

## Demographics

<b>Gender</b>		<b>N</b>	<b>%</b>	<b>Current Class Load</b>		<b>N</b>	<b>%</b>
Female		495	71.43%	Full-time		571	81.46%
Male		198	28.57%	Part-time		130	18.54%
Total		693	100.00%	Total		701	100.00%
No Response		43		No Response		35	

  

<b>Age</b>		<b>N</b>	<b>%</b>	<b>Class Level</b>		<b>N</b>	<b>%</b>
18 and under		3	0.44%	Freshman		63	8.96%
19 to 24		426	62.10%	Sophomore		90	12.80%
25 to 34		151	22.01%	Junior		93	13.23%
35 to 44		46	6.71%	Senior		254	36.13%
45 and over		60	8.75%	Special student		2	0.28%
Total		686	100.00%	Graduate/Professional		190	27.03%
No Response		50		Other class level		11	1.56%
				Total		703	100.00%
				No Response		33	

  

<b>Ethnicity/Race</b>		<b>N</b>	<b>%</b>	<b>Current GPA</b>		<b>N</b>	<b>%</b>
Alaskan Native		0	0.00%	No credits earned		8	1.13%
American Indian		5	0.71%	1.99 or below		20	2.83%
Asian		13	1.83%	2.0 - 2.49		64	9.07%
Black/African-American		108	15.23%	2.5 - 2.99		138	19.55%
Hispanic or Latino (and Puerto Rican)		27	3.81%	3.0 - 3.49		186	26.35%
Native Hawaiian or Pacific Islander		0	0.00%	3.5 or above		290	41.08%
White/Caucasian		528	74.47%	Total		706	100.00%
Multi-racial		13	1.83%	No Response		30	
Other race		15	2.12%				
Total		709	100.00%				
No Response		27					

  

<b>Current Enrollment Status</b>		<b>N</b>	<b>%</b>	<b>Educational Goal</b>		<b>N</b>	<b>%</b>
Day		601	84.06%	Associate degree		9	1.27%
Evening		93	13.01%	Bachelor's degree		447	63.14%
Weekend		21	2.94%	Master's degree		167	23.59%
Total		715	100.00%	Doctorate or professional degree		59	8.33%
No Response		21		Certification (initial/renewal)		13	1.84%
				Self-improvement/pleasure		6	0.85%
				Job-related training		0	0.00%
				Other educational goal		7	0.99%
				Total		708	100.00%
				No Response		28	

## Demographics

<b>Employment</b>			<b>Plan to Transfer</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Full-time off campus	179	24.90%	Yes I plan to transfer	49	7.05%
Part-time off campus	265	36.86%	No I do not plan to transfer	646	92.95%
Full-time on campus	38	5.29%	Total	695	100.00%
Part-time on campus	94	13.07%	No Response	41	
Not employed	143	19.89%			
Total	719	100.00%			
No Response	17				
<b>Current Residence</b>			<b>Organization Memberships</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Residence hall	75	10.32%	No organization memberships	391	54.16%
Fraternity/Sorority	9	1.24%	One or two organization memberships	265	36.70%
Own house	215	29.57%	Three or four organization memberships	53	7.34%
Rent room or apt off campus	211	29.02%	Five or more organization memberships	13	1.80%
Parent's home	194	26.69%	Total	722	100.00%
Other residence	23	3.16%	No Response	14	
Total	727	100.00%			
No Response	9				
<b>Residence Classification</b>			<b>Tuition Source</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
In-state	653	93.55%	Scholarships	108	14.84%
Out-of-state	23	3.30%	Financial aid	343	47.12%
International (not U.S. citizen)	22	3.15%	Family contributions	107	14.70%
Total	698	100.00%	Self support	132	18.13%
No Response	38		Other tuition source	38	5.22%
			Total	728	100.00%
			No Response	8	
<b>Institution Was My</b>			<b>Institution Question</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
1st choice	480	66.57%	Campus item - Answer 1	0	0%
2nd choice	184	25.52%	Campus item - Answer 2	0	0%
3rd choice or lower	57	7.91%	Campus item - Answer 3	0	0%
Total	721	100.00%	Campus item - Answer 4	0	0%
No Response	15		Campus item - Answer 5	0	0%
			Campus item - Answer 6	0	0%
			Total	0	100.00%
			No Response	736	
<b>Did Transfer Here</b>					
	<b>N</b>	<b>%</b>			
Yes transferred here	178	25.18%			
No did not transfer here	529	74.82%			
Total	707	100.00%			
No Response	29				

## Demographics

<b>Institution Question 2</b>	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
			5007: Art	17	2.44%
Campus item 2 - Answer 1	0	0%	5009: Music	10	1.44%
Campus item 2 - Answer 2	0	0%	5101: Health Systems Management	5	0.72%
Campus item 2 - Answer 3	0	0%	5102: Communication Sciences & Disorders	32	4.60%
Campus item 2 - Answer 4	0	0%	5109: Athletic Training	2	0.29%
Campus item 2 - Answer 5	0	0%	5122: Health Education & Promotion	2	0.29%
Campus item 2 - Answer 6	0	0%	5138: Nursing	80	11.49%
Total	0	100.00%	5201: Management	29	4.17%
No Response	736		5202: Business Administration	36	5.17%
			5203: Accounting	28	4.02%
<b>Group Code</b>	<b>N</b>	<b>%</b>	5204: Supply Chain Management	3	0.43%
0901: Communication	23	3.30%	5208: Finance	5	0.72%
1101: Information Technology	4	0.57%	5214: Marketing	17	2.44%
1107: Computer Science	18	2.59%	5401: History	16	2.30%
1301: Elementary Education	27	3.88%	Total	696	100.00%
1302: Elementary & Special Education	6	0.86%	No Response	40	
1303: Middle School Education	19	2.73%			
1304: Middle School & Special Education	4	0.57%			
1305: Health & Physical Education	6	0.86%			
1306: Social Studies Education	11	1.58%			
1312: Early Childhood Education	11	1.58%			
1313: English Education	9	1.29%			
1500: Engineering Technology	13	1.87%			
1506: Industrial Technology	8	1.15%			
1507: Occupational Safety, Health & Environment	5	0.72%			
1609: Spanish	2	0.29%			
1901: Family & Consumer Sciences	17	2.44%			
2301: English	13	1.87%			
2401: General Studies	40	5.75%			
2601: Biological Sciences	42	6.03%			
2701: Mathematics	3	0.43%			
3101: Sport Management	7	1.01%			
3105: Kinesiology	34	4.89%			
4005: Chemistry	3	0.43%			
4008: Physics	1	0.14%			
4201: Psychology	40	5.75%			
4301: Criminal Justice	20	2.87%			
4407: Social Work	19	2.73%			
4510: Political Science	4	0.57%			
4511: Sociology	5	0.72%			

## **Strategic Planning Overview**

### **Strengths and Challenges**

#### **Strengths**

- 3. The campus is safe and secure for all students.
- 21. My academic advisor is knowledgeable about requirements in my major.
- 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
- 15. Computer labs are adequate and accessible.
- 16. My academic advisor is available when I need help.
- 22. This campus provides online access to services I need.
- 31. Students are made to feel welcome here.
- 44. On the whole, the campus is well-maintained.

#### **Challenges**

- 23. I am able to register for classes I need with few conflicts.
- 41. Tuition paid is a worthwhile investment.
- 17. There are sufficient courses within my program of study available each term.
- 35. I seldom get the "run-around" when seeking information on this campus.
- 2. Registration processes and procedures are convenient.

## **Strategic Planning Overview Benchmarks**

### **Higher Satisfaction vs. National Four-Year Publics Form B**

- 3. The campus is safe and secure for all students.
- 36. The quality of instruction I receive in most of my classes is excellent.
- 4. The content of the courses within my major is valuable.
- 21. My academic advisor is knowledgeable about requirements in my major.
- 23. I am able to register for classes I need with few conflicts.
- 24. I receive the help I need to apply my academic major to my career goals.
- 41. Tuition paid is a worthwhile investment.
- 40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
- 17. There are sufficient courses within my program of study available each term.
- 28. Security staff respond quickly to calls for assistance.
- 32. Faculty provide timely feedback about my academic progress.
- 15. Computer labs are adequate and accessible.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 16. My academic advisor is available when I need help.
- 22. This campus provides online access to services I need.
- 31. Students are made to feel welcome here.
- 25. I am able to take care of college-related business at times that are convenient for me.
- 44. On the whole, the campus is well-maintained.
- 1. The campus staff are caring and helpful.
- 35. I seldom get the "run-around" when seeking information on this campus.
- 2. Registration processes and procedures are convenient.

### **Higher Importance vs. National Four-Year Publics Form B**

- 3. The campus is safe and secure for all students.
- 28. Security staff respond quickly to calls for assistance.
- 15. Computer labs are adequate and accessible.
- 31. Students are made to feel welcome here.
- 25. I am able to take care of college-related business at times that are convenient for me.
- 44. On the whole, the campus is well-maintained.
- 35. I seldom get the "run-around" when seeking information on this campus.

**Institutional Summary**  
**Scales: In Order of Importance**

Scale	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.49	5.79 / 1.01	0.70	6.37	5.41 / 1.10	0.96	0.38 ***
Academic Advising Effectiveness	6.47	5.83 / 1.34	0.64	6.35	5.40 / 1.35	0.95	0.43 ***
Safety and Security	6.45	5.42 / 1.23	1.03	6.25	5.06 / 1.23	1.19	0.36 ***
Registration Effectiveness	6.44	5.50 / 1.12	0.94	6.34	5.05 / 1.29	1.29	0.45 ***
Student Centeredness	6.44	5.65 / 1.19	0.79	6.25	5.25 / 1.24	1.00	0.40 ***
Campus Climate	6.43	5.83 / 1.04	0.60	6.24	5.39 / 1.11	0.85	0.44 ***
Campus Services	6.38	5.94 / 0.96	0.44	6.18	5.46 / 1.08	0.72	0.48 ***
Recruitment and Financial Aid Effectiveness	6.28	5.45 / 1.27	0.83	6.07	5.07 / 1.30	1.00	0.38 ***
Campus Life	6.22	5.36 / 1.44	0.86	6.03	4.84 / 1.42	1.19	0.52 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 18331 records.

## Institutional Summary

### Items: In Order of Importance

Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
3. The campus is safe and secure for all students.	6.68	6.20 / 1.12	0.48	6.50	5.82 / 1.32	0.68	0.38 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.67	5.92 / 1.27	0.75	6.54	5.47 / 1.42	1.07	0.45 ***
4. The content of the courses within my major is valuable.	6.63	5.89 / 1.27	0.74	6.53	5.53 / 1.40	1.00	0.36 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.62	6.11 / 1.49	0.51	6.53	5.72 / 1.58	0.81	0.39 ***
23. I am able to register for classes I need with few conflicts.	6.60	5.60 / 1.57	1.00	6.53	5.01 / 1.81	1.52	0.59 ***
24. I receive the help I need to apply my academic major to my career goals.	6.57	5.90 / 1.45	0.67	6.46	5.39 / 1.54	1.07	0.51 ***
41. Tuition paid is a worthwhile investment.	6.57	5.60 / 1.54	0.97	6.49	5.16 / 1.67	1.33	0.44 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.56	6.15 / 1.20	0.41	6.41	5.77 / 1.37	0.64	0.38 ***
17. There are sufficient courses within my program of study available each term.	6.55	5.52 / 1.57	1.03	6.48	4.97 / 1.76	1.51	0.55 ***
28. Security staff respond quickly to calls for assistance.	6.55	5.91 / 1.42	0.64	6.28	5.36 / 1.55	0.92	0.55 ***
32. Faculty provide timely feedback about my academic progress.	6.54	5.62 / 1.49	0.92	6.40	5.23 / 1.55	1.17	0.39 ***
15. Computer labs are adequate and accessible.	6.53	6.04 / 1.25	0.49	6.24	5.70 / 1.40	0.54	0.34 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.52	5.70 / 1.48	0.82	6.39	5.35 / 1.53	1.04	0.35 ***
16. My academic advisor is available when I need help.	6.51	5.95 / 1.50	0.56	6.39	5.51 / 1.61	0.88	0.44 ***
22. This campus provides online access to services I need.	6.51	6.06 / 1.28	0.45	6.37	5.68 / 1.41	0.69	0.38 ***

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**Institutional Summary**  
**Items: In Order of Importance**

Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
31. Students are made to feel welcome here.	6.51	6.09 / 1.30	0.42	6.30	5.54 / 1.47	0.76	0.55 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.48	5.68 / 1.43	0.80	6.31	5.33 / 1.48	0.98	0.35 ***
44. On the whole, the campus is well-maintained.	6.48	6.07 / 1.26	0.41	6.28	5.72 / 1.41	0.56	0.35 ***
1. The campus staff are caring and helpful.	6.45	5.71 / 1.30	0.74	6.32	5.51 / 1.36	0.81	0.20 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.43	5.11 / 1.87	1.32	6.19	4.81 / 1.79	1.38	0.30 ***
2. Registration processes and procedures are convenient.	6.42	5.48 / 1.41	0.94	6.29	4.98 / 1.67	1.31	0.50 ***
10. My academic advisor helps me set goals to work toward.	6.41	5.72 / 1.69	0.69	6.28	5.31 / 1.73	0.97	0.41 ***
39. Student disciplinary procedures are fair.	6.41	5.87 / 1.47	0.54	6.10	5.32 / 1.54	0.78	0.55 ***
56. Cost as factor in decision to enroll.	6.41			6.31			
8. Financial aid awards are announced in time to be helpful in college planning.	6.38	5.27 / 1.68	1.11	6.19	5.03 / 1.67	1.16	0.24 ***
59. Future career opportunities as factor in decision to enroll.	6.38			6.26			
5. Administrators are available to hear students' concerns.	6.37	5.63 / 1.49	0.74	6.20	5.10 / 1.57	1.10	0.53 ***
34. There are adequate services to help me decide upon a career.	6.37	5.67 / 1.53	0.70	6.21	5.16 / 1.57	1.05	0.51 ***
18. Parking lots are well-lighted and secure.	6.36	5.54 / 1.51	0.82	6.09	5.16 / 1.61	0.93	0.38 ***
27. This institution helps me identify resources to finance my education.	6.34	5.27 / 1.77	1.07	6.15	4.92 / 1.69	1.23	0.35 ***

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**Institutional Summary**  
**Items: In Order of Importance**

Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.34	5.87 / 1.40	0.47	6.03	5.21 / 1.54	0.82	0.66 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.34	5.53 / 1.56	0.81	6.20	5.04 / 1.58	1.16	0.49 ***
42. Students are free to express their ideas on this campus.	6.33	6.00 / 1.39	0.33	6.21	5.50 / 1.49	0.71	0.50 ***
57. Financial assistance as factor in decision to enroll.	6.33			6.09			
9. Library resources and services are adequate.	6.32	6.12 / 1.16	0.20	6.12	5.60 / 1.49	0.52	0.52 ***
11. Financial aid counseling is available if I need it.	6.31	5.53 / 1.55	0.78	6.04	5.16 / 1.59	0.88	0.37 ***
26. Counseling services are available if I need them.	6.28	6.16 / 1.28	0.12	5.94	5.52 / 1.41	0.42	0.64 ***
6. Billing policies are reasonable.	6.25	5.23 / 1.60	1.02	6.20	4.88 / 1.63	1.32	0.35 ***
13. Living conditions in the residence halls are comfortable.	6.25	5.29 / 1.61	0.96	6.01	4.92 / 1.71	1.09	0.37 ***
43. Mentors are available to guide my life and career goals.	6.25	5.67 / 1.54	0.58	6.09	5.16 / 1.59	0.93	0.51 ***
45. Student activity fees are put to good use.	6.23	4.84 / 1.96	1.39	6.20	4.66 / 1.82	1.54	0.18 *
12. The amount of student parking space on campus is adequate.	6.22	4.22 / 2.04	2.00	6.13	3.95 / 2.06	2.18	0.27 ***
58. Academic reputation as factor in decision to enroll.	6.21			6.02			
30. There is an adequate selection of food available on campus.	6.16	5.48 / 1.64	0.68	6.03	4.48 / 1.92	1.55	1.00 ***
20. Tutoring services are readily available.	6.15	5.77 / 1.46	0.38	5.96	5.45 / 1.46	0.51	0.32 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.06	5.40 / 1.57	0.66	5.97	5.06 / 1.59	0.91	0.34 ***

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**Institutional Summary**  
**Items: In Order of Importance**

Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
37. There is a strong commitment to diversity on this campus.	6.04	5.91 / 1.35	0.13	5.73	5.42 / 1.48	0.31	0.49 ***
19. Residence hall staff are concerned about me as an individual.	6.02	5.45 / 1.64	0.57	5.67	4.93 / 1.68	0.74	0.52 ***
29. Faculty use a variety of technology and media in the classroom.	5.94	5.72 / 1.38	0.22	5.83	5.55 / 1.39	0.28	0.17 **
61. Distance from campus as factor in decision to enroll.	5.93			5.82			
60. Personal recommendations as factor in decision to enroll.	5.90			5.72			
62. Information on the campus Web site as factor in decision to enroll.	5.90			5.50			
63. Campus visits as factor in decision to enroll.	5.50			5.27			
46. Campus item 1							
47. Campus item 2							
48. Campus item 3							
49. Campus item 4							
50. Campus item 5							
51. Campus item 6							
52. Campus item 7							
53. Campus item 8							
54. Campus item 9							
55. Campus item 10							

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 \*\*\* Difference statistically significant at the .001 level

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## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Academic Advising Effectiveness

Scale/Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING EFFECTIVENESS</b>	6.47	5.83 / 1.34	0.64	6.35	5.40 / 1.35	0.95	0.43 ***
10. My academic advisor helps me set goals to work toward.	6.41	5.72 / 1.69	0.69	6.28	5.31 / 1.73	0.97	0.41 ***
16. My academic advisor is available when I need help.	6.51	5.95 / 1.50	0.56	6.39	5.51 / 1.61	0.88	0.44 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.62	6.11 / 1.49	0.51	6.53	5.72 / 1.58	0.81	0.39 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.34	5.53 / 1.56	0.81	6.20	5.04 / 1.58	1.16	0.49 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

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## Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Campus Climate**

Scale/Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.43	5.83 / 1.04	0.60	6.24	5.39 / 1.11	0.85	0.44 ***
3. The campus is safe and secure for all students.	6.68	6.20 / 1.12	0.48	6.50	5.82 / 1.32	0.68	0.38 ***
5. Administrators are available to hear students' concerns.	6.37	5.63 / 1.49	0.74	6.20	5.10 / 1.57	1.10	0.53 ***
31. Students are made to feel welcome here.	6.51	6.09 / 1.30	0.42	6.30	5.54 / 1.47	0.76	0.55 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.43	5.11 / 1.87	1.32	6.19	4.81 / 1.79	1.38	0.30 ***
37. There is a strong commitment to diversity on this campus.	6.04	5.91 / 1.35	0.13	5.73	5.42 / 1.48	0.31	0.49 ***
41. Tuition paid is a worthwhile investment.	6.57	5.60 / 1.54	0.97	6.49	5.16 / 1.67	1.33	0.44 ***
42. Students are free to express their ideas on this campus.	6.33	6.00 / 1.39	0.33	6.21	5.50 / 1.49	0.71	0.50 ***
44. On the whole, the campus is well-maintained.	6.48	6.07 / 1.26	0.41	6.28	5.72 / 1.41	0.56	0.35 ***

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 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 18331 records.

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Campus Life

Scale/Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS LIFE</b>	6.22	5.36 / 1.44	0.86	6.03	4.84 / 1.42	1.19	0.52 ***
13. Living conditions in the residence halls are comfortable.	6.25	5.29 / 1.61	0.96	6.01	4.92 / 1.71	1.09	0.37 ***
19. Residence hall staff are concerned about me as an individual.	6.02	5.45 / 1.64	0.57	5.67	4.93 / 1.68	0.74	0.52 ***
30. There is an adequate selection of food available on campus.	6.16	5.48 / 1.64	0.68	6.03	4.48 / 1.92	1.55	1.00 ***
39. Student disciplinary procedures are fair.	6.41	5.87 / 1.47	0.54	6.10	5.32 / 1.54	0.78	0.55 ***
45. Student activity fees are put to good use.	6.23	4.84 / 1.96	1.39	6.20	4.66 / 1.82	1.54	0.18 *

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 18331 records.

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Campus Services

Scale/Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SERVICES</b>	6.38	5.94 / 0.96	0.44	6.18	5.46 / 1.08	0.72	0.48 ***
9. Library resources and services are adequate.	6.32	6.12 / 1.16	0.20	6.12	5.60 / 1.49	0.52	0.52 ***
15. Computer labs are adequate and accessible.	6.53	6.04 / 1.25	0.49	6.24	5.70 / 1.40	0.54	0.34 ***
20. Tutoring services are readily available.	6.15	5.77 / 1.46	0.38	5.96	5.45 / 1.46	0.51	0.32 ***
22. This campus provides online access to services I need.	6.51	6.06 / 1.28	0.45	6.37	5.68 / 1.41	0.69	0.38 ***
24. I receive the help I need to apply my academic major to my career goals.	6.57	5.90 / 1.45	0.67	6.46	5.39 / 1.54	1.07	0.51 ***
26. Counseling services are available if I need them.	6.28	6.16 / 1.28	0.12	5.94	5.52 / 1.41	0.42	0.64 ***
34. There are adequate services to help me decide upon a career.	6.37	5.67 / 1.53	0.70	6.21	5.16 / 1.57	1.05	0.51 ***
43. Mentors are available to guide my life and career goals.	6.25	5.67 / 1.54	0.58	6.09	5.16 / 1.59	0.93	0.51 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 18331 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.49	5.79 / 1.01	0.70	6.37	5.41 / 1.10	0.96	0.38 ***
4. The content of the courses within my major is valuable.	6.63	5.89 / 1.27	0.74	6.53	5.53 / 1.40	1.00	0.36 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.52	5.70 / 1.48	0.82	6.39	5.35 / 1.53	1.04	0.35 ***
17. There are sufficient courses within my program of study available each term.	6.55	5.52 / 1.57	1.03	6.48	4.97 / 1.76	1.51	0.55 ***
29. Faculty use a variety of technology and media in the classroom.	5.94	5.72 / 1.38	0.22	5.83	5.55 / 1.39	0.28	0.17 **
32. Faculty provide timely feedback about my academic progress.	6.54	5.62 / 1.49	0.92	6.40	5.23 / 1.55	1.17	0.39 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.67	5.92 / 1.27	0.75	6.54	5.47 / 1.42	1.07	0.45 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.56	6.15 / 1.20	0.41	6.41	5.77 / 1.37	0.64	0.38 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 18331 records.

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Recruitment and Financial Aid Effectiveness**

Scale/Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RECRUITMENT AND FINANCIAL AID EFFECTIVENESS</b>	6.28	5.45 / 1.27	0.83	6.07	5.07 / 1.30	1.00	0.38 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.06	5.40 / 1.57	0.66	5.97	5.06 / 1.59	0.91	0.34 ***
8. Financial aid awards are announced in time to be helpful in college planning.	6.38	5.27 / 1.68	1.11	6.19	5.03 / 1.67	1.16	0.24 ***
11. Financial aid counseling is available if I need it.	6.31	5.53 / 1.55	0.78	6.04	5.16 / 1.59	0.88	0.37 ***
27. This institution helps me identify resources to finance my education.	6.34	5.27 / 1.77	1.07	6.15	4.92 / 1.69	1.23	0.35 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.34	5.87 / 1.40	0.47	6.03	5.21 / 1.54	0.82	0.66 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 18331 records.



## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.44	5.50 / 1.12	0.94	6.34	5.05 / 1.29	1.29	0.45 ***
2. Registration processes and procedures are convenient.	6.42	5.48 / 1.41	0.94	6.29	4.98 / 1.67	1.31	0.50 ***
6. Billing policies are reasonable.	6.25	5.23 / 1.60	1.02	6.20	4.88 / 1.63	1.32	0.35 ***
23. I am able to register for classes I need with few conflicts.	6.60	5.60 / 1.57	1.00	6.53	5.01 / 1.81	1.52	0.59 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.48	5.68 / 1.43	0.80	6.31	5.33 / 1.48	0.98	0.35 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 18331 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.45	5.42 / 1.23	1.03	6.25	5.06 / 1.23	1.19	0.36 ***
3. The campus is safe and secure for all students.	6.68	6.20 / 1.12	0.48	6.50	5.82 / 1.32	0.68	0.38 ***
12. The amount of student parking space on campus is adequate.	6.22	4.22 / 2.04	2.00	6.13	3.95 / 2.06	2.18	0.27 ***
18. Parking lots are well-lighted and secure.	6.36	5.54 / 1.51	0.82	6.09	5.16 / 1.61	0.93	0.38 ***
28. Security staff respond quickly to calls for assistance.	6.55	5.91 / 1.42	0.64	6.28	5.36 / 1.55	0.92	0.55 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 18331 records.

## Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Student Centeredness**

Scale/Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.44	5.65 / 1.19	0.79	6.25	5.25 / 1.24	1.00	0.40 ***
1. The campus staff are caring and helpful.	6.45	5.71 / 1.30	0.74	6.32	5.51 / 1.36	0.81	0.20 ***
5. Administrators are available to hear students' concerns.	6.37	5.63 / 1.49	0.74	6.20	5.10 / 1.57	1.10	0.53 ***
31. Students are made to feel welcome here.	6.51	6.09 / 1.30	0.42	6.30	5.54 / 1.47	0.76	0.55 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.43	5.11 / 1.87	1.32	6.19	4.81 / 1.79	1.38	0.30 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 18331 records.

## Institutional Summary

### Items: In Sequential Order

Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. The campus staff are caring and helpful.	6.45	5.71 / 1.30	0.74	6.32	5.51 / 1.36	0.81	0.20 ***
2. Registration processes and procedures are convenient.	6.42	5.48 / 1.41	0.94	6.29	4.98 / 1.67	1.31	0.50 ***
3. The campus is safe and secure for all students.	6.68	6.20 / 1.12	0.48	6.50	5.82 / 1.32	0.68	0.38 ***
4. The content of the courses within my major is valuable.	6.63	5.89 / 1.27	0.74	6.53	5.53 / 1.40	1.00	0.36 ***
5. Administrators are available to hear students' concerns.	6.37	5.63 / 1.49	0.74	6.20	5.10 / 1.57	1.10	0.53 ***
6. Billing policies are reasonable.	6.25	5.23 / 1.60	1.02	6.20	4.88 / 1.63	1.32	0.35 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.06	5.40 / 1.57	0.66	5.97	5.06 / 1.59	0.91	0.34 ***
8. Financial aid awards are announced in time to be helpful in college planning.	6.38	5.27 / 1.68	1.11	6.19	5.03 / 1.67	1.16	0.24 ***
9. Library resources and services are adequate.	6.32	6.12 / 1.16	0.20	6.12	5.60 / 1.49	0.52	0.52 ***
10. My academic advisor helps me set goals to work toward.	6.41	5.72 / 1.69	0.69	6.28	5.31 / 1.73	0.97	0.41 ***
11. Financial aid counseling is available if I need it.	6.31	5.53 / 1.55	0.78	6.04	5.16 / 1.59	0.88	0.37 ***
12. The amount of student parking space on campus is adequate.	6.22	4.22 / 2.04	2.00	6.13	3.95 / 2.06	2.18	0.27 ***
13. Living conditions in the residence halls are comfortable.	6.25	5.29 / 1.61	0.96	6.01	4.92 / 1.71	1.09	0.37 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.52	5.70 / 1.48	0.82	6.39	5.35 / 1.53	1.04	0.35 ***
15. Computer labs are adequate and accessible.	6.53	6.04 / 1.25	0.49	6.24	5.70 / 1.40	0.54	0.34 ***
16. My academic advisor is available when I need help.	6.51	5.95 / 1.50	0.56	6.39	5.51 / 1.61	0.88	0.44 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 18331 records.

## Institutional Summary

### Items: In Sequential Order

Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. There are sufficient courses within my program of study available each term.	6.55	5.52 / 1.57	1.03	6.48	4.97 / 1.76	1.51	0.55 ***
18. Parking lots are well-lighted and secure.	6.36	5.54 / 1.51	0.82	6.09	5.16 / 1.61	0.93	0.38 ***
19. Residence hall staff are concerned about me as an individual.	6.02	5.45 / 1.64	0.57	5.67	4.93 / 1.68	0.74	0.52 ***
20. Tutoring services are readily available.	6.15	5.77 / 1.46	0.38	5.96	5.45 / 1.46	0.51	0.32 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.62	6.11 / 1.49	0.51	6.53	5.72 / 1.58	0.81	0.39 ***
22. This campus provides online access to services I need.	6.51	6.06 / 1.28	0.45	6.37	5.68 / 1.41	0.69	0.38 ***
23. I am able to register for classes I need with few conflicts.	6.60	5.60 / 1.57	1.00	6.53	5.01 / 1.81	1.52	0.59 ***
24. I receive the help I need to apply my academic major to my career goals.	6.57	5.90 / 1.45	0.67	6.46	5.39 / 1.54	1.07	0.51 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.48	5.68 / 1.43	0.80	6.31	5.33 / 1.48	0.98	0.35 ***
26. Counseling services are available if I need them.	6.28	6.16 / 1.28	0.12	5.94	5.52 / 1.41	0.42	0.64 ***
27. This institution helps me identify resources to finance my education.	6.34	5.27 / 1.77	1.07	6.15	4.92 / 1.69	1.23	0.35 ***
28. Security staff respond quickly to calls for assistance.	6.55	5.91 / 1.42	0.64	6.28	5.36 / 1.55	0.92	0.55 ***
29. Faculty use a variety of technology and media in the classroom.	5.94	5.72 / 1.38	0.22	5.83	5.55 / 1.39	0.28	0.17 **
30. There is an adequate selection of food available on campus.	6.16	5.48 / 1.64	0.68	6.03	4.48 / 1.92	1.55	1.00 ***
31. Students are made to feel welcome here.	6.51	6.09 / 1.30	0.42	6.30	5.54 / 1.47	0.76	0.55 ***

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 18331 records.

## Institutional Summary

### Items: In Sequential Order

Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Faculty provide timely feedback about my academic progress.	6.54	5.62 / 1.49	0.92	6.40	5.23 / 1.55	1.17	0.39 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.34	5.87 / 1.40	0.47	6.03	5.21 / 1.54	0.82	0.66 ***
34. There are adequate services to help me decide upon a career.	6.37	5.67 / 1.53	0.70	6.21	5.16 / 1.57	1.05	0.51 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.43	5.11 / 1.87	1.32	6.19	4.81 / 1.79	1.38	0.30 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.67	5.92 / 1.27	0.75	6.54	5.47 / 1.42	1.07	0.45 ***
37. There is a strong commitment to diversity on this campus.	6.04	5.91 / 1.35	0.13	5.73	5.42 / 1.48	0.31	0.49 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.34	5.53 / 1.56	0.81	6.20	5.04 / 1.58	1.16	0.49 ***
39. Student disciplinary procedures are fair.	6.41	5.87 / 1.47	0.54	6.10	5.32 / 1.54	0.78	0.55 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.56	6.15 / 1.20	0.41	6.41	5.77 / 1.37	0.64	0.38 ***
41. Tuition paid is a worthwhile investment.	6.57	5.60 / 1.54	0.97	6.49	5.16 / 1.67	1.33	0.44 ***
42. Students are free to express their ideas on this campus.	6.33	6.00 / 1.39	0.33	6.21	5.50 / 1.49	0.71	0.50 ***
43. Mentors are available to guide my life and career goals.	6.25	5.67 / 1.54	0.58	6.09	5.16 / 1.59	0.93	0.51 ***
44. On the whole, the campus is well-maintained.	6.48	6.07 / 1.26	0.41	6.28	5.72 / 1.41	0.56	0.35 ***
45. Student activity fees are put to good use.	6.23	4.84 / 1.96	1.39	6.20	4.66 / 1.82	1.54	0.18 *
46. Campus item 1							
47. Campus item 2							

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 18331 records.

**Institutional Summary**  
**Items: In Sequential Order**

Item	Southeastern Louisiana University - SSI			National Four-Year Publics Form B			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
48. Campus item 3							
49. Campus item 4							
50. Campus item 5							
51. Campus item 6							
52. Campus item 7							
53. Campus item 8							
54. Campus item 9							
55. Campus item 10							
56. Cost as factor in decision to enroll.	6.41			6.31			
57. Financial assistance as factor in decision to enroll.	6.33			6.09			
58. Academic reputation as factor in decision to enroll.	6.21			6.02			
59. Future career opportunities as factor in decision to enroll.	6.38			6.26			
60. Personal recommendations as factor in decision to enroll.	5.90			5.72			
61. Distance from campus as factor in decision to enroll.	5.93			5.82			
62. Information on the campus Web site as factor in decision to enroll.	5.90			5.50			
63. Campus visits as factor in decision to enroll.	5.50			5.27			

\* Difference statistically significant at the .05 level  
 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 18331 records.

## Institutional Summary

### Summary Items

Summary Item	Southeastern Louisiana University - SSI	National Four-Year Publics Form B	Mean Difference
So far, how has your college experience met your expectations?	Average: 4.95	Average: 4.56	0.39
1=Much worse than expected	2%	2%	
2=Quite a bit worse than I expected	1%	3%	
3=Worse than I expected	6%	10%	
4=About what I expected	30%	36%	
5=Better than I expected	25%	23%	
6=Quite a bit better than I expected	14%	12%	
7=Much better than expected	19%	11%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.67	Average: 5.20	0.47
1=Not satisfied at all	0%	1%	
2=Not very satisfied	2%	4%	
3=Somewhat dissatisfied	4%	7%	
4=Neutral	9%	13%	
5=Somewhat satisfied	12%	19%	
6=Satisfied	41%	37%	
7=Very satisfied	28%	15%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.82	Average: 5.21	0.61
1=Definitely not	2%	4%	
2=Probably not	4%	7%	
3=Maybe not	4%	6%	
4=I don't know	5%	10%	
5=Maybe yes	10%	13%	
6=Probably yes	27%	29%	
7=Definitely yes	46%	28%	