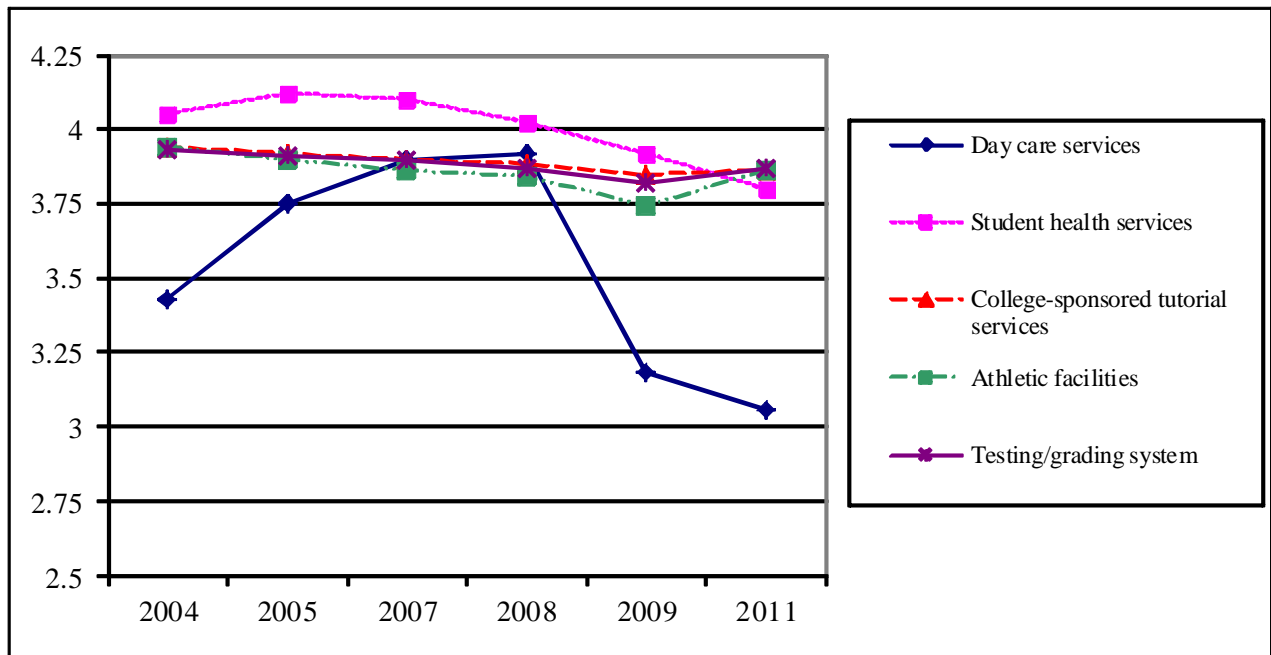
Attached are the complete results of the Spring 2011 survey, as well as national norms, system norms, Spring 2009, Spring 2008, Spring 2007, Spring 2005 and Spring 2004 results for comparison. Below are some highlights of the results.

- Students' level of satisfaction with "This college in general" is above the national and system average. Southeastern had the second highest level of satisfaction in the system, just slightly below Louisiana Tech.
- Areas with the highest level of student satisfaction were:
 - Library facilities and services (mean=4.30)
 - Recreational and intramural programs and services (mean=4.30)
 - Veterans services (mean=4.11)
 - Class size relative to the type of course (mean=4.09)
 - Cultural Programs (mean=4.09)
- Areas with the lowest level of student satisfaction were:
 - Parking facilities and services (mean=2.56)
 - Purpose for which student activity fees are used (mean=3.06)
 - Day care services (mean=3.06)
 - Availability of the courses at the times you can take them (mean=3.15)
 - Student voice in college policies (mean=3.29)
- The most used services are:
 - Library facilities and services (85%)
 - Academic advising services (85%)
 - Parking facilities and services (83%)
 - Food services (76%)
 - Computer services (72%)

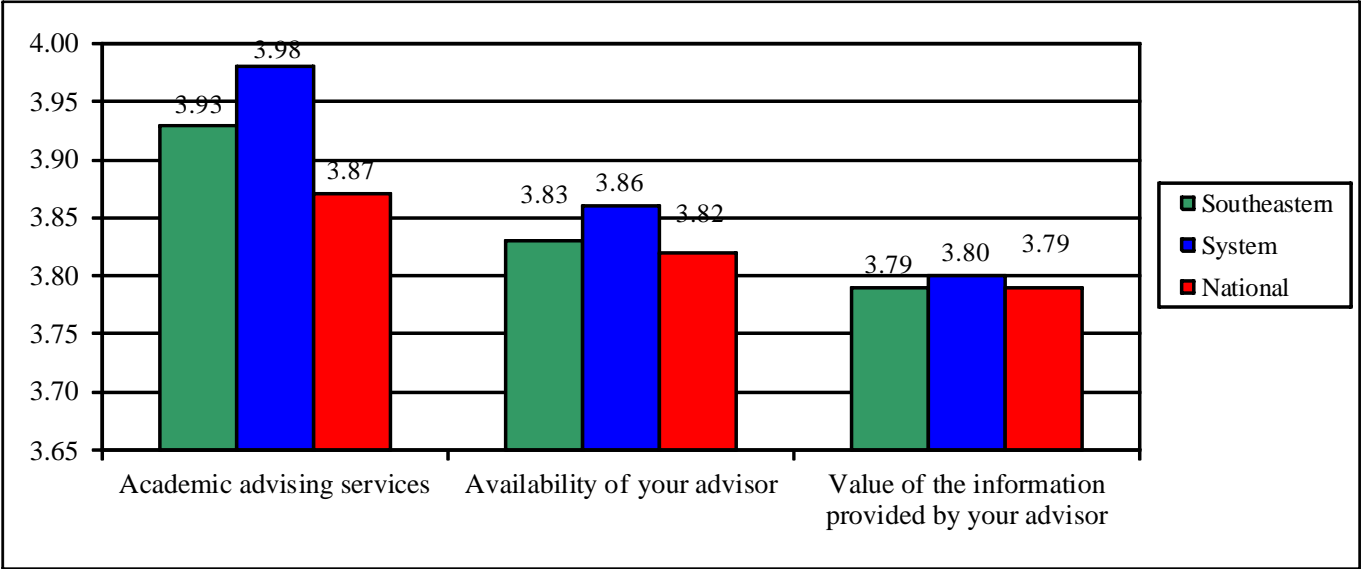
- Fifty-eight of the 64 areas have shown increased satisfaction since 2004. The five areas with the largest increases are shown below.



- Six of the 65 areas have shown decreased satisfaction since 2004. The five areas with the largest decreases are shown below.



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



Results of the ACT Student Opinion Survey

College Services

	% Used	2011 Mean¹	National Mean²	ULS Mean³	2009 Mean⁴	2008 Mean⁵	2007 Mean⁵	2005 Mean⁵	2004 Mean⁵
Library facilities and services	85.0%	4.30	4.16	4.17	4.28	4.25	4.31	4.26	4.18
Recreational and intramural programs and services	30.3%	4.30	4.12	4.19	4.20	4.13	4.24	4.28	4.29
Veterans services	4.2%	4.11	4.01	4.01	4.09	4.08	4.14	4.13	4.06
Cultural programs	13.1%	4.09	3.96	3.96	4.00	4.12	4.01	3.89	3.99
Student employment services	19.1%	4.06	3.89	3.90	3.88	4.04	3.98	3.89	3.89
College mass transit services	33.3%	4.05	3.57	3.61	3.73	4.06	3.24	3.68	3.57
College-sponsored social activities	39.3%	4.04	3.92	3.98	4.02	3.96	3.96	3.83	3.90
Computer services	72.3%	4.02	3.98	3.97	3.95	4.05	4.13	4.05	3.96
Honors programs	8.4%	3.98	3.94	3.94	3.86	3.97	3.85	3.89	3.90
Personal counseling services	12.1%	3.97	3.89	4.01	4.07	3.79	3.84	3.84	3.82
Career planning services	21.8%	3.94	3.86	3.93	4.04	3.93	3.98	3.92	3.83
Academic advising services	84.9%	3.93	3.87	3.98	3.95	3.88	3.87	3.80	3.66
Food services	75.5%	3.87	3.52	3.55	3.81	3.73	3.70	3.60	3.63
College-sponsored tutorial services	22.6%	3.86	3.91	3.99	3.85	3.88	3.90	3.92	3.94
Financial aid services	69.1%	3.85	3.75	3.79	3.78	3.71	3.75	3.66	3.66
Student health services	38.2%	3.80	3.81	3.79	3.92	4.02	4.10	4.12	4.05
College orientation program	66.3%	3.78	3.78	3.88	3.60	3.52	3.48	3.55	3.57
Credit-by-examination program (PEP, CLEP)	7.7%	3.75	3.98	3.97	3.92	3.95	3.72	3.98	3.72
Residence hall services and programs	36.5%	3.75	3.44	3.40	3.65	3.48	3.29	3.10	2.89

	% Used	2011 Mean¹	National Mean²	ULS Mean³	2009 Mean⁴	2008 Mean⁵	2007 Mean⁵	2005 Mean⁵	2004 Mean⁵
Student health insurance program	5.1%	3.62	3.43	3.52	3.88	3.46	3.46	3.45	3.29
Job placement services	5.9%	3.53	3.64	3.57	3.74	3.95	3.84	3.49	3.24
Day care services	2.4%	3.06	3.69	3.72	3.18	3.92	3.90	3.75	3.43
Parking facilities and services	82.9%	2.56	2.53	2.42	2.49	2.53	2.30	1.95	1.85

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 2011 is above 2009.

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

College Environment

	2011 Mean	National Mean ¹	ULS Mean ²	2009 Mean ³	2008 Mean	2007 Mean	2005 Mean	2004 Mean
Academic								
Class size relative to the type of course	4.25	4.09	4.09	4.28	4.27	4.25	4.17	4.16
Attitude of the faculty toward students	4.05	3.94	3.95	4.05	4.03	4.07	4.04	4.02
Instruction in your major field	4.01	3.96	3.98	4.00	3.96	3.98	3.93	3.93
Out-of-class availability of your instructors	3.94	3.90	3.88	3.96	3.93	3.95	3.95	3.95
Course content in your major field	3.92	3.94	3.97	3.90	3.92	3.91	3.90	3.87
Preparation you are receiving for your future occupation	3.91	3.76	3.82	3.89	3.83	3.80	3.80	3.76
Testing/grading system	3.87	3.82	3.87	3.90	3.87	3.90	3.91	3.93
Availability of your advisor	3.83	3.82	3.86	3.87	3.83	3.78	3.74	3.61
Value of the information provided by your advisor	3.79	3.79	3.85	3.81	3.75	3.66	3.57	3.71
Variety of courses offered at this college	3.75	3.72	3.69	3.81	3.78	3.76	3.73	3.68
Flexibility to design your own program of study	3.61	3.61	3.63	3.63	3.68	3.63	3.61	3.59
Admissions								
College catalog/admissions publications	3.89	3.76	3.79	3.92	3.87	3.87	3.85	3.87
Accuracy of college information you received before enrolling	3.79	3.71	3.73	3.76	3.67	3.67	3.67	3.65
General admissions procedures	3.76	3.75	3.73	3.66	3.59	3.59	3.57	3.54
Availability of financial aid information prior to enrolling	3.67	3.57	3.61	3.55	3.47	3.50	3.52	3.51

	2011 Mean	National Mean¹	ULS Mean²	2009 Mean³	2008 Mean	2007 Mean	2005 Mean	2004 Mean
Rules & Policies								
Personal security/safety at this campus	3.98	3.67	3.71	3.83	3.76	3.74	3.72	3.75
Rules governing student conduct at this college	3.71	3.55	3.62	3.70	3.60	3.66	3.65	3.60
Residence hall rules and regulations	3.62	3.29	3.35	3.57	3.39	3.34	3.19	3.06
Academic probation and suspension policies	3.57	3.50	3.54	3.52	3.46	3.48	3.50	3.46
Student voice in college policies	3.36	3.29	3.34	3.32	3.26	3.23	3.27	3.17
Purposes for which student activity fees are used	3.02	3.06	3.08	2.92	2.92	2.92	3.02	3.00
Facilities								
Campus bookstore	3.97	3.65	3.74	3.91	3.87	3.91	3.82	3.81
Student union	3.96	3.72	3.79	3.97	3.85	3.86	3.86	3.91
Study areas	3.90	3.78	3.82	3.83	3.81	3.82	3.79	3.79
Athletic facilities	3.86	3.74	3.75	3.87	3.84	3.86	3.90	3.94
Classroom facilities	3.86	3.71	3.72	3.83	3.79	3.79	3.80	3.79
Laboratory facilities	3.81	3.65	3.67	3.73	3.78	3.77	3.76	3.71
General condition of buildings and grounds	3.79	3.38	3.48	3.78	3.72	3.73	3.68	3.52
Availability of student housing	3.60	3.58	3.40	3.60	3.54	3.44	3.47	3.32
Registration								
General registration procedures	3.96	3.67	3.64	3.68	3.56	3.60	3.58	3.52
Academic calendar for this college	3.90	3.83	3.86	3.88	3.85	3.90	3.85	3.83
Billing and fee payment procedures	3.60	3.58	3.52	3.46	3.47	3.53	3.55	3.57
Availability of the courses you want at times you can take them	2.95	3.15	3.12	2.96	2.98	3.03	2.94	2.81

	2011 Mean	National Mean¹	ULS Mean²	2009 Mean³	2008 Mean	2007 Mean	2005 Mean	2004 Mean
General								
<i>This college in general</i>	4.10	3.93	3.94	4.09	4.05	4.06	4.01	4.00
Opportunities for personal involvement in campus activities	3.82	3.75	3.78	3.81	3.77	3.78	3.73	3.67
Campus media (student newspaper, campus radio)	3.80	3.61	3.65	3.78	3.73	3.72	3.65	3.60
Racial harmony at this college	3.77	3.76	3.77	3.73	3.71	3.75	3.71	3.73
Attitude of college nonteaching staff toward students	3.65	3.61	3.59	3.64	3.60	3.60	3.57	3.56
Concern for you as an individual	3.60	3.49	3.53	3.58	3.50	3.55	3.51	3.45
Student government	3.60	3.46	3.54	3.57	3.55	3.58	3.53	3.45
Religious activities and programs	3.56	3.55	3.66	3.64	3.59	3.56	3.52	3.49
Opportunities for student employment	3.51	3.47	3.37	3.60	3.67	3.64	3.52	3.45

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