

Demographics

Gender		N	%	Current Class Load		N	%
Female		235	68.51%	Full-time		345	89.84%
Male		108	31.49%	Part-time		39	10.16%
Total		343	100.00%	Total		384	100.00%
No Response		114		No Response		73	

Age		N	%	Class Level		N	%
18 and under		32	9.04%	Freshman		80	22.04%
19 to 24		258	72.88%	Sophomore		65	17.91%
25 to 34		36	10.17%	Junior		76	20.94%
35 to 44		15	4.24%	Senior		130	35.81%
45 and over		13	3.67%	Special student		3	0.83%
Total		354	100.00%	Graduate/Professional		4	1.10%
No Response		103		Other class level		5	1.38%
				Total		363	100.00%
				No Response		94	

Ethnicity/Race		N	%	Current GPA		N	%
Alaskan Native		0	0.00%	No credits earned		4	1.01%
American Indian		2	0.52%	1.99 or below		12	3.04%
Asian		7	1.83%	2.0 - 2.49		41	10.38%
Black/African-American		71	18.59%	2.5 - 2.99		103	26.08%
Hispanic or Latino (and Puerto Rican)		10	2.62%	3.0 - 3.49		136	34.43%
Native Hawaiian or Pacific Islander		0	0.00%	3.5 or above		99	25.06%
White/Caucasian		272	71.20%	Total		395	100.00%
Multi-racial		12	3.14%	No Response		62	
Other race		8	2.09%				
Total		382	100.00%				
No Response		75					

Current Enrollment Status		N	%	Educational Goal		N	%
Day		403	94.82%	Associate degree		6	1.46%
Evening		22	5.18%	Bachelor's degree		361	87.62%
Weekend		0	0.00%	Master's degree		21	5.10%
Total		425	100.00%	Doctorate or professional degree		12	2.91%
No Response		32		Certification (initial/renewal)		2	0.49%
				Self-improvement/pleasure		3	0.73%
				Job-related training		0	0.00%
				Other educational goal		7	1.70%
				Total		412	100.00%
				No Response		45	

Demographics

Employment			Plan to Transfer		
	N	%		N	%
Full-time off campus	74	17.33%	Yes I plan to transfer	36	10.23%
Part-time off campus	187	43.79%	No I do not plan to transfer	316	89.77%
Full-time on campus	21	4.92%	Total	352	100.00%
Part-time on campus	38	8.90%	No Response	105	
Not employed	107	25.06%			
Total	427	100.00%			
No Response	30				
			Organization Memberships		
				N	%
			No organization memberships	222	52.73%
			One or two organization memberships	159	37.77%
			Three or four organization memberships	29	6.89%
			Five or more organization memberships	11	2.61%
			Total	421	100.00%
			No Response	36	
Current Residence			Tuition Source		
	N	%		N	%
Residence hall	79	18.54%	Scholarships	58	13.30%
Fraternity/Sorority	10	2.35%	Financial aid	252	57.80%
Own house	69	16.20%	Family contributions	52	11.93%
Rent room or apt off campus	105	24.65%	Self support	63	14.45%
Parent's home	154	36.15%	Other tuition source	11	2.52%
Other residence	9	2.11%	Total	436	100.00%
Total	426	100.00%	No Response	21	
No Response	31				
Residence Classification			Institution Question		
	N	%		N	%
In-state	374	96.64%	Campus item - Answer 1	0	0%
Out-of-state	8	2.07%	Campus item - Answer 2	0	0%
International (not U.S. citizen)	5	1.29%	Campus item - Answer 3	0	0%
Total	387	100.00%	Campus item - Answer 4	0	0%
No Response	70		Campus item - Answer 5	0	0%
			Campus item - Answer 6	0	0%
			Total	0	100.00%
			No Response	457	
Institution Was My					
	N	%			
1st choice	257	60.61%			
2nd choice	130	30.66%			
3rd choice or lower	37	8.73%			
Total	424	100.00%			
No Response	33				
Did Transfer Here					
	N	%			
Yes transferred here	90	23.56%			
No did not transfer here	292	76.44%			
Total	382	100.00%			
No Response	75				

Demographics

Institution Question 2	N	%		N	%
			5007: Art	13	2.94%
Campus item 2 - Answer 1	0	0%	5009: Music	6	1.36%
Campus item 2 - Answer 2	0	0%	5101: Health Systems Management	11	2.49%
Campus item 2 - Answer 3	0	0%	5102: Communication Sciences & Disorders	5	1.13%
Campus item 2 - Answer 4	0	0%	5109: Athletic Training	3	0.68%
Campus item 2 - Answer 5	0	0%	5122: Health Education & Promotion	1	0.23%
Campus item 2 - Answer 6	0	0%	5138: Nursing	64	14.48%
Total	0	100.00%	5201: Management	20	4.52%
No Response	457		5202: Business Administration	19	4.30%
			5203: Accounting	22	4.98%
Group Code	N	%	5204: Supply Chain Management	2	0.45%
0901: Communication	8	1.81%	5208: Finance	5	1.13%
1101: Information Technology	6	1.36%	5214: Marketing	13	2.94%
1107: Computer Science	11	2.49%	5401: History	5	1.13%
1301: Elementary Education	13	2.94%	Total	442	100.00%
1302: Elementary & Special Education	6	1.36%	No Response	15	
1303: Middle School Education	5	1.13%			
1304: Middle School & Special Education	1	0.23%			
1305: Health & Physical Education	2	0.45%			
1306: Social Studies Education	8	1.81%			
1312: Early Childhood Education	8	1.81%			
1313: English Education	5	1.13%			
1500: Engineering Technology	7	1.58%			
1506: Industrial Technology	8	1.81%			
1507: Occupational Safety, Health & Environment	9	2.04%			
1609: Spanish	1	0.23%			
1901: Family & Consumer Sciences	11	2.49%			
2301: English	5	1.13%			
2401: General Studies	19	4.30%			
2601: Biological Sciences	23	5.20%			
2701: Mathematics	6	1.36%			
3101: Sport Management	5	1.13%			
3105: Kinesiology	17	3.85%			
4005: Chemistry	5	1.13%			
4008: Physics	1	0.23%			
4201: Psychology	26	5.88%			
4301: Criminal Justice	17	3.85%			
4407: Social Work	11	2.49%			
4510: Political Science	5	1.13%			
4511: Sociology	4	0.90%			

Strategic Planning Overview

Strengths and Challenges

Strengths

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

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.
- 32. Faculty provide timely feedback about my academic progress.

Strategic Planning Overview Benchmarks

Higher Satisfaction vs. National Four-Year Publics Form B

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

Higher Importance vs. National Four-Year Publics Form B

- 28. Security staff respond quickly to calls for assistance.
- 16. My academic advisor is available when I need help.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 31. Students are made to feel welcome here.
- 44. On the whole, the campus is well-maintained.
- 15. Computer labs are adequate and accessible.
- 25. I am able to take care of college-related business at times that are convenient for me.
- 26. Counseling services are available if I need them.
- 1. The campus staff are caring and helpful.
- 34. There are adequate services to help me decide upon a career.
- 5. Administrators are available to hear students' concerns.

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	
Academic Advising Effectiveness	6.55	5.81 / 1.38	0.74	6.34	5.43 / 1.39	0.91	0.38 ***
Campus Climate	6.52	5.88 / 1.04	0.64	6.29	5.49 / 1.12	0.80	0.39 ***
Student Centeredness	6.52	5.69 / 1.17	0.83	6.29	5.33 / 1.26	0.96	0.36 ***
Instructional Effectiveness	6.50	5.64 / 1.10	0.86	6.38	5.46 / 1.11	0.92	0.18 ***
Campus Services	6.49	5.96 / 1.05	0.53	6.24	5.58 / 1.09	0.66	0.38 ***
Safety and Security	6.48	5.26 / 1.22	1.22	6.29	5.07 / 1.24	1.22	0.19 **
Registration Effectiveness	6.47	5.49 / 1.18	0.98	6.33	5.11 / 1.29	1.22	0.38 ***
Recruitment and Financial Aid Effectiveness	6.43	5.50 / 1.25	0.93	6.14	5.18 / 1.33	0.96	0.32 ***
Campus Life	6.33	5.36 / 1.41	0.97	6.08	4.92 / 1.44	1.16	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 21933 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.	6.67	6.18 / 1.14	0.49	6.55	5.89 / 1.30	0.66	0.29 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.67	6.12 / 1.55	0.55	6.53	5.74 / 1.62	0.79	0.38 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.65	5.71 / 1.49	0.94	6.55	5.48 / 1.43	1.07	0.23 ***
28. Security staff respond quickly to calls for assistance.	6.64	5.91 / 1.56	0.73	6.37	5.55 / 1.53	0.82	0.36 ***
23. I am able to register for classes I need with few conflicts.	6.62	5.47 / 1.62	1.15	6.52	5.05 / 1.81	1.47	0.42 ***
16. My academic advisor is available when I need help.	6.60	5.96 / 1.61	0.64	6.38	5.55 / 1.64	0.83	0.41 ***
24. I receive the help I need to apply my academic major to my career goals.	6.60	5.89 / 1.43	0.71	6.46	5.48 / 1.55	0.98	0.41 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.59	5.62 / 1.52	0.97	6.41	5.40 / 1.55	1.01	0.22 **
41. Tuition paid is a worthwhile investment.	6.58	5.54 / 1.67	1.04	6.47	5.25 / 1.67	1.22	0.29 ***
31. Students are made to feel welcome here.	6.57	6.16 / 1.29	0.41	6.36	5.67 / 1.48	0.69	0.49 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.57	6.14 / 1.25	0.43	6.42	5.85 / 1.36	0.57	0.29 ***
44. On the whole, the campus is well-maintained.	6.57	6.22 / 1.15	0.35	6.31	5.77 / 1.42	0.54	0.45 ***
17. There are sufficient courses within my program of study available each term.	6.56	5.29 / 1.75	1.27	6.47	5.10 / 1.74	1.37	0.19 *
4. The content of the courses within my major is valuable.	6.55	5.61 / 1.43	0.94	6.54	5.54 / 1.40	1.00	0.07
15. Computer labs are adequate and accessible.	6.55	6.16 / 1.28	0.39	6.29	5.76 / 1.41	0.53	0.40 ***

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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	
25. I am able to take care of college-related business at times that are convenient for me.	6.55	5.76 / 1.46	0.79	6.31	5.40 / 1.50	0.91	0.36 ***
26. Counseling services are available if I need them.	6.53	6.26 / 1.29	0.27	6.12	5.68 / 1.44	0.44	0.58 ***
32. Faculty provide timely feedback about my academic progress.	6.53	5.45 / 1.54	1.08	6.41	5.26 / 1.58	1.15	0.19 *
1. The campus staff are caring and helpful.	6.52	5.72 / 1.29	0.80	6.36	5.53 / 1.36	0.83	0.19 **
5. Administrators are available to hear students' concerns.	6.52	5.50 / 1.56	1.02	6.25	5.21 / 1.59	1.04	0.29 ***
22. This campus provides online access to services I need.	6.52	6.08 / 1.30	0.44	6.38	5.75 / 1.40	0.63	0.33 ***
34. There are adequate services to help me decide upon a career.	6.52	5.67 / 1.60	0.85	6.25	5.29 / 1.58	0.96	0.38 ***
39. Student disciplinary procedures are fair.	6.49	5.94 / 1.48	0.55	6.19	5.48 / 1.56	0.71	0.46 ***
10. My academic advisor helps me set goals to work toward.	6.48	5.62 / 1.82	0.86	6.27	5.31 / 1.79	0.96	0.31 ***
8. Financial aid awards are announced in time to be helpful in college planning.	6.47	5.35 / 1.64	1.12	6.24	5.12 / 1.69	1.12	0.23 **
11. Financial aid counseling is available if I need it.	6.47	5.63 / 1.56	0.84	6.13	5.29 / 1.64	0.84	0.34 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.47	5.34 / 1.79	1.13	6.19	4.87 / 1.83	1.32	0.47 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.46	5.85 / 1.44	0.61	6.13	5.35 / 1.57	0.78	0.50 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.46	5.52 / 1.57	0.94	6.19	5.10 / 1.62	1.09	0.42 ***
27. This institution helps me identify resources to finance my education.	6.45	5.31 / 1.79	1.14	6.19	4.99 / 1.72	1.20	0.32 ***

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National Group Means are based on 21933 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	
42. Students are free to express their ideas on this campus.	6.45	6.11 / 1.35	0.34	6.26	5.59 / 1.53	0.67	0.52 ***
18. Parking lots are well-lighted and secure.	6.43	5.55 / 1.49	0.88	6.13	5.20 / 1.64	0.93	0.35 ***
59. Future career opportunities as factor in decision to enroll.	6.43			6.35			
9. Library resources and services are adequate.	6.42	6.13 / 1.38	0.29	6.17	5.76 / 1.41	0.41	0.37 ***
56. Cost as factor in decision to enroll.	6.42			6.34			
2. Registration processes and procedures are convenient.	6.40	5.49 / 1.47	0.91	6.29	5.00 / 1.66	1.29	0.49 ***
20. Tutoring services are readily available.	6.38	5.84 / 1.48	0.54	6.10	5.61 / 1.46	0.49	0.23 **
45. Student activity fees are put to good use.	6.38	5.11 / 1.85	1.27	6.18	4.74 / 1.85	1.44	0.37 ***
43. Mentors are available to guide my life and career goals.	6.36	5.59 / 1.57	0.77	6.14	5.28 / 1.62	0.86	0.31 ***
30. There is an adequate selection of food available on campus.	6.34	5.39 / 1.80	0.95	6.07	4.60 / 1.94	1.47	0.79 ***
57. Financial assistance as factor in decision to enroll.	6.33			6.24			
6. Billing policies are reasonable.	6.32	5.26 / 1.63	1.06	6.19	4.98 / 1.65	1.21	0.28 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.30	5.41 / 1.63	0.89	5.99	5.16 / 1.60	0.83	0.25 **
37. There is a strong commitment to diversity on this campus.	6.27	5.93 / 1.43	0.34	5.88	5.57 / 1.51	0.31	0.36 ***
58. Academic reputation as factor in decision to enroll.	6.26			6.11			
13. Living conditions in the residence halls are comfortable.	6.25	5.05 / 1.83	1.20	6.14	4.88 / 1.76	1.26	0.17
12. The amount of student parking space on campus is adequate.	6.24	3.65 / 2.08	2.59	6.11	3.75 / 2.06	2.36	-0.10

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National Group Means are based on 21933 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	
19. Residence hall staff are concerned about me as an individual.	6.09	5.21 / 1.77	0.88	5.77	4.98 / 1.74	0.79	0.23 *
61. Distance from campus as factor in decision to enroll.	6.07			5.74			
29. Faculty use a variety of technology and media in the classroom.	6.01	5.70 / 1.45	0.31	5.83	5.58 / 1.42	0.25	0.12
60. Personal recommendations as factor in decision to enroll.	5.97			5.77			
62. Information on the campus Web site as factor in decision to enroll.	5.81			5.63			
63. Campus visits as factor in decision to enroll.	5.57			5.45			
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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National Group Means are based on 21933 records.

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	
ACADEMIC ADVISING EFFECTIVENESS	6.55	5.81 / 1.38	0.74	6.34	5.43 / 1.39	0.91	0.38 ***
10. My academic advisor helps me set goals to work toward.	6.48	5.62 / 1.82	0.86	6.27	5.31 / 1.79	0.96	0.31 ***
16. My academic advisor is available when I need help.	6.60	5.96 / 1.61	0.64	6.38	5.55 / 1.64	0.83	0.41 ***
21. My academic advisor is knowledgeable about requirements in my major.	6.67	6.12 / 1.55	0.55	6.53	5.74 / 1.62	0.79	0.38 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.46	5.52 / 1.57	0.94	6.19	5.10 / 1.62	1.09	0.42 ***

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

National Group Means are based on 21933 records.

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	
CAMPUS CLIMATE	6.52	5.88 / 1.04	0.64	6.29	5.49 / 1.12	0.80	0.39 ***
3. The campus is safe and secure for all students.	6.67	6.18 / 1.14	0.49	6.55	5.89 / 1.30	0.66	0.29 ***
5. Administrators are available to hear students' concerns.	6.52	5.50 / 1.56	1.02	6.25	5.21 / 1.59	1.04	0.29 ***
31. Students are made to feel welcome here.	6.57	6.16 / 1.29	0.41	6.36	5.67 / 1.48	0.69	0.49 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.47	5.34 / 1.79	1.13	6.19	4.87 / 1.83	1.32	0.47 ***
37. There is a strong commitment to diversity on this campus.	6.27	5.93 / 1.43	0.34	5.88	5.57 / 1.51	0.31	0.36 ***
41. Tuition paid is a worthwhile investment.	6.58	5.54 / 1.67	1.04	6.47	5.25 / 1.67	1.22	0.29 ***
42. Students are free to express their ideas on this campus.	6.45	6.11 / 1.35	0.34	6.26	5.59 / 1.53	0.67	0.52 ***
44. On the whole, the campus is well-maintained.	6.57	6.22 / 1.15	0.35	6.31	5.77 / 1.42	0.54	0.45 ***

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

National Group Means are based on 21933 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	
CAMPUS LIFE	6.33	5.36 / 1.41	0.97	6.08	4.92 / 1.44	1.16	0.44 ***
13. Living conditions in the residence halls are comfortable.	6.25	5.05 / 1.83	1.20	6.14	4.88 / 1.76	1.26	0.17
19. Residence hall staff are concerned about me as an individual.	6.09	5.21 / 1.77	0.88	5.77	4.98 / 1.74	0.79	0.23 *
30. There is an adequate selection of food available on campus.	6.34	5.39 / 1.80	0.95	6.07	4.60 / 1.94	1.47	0.79 ***
39. Student disciplinary procedures are fair.	6.49	5.94 / 1.48	0.55	6.19	5.48 / 1.56	0.71	0.46 ***
45. Student activity fees are put to good use.	6.38	5.11 / 1.85	1.27	6.18	4.74 / 1.85	1.44	0.37 ***

* 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 21933 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	
CAMPUS SERVICES	6.49	5.96 / 1.05	0.53	6.24	5.58 / 1.09	0.66	0.38 ***
9. Library resources and services are adequate.	6.42	6.13 / 1.38	0.29	6.17	5.76 / 1.41	0.41	0.37 ***
15. Computer labs are adequate and accessible.	6.55	6.16 / 1.28	0.39	6.29	5.76 / 1.41	0.53	0.40 ***
20. Tutoring services are readily available.	6.38	5.84 / 1.48	0.54	6.10	5.61 / 1.46	0.49	0.23 **
22. This campus provides online access to services I need.	6.52	6.08 / 1.30	0.44	6.38	5.75 / 1.40	0.63	0.33 ***
24. I receive the help I need to apply my academic major to my career goals.	6.60	5.89 / 1.43	0.71	6.46	5.48 / 1.55	0.98	0.41 ***
26. Counseling services are available if I need them.	6.53	6.26 / 1.29	0.27	6.12	5.68 / 1.44	0.44	0.58 ***
34. There are adequate services to help me decide upon a career.	6.52	5.67 / 1.60	0.85	6.25	5.29 / 1.58	0.96	0.38 ***
43. Mentors are available to guide my life and career goals.	6.36	5.59 / 1.57	0.77	6.14	5.28 / 1.62	0.86	0.31 ***

* 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 21933 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	
INSTRUCTIONAL EFFECTIVENESS	6.50	5.64 / 1.10	0.86	6.38	5.46 / 1.11	0.92	0.18 ***
4. The content of the courses within my major is valuable.	6.55	5.61 / 1.43	0.94	6.54	5.54 / 1.40	1.00	0.07
14. Faculty are fair and unbiased in their treatment of individual students.	6.59	5.62 / 1.52	0.97	6.41	5.40 / 1.55	1.01	0.22 **
17. There are sufficient courses within my program of study available each term.	6.56	5.29 / 1.75	1.27	6.47	5.10 / 1.74	1.37	0.19 *
29. Faculty use a variety of technology and media in the classroom.	6.01	5.70 / 1.45	0.31	5.83	5.58 / 1.42	0.25	0.12
32. Faculty provide timely feedback about my academic progress.	6.53	5.45 / 1.54	1.08	6.41	5.26 / 1.58	1.15	0.19 *
36. The quality of instruction I receive in most of my classes is excellent.	6.65	5.71 / 1.49	0.94	6.55	5.48 / 1.43	1.07	0.23 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.57	6.14 / 1.25	0.43	6.42	5.85 / 1.36	0.57	0.29 ***

* 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 21933 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	
RECRUITMENT AND FINANCIAL AID EFFECTIVENESS	6.43	5.50 / 1.25	0.93	6.14	5.18 / 1.33	0.96	0.32 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.30	5.41 / 1.63	0.89	5.99	5.16 / 1.60	0.83	0.25 **
8. Financial aid awards are announced in time to be helpful in college planning.	6.47	5.35 / 1.64	1.12	6.24	5.12 / 1.69	1.12	0.23 **
11. Financial aid counseling is available if I need it.	6.47	5.63 / 1.56	0.84	6.13	5.29 / 1.64	0.84	0.34 ***
27. This institution helps me identify resources to finance my education.	6.45	5.31 / 1.79	1.14	6.19	4.99 / 1.72	1.20	0.32 ***
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.46	5.85 / 1.44	0.61	6.13	5.35 / 1.57	0.78	0.50 ***

* 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 21933 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	
REGISTRATION EFFECTIVENESS	6.47	5.49 / 1.18	0.98	6.33	5.11 / 1.29	1.22	0.38 ***
2. Registration processes and procedures are convenient.	6.40	5.49 / 1.47	0.91	6.29	5.00 / 1.66	1.29	0.49 ***
6. Billing policies are reasonable.	6.32	5.26 / 1.63	1.06	6.19	4.98 / 1.65	1.21	0.28 ***
23. I am able to register for classes I need with few conflicts.	6.62	5.47 / 1.62	1.15	6.52	5.05 / 1.81	1.47	0.42 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.55	5.76 / 1.46	0.79	6.31	5.40 / 1.50	0.91	0.36 ***

* 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 21933 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	
SAFETY AND SECURITY	6.48	5.26 / 1.22	1.22	6.29	5.07 / 1.24	1.22	0.19 **
3. The campus is safe and secure for all students.	6.67	6.18 / 1.14	0.49	6.55	5.89 / 1.30	0.66	0.29 ***
12. The amount of student parking space on campus is adequate.	6.24	3.65 / 2.08	2.59	6.11	3.75 / 2.06	2.36	-0.10
18. Parking lots are well-lighted and secure.	6.43	5.55 / 1.49	0.88	6.13	5.20 / 1.64	0.93	0.35 ***
28. Security staff respond quickly to calls for assistance.	6.64	5.91 / 1.56	0.73	6.37	5.55 / 1.53	0.82	0.36 ***

* 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 21933 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	
STUDENT CENTEREDNESS	6.52	5.69 / 1.17	0.83	6.29	5.33 / 1.26	0.96	0.36 ***
1. The campus staff are caring and helpful.	6.52	5.72 / 1.29	0.80	6.36	5.53 / 1.36	0.83	0.19 **
5. Administrators are available to hear students' concerns.	6.52	5.50 / 1.56	1.02	6.25	5.21 / 1.59	1.04	0.29 ***
31. Students are made to feel welcome here.	6.57	6.16 / 1.29	0.41	6.36	5.67 / 1.48	0.69	0.49 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.47	5.34 / 1.79	1.13	6.19	4.87 / 1.83	1.32	0.47 ***

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

National Group Means are based on 21933 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.	6.52	5.72 / 1.29	0.80	6.36	5.53 / 1.36	0.83	0.19 **
2. Registration processes and procedures are convenient.	6.40	5.49 / 1.47	0.91	6.29	5.00 / 1.66	1.29	0.49 ***
3. The campus is safe and secure for all students.	6.67	6.18 / 1.14	0.49	6.55	5.89 / 1.30	0.66	0.29 ***
4. The content of the courses within my major is valuable.	6.55	5.61 / 1.43	0.94	6.54	5.54 / 1.40	1.00	0.07
5. Administrators are available to hear students' concerns.	6.52	5.50 / 1.56	1.02	6.25	5.21 / 1.59	1.04	0.29 ***
6. Billing policies are reasonable.	6.32	5.26 / 1.63	1.06	6.19	4.98 / 1.65	1.21	0.28 ***
7. Admissions staff provide personalized attention prior to enrollment.	6.30	5.41 / 1.63	0.89	5.99	5.16 / 1.60	0.83	0.25 **
8. Financial aid awards are announced in time to be helpful in college planning.	6.47	5.35 / 1.64	1.12	6.24	5.12 / 1.69	1.12	0.23 **
9. Library resources and services are adequate.	6.42	6.13 / 1.38	0.29	6.17	5.76 / 1.41	0.41	0.37 ***
10. My academic advisor helps me set goals to work toward.	6.48	5.62 / 1.82	0.86	6.27	5.31 / 1.79	0.96	0.31 ***
11. Financial aid counseling is available if I need it.	6.47	5.63 / 1.56	0.84	6.13	5.29 / 1.64	0.84	0.34 ***
12. The amount of student parking space on campus is adequate.	6.24	3.65 / 2.08	2.59	6.11	3.75 / 2.06	2.36	-0.10
13. Living conditions in the residence halls are comfortable.	6.25	5.05 / 1.83	1.20	6.14	4.88 / 1.76	1.26	0.17
14. Faculty are fair and unbiased in their treatment of individual students.	6.59	5.62 / 1.52	0.97	6.41	5.40 / 1.55	1.01	0.22 **
15. Computer labs are adequate and accessible.	6.55	6.16 / 1.28	0.39	6.29	5.76 / 1.41	0.53	0.40 ***
16. My academic advisor is available when I need help.	6.60	5.96 / 1.61	0.64	6.38	5.55 / 1.64	0.83	0.41 ***

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

National Group Means are based on 21933 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.	6.56	5.29 / 1.75	1.27	6.47	5.10 / 1.74	1.37	0.19 *
18. Parking lots are well-lighted and secure.	6.43	5.55 / 1.49	0.88	6.13	5.20 / 1.64	0.93	0.35 ***
19. Residence hall staff are concerned about me as an individual.	6.09	5.21 / 1.77	0.88	5.77	4.98 / 1.74	0.79	0.23 *
20. Tutoring services are readily available.	6.38	5.84 / 1.48	0.54	6.10	5.61 / 1.46	0.49	0.23 **
21. My academic advisor is knowledgeable about requirements in my major.	6.67	6.12 / 1.55	0.55	6.53	5.74 / 1.62	0.79	0.38 ***
22. This campus provides online access to services I need.	6.52	6.08 / 1.30	0.44	6.38	5.75 / 1.40	0.63	0.33 ***
23. I am able to register for classes I need with few conflicts.	6.62	5.47 / 1.62	1.15	6.52	5.05 / 1.81	1.47	0.42 ***
24. I receive the help I need to apply my academic major to my career goals.	6.60	5.89 / 1.43	0.71	6.46	5.48 / 1.55	0.98	0.41 ***
25. I am able to take care of college-related business at times that are convenient for me.	6.55	5.76 / 1.46	0.79	6.31	5.40 / 1.50	0.91	0.36 ***
26. Counseling services are available if I need them.	6.53	6.26 / 1.29	0.27	6.12	5.68 / 1.44	0.44	0.58 ***
27. This institution helps me identify resources to finance my education.	6.45	5.31 / 1.79	1.14	6.19	4.99 / 1.72	1.20	0.32 ***
28. Security staff respond quickly to calls for assistance.	6.64	5.91 / 1.56	0.73	6.37	5.55 / 1.53	0.82	0.36 ***
29. Faculty use a variety of technology and media in the classroom.	6.01	5.70 / 1.45	0.31	5.83	5.58 / 1.42	0.25	0.12
30. There is an adequate selection of food available on campus.	6.34	5.39 / 1.80	0.95	6.07	4.60 / 1.94	1.47	0.79 ***
31. Students are made to feel welcome here.	6.57	6.16 / 1.29	0.41	6.36	5.67 / 1.48	0.69	0.49 ***

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

National Group Means are based on 21933 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.	6.53	5.45 / 1.54	1.08	6.41	5.26 / 1.58	1.15	0.19 *
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.46	5.85 / 1.44	0.61	6.13	5.35 / 1.57	0.78	0.50 ***
34. There are adequate services to help me decide upon a career.	6.52	5.67 / 1.60	0.85	6.25	5.29 / 1.58	0.96	0.38 ***
35. I seldom get the "run-around" when seeking information on this campus.	6.47	5.34 / 1.79	1.13	6.19	4.87 / 1.83	1.32	0.47 ***
36. The quality of instruction I receive in most of my classes is excellent.	6.65	5.71 / 1.49	0.94	6.55	5.48 / 1.43	1.07	0.23 ***
37. There is a strong commitment to diversity on this campus.	6.27	5.93 / 1.43	0.34	5.88	5.57 / 1.51	0.31	0.36 ***
38. I receive ongoing feedback about progress toward my academic goals.	6.46	5.52 / 1.57	0.94	6.19	5.10 / 1.62	1.09	0.42 ***
39. Student disciplinary procedures are fair.	6.49	5.94 / 1.48	0.55	6.19	5.48 / 1.56	0.71	0.46 ***
40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.57	6.14 / 1.25	0.43	6.42	5.85 / 1.36	0.57	0.29 ***
41. Tuition paid is a worthwhile investment.	6.58	5.54 / 1.67	1.04	6.47	5.25 / 1.67	1.22	0.29 ***
42. Students are free to express their ideas on this campus.	6.45	6.11 / 1.35	0.34	6.26	5.59 / 1.53	0.67	0.52 ***
43. Mentors are available to guide my life and career goals.	6.36	5.59 / 1.57	0.77	6.14	5.28 / 1.62	0.86	0.31 ***
44. On the whole, the campus is well-maintained.	6.57	6.22 / 1.15	0.35	6.31	5.77 / 1.42	0.54	0.45 ***
45. Student activity fees are put to good use.	6.38	5.11 / 1.85	1.27	6.18	4.74 / 1.85	1.44	0.37 ***
46. Campus item 1							
47. Campus item 2							

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 *** Difference statistically significant at the .001 level

National Group Means are based on 21933 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.	6.42			6.34			
57. Financial assistance as factor in decision to enroll.	6.33			6.24			
58. Academic reputation as factor in decision to enroll.	6.26			6.11			
59. Future career opportunities as factor in decision to enroll.	6.43			6.35			
60. Personal recommendations as factor in decision to enroll.	5.97			5.77			
61. Distance from campus as factor in decision to enroll.	6.07			5.74			
62. Information on the campus Web site as factor in decision to enroll.	5.81			5.63			
63. Campus visits as factor in decision to enroll.	5.57			5.45			

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 *** Difference statistically significant at the .001 level

National Group Means are based on 21933 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: 4.86	Average: 4.61	0.25
1=Much worse than expected	2%	2%	
2=Quite a bit worse than I expected	1%	3%	
3=Worse than I expected	7%	10%	
4=About what I expected	34%	34%	
5=Better than I expected	24%	23%	
6=Quite a bit better than I expected	15%	13%	
7=Much better than expected	14%	11%	
Rate your overall satisfaction with your experience here thus far.	Average: 5.43	Average: 5.23	0.20
1=Not satisfied at all	1%	1%	
2=Not very satisfied	2%	4%	
3=Somewhat dissatisfied	5%	7%	
4=Neutral	13%	13%	
5=Somewhat satisfied	16%	18%	
6=Satisfied	39%	37%	
7=Very satisfied	20%	17%	
All in all, if you had to do it over, would you enroll here again?	Average: 5.68	Average: 5.31	0.37
1=Definitely not	2%	4%	
2=Probably not	5%	6%	
3=Maybe not	3%	6%	
4=I don't know	8%	10%	
5=Maybe yes	11%	12%	
6=Probably yes	30%	28%	
7=Definitely yes	38%	31%	