

Student Satisfaction Inventory

In Spring of 2013 the University of Louisiana System Office provided resources to all 9 institutions to administer to students. Southeastern administered this survey to a sample of undergraduate and graduate students. The survey measured student satisfaction (Sat.) and rating of importance (Imp.) for 9 areas of university life. Students were asked to rate 63 items using scale of 1(lowest) through 7(highest).

The following areas were included in the survey:

- Instructional Effectiveness
- Safety and Security
- Academic Advising Effectiveness
- Campus Services
- Campus Life
- Registration Effectiveness
- Student Centeredness
- Campus Climate
- Recruitment and Financial Aid Effectiveness

Attached are the complete results of the Spring 2013 survey (Southeastern), as well as national norms (Nat.), and system (ULS) norms. Below are some highlights of the results.

Strengths and Challenges

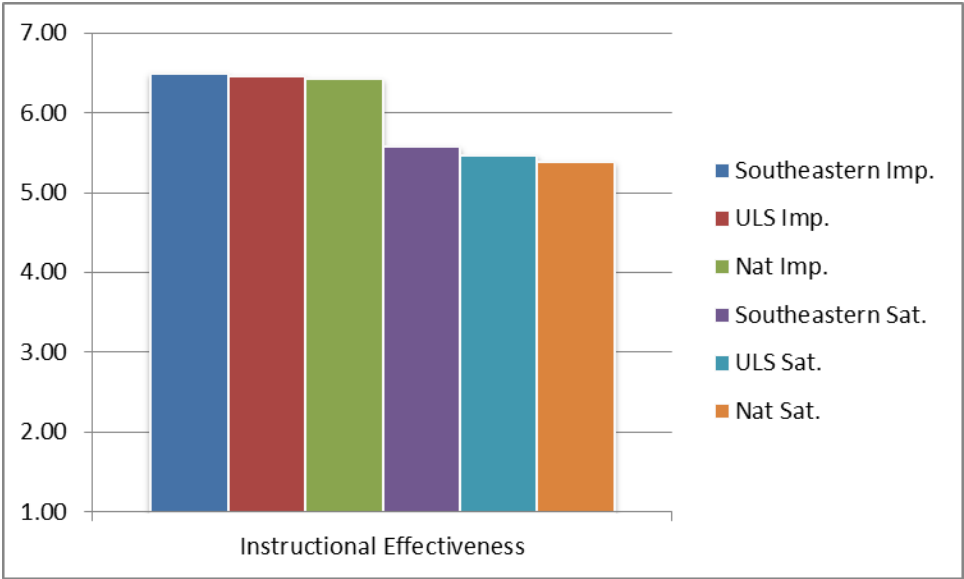
Strengths

- 44. On the whole, the campus is well-maintained (Sat. = 6.02).
- 31. Students are made to feel welcome here (Sat. = 6.01).
- 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail) (Sat. = 5.95).
- 22. This campus provides online access to services I need (Sat. = 5.91).
- 21. My academic advisor is knowledgeable about requirements in my major (Sat. = 5.85).

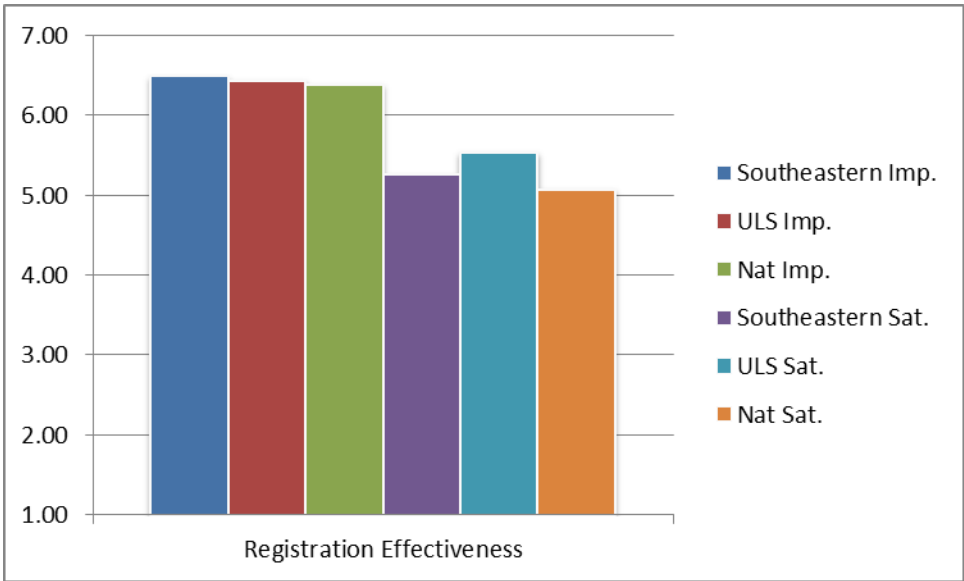
Challenges

- 12. The amount of student parking space on campus is adequate (Sat. = 3.84).
- 35. I seldom get the “run-around” when seeking information on this campus (Sat. = 4.86).
- 17. There are sufficient courses within my program of study available each term (Sat. = 4.97).
- 23. I am able to register for classes I need with few conflicts (Sat. = 5.08).
- 2. Registration processes and procedures are convenient (Sat. = 5.15).
- 32. Faculty provide timely feedback about my academic progress (Sat. = 5.42).

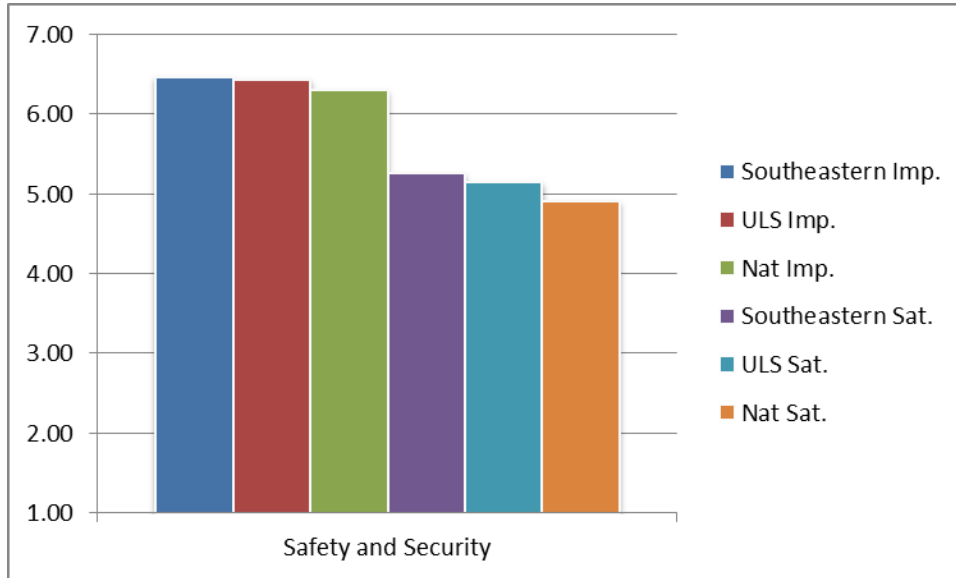
	Southeastern Imp.	ULS Imp.	Nat Imp.	Southeastern Sat.	ULS Sat.	Nat Sat.
Instructional Effectiveness	6.49	6.46	6.42	5.57	5.46	5.38



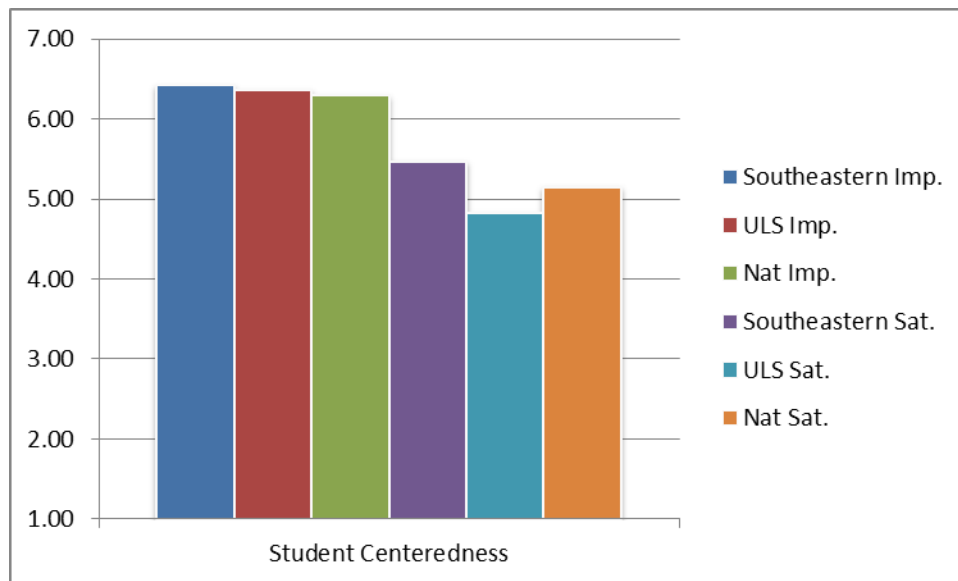
	Southeastern Imp.	ULS Imp.	Nat Imp.	Southeastern Sat.	ULS Sat.	Nat Sat.
Registration Effectiveness	6.48	6.43	6.38	5.26	5.53	5.07



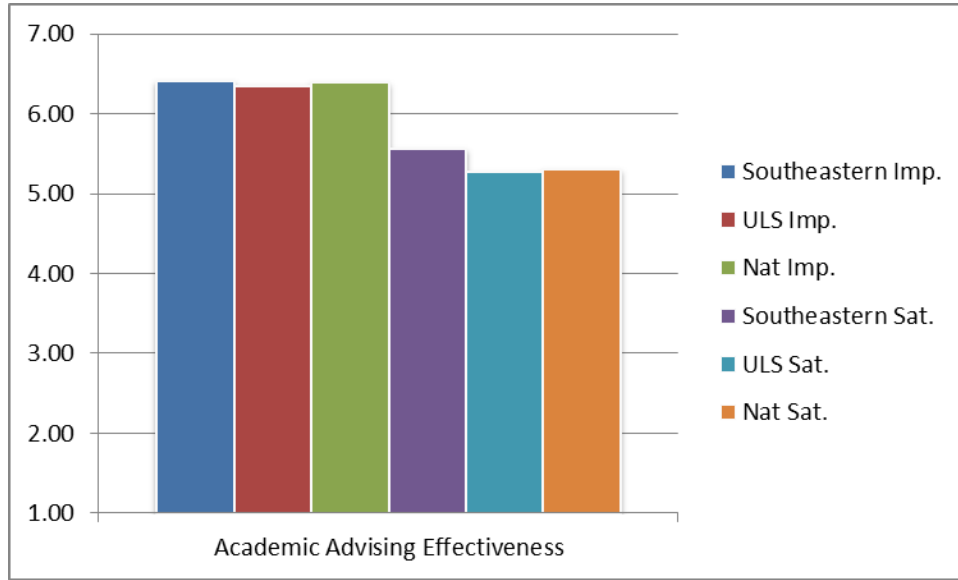
	Southeastern Imp.	ULS Imp.	Nat Imp.	Southeastern Sat.	ULS Sat.	Nat Sat.
Safety and Security	6.46	6.43	6.29	5.25	5.14	4.90



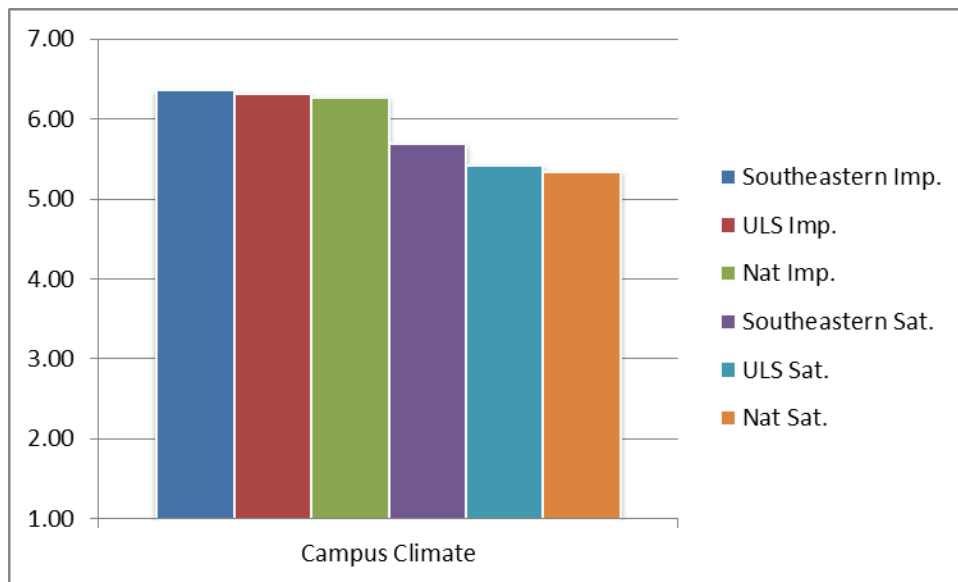
	Southeastern Imp.	ULS Imp.	Nat Imp.	Southeastern Sat.	ULS Sat.	Nat Sat.
Student Centeredness	6.42	6.36	6.29	5.47	4.82	5.15



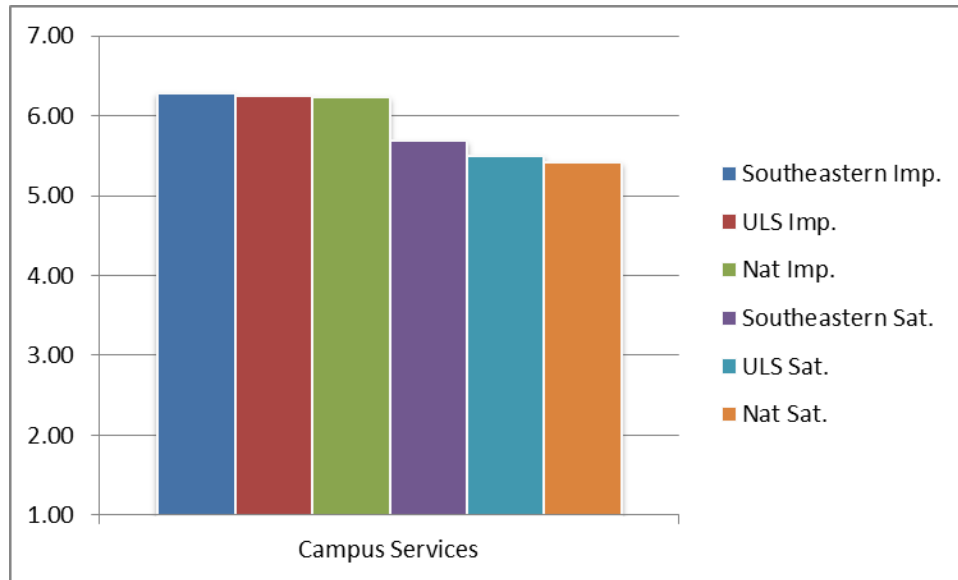
	Southeastern Imp.	ULS Imp.	Nat Imp.	Southeastern Sat.	ULS Sat.	Nat Sat.
Academic Advising Effectiveness	6.41	6.35	6.39	5.56	5.27	5.30



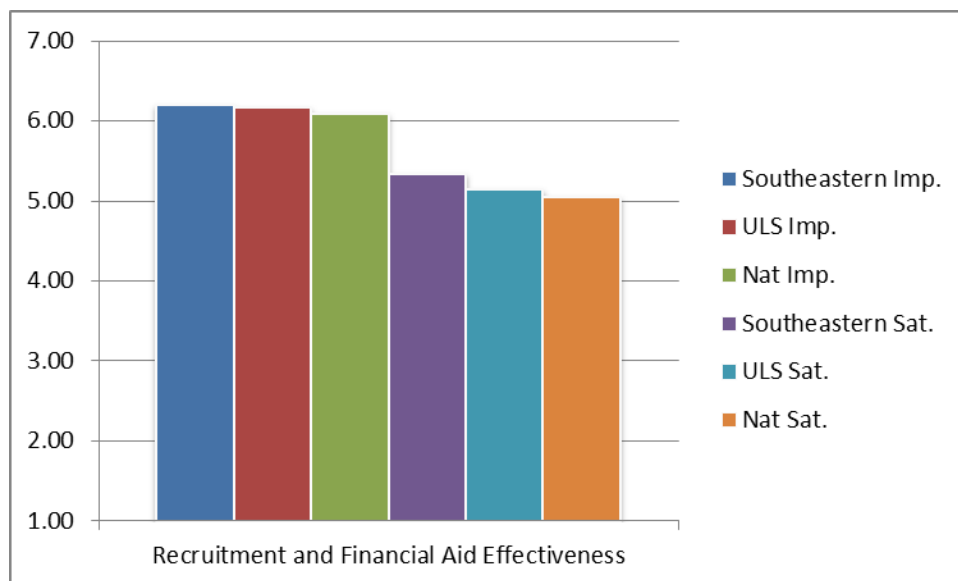
	Southeastern Imp.	ULS Imp.	Nat Imp.	Southeastern Sat.	ULS Sat.	Nat Sat.
Campus Climate	6.36	6.31	6.27	5.69	5.42	5.34



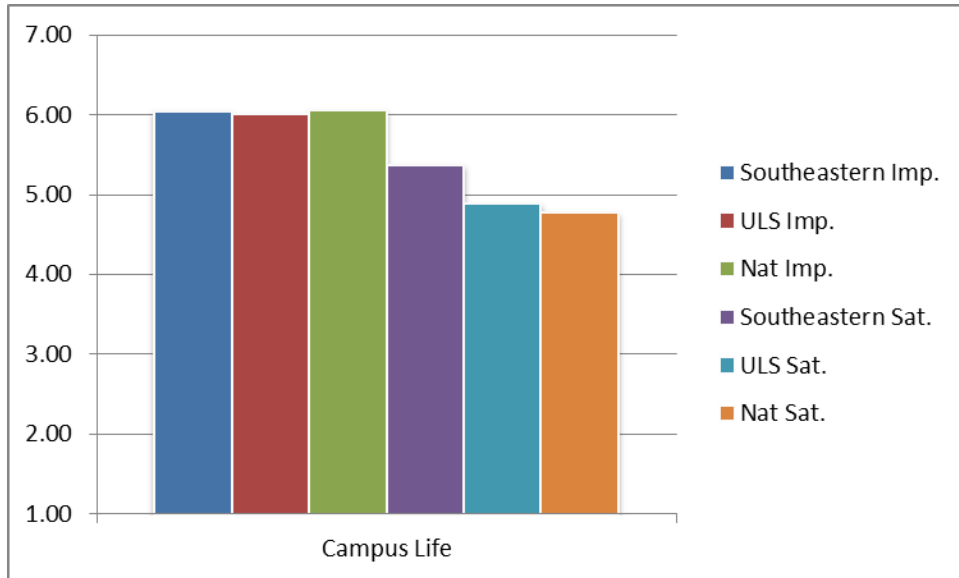
	Southeastern Imp.	ULS Imp.	Nat Imp.	Southeastern Sat.	ULS Sat.	Nat Sat.
Campus Services	6.28	6.24	6.23	5.68	5.49	5.41



	Southeastern Imp.	ULS Imp.	Nat Imp.	Southeastern Sat.	ULS Sat.	Nat Sat.
Recruitment and Financial Aid Effectiveness	6.20	6.16	6.09	5.34	5.14	5.05



	Southeastern Imp.	ULS Imp.	Nat Imp.	Southeastern Sat.	ULS Sat.	Nat Sat.
Campus Life	6.04	6.00	6.05	5.37	4.88	4.77



Results of the Student Satisfaction Survey

Item	Southeastern <i>Importance</i>	UL System <i>Importance</i>	National <i>Importance</i>	Southeastern <i>Satisfaction</i>	UL System <i>Satisfaction</i>	National <i>Satisfaction</i>
The quality of instruction I receive in most of my classes is excellent.	6.68	6.61	6.57	5.71	5.52	5.46
The content of the courses within my major is valuable.	6.64	6.64	6.53	5.59	5.61	5.44
I am able to register for classes I need with few conflicts.	6.63	6.63	6.56	5.08	5.10	5.00
The campus is safe and secure for all students.	6.62	6.57	6.52	6.12	5.67	5.70
There are sufficient courses within my program of study available each term.	6.61	6.58	6.50	4.97	5.08	4.96
Tuition paid is a worthwhile investment.	6.59	6.56	6.53	5.45	5.29	5.26
My academic advisor is knowledgeable about requirements in my major.	6.56	6.62	6.54	5.85	5.89	5.61
Faculty provide timely feedback about my academic progress.	6.53	6.50	6.45	5.42	5.27	5.24
I receive the help I need to apply my academic major to my career goals.	6.52	6.53	6.47	5.59	5.51	5.33
Faculty are fair and unbiased in their treatment of individual students.	6.51	6.48	6.46	5.58	5.36	5.25
This campus provides online access to services I need.	6.51	6.47	6.45	5.91	5.73	5.78
I am able take care of college-related business at times that are convenient for me.	6.51	6.43	6.33	5.59	5.43	5.27
Faculty are usually available to students outside of class(during office hours, by phone or by e-mail)	6.51	6.49	6.45	5.95	5.84	5.74
Registration processes and procedures are convenient.	6.50	6.41	6.36	5.15	5.11	5.05
Computer labs are adequate and accessible.	6.48	6.38	6.26	5.63	5.64	5.52
Students are made to feel welcome here.	6.48	6.36	6.32	6.01	5.68	5.45
The campus staff are caring and helpful.	6.46	6.39	6.36	5.59	5.42	5.39
My academic advisor is available when I need help.	6.46	6.48	6.43	5.73	5.64	5.40
On the whole, the campus is well-maintained.	6.46	6.33	6.34	6.02	5.67	5.71
Security staff respond quickly to calls for assistance.	6.45	6.35	6.32	5.71	5.26	5.30
The amount of student parking space on campus is adequate.	6.44	6.31	6.20	3.84	3.46	3.67

Item	Southeastern Importance	UL System Importance	National Importance	Southeastern Satisfaction	UL System Satisfaction	National Satisfaction
Cost as factor in decision to enroll.	6.40	6.28	6.29			
Administrators are available to hear students' concerns.	6.38	6.31	6.26	5.41	5.26	5.00
I seldom get the "run-around" when seeking information on this campus.	6.38	6.34	6.23	4.86	4.70	4.74
Financial aid awards are announced in time to be helpful in college planning.	6.36	6.38	6.13	5.29	5.13	5.03
My academic advisor helps me set goals to work toward.	6.32	6.37	6.34	5.45	5.45	5.25
I receive ongoing feedback about progress toward my academic goals.	6.32	6.27	6.25	5.20	5.15	4.93
Parking lots are well-lighted and secure.	6.31	6.22	6.14	5.51	4.98	4.99
There are adequate services to help me decide upon a career.	6.30	6.24	6.27	5.45	5.24	5.12
Billing policies are reasonable.	6.29	6.24	6.24	5.23	4.93	4.93
This institution helps me identify resources to finance my education.	6.29	6.26	6.14	5.24	5.01	4.93
Future career opportunities as factor in decision to enroll.	6.29	6.30	6.32			
Student activity fees are put to good use.	6.25	6.26	6.19	4.87	4.61	4.70
Students are free to express their ideas on this campus	6.23	6.23	6.26	5.88	5.57	5.47
Financial assistance as factor in decision to enroll.	6.22	6.20	6.09			
There is an adequate selection of food available on campus.	6.16	6.01	6.05	5.66	4.85	4.42
Admissions counselors accurately portray the campus in their recruiting practices.	6.16	6.06	6.08	5.66	5.32	5.20
Student disciplinary procedures are fair.	6.16	6.17	6.13	5.83	5.44	5.16
Mentors are available to guide my life and career goals.	6.15	6.12	6.09	5.37	5.22	5.08
Financial aid counseling is available if I need it.	6.13	6.08	6.10	5.41	5.18	5.16
Library resources and services are adequate.	6.12	6.14	6.24	5.91	5.44	5.61
Distance from campus as factor in decision to enroll.	6.12	5.88	5.89			

Item	Southeastern Importance	UL System Importance	National Importance	Southeastern Satisfaction	UL System Satisfaction	National Satisfaction
Academic reputation as factor in decision to enroll.	6.10	6.10	6.13			
Admissions staff provide personalized attention prior to enrollment.	6.06	6.01	6.02	5.15	5.07	4.98
Counseling services are available if I need them.	6.04	5.96	6.01	5.95	5.59	5.39
Tutoring services are readily available.	6.03	6.00	6.02	5.64	5.52	5.41
Personal recommendations as factor in decision to enroll	5.97	5.79	5.76			
Faculty use a variety of technology and media in the classroom.	5.95	5.87	5.98	5.74	5.57	5.56
Information on the campus Web site as factor in decision to enroll.	5.71	5.56	5.60			
There is a strong commitment to diversity on this campus.	5.70	5.78	5.77	5.74	5.54	5.31
Residence hall staff are concerned about me as an individual.	5.65	5.55	5.74	5.24	4.71	4.91
Living conditions in the residence halls are comfortable.	5.53	5.78	6.02	5.15	4.77	4.76
Campus visits as factor in decision to enroll.	5.46	5.28	5.41			

College Experience Summary

Item	Southeastern	UL System	National
<i>So far, how has your college experience met your expectations?</i>	Avg.= 4.70	Avg.= 4.68	Avg.= 4.62
1= Much worse than expected	1%	1%	2%
2=Quite a bit worse than I expected	2%	1%	3%
3=Worse than I expected	8%	9%	10%
4=About what I expected	38%	37%	34%
5=Better than I expected	24%	24%	24%
6=Quite a bit better than I expected	11%	12%	13%
7=Much better than expected	13%	12%	11%
Item	Southeastern	UL System	National
<i>Rate your overall satisfaction with your experience here thus far.</i>	Avg.= 5.53	Avg.= 5.38	Avg.=5.19
1=Not satisfied at all	0%	1%	1%
2=Not very satisfied	3%	3%	4%
3=Somewhat dissatisfied	5%	6%	8%
4=Neutral	9%	11%	12%
5=Somewhat satisfied	15%	18%	19%
6=Satisfied	42%	40%	37%
7=Very satisfied	22%	18%	15%
Item	Southeastern	UL System	National
<i>All in all, if you had to do it over, would you enroll here again?</i>	Avg.= 5.68	Avg.= 5.45	Avg.= 5.26
1=Definitely not	2%	3%	4%
2=Probably not	3%	6%	6%
3=Maybe not	4%	5%	6%
4=I don't know	8%	9%	11%
5=Maybe yes	10%	11%	12%
6=Probably yes	31%	29%	27%
7=Definitely yes	38%	35%	30%