

## **Review of 2004-2005 MFA Results**

A. A. in Office Administration

B.A. in General Business

Department of General Business

In pursuit of the mission of Southeastern Louisiana University, the Department of General Business strives to meet or exceed three major goals as follows: (1) to provide students with a general body of knowledge representative of the current field of business so that they are successful in future employment and/or further postsecondary educational endeavors; (2) to foster positive educational experiences and interpersonal interactions; and (3) to enhance and utilize the physical and technological infrastructure. The concerted effort by the Department of General Business to achieve each of these goals is assessed based upon the results of the 2004-2005 Southeastern Exit Survey.

The first goal is measured by evaluating students' satisfaction with quality of instruction, the department, and overall degree program. Students' perspectives will indicate whether they believe they received an overall education that provides them with confidence about their competence to succeed in future employment and/or educational endeavors. Regarding the clarity of the degree requirements, effectiveness of the faculty as teachers, and quality of instruction in advanced courses, the survey results show that the department exceeded its expectations. At least 90 percent of the students surveyed in AA degree program and 85 percent of students surveyed in BA degree program are satisfied. It is worth noting that 100 percent of the students surveyed in AA degree program are satisfied with the effectiveness of beginning courses in preparing for advanced courses, with the quality of instruction regarding standards and ethics in the business field, and with the global perspective of courses. However, less than 80 percent of the students surveyed in BA degree program are satisfied with the effectiveness of beginning courses in preparing for advanced courses, indicating a greater need for rigorous

course management at introductory level as well as increased consistency in course contents in a related series of courses. Another couple of questions that should come to our attention are the availability of required courses and/or elective courses. No more than 70 percent of the students surveyed in AA and BA degree programs are satisfied with the variety of the courses that the department offers. Finally, regarding overall quality of the degree programs, 100 percent of the students surveyed in AA degree program and 88.9 percent of the students surveyed in BA degree program are satisfied.

The second goal of the department is measured by evaluating students' satisfaction with interaction with faculty members, other support personnel, and the opportunity to work with other students. At least 80 percent of the students surveyed in the AA degree program reported being satisfied with the opportunities to interact with faculty outside of class, with the perceived interest shown by faculty regarding academic development, with the faculty treatment of students both inside and outside of the classroom, with the help they received from faculty with regard to further educational opportunities, with usefulness of academic advice, with the accessibility of their advisors, and with advisors' concern with their academic goals. On the other hand, a smaller percentage of the students surveyed in both programs - 70 percent of the students surveyed in AA degree program and 72 percent of the students surveyed in BA degree program - reported being satisfied with the opportunity for meaningful interaction with faculty in research or other scholarly activity, suggesting greater necessity for further educational opportunities beyond the classroom. Next, the office support staff members are important in assisting students with a variety of needs. The department exceeded the goal with 100 percent of the students surveyed in AA degree program and 87 percent of the students surveyed in BA degree program being satisfied with the friendliness and helpfulness of the office staff.

The third goal of the department is to ensure that students are satisfied with their learning environments but also prepares them for the technologically advanced workplace. The goal is measured by evaluating students' satisfaction with the library resources related to their majors, with the use of appropriate technology in the classroom, with facilities and equipment for their courses, and with the size of classes in their majors. Of the students surveyed in AA degree program, 100 percent are satisfied with the library resources, the use of appropriate technology in the classroom, and the size of classes. The results also show that 90 percent of the students are satisfied with facilities and equipment for their courses.

The students surveyed in BA degree program show great satisfaction regarding the use of appropriate technology in the classroom (91.7 percent) and the size of classes in their majors (91.8 percent). Finally, less than 80 percent of the students surveyed in BA degree program are satisfied with the library resources related to their major.

**Table 12**  
**Southeastern Exit Survey 2004-2005**  
**Department of General Business**

Number of Respondents: AA Office Administration - 10; BA General Business - 145					
	Very Dissatisfied - 1	2	3	4	Very Satisfied - 5
<b>How satisfied are you with the:</b>					
<b>1. Clarity of the degree requirements as outlined in the catalogue and/or curriculum sheets</b>					
AA in Office Administration	0.0%	0.0%	10.0%	60.0%	30.0%
BA in General Business	0.7%	2.1%	7.6%	36.6%	53.1%
<b>2. Opportunities to interact with faculty outside of class</b>					
AA in Office Administration	0.0%	0.0%	10.0%	60.0%	30.0%
BA in General Business	0.0%	0.7%	9.7%	39.3%	50.3%
<b>3. Effectiveness of the faculty as teachers</b>					
AA in Office Administration	0.0%	0.0%	0.0%	70.0%	30.0%
BA in General Business	0.0%	0.7%	13.1%	46.9%	39.3%
<b>4. Friendliness and helpfulness of the office staff</b>					
AA in Office Administration	0.0%	0.0%	0.0%	50.0%	50.0%
BA in General Business	1.4%	3.4%	8.3%	29.7%	57.2%
<b>5. Interest shown by faculty in your academic development</b>					
AA in Office Administration	0.0%	0.0%	20.0%	30.0%	50.0%
BA in General Business	0.7%	3.4%	13.8%	39.3%	42.8%
<b>6. Effectiveness of beginning courses in preparing you for advanced courses</b>					
AA in Office Administration	0.0%	0.0%	0.0%	50.0%	50.0%
BA in General Business	0.7%	5.5%	19.3%	43.4%	31.0%
<b>7. Quality of instruction in advanced courses</b>					
AA in Office Administration	0.0%	0.0%	0.0%	70.0%	30.0%
BA in General Business	0.0%	0.0%	14.5%	46.9%	38.6%
<b>8. Faculty treatment of students both inside and outside of the classroom</b>					
AA in Office Administration	0.0%	0.0%	0.0%	90.0%	10.0%
BA in General Business	0.0%	0.0%	3.4%	44.8%	51.7%
<b>9. Professional activities, associations, or clubs</b>					
AA in Office Administration	0.0%	10.0%	40.0%	50.0%	0.0%
BA in General Business	0.7%	5.5%	31.7%	35.9%	26.2%

<b>Table 12 cont.</b>					
<b>Southeastern Exit Survey 2004-2005</b>					
<b>Department of General Business</b>					
<b>Number of Respondents:</b> AA Office Administration - 10; BA General Business - 145					
	Very Dissatisfied - 1	2	3	4	Very Satisfied - 5
<b>10. Opportunity for meaningful interaction with faculty in research or other scholarly activity</b>					
AA in Office Administration	0.0%	0.0%	30.0%	60.0%	10.0%
BA in General Business	0.7%	3.4%	23.4%	40.7%	31.7%
<b>11. Availability of the required courses</b>					
AA in Office Administration	10.0%	0.0%	20.0%	70.0%	0.0%
BA in General Business	4.1%	12.4%	22.1%	37.2%	24.1%
<b>12. Availability of elective courses you wanted to take in your major</b>					
AA in Office Administration	0.0%	10.0%	20.0%	70.0%	0.0%
BA in General Business	3.4%	7.6%	22.1%	39.3%	27.6%
<b>13. Quality of instruction regarding standards and ethics in your major field</b>					
AA in Office Administration	0.0%	0.0%	0.0%	80.0%	20.0%
BA in General Business	0.0%	0.0%	4.8%	45.5%	49.7%
<b>14. Opportunities for you to collaborate with other students on class projects</b>					
AA in Office Administration	0.0%	0.0%	10.0%	50.0%	40.0%
BA in General Business	0.0%	0.7%	11.0%	42.8%	45.5%
<b>15. Library resources related to your major</b>					
AA in Office Administration	0.0%	0.0%	0.0%	90.0%	10.0%
BA in General Business	1.4%	2.1%	17.2%	41.4%	37.9%
<b>16. Use of appropriate technology in the classroom</b>					
AA in Office Administration	0.0%	0.0%	0.0%	60.0%	40.0%
BA in General Business	0.0%	1.4%	6.9%	37.2%	54.5%
<b>17. Facilities and equipment (including computer resources) for courses in your major</b>					
AA in Office Administration	0.0%	0.0%	10.0%	50.0%	40.0%
BA in General Business	0.7%	1.4%	10.3%	40.7%	46.9%
<b>18. Help you received from faculty in your department with regard to further educational opportunities</b>					
AA in Office Administration	0.0%	0.0%	10.0%	60.0%	30.0%
BA in General Business	0.7%	4.1%	21.4%	39.3%	34.5%

<b>Table 12 cont.</b>					
<b>Southeastern Exit Survey 2004-2005</b>					
<b>Department of General Business</b>					
Number of Respondents: AA Office Administration - 10; BA General Business - 145					
	Very Dissatisfied - 1	2	3	4	Very Satisfied - 5
<b>19. The size of classes in your major</b>					
AA in Office Administration	0.0%	0.0%	0.0%	70.0%	30.0%
BA in General Business	0.0%	0.0%	8.3%	42.8%	49.0%
<b>20. Help you received from faculty in your department with regard to finding employment in your field</b>					
AA in Office Administration	10.0%	0.0%	20.0%	30.0%	40.0%
BA in General Business	9.7%	11.7%	26.9%	34.5%	17.2%
<b>21. The global perspective of courses</b>					
AA in Office Administration	0.0%	0.0%	0.0%	80.0%	20.0%
BA in General Business	0.0%	2.1%	17.9%	44.8%	35.2%
<b>22. The relevancy of courses</b>					
AA in Office Administration	0.0%	0.0%	0.0%	60.0%	40.0%
BA in General Business	0.0%	0.7%	18.6%	44.1%	36.6%
<b>23. "Real-world" experiences, exposure, examples, etc. in or out of the classroom</b>					
AA in Office Administration	0.0%	0.0%	30.0%	40.0%	30.0%
BA in General Business	0.7%	6.9%	17.2%	47.6%	27.6%
<b>24. Overall quality of your department</b>					
AA in Office Administration	0.0%	0.0%	0.0%	30.0%	70.0%
BA in General Business	0.0%	0.7%	10.3%	38.6%	50.3%
<b>25. Overall quality of your degree program</b>					
AA in Office Administration	0.0%	0.0%	0.0%	50.0%	50.0%
BA in General Business	0.0%	0.7%	10.3%	44.1%	44.8%
<b>26. Usefulness of the academic advice you received from your advisor</b>					
AA in Office Administration	0.0%	0.0%	10.0%	20.0%	70.0%
BA in General Business	4.1%	9.7%	17.9%	32.4%	35.9%
<b>27. Your advisor's knowledge of requirements</b>					
AA in Office Administration	0.0%	0.0%	10.0%	10.0%	80.0%
BA in General Business	4.1%	5.5%	20.7%	30.3%	39.3%
<b>28. The accessibility of your advisor</b>					
AA in Office Administration	0.0%	0.0%	20.0%	20.0%	60.0%
BA in General Business	7.6%	3.4%	27.6%	27.6%	33.8%

**Table 12 cont.**  
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**Department of General Business**

Number of Respondents: AA Office Administration - 10; BA General Business - 145					
	Very Dissatisfied - 1	2	3	4	Very Satisfied - 5
<b>29. Your advisor's concern with your academic goals</b>					
AA in Office Administration	0.0%	0.0%	20.0%	30.0%	50.0%
BA in General Business	9.7%	4.8%	24.1%	33.8%	27.6%
<b>30. How many times during the previous academic year did you meet with your advisor (for 10 minutes or more)?</b> (1 - I did not meet with my advisor; 2 - Once; 3 - Two or three times; 4 - Four or five times; 5 - Six or more times)					
	1	2	3	4	5
AA in Office Administration	50.0%	0.0%	40.0%	0.0%	10.0%
BA in General Business	34.5%	29.0%	25.5%	6.9%	4.1%
<b>How satisfied are you with:</b>					
<b>31. Practicum, internship, clinical, or other hands-on experiences outside of the classroom</b> (1 - Did not participate; 2 - Very Dissatisfied; 3 - Dissatisfied; 4 - Satisfied; 5 - Very Satisfied)					
AA in Office Administration	90.0%	10.0%	0.0%	0.0%	0.0%
BA in General Business	71.0%	1.4%	4.8%	19.3%	3.4%
<b>32. Study abroad and/or student exchange experiences</b> (1 - Did not participate; 2 - Very Dissatisfied; 3 - Dissatisfied; 4 - Satisfied; 5 - Very Satisfied)					
	1	2	3	4	5
AA in Office Administration	100.0%	0.0%	0.0%	0.0%	0.0%
BA in General Business	80.0%	0.7%	2.1%	8.3%	9.0%
<b>33. Honors program</b> (1 - Did not participate; 2 - Very Dissatisfied; 3 - Dissatisfied; 4 - Satisfied; 5 - Very Satisfied)					
	1	2	3	4	5
AA in Office Administration	90.0%	0.0%	0.0%	0.0%	10.0%
BA in General Business	91.7%	0.0%	1.4%	3.4%	3.4%
<b>34. Undergraduate research programs (such as OSCAR, PROFIT, SURE, and SOAR)</b> (1 - Did not participate; 2 - Very Dissatisfied; 3 - Dissatisfied; 4 - Satisfied; 5 - Very Satisfied)					
	1	2	3	4	5
AA in Office Administration	100.0%	0.0%	0.0%	0.0%	0.0%
BA in General Business	93.1%	0.7%	1.4%	2.1%	2.8%